

## CASE STUDY

# Cimar

## Cimar used UKCloud Health's assured platform to transform secure patient image transfer between BMI Healthcare and the NHS

During the early stages of the COVID-19 pandemic, BMI Healthcare needed an urgent, secure and reliable solution to accelerate imaging workflows with the NHS. Within days, Cimar's medical imaging cloud, powered by UKCloud Health, was configured to enable secure patient image transfer from BMI Healthcare's Picture Archiving and Communication Systems (PACS) for immediate remote NHS viewing and reporting, accelerating the rate of patient discharge.

### About Cimar

Cimar is the UK's premier cloud-based medical image management company and is the exclusive UK provider of Ambra Health's "Best in KLAS" for Image Exchange software-as-a-service (SaaS) cloud technology. With a paramount focus on customer service and satisfaction, Cimar is driven to provide innovative, cost-efficient solutions for all medical imaging workflow requirements. Cimar leads the next generation of evolved imaging automation, seamless collaboration and vendor neutral secure storage across the UK.

### The Challenge

UK healthcare has many disparate legacy IT systems and numerous hardware equipment manufacturers and providers. The ability to seamlessly integrate health records held by the NHS and those held by a private sector health provider has historically been a major challenge for the whole health and care sector.

There is an urgent need to protect the NHS throughout the COVID-19 pandemic. To create spare capacity to handle the first wave, NHS England requested that private sector organisations, including BMI Healthcare, provide elective surgery for non-COVID NHS patients. The ability to share patient information securely and quickly between the

NHS and the private sector was crucially important. Specifically, the ability to transfer patient imaging seamlessly and quickly for remote viewing and reporting by NHS radiologists (many of whom have needed to work from home), proved to be a significant challenge. The established patient management workflows require NHS radiologists to access the images for reporting prior to patient discharge. With the existing legacy systems, this was taking a significant amount of time, preventing BMI Healthcare from optimising bed occupancy and reducing costs.

### Results Achieved:

25

Cimar's Imaging Services have since been deployed in 25 other BMI hospitals

25,000

25,000 login episodes to the secure platform within the first week

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**Dennis Wait**  
Director of Business Development at Cimar

**“Since establishing our hosting partnership with UKCloud Health, our ability to implement the complex imaging exchange solution technology we hold has grown in sophistication, security and speed.”**

**“We are delighted to see the NHS actively adopting innovative cloud technology to improve its imaging services. Cloud technology is solving long running data management challenges faster and at much lower cost than people thought possible. The results are smoother, flexible workflows that are fast to implement, and ultimately improve patient care.”**



**Howard Jenkinson**  
CEO at Cimar

### The Solution

As Cimar was already working with BMI Healthcare on Radiology projects, the much needed remote viewing and reporting functionality was able to be configured within days, enabling secure and seamless patient image transfer direct from BMI Healthcare PACS to NHS radiologists for immediate remote reporting. The speed of the implementation was possible as Cimar is health-tech vendor agnostic which allows data from any imaging system to flow smoothly to and through UKCloud Health's platform with ease.

**“The partial solution we have in place with Park Hospital is proving highly successful. Everyone is terribly impressed, so thank you.”**

**Jill Miller, RIS & PACS Manager at BMI Healthcare**

### The Results

Cimar's innovative solution, powered by UKCloud Health meant there was capability to quickly implement a solution for BMI Healthcare. As a result, images can be reviewed and reported on within a few minutes. Systems and access resilience coupled with reliable infrastructure are crucial for BMI Healthcare to meet the security prerequisites required in a clinical setting. UKCloud Health fulfils this for Cimar with a scalable, pay-as-you-go consumption based model, benefiting from secure connectivity. This means that Cimar never pays for unused resources yet knows that enough capacity will always be available to support demand.

As a Cloud-PACS provider, Cimar can deliver a saving of up to 40% when compared to traditional on-premises solutions, since it is far simpler to deploy and manage, and requires no major hardware upgrade. BMI Healthcare was therefore able to implement the solution without logistical hardware delays or lengthy connectivity lead times.

### How UKCloud Health helps Cimar

UKCloud Health provide expertise in digital healthcare to help organisations advance their digital maturity to transform patient outcomes. Cimar considers security, reliability and architectural flexibility key cloud considerations and trusts UKCloud Health to not only address these requirements but also provide scalability and skilled advice in the process. The combination of Cimar's robust technology and skilled team, and UKCloud Health's strong cloud heritage, are prime examples of how collaborative partnership can enable healthcare organisations for the benefit of the patient.