

## A Public Hospital Case Study

# Eliminating Paper and CDs/DVDs: A Five-Day Imaging Transformation in Giannitsa Hospital

## Executive Summary

When a local public hospital (Giannitsa) needed to eliminate paper-based imaging workflows and integrate with their Hospital Information System (HIS), they partnered with Evorad to deliver a complete digital transformation. In just five working days, the hospital moved from manual exam requests and CD-based result distribution to a fully integrated, end-to-end digital imaging platform, achieving 89% automated delivery rates with an estimation of €35,000 - €45,000 in annual savings.

**5**

### Working Days

Integration + Training

**90%**

### Update on Digital Health Record

20% → 90%

**80%**

### Workflow Optimization

0% → 80%

### Full Adoption

Within 1 week

### Annual Savings

€35,000 - €45,000

# The Challenge: Breaking Free from Paper

Like many regional healthcare facilities, Giannitsa hospital operated with limited PACS coverage, where only CT examinations were digitally archived while the majority of imaging studies were handled outside the PACS environment:

## Paper-Based Chaos

Most imaging exams started with a paper request form, requiring manual data entry, physical transportation, and constant risk of loss or misplacement.

## Lost Time and Productivity

Physicians and administrative staff spent hours searching for exam results, making phone calls, and tracking down printed reports or DVDs/CDs.

## Zero Traceability

Without digital tracking, there was no way to monitor exam status, identify bottlenecks, or ensure timely delivery to referring physicians.

## Infrastructure at Risk

The existing PACS storage was approaching capacity with no monitoring system to alert staff, a disaster waiting to happen that could halt all imaging operations.

## Disconnected Systems

The Hospital Information System and imaging department operated in silos, requiring duplicate data entry and creating opportunities for errors.

# The Solution: Complete Digital Integration

Evorad delivered a comprehensive solution combining end-to-end HIS integration with evoRIS and evoPACS, enhanced by continuous monitoring and 24/7 support:



## End-to-End HIS Integration

Seamless data flow from order entry through patient demographics, scheduling, and automated results delivery, eliminating all manual data entry and paper handling.



## evoRIS + evoPACS Platform

Radiology information system for a centralized, intuitive environment for coordinating patient information, and examination order/scheduling.



## evoViewer Platform

Unified radiology information system and PACS providing complete workflow control, image viewing, storage and digital distribution capabilities.



## Proactive Monitoring

Continuous system health monitoring that prevented a catastrophic storage failure, alerting staff before capacity issues could disrupt operations.



## 24/7 Expert Support

Round-the-clock technical support resolving modality issues, workflow interruptions, and user errors, typically resolved within the hour.

# How It Works: The Complete Digital Workflow

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## Orders Created in HIS

Physicians create online examination orders directly in the Hospital Information System with complete patient context and clinical indication.

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## Image Acquisition & Storage

Studies are performed, captured, and stored in evoPACS with full metadata.

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## Digital Results Delivery

Completed reports and images are delivered digitally to referring physicians through the HIS and IDIKA (Greece's e-government organisation supporting national digital health and social security services). In this case, it is the pathway for compliant digital submission and delivery of imaging results to the national platform.

02

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## Automated Data Flow

Order details, patient demographics, and scheduling information flow automatically to evoRIS — no manual entry required.

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## Diagnostic Medical Imaging Viewer

evoViewer enables instant retrieval, interpretation and review of the examinations. A diagnostic report is added and uploaded to the H-cloud (The national health cloud repository where imaging reports and study references are stored and made available through approved government channels).

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## Continuous Monitoring

System health, storage capacity, and workflow metrics are monitored 24/7, with proactive alerts preventing disruptions.

# Transformational Impact: What Changed

Within the first month of operation, the hospital experienced measurable improvements across every aspect of their imaging workflow:

BEFORE	AFTER
Paper exam request forms requiring manual handling and transport	<b>Digital orders flow automatically from HIS to evoRIS</b>
Manual data entry into multiple systems with high error risk	<b>Patient data entry with worklist distribution across all systems</b>
No visibility into exam status or delivery confirmation	<b>Real-time tracking of exam status, assignment, and delivery path</b>
Results distributed on DVDs/CDs and printed reports	<b>90% of results delivered digitally, with the ability to also see priors</b>
15-20 Hours weekly spent searching for results and making follow-up calls	<b>Instant online access for all authorized physicians</b>
Storage capacity approaching critical levels with no warning	<b>Proactive monitoring preventing system failures before they occur</b>

# Financial Impact: €35,000 - €45,000 in Annual Savings

The digital transformation delivered immediate and measurable cost reductions estimated by the number of annual imaging studies:

## Paper and Printing Elimination

Complete elimination of exam request forms, report printing, and associated supplies

## DVD/CD Distribution Ended

Digital delivery replaced expensive CD media and courier services

## Administrative Time Recovered

Reduced phone calls, manual searching, and follow-up activities freeing staff for higher-value work

## Prevented System Downtime

Storage monitoring avoided a complete system failure that would have halted operations and required expensive emergency intervention

# Operational Excellence: Support When It Matters

Beyond technology implementation, Evorad's commitment to operational continuity ensured the hospital could maintain uninterrupted service:

## CRITICAL INCIDENT RESPONSE

When two critical modalities (mammography and DX) experienced interruptions, Evorad's 24/7 support team coordinated directly with device technicians to restore service within the next hour, minimizing impact on scheduled exams and hospital operations.

### Rapid User Adoption

Comprehensive training and intuitive interface design achieved full user adoption across all departments within one week

### Workflow Optimization

Prioritization tools and status visibility improved exam handling and reduced procedural bottlenecks

### Quick Problem Resolution

Hot fixes for workflow interruptions, including merge operations, and user errors—resolved promptly by support team

### Image Distribution Recovery

When images stopped pushing to Greece's Digital Health Record, Evorad validated the complete workflow, identified that PACS was functioning correctly, and adjusted constraints to restore automated sending

## In Their Own Words

"Αγαπητοί συνεργάτες,

Θα ήθελα να σας ευχαριστήσω προσωπικά για τη συνεργασία και την υποστήριξη που μας προσφέρατε τον τελευταίο μήνα, μετά την εγκατάσταση των συστημάτων διασύνδεσης του ιατρικού φακέλου με RIS/PACS.

Παρά τις προκλήσεις και τα προβλήματα που αντιμετωπίσαμε, η άμεση ανταπόκριση και η συνεχής τεχνική υποστήριξη από τις ομάδες σας συνέβαλαν καθοριστικά στην επίλυση των ζητημάτων και στη σταθεροποίηση του κυκλώματος.

Εκτιμούμε ιδιαίτερα την υποστήριξή σας και προσβλέπουμε στη συνέχωση της συνεργασίας μας για την περαιτέρω βελτίωση και ανάπτυξη των υπηρεσιών του Νοσοκομείου."

*Translation: "Dear colleagues, I would like to personally thank you for the cooperation and support you provided us over the past month, following the installation of the medical record interface systems with RIS/PACS. Despite the challenges and problems we faced, the immediate response and continuous technical support from your teams were instrumental in resolving issues and stabilizing the circuit. We greatly appreciate your support and look forward to continuing our collaboration for the further improvement and development of the hospital services."*

# Implementation Specifications

## Healthcare Facility

Local Public Hospital, Greece

## Annual Study Volume

35,000+ imaging studies

## Modalities Integrated

CT, MRI, Ultrasound, X-ray, Mammography (5 modalities)

## Radiology Staff

6 radiologists, 18 radiographers

## Administrative Staff

3 reception/administrative personnel

## Implementation Timeline

5 working days (integration + training)

## Adoption Period

Full user adoption within 1 week

## Go-Live Date

November 2025

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## Technology Stack

The solution comprises four integrated Evorad modules working together to deliver complete workflow automation:

- **evoRIS (Radiology Information System):** Manages patient scheduling, exam workflows, reporting, and results distribution with full HIS integration
- **evoPACS (Picture Archiving and Communication System):** Provides enterprise-grade image storage, retrieval, and viewing with full DICOM compliance
- **evoViewer:** Provides advanced visualization capabilities, including window/level controls, measurements, annotations, ROI statistics, MPR and 3D reconstruction. Seamless integration with RIS and PACS ensures real-time synchronization of images, patient data, and diagnostic reports, while optional AI integrations support enhanced clinical decision-making.
- **Evorad Monitoring:** Delivers 24/7 system health monitoring, capacity management, and proactive alerting to prevent service disruptions

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## Ready to Transform Your Imaging Workflow?

The Hospital achieved complete digital transformation in five working days. Your facility can too. Contact us at [info@evorad.com](mailto:info@evorad.com) to discuss how end-to-end HIS integration, continuous monitoring, and 24/7 support can eliminate paper workflows, reduce costs, and improve patient care at your institution.