

Praise Earned for Carestream Service Team and DR Detector Accident Protection Coverage.



“Amazing.”

That’s the adjective Marjorie King, the Director of Medical Imaging at Memorial Health of Springfield, Ill., uses to describe the medical imaging staff’s working relationship with Carestream Health and its service team.

Springfield Memorial Hospital is a 500-bed facility that conducts 300,000 imaging exams a year. In addition to the main hospital, the health system includes five additional community hospitals, four outpatient imaging centers and six UrgentCare clinics with imaging services.

Memorial has a Partnership Service Agreement with Carestream, and the hospital sends their employees to Carestream’s technical training sessions to give them the ability to assess a problem and often correct it. If they determine a service call is needed, Carestream engineers promptly travel to the site.

The agreement covers dozens of CR and DR systems at 21 locations. The hospital’s staff has developed a close relationship with Carestream service engineers and specialists.

“We have an amazing relationship with Carestream’s service engineers. They work side-by-side with our employees to solve any problems and explain the processes they use for testing and resolution,” said King.

She notes that many site visits are avoided due to the use of Carestream’s SmartLink remote monitoring service for Memorial’s service for all Memorial’s DR equipment. “With one easy connection, SmartLink remote monitoring allows Carestream engineers to detect and correct many issues before a problem can develop. This preventive service helps ensure high-level performance and continuous uptime.”

Accident Protection for DR Detectors.

In addition to its overall service agreement, Memorial Health purchased an Accident Protection Plan for its 48 Carestream DR detectors. “I believe the Carestream’s DR detectors are the most profound change in medical imaging since the conversion from film to CR,” King reports. “These innovative detectors deliver excellent image quality and can be retrofitted into existing X-ray rooms and portable imaging systems. They deliver immediate access to images anywhere on our network in seconds due to their wireless communications capability, and the detectors can be registered for use in multiple systems for a highly flexible workflow.”

She adds that “Carestream’s DR detectors are designed for rigorous use, but as a teaching hospital we have inexperienced technologists handling our detectors. We have used the Accident Protection Plan several times. If a detector is damaged, we have a very small replacement cost. This plan has saved us over \$275,000 annually, so it’s an excellent investment.”

