

Fairfax Radiological Consultants, P.C. (FRC)

Fairfax, Virginia

Services:
Cox Transparent LAN

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Rick R. Arnold
Sr. Director of
Information Technology
Fairfax Radiological Consultants

SITUATION:

When dealing with X-rays, MRI and CT scans and other radiological services, speed is critical. Nobody knows this better than Fairfax Radiological Consultants (FRC), the largest full-service radiology physician practice in the Washington, D.C. metropolitan area as well as the Commonwealth of Virginia. Its board-certified radiologists specialize in mammography, ultrasound, interventional radiology, CT and MRI scanning, nuclear medicine, diagnostic X-ray, pediatric imaging and other radiological services. In addition, the company employs over 500 professionals, registered technologists and support personnel.

FRC works with three major area hospitals, and owns and operates 14 outpatient facilities in the Northern Virginia area. The company had been using a courier service to pick up and drop off images and X-rays to its outpatient facilities, but that method was becoming inefficient and outdated.

“We were about to implement Picture Archiving Communications (PAC), a brand-new technology system that would enable us to move data versus physicians or film from one center to another. This would allow patients to go to the facility closest to their homes, and would also greatly reduce turnaround time for study results,” said Rick R. Arnold, FRC’s Senior Director of Information Technology. “But we needed greater network bandwidth to move large digital image files more quickly.” Unfortunately, FRC’s current network service provider was not up to the challenge.

SOLUTION:

FRC had been researching network options for several years with no success. Fortunately for us, many of FRC’s radiologists and employees were already using Cox for their residential communications services, and were impressed with our capabilities and customer support. So when Cox Business Services approached FRC to discuss its needs, Arnold was interested.

After discussing PAC and further understanding FRC’s data communications needs, we recommended installing Cox Transparent LAN powered by CISCO for added bandwidth and

speed. The Cisco Powered Network designation provides the assurance that the Cox Transparent LAN service meets the most stringent standards for network reliability and performance. Arnold agreed. “We chose Cox because they were cost-effective and reliable,” he said. “Their optical transparent LAN service was exactly what we needed.”

But what really clinched the deal was Arnold and his team’s visit to our Springfield Systems Operations and Data Center, where they saw our network operating with the necessary mechanisms in place to carefully and proactively monitor the network, something Arnold’s current provider did not have.

RESULTS:

FRC networked 10 of its 14 Fairfax County offices together using Cox Transparent LAN service, and Arnold is more than pleased with the results. The radiologists have improved their service delivery and turnaround times and are more readily available for consultations and image review. Urgent medical issues are now identified and diagnosed more quickly, as a result of implementing PACS and switching to Cox. Both changes have resulted in more effective patient treatment. Plus, the company has saved money by reducing its current film, courier and delivery charges.

“With Cox Business Services, the amount of data we get from our network in a short period of time is amazing,” Arnold said. “This helped us build more efficiencies, which helped reduce costs while improving patients’ medical services.”

“Having a reliable service provider is essential to our business,” he continued. “I would definitely recommend Cox Business Services to any business that faces a similar challenge of transmitting sensitive data quickly across multiple locations or facilities.”

