

# Expert Response — Based on Customer Needs

## InSite™ OnWatch CT Tube Monitoring

*Just one CT scanner serves several medical specialties in your private clinic. It gets heavy use every day. What would happen if it ever went down? Diagnoses delayed, rescheduling problems, patients sent elsewhere, revenue lost. Is there any way to prevent an unplanned outage?*

The GE LightSpeed® 16-slice CT scanner at Rapid City Medical Center in Rapid City, SD, seemed to be working normally. The technologists had noticed the system was getting noisier of late and the number of tube artifacts had gone up slightly, but exams were running smoothly and the images were fine.

It wasn't until a GE Healthcare online engineer called one Thursday that they realized they were facing loss of their only CT scanner, a 4-year-old machine with its original tube. The InSite OnWatch remote monitoring service had detected anomalies that indicated the CT tube was likely to fail soon, says Stacey Schaeffer, head CT technologist at RCMC, a multi-specialty clinic that performs 200 to 250 CT scans per month.

A GE field engineer performed diagnostics later that day and suggested the system be taken out of service for tube replacement as soon as possible. "We figured that as long as the system was still scanning, we would utilize it," Schaeffer says.

He requested the tube replacement be scheduled for the next Tuesday, since Monday is the center's busiest day. It also would allow them time to do the proper planning and coordination to make the replacement go as smoothly as possible. "We ran it right up until the time they replaced the tube," he adds. "It would have been difficult to reschedule all of those Monday patients, so the GE Healthcare team came in the next day, which was very convenient. It was a nice, quick job. They got us back up and running and took just one day out of our schedule. They were very accommodating.

"We could have lost a day's work or a couple of days. It would have made for a lot of work to notify all those patients and fit them in sometime down the road." The early detection of trouble by InSite OnWatch prevented unplanned downtime and disruption of patient care.

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**Stacey Schaeffer**  
**Head CT Technologist**  
**Rapid City Medical Center**  
**Rapid City, SD**

*Perform at the  
Next Level through  
Asset Optimization.*



imagination at work

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