

A woman with short brown hair and glasses, wearing a green floral-patterned button-down shirt and a yellow shoulder bag, is smiling and looking at a small white card she is holding. She is standing at a reception desk. In the background, a woman with long blonde hair is standing near a computer monitor. The monitor displays a software interface with a table of patient data. The setting appears to be a modern medical or office environment.

**PHILIPS**

Radiology  
Informatics

Workflow Information  
Management

# Patient centric tailored workflows

Easy access to patient and study data

# End-to-end workflow, from ordering to report distribution

Every radiology department strives to improve its efficiency. Yet the challenge lies in managing everything from patient registration to results distribution and all that falls between multiple workflows and thousands of documents must be coordinated to be successful.

The Workflow Information Management is a modular, web-based solution that helps you manage everything from patient scheduling to walk-in registration, patient admission and preparation, access to study protocols and documentation, and results distribution. In addition, patient assistant app and patient kiosk app allow patient engagement throughout the patient pathway.

Along with the extensive Philips Radiology Informatics portfolio, Workflow Information Management offers an end-to-end solution to radiology management.

## Keeping a focus on the patient

Workflow Information Management considers the patient from the very beginning of their pathway, across radiology settings. Patient Assistant app allows patients to schedule their own exams and the Patient Kiosk app gives them the opportunity to sign-in when they arrive at your facility. The system always identifies the patient with the correct type of exam and exam location.



## One modular system, multiple workflows

The Workflow Information Management modularity is its strength. The solution offers valuable tools to every radiologist depending upon their specific needs. Its exceptional flexibility allows facilities such as yours to use the applications necessary today and to easily expand in the future, on the same 'zero footprint' platform and architecture. It also connects remote or mobile users, such as referring physicians or technologists performing bedside imaging exams.

Workflow Information Management delivers PACS driven (with RIS embedded) or RIS web driven workflows, so your radiologists can access worklists as convenient. There are report linking capabilities and improved access to patient data and studies to enhance the experience. The solution supports multidisciplinary team meetings (MDTs) with a web-based workflow using scheduling and auto-routing capabilities.

## Intuitive and modular at its core

Workflow Information Management leverages its existing modular architecture and web-based application. This translates to easy implementation and maintenance, supporting expansion needs with zero footprint, HTML 5 based technology.

## Workflow Information Management Scheduler for your cardiology scheduling workflow

With the latest release, next to the existing radiology ones, cardiology scheduling needs are also included. Highly configurable worklists and easy to access patient information/history will help users to find all needed information to proceed with few clicks through the entire scheduling workflow.



## Independent applications and patient engagement capabilities

### Order Management App

#### Speed up the ordering phase

A single application provides all relevant information for referring physicians, giving them direct access to results, including patient clinical data, images and multimedia reports via the Philips Enterprise Viewer (a separate module). They can also receive live status updates to follow the radiology process. The module offers electronic ordering of radiology exams; intuitive and quick procedure selection; interface with EMR, labs and other systems; elimination of the need to capture data manually; and appointment scheduling by referring physicians. Patients can also self-manage their own appointments from a dedicated, web-based portal.

### Schedule and Check-In App

#### Scheduling at your fingertips

Easy integration with your HIS/EMR and advanced capabilities to manage orders, bookings and walk-ins for radiology, cardiology and nuclear medicine appointments. Exams can be booked in an intuitive way in few clicks, also when used in complex organizations with multiple modalities, resources and availability templates.

Thanks to multi-modality and multi-day modes in the calendar availability, users can have access to an immediate and easy overview of appointments availabilities with specific capabilities to reserve timeslots as soon as they are selected so that the reserved time slot should not be returned when exam search is performed by other users.

Scheduling capabilities supports time series (multiple time dependent studies) and non time series (unique study with several image captures that may be spread over a long period of time) with the possibility for the user to decide how the exams in series will be linked in a single report.

### Patient Assistant App

#### A self-booking experience

The Patient Assistant App enables radiology departments to implement a self-booking process through the web using a mobile-friendly dedicated portal. Patients may schedule, reschedule, and cancel an appointment. They may attach images any related when they schedule. Patients are also able to confirm their attendance for the exam.

The portal can be configured to consider various parameters. From among many options, you can decide what procedures, at what locations and on which days are to be allowed. The system provides the capability to send reminders via SMS and/or mail to patients with information about the exam, the exact location and any preparation necessary for the upcoming procedure.

### Patient Kiosk App

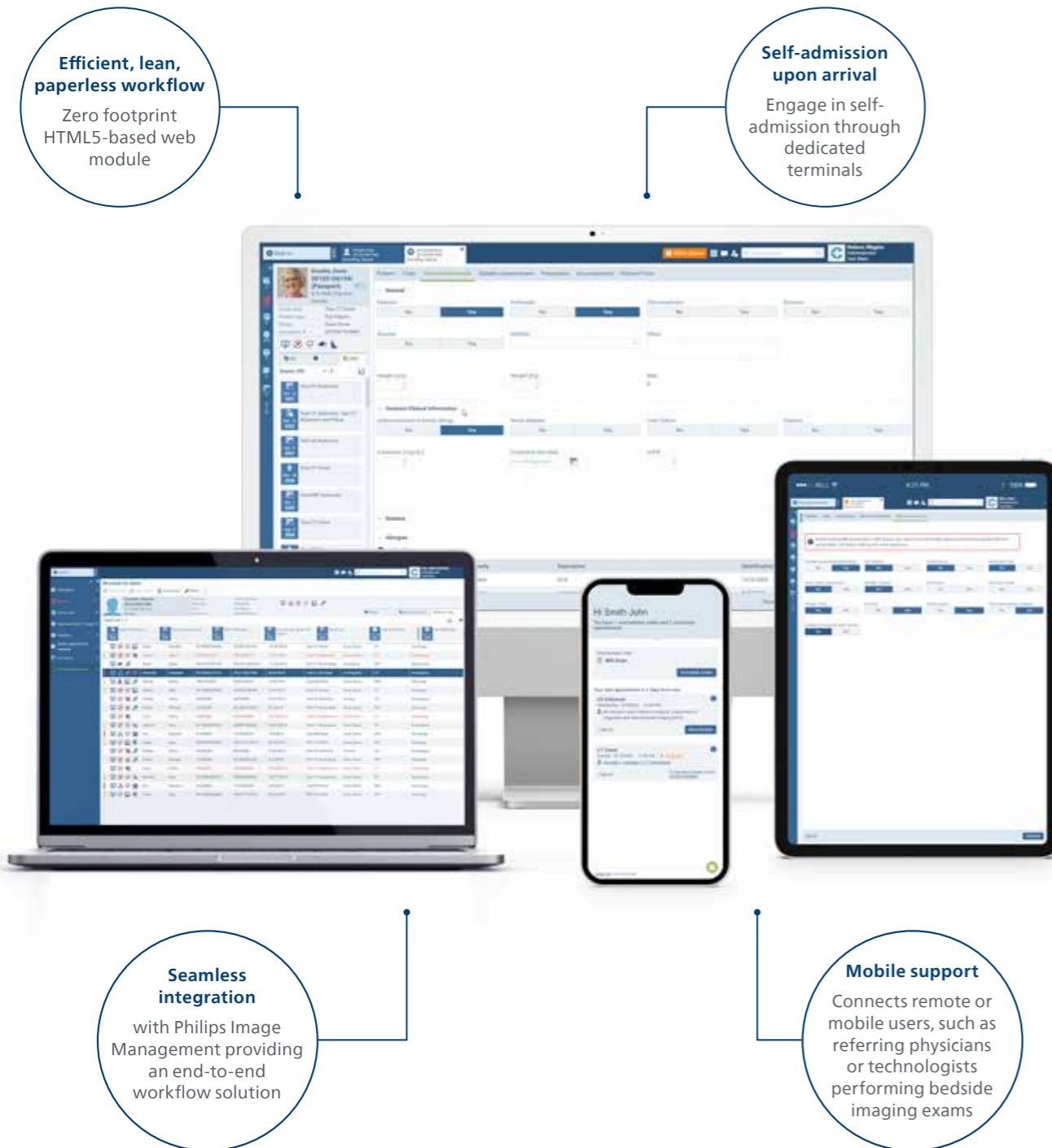
#### Self-admission upon arrival

Patients are prompted to engage in self-admission at your radiology department through dedicated terminals simply by scanning a card, reading a bar code, or manually typing.

The kiosk is aware of its location and presents the patient with the correct personal info and correct type of exams for the correct location. Patients are automatically directed to the proper room and informed of possible preparation procedures needed for the examination.

# A single, centralized, patient centric tailored workflows

Engaging the patient throughout the process and optimizing patient experience with applications.



## Enhanced and web based workflows to suit main radiologists needs

### Technologist Documentation App

Reduced data entry, keeping the focus on the patient

Data capture is easy and automated. With integration of modalities and other information systems, this app can present the clinical data for verification, enabling the technologist to spend more time with the patient and less time on the workstation. The app provides simple, quick access to important information captured earlier in the workflow as well as prior images via its native connection with the Philips image management solution. Modifying exams or adding new ones is an easy step, as is monitoring the patient waiting list, including wait time. Exam preparation procedures, including contrast material administration flow, are always at the technologist's fingertips. In addition, patient signature can be acquired via a mobile device for consent/verification.

### Radiologist App

Everything you need to drive interactive multimedia reporting outcomes

Justification workflow is usually handled by a radiologist before the exam is scheduled. This app provides a complete workflow for this and allows radiologists to approve, set as on-hold, or reject exam referrals. Radiologists can also add comments, protocol information, and optionally provide signatory approval. Justification is supported at the order level or at the scheduling level. Protocols to track the required process for the technologist are available for review. It's also possible to access important information entered throughout the workflow by the reading radiologist—such as scanned documents and technologist's notes—all with a single user interface. Radiologists can launch the enterprise viewer within the Workflow Information Management to access images or optionally diagnostic reports for a selected patient. They can also view and edit patient and exam data directly from the patient jacket.

### Administrator App

Transform data into meaningful insights

The Workflow Information Management combines strategic management tools with fast data access to support higher productivity and profitability. Analytical tools provide insight into every stage of the imaging process to help you achieve exceptional efficiencies:

- Tools facilitate assessment and analysis of staffing and equipment utilization.
- Robust management reports include turnaround times, periodic performance and statistics.
- User dashboard displays real-time KPIs from the Workflow Information Management application and allows monitoring for turnaround times, performance, bottlenecks, etc.
- A specialized web tool offers real-time system monitoring and troubleshooting as well as performance tracking and analysis.

## Advantages at a glance

- Zero footprint HTML5-based web module
- Efficient, lean, paperless workflow to boost productivity
- Role-based applications
- Easy and intuitive user interface
- Status-driven dynamic worklists
- Customizable electronic data forms that support information tracking across the radiology workflow
- Native collaboration across the clinical data ecosystem through integration with the Philips image management solution
- Simple monitoring, troubleshooting and analyzing
- Scalable and flexible architecture that can easily expand to support your future growth.
- WCAG conformance to optimize patient experience and navigation through applications more accessible to people with disabilities
- Patient Kiosk to provide access for arriving patients in the hospital through a dedicated terminal presenting the patient with the correct type of exams for the correct location

# Benefits for users throughout your organization



<b>Executives</b>	<b>Improve efficiency, scalability and information strategy</b>	<ul style="list-style-type: none"> <li>• Drives efficient, lean, paperless workflow, improving staff satisfaction.</li> <li>• Supports a full IT strategy, while integrating with EMRs, PACS and other systems.</li> <li>• Maximizes referrals and internal performance with customized management reports.</li> <li>• Provides analytics to support performance reviews and help optimize turnaround times and business performance.</li> </ul>
<b>IT Managers</b>	<b>Increase flexibility and optimize workflow</b>	<ul style="list-style-type: none"> <li>• Offers flexibility and scalability from a service-oriented architecture.</li> <li>• Provides an easy-to-use toolkit for local tailoring.</li> <li>• Operates on a standard, off-the-shelf server or PC that meets minimum specifications.</li> </ul>
<b>Radiologists</b>	<b>Enhance reporting and collaboration</b>	<ul style="list-style-type: none"> <li>• Streamline reporting of patient and exam informations, integrating with your existing Philips image management solution to improve quality of care.</li> <li>• Supporting better communication and collaboration reducing time.</li> <li>• Tailors each worklist to meet your workflow needs.</li> <li>• Eases administrator workload with a highly intuitive, roles-based user interface.</li> </ul>
<b>WIM/PACS Administrators</b>	<b>Optimize staff and equipment resources</b>	<ul style="list-style-type: none"> <li>• Improves service turnaround time by eliminating paper, duplicate phone calls and manual tracking of patient status.</li> <li>• Provides an extensive suite of tools for system configuration, bottleneck alerts, and tracking of workflow and turnaround time.</li> </ul>
<b>Patient</b>	<b>Optimize patient engagement</b>	<ul style="list-style-type: none"> <li>• Empowers patients to self-manage appointments for medical imaging exams.</li> <li>• Enables patient assistant pages to display clinical and other information in the country's native language.</li> <li>• Supports mobile devices for easy exam management.</li> <li>• Allows patient to perform self arrival at the hospital through dedicated terminals (patient kiosk) and obtain informations on the exam location.</li> <li>• Improves patient accessibility on the patient assistant with the WCAG conformance.</li> </ul>



## The Philips informatics portfolio vision

Through an integrated portfolio of healthcare informatics solutions, Philips works to simplify physician collaboration across the community of caregivers, healthcare institutions and networks, recognizing that all are tasked with ensuring quality of care while optimizing operational efficiency. Our vision is to fully integrate diagnostics, generating and combining clinical data across radiology, pathology, genomics and longitudinal data. With the insights enabled by a single patient view, clinicians will be able to confidently perform first-time-right diagnosis and deliver more personalized treatment.

Beyond imaging and beyond the enterprise, our vision is to simplify delivery of the highest standards of care. We are building a centralized information hub and collaboration suite that spans radiology, cardiology, pathology, oncology and operational informatics to enable cross-department and cross-hospital collaboration through sharing of meaningful insights. Philips wants to help doctors achieve a more precise diagnosis, and help healthcare organizations achieve a lower total cost of ownership.

Do you want to know more? Visit our [Workflow Information Management webpage](#)



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