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Royal Liverpool Hospital enhances imaging procedures with real-time support

Siemens Healthcare is delivering rapid, real-time support at The Royal Liverpool University Hospital, part of The Royal Liverpool and Broadgreen University Hospitals NHS Trust, through its customer service support tool, *syngo*[®] Remote Assist. The hospital has recently called on the service to enhance its liver imaging procedures and Dual Source CT energy protocols. The application is supporting the hospital's CT systems including the SOMATOM[®] Definition AS, Definition AS+ and Definition Flash serving a wide variety of clinical uses from outpatient, cardiac and colonography cases to trauma, emergency intervention and brain perfusion imaging.

syngo Remote Assist enables real-time interaction between the Siemens Clinical Applications Team and clinical staff at their workstation. This allows for image quality / protocol optimisation, technical issue diagnosis and other rapid workflow enhancements to be performed quickly without the need to wait for an onsite visit. With *syngo* Remote Assist, the Siemens Applications Team can remotely view workstation displays at the Royal and guide clinicians through a virtual environment accordingly, saving time and causing minimal disruption to workflow.

“Ensuring our CT systems are running smoothly and delivering the best possible image quality is a priority. Imaging systems often need optimising for intricate procedures such as in complex cardiac cases where cardiologists have different requirements in order to effectively diagnose a condition,” said Julie Houghton, Lead CT Radiographer at The Royal Liverpool University Hospital. “Optimising protocols is important, yet we cannot afford to delay patients. Whether it is an unexpected artefact, optimising protocols or the CARE kV low dose procedures, *syngo* Remote Assist provides us with an instantaneous solution. This inspires confidence within our team and ensures the patient receives the best possible treatment at all times.”

“We have worked closely with The Royal Liverpool University Hospital on a number of occasions in order to conduct real-time image quality assessment and detailed protocol optimisation,” said Greg Baker, Applications Specialist CT Systems at Siemens Healthcare. “In every case, the aim is to minimise downtime and ensure systems are working in a way that meets the department’s needs. Whatever the problem, the hospital knows that live help from an expert in CT applications is just a phone call away.”

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About the Royal Liverpool and Broadgreen University Hospitals NHS Trust

The Royal Liverpool and Broadgreen University Hospitals NHS Trust is one of the largest and busiest hospital trusts in the North of England, with an annual budget exceeding £400 million. It delivers services across two sites and three hospitals, the Royal Liverpool University Hospital, Broadgreen Hospital and Liverpool University Dental Hospital, and employs more than 5,500 people.

Each year the Trust sees more than half a million people in its outpatient department and deals with around 150,000 emergency patients and day case admissions. It is one of the top teaching trusts in the UK with well-established links to the University of Liverpool, Liverpool John Moores University and international institutions. In 2013 work will begin on a new £450 million state of the art Royal Liverpool University Hospital. To find out more about the Trust, visit www.rbuht.nhs.uk.

Picture caption: *syngo*[®] Remote Assist enables real-time interaction between the Siemens Healthcare Clinical Applications Team and clinical staff at their workstation



Picture caption: Julie Houghton, Lead CT Radiographer at The Royal Liverpool University Hospital has recently called on the *syngo*[®] Remote Assist service to enhance liver imaging procedures and Dual Source CT energy protocols

