

PACS Discussion

Topic: Support

Does the PACS you're considering offer the following?

	<u>MedPACS</u>	<u>Vendor B</u>	<u>Vendor C</u>
1. Does the fee per study cover <i>all</i> of the upfront installation and training costs (no hidden/extra charges)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. For worry-free operation, is the vendor responsible for all ongoing archive maintenance and upgrades required to support your study volume, and is that support included in the fee per study cost?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are updates to the viewer available for downloading from the vendor's Web site at no charge?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Does the vendor have 15 years of experience developing and servicing PACS and teleradiology products?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Are various support and service tools available to keep your system at peak operation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>