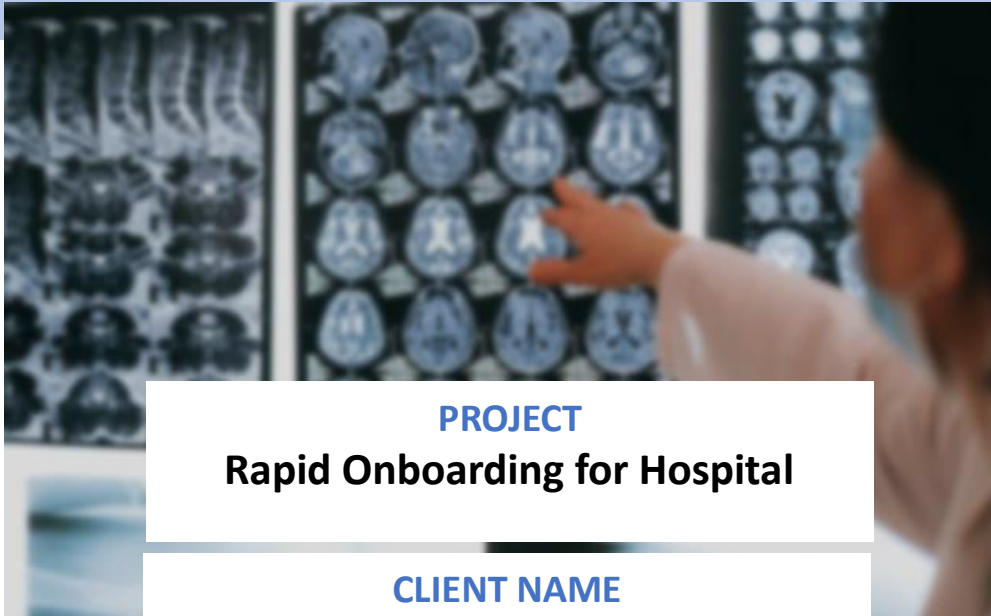




DEPENDABLE EXCELLENCE 24X7

**VESTA TELERADIOLOGY**

# CASE STUDY



## PROJECT

**Rapid Onboarding for Hospital**

## CLIENT NAME

**Comanche County Medical Center**

## Overview

In the dynamic and high-stakes world of healthcare, unforeseen disruptions in critical services can have profound impacts on patient care and COMANCHE COUNTY MEDICAL CENTER operations. On December 31st, Vesta Radiology demonstrated its ability to respond swiftly and effectively when a COMANCHE COUNTY MEDICAL CENTER faced an imminent lapse in radiology coverage. Within just five hours of being contacted, Vesta finalized an agreement, completed IT installation, and ensured uninterrupted radiology coverage starting at midnight. This case highlights Vesta Radiology's unmatched agility, technical expertise, and unwavering commitment to client success.

## Challenge

On December 31st at 5:30 PM, Vesta Radiology received an urgent call from a COMANCHE COUNTY MEDICAL CENTER in crisis. Their existing radiology group had ceased services, and a planned onboarding with another radiology provider had fallen through at the last minute. With coverage set to lapse at midnight, the COMANCHE COUNTY MEDICAL CENTER faced the dual risks of operational disruption and compromised patient care. The COMANCHE COUNTY MEDICAL CENTER's urgent plea required an immediate solution to ensure seamless continuity of radiology services.

## Vesta's Response

Despite the time-sensitive and high-pressure situation, Vesta Radiology immediately mobilized its resources. The following steps illustrate the rapid and coordinated efforts that enabled the COMANCHE COUNTY MEDICAL CENTER's successful onboarding and coverage:

### 1. Rapid Agreement Drafting:

- Within minutes of the initial contact, Vesta's legal and administrative teams collaborated to draft a service agreement tailored to the COMANCHE COUNTY MEDICAL CENTER's urgent needs.
- By leveraging pre-established templates and streamlining the approval process, the agreement was finalized in record time.

### 2. Immediate IT Installation:

- Vesta's IT team worked closely with the COMANCHE COUNTY MEDICAL CENTER's technical staff to install and configure the necessary IT infrastructure, PACS integration, and secure communication channels.
- Remote access was established to enable seamless transmission of imaging data and reporting workflows.
- The entire IT setup, typically a process that can take days, was completed in under five hours.

### 3. Staff Deployment:

- Vesta's network of radiologists was promptly notified and scheduled to provide coverage starting at midnight.
- Radiologists were equipped with detailed onboarding materials and specific instructions to ensure readiness.

### 4. Testing and Validation:

- The IT systems and workflows were rigorously tested to confirm compatibility and functionality.

Communication protocols were validated to avoid any disruptions during the initial hours of service.

## Results

Thanks to Vesta Radiology's expertise and proactive approach, the COMANCHE COUNTY MEDICAL CENTER's radiology services were uninterrupted. Coverage began precisely at midnight, ensuring patients received timely diagnoses and care. The COMANCHE COUNTY MEDICAL CENTER's administrators expressed immense gratitude for Vesta's responsiveness and professionalism.

## Key Takeaways

This case underscores several critical strengths that set Vesta Radiology apart:



**Agility:** Vesta's ability to rapidly deploy resources and adapt to high-pressure situations ensured continuity of care for the COMANCHE COUNTY MEDICAL CENTER.



**Technical Excellence:** The IT team's efficiency in setting up complex systems within hours demonstrated exceptional expertise.



**Client-Centric Approach:** Vesta's commitment to the COMANCHE COUNTY MEDICAL CENTER's success was evident in its willingness to go above and beyond to meet an urgent need.



**Scalability:** Vesta's scalable processes allowed it to handle a time-sensitive request without compromising service quality.

## Conclusion

Vesta Radiology's ability to onboard a COMANCHE COUNTY MEDICAL CENTER and provide coverage within five hours exemplifies its leadership in the radiology industry. By combining technical proficiency, operational agility, and a client-focused ethos, Vesta ensured seamless continuity of care in a time of crisis. This case serves as a testament to the value of partnering with Vesta Radiology for dependable, innovative, and responsive radiology solutions.