PHILIPS

Radiology Operations Command Center

Redefining Image acquisition and radiology collaboration

Philips Radiology Operations Command Center

Share expertise, not workspace.

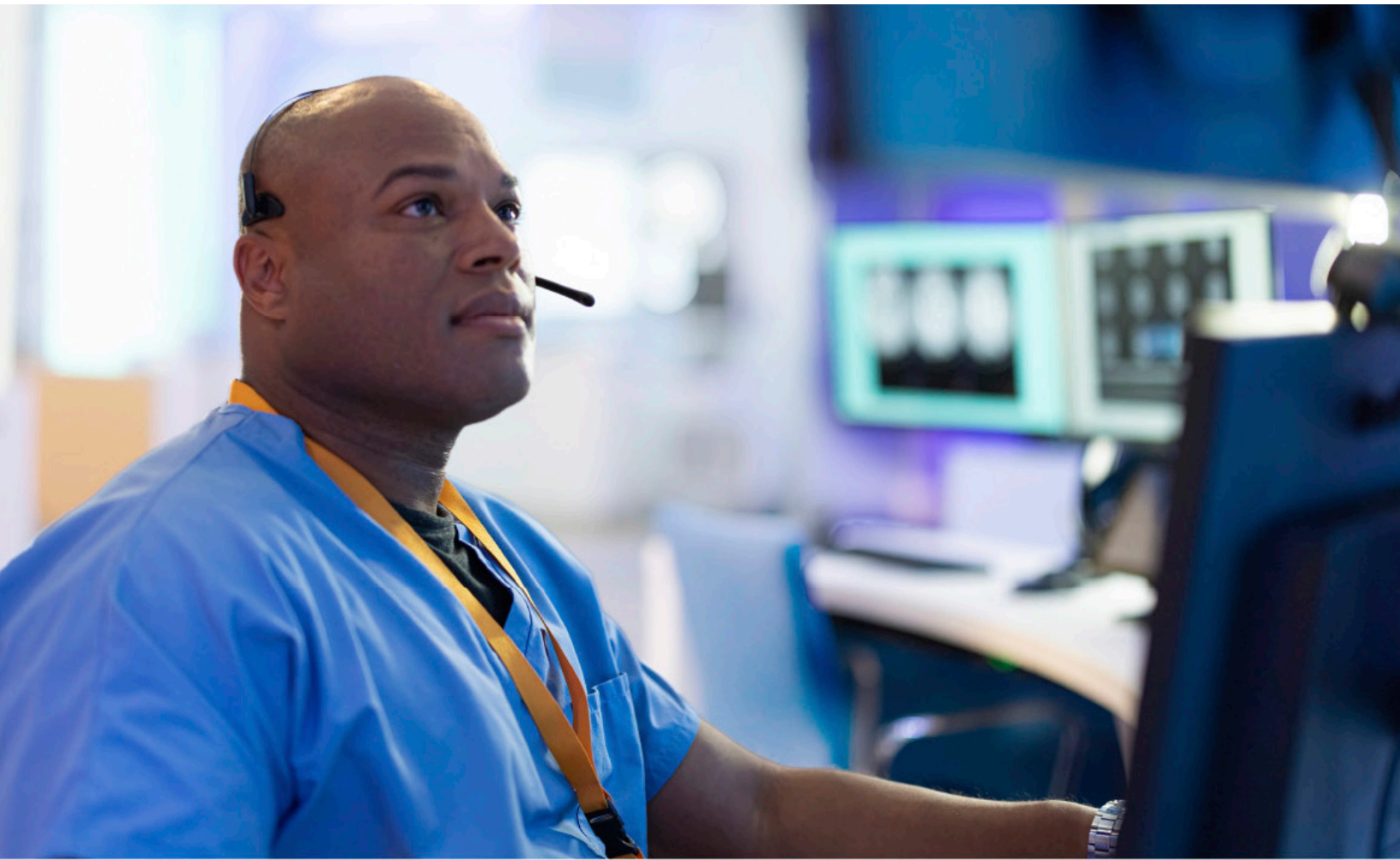
Philips Radiology Operations Command Center (ROCC)

Philips Radiology Operations Command Center (ROCC) is a multi-vendor[1], multi-modality[1], multi-site, safe, and secure remote imaging solution that seamlessly connects imaging experts in a command center with technologists at scan locations across their organization. ROCC Console, an FDA cleared remote scanning solution enables imaging experts at a command center to remotely view and edit exams on multiple scanners across the enterprise in collaboration with the scanner facing technologist.[2]

ROCC enables imaging experts to seamlessly interact with scanner-facing technologists remotely through chat, voice, and video,[3] all while concurrently accessing scanner console screens, without compromising imaging quality, privacy, safety, or security.

Break down communication barriers and maximize the value of your top staff.

1. ROCC supports MR and CT systems that comply with the minimum hardware requirements for compatibility. ROCC is not to be used without a trained and qualified user at the scanner. All scanner provided (safety and performance) instructions shall be adhered to. ROCC does not replace any of these.
2. Remote Image Acquisition with authorization by onsite technologist.
3. Live chat, audio and video are powered by ROCC Connectivity.



Improve. Optimize. Transform.

Remote scanning[4]

ROCC allows remote experts at the command center to connect with on-site technologist, and secure control of the scanner console to edit imaging protocols and perform image acquisition.

- Remote editing allows the expert user to perform the scan as if they were at the scanner console with consent and supervision of the on-site technologist[6]
- Onsite technologist must grant edit access to the remote expert and can terminate console edit access at anytime
- Enables imaging expert to perform advanced scans on-demand while scanner side technologist is present

Remote assistance[5]

By using ROCC, technologists can receive expert guidance during an imaging procedure, even if the technologist and the expert are on separate floors, in separate buildings, or even across the country from each other.

- Allows real-time communication via audio, video and chat
- Enables expert user to view the scanner console
- Allows on-demand collaboration between expert and technologist

4. Remote editing and protocol management are functions powered by the 510(k) cleared ROCC Console solution.
5. Remote Assistance is powered by ROCC connectivity.
6. ROCC Console is not to be used without a trained and qualified user at the scanner.

Business continuity/growth

The less time experts spend traveling between locations they are responsible for, the more time they can devote to doing value added tasks focusing on other team members and patients.

- Reduce disruptions to imaging services from staff schedule changes and unforeseen circumstances
- Fleet Device Health Diagnostics to minimize disruptions

Standardization/centralization

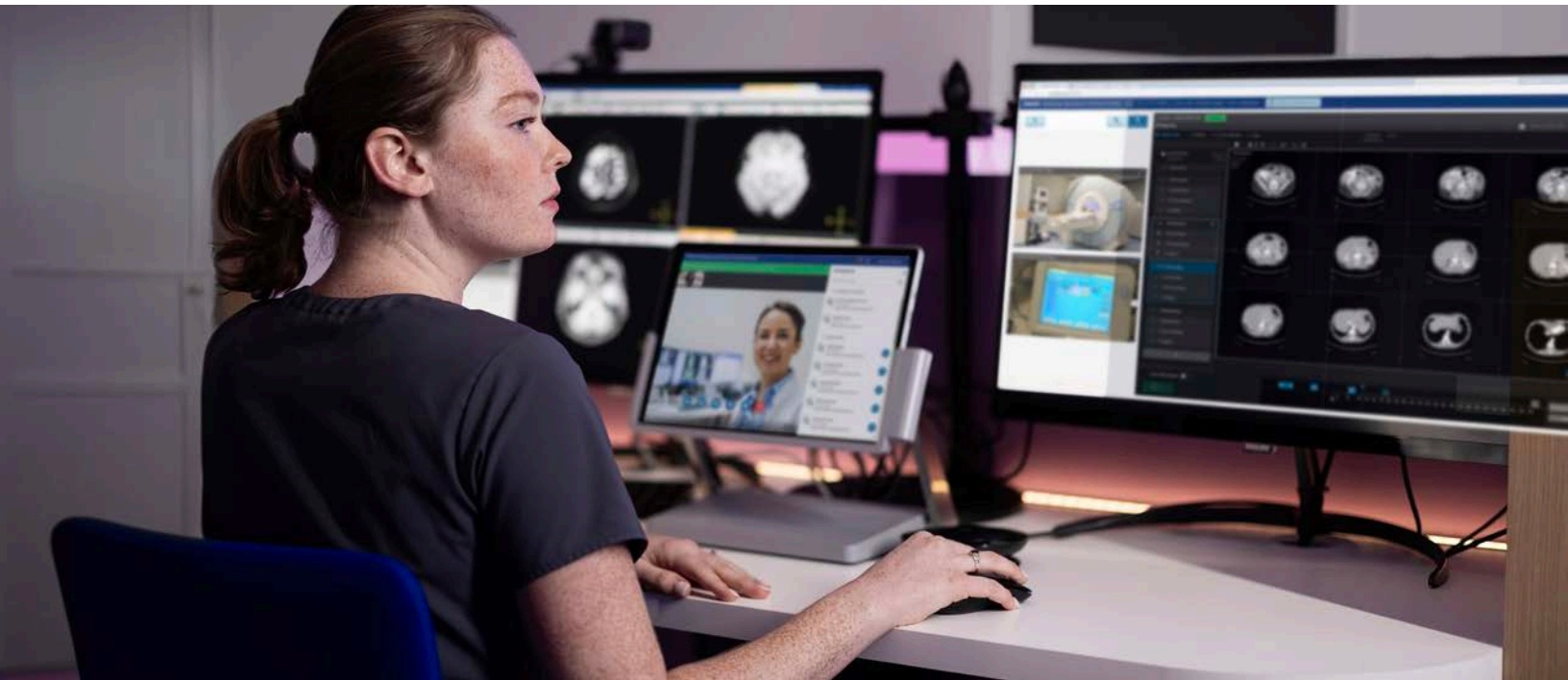
ROCC allows users with Protocol Manager credentials to remotely manage protocol updates and harmonize protocols across connected scanners.[4]

- Facilitate implementation of existing quality control processes set by the hospital
- Manage updates and harmonize scan protocols remotely by designated users
- Standardization of protocols across multi-modality and multi-vendor fleets when the scanner is not in use

Remote training and on-boarding

ROCC connects expert users with MRI and CT technologists situated across various scan locations remotely for real-time support and training for complex procedures, protocol adjustments, imaging, and new hire orientation.

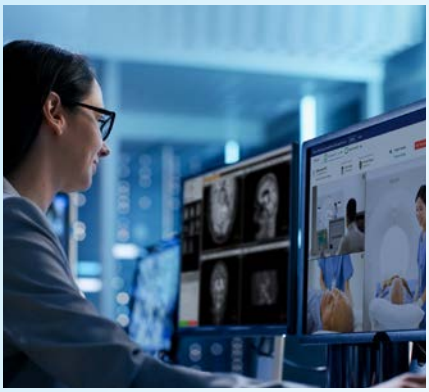
- Allows expert users to on-board and train new users remotely
- Enhance staff confidence through real-time knowledge sharing
- Allows expert users to collaborate and train multiple technologists in parallel



ROCC Connectivity

Patient focus

- Improving access to care in more convenient locations and flexible hours
- Reducing chances of recalls and rescans
- More flexibility for patient appointments



Staff friendly

- Improving staff satisfaction with flexibility of locations and hours
- Reduced travel times, and more time to focus on patient
- Enhance expertise on cross-modality and cross vendor imaging systems
- On-demand and real-time access to expert guidance

Business centric

- Expand imaging operations to more locations and 24 x 7
- Offers convenient deployment of top technologists expertise across locations regardless of physical location
- Offers enhanced accessibility and efficiency of imaging for patients

Virtual scanner access and remote image acquisition

Enable expert guidance across locations for performing imaging scans.

Intuitive user interface device for onsite technologist
Device for technologists at the scanner for video and audio communication with remote expert users.

Multi-room context
With the multi-session command center/workspace, remote expert users can access up to three scanner consoles concurrently.

Real-time collaboration

Safe & secure
Built on a secure platform, the solution provides MFA and audit trails (end-to-end encrypted) of all interactions and requires personnel at the scanner to authorize remote scanning.

Multi-Party Communication
Ability to communicate via AV calls with other remote expert users, techs, and other radiology personnel across the health system.

What customers have to say about ROCC

About

Imperial College Healthcare NHS Trust provides acute and specialist healthcare for over one million people every year. They serve the local communities in the eight boroughs that form the Northwest London Integrated Care System. Formed in 2007, one of the largest NHS trusts in the country, with more than 15,000 staff.

Challenge

- Capacity pressures, particularly in Cardiac MRI
- Workforce pressures: High vacancy rates, insufficient number of experienced and well-trained staff
- Inefficient use of medical and non-medical staff time

"It provides for a highly efficient utilization of your highly skilled and extensively trained radiographers/technologists. They can actively engage and discuss imaging through the ROCC with one or more colleagues. This technology enables our most highly skilled users to leverage their expertise in a new and innovative way and provides us with the opportunity to invest time efficiently in training our personnel."

Results from use of ROCC for training at Imperial College Healthcare NHS during the pilot[7]

9%
increase
in total scanning throughput

2x
the number of radiographers trained
and in half the time (10 weeks vs. previously required 20 weeks)

91%
increase
in cardiac MR patients scanned in the evening shift

0%
exam recall rate
when ROCC was involved

50
additional
cardiac patients scanned due to higher percentage of staff trained in cardiac MR opened capacity

7
minutes faster
average scan time for routine Cardiac MR exams reduced 11%

6
minutes faster
average scan time for complex MR Stress perfusion exams reduced by 9%

38%
more consistent
scan times with 9 min reduction in σ(SD) in complex Cardiac Stress MR

7. Based on results achieved in the ROCC Connectivity-Imperial NHS Trust Pilot Study-Increasing NHS cardiac scanning capacity using virtual training white paper, September, 2024. Results are specific to the institution where they were obtained and may not reflect the results achievable at other institutions.

Not available in all markets. Please contact your local representative for market availability.

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Not available for sale in all markets. Please contact your local representative for market availability.

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