

# Unifying Enterprise Operations with IntelPACS® and IntelOrchestrator™

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**Dean Doucette**  
 CEO of Carolina Radiology Associates, LLC



## The Problem

Carolina Radiology Associates, LLC (CRA) faced significant operational challenges as they expanded their services across multiple locations, forcing radiologists to use multiple workstations. This approach became unsustainable as they continued to grow. At one point, CRA struggled to manage seven different workstations, which created an unwieldy system that increased workload for their radiologists. By 2015, it was nearly impossible for them to request that their clinicians utilize seven different workstations in one shift, so something had to change.

## The Rollout

To address this challenge, CRA turned to Intelrad. The adoption of IntelPACS and IntelOrchestrator simplified their operations by streamlining workflows and improving practice efficiency. In June 2024, Dean Doucette, CEO of Carolina Radiology Associates, shared his experience years after the rollout. Dean wholeheartedly recommends these solutions, saying, “We are a glowing reminder of how well IntelPACS and IntelOrchestrator can work, and we went from a completely inefficient system to an efficient system practically overnight, and we’ll never go back.”

## Streamline Radiology Workflow and Simplify Worklists

The adoption of IntelPACS allowed CRA to consolidate all imaging into a single platform, making it possible for their radiologists to operate more effectively without the need for multiple systems. The system’s ability to integrate seamlessly with their existing infrastructure allowed them to handle increased workloads, without the need for additional staff.

Dean estimated that without IntelPACS and IntelOrchestrator, the number of additional physicians that they would have had to hire would be “in the double digits” and that “it’s a needed product, especially for customers that have multiple hospital systems.” The efficiency gains were critical in maintaining a high level of service while supporting their expanding operations. IntelOrchestrator’s unified worklist feature was instrumental in improving productivity for CRA, “it’s an incredible efficiency standard that we would never be able to meet unless we had this system. We were very pleased with the IntelOrchestrator worklist solution,” said Doucette.

By bringing together all imaging studies into a single, manageable list, IntelOrchestrator made it easier for radiologists to view and handle their caseloads easily, leaving them with more time to interact with patients rather than handling administrative tasks. This approach not only improved productivity but also helped reduce burnout among physicians by balancing workloads more effectively across the enterprise.

## A New Standard for Enterprise Radiology Practices

Carolina Radiology Associates’ adoption of IntelPACS and IntelOrchestrator has completely changed their operations leading to enhanced efficiency, improved quality of care, significant cost savings, and the potential to continue expanding without insurmountable operational challenges. By consolidating their systems and leveraging advanced imaging solutions, they have set a new standard for multi-location radiology practices.

### About Intelrad

Intelrad is a global provider of medical imaging solutions that help streamline the flow of information while simplifying complex processes and maximizing efficiencies for medical professionals. Intelrad’s robust imaging technology empowers confident decision-making, improves access to critical health information, and gets patients the answers they need faster. For more information on Intelrad and its leading technology solutions, visit [intelerad.com](https://www.intelerad.com) or follow the company on [LinkedIn](#).

