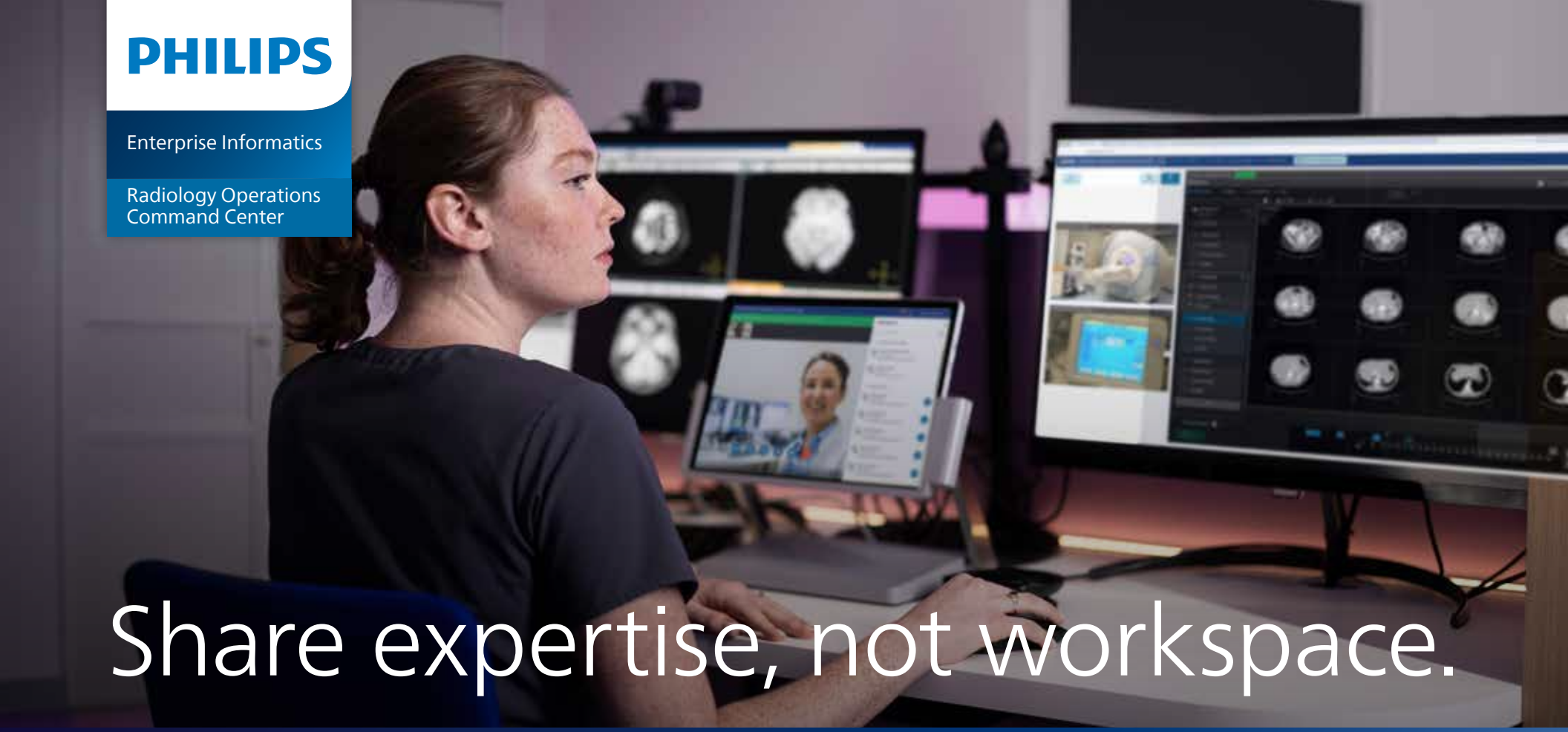
PHILIPS

Enterprise Informatics

Radiology Operations Command Center



Share expertise, not workspace.

Philips **Radiology Operations Command Center - ROCC**, a multi-vendor, multi-modality, multi-site, backward compatible, safe and secure virtualized imaging support solution that smoothly connects imaging experts in a command center/workspace with technologists at scan locations across their organization.

ROCC empowers imaging experts to seamlessly interact with scanner-facing technologists through chat, voice, and video, all while concurrently accessing scanner console screens, without compromising imaging quality, privacy, safety, or security.[1]

Break down communication barriers and maximize the value of your top staff.

Improve. Optimize. Transform.

Remote training

ROCC connects expert users with MR and CT technologists situated across various scan locations for real-time support and training, image monitoring, and new hire orientation.

- Stretch top technologist talent across the enterprise and help to reduce travel time
- Improve image exam quality to help reduce and eliminate recalls and repeats.
- Accessing remote experts via ROCC provides on-site technologists with added confidence when conducting imaging studies

Expert user support

By using ROCC, technologists can receive expert guidance during a procedure, even if the technologist and the expert are on separate floors, in separate buildings, or even across the country from each other.

- Expand access to imaging through more locations and more convenient hours.
- Increase flexibility of staffing
- Improve employee satisfaction scores by providing opportunities for development.
- Cross-modality and cross-vendor scanning support

Standardization/centralization

Imaging protocol adjustment can be made offline with the assistance of an expert user.

- Facilitate implementation of existing quality control processes
- Increased quality and productivity in MR and CT

Business continuity/growth

The less time experts spend traveling between locations the more time they can devote to doing value-added tasks focusing on other team members, patients, and workflows.

- Reduce disruptions to imaging services from staffing schedule changes and unforeseen circumstances

Virtual imaging support/growth

Access to remote expert support enables technologists to seek assistance with complex procedures, ensuring uninterrupted service for patients even in facilities lacking a specific imaging specialty.

- Need for operating 24x7 across locations and personnel
- Need more command centers to support available scanners

Virtual imaging support

Virtual imaging support

Remote expert users can view the scanner console remotely

Intuitive user interface device for onsite technologists

Device for technologists at the scanner for video and audio communication with remote expert users

Multi-room context

With the multi-session Command Center/Workspace, the remote expert user can connect to three scanner consoles concurrently

Real-time collaboration platform

Safe & secure

Built on a secure platform, the solution provides MFA and audit trails (end-to-end encrypted) of all interactions and requires personnel at the scanner to authorize all virtual 'room entries'

Multi-party communication

Ability to communicate via AV calls with other remote expert users, techs, and other radiology personnel across the health system

What customers say about us

About

Imperial College Healthcare NHS Trust provides acute and specialist healthcare for over one million people every year. They serve the local communities in the eight boroughs that form the Northwest London Integrated Care System. Formed in 2007, one of the largest NHS trusts in the country, with more than 15,000 staff.

Challenge

- Capacity pressures, particularly in Cardiac MRI
- Workforce pressures: High vacancy rates, insufficient number of experienced & well-trained staff
- Inefficient use of medical and non-medical staff time

"It provides for a highly efficient utilization of your highly skilled and extensively trained radiographers/technologists. They can actively engage and discuss imaging through the ROCC with one or more colleagues. This technology enables our most highly skilled users to leverage their expertise in a new and innovative way and provides us with the opportunity to invest time efficiently in training our personnel."

Philip Gregory
Practice Educator, Imperial College Healthcare NHS Trust

Imperial College Healthcare Outcomes achieved (versus pre-ROCC)

Training Speed

2x Training capacity and speed
2 radiographers trained per session instead of 1 pre ROCC

133%
Increase in number of radiographers trained on MRI Cardiac Stress Imaging in 4 weeks

10 weeks
Quicker training time

10 radiographers signed off on Cardiac stress MRI in 10 weeks

Would've taken 20 weeks without ROCC

Exam Duration

~2 minutes
Shorter per exam with ROCC

40% Of exams resulted in removal of unnecessary sequences Shortening the exam and time optimizing the patient experience[3]

11%/7 min
Reduction in average scan time for routine Cardiac MR exams[2]

9%/6 min
Reduction in average scan time for complex Cardiac MR Stress perfusion exams[3]

Recall Rate

0% ROCC aided exams recalled

54%
Reduction in overall recall number YoY

Exam Duration Variation and Consistency

38%/9 min
Reduction in σ (SD) for Cardiac Stress exams
Therefore 38% more consistent/predictable

Capacity

91%
Increase in patients scanned in the 17:00 – 20:00 slot

142 › 271

Expansion

Historically, all CMR patients scanned on 2/4 scanners

51 Cardiac patients scanned on 3rd scanner from July to December

Possible due to the higher % of trained radiographers

What customers say about us

About Radnet

- More than 350 owned/operated outpatient imaging centers
- 9M Outpatient imaging procedures annually
- 357 imaging centers across the U.S.

Challenge

- Increase accessibility to healthcare for patients throughout the network
- Improve technologist training time
- Cost-effectively extend imaging expertise across the network

Key results achieved[3]:

$350K+
Additional per year in MRI procedure revenue

80%
Decreased technologist travel time

↑2
Recalls per month on 80% of MR sites

$40K+
Per year reduced recalls

"With experts at the command center,we can now offer the same exams at many of our East Coast imaging centers that we've done for years in Manhattan. We never had as great of an opportunity before ROCC".

Victoria Bedel, Senior VP Northeast Operations RadNet Inc., USA

1 This function allows access to the scanner console without a technologist onsite. It is only intended for protocol harmonization and not for any remote imaging support.
2 Data on file. Imperial College NHS, UK. Results projected from a large UK National Healthcare System - Philips VST Pilot Preliminary Report Summary. Results are not predictive of results in other cases. Results in other cases may vary.
3 Data on file. Diagnostic imaging network US. Results projected from a large US outpatient imaging network. Not available for sale in all market.

ROCC is intended for remote support only and does not have a medical purpose.
Minimum hardware and software requirements apply.
Minimum IT specifications apply.
Product may not be available in all geographies. Please check with your local Philips representative to ascertain the applicability of this solution for your region and language requirements.

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