

# Remote Monitoring Allows Proactive Service

## InSite™ OnWatch CT Tube Monitoring

*Busy is normal in an outpatient imaging center. Dependability is key to treating patients and protecting revenue — unplanned downtime is intolerable. Where's the assurance that the CT scanners will be there when patients need them? How will the service team perform under pressure?*

When InSite OnWatch reported a scanning error on a CT system at Martin Center, GE Field Engineer Barry Jayne knew the outpatient imaging center would be too busy to allow downtime for running diagnostics on the machine. He also knew the tube was 27 months old and the GE LightSpeed® 16 system was in constant use at the center, a part of Cox Health in Springfield, MO.

He ordered a replacement in case the tube should fail — which it did, around noon two days later. Imaging Supervisor Ginger Fisher says the GE engineers immediately began replacement. "It happened on a day when we were able to transfer all of our patients to another scanner, and we kept the schedule normal," Fisher says. "We didn't lose any patient throughput."

The CT scanner was ready for patients the next morning. Martin Center Director Jackie Muenks says that's important to a facility that does about 13,800 CT scans every year. She estimated a loss of nearly \$110,000 if the CT scanner had been down for two days for an unplanned tube replacement and patients had to be sent elsewhere.

Muenks says Cox Health finds the GE service stellar: "To be down is catastrophic for revenue and for patient care." Fisher adds, "I'm amazed at the field engineers we have who are so dedicated and know their customers so well. We've got the best."

*"I asked the GE Healthcare team members how they already had the parts here. They had been observing the scanner online and knew they would need a new tube soon, so they had ordered one. It truly was excellent service with little downtime required. They helped us to stay on time with our patient schedule. We really appreciate all that GE does to keep us up and running smoothly so we can 'be the best for those that need us.'"*

**Ginger Fisher**  
**Imaging Supervisor**  
**Cox Health Martin Center**  
**Springfield, MO**

*Perform at the  
Next Level through  
Asset Optimization.*

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