



April 2007

To Whom It May Concern:

When HCA INTERNATIONAL made the decision in late 2005 to implement a PACS solution, one of the key driving factors was the need to provide our end users with a product that delivered all the existing benefits they saw in conventional film as well as offering new and exciting opportunities to expand their image viewing experience.

We were specifically aware of the need to meet the needs of our (large number of ) Consultant Orthopaedic surgeons who utilise our facilities and are key drivers in our business strategy. There were two key issues that were of concern to them in relation to any digital offering: scaling and templating.

As an organisation, we also had our own internal fears as to the process of introducing a technology that would touch all aspects and areas of our clinical business, as well as the complications of integrating to our IT/PACS infrastructure. Consequently, we needed to work with vendors who understood our problems, were able to accommodate or exceed our expectations and who could demonstrate a sound support mechanism during and after installation.

Consequently, we investigated a series of PACS vendors and solutions to provide optimum solutions for our Orthopaedic surgeons. We came to the conclusion, that a sound scaling and templating solution was key to gaining acceptance of PACS as a whole when dealing with this clinical group and we decided that the product of choice for us was TraumaCAD.

Technically, the decision was relatively easy as the robust web solution meant that we could keep all of our users happy, all of the time! Whether in their consulting rooms, on the ward, in the operating theatre and, in the near future, even off site (via our remote access solution) our surgeons can review, scale, measure and template at their convenience. Extensive training (with an experienced surgeon) was provided to our key PACS team, who then delivered training to the end users, supported by regular update visits and clinical meetings provided by the surgeons from TraumaCAD.

Not only was the use and training easy but, prior to that, the installation process had been seamless – local support and remote access support from the parent company meant that, once the server was in situ, we were up and running in minimal time. Integration to our system provided no issues and, from day one, we have had a great service and support.

The proof, of course, has been by user acceptance. Our installation was phased across 10 sites, commencing in mid-July 2006 and completing in mid-November 2006. We instigated TraumaCAD between the first and second site go-live dates, and

consequently all sites after the first went live immediately with TraumaCAD. Apart from anecdotal evidence, our best measure is in film reduction. After 3 months of all sites live, this had reduced by >75%.

I have had, and continue to have, no hesitation in recommending the TraumaCAD system to any institution that requires a robust, user-friendly and well-supported orthopaedic image management tool. Our experience with the product and the company has been a very happy one.

Yours Sincerely

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