



Teleradiology Solutions achieves gains in Radiologist efficiency, Improved TAT and Accuracy with Telerad Tech's RADSpa RIS-PACS platform.

Teleradiology solutions are a provider of radiology solution for Hospitals around the world. Their customer base growing leaps and bounds across geographies and also the requirement to meet the tight SLA's while maintaining the quality of reports. They need software systems with a work-flow that improves efficiency of the radiologists multi-fold. It needs to have automated checking and monitoring of studies to ensure accuracy and quality of service. It needs to enable collaboration and communication between the radiologists , Physicians and Hospitals to ensure quality of reports. Finally it needs to be scalable with increasing number of studies across geographies.

Situation:

Data Integrity and associated delays : The current system has RIS and PACS data that are disparate. The images and the Study order that are received separately are manually checked & orders are associated with the images. This results in manual errors in association which are realized only when the radiologist views the images and the order finds the issue. The manual process repeats for the correct association. This affects the TAT for sending the report and affects the efficiency of the radiologist.

Solution :

Auto-Reconcile and Unified Datamodel in RADSpa :

With the Auto-Reconcile feature in RADSpa , the demographic and the patient information in the images is reconciled automatically with the Order information and are made available for the radiology read only after ensuring that the Order and Images are rightly associated. Any discrepancy in the data is immediately high-lighted to the hospital and the radiology center so that the corrective action is taken without the loss of time.

This helped tele-radiology solutions to drastically improve radiologist's efficiency and have seen average decrease in TAT by around 10% for the studies reported. This is accomplished through RIS driven work-flow which can be integrated with the existing PACS OR any PACS system that supports the standard interfaces.

**Situation :**

The studies are assigned to the radiologist manually in the current system. The manual assignment is typically done by the support staff with out the complete understanding of Radiologists work load, Radiologist expertise, location, son on and so forth. This leads to an in non-optimal Radiologist assignment to the studies. This results in inefficiency and delays. The need was for an intelligent work-flow system that understands the Radiologist availability, work-load, and other statistical parameters and assigns the radiologist accordingly.

Solution :

Smart Auto Scheduler

By deploying the Smart-Auto-Scheduler in RADSpa , Teleradiology Solution has the flexibility to define the rules by which the studies are assigned to the radiologist. The rules can be as specific as a particular type of study is assigned to the radiologists of the same specialty , studies arising from a time-zone to be assigned to radiologists in a particular geography, Radiology images beyond a particular size being assigned locally etc. This helped Tele-radiology Solutions to optimally deploy the Radiologists from different geographies and also improve the TAT's drastically directly resulting from optimal assignment. This also helped TeleradSol to centrally manage the study distribution across geographies. TeleradSol was also able to eliminate the need for additional support staff and scale seamlessly.

Situation :

Teleradsol has clients from hospitals around the world. In the current system, the status of a study is not transparent to the Hospital or Physician. It takes a call to the call center or a call from the call center to the Physician to update on information OR Status of the studies. The call center talks to radiologist to get the information on the status and then communicates to the Physician. This process is cumbersome and there are multiple communication channels through which the study information is conveyed. This often results in communication errors - Often causing customer frustration and underutilization of Radiologist time. The need is for a transparent system where the hospital/Physician is updated on a real time basis on the status of the studies.



Solution :

Unique Hospital/Physician Portal in RADSpa

Using the Unique Hospital/Physician Portal in RADSpa, The Hospital and the Physician can log on to the Web-based-Platform anytime and view the status of their requested studies. They are able to view & respond the clarifications & requests for more information from the radiologists and vice-versa. This streamlined the communication channels between the Radiology center and the Hospitals and ensured high customer satisfaction.