# On a Growth Trajectory with RIS
Software Solutions for the Radiology accelerate and professionalise Work

The combination of competence and innovative technology is the approach Dr. Christine Born (Photo on the right side) takes when directing her imaging center in the Eastern part of Munich. Digitalisation is a warrantor for a high and contemporary treatment quality for the Munich radiologist. Since 2013, she offers one of the first fully digital high-end MRIs with big tunnel, the best image quality and short examination times. This summer she took the last step towards a paperless imaging center together with her six medical colleagues and the team of 20 employees: The Radiology Information System (RIS) of the company medavis replaced the old practice management system at the end of June 2016.
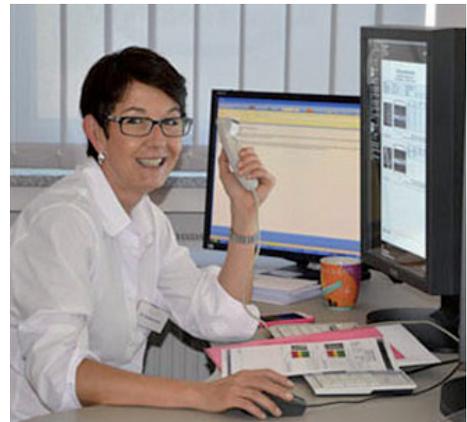
Growth needs professional Work Structures

The decision to buy medavis RIS was made in the end of 2015. The trigger was the existing practice management system that could not keep up with the growing requirements for report creation and billing. "We want the imaging center to grow and in order to achieve this, we want and have to professionalise our work," explains Dr. Born the motivation for the software change. She adds: "Our imaging center grew from four doctors to seven, a relocation to more modern and spacious rooms is in planning. Therefore it was important for me that we worked more effectively and efficiently beforehand. This was not possible with our old software. We selected medavis RIS as it fitted the requirements of our imaging center the best."

In the run-up to the supplier selection, Dr. Born and her colleagues clearly defined what advantages the software should offer. Primarily the report creation should improve, i.e. become easier for the doctor in order to increase the number of written reports. Already before the conversion, the doctors used the digital Speech Recognition in combination with Microsoft Word. Each colleagues' report looked differently," remembers Dr. Born. "I think this is not professional. Especially for the referring colleague. And his impression is what ultima-

tely counts if I want to increase patient numbers for my imaging center." Dr. Born and her colleagues also hoped for improvements in the billing area. Thanks to an automation with the help of RIS, this process could be accelerated significantly. The quality of the invoice can also improve, as fewer errors are made," explains Dr. Born.

Understanding generates Acceptance and Success for the Conversion

The central challenge for Dr. Born was the different structure of RIS compared to the old practice management system: "It was strange to leave behind the index cards we had known for years. This mental challenge was not as difficult for us doctors, as we quickly saw the benefit of RIS, but the colleagues at the registration and in billing found it more difficult." The doctors and employees had to develop an understanding for the new RIS before its introduction, as for a successful start they had to fill out many lists whose use only showed later when working with RIS. "If you understand it once, everything will work fine. In this preparation phase it was very important, that the project leader gave us good instructions. I can only recommend to each colleague standing before a system change to take the time for these lists to

guarantee success later on. We did that on Friday alongside our daily business and sometimes on Saturday." In spite of the intensive preparation that took place in a period if four months, Dr. Born was nervous during the system start: "I once experienced in a clinic how it is, if such a conversion goes wrong. I thought, if this does not work, the imaging center stands still. But everything worked surprisingly well, within three or four days you did not notice the conversion anymore." The radiology in East Munich started working with RIS on Tuesday the 28.07.2016. On the first two days, the project managers were on site and helped. In order to make the start easier for the employees, we scheduled fewer patients and put up signs to sensitize the patients to possibly longer waiting times. "After two days I started to collect these signs. On Monday after go live, the imaging center worked as usual," Dr. Born describes the conversion satisfied. "It was very good that the project managers could answer many questions and solved problems. If they did not know something, the support from the company could help. This was very fast and helped with the acceptance in the team. "We were not alone during the conversion, the medavis employees were very patient with us and oriented towards a solution, no matter how stupid our questions were and that was value in gold."

> "We selected medavis RIS as it fitted the requirements of our imaging center the best."
>
> Dr. med. Christine Born
> Specialist for Radiological Diagnosis

Working with the Expert System
With the new RIS, the most work processes have changed. This stands out the most at the report creation, billing and when transferring documents. Already at the patient's registration you can see the first change: all clarifications are now scanned and assigned to the patient record via barcode. "For me as doctor this means a lot of saved time due to the new RIS, as I don't have to help the employees if something is not working - it does simply work," Dr. Born is happy. Report creation is not automated, invoice creation as well. For these processes it was also defined, that the doctor enters the diagnosis and not

the person responsible for billing, who had to research the diagnosis in the report before. This was one reason why ICD code and report did not always match in the past. "The doctors now don't have to check the billing and this also saves time. Even though this took a lot of rethinking for the employees, they now accepted and understood it. Their work is easier, less prone to errors and simply decreased. We can now use the employee for other tasks."

The Speech Recognition works also better today and thanks to the templates in RIS, the written report always looks the same and is created correctly. "We always created about 30,000 reports per year. With medavis RIS I can write about 2 reports more per hour, this means we can now treat more patients and this is what we want. We want to grow," Dr. Born is happy that the investment paid off.

Fulfilled Expectations
"My conclusion is clearly positive. It is good for the patient, the referrers and the colleagues and employees are enthusiastic in the meantime. To be honest, I do not mind the slightly higher costs, the main thing is that it works in the long term, the costs will relativise," Dr. Born concludes. She also has the impression that a stand-in doctor can familiarize quicker with the system than before - i.e. the efficiency also increased in this scenario. The collaboration with medavis as software partner describes the doctor as competent, oriented towards a solution and professional. "We receive very good, human input and have an almost amicable atmosphere. You cannot expect more." From her point of view, medavis is a good partner, as the company offers solutions for different needs that are harmonised towards one another. In consequence there is a professionalism that is not natural for an IT service provider. medavis focuses on radiological needs and then fulfils the requirements the customers have. This is why she recommends medavis without restrictions. "I believe it is the most efficient system on the market."

---

medavis Medizinische Informations Systeme GmbH
Bannwaldallee 60 ▪ 76185 Karlsruhe ▪ Germany
Tel.: +49 721 92910-360
marketing@medavis.com ▪ www.medavis.com

Radiologisch-Nuklearmedizinische Gemeinschaftspraxis
Wasserburger Landstr. 182
81827 München ▪ Germany
Tel.: +49 89 520 34 70 ▪ www.radiologie-muenchen-ost.de