



## CASE STUDY: PEACE MEDICAL CENTER

### OVERVIEW

- Comprehensive medical care practice
- 4 physicians, 2 nurse practitioners
- 4 locations
- 10,000 studies annually

### CHALLENGES

- Unreliable image backup
- No access to images remotely
- Inefficient CD burning process
- System required constant maintenance

### SOLUTION WITH PROTONPACS

- Secure redundant image storage
- Access to images anytime, anywhere
- Burn CDs from any workstation
- Worry-free maintenance & support

### OVERVIEW

Founded in 1997, Peace Medical Center (PMC) provides comprehensive medical care in four locations throughout Greenville County, South Carolina. PMC performs 10,000 imaging studies annually.

### CHALLENGES

In January of 2014, PMC experienced one of every practice's worst fears when their server crashed and 14 months of patient images were lost. After contacting each patient and scheduling necessary imaging appointments, their first priority was to find a reliable PACS vendor with secure data storage and backup services. In addition, the center's previous PACS had other limitations. CD burning presented a challenge as there was only one license to burn CDs. PMC resources resorted to scheduling all CD/DVDs to be burned in Greenville, which was an inconvenience for patients who needed cd's immediately. All patients had to drive to the Greenville location or come back another day to pick up the CD/DVD. Finally, their system was made up of disparate solutions that each required time-intensive maintenance and troubleshooting.

### SOLUTION

The Director of IT, Teresa Pike, conducted a thorough search for their next PACS that included four vendors. Ultimately, PMC chose ProtonPACS for the benefits its hybrid architecture provided. The redundant off-site, HIPAA compliant data storage meant their medical images were secure and accessible for as long as necessary. With an on-site server and real-time data syncing to off-site cloud storage, the center achieved readily accessible images from any location, at any

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***-Teresa Pike, Director of IT***

time. Finally, the hybrid model offered low startup costs with no upfront capital investment and a convenient pay-per-study model, allowing the practice to operationalize its costs and be flexible to scale as necessary in the future. “As the IT Director, I was focused on the need for reliable PACS data security and integrity, especially in light of our experience. ProtonPACS provided this key component, and when coupled with the provision of unlimited user licenses and the advanced features of the viewer, ProtonPACS was an easy choice for both the physicians and me,” stated Pike.

### RESULTS

The peace of mind that comes with knowing that patient images are stored securely is immeasurable. PMC has realized several other benefits as well. The unlimited licenses allow users to access Proton Xpress for CD burning at all locations, making the process much more efficient and timely. Physicians value the updated viewer along with the ability to access their patient's images anywhere in real-time. Additionally, IT resources can now focus on the center's core technical needs while allowing the ProtonPACS support team to manage and maintain the PACS system. As an added bonus, ProtonPACS helped PMC meet its doctors' request to have their PACS images available within the EMR. Ultimately, the ability to be more flexible, efficient and secure has allowed Peace Medical Center to provide a better standard of care for their patients.