Fast Response. Sound Solutions.

iLinq One-Touch Service

Your digital mammography system won't let you take images. Patients are waiting for exams, scheduled every 15 minutes. Worse yet, it's a Saturday morning. You need to get help before this day is lost. Where can you turn?

Help at all hours

When facing such issues on their two new Senographe® mammography systems, Karen Arend and colleagues at Woodwinds Health Campus in Woodbury, MN, use the iLinq™ feature on the device consoles. Often, within seconds, a technologist can describe the trouble and send a service request to the GE Online Center.

From there, an online engineer logs on to the device via broadband Internet, begins diagnosis, and calls with advice. Often, the engineer can help the technologist make the fix without having to send a field engineer, says Arend, mammography supervisor at Woodwinds, which is part of the HealthEast Care System.

One Saturday, an error message on the site's Senographe DS system said the memory was full, and the technologist could not acquire images. "It was a stressful moment, but iLinq came to the rescue," Arend recalls. "The technologist logged in and sent a message, and in a few minutes she had a phone call from GE."

It turned out the system had not been programmed to dump images automatically as the memory neared capacity. The online engineer walked the technologist through the programming steps and she was back in business. The site's GE field engineer then called to make sure all was well. The whole process took about 15 minutes.

"Saved a lot of trouble"

Arend says that kind of response is typical. "When you get a new system, the staff has to learn its idiosyncrasies," Arend observes. "We use iLinq whenever we have an issue and need help. It has saved us a lot of time and trouble.

"Typically, they have been very prompt and call us within eight minutes or so. They can access our system and see what the error is. A lot of times they can help us fix it ourselves. If it's something they can't answer, they contact our field engineer, and he comes out. I think it's an extremely handy tool."

"As a supervisor, knowing that iLinq is there, and that my staff has access in the evenings and on weekends, that's a huge comfort level for me."

Karen Arend
Mammography Supervisor
HealthEast Care System
Woodwinds Health Campus
Woodbury, MN

GE imagination at work