Case Study

Specialist Equipment Security
Chelsea & Westminster Hospital
NHS Foundation Trust

TOP-TEC
Specialist Equipment Security
Helping secure sensitive specialist radiology screens and printers

The brief

Radiology has been revolutionised by digital technology. The introduction of PACS, using expensive ultra high definition monitors and specialist workstations, together with a need for service continuity and the protection of patient data, has made equipment security a priority.

Operating seven days a week, the department has sixteen diagnostic workstations using both 'Carl's Table' and ordinary desking, together with a GE Ultima II CD/DVD production centre producing copies of patient images. Despite reception staff and coded door locks, as in any hospital, the department is vulnerable to opportunistic thieves, unaware of the difference between an expensive PACS monitor and an ordinary PC monitor sited alongside, particularly in the low light environment required for the monitor's use.

Physical computer security provides a final backup should a thief manage to evade the department's systems and gain access to a restricted area.

Theft or damage to specialist equipment costing several thousands of pounds is not just a financial burden, replacement lead times could significantly impact on the department's ability to deliver its core business activities. Patient record security is also an issue. Although the workstations do not retain patient records, the CD/DVD production centre is vulnerable.

The solution

"Equipment theft could seriously interrupt the department's work and jeopardise the hospital's ability to deliver first class patient care and in some cases put patient records at risk."

Stephen Hughes Radiology Systems Manager

TOP-TEC worked with senior departmental staff to provide a simple customised security solution for their PACS monitors, PCs and CD/DVD Production Centre.

TOP-TEC developed a PACS specific cabling system rather than use monitor security brackets which are more common for PC flat screen monitors. PCs were secured to the 'Carl's tables' using standard security cages, while the CD/DVD Production Centre required a customised solution to ensure that patient data records stored on the unit remain secure at all times.

To ensure the integrity of the calibration of the ultra high definition monitors, a customised security solution was developed. The computer and monitor security is adaptable for all types of workstations.

The benefits

The Radiology Department knew they needed a security provider who could respond to their specific needs. Having worked with TOP-TEC previously they were confident of both the quality of their work and service. Particularly their ability to develop customised solutions at sensible prices.