# Streamlining the Imaging Journey

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HealthCare

# Streamlining the Imaging Journey

**The patient's imaging journey begins well before the patient pushes open the door to your facility, and continues well after they have left for the day.**

In fact, it starts as soon as the referring physician recommends imaging exams. From scheduling, to preparation, to monitoring and follow-up, with the Engage Suite you can accompany the patient every step of the way: inside and outside the imaging environment.

Added on top of your Enterprise Imaging platform, the Engage Suite extends your imaging ecosystem: imaging and patient information is freed from the data siloes created by a network environment, so you can share and exchange with all stakeholders, including the patient.

You can streamline the imaging journey, and perform radiology exams in the best possible circumstances for the patient, staff and facility.

## What can the Engage Suite do for you and your patients?

Eliminate long waits for patients to get an appointment.

Assure patients are well prepared before their exams, they get the information they need, and they supply the information you need.

Deliver results more quickly after the exam, enabling treatment to get started faster.

Provide continuity when patient care is transferred between care teams.

Assure that both patient and care team have all the information they need throughout the imaging journey.

Reduce no-shows, so you can make the best use of your facility's resources.

# Engage Suite Patient Journey



Prepare

Engage

Plan

Collaborate

Sign-up

Monitor

Initiate

Follow-up

ENGAGE SUITE

" *For the patients, it's very reassuring to know that the doctor already has all the information at the first visit.*"

**Dr. David Stewart**
Lead Clinician in Oncology, Altnegalvin hospital, Londonderry/Derry

# Step by step along the journey

## 1. Initiate

The Imaging Journey starts when a physician refers the patient for imaging exams. The referrer needs all the relevant information on the patient so that the right exams are ordered, and that earlier images are not being duplicated.

Access to data from multiple sources in the **Dashboard** and Clinical Decision Support applications* can guide the referrer based on the available evidence to help them select the appropriate exams.

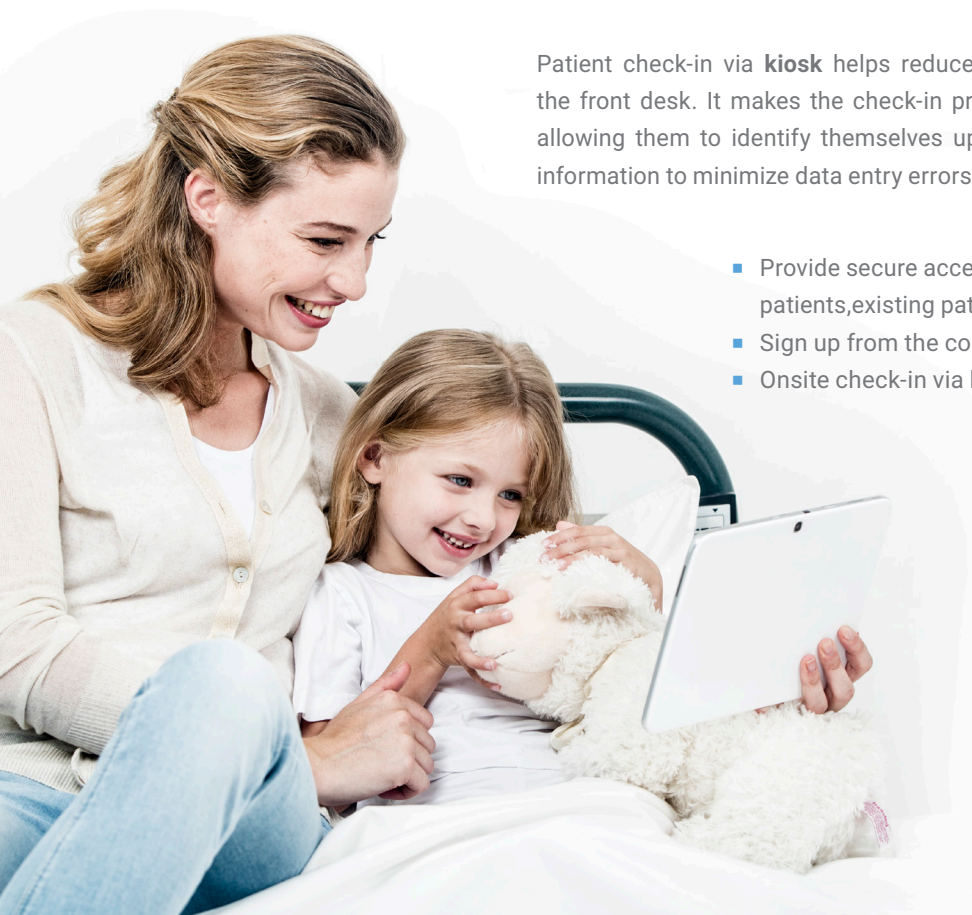- Help referrers choose the right exam.
- Avoid duplicate exams.

## 2. Sign up

With the Self **Sign-up module**, first-time and existing patients can create an account via the online platform, so they can access your healthcare enterprise's online services. Access is limited to authorized users only, but patients can conveniently and securely verify their identity with their mobile number or email.

Patient check-in via **kiosk** helps reduce long queues and congestion at the front desk. It makes the check-in process convenient for patients by allowing them to identify themselves upon arrival, confirm demographic information to minimize data entry errors.

- Provide secure access to online services for first time patients,existing patients and family members.
- Sign up from the comfort of your home
- Onsite check-in via kiosk

*(not natively provided by the Engage Suite)

## 3. Plan

Fast access to exams is a key enabler of timely treatment. Online appointment booking can shorten the time to the imaging exam. Depending on your preferences, appointments can be booked either by the referrer or the patient. The **Appointment module** finds the first appointment when the imaging resources needed are available. Patients can then reschedule or cancel, and you can send out automated reminders, reducing no-shows.

How often do exams get delayed or even rescheduled because the patient isn't properly prepared or you don't have all the information you need? With the **Questionnaires module**, patients can fill in questionnaires and forms before they come for their appointment. This not only saves time for patient and staff, but also provides in advance  information on allergies, contra-indications, metal-containing implants such as pacemakers, etc.

- Enable 24/7 online scheduling, including on mobile devices.
- Reduce patient waiting times and no-shows.
- Optimize your imaging and staff resources.
- Collect information from the patient in advance.
- Enhance patient satisfaction and quality of care.

## 4. Prepare

Imaging results are most powerful when seen in the entire context of the patient's history. With the **Results module** you have access to all of the patient's results, images, documents and other health data.

Patients play a role here, too: they can upload results from CDs and other formats and, if necessary, fill in additional forms in the **Questionnaires module** so your facility has all the information upfront.

- Help your healthcare and administrative staff have the information they need.
- Provide access to data from different sources.
- Enable patients to upload information.
- Increase your quality of care.

## 5. Engage

Support of optimal outcomes require good patient engagement. With the Engage Suite, you can help support and increase your patients' engagement in their own care and health. Patients can view their results, download them or share them with others via a link. The vital signs (such as temperature, blood pressure, heart rate, etc.), can be added, so patients can monitor and manage their own health indicators conveniently.

And patients feel confident that they are being well followed-up through the **questionnaires and forms** that check on their status and satisfaction.

- Provide patients with "anywhere/anytime" access to their health data.
- Increase patient satisfaction.

## 6. Collaborate

With the **Virtual Meetings module**, you have plenty of tools to collaborate and communicate with colleagues inside and outside of your referral network. Prepare for the patient's visit by discussing the case while accessing the patient record. Use video conferencing to discuss results, treatment, follow-up and more sharing additional information, including screen views with all participants.

After the examination, the referring physician and other care providers have access to reports and images with the **Results module**.

- Let radiology take its place in the care continuum.
- Use video conferencing and tools to enhance communication with colleagues.
- Enable all caregivers have access to imaging information, real-time, including on mobile devices.

## 7. Monitor

Your role doesn't end after the exam, so you need a clear overview of the patient's status and evolution. You can use the **Questionnaires module** to check that everything is progressing as expected. For example, a questionnaire can be automatically sent to all patients exposed to a contrast agent, to check for fever, allergic reactions, etc.

And you can confirm the patients' satisfaction with their visit and care – a key metric today for all healthcare facilities and departments.

- Improve the follow-up of your patients.
- Measure patient satisfaction.

## 8. Follow-up & Image Exchange

Sharing images, from whatever source, is key to value-based patient care. The Engage Suite offers inbound and outbound sharing of images, uploading and downloading of images, and a web-based way to share images with patients, referring physicians and other healthcare facilities. The XERO universal viewer makes image viewing easy from inside and outside the enterprise.

- Provide enhanced image sharing to improve the delivery of care
- Build clinical networks that serve specialties and collaborate across geographical regions

## A MORE COST-EFFICIENT IMAGING WORKFLOW

Duplicate exams and appointment no-shows continue to impact efficiency and cost control for imaging environments while having a potentially negative effect on patient health and outcomes. For example, the NHS registered a rate of 8.8% no-shows amongst first outpatient appointments for Quarter 4 2017/18[1].

And there is broad agreement that health care providers should take steps to reduce unnecessary exposure to radiation, including through unnecessary exams.

The Engage Suite offers communication and information-sharing tools that help you take direct action to reduce no-shows and duplicate or unnecessary imaging exams.

- Patients can cancel or modify appointments 24/7 online.
- You can send out automated reminders to patients at specified intervals.
- Healthcare colleagues can check the patient's imaging and health records to see what imaging exams have already been carried out.
- Patient questionnaires enable you to have details and contra-indications before the scheduled exam and you can follow-up your patients afterwards.

[1] NHS inpatient admission and outpatient referrals and attendances; Quarter Ending March 2018; Version number: 1; First published: 25th May 2018; Prepared by: NHS England, Operational Information for Commissioning (Central) [link https://www.england.nhs.uk/statistics/wp-content/uploads sites/2/2018/05/QAR-commentary-Q4-1718-78201.pdf]

# The Engage Suite at work for the Imaging Journey

Use Case:
## Cross-border care

A cancer patient diagnosed at a hospital that is hours from his home was able to receive radiotherapy treatment at a nearby facility – even though it was across a national border.

Care professionals at both facilities had the information they needed at the **point of care,** the **care plan** clarified the tasks of each person, and virtual **multi-disciplinary meetings** enabled coordination on the patient's care. Access to the patient's information was **securely controlled** to authorized users only.

- Seamless, transparent, real-time communication of reports, data and images
- Information available at the point of care
- Multi-disciplinary team meetings, in real-time, on both sides of the border
- Secured access to relevant data
- Controlled access to the care plan



*"Three weeks later, they had good news for me: I would do the radiotherapy in Derry. They could transfer all my documentation, X-rays, scans, etc. to the doctors in Altnagelvin Area Hospital. My wife could go with me to the center, each day. I was delighted about that! "*

**Patrick**,
patient Galway-Altnagelvin,
Ireland

Use Case:
## Convenient online scheduling

The central appointments office of a busy hospital was getting overwhelmed as the number of appointments rose sharply. With plenty of other hospitals and imaging facilities in the area, this healthcare center risked losing patients and referrals.

The facility set up a FHIR-based **online scheduling too**l that enabled patients and GPs to book, view and revise their appointments at their convenience, 24/7: not just during office hours. Automated reminders **reduced no-shows**, helping this hospital to **optimize its resources**.

- FHIR-based online appointment scheduling
- Online modification or cancellation of appointments by patients
- Automated appointment reminders
- GP access to patients' appointments
- Printable appointment summaries

Use Case:

# Improved billing

A private health services group with multiple hospitals and centers was having difficulty securing prompt payment for all imaging exams.

They also needed a way to share results and images with patients, referring physicians and other stakeholders.

Using the **Engage Suite**, the group enabled patients to create **online accounts** where they could **manage their appointments**, and **view and share their imaging results**. They could also check the payment balance due.

Failure to pay reduced their access to the online services. Following this move, the number of **unpaid examinations decreased**.



- Online patient account creation
- Results distribution for radiology and laboratory
- Visualization of appointments
- Payment widget providing details of balance due
- Data access for patients and care stakeholders

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Use Case:

# Smoother administrative workflow

A clinic had a recurring problem with **incomplete information** on patients when they arrived for imaging exams. Administrative staff had to spend considerable time with these patients updating and completing the details, slowing the departmental workflow and frustrating patients.

The clinic set up a tool that enabled patients to **upload information** before their appointment: images, reports, referrer letters, etc. With all information available before the consultation, the hospital **optimized its resources and allowed for a more complete diagnosis**, while the patient **saved time** and had a **more positive experience**.

- Online clinical data forwarding
- Uploading of information (images, reports, referrer letters) by patient

# How Agfa HealthCare makes the difference

With its long experience in imaging IT and deploying large-scale integrated health IT projects, Agfa HealthCare has the expertise and solutions to support the needs of modern imaging environments and the enterprises within which they operate.

With the Engage Suite added to Enterprise Imaging, your healthcare facility benefits from:

- An **imaging ecosystem** that enables innovative relationships tailored to local ecosystems, apps, solutions and more. You can **maximize your existing investments** using what you have instead of "ripping and replacing".
- **Platform convergence** that reduces the IT infrastructure and resource demands while supporting multi-disciplinary imaging. Much more than a portal, it aggregates data while the standards-based interoperability supports seamless patient care.
- **Robust security** and **compliance** with Europe's General Data Protection Regulation (GDPR).
- **Enhanced clinical efficiency** through EHR-embedded and task-based workflows, as well as a shared user interface. Real-time exchange networks support collaboration and communication enhancing care coordination. Specific views for patients, caregivers and healthcare stakeholders support that the right information is available where and when it is needed.
- **Mobile access** supports the reality of today's healthcare model and patient expectations.

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