



How can remote education services help you increase confidence in the use of imaging systems and improve workflow?

Challenge

Antoinet de Koning-Hake and Gert Tempelman are MR and CT specialised radiographers working at Scheper Hospital.

"We perform about 5000 exams per year with our MR system, mostly orthopaedics, neurologic, abdomen. In the past, before we discovered remote education services, we would ask our questions to an application specialist over the phone or by email. The time to find a the solution was quite long. After an application specialist contacted us over the phone, we had difficulties to explain the issue on our screen. On the other hand, it could take a few days to receive an answer by email, but very often we had to ask additional questions, which made it longer. Even after receiving the answer, in some cases, we were not able to put the issue back into context, because specific details where lost in the meantime", says Gert Tempelman.

The team experienced similar obstacles when making on-site appointments with an application specialist. *"It used to take a few weeks to find a suitable time. In some cases, application specialists would arrive on the site when the radiographer who experienced the problem was not on shift, so there was a lot of knowledge getting lost",* adds Antoinet de Koning-Hake.

Solution

Real-time remote support

"With Appslinq we have now immediate support anytime we need, our questions are solved in real time. We learn while the application specialist explains how he performs the procedure on screen. We look at the monitor and follow the right procedures step by step. The biggest advantage is to have a complete answer directly. This helps us remember better, learn more. It also helps us save time in comparison to receiving instructions over the phone, and then reproducing each action on the screen",* states Tempelman.

"As X-Ray technicians, we work to produce images, we think in images. It is very efficient therefore to see, follow and remember the procedure when it is explained in a visual way", says Antoinet de Koning-Hake.

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Scheper Hospital Emmen, Netherlands

Scheper Hospital is located in the north-east of Netherlands. Always looking for the best quality of care, it collaborates with GPs and other healthcare providers in the region. With over 1,400 employees, the hospital performs more than 92,000 outpatient exams and almost 17,000 day treatments. Quality, attention and transparency are essential values of the institution. The Scheper Hospital is a teaching hospital, also investing in research studies.



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Gert Tempelman, MR and CT specialized radiographer.

AppsLinq is a good solution from GE Healthcare. Technical background of MRI is very complicated and we really appreciate the support we receive to learn how to get the most out of our GE systems.

Antoinet de Koning-Hake, MR and CT specialized radiographer.

The team in Emmen uses AppsLinq mostly to get support on issues that come up during examination (issues with image quality, artifacts) and cannot be explained internally. Remote support helps them learn how to resolve a given issue and how to avoid it next time. “When we have a problem with a given sequence, we ask the application specialist for help. He can see the images we have issues with and then he gives us tips and tricks on how to improve”, explains de Koning-Hake.

Operational and clinical outcomes

AppsLinq remote education services help improve workflow and enhance skills

“When we experience difficulties and there is a patient in the examination room, we can solve them immediately, so the patient does not need to come again to repeat the exam. Direct,

real-time support is a big improvement to our workflow. It helps to increase our confidence in the system and get better exams. The more exams we do with better results, the more self-assured we become”, says Tempelman.

“Very often little changes that we made to the parameters result in big improvements in image quality. When images are better, radiologist request less sequences, so the time for exam decreases, which makes it possible to fit more examinations in a day”, explains Tempelman.

“AppsLinq is a good solution from GE Healthcare, it is a big advantage in the service provided to the customer. Technical background of MRI is very complicated and we really appreciate the support we receive to learn how to get the most out of our GE systems”, says de Koning Hake. “We are now looking forward to using AppsLinq for scheduling trainings for new procedures”, she adds.

About AppsLinq*

Discover a world where you are in control of space and time...

... A world of knowledge perpetually renewed

AppsLinq can help you:

- Be confident in managing sophisticated scanning technologies
- Reduce scan time, optimise protocol use —with high-quality imagery
- Receive live, on-screen clinical expert support and training
- Schedule learning sessions at the most convenient times

AppsLinq is offered as an integral part of **one** Trust service offering.

one Trust: Trust us to deliver with **one** Trust, part of the **one** Services family.

GE imagination at work

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