

PHILIPS

On Demand Clinical Support



Get expert advice when you need it most

Answers that keep your imaging operations moving

Whether you are transitioning to a new imaging system or want to boost your existing one, having access to Philips experts can help you realize the full potential of your investment and staff. Now technologists and radiologists can easily engage with Philips clinical support teams from their Philips MR and CT systems* to get the answers that keep their imaging operations moving. Our On Demand Clinical Support service is ideal for routine questions, advanced assistance, and unexpected situations.



Access live
support
for prompt
answers

Reduce
retakes
and recalls



Increase
staff
capabilities

Get expert
advice to
improve
imaging and
throughput



Enhance imaging
consistency

Simplify
imaging
workflow



Accelerate adoption of tools

Build confidence in
new technology

Real-time collaboration to confidently tap the potential of technology

Advanced technology is constantly being introduced to enhance medical imaging. With On Demand Clinical Support, your staff can collaborate with clinical experts in real time to build their confidence and help accelerate adoption of advanced technology. Communicate via a voice call, text chat, or video call. You can even combine two-way voice communication with console screen sharing to improve understanding. These communication tools can help increase staff capabilities and efficiencies.



Where expert support can make a difference



During routine examinations

A simple question or misunderstanding can cost valuable time during an MR or CT examination or result in a poor outcome. Now you can easily contact a remote expert from your MR or CT console via a text chat or voice call, while the patient is in the scanner, to reduce unnecessary retakes and recalls. Our experts can advise you on recommended techniques for obtaining optimal image quality and better outcomes. Addressing issues when they arise can enhance imaging consistency and throughput for the department.



During challenging examinations

When you are performing a challenging or uncommon examination, a remote expert can provide advanced assistance via voice or video. Your questions can be answered swiftly when your Philips remote expert can see what is happening. By sharing your console screen, your remote expert can optimize exam workflow, provide complex case support and perform faster troubleshooting.



During stressful situations

Staff often rotate between imaging rooms, so they might not remember all of the steps for a certain protocol. During an emergency situation or unexpected complication, staff who are less familiar with a certain imaging technique can easily obtain live clinical applications support to help them decide with confidence and address the issue at hand. Having a clinical expert by your side provides extra reassurance in stressful situations. It also gives imaging departments more flexibility to assign staff to different areas, knowing they are supported to deal with challenges that arise.



Across the care continuum

On Demand Clinical Support gives your technologists access to expert advice to build their clinical confidence and deliver consistent quality exams. This can improve the care experience from diagnosis to treatment.



Committed to helping you succeed

On Demand Clinical Support reflects our ongoing commitment to helping you enhance the efficacy and quality of your care, while providing a positive patient experience. It is designed to speed access to dedicated clinical support teams to address your needs as they arise.

Please contact your Philips account manager for more information about what support is available.

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