

Regular Checkups improve Radiology Workflow



For the past 16 years, the imaging center München-Nord, Germany, has been working with the RADIOLOGY INFORMATION SYSTEM from medavis. The users are experienced and the digital workflow runs stably. The holder did not opt for a check-up in spite of this, but especially because of it. All processes from registration to reporting and billing, master data and hardware are thoroughly checked. Experienced workflow experts of the software provider analyse if the users use all possibilities the current software offers during their daily work routine. Hidden potentials, that save time and costs, are discovered and made available for the users in the different workflow steps. "From time to time you have to check the habits you have grown fond of," Dr. Gerhart Dürr, one of the holders, explains.

Not long ago, the joint imaging center that specialises in neurological radiology and surgery and also cares for the patients in the day clinic in Northern Munich has run through a check up analysis by medavis. "Many things work well, but some processes could be optimised," Dr. Dürr sums up the result. This starts already at the registration: alone by separating personal appointment scheduling (at the registration desk) from telephone service (in another room), efficiency and customer satisfaction can be increased.

The analysis also found optimisation potential in the area of material management. As an intelligent tool, medavis RIS can give suggestions which contrast agents have been

used for which examination. Diligence is rewarded: If the master data are meticulously maintained, the service entry works almost automatically and items of service will not be forgotten. You have to pay close attention to assigning material to examinations, so that you don't lose time with the manual search.

Optimisation potential was also found in the billing process. For private patients an automatical bank data import can not only save valuable time, but also avoid transfer errors. For NHI patients the physician tags can be assigned automatically if the data are entered correctly.

In general Dr. Dürr and his colleagues are very satisfied with the medavis system. "The handling is good in every aspect; it is clear and can be used smoothly and many functions are self-explanatory." The medavis support service also received a good ranking. "You can quickly find a contact person that responds to our special demands." After the check-up, the imaging center is not left alone with the improvement suggestions. The doctors and their employees learn how to implement them in a training offered by medavis. Dr. Dürr expects that the check up quickly pays its dividends. "During the transition process, the changes cost time for a brief interval, but then we will benefit from the results," is his firm conviction. "Every redundant work step should be eliminated." He is sure of his employees' support: "Simplifications are always accepted gladly."

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