Engaging Patients.

Empowered Patients are Happy Patients.

Vue

The power of together.

Today's imaging patients have a choice and want involvement and empowerment – for an active role in their own healthcare. This includes the ability to view, manage and share their diagnostic images and exam reports. What's more, these patients are actively "shopping" for radiology facilities that offer such capabilities. Delivering on their needs is critical – especially if your reimbursement is linked to patient satisfaction. At the same time, healthcare enterprises and radiology practices are looking for ways to cut costs, boost efficiency, and increase referrals.

Are You Responding to the "Consumerization" of Healthcare?

The need for increased patient engagement and its associated issues are requiring enterprises to address many challenges:

- Patients are developing a consumer mindset regarding healthcare, and expect greater accommodation from their providers.
- Many providers have poor communication with their patients and are struggling to engage them.
- Patients are requesting secure access to their own images and exam data.
- Traditional means of distributing images – i.e. films and CDs – are time and cost-intensive for both the patients and providers.
- Film and CDs often provide no access to prior studies or reports for comparison.
- More efficient collaboration between radiologists and referring physicians is needed.
- The absence of easy access to studies can mean redundant exams – leading to increasing dose exposure and patient inconvenience.

Access and Sharing: Fast, Simple and Secure.

Carestream's Clinical Collaboration Platform can help you delight your patients and improve your efficiency. The Platform's image-exchange solutions – the **MyVue Patient Portal** and **Vue Motion Enterprise Viewer** – are secure web portals that allow patients and referring physicians to view and manage exam data on any web-enabled device, including mobile tablets and smartphones – and share it with other authorized physicians, facilities and family. This gives them precisely the involvement, convenience and control they're looking for – maximizing engagement, loyalty and satisfaction.

> *"The MyVue Patient Portal's ease-of-use is a big factor in its patient appeal. And because this portal provides a valued service to patients, it differentiates our imaging centers and can boost the use of our services. With the Carestream Patient Portal we're going to see tremendous cost-savings."*
>
> Dr. Randall A. Stenoien
> Owner and CEO, Houston Medical Imaging
> President, Innovative Radiology
> Houston, TX

WORKFLOW MANAGEMENT

CLINICAL REPOSITORY

DIAGNOSTIC

IMAGE SHARING

ANALYTICS

An enterprise can select any or all of five distinct Solutions based on its specific needs. The colored Solutions represent the ideal combination for patient engagement.

Engaging Patients.

Greater Patient Satisfaction, Greater Workflow Efficiency.

Data access and sharing with the Clinical Collaboration Platform delivers a wide range of timely advantages:

- **Increased Patient Satisfaction:** Greater patient participation and the ability to access data from anywhere at any time meet evolving patient needs. And, MyVue's intuitive, ergonomic design empowers patients with little need for IT support.

- **Greater Process Efficiency:** Paperless delivery of images to the patient greatly simplifies the distribution process.

- **Enhanced Time-Savings:** Patients save time by eliminating the need to travel to their imaging provider to pick up reports and images. Providers save time and cut costs by eradicating the handling and management of physical media.

- **Major Cost-Savings:** MyVue eliminates the out-of-pocket cash spent on CDs, DVDs or film.

- **Better Information:** Carestream installations are standard and structured, and extend beyond radiology. A vast amount of valuable information is available to both patients and physicians.

- **Increased Revenues:** Increased patient loyalty and referrals protect and grow revenue streams.

Case Study

The Challenges:

Houston Medical Imaging, a multi-specialty, outpatient, imaging-services provider, operates in a highly competitive market against a number of larger facilities. They needed to streamline operations, provide clinical consultations more quickly and speed up report turn-around time. Management also recognized the need to foster higher patient satisfaction, loyalty and referrals.

The Solution.

The Clinical Collaboration Platform image-exchange solution was implemented, including enterprise viewer and patient portal modules to satisfy physicians and patients.

The **Vue Motion** clinical portal enables referring physicians to review and compare full imaging records to promote higher clinical confidence during patient consults.

The **MyVue Patient Portal's** intuitive user interface allows patients to securely access, manage and share their own imaging records without dedicated training or support. And it reduces the need to return to pick up results.

Houston Medical Imaging (HMI)
Houston, Texas

5 Locations   **14 Radilogists**   **40,000 Exams/year**

The Results.

50% of patients activated MyVue, and 91% said it was easy to use.

88.3% of users reported said they would like to continue accessing and sharing images through a portal.

HMI projects $14,764 in annual savings using MyVue.

Want to Learn More?
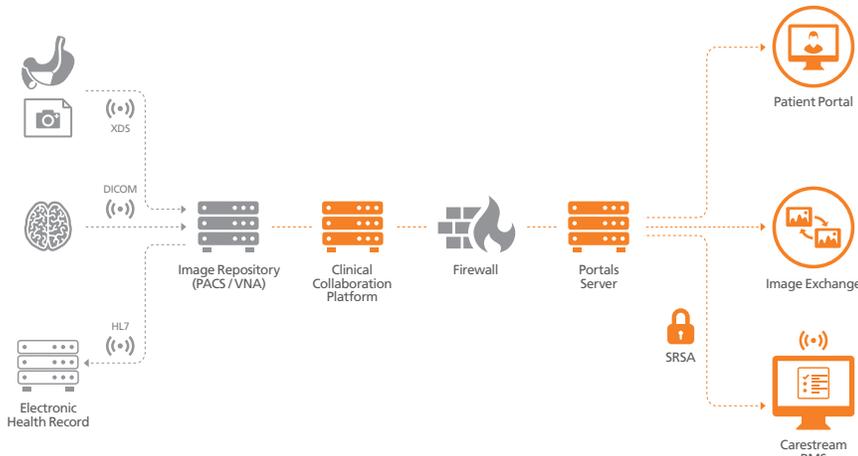Explore all the benefits and learn how to put the Platform to work for you at **carestream.com/collaboration.**

Carestream

Engaging Patients.

A Closer Look.

We'll Support You Every Step of the Way.

A critical part of the process for implementing a patient portal is the integration of the portal with the hospital's existing workflow without complicating it – and enhancing the user's experience to the greatest degree possible.

XDS

DICOM

HL7

Image Repository
(PACS / VNA)

Clinical
Collaboration
Platform

Firewall

Portals
Server

Electronic
Health Record

SRSA

Patient Portal

Image Exchange

Carestream
RMS

Implementation Process.

- Carestream assigns a team led by a Project Manager with a Solution Architect for solution design. An Integration Specialist will customize the interface between the existing portals, the signing-in methodology and the mailing system. Technical-implementation Specialists address the configuration, while Application Consultants define the workflow and educate the users.
- The Clinical Collaboration Platform Patient Portal module requires an internet connection with a fixed IP address and an SSL certificate. A Technical-implementation Specialist will configure the portal for internet access via secure connection.
- MyVue engine is installed in a secure DMZ and is configured to have access to images and reports in the internal network using the hospital SMTP server to communicate via email to patients.
- The Project Manager and Solution Architect present the integration process describing all the actions to prevent cyber-attacks and establish high security.
- Activating MyVue workflow requires defining when an exam is visible on the internet and the methods for providing credentials to the patients. This is proposed by Project Manager based on the current workflow of the site and available technologies (e-mail, text message on mobile phone, OTP, etc.).
- In cases in which a Carestream solution is used to manage images and reports, MyVue is connected using SmartSync technology, creating a "live" index of the data stored in the Carestream solutions. The objects retrieve is done "on demand" with a secure, protected protocol.
- In cases in which third-party solutions will manage images and reports, MyVue is connected using a Carestream Archive Agent to access the data. As in the previous case, the objects retrieve is done "on demand" using a transparent process with a secure protected protocol.
- A patient promotion and education kit is available from Carestream to communicate the value of the Portal.

Vue

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CLINICAL COLLABORATION PLATFORM: INTUITIVE CLINICAL CONTENT – WORKFLOW MANAGEMENT ACROSS THE ENTIRE ENTERPRISE.

Carestream's Clinical Collaboration Platform gives all those who provide, manage, receive and reimburse care the ability to access the clinical data and images they need – using the preferred platform for each workflow and setting. Through full integration with the enterprise's electronic medical or health record, meaningful clinical data within its appropriate context is always available for delivery to key stakeholders. Across disparate sites and networks. Between departments and around each information technologies. Among providers and payers. Around each episode of care and each patient's clinical history. Carestream does more than integrate data and systems. We eliminate knowledge gaps and disjointed workflows. We enable transparency. And we help your teams collaborate around a shared goal: putting patients at the center of efficient, effective healthcare.

CLINICAL
REPOSITORY

WORKFLOW
MANAGEMENT

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IMAGE SHARING

ANALYTICS

The Unified Core is the platform's central infrastructure. It uses a common set of codes to support five flexible solutions: Workflow, Storage, Diagnostics, Image Sharing and Analytics. Each enterprise can mix and match these modules to create the ideal tailored solution.

Carestream