



Teleradiology. The main differentiator for success..

Teleradiology rests on two pillars, Radiology diagnostic services and technology that enables doing so in a user friendly manner. There are many forms of technologies : a simple telephonic dial up connection or broadband internet. Some solutions are 'workable' but one generally does not find a 'sustainable and reliable' solutions. The root cause is the level of underlying technology. Most of the other solutions do not go deep enough on web technology that really ensure high availability with world class infrastructure. The main reason for this is that the initial revenues on teleradiology do not justify high end web infrastructure. 21st Century Health has penetrated this barrier to come up with scalable and reliable web server solution 'Nidaan'.

SIMPLE BUT RELIABLE SOLUTIONS TYPICALLY NEED BETTER TECHNOLOGIES.

What – Diagnostic Centres say about their issues..

- "Consistency of the solution is the main hurdle. We are not able to use teleradiology when we need it the most."
- "It should be simple enough to use. The person who practically operates on your system is a Technician and not a certified professional!"
- "The solution has lot of dependencies. Hardware, communication facility such as internet, and teleradiology program itself. There has to be easy way to sort this out or to have an efficient helpdesk that can remotely access OUR PC for troubleshooting."
- "We need choice of tele-radiologists along with teleradiology solution; depending on our requirement on type of examination, turn around time, we may need to send the examinations to different radiologists."
- "We are not sure how many cases we will really need to be reported by teleradiology. We just use it for emergency reporting from home, or second opinion. Upfront investment without correct idea of usage is a risk"
- "We must know how to absorb this additional cost in our examination charges. It will be very nice if we have to pay by use so we do not have to bother about working out on numbers before subscribing to the services"
- "We need it the most when we purchase a new modality like MRI. We would like to have frequent teleradiology session initially. But we may completely stop after first year. There should be a scheme where we should be renting out a solution for a year rather than paying upfront for licenses etc."
- "We need on-line report of the cases that are sent to each tele-radiologist. Apart from teleradiology services, we avail reporting services that are payable to radiologist directly."



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- "Some times we would like to have signed report (digital / electronic) by radiologist only to be printed at our end. But sometimes we need only opinion and not the signature. As commercial implications are different, the software must support both options and should be fool proof."
- We want to send our VIP patient examinations to other radiologists and their identity has to be masked for patient security purpose. Our medical tourism project will definitely require this.
- "Can we have statistical data about our cases in terms of efficiency of the reports?"

What – Teleradiologists say about their issues..

- "I need a reminder if someone expects me to report their examination. Especially when it is urgent, I would prefer an SMS"
- "I am used to a third party DICOM viewer. I would not prefer switching to some other viewer only for teleradiology examinations."
- "Can it be ensured that whatever I report, plain text, voice dictation, formatted / digitally signed report are logged as permanent records. In some cases the centre may change a few things for formatting etc. Is it possible to record this? In short, can it be a tight process to track changes and have approvals when needed?"
- "Can the examinations to be reported by me be downloaded periodically if I am connected to internet. Data access is a big bottleneck for total turn around time."
- "We are a reporting hub with different skills for reporting and seniority levels. Can we be represented to the Centres as one Unit while internally we can allocate work, share the data and monitor the workflow?"

From the horse's mouth...

Cities do have concentration of expertise and have excess capacity to report for Peripheral Centres. Nidaan workflow can suit an organized pool of radiologists.

One such example is **Dr Deepak Patkar, Chief Radiologist, CT scan and MRI, Nanavati Hospital Mumbai**. He and his team report as a tele-radiologist group for Centres in India and abroad for the past 3 years.



Dr Deepak Patkar says.. "We have used Nidaan satisfactorily. The solution is very simple to use and affordable because of very low upfront investment."



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Multi specialty hospital consultants / Surgeons have reports required after normal working hours. Casualty / Trauma cases, emergency tests for in-patients requires availability of radiologists 24x7. When such examinations are made available at home for senior radiologists, they do not have to commute to hospitals after regular working hours. Participation in conferences does not isolate the radiologist from their centres and they still can access data on their laptop where ever they go. All they need is a broadband and a laptop with Nidaan.



Dr Navani is the Consultant Radiologist in charge of the CT Scan at Sir HN Hospital Mumbai.

Dr Navani says.. "We have many cases to report after routine working hours at the hospital. Some of them are emergency cases that need immediate attention. We implemented Nidaan in April 2007 and are happy with its performance. 21st Century Health helpdesk for Nidaan provides prompt and efficient service."

Small hospitals with a specialty / trauma unit in the periphery, have CT / MRI and register high frequency of positive cases. Such hospitals / clinics have definite requirement of connecting to a tele-radiologist and to have second option depending on type of scan and criticality of the report. Centres where radiologist is not available at all, require locum reporting services as and when needed.

Dr M D Mhaskar is Consulting Physician and Cardiologist from Kankavli, Maharashtra, a peripheral hospital with ICU and CT scan.



Dr Mhaskar says.. "I tried more than two teleradiology solutions before registering for Nidaan. I had very low level of confidence, initially, with my prior experience of teleradiology solutions. 21st Century Nidaan changed my perspective completely. The ease of use and consistency of the product is remarkable. 21st Century Helpdesk was instrumental in overcoming my reservations about the IT solutions and now I regularly use Nidaan. Pay-by-use scheme of Nidaan is ideally suited for the need of peripheral hospitals."



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Nidaan workflow at a glance

