

Quail Creek ENT's New CS 9300 Point-of-Care CT Adds Convenience for Patients and Physicians



Sam J. Cunningham, M.D., Ph.D.



Robert H. Stroud, M.D.

The Quail Creek Ear, Nose and Throat Center in Amarillo, Texas, opened in 2005 with a commitment to provide the finest care in a comfortable, friendly environment. The clinic purchased a Carestream CS 9300 and added point-of-care CT imaging to their services in early 2012.

Robert H. Stroud, M.D., says the practice did not have a scanner prior to purchasing their CS 9300. "We found that we were sending a lot of patients out for scans, and it made sense to keep that function in house for our convenience and that of our patients," Dr. Stroud says. "I always wanted to have a scanner, and everything finally worked out."

Attractive Return on Investment

When he looked at scanners several years ago, Dr. Stroud didn't think it would be feasible for the two-doctor clinic, which typically orders about 20 scans per month. "When we revisited the possibility, we looked at the CS 9300, which was a little less expensive," says Dr. Stroud. "I liked the image quality better, as well as the support we received while making the purchasing decision."

Haley Bell, Quail Creek's office manager, notes that the CS 9300 is turning a profit for the practice. "When I look at the upfront costs like installation, radiation shielding and accreditation fees, plus the monthly payments we make to the bank, we are still coming out ahead."

"It's been a fairly painless process," says Dr. Stroud. "I worried whether we would use it, whether it would pay for itself, and if we would have trouble getting accredited. But everything worked like it was supposed to. The financial projections were accurate, and the convenience is huge. We use it on the vast majority of sinus patients."

Increased Patient Convenience and Compliance

Prior to adding the CS 9300 to the practice, Quail Creek referred patients to an imaging center for CT scans.

"Approximately 20-35 percent of patients wouldn't show up for their CT or would cancel the appointment," says Sam J. Cunningham, M.D., Ph.D. "They would get busy and never get it done. They would just put their medical problem on the back burner. Compliance is a whole lot better with in-house imaging."

"It's been a huge advantage for our patients," adds Dr. Stroud. "Our patients may have to take time off from work and spend three hours driving here. Being able to get their scan done at the same time and same place is a real benefit for them."



Quail Creek Ear, Nose and Throat Center

Testimonial | CS 9300



The stylish CS 9300 fits snugly in Quail Creek's CT room.

Another aspect of convenience is the lower cost to patients. "Once we verify the insurance benefits, we find that conducting the scans in-house is usually covered under a patient's co-pay," says Ms. Bell. "Scans conducted at an imaging center would require a patient to make a separate, out-of-pocket payment."

Dr. Cunningham says that having the CS 9300 is convenient for the doctors as well. "Before we had to wait for the scan, wait for interpretation, and then have the patient come back and look at the film. Now we can do it during one visit plus get our documentation completed in no time at all."

Better Image Quality, Safer for Patients

While convenience has been the number one advantage, according to Dr. Cunningham, the quality of the radiographs is a close number two. "We get better detail in temporal scans than the CTs at the hospital. It helps us quickly eliminate certain types of pathology."

Ms. Bell adds the following: "There has not been a single time where the scans have failed to work with image-guided surgery."

Dr. Stroud and patients also appreciate that the CS 9300 is safer for patients and delivers a dose much lower than a traditional CT scanner.

Achieving Accreditation

According to Ms. Bell, Carestream's accreditation support helped convince the practice that the CS 9300 was the right choice. Ms. Bell says she worked closely with Carestream personnel to complete the accreditation process. "I went through the forms question by question with Carestream. Carestream supplied the required policies and procedures, and they arranged for a consulting firm to come in and do all the physics testing."

"The hardest part of the accreditation process was sorting out the continuing education requirements," Ms. Bell says. "I had to figure out which courses the doctors had taken could be applied to the accreditation requirements. Carestream helped identify the courses that related to the required CMEs."

Once the paperwork was completed, it only took seven weeks for the clinic to receive their accreditation through the expedited process. "They approved it on first submission," Ms. Bell says proudly. "There were no questions or concerns about our submission, and I think that was due to the support we received from Carestream."

100% Equipment Uptime

Ms. Bell notes that the CS 9300 has functioned smoothly since its installation in February 2012. "We've had no downtime or problems since it was installed. The technician did an outstanding job training the staff. He knew how to position patients to get the exact shot we needed."

Ms. Bell explains further. "When our unit was first installed, Carestream's technician proactively monitored our system and took care of issues before they became a problem," she says. "He was there to make sure everything was working well as we became accustomed to our new CT scanner. He was clearly experienced and understood the needs of our practice."

"They approved it on first submission," Ms. Bell says proudly. "There were no questions or concerns about our submission, and I think that was due to the support we received from Carestream."

Would the clinic recommend the CS 9300 to other practices? "Of course!" replies Ms. Bell. "They are the easiest people we've worked with on equipment and software issues. They are always happy to answer any question that we have."

"Absolutely," adds Dr. Cunningham. "It's been marvelous."