

# Enabling remote work for radiologists

With the Merge PACS 8.0 platform, 4ways Healthcare Limited trailblazed a new way to make it easier for radiologists to work remotely



4ways is a leading UK and European private teleradiology company that works as a partner for imaging centers and diagnostic providers to offer reporting capabilities for over 235 radiology consultants remotely. It offers full, around-the-clock radiology support with radiology allocation, dedicated customer assistance and expert IT help.



As one of the largest teleradiology providers in the UK, 4ways had experienced rapid expansion over the last six years. Having grown its business by nearly 25% per annum during this period, 4ways had reached the limits of its previous picture archiving and communication system (PACS) program and needed an upgraded system to meet its new volume and position itself for future growth, while still providing flexible and timely service to its customers.

To meet its expanded volume and business needs, 4ways was looking to:

- Improve turnaround times
- Improve its reporting system
- Increase service robustness for customers
- Help improve service delivery for customers
- Support teleradiology partners, as well as its internal IT support team, with a more scalable solution

4ways enables over

235

UK-based radiologists to work remotely

Through Merge PACS 8.0, 4ways has

increased

processing efficiencies due to automation



“We are a people-focused company and we strive to provide exceptional support through enhanced reporting capabilities to all of our clients.”

Alex Sweeting  
Head of IT  
4ways Healthcare Limited



# Seamless transition

4ways has been a client of Merative for 15 years, having worked with the Merge PACS solution since its inception. Its knowledge of the product and its ongoing relationship with Merative helped influence 4ways' decision to upgrade to the latest PACS platform — 8.0.

Merge PACS software is a workflow platform that is designed to help simplify physicians' reading activities. It can also empower IT leaders to have advanced control over the flow of studies throughout the enterprise. The PACS solution is designed to handle high-enterprise imaging volumes and perform in diverse reading environments, and it helps providers scale their delivery of care. The Merge PACS 8.0 upgrade introduces new automation features and an all-in-one business analytics system — components 4ways needed to meet its growth challenges.

Even with all the changes in the 8.0 release, the upgrade to the system was extremely intuitive, and the transition was seamless for the 4ways team. Additionally, they found the improved platform to be more functional and straightforward to administer, and a platform that can help them continue to expand and support their growing customer needs.

“4ways has worked with Merge PACS since its inception and welcomed Merative's entry into this market, which has brought significant expertise and cutting-edge AI technology to the platform.”

Ajay Chadha  
Chief Executive Officer  
4ways Healthcare Limited

# Long-term benefits

Between the expertise of the Merative team and the advanced AI-enabled features available in the Merge PACS solution, the 4ways team has seen significant improvements since upgrading to the 8.0 platform.

## Efficiency gains

4ways has experienced increased processing efficiencies within its workflows due to the solution's automatic distribution engine, ultimately reducing the number of keystrokes to perform actions and reducing opportunities for error and delays.

## Service improvement

When efficiency is improved, performance improves. The 8.0 platform has helped 4ways to measure and manage performance of each radiologist more thoroughly and quickly, resulting in improved customer service and measurable outcomes with business analytics.

## Technical performance

The increased visibility across all teams provides quicker turnaround times by delivering content only to specific teams, allowing reports to be delivered in a timelier manner. This has resulted in increased turnaround times for all.

## Scalable and manageable

The upgraded platform has helped the 4ways internal team streamline and manage their data – and their business – significantly better. An increase in storage bandwidth will also help 4ways prepare for the future as it continues to grow.





## About 4ways Healthcare Limited

4ways is a leading UK and European private teleradiology company that enables UK-based radiologists to work remotely over a leading technology platform. Its mission is to deliver the best, most flexible and cost-effective radiology diagnoses, contributing to better clinical decision making and improved patient outcomes. 4ways provides access to over 235 experienced, expert radiology consultants who cover a wide range of specialties and super specialties. Full radiology support is offered around the clock, with radiology allocation to the most appropriate radiology consultants, dedicated customer service and expert IT assistance.

## Learn how you can benefit

Merative provides award-winning enterprise imaging solutions for radiology, cardiology and orthopedics, using vendor neutral cloud and AI technologies to reduce workspace complexity and create seamless workflows.

Visit [our website](#) or [talk to an enterprise imaging solutions expert](#) to learn more about how Merative can help you.



## About Merative

Merative is a data, analytics and technology partner for the health industry, including providers, payers, life sciences companies and governments. With trusted technology and human expertise, Merative works with clients to drive real progress. Merative helps clients orient information and insights around the people they serve to improve decision-making and performance. Merative, formerly IBM Watson Health, became a new standalone company as part of Francisco Partners in 2022. Learn more at [www.merative.com](http://www.merative.com).

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