

## AMICAS/MEDITECH CASE STUDY

# Tight PACS Integration

St. Mary's Hospital maximizes productivity.

In 2003, St. Mary's Hospital implemented AMICAS PACS as a complement to their existing MEDITECH™ hospital information system. Since implementation, St. Mary's has developed a true partnership with AMICAS, which continues to innovate to address the challenges St. Mary's — and other MEDITECH hospitals — face on a daily basis.

## THE VALUE OF TIGHT INTEGRATION

"St. Mary's wanted to be able to maximize productivity in the radiology suite — and beyond — while leveraging the investment that we had already made in our MEDITECH EMR," said Lyn Wilkinson, director of radiology at St. Mary's Hospital in Athens, GA. "We wanted to make sure that our PACS vendor knew how to 'speak MEDITECH.'"

With that guiding principle in mind, Brian Duncan and Page Meadow, PACS administrators at St. Mary's, were tasked with identifying inefficiencies in the radiology workflow — both before and after implementing their AMICAS PACS.

The key to addressing their initial workflow challenges was finding a PACS partner that met the following criteria: a strong history of MEDITECH integrations, the know-how to meet their immediate workflow needs at go-live, and the willingness to listen to their feedback and make improvements over time.

## A SINGLE DESTINATION FOR REFERRING PHYSICIANS

At St. Mary's, a 200-bed facility performing about 85,000 imaging procedures per year, most of the referring doctors used MEDITECH's EMR as the central repository for patients' vital information. Within this application, physicians could view patient visits, lab results, and diagnostic reports. The only missing piece was the ability to review patients' radiology images.

With their Web-based AMICAS PACS, St. Mary's neither has to transport cumbersome film-based studies to and from the film library, nor spend time faxing reports to referring physicians. At go-live, referring physicians had immediate, convenient, and secure access to patients' current and prior studies — and they could do this by launching the AMICAS viewer from within MEDITECH's EMR, an application with which they were already familiar.



## CUSTOMER PROFILE

St. Mary's Hospital, located in Athens, GA, is a non-profit Catholic system whose mission is to be a compassionate healing presence in their community.

## CUSTOMER CHALLENGE

To address their workflow inefficiencies by providing physicians with easy access to images and eliminating the time technologists were spending typing information from one application to another

## SUCCESS WITH AMICAS

Referring physicians have immediate, convenient, and secure access to patients' current and prior studies by launching the AMICAS viewer from within MEDITECH's EMR.

## BENEFITS

- Fast access to images so doctors can rapidly review cases
- Instantaneous information on all patients as they move through the entire imaging workflow
- Access to MEDITECH orders, tech comments, and questionnaires

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**Page Meadow**, PACS administrator, St. Mary's Hospital

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“95 percent of our doctors view images through MEDITECH's EMR — which is great, because that is where they are most comfortable,” said Brian. The AMICAS PACS solution now saves time and money for St. Mary's physicians and patients by providing easy access to images.

“By minimizing the challenges typically associated with integrating these types of systems, we can all focus on what is most important: providing excellent care to our patients,” added Lyn.

#### **ONGOING INNOVATION SOLVES WORKFLOW BOTTLENECKS**

The most recent workflow bottleneck Brian and Page identified — after go-live — was the time that technologists were spending transposing patient information from their MEDITECH Client/Server system into their PACS.

“We had been live on PACS for a few years and we realized that our technologists were spending as much as 20 percent of their time reading information in MEDITECH and then typing that information into PACS,” said Page.

This was not simple demographic and order information, which had already been automated through the AMICAS/MEDITECH interface — rather, it was detailed clinical information such as smoking history, pregnancy, and the presence of metallic implants that was captured in MEDITECH's Customer Defined Screens (CDS).

All of this clinical history is crucial to St. Mary's radiologists when they perform their primary interpretations — on every exam they view. When radiologists do not receive this information digitally, they have to rely on paper forms or need to log in to a separate system.

Advanced Clinicals Exchange, a new feature of their AMICAS PACS, automatically shares the clinical data included in MEDITECH's CDS questionnaires with the radiologist. This innovative feature eliminates the need for technologists to transfer this information from one application to another.

#### **A SINGLE DESTINATION FOR RADIOLOGISTS**

Tighter integration results in better workflow because now radiologists have all the data they need in one centralized place. This means that they no longer need to leave the PACS workstation to search for other information.

“We could not operate as efficiently as we do without this ongoing stream of innovation — innovation that is directly on target for the challenges we face in our hospital,” said Page. “With the tight AMICAS/MEDITECH integration, our staff can focus on what they do best. Our technologists are not spending time manually typing information from one system to another and our radiologists have all the information they need in one place.”

#### **THE AMICAS/MEDITECH ADVANTAGE**

For many years, AMICAS and MEDITECH have enjoyed a close collaborative relationship. Our relationship is based on the need to provide seamless secure access to images for referring physicians, clinical information to radiologists, improved workflow for technologists, and, ultimately, help clients deliver excellent patient care. Our integration is showcased at 70 MEDITECH/AMICAS client hospitals across the country and highlights our joint ability to deliver solutions quickly, with absolutely no compromise and no implementation risk. With this proven consistent delivery and a constant stream of innovation, AMICAS offers the MEDITECH community the strongest MEDITECH-focused value proposition.