



## Candelis Case Study

June 2015

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- Andres Lopez, Clinical Director

#### Location

Bogota, Colombia

#### Services

Workflow/Visualization/Cloud/Image and Object Management

#### Key Business Challenges

- Seamless integration of software application and image management system
- Timely and secure sharing of medical study objects
- Cost-effective, and efficient solution for sharing data with radiologists, surgeons, physicians, nurses, and technologists

Medical Products Global Innovator Partners with Candelis, Inc. to Provide Medical Informatics Solutions in Latin America

#### The Customer

San Rafael Hospital, a 400-bed hospital in Bogota, Colombia, operated an outdated medical informatics solution, causing inefficiencies in workflow and greater likelihood for patient data inconsistency and error.

#### The Challenge

The hospital needed an efficient and electronic solution to optimize their workflow. In addition, the regional hospital does 146,000+ studies annually but could only store up to a year's worth of studies due to storage limitations. It was essential to find a scalable storage solution to meet their needs.

“We have a staff of 1,300+ radiologists, surgeons, physicians, nurses, and technologists. Our previous image and object management system was just not adequate. We needed a modern solution that could optimize our workflow, help us go completely paperless, and establish more efficient electronic communication across the hospital,” said Clinical Director Andres Lopez.

The hospital evaluated various medical informatics options. Candelis, in partnership with a global pharmaceutical and medical products company, offered the most optimal solution. Some advantages included Candelis's global support footprint, competitive cost,

- Easy access for the hospital physicians to read radiology reports and images on a single platform
- Scalable Image and Object Management Archive

#### ASTRA™ Plus Key Benefits

Lower administrative and maintenance costs for image distribution

Increased productivity from faster access to data

turnkey solution, localization, and regulatory compliance. Candelis systems are compatible with almost all vendors, supports viewing of all modality types and all vendor solutions, and can be customized to best suit the hospital staff and their roles.

"After extensive evaluation of various medical informatics options including all enterprise providers, we chose Candelis and it has been a powerful tool with the latest technology. The Candelis solution empowers us to deliver the highest level of service to our constituents and ultimately, the best patient care," added Mr. Lopez.

#### The Solution

San Rafael was looking for a turnkey system that provided a fully-integrated workflow solution automating and controlling all patient procedures. Candelis's solutions allowed San Rafael to go completely paperless in their radiology workflow.

The implementation of the system included support for a modality worklist. The MWL eliminated patient data inconsistency and errors.

"The support we received from Candelis was fantastic. We had resources on-site for two months while the implementation of this scale was underway. Candelis ensured we had a Spanish interface, in addition to other customized work needs," added Mr. Lopez. "With customized features from Candelis, San Rafael was able to integrate the software application into its hospital operation, optimize efficiency, and eliminate unnecessary redundancy when populating patient data."

In addition, the Candelis solution provided a one-stop shop for the radiologists to interpret studies. With patient history, physician's order information and technologist's clinical notes at their fingertips, radiologists could efficiently and accurately assess images.

Finally, the implementation of ASTRA™ cloud services completely automated backup for images.

#### The Results

The Candelis system's comprehensive capabilities enabled San Rafael to streamline its hospital operation, optimize efficiency, and eliminate unnecessary redundancy.

The hospital was pleased by the personalized experience and attentive service from the Candelis staff. Candelis helped San Rafael configure its solution in a way that complemented its business model.

Due to the successful implementation of Candelis systems and resulting enthusiasm from hospital staff, San Rafael will seek to expand to additional facilities within Latin America.