

## CASE STUDY: SMB Consulting, Orthopaedic Practice IT Consultant

### Overview

- Orthopaedic Practice
- Central New Jersey
- 16 Physicians
- Est. 1000 studies per week

### Critical Issues

- Outdated PACS sold to new owner and no longer supported
- Experienced downtime daily
- PACS required special purchased hardware
- Images were not viewable on any device

### Results

- Hybrid architecture eliminated downtime
- Upgraded PACS with no capital investment
- Eliminated need for additional IT support
- Seamless implementation and data migration

### Overview

As an IT Consultant, Sue Blasi of SMB Consulting advises clients on IT strategies, support, software and hardware. When one of her clients started to experience escalating PACS challenges, she knew it was time to acquire a new PACS partner.

The five-location Orthopaedic practice in Central New Jersey needed a flexible PACS that was accessible anytime, anywhere with rapid image loading in order to collaborate across locations and to better serve their active clientele with on- the- go lifestyles.

### Opportunities

The Orthopaedic practice was happy for many years with the service and performance delivered by their previous PACS provider. When ownership of the provider changed hands, they learned that their version of PACS would no longer receive support or upgrades. Over time, the practice was faced with a PACS that was outdated, relied on specialty hardware and failed to load images on a daily basis. With no supported upgrades, the PACS had to be replaced with a new provider which most likely would require all new specialty hardware. As doctors became frustrated with daily outages requiring time-intensive and lower quality film reading, Blasi fast tracked the search for a new PACS partner.

*“ProtonPACS is simply the best. The ease of use, ongoing support and fast access to images have allowed our doctors to see more patients and therefore increase revenue.”*

*Sue Blasi, IT Director, a Central Jersey Orthopaedic practice*

## Solution

The Physicians made their wishlist clear: they needed rapid access to images anytime and anywhere and a cost effective fee structure that would allow them to increase their revenues. Blasi, the IT Director, wanted a PACS that did not continually go down or stress their limited IT resources with specialty hardware. In addition, she was not sure that a purely cloud based model was the right fit for their practice due to sporadic internet connectivity issues.

The group selected ProtonPACS, a flexible PACS solution that includes all of the necessary hardware, guaranteed secure archiving, proactive support and always-on hybrid architecture in a cost efficient fee-per-study model. By offering software that loads images rapidly and on any device at any time, ProtonPACS could increase the doctors' efficiency in their daily practice and collaboration across several locations. The fee-per-study model allowed capital to be freed up for other investments that directly drove revenue, such as additional modalities. The hybrid architecture consisting of an on-site server coupled with offsite cloud storage and real time synch allowed Blasi to rest easy at night, knowing the PACS would have virtually no downtime and images would be backed up with four levels of redundancy. In addition, the burden on IT resources was lessened with included IT support, provider owned and maintained hardware and no additional specialty hardware requirements.

## Results

Blasi states "The ProtonPACS team migrated our data steadily and delivered the full implementation on time". In addition, the Orthopaedic practice saw the following results:

- Cost savings with no capital investment or hardware to purchase
- Eliminated downtime with hybrid architecture of on-site server and cloud architecture
- Removed need for additional IT support
- No longer maintained specialty hardware and equipment

*"I no longer have to worry about our PACS. The ProtonPACS team is knowledgeable, professional and flexible."*

*Sue Blasi, IT Director, a Central Jersey Orthopaedic Practice*

### ABOUT PROTONPACS

By combining Intelrad's #1 KLAS rated PACS software with all of the necessary PACS hardware, guaranteed secure archiving, proactive support, and our always-on hybrid architecture, ProtonPACS delivers a fully functional and flexible PACS solution in a cost effective fee per study model. The service is fully managed and maintained by the ProtonPACS team, greatly reducing your IT needs, and is uniquely engineered for maximum speed and the elimination of downtime. ProtonPACS is fully regulatory compliant and seamlessly communicates with any practice management system or EMR. Contact ProtonPACS today by calling 615-376-7502, emailing [pacs@radsourc.us](mailto:pacs@radsourc.us) or visiting [www.protonpacs.com](http://www.protonpacs.com).

### ABOUT RADSOURCE

Radsourc has earned a reputation for providing advanced technology and unmatched support. Because of our success in the teleradiology sector performing MRI interpretation, Radsourc understands the needs of PACS users. Learn how this easy, scalable and cost efficient model can work for you by contacting Radsourc via phone at 615-376-7502, via email at [pacs@radsourc.us](mailto:pacs@radsourc.us) or by visiting [www.radsourc.us](http://www.radsourc.us).