

## Productivity Case Study



### Break Free from non-productivity with InSite™\*

Manipal Hospital\*\*, Bangalore - 1.5 T Signa HDxT MRI System.

*"The Remote services team delivered extremely fast turnaround for our problem. Our productivity was not hampered as we did not have to reschedule patients for that day."*

#### **Client Background:**

Manipal Hospital Bangalore is a 600 bed hospital and is accredited with NABH and AAHRPP. It comprises of 55 clinical departments and 11 Centers of Excellence. In the radiology department, they have a 1.5 T Signa HDxT MRI system.

#### **Problem:**

On a Wednesday afternoon, the staff found that they were unable to perform any MRI scans as the disk space was full; however, they were unable to remove any images from the database. It was a critical situation as their center has extremely high patient flow and rescheduling of cases would have been extremely difficult and would have caused a lot of inconvenience to the patients.

The staff called the GE Healthcare Service Call Center and was connected to the Online Engineer within 5 minutes. As the system was on InSite™, the Online Engineer was able to log in and diagnose that the error was caused due to the image partition being full. He helped the staff remove the old archived patient data and restart the system. The system booted up normally and resumed scanning. The issue was resolved within 15 Minutes of the hospital calling the GE Healthcare Service Call Center.

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imagination at work

InSite™ is dependent on the broadband service provided by the Hospital. | Digital tools are system dependent. | 95% uptime is influenced by multiple factors and InSite™ is one of the key enablers. | InSite™ does not replace On-Site repairs / maintenance. | ‡T&C apply. | \*\*All third party trademarks are the property of their respective owner.

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