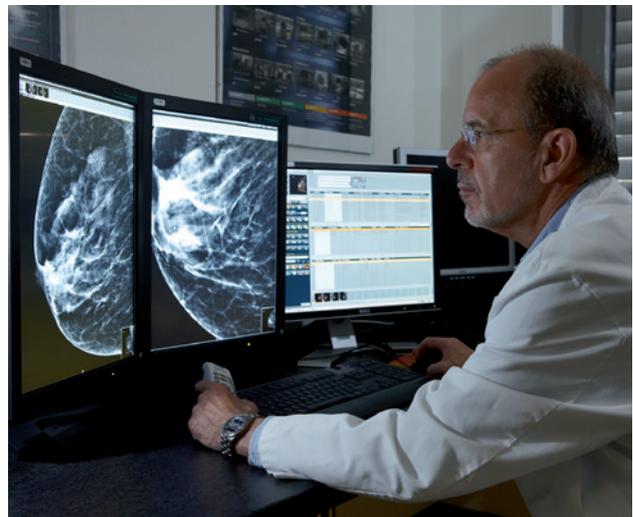


High Treatment Quality guaranteed

As supra-regional joint imaging center, the Radiologie Wittlich in the hospital Bernkastel/Wittlich and the Maria-Hilf hospital in Daun secure the radiological out- and inpatient care for patients of the Trier region, Germany. With six specialists, four assistant physicians, a team of about 70 employees, modern diagnostics and a RADIOLOGY INFORMATION SYSTEM (RIS) that accompanies the workflow intuitively, the imaging center guarantees a high treatment quality and also economically efficient health care.



Workflow Management on the highest Level

For a smooth workflow in the imaging center, the responsible people of the supra-regional joint imaging center Wittlich decided in 2007 to exchange the simple imaging center management system for an expert solution for the radiology workflow management. The continued growth lead to new requirements in the daily work and a relocation provided the opportunity of a clean slate, the chief physicians from Wittlich Dr. Günther Reinheimer, Dr. Alfred Simon, Dr. Alexander Stölben and Dr. Dirk Lommel and their employees started with newly equipped treatment rooms, new PCs and a new software on 1 October 2007. Michael Lüpke, imaging center manager and IT administrator, remembers: "It was a jump into the deep end for all of us. The users were trained to use the new system three or four weeks before go live, but they worked with the old system until September 30th." Therefore the tension was high. "Working with medavis RIS however, went smoothly from day one. Only few things had to be changed, which is an indication for me how important it is to select a provider with experience and real interest for the customer," Michael Lüpke describes a reason why they selected medavis back then. In addition to the know how of the service provider, the

presentation of the product at reference customers and the answers in a very extensive target specification were other reasons for selecting this provider. "For us it is not sufficient to connect RIS to PACS and the modalities, as we provide all services for the regional network hospital and, as a self-sufficient external radiology, the site Maria Hilf in Daun." "We needed a communication to the hospital information system (HIS) that maps the workflows beyond our imaging center and a provider willing to implement and put these interfaces into operation as general contractor with all involved companies. We found this provider in medavis."

Requirement: Clean Data Transfer

During the change to RIS and the development of IT infrastructures and for the physicians work, a clean data transfer between all connected systems is essential.

This is why the legacy data transfer was done meticulously in 2007. The HIS connection turned out to be very complex. "We decided that it is not goal-oriented to transfer each message from HIS to RIS, but it is beneficial to give RIS the leading role for

patient documentation. As we are an external radiology department that is integrated into the hospital, errors a hospital employee makes are transferred from HIS to RIS and to PACS," Mr. Lüpke describes a concern he is confronted with regularly. A topic just as sensible was the connection to PACS. In order to guarantee a secure RIS-PACS communication, we tidied up initially. As the PACS contained records with PACS ID, patient IDs of the old patient management system and patient IDs of the new RIS, there were many duplicates. Before the interface started operation, we corrected this. "Today the HL7 communication between RIS and PACS works smoothly. We do not have to document changes in PACS again," Mr. Lüpke is happy as the change was evidently worth it.

Matter of Course in Daily Business

As challenging as the RIS introduction and support on the administrative side sometimes is, as simply can the application be used in the imaging center: "The continuous mapping of the workflow accounts for the quality of the system and the satisfaction of the users," states Mr. Lüpke "Our employees recognised the potential of the system very quickly and enjoy using the functions, as it rapidly became clear, that the workflow was quicker and more efficient with medavis RIS." Digital dictation was an essential step to more efficiency. "The users enjoy these advantages and the freedom in their work, also across locations." The central RIS installation connects the sites. The organisation of the tasks via worklists works so

smoothly, that holiday replacements or emergency service simply work.

"As we have a very good typing pool, the speech recognition was not a topic for a long time, but today some users now use this possibility," the IT expert adds. He is content, that physicians, radiographers and the administration work intensively with the patient records and everything that comes in as paper, is scanned and digitalised.

"Working with medavis RIS however, went smoothly from day one."

Michael Lüpke
Imaging center Manager and
IT Administrator
Radiologie Wittlich

High User Satisfaction

"Our users are completely satisfied with the system." Due to regular visits of medavis employees, the work of the users in the imaging center with RIS is improved continuously. Mr. Lüpke is aware of his role as IT system administrator when collaborating with the support: "In many imaging centers, the

users talk directly to the support. In our imaging center, I am the link between employees and medavis support and can solve almost 80 percent of user problems on my own." After eight years of collaboration, the decision for the medium-sized company proved to be the right one. "We appreciate the personal support. We know the medavis employees and have established a good relationship. This is an essential argument for medavis. "As the experiences in the last years were very positive, the system runs stably and the communication with other systems works well, the imaging center would again decide in favour of medavis."