

Australian Radiology Group that Outputs 600,000 X-ray Images Annually Recommends CARESTREAM Managed Print Solutions

Service Tracks Film Usage, Reorders Film and Remotely Monitors Printer Performance at 22 Clinics to Save Time, Reduce Costs

As one of the nation's largest private providers of diagnostic and interventional radiology services, Benson Radiology of Adelaide, Australia, has 22 clinics and 25 CARESTREAM DRYVIEW Laser Imagers that output approximately 600,000 sheets of radiographic film annually.

Managing supplies for several film types and sizes at all locations created challenges, according to Aaron Hatcher, the practice's General Manager of Operations.

"It was time consuming to manage film inventory levels for each site. We had an excessive amount of film at some clinics, while other sites would run out of film and require us to courier film to their location," Hatcher explains. "This inefficient process created unnecessary expenses and additional staff time."

As a result, Hatcher elected to outsource management of the practice's laser imagers, supplies and maintenance to CARESTREAM Managed Print Solutions. "This service delivers a long list of benefits including use of automated ordering for better inventory control and reduced staff time on film-related activities. And the cost savings is significant," he reports. "I would definitely recommend this service to other imaging facilities."

Hatcher added that the program was implemented across all sites within three weeks and he received regular updates on new printer installations. "The implementation was flawless and after 18 months of use there has not been a single issue that required escalation to my desk. That speaks volumes to the quality and responsiveness of the Carestream service and its personnel," he notes.

He notes that Carestream's DRYVIEW laser imagers are the "engines of this program" and have delivered exceptional performance and reliability.

Managed Print Solutions monitors daily film usage for each printer and automatically reorders film when stocks reach a threshold selected by each healthcare facility.

The program also includes remote monitoring of printer performance. "This service can detect conditions in which print quality standards are not being met. In some cases the service engineer can reset the printer and correct the problem. If onsite service is required Carestream notifies us and sends a technician to the clinic," Hatcher notes.

A private web portal provides notification of film usage, orders and invoicing for each location. The portal also provides data on printer operations and a history of maintenance and service information.

Testimonial | Benson Radiology, Australia

“Having service information readily available is a major advantage,” according to Hatcher. “We need to maintain documentation for equipment performance and service to meet our accreditation requirements. The CARESTREAM Managed Print Solutions program not only helps us maintain high-quality image output but it also provides service history documentation that saves time when we are preparing for accreditation.”

With 40 radiologists and 22 clinics across South Australia, Benson Radiology is one of Australia's largest private radiology practices and is owned and operated by its radiologist partners. Benson Radiology's team of experienced specialists use the latest technology and imaging techniques to provide doctors and their patients with high-quality imaging and patient care.

For more information on CARESTREAM DRYVIEW Laser Imagers and CARESTREAM Managed Print Solutions, please visit www.carestream.com