GOLD COAST HEART CARE
CASE STUDY

Piccolo Health
Reporting made easy

How Piccolo Health is helping clinics free up time per echo, increase revenue and ultimately increase the quality of care provided to patients.

AT A GLANCE

CHALLENGES

- Slow image download and reporting
- On site servers
- Lack of local customer support
- Minimal customisability

BENEFITS

- Cloud-based
- 24/7 support directly with the developers
- Fully customisable reports
- Fast reporting

"I have found the program to be excellent, saving me enormous amounts of time and allowing me to distribute reports within a matter of minutes rather than hours, or even days, which is unfortunately prevalent in many practices."

DR. JOHN BOU-SAMRA
Cardiologist, Gold Coast Heart Care

CUSTOMER

Gold Coast Heart Care is a small single doctor clinic with one cardiologist and two sonographers. GC Heart Care offers comprehensive, non-invasive cardiac testing, investigation and device implantation. They are currently building their echo business with one machine operating 4 days per week, plus fortnightly Saturday's, covering both TTE and stress echos.

CHALLENGE

Echo reporting software has always required on premise servers, requiring on premise installation, which generally means managing your own servers and hardware for issues, as well as paying for installation fees and repairs. Along with this, the reports are not easily customisable, load images slowly, don't always support all machines, are slow to report and customer service is most often outsourced.

When GC Heart Care signed up to Piccolo, they wanted to reduce their time spent reporting, increase their number of echos and stress echos, gain a greater insight into their patients and echos from a business perspective and provide more flexibility to their doctor.

SOLUTION

Piccolo Health!

GC Heart Centre signed up to Piccolo Health and within 12 months have significantly increased their number of echos per month (from 80 to 175), partly due to the fact that Dr. Bou-Samra can now report and finalise from any location, at any time and is not confined to reporting from his office. As well as this, they have been able to add, on average, an extra 2 stress echos per day.

Piccolo offers 100% cloud based software, meaning you can report any where at any time, no installation fees, all data stored securely and locally within Australia, 24/7 access to support, directly with the developers themselves, and no extra fees or costs. Piccolo's image and report download speed has been a pivotal focus, as well as the ability to customise and save common report statements, saving time.

"I have been a user of Piccolo since its inception. The programme has evolved significantly over the last 2 years, however, has remained true to its philosophy of being a program that is intuitive to use, produces excellent reports with a minimal user input and is Cloud based.

Over the past 30 years I have used many reporting packages which have purported to allow simple reporting. Without fail there have always been problems with these programs, and they have never completely lived up to expectation. Most of these programs required (and some still do) an in-house server. For one, the server was expensive, it also did not allow me to easily report echoes off-site. The actual set up took > 2 weeks to become functional. The templates provided were inadequate and inaccurate and it became a major source of frustration to have anything changed.

Piccolo's drop-down menus for the major cardiac parameters follow ASE guidelines. For more complex reports there is unlimited ability to 'free text'. **The speed of report generation, finalisation and ultimately distribution is impressive. It is rare for a patient to leave my office without their echocardiogram having been reviewed and the report completed and distributed.** In hospital echocardiography has also been revolutionised, as the study can be uploaded from the echocardiogram machine to the Cloud and can be reviewed by the doctor within minutes in his office. Previously if there were 5 or 6 inpatient echoes it would often be hours before the echocardiograms were uploaded to be reviewed, as this necessitated connecting the echocardiogram machine to the office network.

An echocardiogram or indeed any other DICOM image that has been uploaded into the Piccolo database can be shared with our colleagues through an email link with password protection. **This has been extremely useful in my practice where letters can be attached to an echocardiogram which can be shared.** A transoesophageal echocardiogram on the same patient and a coronary angiogram on the same patient can also be shared. The surgeons I work with find this extremely useful as they can access all the relevant images on the one programme.

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Piccolo has also significantly improved the work flow for stress echocardiography. **In our lab we estimate that approximately 7 minutes per study has been saved by the use of Piccolo.** This is possible because most echocardiogram machines can transfer images at any time during the study. The image transfer hence can be in 2 portions, before and after stress for comparison.

The ability to simply assign a key statement such as HCM, aortic stenosis, mitral stenosis or any tagging of your choosing allows one to search for all patients who have been assigned any specific tag. This has significant future implications for research. It would be quite simple to track the progress of all patients who were tagged with 'moderate aortic stenosis' and to see what happened over time.

Piccolo also has an excellent analysis package that allows any aspect of the practice to be assessed. For example, the number of echoes done per day per week or per month can easily be calculated, key referrers can be easily seen, the number of echoes assigned to each technician can also be assessed. Indeed, almost any parameter could be analysed which will undoubtedly result in a more efficient echocardiography lab.

One of the latest innovations in Piccolo has been the ability to track and graph any measurement that has been taken on an individual patient. This allows one to clearly demonstrate the degree of aortic stenosis worsening or ejection fraction improving or any parameter one would be interested in. The graphs are simple and clear and adequately allows one to assess the progress of the patient without the cumbersome need to open previous echocardiogram reports.

Whilst the cost of using Piccolo is not insignificant, the time saving, complete absence of transcription error, true Cloud based nature and the fact that no server is required, I believe results in Piccolo being extremely cost effective and indeed because of the significant time saved, it probably would pay for itself in that it would be very easy to do an extra study per day which would generally far exceed the cost of using Piccolo for the day" - Dr. John Bou-Samra