

MEDICAL IMAGING PTE LTD Achieves Productivity Gains With CARESTREAM Managed Print Solutions

The Program Offers Cost-Efficient, Outsourced Management of Imagers and Supplies

Introduction

The efficiency and economic benefits of managed print services have been proven over time in many industries. Recently, Carestream made these capabilities available for use in the field of healthcare imaging and printing.

CARESTREAM Managed Print Solutions (MPS) is a comprehensive, Web-based, pay-per-print program designed to streamline the entire printing process. MPS provides a facility with an exclusive Web Portal that enables the remote tracking of film usage, automatic shipments of new film as needed, and online monitoring of printer operations with remote resolution of many issues. The end goal is to help these facilities focus on patient care rather than managing films.

A Report from the Field

Singapore's MEDICAL IMAGING PTE LTD, a leading Diagnostic Radiology provider in Singapore, was among the earliest healthcare organizations to implement MPS. After six months of use, they are on track to achieve significant cost savings and productivity gains as a result of turning over the management of their laser imagers, supplies and maintenance to Carestream. In the interview that follows, Chief Radiographer Hajmath Begum and Staff Radiographer Karen Quirante share some of the details of their MPS experience.

Would you tell us a bit about your organization?

Begum: We are one of the largest imaging operations in Singapore, with our main facility here in Paragon and two satellite branches across the country. We perform a diverse array of imaging techniques, including general radiography, dental x-rays, mammography, ultrasound scans and bone-mineral-density testing.



Chief Radiographer, Ms. Hajmath Begum

What was your printing situation like prior to implementing MPS?

Begum: We had printers at multiple sites. Our volume was fairly high. For example, the site with the Carestream imager was averaging approximately 1,000 prints each month. Our printing needs were being met, but we knew there was room for improvements.

Improvements in what areas?

Begum: First and foremost, we want to focus on capturing and reading radiographs in support of our mission to provide the most accurate and timely diagnoses possible – to support early commencement of treatment and optimal patient care. However, a significant amount of our time and energy was going into the ordering of film and supplies, keeping track of inventory and managing film and supply budgets. Of course, there was also the time spent dealing with the coordination of service and repairs. We saw this as a distraction from our primary focus.

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How did you first learn about the availability of MPS?

Begum: We were introduced to the concept by our Carestream sales manager. He outlined the time and cost savings we could achieve by outsourcing our printing needs to Carestream. We immediately saw MPS as an innovative idea with the potential to help us be more productive and focus on what we do best.

What can you tell us about the benefits you've seen over the past six months?

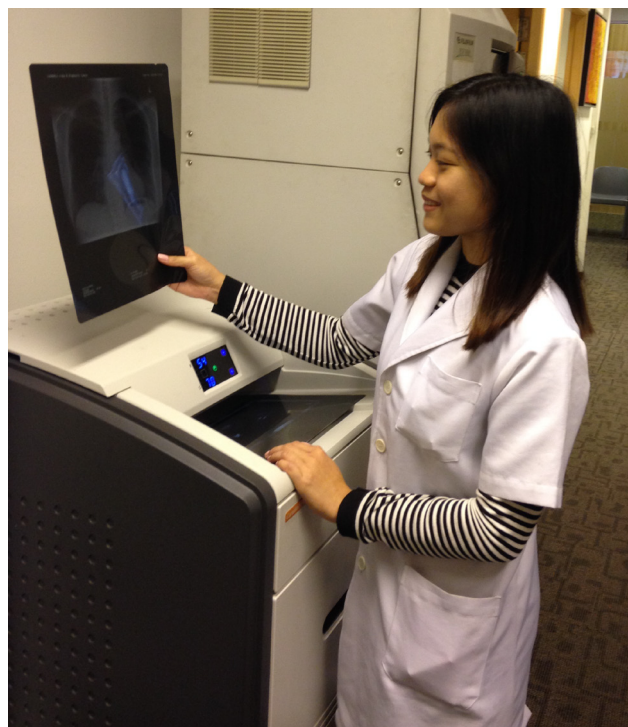
Begum: Overall, we've seen easier and more effective management of our printing system. Cost savings, too – which begin when you get the Carestream imagers you need with no capital investment. Plus, the pay-per-print model means we only pay for the film we actually use. Budget planning is easier too, because any needed service and maintenance are covered under the cost of the program... so there are no surprise expenditures.

Are there other advantages?

Quirante: The MPS Web Portal is able to immediately track the amount of film we use per day as well as film usage on a weekly/monthly basis. It's also impressive that it can report film usage based on film size. This knowledge has helped our staff become more conscientious about the image quality of radiographs before printing them – so as to avoid reprinting and wastage.

Have you been satisfied with Carestream's continuous remote monitoring of your equipment?

Quirante: Yes. In fact, we've had no problems or repairs needed at all up to this point. The reliability of the system has been excellent.



Staff Radiographer, Ms. Karen Quirante

In summary, what would you tell your radiology colleagues about MPS?

Begum: The MPS program is the right direction for healthcare facilities as we manage the growing need for diagnostic services. The option of no upfront investment is quite ingenious. We look forward to achieving further cost reductions from Carestream when MPS becomes popular in the region. The efficiency and accuracy of MPS gives us the confidence of knowing we'll never run out of film. Most importantly, it frees us up to devote our time to more important matters.