



Medicom's Partnership Empowers Client to Accelerate Dedication to Health and Healing Across the Midwest

Confidential Client Case Study

BACKGROUND

Medicom serves as a key partner for one of the nation's largest integrated health systems. They are committed to advancing genomic medicine, providing senior care and services, managing global clinics and conducting research.

Headquartered in the Midwest, the health system comprises close to 50 hospitals, a network of almost 3,000 physicians, and 200 senior care locations across 26 states and 8 countries.



The providers that are wanting to view the information or view the imaging, it's at their fingertips. It's there and it impacts the [healthsystem] in a big way!

-Executive Director, Imaging Services

NEARLY 300,000 ANNUAL EXCHANGES FROM 100 MEDICOM NETWORK CONNECTIONS

OBJECTIVES



Streamlined Connectivity:

Eliminated VPNs, improving connectivity to Veterans Medical Centers.



Automated Imaging Exchange:

Replaced CDs and cloud sharing with an automated platform for image exchange.



Efficient Data Management:

Implemented Medicom Intellect for streamlined data collection and de-identification.

In adherence to privacy regulations, the client, whose identity is confidential, has opted for anonymity in this case study.

CUSTOMER NEEDS

Difficulty Connecting to Veterans Medical Centers

Stringent VHA security hindering regional connections, especially with Indian Health Services.

Inefficient Imaging Exchange

Most vendors lacked automation for processing external imaging exams.

Cumbersome De-identification for Research Partners

Needed a streamlined process for providing de-identified studies to research partners.

Growing Imaging Exam Volume

Faced rising exam numbers, resulting in an increase in resource consumption to establish and maintain new VPN connections.

Oncology Image Retrieval Challenges

Oncology referral patients faced difficulties compiling images from various sources for treatment.

MEDICOM SOLUTIONS



Removed VPNs to enhance connectivity.



Consolidated image exchange with Medicom ImageX for efficient routing.



Managed file room activities for streamlined patient imaging processes.



Utilized Medicom Intellect for research data collection and de-identification for medical partnerships.

PARTNERSHIP RESULTS



Single Enterprise-Platform:

Transitioned to a single enterprise-platform for exchanging radiology and imaging data.



Elimination of CDs, VPNs, and Cloud Sharing:

Replaced CDs, VPNs, and cloud-based image sharing with automated ingestion platforms.



Efficient Sharing Platform:

Created a platform for sharing images, reports, and orders with outside referrers and patients.



Improved Critical Exam Handling:

Introduced a user interface for efficient queue and prioritization of critical exams, such as trauma cases.



Enhanced Research Opportunities:

Facilitated the process of receiving images outside the network for research opportunities, advancing AI algorithm validation with 3rd party technology vendors.



Critical Images for Radiation Oncology:

Included a system for receiving critical images for patient referrals in Radiation Oncology.

Facilitating secure, seamless information exchange between health systems and providers



Providing a single pane of view for disparate, longitudinal health data



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