



## **Great Lakes County Medical Center Collaborates in Real-Time**

### **Center saves between 300 to 400 productivity hours per year with the iMedHD™ telepathology system**

Great Lakes County Medical Center (GLCMC)\*, the largest single hospital in the state with nearly 1000 licensed beds, serves the largest county in the Great Lakes region (population 6 million). Between its main location and primary care clinics, GLCMC handles a highly diverse, urban patient population.

Dr. Peter W. Ray, MD founded the GLMCM in the early 1990s; today, the Center employs dozens of technicians and assistants, including six pathologists in its surgical pathology and autopsy division.

Previous to 2013, Dr. Ray and his team had been using a generally workable form of telepathology; the tool had been provided by the manufacturer of the microscopes the Center uses. The tool allowed Dr. Ray and his team to communicate with each other – but not with colleagues outside of the Center.

The telepathology technology worked well enough for a third of Dr. Ray's telepathology activities in which he didn't have to leave the 'glcmc.org' Internet domain. However, it was essentially useless for the other two-third activities that required communicating outside of non-GLCMC Internet domains.

"Between 12 and 15 times each week," Dr. Ray said, "one of my pathology colleagues or I will take a phone call from a physician at one of GLCMC's many in- state partner organizations, typically a small hospital or medical center. We have very short amount of time – often less than 10 minutes – to provide the physician with valuable medical information. If we could show that physician in 'real-time' – on his or her own workstation – the image of the slide about which he or she is calling, and answer two or three questions that he or she might have, we could supply a great service that no other pathology provider in this state can offer. We wanted a telepathology system that could do that for us."

Dr. Ray turned to Remote Medical Technologies **iMedHD™ TelePathology System**. The system enables Dr. Ray and his team to collaborate and share with others in a secure (HIPAA-compliant) fashion – and at a level of visual resolution (1920 x 1080p) unequalled by other commercially-available dynamic telepathology tools.

#### **HIPAA-Secure**

The greatest obstacle to implementing the system was assuring the IT staff that the security of the Internet connection outside of the 'GLCMC.org' domain would be maintained. The heart of the iMedHD™ system, the rmtConnectManager is a permission-based network platform that allows secure transmission and receipt of video, audio, and data between two or more people. Once IT analyzed and tested RMT's secure rmtConnect Manager™, GLCMC had the system installed and running within 33 days of purchase.

"Being able to respond to our physician partners immediately and without delay will save our department the equivalent of between 300 to 400 productive hours per year. For a small department, that's a tremendous gain in incremental productivity!" reports Dr. Ray.

*\* Great Lakes County, Great Lakes County Medical Center, and Peter W Ray, MD, are all fictitious names. However, the person, the organization, and the state political unit which they represent have been characterized in this case study with accuracy.*