

ST. TERESA'S HOSPITAL · HONG KONG

Driving enterprise imaging across the health system.

A 1,000-bed private hospital with over 80 years of service replaced an aging legacy PACS with Mach7's Enterprise Imaging Solution — choosing a long-term partner over industry giants.

A legacy PACS that couldn't reach the future.

St. Teresa's Hospital has provided competent, quality healthcare to Hong Kong for over 80 years. In November 2019, it embarked on a challenging journey to replace its aging legacy PACS.

The realization was clear: existing imaging technologies simply could not deliver the functionality, performance, interoperability, and breadth needed to carry the health system into the future.

The old PACS offered limited migration paths that often involved disruptive forklift upgrades and replacements, and only scaled with costly additional hardware. It lacked a true universal viewing platform, robust clinical workflow, and the advanced data management a 21st-century imaging platform requires.

Radiologists struggled to determine which prior studies were truly relevant — clicking through every study in the system, causing delays and reducing diagnostic confidence. Technologists were restricted on where they could work because QC tasks were tied to specific workstations.

ABOUT ST. TERESA'S

Founded in 1940 by the Congregation of the Sisters of St. Paul de Chartres.

A well-established private general hospital in Hong Kong, built over eight decades of development.

Approximately 1,000 beds with highly trained personnel and the latest medical facilities.

Mission: a competent, quality healthcare service for the sick and needy through the Christian Spirit of Faith, Hope, and Love.

A comprehensive, vendor-neutral platform.

As St. Teresa's reviewed the enterprise imaging landscape, Mach7 stood out — offering transformation that not only plugs the gaps of legacy systems but provides a flexible strategy for the future.

Mach7's Enterprise Imaging Solution met all of the hospital's core requirements:



Robust interoperability

Image-enables the EMR and integrates with 3rd-party systems — dictation, AI, and workflow applications.



Vendor-neutral archive

Fast storage and retrieval, archiving images from multiple service lines in various formats.



True zero-footprint viewing

No dependency on workstation hardware — one clinical and diagnostic viewer across the organization.

01 Optimized rendering and navigation

Image rendering, navigation, and manipulation tools tuned for performance regardless of image format, size, or study type.

02 Secure teleradiology

Support for teleradiology services with inherent cybersecurity protections that ensure patient data confidentiality and integrity.

03 Sophisticated workflow management

A universal worklist supporting advanced clinical intelligence and collaboration.

Chosen over the industry giants.

In 2019, Mach7 beat the competition and was awarded the St. Teresa's PACS contract — against industry giants like Agfa, Philips/Carestream, and GE.

The agreement included Mach7's comprehensive image data management and VNA components, migration services, the full suite of clinical workflow management applications, and the zero-footprint eUnity enterprise diagnostic viewing platform.

What began as an evaluation of just the VNA quickly grew. "After further analysis and conversations, we quickly learned that their solutions offered innovative technologies and approaches that quickly differentiated them from the competition," Tse says.



As we discussed these challenges with Mach7 and reviewed their Enterprise Imaging Solution's strengths, considered their customer-first approach, and saw their overall vision, we knew they stood out above the competition.

Mr. Pascal Tse — Chief Information Technology Officer, St. Teresa's Hospital

A SHARED VISION

"As a trusted partner with Mach7, we share the same vision and commitment to offering the best quality care for our patients while improving staff satisfaction and managing costs. The zero-footprint diagnostic viewing platform combined with advanced workflow management and vendor-neutral archiving has allowed our organization to build a strong foundation for the future."

Mr. Pascal Tse — Chief Information Technology Officer, St. Teresa's Hospital

A transformation that can adapt and scale.

Since going live — primary reading in Radiology in May 2020 and hospital-wide in September 2020 — St. Teresa's has been extremely satisfied with the results of its modernization in partnership with Mach7.

Using Mach7's migration services, St. Teresa's migrated legacy PACS studies to the Mach7 VNA and completed key patient data and image-enablement integration with its home-grown Electronic Health Record system. Immediate benchmark results were seen in clinical workflow efficiencies, diagnostic confidence, image storage and retrieval, diagnostic viewing speeds, and overall system performance.



Enterprise-wide viewing

Universal viewing and next-generation PACS modernization across the organization.



Greater flexibility

Interoperability and image data management tools give administrators more independence across the enterprise.



Full patient history

Clinicians and referring physicians view imaging across the enterprise in real time for confident diagnosis.



Looking ahead, I'm optimistic our partnership with Mach7 will help us empower our providers toward better diagnostic confidence, faster time to treatment and targeted therapies with predictable outcomes and, ultimately, to transform care for our patients.

Mr. Pascal Tse — Chief Information Technology Officer, St. Teresa's Hospital



LET'S TALK

Build a foundation for the future.

Mach7 gives organizations technology independence, flexibility, and interoperability so nothing inhibits the flow of image data — an affordable bridge from legacy systems to a future-ready infrastructure.

TALK TO US

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FROM PIXEL TO POINT OF CARE.

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