

THE AMI INSIDER

As we enter 2021, we reflect upon a challenging 2020 and look forward to the start of a new year. There are so many people to thank here at AMI that work to make your care excellent and to help make our offices safe as we continue to deal with COVID-19. Everyone from our front desk staff, technologists, office administrators, and managers deserves praise for keeping everyone safe. But I also want to thank all of you, our patients, for doing your part as well. You have all recognized that safety starts with you, and by complying with our guidelines, you have played a major role in our success for dealing with COVID. So thank you!

Looking forward, there is much for us to be excited about in 2021. We now have a vaccine available in the U.S. which will enable us to work towards getting back to normal. This will be a new normal, which will retain some of the positive changes that COVID has brought upon us. Online scheduling, the ability to fill out your forms in advance of your appointment, and the continued focus on minimizing any risk of infection at our offices, are just a few examples of the new normal here at AMI. These will continue through 2021 and beyond.



I want to wish all of you Happy Holidays and a Happy New Year. Let's all hope for health and happiness in 2021!



News Update: COVID-19

We're Focused on Your Safety

The health and well-being of our patients and staff continues to be our highest priorities. To best serve our community and minimize the risk of spreading COVID-19, we are following the recommendation of the Centers of Disease Control and Prevention (CDC) and New Jersey Department of Health (NJDOH) and making temporary changes to our business hours, policies and procedures.

Hours of Operation by Location

All AMI offices are now open with expanded evening and weekend hours at most of our 14 locations. To find a listing of our hours and services by location, see www.atlanticmedicalimaging.com/locations/.

What are we doing to make sure our patients and staff are safe

Screening Guidelines

- If you have a scheduled appointment and are experiencing a fever, new shortness of breath, new cough, flu-like symptoms, sore throat or recent loss of taste or smell, please call 609-568-9182 for further evaluation prior to your appointment.
- If you have no symptoms but have had close contact with someone suspected or known to have Coronavirus over the past 14 days, please contact your healthcare provider prior to scheduling your appointment.
- AMI will not perform procedures on patients known or suspected to have COVID-19.

Temperature Checks

We will perform temperature checks on all patients, visitors and staff entering any of the AMI facilities.

Installation of Sneeze Guards

We have installed sneeze guards at the front desk stations in each office to help maintain social distance and physical separation during the registration process.

Face covering or mask to protect yourself and others

Please be aware that our staff will be wearing masks and we ask that you wear a face covering or mask as well. If you do not have a face covering or mask, we will provide one to you.

Enhanced cleaning processes

Extra time and care is being taken between patients to ensure the cleanliness of all equipment and frequently touched surfaces. We are cleaning all surfaces and equipment with an EPA approved disinfectant.

Hand hygiene protocol

Our staff continues to adhere to our hand hygiene protocol. We encourage you to wash/sanitize your hands before and after checking into your appointment. Alcohol-based hand sanitizer is available throughout all offices.

Flexible waiting room options

We encourage you to practice social distancing, when possible. Patients have the option to check in at the front desk and then wait in their vehicle to be contacted when it's time for their appointment. We have removed chairs at some locations to minimize overcrowding.

Visitor Policy

We ask all visitors accompanying patients to wait in their vehicle. If a visitor needs to accompany you into the office, there will be a limit of one visitor.

Patient Ambassador Program

Welcome to the AMI Patient Ambassador Program!

For over 50 years, AMI has been providing the most advanced diagnostic imaging services, combined with compassionate care. Our 52 board-certified, sub-specialty trained radiologists and our highly skilled staff remain committed to providing you clinical excellence, unmatched technology, diagnostic imaging expertise, along with the most accurate and timely results.

With our mission to provide innovative service and compassionate care to our patients, it's a great honor to make a difference in the lives of our patients. Our patients inspire our work every day -- they are why we do, what we do.

We pride ourselves on improving the health of our community, and with that pride we would like to share testimonials and stories from the patients we serve. We all know that people connect with stories, and we capture those stories through countless conversations with our patients. The more we hear, the more passionate we are to share these stories with those who need to hear them.

We're looking for patients to become part of our Patient Ambassador Program and share how their experience at AMI made a difference in their life. Whether it was an overall positive experience at one of our offices or your encounter with one of our staff members or radiologists that went above and beyond, we want to hear your story.

If you are interested in participating in our Patient Ambassador Program, please complete the form at www.atlanticmedicalimaging.com/patient-perspective and our program coordinator will reach out to you soon.



What's New at AMI

As we come to the end of 2020, we like to take a moment to thank our amazing team of physicians and staff for continuing to provide the highest level of service and care to our patients. 2020 has been a challenging year for all, but together we made it through!

Each year, we recognize two of our offices that go above and beyond.

2020 OUTSTANDING CUSTOMER SERVICE AWARD

At AMI, our mission is to provide exceptional service and care that exceeds our patients' expectations. Every patient that visits an AMI office is given the opportunity to complete a patient satisfaction survey and rate their experience at AMI. Those results are tabulated at the end of the year and the office with the highest score is the winner of the Outstanding Customer Service Award. The 2020 Award goes to our Manahawkin office, located at 517 Route 72 W, Manahawkin.

"The award means that we were recognized by the patients we take care of each day. That is what makes it so special. Our office is very team-oriented, everyone plays an important part in our customer service. Everyone helps each other with anything that is in their skill set. The clerical staff and technical staff work as one to get whatever is needed to make the process as smooth as possible for the patient the day of their appointment," said Roxanne Riebel, Office Administrator of the Manahawkin office.



2020 FAVORITE AMI OFFICE

The second award is our "fan favorite" award and is given to the office that has the most "likes" on the AMI Facebook Page (amiradiology). Each year, we run the contest for a week on our Facebook page and ask our followers to vote for their Favorite AMI office. The 2020 Fan Favorite Award goes to our Galloway office, located at 44 E. Jimmie Leeds Road, Galloway.

"The staff enjoys this friendly competition every year. It is just another way that they get to see that each one of them makes a

difference and that the patients really appreciate it. It shows what a great TEAM we all are," said Kimberly M. Wright, Office Administrator of the Galloway office.

At AMI, we strive to make a difference every day in the lives of our patients. We are thankful for our patients who continue to put their trust in AMI for their imaging needs.

A special Thank You to our physicians and staff who continue to provide excellent service and care!

