



# LONG TIME CUSTOMER, OHIO HOSPITAL SYSTEM ADMIN 'BLOWN AWAY' BY CARDIO SERVER EASE-OF-USE



A 500-bed hospital system in Southwest Ohio has been using the Baxter Cardio Server ECG management system (developed by former Epiphany Healthcare) since 2009 to manage its ECG workflow.

## MODALITIES MANAGED IN CARDIO SERVER:

ECG, Cardiac Rehab, PFT, CPET,  
Stress and Holter

## PROBLEM:

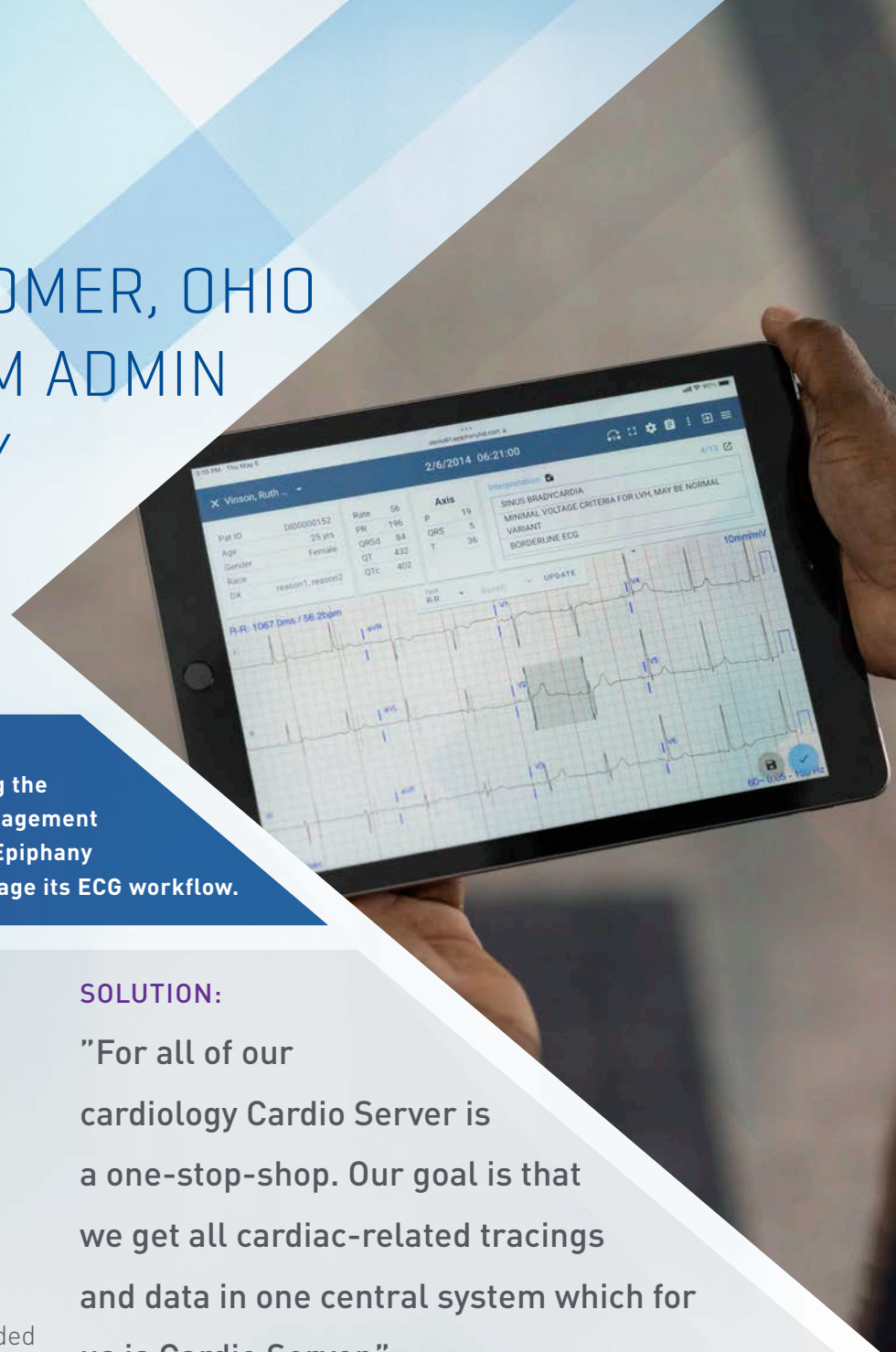
Their former system was convoluted and difficult to use. They had a manual transcription/dictation workflow that needed to become automated and fully digital.

## SOLUTION:

"For all of our cardiology Cardio Server is a one-stop-shop. Our goal is that we get all cardiac-related tracings and data in one central system which for us is Cardio Server."

Tina, the Cardio Server Admin/CEIT ECG Specialist at the hospital system recently had some good news to share about her experience with the system, as she was one of the original decision makers to purchase and implement the solution. She is the System Administrator for Cardio Server and works in the clinical engineering department that supports IT solutions.

Legacy Epiphany Healthcare came onsite to do a demonstration of Cardio Server at which she was present. The presenters demonstrated a standard ECG workflow within Cardio Server and how simple it was to quickly confirm studies.





“During the Cardio Server demonstration, it was easy to follow, there was a very low number of clicks required for confirming studies, and I was blown out of the water with the ease of use,”

Tina, Cardio Server Admin/CEIT ECG Specialist

## A SIMPLIFIED WORKFLOW WITH THE IMPLEMENTATION OF CARDIO SERVER

Before implementing Cardio Server, Tina’s hospital system was using a **Philips TraceMaster** system (now called **IntelliSpace**

ECG). Tina shared, “Our workflow was convoluted and there were too many bells and whistles for the physicians to remember. During the Cardio Server demonstration, it was easy to follow, there was a very low number of clicks required for confirming studies, and I was blown out of the water with the ease of use.” She knew she needed to investigate the system further so her hospital system could have something more intuitive for the physicians. “I was the primary reason we looked at the system to make a decision. Ultimately there was an agreement amongst the team to switch. This was after a demo for the physicians. It was the simplicity of the system for the physicians and the user-friendliness of it.”

“With our former ECG management system, we had transcriptionists. The system was not as user-friendly, so we actually had to have dictation and transcriptionists to help get the data into the system for reading. We never could get it to the point where the physicians could just log into our former system and confirm ECGs. We went from a dictation transcription process to just being able to log in and read without the added steps.”



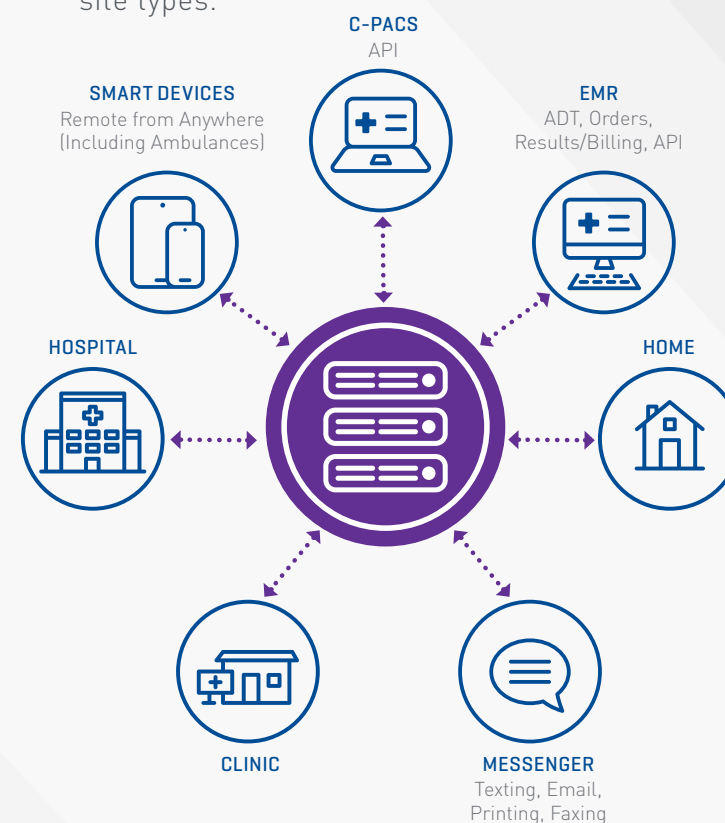
Cardio Server helped their department eliminate this manual process.

**“HUGE TIME-SAVER”, Tina added.**

“For all of our cardiology except cath and echo, Cardio Server is a one-stop-shop. Our goal with our director is that we get all

cardiac-related tracings and data in one central system which for us is Cardio Server. I feel that the system is very user-friendly. When the physicians are reading Echo studies, they click the Cardio Server link from within our PACS system to read the ECGs, and everything is in one place. They love the one-click Confirm and Next—it’s an excellent feature because it automatically loads the next study for review.”

“We have the panel docs reading all of our hospital ECGs, we have two ER locations, Primary care physicians and cardiology practices. It’s very important when setting up a site that you know the current and future state of what you’re needing to use”, she added. Cardio Server has a lot of customizable options for systems with reading MDs in multiple locations and site types.



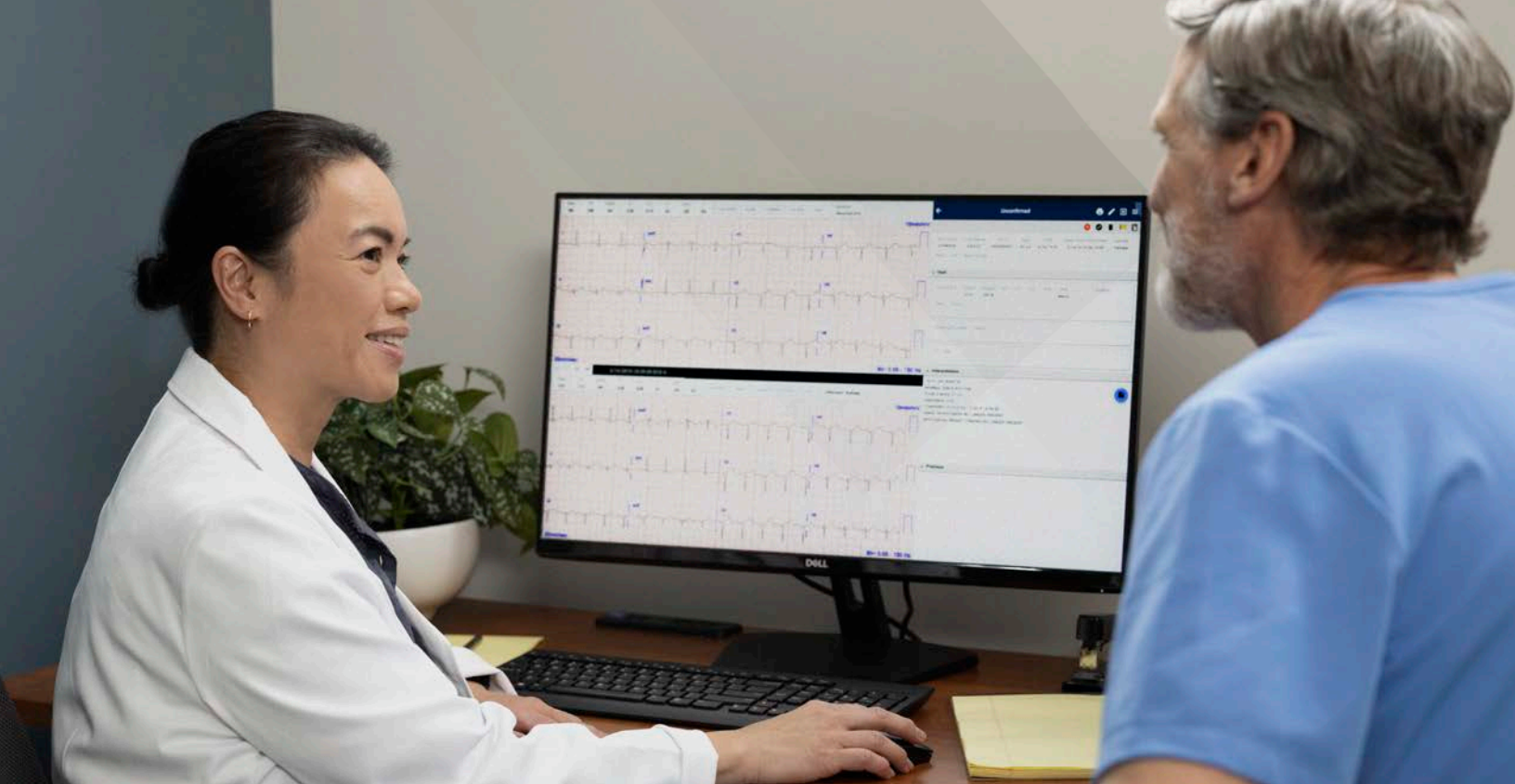
## ONE SOURCE OF TRUTH – ONE SYSTEM FOR ALL CARDIOPULMONARY MODALITIES

Tina was asked about the diagnostic modalities managed with Cardio Server. Since they’ve been a customer since 2009, the system has grown tremendously and remained a valuable asset over time. “Oh my goodness, we just keep growing them! We have ECGs, Cardiac Rehab, PFTs, CPETs, Stress Testing, we just went live with Holter, and we’re looking forward to adding RSM [Cardio Server’s module for Rhythm Strip Management].”

## ONE OF THE EASIEST IMPLEMENTATIONS AND ATTENTIVE SUPPORT

Tina mentioned that the process of going live with Cardio Server was one of the easiest implementations she had gone through. Implementation Clinical Training representatives went on-site to conduct the go-live. “She was on-site, she was able to touch base with folks and get things fixed as we were going, and she was there long enough for us to build it, get it installed and make sure we felt comfortable using it,” Tina shared. “[The Support Manager was] very attentive, even gave me his personal cell number. Over time, we were able to just get things escalated quickly to get things resolved.”





## A LONG-TERM PARTNERSHIP IS OUR GOAL

Epiphany Healthcare and Baxter are now one team. It is our goal to serve customers like this and evolve along with them as their needs grow. Cardio Server continues to help this organization diagnose cardiac patients anytime, anywhere.

Cardio Server has eliminated many manual steps, and now physicians enjoy an automated workflow with a simple, intuitive system to manage all of their cardiology patient data in one solution.

Contact us for a customized workflow plan for your organization.  
Visit **[hillrom.com/cardio-server](https://hillrom.com/cardio-server)** to learn more.

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