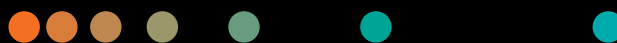
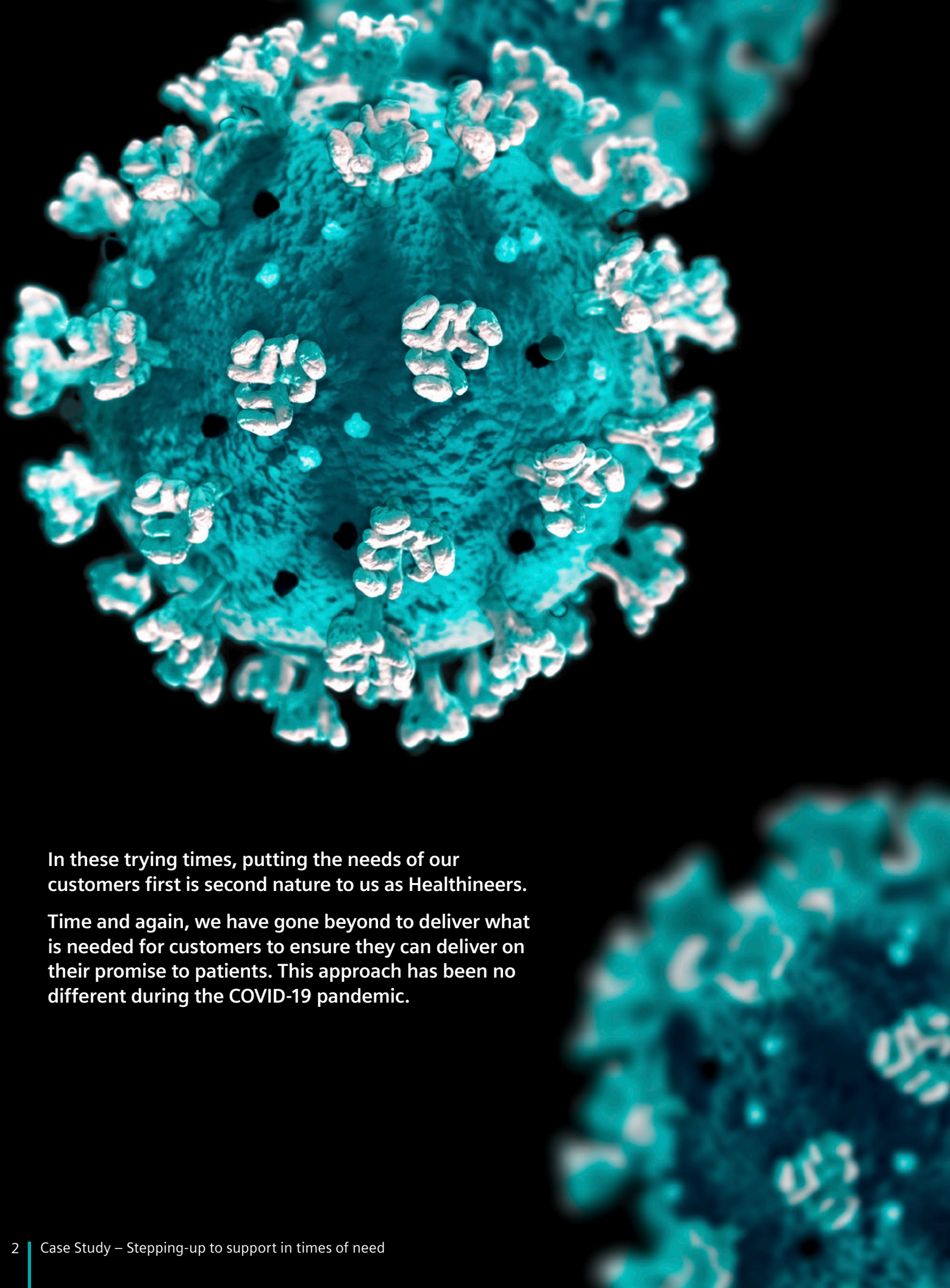


Case Study



# Stepping-up to support in times of need





In these trying times, putting the needs of our customers first is second nature to us as Healthineers.

Time and again, we have gone beyond to deliver what is needed for customers to ensure they can deliver on their promise to patients. This approach has been no different during the COVID-19 pandemic.



# The text message

Back on April 2, Jean Carpentier, Diagnostic Imaging Account Manager, East Region for Siemens Healthineers in Canada, received a text message from the Chief Radiologist at CISSS Montérégie Centre site Hopital Charles Lemoyne in Greenfield Park, Quebec.

The 571-bed hospital is designated as a trauma centre and a few week's into the COVID-19 pandemic the Quebec Ministry of Health selected the hospital as one that would be responsible in the province for the diagnosis and treatment of patients with COVID-19.

"On April 2 around 10 am my phone starts beeping indicating a text message," said Jean Carpentier. "It's from Dr. Boisvert, the Chief Radiologist at CISSS Montérégie Centre site Hopital Charles Lemoyne. Her text message asked whether we had a CT system in Canada that we could deliver quickly, install and get up-and-running ASAP."

With a little more investigation by Jean, it turned out that the hospital's diagnostic imaging (DI) department with existing CT systems was located quite a distance

from the Emergency Room (ER). With the risks of COVID-19 being transmitted to others in the hospital if patients had to be transported from the ER to the DI department, the hospital wanted to set-up a CT system in its 'Red Zone' in the ER where suspected COVID-19 patients would be isolated and treated.

"We wanted to ensure that the risk of infection as a result of patient transportation was dramatically reduced, hence the need to install a CT in the area we had designated to treat COVID-19 patients," said Dr. Boisvert.

Jean checked whether there was a CT in Canada that could fulfill this need and luckily was informed that a [SOMATOM Definition Edge](#) had just been delivered and was in storage due to a delay in construction at the original customer's location. With the help of one of his colleagues, it was confirmed that that the CT in storage could be used. Jean informed Dr. Boisvert of the immediate availability of a CT Edge and that's when the quickest installation of a CT system in the company's history took place.



CT system being delivered to hospital.

# From order to operation – in record time

In all, it took five weeks from receiving the initial text message to when the CT system was being used on the first patient on May 5. This is in comparison to a six to twelve-month process – if quick, and a two-year process if things take time.

After that text message, the process started on April 6 with authorization from the provincial Health Ministry for the purchase and the Siemens Healthineers team kicking-off the planning to achieve the installation in such a right timeframe.

“Timing was everything – the customer had expressed the urgent need to get a CT in its ER department to prepare for COVID-19 diagnosis,” continued Jean.

The quote was also issued on April 6, and on April 7, the Siemens Healthineers project manager visited the hospital to determine what modifications would need to be made to accommodate the new CT. April 8 the quote was approved, April 9 the Purchase Order was issued from the hospital and it was agreed the installation would be taking place over the Easter weekend.

By Friday, April 24, the necessary construction work had been done and the CT was delivered. Mechanical installation was done over the weekend of April 25 and 26, with commissioning and installation all completed by April 30.



*Installation taking place.*





*From left to right: Pierre Lavoie, Application specialist; Véronique Bibeau, CT tech Coordinator; and Julie Audet, Assistant DI manager.*

# Training in the new remote working world

"The next challenge was how we would complete training on the CT system for the 20 technologists slated to operate the system," said Jean. "Working with our Applications Team and the hospital Assistant DI Manager, Julie Audet, we developed and devised a training schedule."

Once initial training had been completed on PEP Connect, four training workshops took place with five technicians per class.

The difference, however, was that the training would be delivered remotely using Microsoft Teams. Siemens Healthineers Applications Specialists, Maxim Gauvin and Pierre Lavoie, delivered the workshops remotely while each technologist at the hospital did their training using an individual virtual simulated acquisition CT workstation.

The hospital purchased access to the recently launched Remote Applications Coach for CT so it could access support from a Siemens Healthineers Applications Specialist to provide remote online support and connect

to the CT acquisition console as if they were actually on-site.

Recognizing the virtual world we are currently living in, and likely to be experiencing for some time, the hospital also purchased Virtual Cockpit Light (Expert-i) that allows access to the CT console from a remote location to operate the CT, further enforcing physical distancing and allowing Super Users to easily connect quickly and assist technicians.

"The remote features provided by Siemens Healthineers are integral during this time to ensure staff safety, and in the case of Virtual Cockpit Light to enable DI staff based outside of the ER to easily assist and troubleshoot with the technicians operating the CT in the ER," said Julie Audet, Assistant DI Manager, CISSS Montérégie Centre site Hôpital Charles Lemoyne. "The speed at which the Siemens Healthineers team and hospital staff worked to get this much needed piece of equipment in place was incredible. Our top priority as a hospital is patient care; even more so during challenging times like the COVID-19 pandemic. Working with

a partner like Siemens Healthineers that shares our focus, and delivers when it matters, will greatly help in our fight against this virus."

"I want to acknowledge the importance of collaboration and teamwork, which made this installation possible," said Jean. "I especially I want to thank the hospital staff who worked with the Siemens Healthineers team on this installation in record time: Julie Audet, Assistant DI Manager, Philippe Leblanc, Physicist, GBM Génie Bio Medical, and Francois Billette, Project Manager, DST Direction Services Techniques."

"In addition, I want to extend a heartfelt thanks to all the Siemens Healthineers team that was involved in this major accomplishment. The logistics team, product specialists, project management, the commissioning and installation teams, and the Applications team," said Jean. "Your dedication, razor sharp focus on the end goal, and creative approach to making what seemed impossible possible is testament to the fantastic team and amazing outcomes that happen when we pool our resources and all work together."

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