

Akumin – Flemming Island Location

To whom it may concern,

I wanted to take a moment to share my recent experience when visiting your Flemming Island facility.

As a self pay patient from Waycross, Ga, I called about 15 different places getting quotes for my abdominal CT scan with contrast. Prices varied anywhere from \$1,800 from my local hospital to \$200 at your facility. I called a second time and spoke with a second operator, Shenika, to verify the low price as it was such a discrepancy from my hospital.

Shenika was extremely friendly and patient with me and helped me schedule my appointment and coordinate orders getting sent from my physician. The following day when I drove the 2 hours from Waycross and couldn't find the building, I called the call center again and was warmly greeted by Shenika again who helped me identify landmarks and other nearby businesses to get me to the facility with no further problem. I was happy to have her helping me and felt she treated me as a friend or family member on the several calls she helped me through. Kudos to Shenika!

The receptionist at the facility helped me navigate a few stumbles we had in interpreting my orders and company policy. (Was contrast needed? What kind of contrast? Where was my pre-certification? Do self-pay patients need pre-certs?) She maintained a hopeful and positive, bubbly attitude throughout assuring me that we would get things worked out.

My technician,(Ms. Kevin? Apologies!) Whe was PHENOMENAL. I don't know if she could sense my nervousness, but she seemed to address every question and concern that popped in my head before I could even risk the embarrassment of asking. She prepared me at every step and was as efficient as she was caring. After drinking my barium, she disappeared for a moment and came back with two cups of filtered water to chase it down. "Thank you! You didn't have to do that. I would have been fine with tap!" I hate to inconvenience people, but she literally went out of her way to make sure even the water was up to her standard during her patient's scanning experience.

Without the low price that Akumin offered for this diagnostic, I may have postponed or perhaps not even had this scan. I was prepared to sit in a busy, rushed waiting room with overworked, underpaid employees who didn't have time to explain things or solve problems and hated their jobs, taking their frustrations out on their patients. From the first step, this was precisely opposite of my experience.

Thank you for offering your services to the community. Though I made the drive based on price, I could not have had a better experience anywhere.

Thank you, all!

Brock H [REDACTED]