CASE STUDY: RIVERPARK MEDICAL CENTER

OVERVIEW
- Imaging center in Vidalia, LA
- 7 modalities with 9300 imaging studies annually

CHALLENGES
- No IT support from PACS vendor
- PACS downtime very common
- No speech recognition
- Only one license for 7 technologists

SOLUTION
- Full service and support provided by Radsource, included in fee-per-study
- Reliable hybrid architecture
- Embedded speech recognition
- Unlimited user licenses

"ProtonPACS allows us to focus on our core business of providing the best orthopaedic care to our patients."

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OVERVIEW

Riverpark Digital Imaging Center (RDI) is part of Riverpark Medical Center, a multi-service ambulatory care center located in Vidalia, Louisiana. Offering high resolution MRI, multi-slice light speed CT, digital mammography with computer aided detection, ultrasound, digital fluoroscopy and x-ray, and bone density, RDI performs over 9300 imaging studies annually. RDI has a longstanding commitment to keeping its technology and equipment current to provide their patients the best care possible.

CHALLENGES

In the summer of 2012, RDI faced many operational challenges with its PACS provider. The expensive hardware had been purchased outright and was no longer supported by the PACS provider. In addition to the frequent downtime and lack of IT support, RDI was operating with only one user license for seven technologists. With only one workstation, the workflow took much longer to complete than necessary. At the same time, RDI's radiologists were interested in switching from transcription to speech recognition in order to decrease report turnaround time.

SOLUTION

During the course of product demonstrations and discussions, Radsource emerged as a vendor that could resolve each issue while also reducing RDI's costs. Radsource's ProtonPACS, a web-enabled and onsite hybrid PACS solution, is engineered to provide real-time redundancy thus reducing PACS downtime. Proactive IT support, service, upgrades and hardware are all rolled into one low fee-per-study cost which eliminated the need to make a large capital investment. With unlimited licenses and speech recognition also included, RDI was able to resolve their single workstation workflow issue while also providing a means to transition seamlessly away from transcription. "ProtonPACS was the clear choice for us. The implementation was flawless and we were pleasantly surprised by how easily our radiologists transitioned from transcription to speech recognition," stated RDI's Imaging Director, Jill Brown.

RESULTS

ProtonPACS fulfilled its promise to be a cost-effective, reliable and easy to use PACS. Since launching in August of 2012, RDI has experienced no downtime or major issues. In contrast to the previous provider, the included IT support is knowledgeable, responsive and available at any time. The unlimited user licenses allow employees to access the system from their individual computers, instead of waiting on the availability of one workstation. While there was concern over radiologists adopting speech recognition technology for the first time, the shift occurred seamlessly and without issue. The chief benefit has been the faster report turnaround time with ProtonPACS, allowing RDI to provide more rapid results for their referring physicians. In addition, RDI has realized a 100% return on their investment by eliminating the need for full time transcription. Brown concludes, "ProtonPACS has been a true partner every step of the way. By improving our radiologist and staff productivity through reliable and unlimited software, and the resulting faster report turnaround due to seamless speech recognition, we have been able to provide superior care to our community."