

New Print Management System Eliminates Worries for Manager of Radiology Centers

Carestream Offers an Integrated Management System for Printing of Radiographic Film



The Radiological Clinic has offices located in Madrid, Móstoles (Madrid) and Lanzarote (Canary Islands).

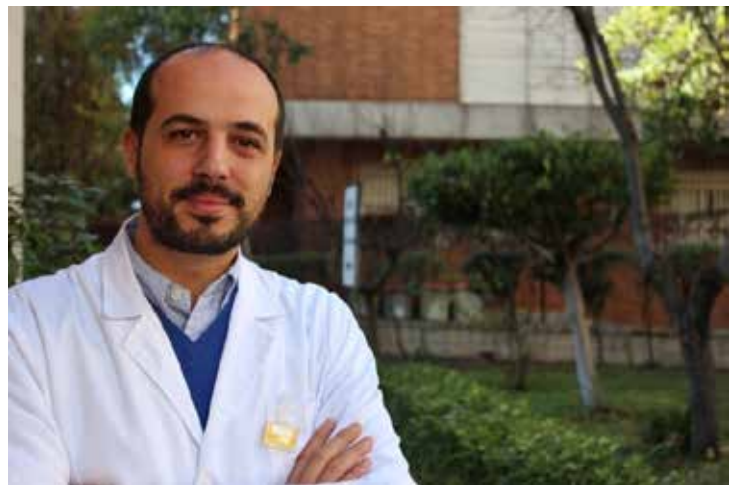
Gregorio Mayor is a medical professional who is particularly concerned about the quality of radiographic images. He and his father, Dr. Mayor Gallego, jointly own the radiology clinic that bears his name. His duties as manager include ensuring the quality of printed images and maintaining a sufficient stock of consumables and radiographic film in his three offices.

Every day, the three centers of Dr. Mayor's Radiological Clinic print more than 60 radiographs that are sent to the consulting offices of a large number of doctors. He currently uses several types of printers, but reports being very satisfied with the DRYVIEW 6800 Laser Imager installed in his Madrid head office. He uses the 6800 laser imager because it offers great quality in grays, which form the basis of a good radiograph.

*For four months, his clinic has been one of the three European medical centers to test **CARESTREAM Managed Print Solution (MPS)**, a new management system for printing solutions that optimizes and automates printer maintenance and directly takes care of both the ordering and replenishing of radiographic film. In the interview that follows, Gregorio Mayor explains his experience, which can be summed up in one clear and convincing statement: "Thanks to MPS, one of my worries has been eliminated."*

How did you learn about the CARESTREAM Managed Print Solutions program?

I've been a Carestream customer for many years, and I've always really liked the quality of its radiographic films. In 2008, our Madrid office installed the current digitization system and the printer we currently use, a DRYVIEW 6800 Laser Imager. A few months ago, Carestream suggested that I test this new management system, and I accepted because I have great confidence in the brand and thought it might be very useful and beneficial to centers such as ours.



Gregorio Mayor, of Mayor Gallego Radiological Clinic

After having used MPS for four months, what is your overall opinion?

The most important conclusion is that MPS has eliminated one of my worries. Since starting to use MPS, I don't have to be concerned about how much film I have left, how many images I have to print, or how much film I need to order and at what time, because now we always have a sufficient stock level. *MPS saves time, and time is money.* I also don't need to worry about maintenance, because the printer itself indicates when that has to be done. Once you've installed MPS, you can rest easy, because the system itself is responsible for taking care of maintenance and the necessary consumables.

Apart from this peace of mind, what else would you highlight?

MPS has many positive features; a very valuable one is that with MPS, you know the real cost of your printing. Previously, all costs were divided up by the cost of the film and maintenance costs; but now, with MPS, these costs are combined into one simple price per print. With MPS, all costs associated with printing come in one payment and you know exactly how much each film costs.

The other big advantage is the availability of a huge amount of information on Carestream's MPS Web Portal. On the portal, I can access my consumption data at any time. Although I have only one printer in my office, I can see the data relating to my printers in the Móstoles and Canary Islands centers, either simultaneously or separately. In this way, I can always know their activity level: their daily, weekly or monthly consumption, their costs, their performance, and their status. Another thing I really like is that every time the system places an order, I receive a notification e-mail.



View film consumption and printer activity on the MPS Web Portal

What impact has the implementation of MPS had on your different centers?

It has been very positive in terms of the management of the three centers, but I especially appreciate the results of MPS in my centers in Móstoles and Lanzarote. I can be more or less aware of the amount of film needed for my central clinic in Madrid, which is where I'm usually located - but I can't keep up to date on what is needed at the other two centers. This is why it's so important for the system to place the necessary orders itself to prevent the centers from running out of film.

How did you previously manage your film inventory and your printer maintenance?

The management of film and maintenance is a process that requires coordination and dedication. Personally, I had to look after my three centers that are geographically dispersed. Now, the system itself ensures that we don't run out of film, and I also have a guarantee that I'll receive the appropriate technical service, which is especially important in centers that are far away from large cities, such as our Lanzarote center in the Canary Islands.

What economic benefits have you noticed?

For us, the most important thing is quality. Once quality is guaranteed, then we can look for economic benefits. In the case of this system, one of the best benefits of MPS is the ability to access the equipment without an initial investment, which is very important in today's economic times.

But you own your printer...

True, our printer is our own property. However, Carestream will also provide printers as part of the MPS program; printers are provided to sites as if they are leased, so the site only pays a certain cost per print. This makes it unnecessary to purchase a printer.

What type of site do you think the MPS system is most suitable for?

I think it's particularly suitable for any center where there is one person in charge, regardless of the number of prints being produced. Even in large hospitals, it is useful because it streamlines the process: nobody has to order film or take care of maintenance. The system does these things itself, and you don't have to request authorization because the system places the order automatically. This helps the person in charge and eliminates another responsibility. As the head of three centers, I no longer need to be aware of the film inventory I have in my other two centers; I know the MPS program will take care of the job for me.

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Do you think MPS is best for facilities that already own printers or for those that need a printer?

I'd recommend MPS to both radiological clinics with their own printers, as well as to those that don't have a printer or are thinking of changing the one they have. For radiological clinics that have one or more of their own printers, it's an excellent system, especially for those with several centers that are looking for maximum quality at a competitive price.

With this system, you don't need to make an initial investment in purchasing the printer, which is very important in times like these when access to finance is difficult. Clinics should not compromise on the quality that film provides compared to other technologies just for economic reasons, because there's no quality alternative to film, with the exception, of course, of digitization. Thanks to this system, clinics can have a printer simply at the cost of the films they print.

When would you recommend buying a printer? Is it more worthwhile to buy or to enter into a service contract like this and pay per print?

In my experience, whether buying a printer pays for itself depends on the volume of prints made. Depending on the volume, it's better to make one decision or the other, but in either case the MPS program is attractive. For example, we own our printers and it's very cost effective for us, because it prevents problems and guarantees our maintenance and service quality. The system warns you if a machine has any problem, and alerts you when the device is not meeting the quality standards.

What was your situation before trying this program?

Before using this program, we were at risk of running out of film due to delays in delivery of orders. One anecdote I have is that this happened to us once due to an accident on a transporter ship. With MPS, the risk of running out of film is eliminated, because there is always sufficient stock. Also, previously, to calculate the cost of a package of film, you had to take into account all the associated costs: depreciation of the equipment, the cost of film, maintenance... Now the system informs you every time of the film cost and you know the real cost of each print. This is a great advantage.

In summary, what would you tell your radiology colleagues about MPS?

I recommend MPS to all radiologists, whether they have their own printer or not.

If they already have a printer, they gain the advantage of eliminating a problem. If they don't have their own printers, they can access a printer while avoiding the initial investment of buying. They wouldn't have the investment cost of the printer and would only pay for consumables and maintenance. It's a very efficient and cost-effective system.



Ignacio Cores, X-ray Technician, reviews films from the DRYVIEW 6800 Laser Imager