Working with RIS leads to enjoying the Job and satisfied Patients

Since March 2016 the three doctors of the X-Ray Imaging Center in Dinkelsbühl and their whole team work with medavis RIS - a great joy in the opinion of Dr. Möger. “Due to the dissatisfaction with our previous system, we decided in the middle of November 2015 to introduce RIS and it has been an excellent choice.” Since then, the employees are enjoying work more and received praise for the wonderful excellent working atmosphere, patient care and smooth processes.

RIS Introduction in only 3 Months

“We simply wanted a mature, reliable and functioning system,” Dr. Möger explains. “We had a tight schedule for the introduction and it went smoothly even though we only had about two months preparation time. During the Christmas period the most important things were coordinated with the medavis project manager and in the new year, the training started. “We could have even started at an earlier time, everything went like clockwork,” Dr. Möger is pleased in retrospective. “My employees were so happy to get rid of the old RIS, that they participated enthusiastically in the training. Everything went according to plan. Even the connection of modalities and PACS were completed in one day. It could not have been done better.” RIS worked smoothly from the first minute on and the employees oriented themselves quickly. “To be sure, we reduced the appointments on the first day to 30 percent so that our employees could calmly get to know the software.

Around 11 o’clock, the first employees came to me and asked to be allowed to schedule more patients as they were bored”, Dr. Möger narrates excitedly. On the second day, they worked at full capacity in Dinkelsbühl.

A True Work Facilitation

As the employees work quickly and comfortably, the time scheduling appointments with medavis RIS reduced to 50% of the time needed before. This already shows the first effects: the influx of inpatients and outpatients increased in the last months. As the scheduler also offers a quick overview of the events in the imaging center for the doctor, reasons for long waiting times could be identified and analysed. “In this way I can manage a lot and this is very important as organizer,” explains Dr. Möger. All employees are especially happy with one function: the template administration. The practice team created individual templates for
Some examinations, e.g. the report template for thyroid scintigraphy with/without lab that already includes a normal report. The report will only be adjusted by the doctors during dictation by navigating through it via the jump labels and dictating the specifics for the examination. “As I can read the result of the dictation and check it, the typist only has to add single sentences and the report is ready a lot quicker than before.” Writing reports has become significantly easier in general. We have to click less as many things have been automated in medavis RIS through the configuration and the word processing including formatting works perfectly. “The usage is a lot easier than before,” states Dr. Möger. “What we also enjoy very much is the possibility to address single patient or cost carrier groups in a special way by using individual templates. This is done via the master data administration where we can define how to address certain colleagues, patients or hospitals. We learned about this function during the training and the employees invested time with great enthusiasm as they have realised the possibilities.”

In the imaging center Dinkelsbühl the processes are certified according to DIN ISO so that the usual workflow had to be supported by the new software. “Many things have become easier as we do not have to make all the steps we had to before. One example for this is the automation for creating invoices,” Dr. Möger notes. The practice team works interdisciplinary and many patients are examined at different modalities. For this, processes have been developed that describe how the patient can be cared for in the most comfortable and economical way.

“If a patient is injected with a nuclide, they often have to wait before being examined. During the waiting time, we can carry out other examinations and continue the nuclear medicine examination afterwards. This workflow is mapped in RIS very well,” Dr. Möger explains.

100% Satisfaction
With medavis RIS, more patients are now treated in the imaging center in Dinkelsbühl and the employees can care for them more intensively than before. “We can finally do again what we are there for,” Dr. Möger is pleased. She is sure, that there is a connection between a functioning IT and patient satisfaction: “Working with medavis RIS has a positive effect on the atmosphere. It is noticeable in the employees that the system works and they like to come to work. And if the employees are satisfied, the patient benefits. If the IT does not work, the employees are occupied with coping somehow, they are aggravated, overworked and frustrated. That this has an effect to the patient, is logical.” If asked for the advantages of medavis RIS, the nuclear medicine specialist firmly sticks to the point that the joy of the employees while working best expressed the effects of the new RIS. “A software is good, when you don’t realise it is there. And we have reached this wonderful status. I use RIS and do not have to waste one minute to be angry or worry.” The satisfaction is high in Dinkelsbühl. Nevertheless, the doctors offer the employees to present issues in RIS that don’t work well in their opinion in regular meetings. “When I asked if there are questions or problems in the last meeting, it was silent,” Dr. Möger reports. “Therefore we have had little contact with the support, as it was unnecessary. In general, we feel we are taken seriously at medavis. What impressed me is the professionalism of all employees, this particularly distinguished medavis.” The doctor especially values that medavis gives realistic information whether something can be implemented or why it cannot be done. To all colleagues searching for a new RIS, she gives the following advice: “Those who are searching for a mature RIS and do not want to experiment, are on the right track with medavis! We only know some systems and know from experience that medavis is the most stable and functional system. I cannot imagine there is another product that covers the requirements of a busy radiological and nuclear medical imaging center better.”