



CUSTOMER SUCCESS STORY

A Flexible Imaging Partnership That Protects Continuity of Care

OVERVIEW

A nationally recognized and locally trusted Northern California healthcare system, serving its region through multiple acute-care hospitals and a broad network of urgent, specialty, and primary care locations, needed to expand imaging access while maintaining uninterrupted services during several major in-house replacement projects. With a strong commitment to patient-centered care and advanced clinical performance, the organization sought a partner that was equally dedicated to delivering exceptional outcomes.



Shared Imaging has been our mobile imaging partner for over five years, and I can honestly say they've always come through for us. They've upgraded systems to match our preferences and supported multiple in-house replacement projects without missing a beat...Their flexibility and training have made all the difference in keeping imaging services available for our patients.

– Director of Radiology



NAVIGATING CHANGE

Modernizing imaging across multiple campuses required flexible solutions that could adapt to shifting construction timelines, preserve workflow consistency, and maintain continuous access to diagnostic services. Shared Imaging delivered a strategic, client-aligned approach that supported clinicians, protected uptime, and ensured a smooth transition at every stage of the health system's modernization efforts.



SOLUTIONS

Expanding PET/CT Access at Campus A

Shared Imaging first introduced part-time mobile PET/CT services at this campus six years ago. Since then, the solution has evolved through strategic, OEM-aligned upgrades that maintain the health system's Siemens-based environment and support increasing clinical demand.



**FAST DEPLOYMENT.
OEM ALIGNMENT.
SCALABLE FOR GROWTH.**

Challenge

- ❑ No on-site PET/CT created service gaps and required patients to travel elsewhere for imaging.
- ❑ Need to preserve Siemens-based clinical workflows and training consistency.
- ❑ The campus sought to bring state-of-the-art PET/CT technology closer to its patient community in a model aligned with current utilization and future growth.

Solution

- ❑ Rapid deployment of part-time, Mobile PET/CT services using a GE PET/CT already active on an existing route, expanding access quickly and cost-effectively.
- ❑ Transitioned the mobile unit to a Siemens System, aligning with staff preferences and ensuring consistent image quality and workflow familiarity.
- ❑ Upgraded the part-time mobile coach to the latest PET/CT technology, delivering high-quality imaging locally while maintaining a flexible service model that adapts to future demand.

Protecting Continuity During Multi-Phase Replacement at Campus B

As this campus entered a multi-year sequence of CT, MR, and PET/CT replacement projects, Shared Imaging provided brand-new, next-generation mobile systems across all three modalities—ensuring continuous access to high-quality imaging throughout construction.

Challenge

- ❑ Aging in-house CT systems required replacement to improve scan times, image quality and diagnostic confidence.
- ❑ MR replacement risked extended downtime and interruptions to patient care.
- ❑ Overlapping projects required flexible interim solutions that could adjust quickly as schedules evolved.

Solution

- ❑ A Siemens Perspective 128 was initially deployed for ~ 2 years, including a 10-month extension, to maintain uninterrupted CT services.
- ❑ A Siemens Viato MR provided continuous MR access for ~ 1 year, with a 5-month extension to accommodate shifting timelines.
- ❑ Within days of removing the interim MR system, Shared Imaging deployed a digital mobile PET/CT solution to prevent service gaps and maintain comprehensive imaging coverage. The system remains in place under a term structured to match ongoing project needs.



**CONTINUITY OF CARE
DURING MULTI-MODALITY
REPLACEMENT.**



RESULTS

Shared Imaging helped the health system achieve meaningful operational and patient-care improvements, including:

- **Added onsite PET/CT at Campus A**, eliminating the need to route patients elsewhere
- **Technology consistency** between mobile systems and preferred OEM workflows
- **Maintained continuous imaging availability** across three back-to-back CT, MR, and PET/CT replacement projects
- **Strengthened support** through access to local field engineers trained in OEM service and applications
- **Improved continuity of patient care** through responsive operational assistance

SUMMARY

Through a flexible, collaborative, and technology-aligned approach, Shared Imaging helped this Northern California healthcare system maintain continuous access to high-quality imaging throughout major modernization efforts. From rapid PET/CT expansion to long-term interim CT and MR support, Shared Imaging delivered the right technology at the right time - protecting uptime, supporting clinical workflows, and ensuring exceptional patient care.

THAT'S CHANGE. SOLVED.



[SharedImaging.com](https://www.SharedImaging.com)
630.483.3980