



## One Call Medical Expands West Coast Operations

### *Increased Demand for Diagnostic Radiology Drives Call Center Expansion and 50-percent Increase in West Coast Staff*

Los Angeles, Calif. (August 5, 2009) - One Call Medical (OCM), the nation's leader in diagnostic testing and scheduling, today announced the launch of its new West Coast Call Center, which will now be based in West Hills, California. This strategic expansion of operations will enable One Call Medical to respond to increased demands for diagnostic radiology and neurodiagnostic services nationwide.

Diagnostic imaging services, such as MRIs and CT scans, are in high demand. According to a report by the Association of Health Insurance Plans, almost \$100 billion a year is spent on imaging in the U.S., and these costs are expected to double in just four years. With a 20 percent annual growth rate, diagnostic radiology is now the fastest rising medical expense, increasing at twice the rate of prescription drugs and overall healthcare spending. One Call Medical helps control these costs, offering rates that are 40 percent below state fees and usual and customer rates (UCRs) nationally on average.

"By expanding West Coast operations, we'll be better able to meet the growing needs in workers compensation and healthcare to promptly schedule patients for diagnostic testing within our network of quality providers," said Kent Spafford, CEO of One Call Medical. "We currently schedule most tests within 24 hours of receiving a referral and promptly deliver accurate test results, so patients can go on to receive the treatment they need. By expanding our staff of Care Coordinators, we'll accommodate greater call volume, while continuing to deliver a high level of customer service and satisfaction."

The new West Coast Call Center will have over 17,000 square feet—nearly double the size of its former space—and an onsite human resources department to help recruit and train a staff increase of approximately 50 percent. OCM has also integrated the latest data and telephony technology to enhance and expedite the customer's call center experience.

"Growth of this magnitude is refreshing and welcomed in today's recession," said Jack Dawson, president of the Canoga Park / West Hills Chamber of Commerce. "We're participating in One Call Medical's ribbon-cutting ceremony to show our support for one of our newest chamber members. Amid business closures and downsizing, we're happy to see that One Call Medical is intensifying its hiring and recruiting efforts in San Fernando Valley and Los Angeles County."

The West Coast Call Center operation is located at 8501 Fallbrook Avenue in West Hills, California.

For more information on One Call Medical visit <http://www.onecallmedical.com> or contact Bill Colacurcio at (973) 316-3718, [bill\\_colacurcio@onecallmedical.com](mailto:bill_colacurcio@onecallmedical.com)

**About One Call Medical, Inc.**

One Call Medical, Inc. (OCM), the leading specialized Preferred Provider Organization, offers a nationwide network of fully credentialed high quality facilities and reduced cost for radiology and neurodiagnostic services. One Call Medical's network includes coverage in all major metropolitan areas across all 50 states. OCM customers realize significant cost savings, receive exceptional scheduling and medical report turnaround services and are confident in knowing that their patients obtain the best quality diagnostic testing in credentialed facilities. OCM's customers include the nation's leading Workers' Compensation and Group Health insurers, third-party administrators, as well as self-insured employers. More information about One Call Medical can be found at [www.onecallmedical.com](http://www.onecallmedical.com).

**Media Contact**

Joy Scott  
818.610.0270  
Joy@scottpublicrelations.com