

Quick and Effective – with a Personal Touch

iLinq One-Touch Service

A trauma patient is on the CT scanner when a hardware failure occurs. What now? Try to fix the trouble immediately? Stop the exam and move the patient to another scanner? Time is of the essence. Other patients are waiting.

“Very efficient resource”

When facing exactly that issue at Renown Regional Medical Center in Reno, NV, CT modality supervisor Tina Frey knew exactly what to do. She sent a message to GE using the iLinq™ feature on the device console.

“A GE engineer called me back within four minutes and was able to walk us through a procedure where we didn’t have to shut the scanner down and we didn’t have to transfer the patient to a different system,” says Frey, whose facility is a Level 2 trauma center and part of the Renown Health system.

“They were able to tap into our scanner using broadband Internet and help us fix the problem remotely,” adds Frey. “The trauma case ultimately was scanned the way it should have been.”

Frey and her staff perform some 85,000 CT exams per year using mainly GE LightSpeed® scanners with the iLinq function. Frey estimates they contact GE through iLinq five to eight times per month for service and applications support. To summon help, a technologist logs in and sends a message describing the issue. An engineer at the GE Online Center then logs on to the scanner, begins diagnosis, and calls with advice.

Fast response

“I’ve never had to wait longer than five minutes for a response,” says Frey. “And I love it that I don’t have to talk to a machine or press any buttons to get where I need to go. I get to talk to a person.

“The optimal result is that they can fix it remotely and just call back and say, ‘Ms. Frey, we’ve got it taken care of and you should be A-OK now.’ Sometimes they walk me through something. Other times, they have to page my service engineer, which is fine, because I know there are cases where that has to be done.

“I never used iLinq until I came here. To me, it is a very efficient resource. There’s no sense in stopping what you’re doing and calling somebody on the phone. iLinq is user-friendly. It’s set up for the technologist. It helps us take care of any issues with service or applications in a very timely manner.”

“iLinq is effective, as well as efficient. It allows us to solve the problem in a quick and easy manner, and it allows us to talk to a person. My technologists use it regularly. They wouldn’t use it if they didn’t like it.”

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