

CARESTREAM Managed Print Solutions



PASSIONATE ABOUT NEW TECHNOLOGIES

Dr. Pascal Hauet and his colleague, Dr. Christian Lunel, run a busy radiology practice based in the eighth district of Paris. Together they provide mammography, ultrasound, and conventional radiography examinations as well as CT and MRI scans at different locations around Paris. They handle about 100 conventional radiology patients each day, including teleradiology, and more than 30 patients having CT and MRI scans.

Approved for breast cancer screening, they currently use a CARESTREAM DRYVIEW 5850 Laser Imager film print system for mammography, which is soon to be updated with the CARESTREAM DRYVIEW 5950 Laser Imager. Dr. Hauet's workstation features 5 megapixel high resolution screens. Image processing software includes the CARESTREAM DIRECTVIEW CR System and allows the practice to carry out many types of radiological examinations. "We are not a large practice, but we are extremely modern. We want to digitize and outsource everything," Dr. Hauet explains. We asked him about his choice of CARESTREAM Managed Print Solutions (MPS).

How did you choose Carestream's MPS solution?

"I chose the Carestream solution in January 2013 following research into the optimisation of our resources. It corresponded exactly with what we wanted to achieve: to digitize everything, images, results, reports, the management of remote equipment and make the information accessible via the internet.

Carestream has the best range of printers and an innovative MPS solution. It was installed in February 2013, on a trial basis to begin with. The MPS, with its portal, integrates seamlessly with our CARESTREAM DRYVIEW 5850 Laser Imager print film system and can generate mammography reports in two formats.

The Carestream solution also means we don't need to invest capital in the equipment, which is a great advantage. Being billed depending on our consumption fits well with our business model. The ability to manage our film inventory more easily was of interest to us right from the beginning, and now we simply monitor that everything is running smoothly."

What has the inventory management through MPS brought to your organisation?

"The installation of the MPS solution allows us to control our film inventory more efficiently; as a result our organisation has been significantly improved. With a single mouse click, I can see usage statistics displayed on the screen of the MPS Web Portal.

I can always monitor online the progress of orders; I can see, for example, that today there is one delivery in transit and a shipment was made yesterday. There are no more stock-outs or expired film. Carestream sends us film directly depending on what we have used and—unlike before—we always have the right film in the right format."



What are the principal benefits you have already found using the MPS solution?

"We waste less time and energy, and make fewer phone calls and reminders to ensure that an order has been placed, which delivers greater efficiency. The MPS solution offers great flexibility. We receive e-mails telling us that new film will arrive, so there is no danger of being out of stock. Moreover, we can continuously monitor the consumption of our various machines.

We estimate, as a result of MPS, our personnel, secretaries and operators save a total of 3-4 hours per week. Also, I am a great fan of the pure service mode, which allows us to pay only for what we consume."

What do you think of the Web Portal, available online 24/7?

"The MPS Web Portal gives us direct access to information. For example, I have only one printer in my office, but I can also access all our sites where I can see the different printers, simultaneously or separately.

The portal also allows us to monitor our consumption, week by week or day by day. It is also possible to choose the type of film you wish to monitor, or find out the number of films used in each format. Usage reports, billing and consumption information are all available online. Previously, we had to compile invoices, and aggregate the data to get this information. The data can be presented in highly visual graphics and reports, which are easily exported to an Excel spreadsheet. All this information can then be integrated into our cost accounting system. This is an extremely useful tool, especially for large departments that have dedicated managers.

At the customer site we have access to all the information we need. Everything is displayed, and Carestream personnel are available by phone when needed. In addition there is a messaging system that communicates directly with our contacts at Carestream."

"Everything has become extremely simple and accessible to all our staff. I would definitely recommend this service to others involved in healthcare."

Dr. Pascal Hauet,
Partner Radiologist,
Paris Radiology
Office of Dr. Hauet
and Dr. Lunel, France



What do you think of the quality of service provided with MPS?

"The effectiveness of Carestream service is illustrated by the fact there is now very little printer downtime at all. For mammography examinations we are subjected to regular quality control checks and the monitoring of our machines via the Internet before these checks are carried out is a definite step forward.

I receive alerts before a printer fails, which is essential, particularly when a patient is waiting for their results. When there is a potential lapse in quality, Carestream technicians are able to detect a failure before it happens."

What is the principal benefit of using Carestream's MPS solution?

"The biggest benefit of this MPS solution is undoubtedly the streamlining of inventory management, monitoring

of consumption, orders, regulations, and supervising the proper operation of equipment. Everything has become extremely simple and accessible to all our staff. I would definitely recommend this service to others involved in healthcare.

It is also an extremely important tool for managing customer relationships since access to data on the web site means we are kept up-to-date. All of the information needed is available online and we don't have to systematically search the site. Having information readily available enhances our relationship with the customer, which is better for them, for us and Carestream.

I am very interested in developing our partnership with Carestream. I like having secure access to specific information by individual partners and not just to the whole site. Ideally I would like all of my printers to be managed in this way. Radiologists are under a lot

of pressure, and not having to take care of the equipment is extremely beneficial. I look forward to seeing Carestream's future plans and to understand how we can deploy this solution further."





"Rx only"

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