



Testimonial | Memorial Medical Center of Springfield, Illinois

Praise Earned for Carestream Service Team and DRX Detector Accident Protection Coverage



“Amazing.”

That’s the adjective Marjorie Calvetti, the Director of Medical Imaging at Memorial Medical Center of Springfield, Ill., uses to describe the medical imaging staff’s working relationship with Carestream Health and its service team.

Memorial Medical Center is a 500-bed facility that conducts 250,000 imaging exams a year. It hosts a Level 1 trauma center every other year. In addition to the main hospital, the health system includes an outpatient imaging center and nine ExpressCare urgent care clinics with imaging services. ExpressCare sites are located within a 30-mile radius of Springfield.

Memorial has a Partnership Service Agreement with Carestream, and the hospital sends their employees to Carestream’s technical training sessions to give them the ability to assess a problem and often correct it. If they determine a service call is needed, Carestream engineers promptly travel to the site.

The agreement covers dozens of CR and DR systems at 11 locations, as well as the facility’s PACS. The hospital’s staff has developed a close relationship with Carestream service engineers.

“We have an amazing relationship with Carestream’s service engineers. They work side-by-side with our employees to solve

any problems and explain the processes they use for testing and resolution,” said Calvetti.

She notes that many site visits are avoided due to the use of Carestream’s SmartLink remote monitoring service for Memorial’s PACS and fully automated DRX-Evolution suites. “With one easy connection, remote monitoring allows Carestream engineers to detect and correct many issues before a problem can develop. This preventive service helps ensure high-level performance and continuous uptime.”

Accident Protection for DRX Detectors

In addition to its overall service agreement, Memorial Medical Center purchased an Accident Protection Plan for its 14 CARESTREAM DRX detectors. “I believe the DRX detector is the most profound change in medical imaging since the conversion from film to CR,” Calvetti reports. “These innovative detectors deliver excellent image quality and can be retrofitted into existing X-ray rooms and portable imaging systems. They deliver immediate access to images anywhere on our network in seconds due to their wireless communications capability, and the detectors can be registered for use in multiple systems for a highly flexible workflow.”

She adds that “DRX detectors are designed for rigorous use, but as a teaching hospital we have inexperienced technologists handling our detectors. We have used the Accident Protection Plan several times. If a detector is damaged, we have a very small replacement cost. This plan has saved us over \$275,000, so it’s an excellent investment.”

