GE Healthcare

Downtime Case Study

Break Free from operation standstill with InSite™*

Narayana Hrudayalaya**, Jaipur - 1.5 T Signa HDi 15M4A MRI System

"The broadband based Remote services tools ensured extremely fast turnaround for our problem. We did not have to reschedule patients for that day – in fact, the patients did not even realize that we had a problem with our MRI!"

Client Background:
Narayana Hrudayalaya, Jaipur is a 200+ bed hospital offering centers of excellence around cardiac sciences, bone, joint & spine, renal sciences, minimal invasive surgeries and mother & child care to name a few. In the radiology department, they have a 1.5 T Signa HDi 15M4A MRI system.

Problem:
On a Thursday, the radiology team found that the MRI system was unable to perform scans. They were also unable to see old images on the browser or the Autoviewer. As the scheduled patients had already arrived, it was a critical situation for the hospital – rescheduling would have caused a lot of inconvenience to the patients.

The technician called the GE Healthcare Service Call Centre and was connected to the Online Engineer within 5 minutes. As the equipment was connected on InSite™, the Remote Service Engineer was able to log in remotely and diagnose that the Image Database was corrupt. He requested the technician to run an Image database reset protocol. The engineer constantly monitored the progress of the reset and helped the technician in restarting the application. This restored the images and the system booted up normally, thus enabling the system to continue scanning.

InSite™ enabled the Online Engineer to resolve the problem without an LFC, thus saving protocols that the technician had designed but which had not been backed up. InSite™ ensured that the speed of service response was extremely fast, thus enabling no interruptions to the hospital's patient flow.

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