



## ULTRASONIDO DIAGNOSTICO CASE STUDY

# How RamSoft's Blume® Helped Ultrasonido Diagnostico Cut Patient Support Calls By 75%

### CASE STUDY

Noelis Rivera Jr  
PACS Administrator

### LOCATION

San Juan, Puerto Rico

### WEBSITE

[sanfranciscoimaging.com](http://sanfranciscoimaging.com)

### SPECIALIZATION

MRI, CT, Tomosynthesis, X-ray, and Sonography

### SOLUTIONS

PowerServer® RIS/PACS  
Stana™  
Blume®- Patient Portal

### OVERVIEW

Ultrasonido Diagnostico, doing business as San Francisco Imaging, is a leading diagnostic imaging center serving patients across the Rio Grande Valley. With a mission to provide high-quality, compassionate care, the clinic offers a wide range of advanced imaging services, including 3D/4D ultrasound, general ultrasound, echocardiograms, vascular studies, and X-rays.

Ultrasonido Diagnostico is known for its patient-centered approach – delivering accurate, timely results in a comfortable, bilingual environment. Equipped with state-of-the-art technology and supported by a team of experienced technologists and board-certified radiologists, the clinic supports referring physicians with efficient, accessible imaging solutions.

Whether for prenatal monitoring, cardiac assessment, or general diagnostic needs, Ultrasonido Diagnostico prioritizes safety, precision, and convenience. The clinic accepts most major insurances and walk-ins, making high-quality imaging more accessible to the local community. With multiple locations and a reputation for reliability, Ultrasonido Diagnostico is trusted by patients and providers throughout the region.

### THE CHALLENGE

Ultrasonido Diagnostico, a multi-site imaging center in Puerto Rico, serves a diverse patient population with high imaging volumes across MRI, CT, ultrasound, mammography, and X-ray. Their previous patient portal lacked ease of use – particularly for older adults – resulting in patient confusion, frequent phone calls, and a growing demand for more intuitive access to imaging results.

### THE NEED

To better serve their aging patient demographic and reduce the administrative burden, Ultrasonido Diagnostico sought a **secure, mobile-friendly patient portal that simplified access to imaging reports and images** while **integrating seamlessly** with their existing RamSoft PowerServer® platform.



75%

decrease in patient support calls



100%

of patients gain instant access to results via app



Single-click

invite resend with delivery

THE RAMSOFT APPROACH

RamSoft's **Blume®- Patient Portal** was implemented to simplify how patients access their imaging records – especially in a setting with high imaging volume and a largely older patient demographic. The previous solution lacked user-friendliness, prompting the shift to Blume's secure, mobile-friendly experience. Blume® **enabled patients to access their reports and images instantly via web or mobile, significantly reducing call volumes and administrative strain.** To ensure continued success, RamSoft's team collaborated closely with the imaging center to refine features based on real-world feedback.

Key improvements included:

- **Manual reinvite and email status tracking**, allowing staff to resend invitations with a single click and confirm delivery—empowering teams to assist patients quickly and confidently.
- **Customizable subject lines and branding**, reducing confusion and improving email open rates among patients unfamiliar with the platform.
- **Simplified report and image downloads**, optimized for non-tech-savvy users, with clearer labels and PDF options to ease access across devices.

By listening, adapting, and delivering rapid enhancements, RamSoft continues to ensure Blume® supports both operational goals and an exceptional patient experience.

“We switched to Blume® because it works seamlessly [within RamSoft's PowerServer®]— it just made sense to stay on one platform. ”

Noelis Rivera

## CONCLUSION

Since implementing Blume®, Ultrasonido Diagnostico has seen measurable improvements in operational efficiency and patient satisfaction. What once led to overwhelming daily support—up to 60 of 80 calls related to report access—has dropped significantly, now averaging just 15. **Patients now enjoy secure, anytime access to their reports and images through an intuitive web or mobile portal, reducing their dependency on front desk staff and enabling more self-directed care.**

Staff also benefit from **streamlined workflows**, with features like manual reinvites, delivery status visibility, and simplified sharing with referring physicians—**leading to fewer bottlenecks and more time for higher-value tasks**. While there's still room for improvement, the team is optimistic: upcoming feature enhancements, such as customizable email content and improved download options, are expected to further reduce friction for patients and staff alike.

With Blume®, Ultrasonido Diagnostico isn't just resolving issues—it's building a more connected, confident imaging experience for the communities it serves.

“Blume® has **reduced patient confusion, cut down our call volume, and made our workflows more efficient**. Before, out of 80 calls a day, around 60 were about accessing results. Now it's down to about 15.”

**Noelis Rivera Jr.**  
PACS Administrator

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