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Definition AS

ecoline Supports Extending Imaging Services to Remote Patients

Riverside Health System

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Case Study

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Riverside Health System



Riverside Health System is an extensive network of hospitals and healthcare centers that defines its purpose as “improving the health status of the citizens in its communities by delivering quality healthcare services to all persons who can benefit from them.”

Riverside is dedicated to “assuring value by providing quality and cost-effective care and services.” To underscore the success of this approach, Riverside was named the 2015 “Supply Chain Department of the Year” by Healthcare Purchasing News, on the basis of its “comprehensive implementation of value analysis, orchestration of financial intelligence, and product and process expertise.”

Source: Riverside Health System Press Release
(http://riversideonline.com/about_riverside/news)

With facilities located in urban centers, suburban townships, and rural areas around the Virginia peninsula, Riverside Health System serves a diverse range of communities. Seeking to extend the reach of its imaging services, Riverside leveraged the cost efficiencies of ecoline equipment to purchase four CT scanners: two SOMATOM® Definition AS 64 eco systems and two SOMATOM Sensation 64 eco systems.

By placing this equipment in strategic locations around its network, Riverside made high-quality imaging much more convenient for many patients, a key service advantage in the southern Virginia region. The positive response from radiologists, technologists, and patients has led Riverside to pursue plans for purchasing additional ecoline equipment.



“If you can get quality equipment at a better price, yet still have the same performance, fully updated features, and top-of-the-line imaging quality, that’s obviously the way to go.”

— Dr. James Grimson, Radiologist
Riverside Walter Reed Hospital

A Knowledgeable Patient Base

“This is a very informed, educated area,” says Riverside Imaging Services Manager Andrea Smith, RT(R)(M). “We’re relatively close to Norfolk Naval Base, the largest naval station in the world, and a significant percentage of our patients are retired executives, physicians, and high-ranking military officers. They definitely do their research, and it’s not unusual for us to have patients call and ask when our imaging units were installed, how many slices our scanners have, and what their dose will be.”

“It’s really a matter of quality,” adds Valentine Curran, MD, radiologist at Riverside Doctor’s Hospital. “Our patients want to know about our equipment and we feel very confident telling them they’re getting top-quality imaging with a significantly lower level of radiation exposure.”

A Demand for Reliability

The region that Riverside serves also extends well into the rural areas of Virginia. Out at Riverside Walter Reed Hospital in Gloucester, Radiologist James Grimson, MD, notes the importance of uptime. “When you’re at a rural hospital, where you’re the only game in town, you can’t move the patient somewhere else for a procedure. So your system must be reliable. You have no choice.”

For technologist Minu Samson, RT(R)(CT), reliability has always been a hallmark of Siemens equipment. “Dependability has never been an issue with our Siemens scanners,” she states. “In the year-and-a-half we’ve had the SOMATOM Definition AS 64 eco at Doctor’s Hospital, we’ve had no unscheduled downtime. It’s our workhorse.”



Making the ecoline Decision

Over the years, Riverside has enjoyed a long history of positive experiences with Siemens imaging systems. With the goal of expanding the availability of radiology services further across their patient base, Riverside staff decided to purchase additional 64-slice CT scanners to install at several of their facilities.

Imaging Operations Manager Tricia Merson, RT(R) (CT) CRA, recalls the situation. "Our Siemens representative has always had a thorough understanding of our needs, and he came to us with a solution we hadn't considered before. He introduced us to ecoline systems and the pricing difference made us take notice. Admittedly, we were a little skeptical at first, but he provided us

with a great deal of assurance that the SOMATOM Definition AS 64 eco would have the same warranty, technology, and reliability as any new system we could purchase. He even volunteered to take us to the factory to see how all the components would be installed, tested, and certified to meet Siemens standards."

Upon confirming that ecoline systems come complete with the latest Siemens technology, Riverside's radiologists were on board with the decision as well. As Dr. Grimson notes, "If you can get quality equipment at a better price, yet still have the same performance, fully updated features, and top-of-the-line imaging quality, that's obviously the way to go."



“I read at multiple sites and I see no difference between the images generated from an ecoline 64-slice scanner or any of our other new 64-slice CT scanners from Siemens.”

— Dr. Valentine Curran, Radiologist
Riverside Health System

How Cost Efficiency Resulted in Greater Patient Care

The savings provided by ecoline systems enabled Riverside to purchase more imaging systems than originally planned, while staying on budget. In fact, Riverside staff decided to purchase two SOMATOM Definition AS 64 eco CT systems, enabling several of their more rural facilities to offer higher quality imaging as well.

Tarsha Jarvis, multimodality radiology technologist at Riverside Walter Reed Hospital, describes how the equipment has brought a new level of service to the remote area: “We used to have to refer patients elsewhere for certain kinds of imaging, which often meant a good distance for many of them to travel. Ever since the SOMATOM Definition AS 64 eco was installed here, it’s carried a full workload—usually between 12 and 16 patients a day.”

SOMATOM Definition AS 64 eco: An adaptable system for accelerated response

With its ability to adapt to a wide range of patients, and a FAST CARE platform designed to maximize clinical outcomes and raise patient-centric productivity, the SOMATOM Definition AS 64 eco allows for fast diagnoses and highly responsive patient care.





"We've grown accustomed to Siemens' terrific customer service and that was another deciding factor in selecting ecoline systems. We knew that if any issues came up, they would make it right. We haven't had any problems, but it's good to know that our ecoline equipment is backed by the original manufacturer."

— Tricia Merson, RT(R)(CT) CRA, Imaging Operations Manager
Riverside Health System

No Compromising on Image Quality

One of the essential benefits of ecoline systems is that their quality and reliability are certified to be identical to that in new Siemens equipment. Subjected to rigorous testing at the factory before being approved and installed, ecoline equipment provides radiologists with a high level of confidence in image quality.

"All of the images look exactly like the images we have from our other comparable scanners," says Dr. Curran. Dr. Grimson concurs, "I haven't noticed any difference at all." The technologists at Riverside have the same point of view. "I work on several of our CT scanners," adds Sansom, "and I do not see any difference between images from our ecoline models and images from our new ones. Honestly, I don't think there's any way to distinguish the two."

The Siemens Service Advantage

One of the prime reasons Riverside staff opted for ecoline systems was their previous experience with Siemens. "I think all of us working from scanner to scanner within the Siemens line over the years gave us a real sense of confidence that Siemens could deliver the high-quality system and service we have come to expect from them," notes Merson.

Sansom appreciates the flexibility of the Siemens service approach. "They adapt to our needs," she points out. "If there's a scheduled service and we can't have the equipment down for the whole slated time, they'll try to break it up for us. They really do whatever they can to keep our workflow going. To me, it's clear that their priority is for us not to interrupt patient care and that's very important."



ecoline Systems

Since 2001, Siemens has refurbished and installed ecoline systems worldwide, delivering like-new quality and performance at budget-friendly prices. Every ecoline system is inspected and rebuilt following a strict ISO-certified process that goes beyond the basic refurbishment steps of many competitive offerings. Key differentiators include:

- Thorough system cleaning, disinfecting, and aesthetic repairs.
- Configured to customers' specific needs and budgets.
- Rebuilt with only certified Siemens parts and hardware.
- Guaranteed parts and service availability for at least five years.
- Equipped with the latest software releases.
- Tested using the same specifications as new systems.
- Same warranty and support as new systems.

ecoline systems offer the best of Siemens technology to help customers achieve their goals—for a fraction of the total cost of new systems.

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Global Business Unit

Siemens Healthcare GmbH
Imaging and IT Division
Refurbished Systems
Simon-Hegele-Str. 1
91301 Forchheim
Germany
Phone: +800 9100 9200
siemens.com/ecoline

Local Contact Information

Siemens Medical Solutions USA, Inc.
40 Liberty Boulevard
Malvern, PA 19355-9998
USA
Phone: +1-888-826-9702
usa.siemens.com/healthcare

Siemens Healthcare Headquarters

Siemens Healthcare GmbH
Henkestraße 127
91052 Erlangen
Germany
Phone: +49 9131 84-0
siemens.com/healthcare

Legal Manufacturer

Siemens Healthcare GmbH
Henkestr. 127
DE-91052 Erlangen
Germany