A smiling male doctor with glasses, wearing a white lab coat over a blue and white striped shirt. He has a stethoscope around his neck and is holding a clipboard. The background is a blurred clinical setting with medical equipment.

A Case Study

Imaging systems integration and workflow automation for Add Annex Healthcare

- End to end integrated solution with single login for Diagnostic Center and Satellite Center.
- 24/7 radiology reporting for all the centers to ensure delivery of SLA agreed with Government.
- Online dashboard to monitor activities for Government reporting and better utilization of resources in all centers.

Summary

Add Annex is the leading and most advanced ISO 9001:2015 Certified diagnostic center of Odisha having state of the art radiology facilities under one roof located in the heart of Cuttack City. With their history of Quality services, Add Annex fast expanded their offering to following cities and states under public private partnership (PPP) model.

- National Health Mission, Bhubaneswar
- Odisha State Medical Corporation Limited (OSMCL) Cuttack
- Bihar Medical Services and Infrastructure Corporation Limited

Challenge

Add Annex invested in best of Imaging and Pathology equipment and created a team of highly experienced clinical resources. However, on the IT front they were continuously challenged due to ever-expanding volume of walk in patients and corporate tie-ups which made it very difficult for centers to serve the demands in an efficient manner. The problem compounded when Add Annex group entered into a PPP tie-up with Government and Semi Government entities for setting up Radiology centers at different remote locations. This not only increased volume of patients but also increased the need for integrating complex legacy IT solutions.

Lack of integration was leading to duplication and data entry errors. Lack of connectivity between main Diagnostic Center and Satellite Centers delayed reporting times. Lack of full time radiologist at Satellite Centers made it difficult to deliver agreed SLA with Government

Add annex needed a comprehensive yet quick solution to address the growing demands of their radiology services.

- End to end integration between all legacy & new systems.
- Dashboard accessible by PPP partners for transparency and quick bill settlement.

- Standardize different functions and multiple software at main radiology center with.
 - Registration and Billing
 - Radiology reporting
 - Picture Archive and Communication Solution (PACS)
 - Back office Management like Stores and Finance
 - Teleradiology viewing & reporting in main & satellite centers

Solution

SoftLink's team fully studied the customer needs, understood the challenges and offered a twofold approach.

The offered solution ensured minimal interruption to ongoing operations while simplifying some of the complex error prone workflows that was created by legacy systems.

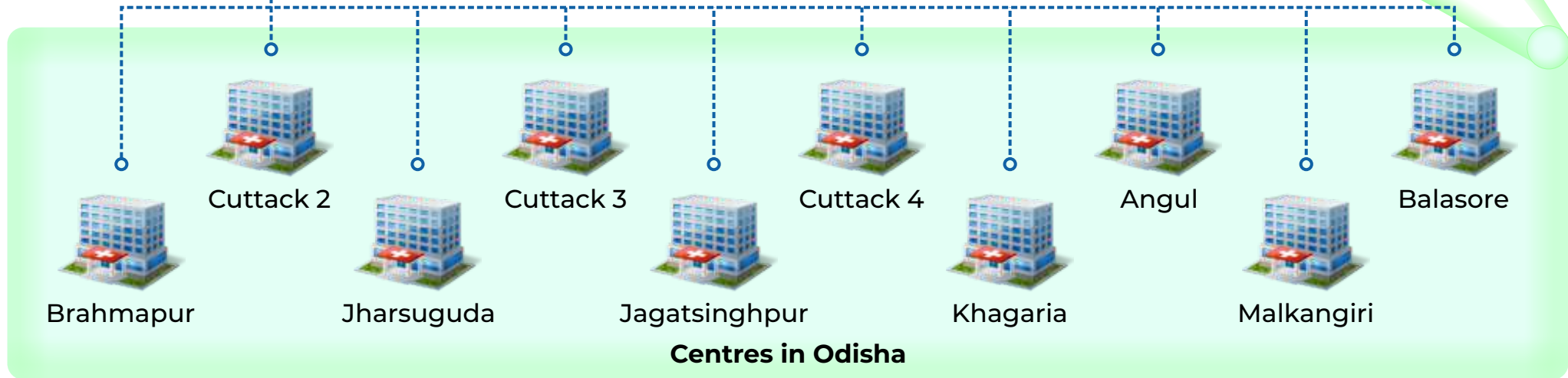
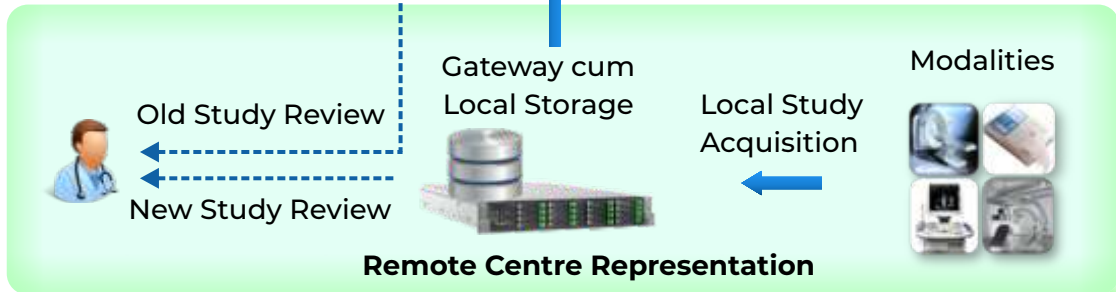
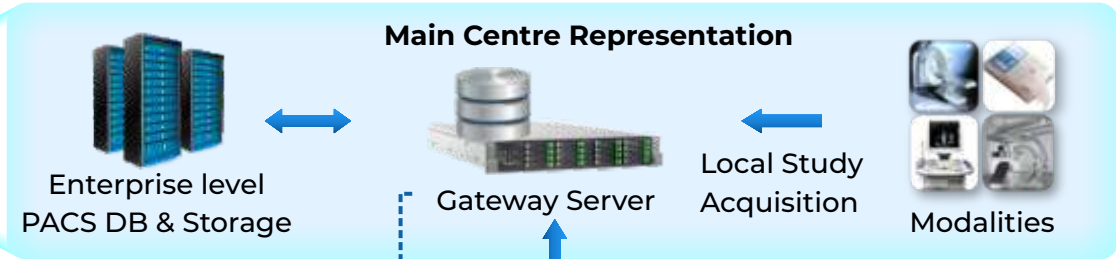
Softlink **first** automated the work flow of the Main Diagnostic Center of Add Annex Group at Cuttack by implementing IMAGINE Diagnostic suite followed by the introduction of Imagine Web and Tele Radiology at remote sites. Custom software development and integration ensured specific customer requirements were addressed while leaving the legacy issues behind.

Imagine Diagnostic Suite:

Imagine® Diagnostic Suite (IDS) is an integrated LIS-RIS-PACS solution. This IDS package automated the entire functions of Diagnostic Center such as scheduling, registration, technologist, radiologist, transcription workflows, billing, custom reporting. In a first of a kind, a custom development and seamless integration automated back-office modules like Inventory and Finance Management.

By installing Imagine® LIS component the workflow in Pathology Lab was also automated. Additionally, pathology instruments were

Centres in Bihar



interfaced (bidirectional) for producing faster and reliable results. This ensured tracking of data from sequencing runs and across experiments which improved efficiency.

IDS bundled with Softlink Imagine PACS Solution and a dedicated Imagine RAD Viewer was installed ensuring an immediate flow of information between all the key modules like Patient Registration, RIS, PACS and reporting.

Imagine Web and Tele radiology:

In **second** phase Imagine RIS PACS solution was extended to satellite centers. To ensure better asset utilization and to improve report turn around times, server at the main diagnostic center of Add Annex Group was upgraded and converted into a Data Center. It was configured to act as a private cloud, for Add Annex Group.

Imagine Solution is completely web based and offers multi centric support which helped satellite centers to send & receive information very fast.

The Tele radiology solution allowed Radiologist from anywhere to login and Report.

SoftLink custom developed a dedicated Dashboard for Add Annex Management as well as Government Authorities to monitor Cases being done and reported real time.

Results

- End to end integrated solution with single login for Diagnostic Center and Satellite Center.
- 24/7 radiology reporting for all the centers to ensure delivery of SLA agreed with Government.
- Online dashboard to monitor activities for Government reporting and better utilization of resources in all centers.
- Central archive to reduce infrastructure costs and the need for maintaining hardware at multiple Centers.

About Add Annex Healthcare

Started in the year 2011 with an aim to provide all the latest possible Diagnostic Services to the people of Odisha which has one of the fastest growing GDPs within Indian states.

In addition to latest diagnostic equipment's, highly experienced Fulltime Radiologists of repute, well trained technicians & supporting staffs has made them a leading and trusted Diagnostic Center not only for the common people of Odisha but also for different Government Institutions like AIIMS-Bhubaneswar, Paradip Port Trust, ESIS of Odisha and Acharya Harihar Regional Cancer Center. Besides Govt. Institutions there are so many reputed corporate clients in private sector like PPL Ltd, IFFCO Ltd, Bhushan Steel & Power Ltd, Essar Steel India Ltd have also been availing Diagnostic Services.

