



مستشفى الملك فيصل التخصصي ومركز الأبحاث  
King Faisal Specialist Hospital & Research Centre  
Gen. Org. مؤسسة عامة

# PACS Administrator Course on: PACS Technology Review, Acquisition, Implementation and Clinical Operation

10 - 12 Rabia Al-Thani 1430  
6 - 8 April 2009

AND  
COMMUNICATION  
SYSTEMS



Prince Salman Auditorium  
King Faisal Specialist Hospital & Research Centre

# MESSAGE FROM THE COURSE DIRECTOR



## Greetings participants!

I would like to personally welcome you to our first PACS Administrator course hosted by the Biomedical Physics Department of the King Faisal Specialist Hospital and Research Centre (Riyadh) and organized with the assistance of the Research Centre Training and Education Office.

As you know Radiology, Cardiology, Pathology and Dental Picture Archiving and Communication System (PACS) solutions are being installed more today than ever before in the Middle East as this technology continues to mature and the cost benefit ratio improves, thus allowing institutions to realize the medical efficiency potential that these solutions can provide when using as well other digital imaging technologies.

But as with any new technology they are also growing pains that must be endured, but in the case of PACS these pains can be more severe, because the effects of a problem that has not been resolved quickly or a problem that has arisen from an upgrade/data migration plan not strategized properly, will be felt very quickly throughout the hospital enterprise with direct consequences on patient care. In most cases, it is the PACS Administrator that takes on the brunt of the responsibility to ensure that the appropriate action is taken to resolve problems in a timely manner. This means that administrators of PACS solutions not only must have a good understanding of the implemented PACS infrastructure and associated technology, but they must also be well informed of: clinical workflows, diagnostic workstation configuration and hanging protocols, DICOM 3.0, HL7, IHE, HIPAA, network security & troubleshooting and interfacing with Radiology, Cardiology and Hospital Information Systems.

Most institutions that have been operating PACS systems for some time now have realized that the best approach to manage these systems is to have a team of people (IT professionals, PACS vendor onsite engineer, clinical master users and hotline support staff) managed by one or even two PACS Administrators. This course has been set up from onset to provide PACS Administrators and their support staff with a good review of the technology (and associated terminology) that is involved in PACS systems today and to also provide a medium where vendor and user experience can be shared in an open forum to discuss the various issues that are being encountered today by institutions, onsite engineers and PACS Administrators. In addition to the above, course content has also been selected to also address concerns of hospital administrators and/or physicians that are considering the purchase of a new PACS solution and to cater as well to IT/medical professionals that are thinking of entering the field of PACS Administration.

On behalf of the Biomedical Physics Department, the Research Centre Training and Education Office and the teaching faculty, we look forward to meeting you and to providing you with a positive educational experience.



**KOSTAS CHANTZIANTONIOU, MSc, DABR**  
**Course Director & Head, Imaging Physics Section**

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# COURSE INFORMATION

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## COURSE OBJECTIVES

- To be familiarized with PACS acquisition and implementation strategies
- To be aware of common PACS installation issues
- To review PACS interfacing and integration
- To be familiarized with PACS technology basics and associated terminology
- To be aware of PACS networking technology
- To be aware of different vendor PACS solutions
- To be familiarized with design principles of server and reading room environments
- To understand the role of the PACS onsite vendor engineer
- To be aware of PACS administrator duties and continuing education resources
- To be familiarized with PACS upgrade and data migration issues
- To review PACS connectivity and workstation technology/image quality

## REGISTRATION INSTRUCTIONS

To register for the course, please complete the attached registration form and fax/email to the indicated mailing address. The early registration fee to attend the three day PACS Administrator course is SR 750 if registration form is received before or on 23 March 2009 and SR 900 if received any time after this date. Registration fees are to be paid in cash and on site on Monday, 6 April 2009 during the course registration period between 7:00 and 8:00 am, just in front of Prince Salman Auditorium. Interested participants are urged to early register so that course seating is guaranteed.

## ACCOMMODATIONS

It is the responsibility of the participant to make local hotel accommodation reservations. Please note that single females will be required to provide a letter from their employer to hotel management concerning their stay in Riyadh.

## ATTENDANCE

Certificate of attendance will be available on day three of the course ONLY. Please collect your certificate from the course registration desk before you leave.

## CME CREDIT APPLICATION

Submission will be made to the Saudi Commission for Health Specialties for CME credit hours. The total accredited CME hours for course attendance will be announced during the program.

## ORGANIZING COMMITTEE

Kostas Chantziantoniou, MSc DABR	Course Director	Biomedical Physics Department
Faten Al-Khateeb, BSc	Coordinator	RC Training & Education Office

## SUPPORT STAFF

Nabil l'Qilan, MSc	Health Physicist II	Biomedical Physics Department
Arwa Fayyad	Course Assistant	RC Training & Education Office
Sara Aburaad	Course Assistant	RC Training & Education Office
RC Scientific Information Office	Course Layout and Design	

## SPEAKERS

<p><i>Mr. Ghassan Abboud</i> Sales Manager - Healthcare EMC Middle East Dubai, United Arab Emirates</p>	<p><i>Mr. Samer Daher</i> Senior Partner – Polc Consult Integrated Strategies Riyadh, Saudi Arabia</p>	<p><i>Mr. Nabeel Mishah</i> Medical Imaging Specialist Radiology Department King Abdulaziz University Hospital Jeddah, Saudi Arabia</p>
<p><i>Eng. Mshari Al-Abdulkarim</i> Computer Engineer Information Technology Affairs KFSH&amp;RC Riyadh, Saudi Arabia</p>	<p><i>Mr. Danny Deroo</i> Product Manager Barco N.V. – Medical Imaging Division Kortrijk, Belgium Sponsor: Yousef Ahmed Al-Gosibi &amp; Partners Co.</p>	<p><i>Mr. Andrew Scott</i> Project Management &amp; Healthcare Consultant Agfa Healthcare Dubai, United Arab Emirates Sponsor: Yousef Ahmed Al-Gosibi &amp; Partners Co.</p>
<p><i>Mr. Eyad Al-Jurf</i> Regional Service Manager GE Healthcare IT Riyadh, Saudi Arabia</p>	<p><i>Mr. David Hatton</i> Product Business Manager Healthcare Information Systems – Russia, Indian Sub- Continent, Middle East, Africa &amp; Turkey Carestream Health (Near East) Ltd. Dubai, United Arab Emirates</p>	<p><i>Mr. Ahmed Shamaa</i> Operations Manager – Middle East and Africa, Healthcare Informatics Philips Healthcare Dubai, United Arab Emirates Sponsor: Al-Faisaliah Medical Systems</p>
<p><i>Dr. Jehad Al-Watban</i> Interventional Neuroradiologist &amp; President, Riyadh Radiology Club Department of Radiology, KFSH&amp;RC Riyadh, Saudi Arabia</p>	<p><i>Mr. Ashraf Mahmoud</i> Sales Manager – Dental Medical Division Samir Photographics Supplies Co. Ltd. Riyadh, Saudi Arabia</p>	<p><i>Mr. Sibou Siddique</i> Technical Product Consultant GE Healthcare IT Dubai, United Arab Emirates</p>
<p><i>Mr. Kostas Chantziantoniou</i> Head, Imaging Physics Section &amp; Chief Medical Physicist Biomedical Physics Department, KFSH&amp;RC Riyadh, Saudi Arabia</p>	<p><i>Mr. Jamal Masalma</i> Enterprise Solutions Consultant GE Healthcare IT Dubai, United Arab Emirates</p>	

# COURSE PROGRAM

DAY 1 - MONDAY, 6 April 2009	
Time	Topic
0700 - 08:00	R E G I S T R A T I O N
08:00 - 08:30	Official Course Opening
<b>Session 1: PACS Acquisition &amp; Implementation</b>	
08:30 - 09:00	Managing the Change, The PACS Era <i>Dr. Jehad Al-Watban</i>
09:00 - 09:30	PACS Infrastructure Overview <i>Mr. Nabeel Mishah</i>
09:30 - 10:00	PACS Acquisition <i>Mr. Samer Daher</i>
10:00 - 10:15	C O F F E E B R E A K
10:15 - 11:15	PACS Implementation <i>Mr. Kostas Chantziantoniou</i>
11:15 - 11:45	PACS Installation Issues <i>Mr. Andrew Scott</i>
11:45 - 13:00	L U N C H / P R A Y E R B R E A K
<b>Session 2: PACS Interfacing &amp; Integration</b>	
13:00 - 13:30	DICOM 3.0 Standard <i>Mr. Kostas Chantziantoniou</i>
13:30 - 14:00	HL7 Standard <i>Mr. Siby Siddique</i>
14:00 - 14:30	Hospital, Cardiology and Radiology Information Systems <i>Mr. Jamal Masalma / Mr. Siby Siddique</i>
14:30 - 14:45	C O F F E E B R E A K
14:45 - 15:15	PACS Integration <i>Mr. Siby Siddique</i>
15:15 - 15:45	IHE Profiles & HIPAA Implementation <i>Mr. Samer Daher</i>
15:45 - 16:15	<b>Open Session Discussion</b> Topic: <a href="#">Installation Issues</a>

## DAY 2 - TUESDAY, 7 April 2009

Time	Topic
08:15 - 08:30	Course Updates
<b>Session 3: PACS Basics &amp; Terminology</b>	
08:30 - 09:00	Imaging Modalities <i>Mr. Kostas Chantziantoniou</i>
09:00 - 09:30	Archive Solutions <i>Mr. Ghassan Abboud</i>
09:30 - 10:00	Network Basics & Security <i>Mr. Andrew Scott</i>
10:00 - 10:15	C O F F E E B R E A K
10:15 - 10:45	PACS Server Rooms & Reading Rooms <i>Mr. Kostas Chantziantoniou</i>
10:45 - 11:15	PACS Workstations <i>Mr. Nabeel Mishah</i>
11:15 - 11:45	Film Digitization & Patient Study CD-ROM's <i>Mr. Nabeel Mishah</i>
11:45 - 13:00	L U N C H / P R A Y E R B R E A K
<b>Session 4: Vendor PACS Solutions</b>	
13:00 - 13:30	Agfa PACS <i>Mr. Andrew Scott</i>
13:30 - 14:00	Carestream (Dental) PACS <i>Mr. Ashraf Mahmoud</i>
14:00 - 14:30	Carestream (Radiology) PACS <i>Mr. David Hatton</i>
14:30 - 14:45	C O F F E E B R E A K
14:45 - 15:15	GE PACS <i>Mr. Jamal Masalma / Mr. Siby Siddique</i>
15:15 - 15:45	Philips PACS <i>Mr. Ahmed Shamaa</i>
15:45 - 16:15	PACS Vendor Services <i>Mr. Eyad Al-Jurf</i>
16:15 - 16:45	<b>Open Session Discussion</b> Topic: PACS Environment & Vendor Services

DAY 3 - WEDNESDAY, 8 April 2009	
Time	Topic
08:15 - 08:30	Course Updates
<b>Session 5: PACS System Administration</b>	
08:30 - 09:00	Who Should be a PACS Administrator? <i>Mr. Nabeel Mishah</i>
09:00 - 09:30	PACS Administration <i>Mr. Nabeel Mishah</i>
09:30 - 10:00	PACS Administrator Continuing Education <i>Mr. Kostas Chantziantoniou</i>
10:00 - 10:15	C O F F E E B R E A K
10:15 - 10:45	Network Troubleshooting Tools <i>Eng. Mshari Al-Abdulkarim</i>
10:45 - 11:15	The Role of a Vendor Onsite PACS Engineer <i>Mr. Eyad Al-Jurf</i>
11:15 - 11:45	PACS Upgrade/Data Migration Preparation & Implementation <i>Mr. Andrew Scott</i>
11:45 - 13:00	L U N C H / P R A Y E R B R E A K
<b>Session 6: Image Quality &amp; PACS Connectivity</b>	
13:00 - 13:45	Image Quality <i>Mr. Kostas Chantziantoniou</i>
13:45 - 14:30	Monitor Calibration & Quality Control <i>Mr. Danny Deroo</i>
14:30 - 14:45	C O F F E E B R E A K
<b>Session 7: Request-for-Proposal (RFP) &amp; Tender Writing</b>	
14:45 - 15:45	RFP/Tender Preparation <i>Mr. David Hatton</i>
15:45 - 16:15	<b>Open Session Discussion</b> Topic: PACS Administration
16:15	CERTIFICATE DISTRIBUTION / COURSE CLOSURE

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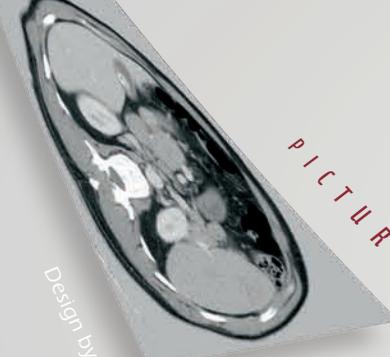
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