

Mercy Medical Center Roseburg, Oregon, USA



Barco's high-standard service program
provides peace of mind





“Barco was very responsive and had excellent follow-through”.

John Nikom, PACS Administrator

Situated in beautiful southwest Oregon, Mercy Medical Center is a vital 153-bed acute-care center that treats some 40,000 patients annually, admitting more than one fourth of them. The facility includes state-of-the-art trauma and heart centers, a thriving labor and delivery unit, and a behavioral health clinic that treats patients ranging from children to senior adults. Ongoing construction will facilitate expanded cardiology, PACS and imaging capabilities, enabling the hospital to serve the community in new and better ways.

In a general sense, reputation and product dependability are two of the best and least expensive warranties available. Still, with any medical imaging product there can be glitches.

That’s when a high-end warranty, such as the Extended Warranty Plus (EWP) that Barco offered Mercy Medical Center of Roseburg, OR, comes into play. Mercy, which is delighted with the CORONIS 2MP and 5MP medical display systems that it began installing in April 2004, is also delighted that the advanced warranty was offered.

“I had used Barco CRT displays at previous jobs, and based on the company’s reputation and the quality of its products, I recommended the CORONIS at Mercy,” said John Nikom, PACS administrator. “I knew that the company and its products were reliable.”

While Mercy itself had no previous experience using Barco products,

that changed quickly. Today, Mercy’s diagnostic reading stations are equipped with a mixture of CORONIS 5MP and 2MP displays; three radiologists were so impressed that they purchased CORONIS 5MP systems for teleradiology use from home. Mercy also uses the 5MP Barco mammography display.

While CORONIS displays are highly versatile, Nikom is particularly impressed with their impeccable display of chest x-rays. “Our radiologists really like them for that,” he said. “Image quality is not always as critical with CT and MR images, but it is with chest x-rays. We went with the 5MP mostly because of the chest x-rays’ excellent resolution and image quality.”

According to Nikom, each CORONIS system is utilized a minimum of eight hours per day, some even longer. With that kind of use, uptime performance is crucial.

Mercy has experienced only one instance when it had to call into play the EWP,

which provides for express delivery of a loaner display or swap display controller and express display repair. That occurred when a CORONIS graphics card in a system that had not yet been put into regular use prevented a network card from connecting with an Internet protocol address. Nikom called Barco, and the card was swapped in the next day.

"They sent me a new card before I had to remove the old one," he said. "That's important. I didn't want to be left without a card altogether."

"Barco's service and support are excellent. They're very available. And, they're competent. They fixed the problem very quickly and professionally. I've dealt with a lot of vendors, and

Barco is definitely at the high end with regard to support and responsiveness."

Extended Warranty Plus protects the investment, provides peace of mind and is "hassle-free".

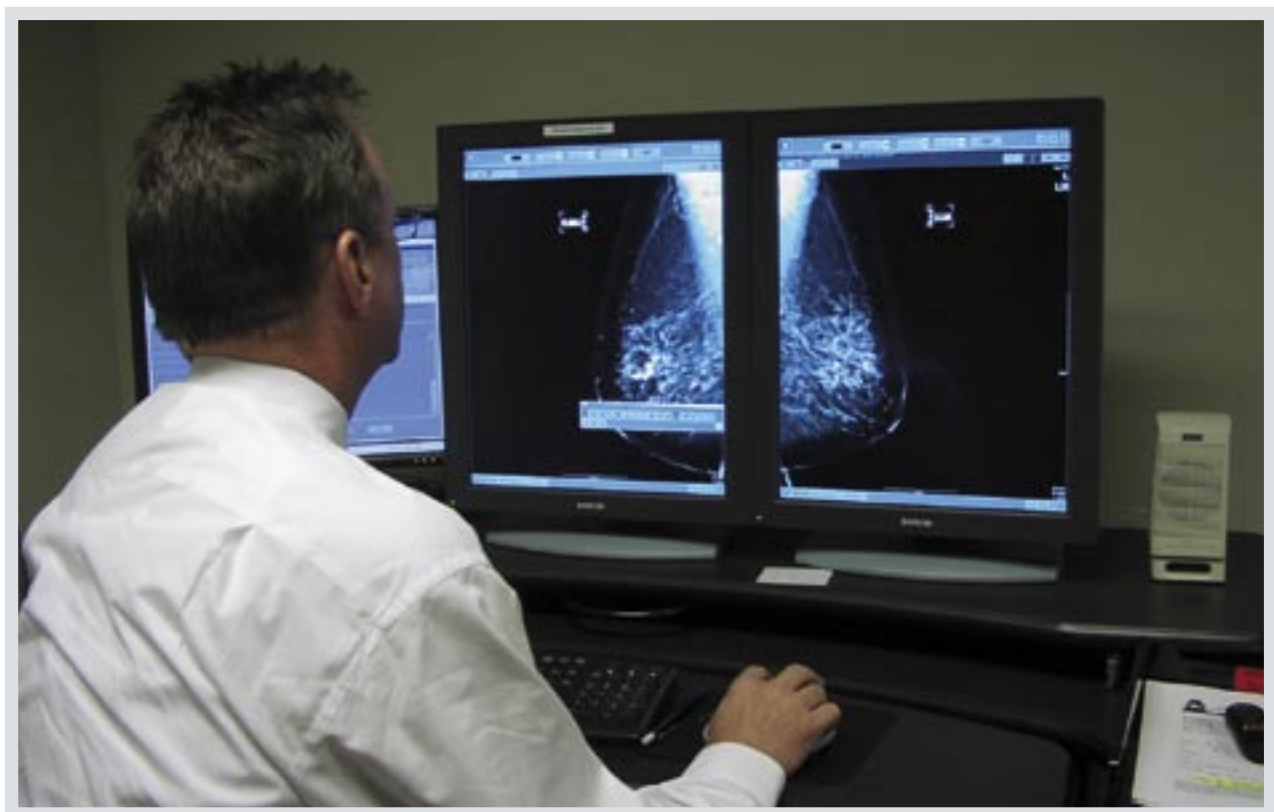
While Mercy hasn't had to invoke the warranty for anything other than that minor problem - and Nikom believes that with Barco's record of reliability he won't have to - he nonetheless recommends the EWP to any purchaser of a Barco display solution. His reasoning is threefold: EWP protects the investment, provides peace of mind, and is "hassle-free" when needed.

"I really think it's a wise investment," he said of the EWP.

With that protection in place, Mercy has also benefited from another line of defense: the MEDI-CAL PRO software for intervention-free quality assurance (QA).

Mercy does not have remote administration, so MEDI-CAL PRO - the cornerstone of Mercy's medical imaging QA effort - runs automatically, calibrating the displays when needed. MEDI-CAL PRO works with Barco's I-GUARD technology, continuously stabilizing each CORONIS system.

"MEDI-CAL PRO has made things much easier," Nikom said. "I don't have to worry about whether the docs are experiencing optimum reading conditions and therefore achieving maximum diagnostic accuracy. I can



concentrate on other aspects of our PACS.”

Barco is likely to remain a fixture at the Roseburg facility for some time to come. “If we install more workstations as we recruit more radiologists, we

will continue with this approach, using Barco for both continuity and quality,” Nikom said. “If the radiologists want a high-resolution monitor for use at home, I’d encourage them to go with Barco displays.”



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