

## The GeRN treats Patients, medavis RIS connects

### Stability and Functionality - medavis RIS as a reliable Companion also for Nuclear Medicine

The society for radiology and nuclear medicine, short GeRN, connects its nine sites on the East Frisian peninsula in Germany via a radiology information system (RIS). 24 physicians in tight collaboration with clinics and referrers care for the people in the region. The RADIOLOGY INFORMATION SYSTEM (RIS) from medavis has networked all nine sites and supports radiologists, technicians and administrative employees in their daily work also with the new module NUCLIDE MANAGEMENT since the end of 2014.

Back in March 2014 the GeRN decided to introduce a uniform RIS at the nine sites of the joint imaging center for radiology and nuclear medicine and implemented it consequently. Already in the middle of October the first two imaging centers started working with medavis RIS, three sites started in November, and finally in December the remaining sites had their go-live. The central RIS today supports all administrative and medical processes concerning treatment across sites. "If you are planning a RIS change in this dimension you are in for long nights," Frank Olin, IT team leader and project manager of the RADSERV GmbH, that has been contracted as IT administrator for GeRN, remembers with a smile. "But you are that much prouder when the system runs stably from day one and the error quota is on the level of the previous solution within day two. If the system then also fulfills the wishes that were the driving factor for the decision, you have done everything right." Edgar Rabenstein, representative project manager at the IT provider concretises that: "A central appointment management should help us to avoid unoccupied modalities and standardised processes should improve the workflows and therefore the economic efficiency of GeRN. It was not easy to find a system that fulfilled the high demands of the 24 managing doctors and among other things also for the area nuclear medicine."

### System Change with Success

That medavis was one of the three convincing providers, was firstly due to the matching functionality range of the software, that offered in addition to the appointment management also a fully INTEGRATED SPEECH RECOGNITION on the basis of Nuance Speech-Magic. Secondly, the user interface is intuitive and the provider medavis had project experience in building in-



terfaces to modalities, PACS and hospital information systems (HIS). "We consolidated the PACS of 5 sites and changed RIS at once and in addition, the HIS integration had to go live on the same day. The medavis employees were very flexible and professional during the complete project phase - during implementation, finding the go-live dates and the close follow-up. We had a good organisational control during the system starts, medavis contributed the understanding of processes and technology," Frank Olin describes the collaboration. Therese Helmerichs, radiographer for nuclear medicine can report from a user point of view that the train the trainer concept succeeded: "At first I was sceptical how we as key users should train our colleagues how to use a system that was also new for us. But it really was sufficient to train the key users how to use certain functions and have them transfer their knowledge to their colleagues. In this way, each user could do their work from the beginning and learn on the job. One advantage was that the trainer was always available for questions and today still informs the team about new features and trains new colleagues." "Due to the good preparation on our side, the medavis project manager had time to take care of user questions during the go-live. The users were already familiar with the system, so that they expressed feature requests rather than problems," Edgar Rabenstein adds.

### Defaults and homogenous Data as Challenge

"It was impressive that everyone pulled together at go-live," Frank Olin concludes the implementation. "We acquired the know-how to implement complex projects by selecting the right RIS provider. It was more difficult to standardise the requirements of the nine sites and model it in a uniform software." The users had to agree upon one joint examination catalogue and the employees of the connected hospitals were brought onboard: "We had and have to make sure that the correct details are transferred back to the HIS that originally sent the order to the central RIS installation," Frank Olin explains. "At the same time as the RIS installation, we also carried out a PACS consolidation. In order for this to function, a lot of diligence was necessary. The patient IDs had to be merged and links created a new. We could move the PACS data during operation, because the RIS and PACS providers worked hand in hand."

### Maximal Flexibility with central Installation

Due to the professional implementation, the institutions benefit from a uniform software today. The three call centers now work identically, schedule patients and optimally use modalities and physicians to their capacities. "We now have finally solved the problem, that impatient patients get two appointments in two imaging centers and show up to the appointment they prefer without cancelling the other one," reports Edgar Rabenstein. The new system also has a positive effect in other areas: more and more colleagues support their colleagues at other sites with their second opinion by helping to write reports from the central pool. The collaboration at GeRN also works via central worklists. The radiographer at the modality decides, if they should send the reports to a central list, the report pool or to the individual worklist of the attending physician.

The speech recognition can be used everywhere via terminal server, even at home, as soon as a secure connection has been established. Maximal flexibility and speed is a clear added value of the new solution. "With medavis RIS, you can find information quicker than before," Edgar Rabenstein summarises.

### RIS for Nuclear Medicine

A specialty the provider medavis implemented additionally at the request of GeRN is the NUCLIDE MANAGEMENT. There is a special documentation obligation for nuclides as they are radioactive. "The trade supervisory board wants to know in which quantities radioactivity is ordered, delivered, administered to the patient and how much exited the patient," explains Therese Helmerichs. The medavis NUCLIDE MANAGEMENT is easy to use, workflow-oriented and fully integrated in RIS. The functional scope ranges from the monitoring of received and removed nuclides and an automatic calculation of the current activity up to an integrated service entry with fee codes and billing of nuclides and radiopharmacons. Billing of nuclides and radiopharmacons and retrospective removals are also possible. A sophisticated permission management, the possibility to create master data across sites and a display depending on the site supplement the functionalities.

### Stability and Functionality

The advantages of a central RIS solution are only the functions usable across sites for IT professionals: "Today I have far less effort with the installation and as the system also runs very stably, my colleagues and I have significantly more time for the users," Frank Olin sums up the success of the project. "And the performance is also great," Edgar Rabenstein adds gladly.