

## Software as a Loyal Companion for Radiology



To ensure emergency care for the north Mark region, medavis RIS accompanies the physicians of the Radiology Iserlohn to their home.

The Radiology Iserlohn has offered radiological professional competence with the most modern technique for more than 30 years for patients of the north Mark country. 24 hours and seven days a week the eight physicians of the joint imaging center write reports in turn not only in their own practice but also in the hospitals St. Elisabeth Hospital Iserlohn and the Evangelic Hospital Bethanien on site. Thanks to certificated teleradiology they also ensure emergency care for many other radiologies in the country. To ensure a smooth workflow, the doctors need reliable support during report and documentation. They have been getting this support from the RADIOLOGY INFORMATION SYSTEM (RIS) from the company medavis for roughly one year now.

### Optimised Patient Care

The radiology Iserlohn consists of an imaging center in the town center as well as a second site in the Bethanien Hospital. Both institutions are digitally interconnected. The private homes of the physicians have also been digitally connected with the practice to ensure emergency care for the Mark region around the clock. "We want to treat all patients optimally" says Dr. Markus Hollenhorst, practice partner since 2013. "In doing so we had to optimise the work processes and this only works with a reliable and practice-approved IT. This enables us to offer our expertise also in rural

regions and the hospitals, who have too few colleagues in the radiology, to offer an optimal patient care also during the weekends and in the night." At the end of 2014 the decision was made to purchase a new RIS in order to make work easier and to optimise the data exchange for communication with the referrers as well as for the development of a whole electronic patient file. "Our previous system, technologically spoken, had reached the end of its life cycle. Although the supplier offered a new system, it was still in an early phase of its development. We wanted a proven, stable system and decided on medavis after we had compared several solutions" explains Dr. Hollenhorst how the RIS change took place. "The new system should have a simple to use interface and especially communicate directly with the modalities, so that the patient data from the devices can be called up directly in the patient file in RIS. Integration of speech recognition was also very important for us" explains the radiologist the requirements. His conclusion: "RIS from medavis was from the viewpoint of complexity the most comprising system and yet easy to use. It can do everything an imaging center needs."

### More Safety and more efficient Processes

With the introduction of medavis RIS in April 2015 these requirements were met. The digital connection with the modalities means reduction of work for the MTA and more safety for the documentation as well. Via DIAGNOSTIC PATIENT CENTER all information is always available at a glance in RIS. "Work is so much more comfortable this way for the physicians.

We can adapt the data view according to our individual preferences and report directly thanks to the INTEGRATED SPEECH RECOGNITION. Not only do we have the current examination in mind, but we also have access to information regarding the patient – for example scanned documents or previous reports” Dr. Hollenhorst is pleased with the enhancements for his work.

Work procedures have also changed for the MTA and the administrative staff when the new RIS was installed. Whereas five of eight physicians already use the speech recognition, employees from the typing pool could be deployed to the central appointment scheduling. Scheduling was previously done by each MTA themselves for the respective device. “Our MTAs now concentrate only on their core competence: the examination. Appointments are now centrally scheduled and coordinated. This leads to a significant better practice organisation, but also to an increased workload for the employees at the registration” explains Dr. Hollenhorst. “What today is accepted very well, was not easy at the beginning” notices the radiologist thinking about the time after the initiation. “Because work conditions and also competences have changed for MTA and administrative staff, there were frictions at the beginning, because “my work” was all at once provided by someone else. But one year after the initiation we can say, that the employees value the advantages. The migration was not so problematic for the physicians. Dr. Hollenhorst attributes this to the fact, that the colleagues have previously worked more with the computer and are rather technophile. The advantages have been clear: We save time merely while the analogue signature is cancelled. And the physician’s work procedure is so easy, that everyone can cope with it. A huge simplification is also the automatic fax and e-mail transmission. If one would fax 200 reports per day manually, the person would be occupied for half a day.”

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Dr. med. Markus Hollenhorst  
Medical Specialist of Radiology

### Better control and economic Efficiency

The software also brings advantages for the tight collaboration with the hospitals. “Thanks to medavis I can see all previous reports from all locations I work at on-site. Previously, I didn’t know that the patient I treated in the practice had for example a CT 14 days ago in Bethanien Hospital. Today we have a bigger diagnostic safety and avoid double examinations, because all information on the patient are bundled in the radiological file.” RIS also supports the economic efficiency: “The statistics give me a wonderful and exceptionally quick overview about the workload of our practice and, very important in our case, how many reports we have already provided for a referring unit.” The radiology Iserlohn has organised the external radiological reporting via quota. With the help

of hospital-specific statistics, Dr. Hollenhorst requests e.g. how many CTs have already been provided for a specific hospital. This way he notices at once, if examinations should additionally be charged to a hospital. “With a quick click in the system I can tell you, how many direct patient contacts we had in Q1/2016, in this case 13,500, and that we executed 22,700 examinations. For controlling our practice and the cross-site care of other locations, this is a huge profit” means Dr. Hollenhorst.

### Completely satisfied

Dr. Hollenhorst and his team are completely satisfied with the decision for the medavis RIS. The system runs stably and makes the daily work easier. The sale process was very fair and professional as well as training and support, both before and after the change, states Dr. Hollenhorst today: “Everything went well and I would recommend medavis at any time.”

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