

# OUTREACH HEARTS CASE STUDY



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

*"The Piccolo team's communication and response time is outstanding. Constant feedback was sought throughout the initial set up process, and they continue to deal with any added issues immediately."*

### LESA KING

Sonographer and Business Owner, Outreach Hearts

## CUSTOMER

Outreach Hearts is a mobile cardiac testing service providing much needed cardiac services including echocardiography, stress echocardiography and cardiac monitoring to rural locations, where there is a lack of local cardiology support. Echocardiograms performed in these locations are uploaded to be reported by the sonographer onsite then reviewed immediately by the signing cardiologist, either an on site cardiologist review (for stress echocardiography) or remote reviewing.

## CHALLENGE

There were several issues with our previous reporting software:

- It was based in the U.S. and while the software worked well most of the time, any issues we encountered outside the U.S. normal business hours could not be resolved until the following day.
- Feedback from ourselves regarding the reporting structure. Reporting statements requests and general requests were accepted by the company but never implemented.
- We trialed an alternative reporting software prior to finding Piccolo, however, it was not truly cloud based (e.g. required a Client Download to run it), which proved to be a problem for Mac users.

We wanted an Australian based reporting software that was truly cloud based, with a program that was intuitive and able to produce reports using our own generated reporting statements.

## SOLUTION

### Piccolo Health!

Being able to use our own defined statements has saved us significant reporting time. We can also store different statements for the same category to suit different cardiologist individual requests. This is essential in a busy outreach clinic as it allows the cardiac sonographer time to complete reports quickly, then read by the assigned reporting cardiologist immediately— over 500km away. No more having to wait to return to the base clinic to upload the images and report at a later day. This allows the cardiologist to liaise with the patient's referring GP with any urgent follow up within the hour, prior to the patient leaving the clinic. This immediate support can potentially be lifesaving.

Being a true cloud-based PACS system we can connect anywhere we have 4G/5G and do not need to rely on the outreach locations own internet or IT, which saves significant set up time and improves our own productivity by not requiring specialist IT support to get connected at the various sites we visit.

# An extra word:

"There are many features of Piccolo to appreciate. Piccolo is the most intuitive software we have used or trialled. This has enabled a much easier training and induction with new sonography staff who have never used Piccolo.

Easy drop-down menus and simple editing capabilities, the share study feature is fantastic – no more burning studies onto DVD! Instantly we can share a study with images and report to any interested parties we grant access to.

The initial and ongoing support from Piccolo has been outstanding. Dom took the time to understand what our needs were when setting up our report templates, and continues to seek feedback, quickly implementing the requests we have. Piccolo is different from any other PACS provider, in that they want to know how they can alter the software capabilities to further support and improve our business and productivity.

Piccolo was the most user-friendly software system we have come across. Being an Australian based company, and most importantly with their main interest in echocardiography and stress echocardiography, it obvious why Piccolo stands out from its competitors.

The cost per scan is competitive with all other reporting software programs we have used or trialled. Located in Australia, we do not have to worry about constantly changing exchange rates for abroad systems. The value for Piccolo is not only in software capabilities and platform, but the service and support. The cost associated with servers or IT support has also been eliminated.

Piccolo is our first choice for reporting and highly recommended thanks to its seamless set up, personalisation, easy to use capabilities, and beautifully presented reports.

- Lesa King