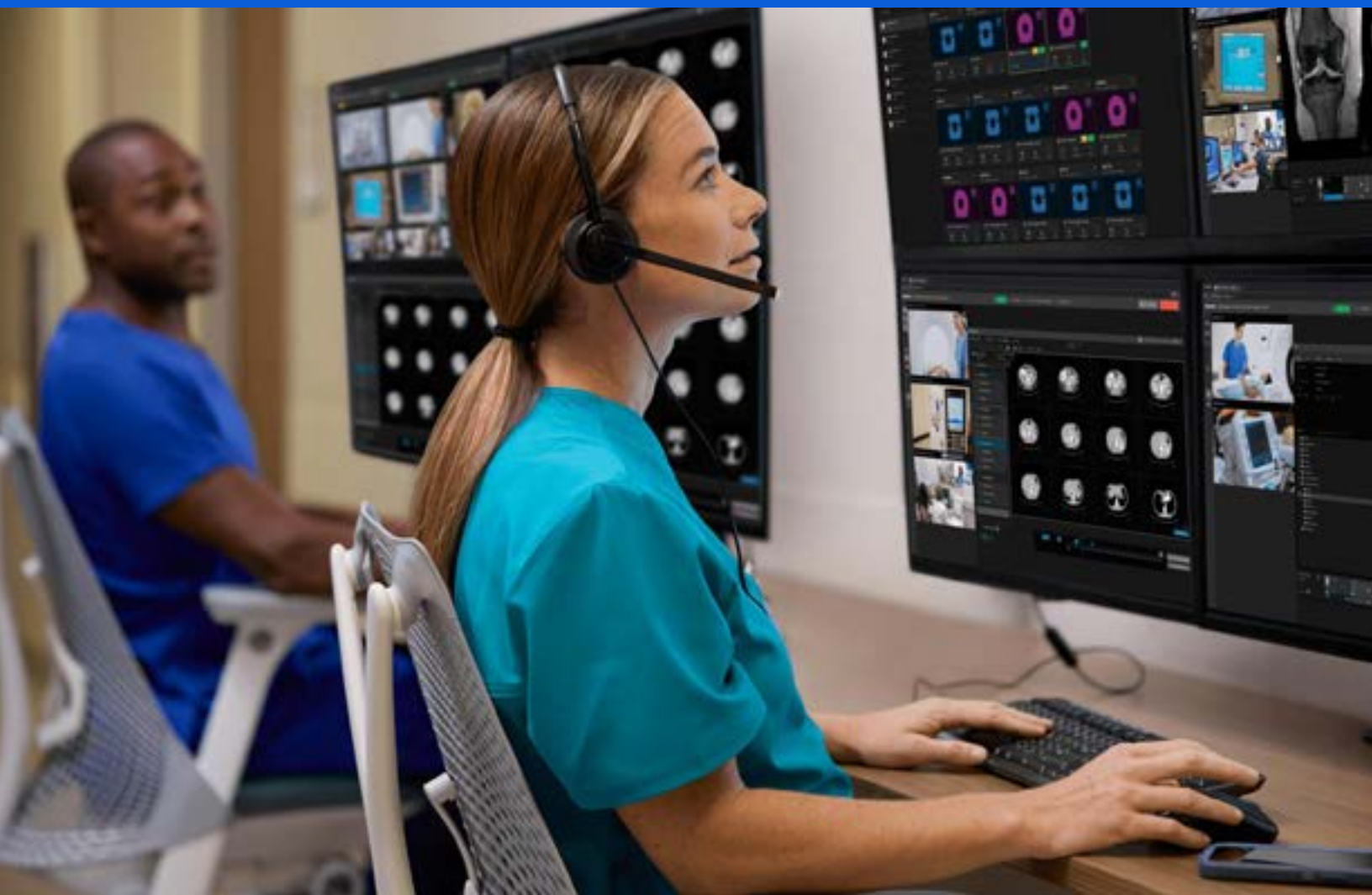
PHILIPS

White paper

The power of connected expertise

Remote scanning is changing how radiology works today and shaping what's next.



Executive summary

Imaging demand keeps growing, but there aren't enough skilled technologists to keep up. Hospitals and imaging centers are dealing with long wait lists, idle scanners and teams stretched thin. Remote scanning isn't a future fix, it's how imaging departments are surviving and thriving right now. It lets experts step in remotely, support teams across sites and keep exams running smoothly no matter where the scanner is.

Philips Radiology Operations Command Center, the Philips remote scanning solution*, is redefining imaging operations across the globe. Real-world examples from Imperial College Healthcare NHS Trust (UK), NorthStar Diagnostic Imaging (USA), and Med360° (Germany) show what's possible: faster exams, stronger collaboration and more patients scanned without sacrificing quality or safety.**

Philips is helping radiology move forward by combining operational insight, expert teamwork, and innovation to elevate imaging operations and expand access to care worldwide.

"Remote scanning removes the limits of location, connecting expertise to every scanner and transforming operational challenges into opportunities for better care."

Anat Hersch, Business Category Leader Advanced Visualization and Insights, Philips

Key takeaways:**

Remote scanning connects skilled experts with multiple sites and modalities.***

Imaging departments report up to **9% higher throughput**[5] and **33% faster exams**[6] using existing resources.

Radiographer training time is cut in half.[5]

Introduction
a new era for imaging operations

Radiology is changing fast. Demand keeps climbing, but the talent pool isn't growing with it. Imaging departments and health systems everywhere are being asked to do more with the same, or even less.

The answer isn't just hiring more people. It's connecting the expertise that already exists. Remote scanning solutions makes that possible. It allows technologists and specialists to work together across sites in real time, keeping quality and consistency high even when staff are spread thin.

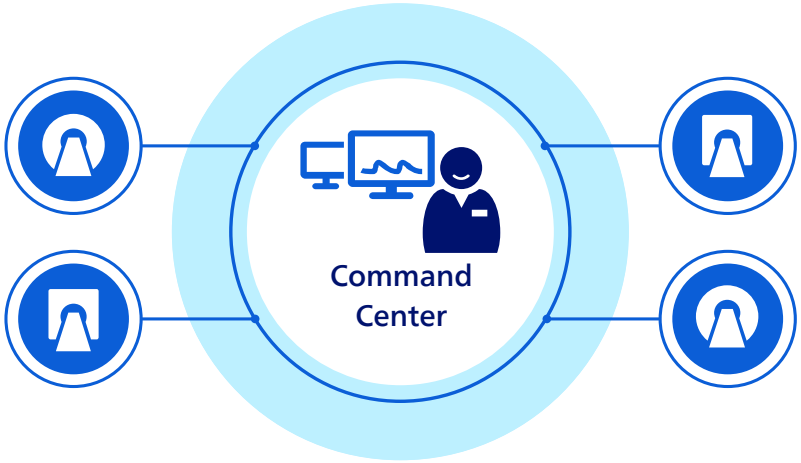
Philips Radiology Operations Command Center helps imaging teams achieve further operational success. It brings people and scanners together, maximizing what health systems already have. The result: stronger teamwork, better use of equipment, and a radiology network ready for the demands of today's healthcare environment.

"I've been able to sit with three different scanners in the background and I can help three different colleagues as they go through their scans."

Katie Pantling, Practice Education Facilitator, Imperial College Healthcare NHS Trust, London, UK

The global imperative for remote scanning

Staffing shortages are a reality in imaging today. A recent survey by the American Society of Radiology Technologists found technologist vacancy rates in U.S. imaging departments at around 18%—nearly triple what they were just three years ago[1]. A major EU-REST workforce study revealed many Member States operate with radiologist numbers far below the EU's average, highlighting systemic staffing gaps[2].



These shortages not only slow workflow but leave scanner capacity under-utilized and waiting times extended. Remote scanning gives imaging departments a way to share expertise, keep resources moving, and make every hour count. That transition is already underway.

Regulatory and professional bodies formally recognize remote scanning as a safe, effective practice when the quality and supervision standards are met. The American College of Radiology (ACR) supports remote scanning when implemented safely[3], and Canadian Journal of Health Technologies highlights its role in improving access for underserved communities[4].

Real-world impact

Evidence from health systems

Imperial College Healthcare NHS Trust (London, UK)

Imperial College Healthcare NHS Trust teamed up with Philips to pilot remote scanning and extend MRI hours into the night. The difference was clear. MRI throughput climbed 9% using the same scanners. Exam recall rates dropped to zero. Training time for radiographers was cut in half—from 20 weeks to just 10. Cardiac MRI throughput shot up 91% on evening shift[5].

+9%
MRI throughput using existing scanners

0%
exam recall rate

91%
increase in cardiac MRI throughput

NorthStar Diagnostic Imaging (USA)

Located in Texas, NorthStar Diagnostic Imaging rolled out the Philips remote scanning solution across multiple sites. On just one single MRI, exam times dropped from 30 to 20, minutes, one-third faster, meaning a potential of 12 additional patients scanned per day on a single scanner. Their temporary staffing needs fell and scanning protocols were standardized across all locations achieving a consistency that previously required local oversight and travel[6]

33% faster
MRI exams
(30 → 20 minutes)

+12 patients
per scanner per day
on a single scanner

Standardized protocols
across all imaging sites

Med360° (Germany)

With over 130 locations across Germany, Med360° had expanded remote scanning to help reduce their need to cancel exams. The program showed how scalable the model can be by streamlining workflows and connecting expertise across outpatient centers[7].

70% of exams would have been canceled
if not for the assistance of the Radiology Operations Command Center

Improved workflow coordination
across all sites

Scalable
network-wide collaboration

Insights from literature and professional practice

Research supports what hospitals and imaging centers are already experiencing. Published findings indicate that remote scanning has the potential to transform MRI department workflows and enhance safe supervision, enabling broader utilization of the support workforce[8]. Additional research demonstrates its ability to help address staffing shortages while creating new opportunities for training and education when implemented safely[9]. The Canadian Journal of Health Technologies has recognized virtual remote imaging as a way to expand access[4], and the ACR has published safety and quality frameworks to support its adoption[3].

Connected operations
the foundation for sustainable growth

Remote scanning gives radiology a smarter way to grow. With connected operations, experienced technologists can support multiple sites at once, guiding colleagues, keeping exams on track and maintaining quality standards without being at the scanner.

The data speaks for itself. Imperial NHS and North Star both saw measurable gains. A 9% boost in scan volume, exams running 33% faster, patients getting seen sooner and with fewer no-shows. All of it achieved without having to expand imaging expert headcount to every scanner or site.

"Philips Radiology Operations Command Center allowed us to grow into areas where we may not have found the expert technologist talent otherwise."

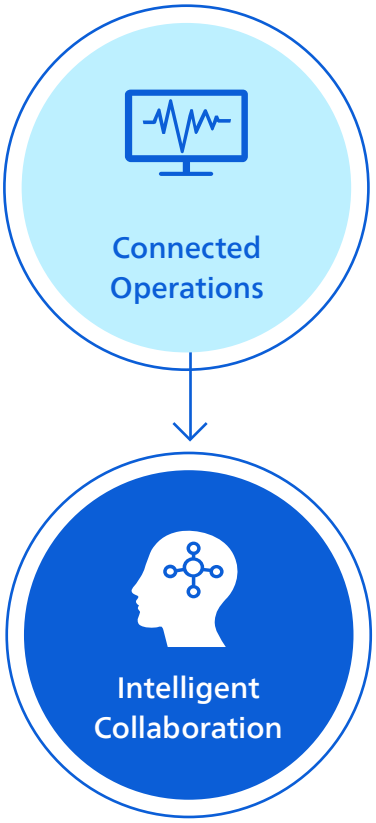
Juliana G. Williams, R.T. (R), Radiology Manager, NorthStar Diagnostic Imaging

Shaping the future of imaging

From connected operations to intelligent collaboration

As AI, workflow analytics, and interoperability evolve, Philips Radiology Operations Command Center will keep moving forward. It's on track to become a hub of intelligent collaboration, where operational insight meets clinical expertise in real-time.[****]

Philips is leading this transformation with solutions that connect people, data and technology across the imaging ecosystem. It's about creating imaging operations that aren't limited by geography or staffing but empowered by connected intelligence. The goal is simple: better care for more people.



Partnering for the future of radiology

From Imperial NHS to North Star Diagnostic Imaging, hospitals are proving that remote scanning boosts efficiency, expands access, and helps teams do more with what they have. As imaging evolves, Philips is ready to partner with health systems to build connected, future-ready networks.

Learn More

Footnotes:
1. RSNA News, "Radiologic Technologist Shortage," Oct 2024.
2. Insights into Imaging (EUREST Consortium), "Radiology workforce in the European Union: current status and implications for patient care," 2025.
3. ACR Position Statement on Remote Scanning, 2024–2025.
4. Canadian Journal of Health Technologies, Health Technology Inquiry Service: Virtual Remote Imaging, 2025. Virtual Remote Imaging Services: CT and MRI Scanning
5. Philips & Imperial College Healthcare NHS Trust, Customer Story, 2023–2025.
6. Philips Customer Story: NorthStar Diagnostic Imaging, 2024.
7. Med360° Customer Story: Revolutionizing Radiology: Med 360° - Philips
8. Radiography (Elsevier), "Remote Scanning Support in MRI: Friend or Foe?", 2022. Remote scanning support in magnetic resonance imaging: Friend or foe?
9. Journal of Medical Imaging & Radiation Sciences (JMIRS), "Remote MR Scanning", 2023. Remote MR scanning – A solution for shortage of skilled radiographers - Journal of Medical Imaging and Radiation Sciences

Disclaimers:
* The remote scanning function is powered by Radiology Operations Command Center Console and is not to be used without a qualified user at the scanner.
** Results are from North Star Diagnostic Imaging, Imperial College Healthcare NHS Trust, and Med360° are specific to the institution where they were obtained and may not reflect the results achievable at other institutions.
*** These modalities are MT, CT, and PET-CT systems.
**** These features are no available for sale. Future availabilities cannot be ensured.

00001353-00-00 JAN 2026
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