



PHILIPS

Refurbished systems

Customer story

Rebuilding the **heart of an imaging department** with Philips Diamond Select

Lackey Memorial Hospital



Who?

Michea McLemore R.T. (R)(CT)
(ARRT)
Director of Imaging Services

Where?

Lackey Memorial Hospital
Forest, Mississippi, USA

“On July 10th, 2016 we had a flood,” recalls Michea McLemore, “10,000 gallons of water came out of the sprinkler directly over our CT and completely destroyed the scanner.” For Lackey Memorial Hospital in rural Forest, Mississippi, this was a devastating turn of events. Michea, as Director of Imaging Services, knew a quick decision for replacement would be crucial to maintaining services. She turned to refurbished medical imaging equipment from the Philips Diamond Select program to tailor a solution compatible with Lackey Memorial’s requirements.



Satisfy both **performance** and **ROI** demands

Forest, Mississippi is a quiet little town in the center of the state. Twenty-five bed Lackey Memorial is located just off of Interstate 20 and often handles trauma patients in addition to providing general care to the local populace. While small, it offers a comprehensive range of imaging services including, X-ray, Ultrasound, Nuclear Medicine, Digital Radiography, and at its heart Computed Tomography, handling typical exams such as chest, head and pelvis.

The flooded unit was a Philips MX-16 slice CT with a consistently heavy workload. Michea's experience with this system and an earlier Philips Brilliance 6-slice unit, confirmed her desire to stay with Philips. "I knew that if I had anything to do with the decision, I wanted to go back in there with a Philips system. I wanted another Brilliance."

"To us, this flood was a major disaster," says McLemore. "We're a small hospital and radiology is a significant bulk of our revenue. For the whole hallway to be down, it was really devastating."

Making a smart choice

In this era of uncertain economic times and a changing healthcare landscape, fiscal responsibility is critical. The Philips Diamond Select program provides significant savings compared to the cost of a new piece of equipment, while still offering original equipment manufacturer (OEM) innovation, quality and warranty. For Lackey Memorial, it seemed the smart choice.

"Financially, I wanted to stay within what our insurance carrier was going to give us," says McLemore. "I wanted to have a new system installed and paid for and not carry any debt." While several vendor quotes were required and considered, administrators at Lackey Memorial chose a Philips Diamond Select Brilliance CT 16-slice to replace the damaged system. "To me," notes McLemore, "this Diamond Select CT is a new Brilliance 16-slice system – one that's all paid for."

A rigorous refurbishment process

Only used medical systems with proven and documented service histories are carefully chosen by Philips to be offered as Diamond Select. The standards of quality that Philips delivers throughout the refurbishment process pays off in outstanding performance over many years. Key components such as the X-ray tube are replaced and systems are upgraded according to proprietary specifications for optimized performance. The latest software releases and field updates are installed and the system is configured to customer specifications.

Philips includes a comprehensive five step refurbishment process to ensure quality:

-  **Step 1**
Stringent selection
-  **Step 2**
Skilled de-installation and transport
-  **Step 3**
Expert refurbishing
-  **Step 4**
Effective installation
-  **Step 5**
Full warranty and support



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“By the time Philips gets through checking everything inside and out, and doing the refurbishment, it’s like having a brand-new unit anyway,” says McLemore. “So why pay full price?”

Tackling a power problem

When disaster struck and she knew she had to completely re-build the CT room, Michea took the opportunity to address a nagging issue. As she describes it, “We are an older hospital and we occasionally experience power fluctuations, brown-outs and surges. We never get a warning and when it happens the CT scanner shuts down. Sometimes it comes back up, sometimes it doesn’t. If it doesn’t we have to call for service – it’s been a chronic problem.”

To remedy this situation, Philips brought in a power solutions specialist to develop a universal power supply option. As part of the new CT installation, the service team built-out space for a 480VAC/60Hz/125kVA UPS and associated air-conditioning system. “Now it can power surge all it wants,” says McLemore, “and we’re still good.”

“I don’t have to have a new system, because to me Diamond Select is just like having a brand new one.”

Exceptional customer service

Philips prides itself in delivering above and beyond when it comes to customer service. Keeping medical equipment up and running so health care professionals can focus on taking care of patients, is the #1 goal. More than 10 years of firsthand experience convinced Michea McLemore of this fact and “when it came down to vendor selection, I told our administrator ‘these guys have been exceptional to me over the years, there’s no question who to go with.’”

When notified of the flood, Michea’s first call was to her administrator, the second was to, her Philips field service engineer (FSE). “Our FSE was over here in a flash,” says McLemore, “taking pictures, coordinating with the insurance guys, planning the best way forward.”

Philips quickly assembled a team consisting of project manager, product specialist, application training specialist, field service engineer, and sales representative. Once the old CT was removed, the ceiling, walls and flooring had to be replaced. Only then could the team install the Diamond Select Brilliance CT 16-slice. Speed was of the essence if disruption was to be kept to a minimum. “Everybody worked seamlessly together,” recalls McLemore, “it simply couldn’t have gone any smoother. The flood happened July 10th and we were up and scanning with our new Diamond Select system on August 19th.”

“I’m telling you, you just can’t beat the service. There’s somebody for anything you might need.” As an example, when Michea realized new ACR accreditation would be required, she called the Philips service support line. They guided her through the process and supplied a step-by-step accreditation manual to make the experience an easy one.



Superb performance, low cost of ownership

Gaining access to advanced imaging features and applications keeps hospitals up-to-date with services that benefit its patients. Realizing these advantages through the Diamond Select refurbished medical imaging equipment program simultaneously supports profitability.

While it's not an event she'd want to repeat, Michea McLemore is comfortable in the knowledge that Lackey Memorial's decision was the correct one. "I always knew this was what I was going to do when the time came, I just didn't know the time was going to come so fast. We made the right choice going with Philips Diamond Select."

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