



Candelis Case Study

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- Manuel Sais Montaya, SR.
RIS/VPACS/CPACS Administrator, Eisenhower
Medical Center

Location
Rancho Mirage, CA

Key Services

- Dynamic Tag Morphing
- Routing and Pre-Fetching

Key Business Challenges

- Reconciling inconsistent Patient Identifiers (MRNs) due to 7 different facilities
- Workstation recognition of priors with designated different patient MRNs belonging to the same person
- Eliminating IT involvement, therefore saving operational costs
- Saving time in responding to patients thus providing the best patient care

Candelis' Latest Software Version Easily Reconciles all Past and Present Patient Images, even with Different MRNs

The Customer

Eisenhower Medical Center (EMC) is a not-for-profit community hospital located in Rancho Mirage, CA with 7 outpatient departments that range from primary care offices, laboratories, and urgent care centers.

The Challenge

The problem at EMC was that in many cases, the same patient had a different patient identifier at each of their 7 different facilities. If prior images were needed, their current workstation would not display the priors stored in their existing PACS system as it did not understand that the images, with designated different patient MRNs, belonged to the same person.

This posed a serious problem for the radiologists, who require prior images in order to correctly diagnose and read mammography cases.

Unfortunately, the only solution was to manually modify the patient ID of the priors and resend them to their workstation, which would have been extremely time-consuming.

The Solution

The modality manufacturer turned to Candelis to find a solution due to

our system's robust routing capabilities. The Candelis ImageGrid's pre-fetch policy enables the system to recognize and pull all relevant priors even if the MRNs are inconsistent.

"The issue we had at Eisenhower is that our reading workstation requires MRN consistency for all collation of priors. However, in almost all patient cases, these patient identifier numbers are inconsistent. It was next to impossible to find all the patient's relevant images without thorough coordination with each individual facility, a very time consuming task. It was frustrating for our physicians and also slowed down our practice efficiency," explained Manuel Sais Montoya, SR. RIS/RPACS/CPACS Administrator at EMC.

The Results

The Candelis system already provided for tag morphing (modification of DICOM tags) but in this case, the system needed to remain cognizant of Modality Worklist (MWL) metadata past pre-fetch and tag morph the pre-fetched studies dynamically on outbound delivery to the workstation pursuant to that (MWL) metadata.

Candelis also needed to account for situations like availability of the source/target, and how long the morphing values should 'live' (for instance, should the priors be resent for some reason).

As time was of the essence, Candelis engineers delivered the dynamic tag morphing facility in 3 weeks' time, including QA.

"After Candelis upgraded the system and made the necessary changes, my radiology team and I were able to work immediately without any issues. All priors are where they are expected to be and everything is working smoothly. A big thanks goes out to the Candelis team for making this happen for us," said John Cutrone, M.D., Lead Radiologist at EMC.

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- John Cutrone, M.D., Lead Radiologist, Eisenhower Medical Center