



Bridging the gap in imaging staffing & expertise with Philips Radiology Operations Command Center

Med 360°, a leading healthcare provider in Germany, with over 130 locations across 40 cities, faced a similar challenge to most healthcare providers globally, how to handle the growing demand for radiology services and the shortage of imaging experts. Med 360° set out to find a better way to maintain, and potentially increase, exam quality, reduce patient delays and spread out their expert imaging support.¹ With an eye on the future, they partnered with Philips to implement Philips Radiology Operations Command Center, a cutting-edge solution that enables remote scanning² and real-time support for technologists.

Like many healthcare providers globally, Med 360° encountered mounting pressure on their imaging throughput due to a shortage of trained technicians and exacerbated by the increasing patient demand. Wanting to reduce patient wait times and increase their ability to offer complex exams, Med 360° partnered with Philips Radiology Operations Command Center to help them streamline workflows, enhance imaging throughput and expand imaging experts' support.¹

Within the 10 week trial phase, Med 360° achieved remarkable results.

Saved 70% of exams from cancellation

- 194 examinations in the late shift would have had to be canceled
- 124 examinations in the early shift would have had to be canceled
- 492 total exams were supported by Radiology Operations Command Center

Significantly reduced patient wait times

Enhanced imaging access and diagnostic accuracy

Increased efficiency and access to specialized scans

“The Radiology Operations Command Center definitely has a positive impact on our competitiveness. We can conduct specialized examinations more frequently at more locations and offer our patients reliable service.”

—Tobias Neumaier, Head of Radiology, Med 360°





Minimize downtime and increase MR capacity.



Offer scans even at off-peak times for a more reliable service to patients.



Optimized MR technologist utilization.

Med 360° found their imaging experts stretched thin across multiple locations, so maintaining consistency and scan quality while minimizing delays was a challenge. The more complex MR exams offered require highly trained MR technologists, but their limited availability led to forced cancellations and delayed patient care. To revolutionize the way they delivered radiology care, Med 360° needed a partner who could offer medical device regulation certified remote scanning and was vendor-agnostic to work with their range of scanners. Philips Radiology Operations Command Center was the solution.

By centralizing control of MR scanners, Med 360° streamlined workflows and increased the utilization of their imaging staff, allowing them to provide high-quality imaging across all locations. The solution seamlessly connected on-site technologists with imaging experts, allowing for immediate assistance during complex scans. With centralized control of MR scanners, Med 360° improved workflow efficiency and maintained high-quality imaging, all without disrupting care.

“From the command center, we can provide virtual real-time support and take over planning with the mouse, after obtaining approval from the on-site personnel. This allows us to minimize downtime and ensure consistent care availability, even for complex specialized examinations that might otherwise have been canceled.” —Arthur Scholl, MR Application Specialist at Med 360°

The implementation of the Radiology Operations Command Center focused on empowering on-site technologists with the necessary tools and resources to connect with remote imaging experts. Technologists at scanners received tablets, allowing them to communicate instantly with off-site experts. Remote experts, located in their MR Support Center in Leverkusen, provided live support, training, and, when necessary, direct control of MR scanners to ensure exam precision. Leadership at Med 360° found that early staff involvement and structured training programs played a crucial role in facilitating adoption and ensuring the transition was both smooth and effective.

Martina Salomon, MR Application Specialist, emphasized the value of Philips sharing, **“With the Radiology Operations Command Center, we can support multiple locations in real time. We utilize the expertise in our Command Center to ensure that every site has access to it. This helps us to improve efficiency and maintain the same level of care at all facilities.”** This seamless connectivity has had a positive impact on patients, but also alleviated the burden on imaging staff, creating a more sustainable and efficient radiology operation.

Med 360°’s success demonstrates how forward-thinking solutions can address radiology’s most pressing challenges. By embracing innovative remote imaging technology, they strengthened operational efficiency and secured a competitive edge. With Philips as a trusted partner, hospitals can confidently navigate the evolving healthcare landscape and deliver exceptional radiology services at scale.

1. Results are specific to the institution where they were obtained and may not reflect results achievable at other institutions.

2. The remote editing / scanning function is enabled by the Radiology Operations Command Center Console, and is only to be used with a qualified user at the scanner.

