



UNIVERSITY OF MICHIGAN HEALTH-WEST
MICHIGAN MEDICINE

*Transforming Patient Care with
Mach7's eUnity Diagnostic Viewer*

A Mach7 Technologies Customer Story

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University of Michigan Health-West: Transforming Patient Care with Mach7's eUnity Diagnostic Viewer

University of Michigan Health-West (UMHW) is a nonprofit multispecialty medical provider, part of the state's top-ranked health system. UMHW serves more than 250,000 patients annually across 30 locations, including a 208-bed teaching hospital in Wyoming, Michigan.

Recognizing Excellence in Technology and Patient Care

UMHW is recognized for its contributions to academia, technological innovation, and leadership in the use of cutting-edge technology across their healthcare system.¹ For over a decade, The College of Healthcare Information Management Executives (CHIME) has included UMHW on their exclusive "Most Wired" list as an organization that has adopted and deployed information technology to improve patient safety and health outcomes across the industry.

Erik Anderson, Regional Team Lead Clinical Applications, UM Health-West & Sparrow Health System elaborates on their strategy of leveraging technology to improve patient care:



“ We like to say that we use innovation to change care, and our care changes lives. Our patients are our number one priority, so when choosing healthcare IT partners, we only partner with those companies and solutions that we believe will be in the best interests of our patients. ”

- Erik Anderson, Regional Team Lead Clinical Applications

Empowering Patient Engagement and Physician Collaboration

A facet of the 21st Century Cures Act, signed into law in the United States in 2016, mandates that patients have timely access to their health information - including diagnostic results.² UMHW has readily embraced this challenge, utilizing Mach7 Technologies' eUnity Diagnostic Viewer³ for patient-facing applications, such as their patient portal, "MyChart". eUnity, a zero-footprint Universal Diagnostic Viewer and advanced visualization platform, is designed to seamlessly integrate into modern healthcare technology infrastructure. By image-enabling the patient portal, patients can easily view their medical images and reports, empowering them to take an active role in their healthcare journey.

Anderson emphasizes the impact of this integration: "Because the 21st Century Cures Act requires diagnostic results to be readily available and immediately shared with the patient, we required a solution capable of delivering images and results in real time. We use eUnity to drive this workflow and deliver on this promise. And patients, in turn, become more informed and involved in their direct care and treatment decisions."

¹ Awards & Achievements - University of Michigan Health-West (uofmhealthwest.org)

² 21st Century Cures Act | FDA

³ Refer to eUnity user guide for device use, compatibility, hardware and operating system for restrictions/requirements.

UMHW's use of eUnity also facilitates collaboration among healthcare providers. Whether it's a primary care physician, a specialist, or a surgeon, eUnity enables them to access comprehensive imaging records from any device, anywhere. This capability is crucial in supporting UMHW's commitment to providing exceptional care, particularly in complex cases requiring multidisciplinary consultations.

Enhancing Clinical Workflows and Ensuring Continuity of Care

UMHW's dedication to excellence extends to its operational and clinical workflows. eUnity's zero-footprint, HTML5-based viewer promotes seamless integration with existing healthcare IT systems like EMRs, PACS, and VNAs. This integration ensures that imaging data is readily available to all authorized users, regardless of their location or type of device.⁴

Casey Bartman, Systems Analyst II and PACS Administrator at UMHW, shares his experience with eUnity: "eUnity allows us to connect providers and patients in multiple workflows and situations. Whether it is a case of an unexpected injury, like a broken ankle, or a joyous moment like viewing a first ultrasound, eUnity provides the tools we need to make these experiences as smooth and impactful as possible."

eUnity also serves as a critical component in UMHW's continuity of care strategy. In the event of a downtime scenario where the primary PACS server is unavailable, eUnity acts as a reliable backup, ensuring that diagnostic imaging services continue uninterrupted. This peace of mind is invaluable, particularly in emergency situations where timely access to imaging can make a significant difference in patient outcomes.



Transforming the Patient Experience

At UMHW, the patient's experience is at the heart of everything. From enabling patients to access and share their images easily to supporting complex surgical procedures, eUnity is an integral part of the patient care continuum.

Anderson sums up the impact of eUnity on patient care: "eUnity is imaging at your fingertips. It's the window into imaging for both the provider and the patient. It is intuitive and gives our providers the ability to find the information they want, move around quickly in the application, and share images with their patients. This capability is crucial in ensuring that our patients feel connected to their care and confident in the decisions made."

Bartman adds a personalized touch to this sentiment: "When I broke my tibia plateau, I was able to download the DICOM files of my injury and even create a 3D print of my leg. This level of access and control over one's health information is powerful, and it's all possible because of eUnity."

UMHW's partnership with Mach7 exemplifies how technology can be utilized to effectively transform patient care. From empowering patients with access to their health information to enhancing collaboration among providers, eUnity plays a pivotal role in UMHW's mission to deliver exceptional care. UMHW will continue to build on its strategy to deploy and utilize innovative solutions like eUnity to improve health outcomes and enhance the overall patient experience.

⁴Refer to eUnity user guide for device use, compatibility, hardware and operating system for restrictions/requirements.

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