

Customer Service Success

San Marco
Nursing &
Rehab Facility:
Another
Axiom Mobile
Imaging
Success Story



Brian Rivera, Administrator, in front of the San Marco Nursing & Rehab Facility.

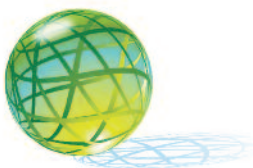
How can a mobile diagnostics company help an independent nursing facility save money, fill beds and take the stress out of survey by providing exceptional customer service?

San Marco Nursing and Rehab facility in Walnut Creek, California is an independent nursing home that services the East Bay Area providing lodging, dietary, pharmaceutical, and social services. Brian Rivera, the administrator at the nursing home understands that in order to continue providing extraordinary service to its residents, he needs to partner with an exceptional service provider.

Enter Axiom Mobile Imaging. We were asked by Mr. Rivera to make things around the facility less stressful on doctors, nurses and administrators by offering fast and accurate x-rays that were easily accessible online while still accommodating and showing care to its residents. His take on the following three specific areas shows how we did it.

1. Saving Money

"Axiom helped San Marco save money on transportation fees and labor costs since the



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patients do not have to be taken to another location for routine exams. Residents now have an improved overall quality of life, enjoying San Marco activities rather than sitting for hours in hospital waiting rooms or local doctor's offices."

2. Filling Beds

"Axiom has gone out marketing with us to different referring physicians to show them their range of services, their online images and reports, and the quality of the digital experience. No other company has ever aligned themselves with us in marketing and educating the referring doctors. Their support of our marketing efforts has had an impact on our census."

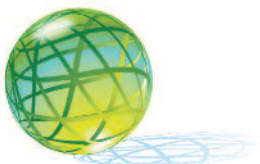
3. Stress out of Survey

"One year when my employee chest x-rays needed to be done ASAP (due to an annual licensing survey), Axiom Mobile Imaging was out within 20 minutes to our facility. Reports were sent to our facility within 45 minutes of initial the phone call request. It seemed to me they dropped everything to help us in a severe time of need."

"Axiom Mobile Imaging exceeds my expectations of care standards. They are consistently striving to better and expand their services, which ultimately raises the bar of healthcare standards in my facility. It is wonderful when your service provider partners with you to share common goals in the delivery of excellent resident care. There is no other x-ray company out there that shares these goals and values and still provides a great magnitude of service excellence."

About Axiom Mobile Imaging (formerly Bay Area Mobile)

Axiom Mobile Imaging is fully dedicated to providing exceptional service every time. We are California's first and only 100% digital portable x-ray and diagnostic exam provider offering the broadest range of services available. Our mission is to combine outstanding customer service with cutting edge technology to make getting diagnostic exams and results fast, accurate and pleasant for patients, staff, doctors and administrators.



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