

## Case Study

**Client:** Bates County Memorial Hospital

Butler, Missouri

60-Bed acute facility serving Bates County and surrounding areas

**Contact:** Christi Pope, Director of Imaging Services

**Goals:** Convert to digital system to improve efficiency  
Link to radiologist 60 miles away  
Link to remote MRI Clinics and referring physicians

**Decision:** Deploy the full line of Evolved services and enabling technologies:  
**Bank<sup>2</sup>** Failsafe offsite archive  
**Process<sup>2</sup>** Workflow engine for radiology/cardiology  
**Access<sup>2</sup>** Web image distribution  
**Scribe<sup>2</sup>** Transcription Service  
**Cycle<sup>2</sup>** Business office engine for outpatient clinics  
**Team<sup>2</sup>** Installation, training and round-the-clock management  
**Link<sup>2</sup>** Seamless communications interface

**Results:** Launch date: Sept. 2001  
Linked successfully to doctors and clinics in neighboring city  
No new hires, three ancillary positions eliminated  
Very quick report turnaround, 2 to 4 hours even on weekends  
Simplified quality control

### *In the client's own words...*

"Converting to digital imaging is complex, and as a rural hospital, we wanted a partner who had 'been there, done that.' We chose Evolved because their ASP [Application Service Provider] model fit our needs. We were impressed with their home base. The installation was seamless, and the customer service has been excellent.

"Our biggest gain has been better organization. Once a patient comes into our system, the radiology technologist does not leave the patient for any reason. All clerical and QC tasks are performed within each modality location. This has allowed us to decrease our non technical staff within the department. Referring and staff physicians are just a computer away from reviewing patient exams or reviewing the status of any examination ordered. Quality control tasks within the department are much easier now, because the entire system is available on my office computer.

"Our outpatient clinic and occupational therapy department both save time because there is no longer physical retrieval of films and reports. They have access right where they need them. We have no lost images or requisitions, so patient care is more efficient, and that's the bottom line."