
syngo Remote Assist Direct Applications Support at UK Hospital



Siemens Healthcare Customer Services is providing remote real-time support and troubleshooting at Nuffield Health Leeds Hospital in the UK, through its syngo® Remote Assist customer support platform. The hospital recently installed a ceiling-mounted Artis zee™ interventional imaging system from Siemens Healthcare to enhance angiography imaging and broaden its provision for neuro-vascular, cardiac and vascular interventional procedures. In order to better configure the system's image quality during new cardiac procedures, the hospital recently called upon Siemens and syngo Remote Assist to adjust application parameters for imaging optimisation.

syngo Remote Assist provides protected remote support through a secure broadband Virtual Private Network. This allows for direct and seamless troubleshooting between clinicians at their workstation and a Siemens Healthcare applications specialist, ensuring equipment optimisation and image fidelity. syngo Remote Assist has enabled the hospital to remotely optimise image quality specifically during cardiac procedures, tailoring several parameters such as layout configuration to ensure it meets the requirements of the radiographer.

"Uptime is an important issue not only for the hospital, but for patients who depend on a fast, accurate diagnosis. With syngo Remote Assist, we have the added reassurance and confidence that a knowledgeable partner is at hand to assist us – it feels just like they are stood next to us in the department," states Kerry Kirby, Lead Interventional Radiographer at Nuffield Health Leeds Hospital. "Beyond the obvious time and cost savings of a remote solution compared to on-site support, we have the confidence that our equipment will be operating as efficiently as possible, and for as long as possible."

"Remote service is adding a new dimension to clinical applications support. In the past, an engineer would have to be scheduled to visit to ensure no technical issues were present. Now, a skilled applications specialist can first check whether this is the case and even provide full applications support if the issue is protocol or training related," states Khalid Oozeer, Senior Angiography Applications Specialist at Siemens Healthcare. "We are virtually unrestricted in terms of support – a group of applications specialists trained in different clinical fields can even sit on a single remote session to provide the most effective support or training for the customer."

Image: Kerry Kirby, Lead Interventional Radiographer at Nuffield Health Leeds Hospital, has recently experienced the first-hand benefits of syngo® Remote Assist to enhance new cardiac procedures and image quality

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