Radiology Imaging Solutions Simultaneously Increases Radiologist Productivity and Number of Studies Read after Implementing Exa® PACS/RIS

As a dealer and end user of PACS, Randy Robinson, owner, Radiology Imaging Solutions (RIS) has a unique perspective on the equipment his company uses and sells. So, when he finds a solution or system that excels, he looks at it from a different perspective than most dealers.

"When we rely on a manufacturer, they truly become a business partner," he says. "Not only do we recommend the system to our customers, but we use it too. And that speaks volumes to the end users."

Located in Grand Rapids, Michigan, RIS is one of the state's largest radiology imaging suppliers and also provides teleradiology reading services. In the last year, RIS' radiologists read and reported 35,000 imaging studies.

RIS had installed a PACS in 2009 for its teleradiology service while also selling a different, inexpensive "small-box" PACS. At the time, Robinson thought both would function adequately even though they were scaled down versions of a full-blown PACS. However, after implementing PACS in his teleradiology business, Robinson quickly learned otherwise.

"We struggled for seven long years with our first PACS," Robinson recalls. "It was a burden, so I started to educate myself so that when it came time to replace it, I would know what we wanted and needed."

That time came in 2016. He investigated over 15 different PACS over six months, including on-site demonstrations and site visits. However, many of the systems he examined came up short either on performance or price. Although he started to get frustrated with the available options, Robinson kept searching to find the product that offered all the features and benefits that his business needed today and also for future growth tomorrow.

"I thought that what we were looking for made perfect sense. That is, a Web-based product that offered functionality, speed, reliability and did not bankrupt us from day one," Robinson says.

In the beginning, Konica Minolta Healthcare's Exa® PACS/RIS was not on the top of Robinson's list. However, he was aware that Konica Minolta Healthcare had a good reputation in the small PACS market and put them on the list of potential products for an on-site demo.

"The Exa PACS/RIS demo was fantastic! It was truly more than we had ever hoped for in a cost-effective product. Exa met our needs and delivered the return on investment we required," Robinson says. "Exa is top-class software at an affordable price, almost unheard of in our industry."
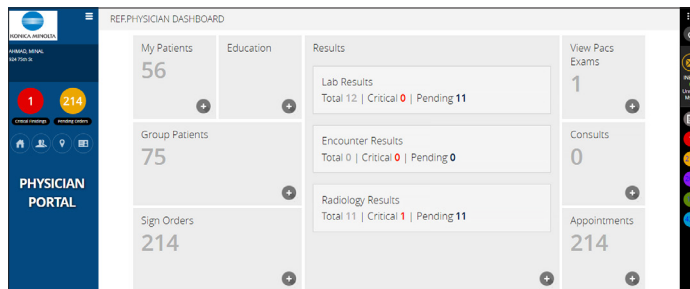
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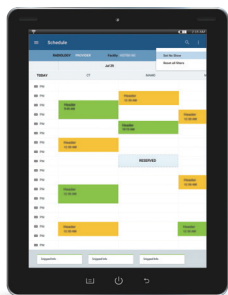
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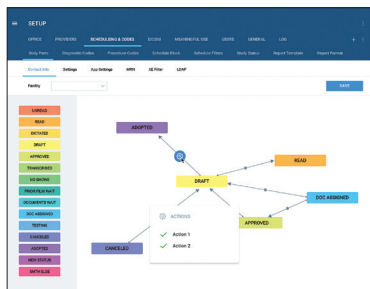
Custom Workflow Design

Referring Physician Portal

With the Exa Platform, RIS can customize just about every aspect of the reading experience, including worklists, hanging protocols, relevant priors, report templates and report delivery options. Once a radiologist logs into the system, their preferences are automatically applied, including any default worklists. A simple double click opens a study for reading and presents all of the patient's prior studies, relevant or not, for quick access during the session.

"There is no starting, stopping, searching or hunting through a database to find priors," says Robinson. "It is all done automatically, saving a tremendous amount of time."

After completing the interpretation, the radiologist simply clicks the icon, e-sign and approve; the Exa Platform automatically closes and delivers the report, then reopens the worklist so the radiologist can start on the next study.

"With the Exa Platform, our radiologists can complete an interpretation in one-fourth the time of our prior PACS, which translates to a **400% increase in their productivity**,"‡ Robinson adds.

Plus, thanks to the Zero Footprint viewer, RIS did not have to purchase expensive, dedicated workstations. The ability to immediately view images on any consumer grade PC* with no downloads, plugins or installations has saved expense and also increased access to the imaging studies. RIS also implemented the Exa Platform's voice recognition technology to enhance the quality of reports and reduce radiologists' stress and fatigue.

As a result of the increase in efficiency, RIS' **radiologists are now reading 2.5 times the number of studies‡** they previously read and reported with no corresponding increase in working hours.

The productivity enabled by Exa PACS/RIS has also reduced average reading times from 4-5 minutes down to 1 minute and helped **decrease report turn-around-times by over 50%‡**.

In fact, the radiologists have told Robinson they could triple their workload and not be overworked. "That's how much faster, simpler and convenient this solution is over other systems they have used," he says.

That ability to add capacity is impacting the company's bottom line and ROI. Robinson added new facilities to his teleradiology business—he doubled the number of facilities RIS is reading for in the first six months. And, RIS is now offering more features—such as same-day reporting and secure faxed or emailed reports—that is attracting non-traditional users of teleradiology reading services.

"As a dealer and an end user, I can say dollar for dollar, there is no better PACS than Exa," Robinson adds. "And I know this because I not only sell Exa PACS, we use it every day in our teleradiology business."

A COMPLETE SOLUTION

Exa is a web-based, zero-footprint radiology software platform comprised of multiple modules including PACS, RIS, EHR, billing and specialty viewer across a shared database that can be used individually or together for a complete enterprise imaging solution. Designed to deliver incredible speed and workflow efficiency with the most advanced features and tool-sets available, Exa is customizable and scalable depending on the size and type of practice.

A key feature of the Exa Platform is Server-Side Rendering, which requires no prefetching of exams and delivers the speed customers require. Exa's Zero Footprint viewer offers full diagnostic toolsets and viewing capabilities from any computer*, with no downloads, plugins or installations necessary. Since Exa is hardware independent, it can also work on any operating system.

*Mammography images should only be viewed with a monitor approved by the FDA for viewing mammographic images. For primary diagnosis, post process DICOM "for presentation" images must be used.

‡ The results in this case study are specific to Radiology Imaging Solutions and are not intended as predictive for other users of the Exa Platform.

KONICA MINOLTA

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