

American Access Care LLC implements enterprise-wide ImageGrid PACS at 27 sites for under \$250,000

The Customer

American Access Care LLC (AAC), headquartered in Glen Rock, Pennsylvania operates and manages 27 freestanding Joint Commission Accredited interventional radiology imaging centers. American Access Care is dedicated to providing timely, reliable, safe and cost-effective vascular access procedures to dialysis patients. AAC's 27 sites are geographically diverse and are located in New York, New Jersey, Connecticut, Rhode Island, Pennsylvania, Maryland, Virginia, Florida, Georgia, Illinois and California.

AAC's 55 board certified Interventional Radiologists, Interventional Nephrologists and Vascular Surgeons are considered subject matter experts in vascular access and endovascular care and many are considered pioneers in their respective fields. AAC facilities use advanced ultrasound and x-ray imaging technology and the procedures performed at its sites include Dialysis Access, Central Venous, Varicose and Spider Veins, Gynecologic, Pain Management and Arterial Interventions for Claudication and Limb Salvage.

American Access Care's commitment to guaranteeing quality care to all patients is manifested through the meticulous attention to workflow excellence and the high standards that they have established which has also resulted in AAC providing management services to other stand alone practices.

The Challenge

In 2009, after years of steady growth, American Access care decided that they needed to implement a robust enterprise-wide PACS system to manage and handle its burgeoning volume of

"We needed to implement an enterprise-wide Medical Image Management Solution for our 27 sites. We were considering many vendors with quotes ranging from \$700,000 to \$1.7 Million when we came across Candelis and implemented our 27-site enterprise-wide PACS for less than \$250,000."

Fedor Vidal, MBA, CRMC, PMP, BPMC
Director of Information Services

Location

Headquartered in Glen Rock, PA with 27 sites throughout the United States

Services

Ultrasound, Digital X-ray

Key Business Challenges

Reliable, cost-effective and feature-rich PACS to replace stand-alone workstations

Centralized medical image management and archive to provide any physician with immediate access to any study at any time

Web-enabled Viewers for radiologists and referring physicians

ImageGrid PACS Appliance Key Benefits

Scalable, reliable, feature-rich and most cost effective solution in today's market

Fully integrated PACS Engine, Archive, Router and Web-enabled Viewers

Web-enabled Viewers for radiologists and referring physicians



CASE STUDY

patient studies and images. Prior to this, AAC had deployed three (3) eFilm stand-alone viewing workstations at each of its sites and the lack of a central enterprise-wide archive meant that physicians would not have timely access to patient data, especially prior studies. Furthermore, the lack of an enterprise-wide medical image archive and management solution hindered the physicians' ability to collaborate on particular cases or perform peer reviews if necessary. Over the years, AAC had accumulated over 4,000 CDs and DVDs, which was quickly becoming an operational, logistical and administrative challenge to manage. In addition, AAC realized that archiving data on CDs and DVDs posed challenges for backing up the data for compliance with HIPAA requirements.

Like many facilities of its size and scope, American Access Care formed a committee to receive and evaluate proposals from various PACS vendors. The committee consisted of the Director of Information Services, the Director of Operations, the Chief Medical Officer and two radiologists. The committee believed that a successful implementation required obtaining consensus from physicians and staff at all sites through communication and inclusion in product demonstrations. AAC initially received and evaluated proposals for a 27-site enterprise-wide PACS solution from seven (7) vendors and these ranged in price from \$700,000 to \$1.7 Million.

The Solution

Late in the evaluation process, Fedor Vidal, Director of Information Services heard of Candelis, Inc. and its highly cost-effective and yet feature-rich ImageGrid™ RIS/PACS appliance. He and his colleagues on the AAC PACS Committee were provided with an extensive on-site demonstration and were quickly impressed with ImageGrid's capabilities, its proven reliability and its price point, which was a fraction of other solutions and proposals. ImageGrid's intuitive web-based administration interface, the easy-to-use web-enabled Radiology viewer and highly scalable RAID 5 archiving with a fully integrated Tape Library for data back-up were attributes that made a significant impression on the team.

AAC selected ImageGrid PACS and its price point meant that it could affordably implement a 3 TB image management and viewing system at each of the 27 sites and a 12.75 TB enterprise-wide central image management system and tape library solution for data back-up at the corporate headquarters in Glen Rock, PA. A cost-effective 1 TB system was also deployed in Glen Rock as a Referring Physician viewing server in order to give referring physicians secure and web-enabled access to their respective patients' studies. ImageGrid's powerful and highly customizable routing engine enables the automated routing of studies every night at 8 PM from each of the 27 locations to the systems in Glen Rock. There are no additional fees to connect new modalities or workstations to ImageGrid PACS and new modalities can be easily connected at no additional charge.

CASE STUDY

ImageGrid's unique combination of features, reliability and price point has allowed AAC to implement PACS at a fraction of the cost they had allocated and to re-direct those funds towards other projects and better patient care. "We needed to implement an enterprise-wide Medical Image Management solution for our 27-sites. After considering quotes ranging from \$700,000 to \$1.7 Million from many vendors, we fortunately came across Candelis and the ImageGrid PACS and were able to implement a 27-site enterprise PACS for under \$250,000" says Fedor Vidal, Director of Information Services at American Access Care.

The Results

The ImageGrid PACS Appliance was installed and configured at the Glen Rock, PA headquarters and then at the clinical sites. The installation and configuration of ImageGrid PACS was so simple and streamlined that after implementation at the first few sites, AAC IT personnel were able to perform the remaining implementations, thereby realizing additional cost savings.

In a short amount of time, ImageGrid PACS has become a core component of American Access Care's clinical operations and workflow. AAC's Interventional Radiologists, Interventional Nephrologists and Vascular Surgeons are now using the ImageGrid Radiology Web Viewer and are able to access and view patient studies and information from any workstation in any of the 27 sites and render diagnosis in a timely manner.

American Access Care has not had to incur any additional IT personnel costs as a result of implementing ImageGrid PACS. "ImageGrid has the absolute best combination of features, reliability and price" says Fedor Vidal. "The other PACS solutions we looked at required multiple pieces of hardware, which add complexity and lead to higher IT administrative costs."

American Access Care has also been impressed with Candelis' focus on customer satisfaction and support. "From all of our interactions with Candelis, I can see that they are truly a 24/7 organization," says Vidal. "Their response to our requests is immediate and they are willing to listen to customer feedback for adding features and functionalities as necessary. Any facility that engages in medical imaging should take the time to learn about the Candelis solution and how it can significantly reduce their IT expenditures."

ImageGrid's inherent cost advantage means that American Access Care will realize a significant Return on Investment (ROI) well ahead of any of the other solutions they were considering. In addition, ImageGrid PACS's lower price point means that AAC's expenditures for annual maintenance contracts will be significantly lower as well. "Our annual maintenance contract costs will now be in the \$30,000 range instead of over \$120,000. That will have a significant impact on our bottom line and our ability to render better patient care".