

Leading the way with remote scanning solutions in radiology

How remote connectivity transformed MRI operations

As a provider committed to high-quality imaging, 3T Radiology and Research uses advanced imaging technology and software throughout its operations. By implementing a **remote scanning solution, nCommand™ Lite by IONIC Health** that enables MRI technologists to conduct scans virtually, 3T Radiology not only retained its lead MRI technologist but also reimagined its workflow. The new approach improved patient satisfaction and supported a more personalized, care-focused and sustainable model to meet the growing demand for advanced imaging.

Humberto Carrion, CEO, co-founder of 3T Radiology and Research, saw an opportunity to reshape the future of imaging operations.

“With advanced technology and personalized care, our mission at 3T Radiology and Research is to improve patient outcomes and drive medical innovation. And I believe we’re succeeding,” said Carrion.

This is the story of how a vision for expansion, paired with the implementation of the right digital solutions, sparked a transformation that’s improving both the facility operations along with the staff and patient experience.

Scaling operations and optimizing resources with remote imaging

Founded in 2019, 3T Radiology has expanded to three locations across South Florida, specializing in Magnetic Resonance Imaging (MRI), Computed Tomography (CT), and Positron Emission Tomography (PET)/CT scans. The use of advanced imaging technology to deliver high-quality diagnostic services has been central to the company's growth strategy. With increasing demand for prostate MRI exams, as well as brain MRI and PET/CT scans for Alzheimer's imaging, training and retaining experienced technologists remains a top priority.

"Every year, there's something new we can scan for," Carrion said, "and our MRI volumes have increased tremendously, especially for prostate cancer. At the same time, finding and keeping a staff of highly trained and experienced MRI technologists to keep up with demand was becoming challenging."

As 3T Radiology continues to grow and open new imaging centers, staffing has become an increasingly urgent challenge. The company initially adopted remote scanning technology to manage emergency situations, such as covering shifts when a technologist called in sick. But the broader potential of the digital solution didn't fully emerge until necessity drove a more strategic approach.

That turning point came when Yanelly Faife, lead MRI technologist at 3T Radiology, faced a pivotal decision after maternity leave. She expected to choose between continuing her career and staying home with her growing family.

"When I had my second child, I was torn," Faife said. "I love being an MRI technologist, but leaving my little one was so hard. I hoped I could work remotely like we often did during emergencies—and thanks to Humberto Carrion, that dream became reality."

Recognizing the opportunity to retain Faife's expertise while building a more resilient operation, Carrion implemented full-time remote scanning solutions to support MRI operations across locations.

The company selected **nCommand™ Lite by IONIC Health***, distributed exclusively by GE HealthCare, to enable real-time remote scanning support. This remote solution helps 3T Radiology optimize equipment use, enhance collaboration and maintain high-quality care. The platform can also enable remote technologists to initiate MRI scans across multiple vendors** and support scan assistance for multiple imaging modalities.

Evolving the operational model with remote scan assistance

Transitioning to a remote-assisted MRI workflow at 3T Radiology required careful planning to maintain imaging quality and support on-site operations. To make the model work, Carrion expanded the team by hiring Level 2 safety-trained technologist aides. These aides manage patient preparation, safety screening, positioning, and basic imaging protocols at the scanner.

Meanwhile, experienced MRI technologists like Faife operate the systems remotely, providing expert guidance and ensuring consistent, high-quality imaging. The company also developed targeted training to help staff execute and streamline exams within the new remote workflow.

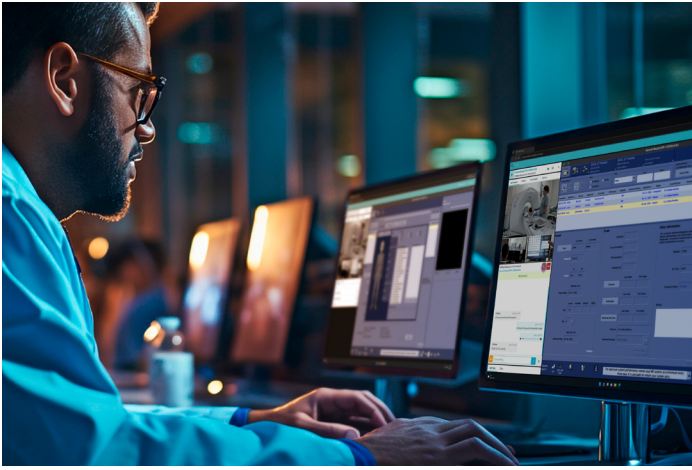
"The on-site technologist focuses on basic scanning techniques and patient care, while the remote advanced technologist, such as Yanelly, provides expert guidance and remote scanning," Carrion said. "The patient feels cared for with the personal touch of the on-site technologist, while the remote technologist ensures high image quality, and the process is smoother than ever."



Humberto Carrion
CEO, Co-Founder
3T Radiology and Research



Yanelly Faife
Lead Magnetic Resonance Imaging (MRI) technologist
3T Radiology and Research



The impact was immediate. 3T Radiology reported improved patient throughput, enhanced patient experience, greater consistency and stronger collaboration among staff.

Remote technology enables flexible scheduling for staff and patients

The integration of remote scanning technology across 3T Radiology's operations has enhanced staff collaboration and improved scheduling flexibility for both employees and patients.

By connecting on-site and remote technologists in real time, the system allows experts to be brought in as needed, streamlining workflows and supporting work-life balance for staff. Patients can also benefit from more accommodating appointment times.

"Faife and the on-site technologist aide she supports are aligned on patient safety, workflow and quality," said Carrion. "When there's a complex case or a question about protocol, Faife can easily consult with other technologists."

For Faife, working remotely full time has had a profound impact beyond her career.

"I feel like I'm in paradise," she said. "I was able to eliminate a one-hour commute, which gave me more time for my family. My husband and I now work opposite shifts, so we can share childcare responsibilities. It's been a blessing for my whole family."

Remote connectivity has also improved the patient experience. On-site technologists can now focus more on patient care while remote technologists handle the scanning process. This has led to more personalized interactions, with patients reporting they feel "less rushed" and "truly cared for."

Carrion estimates that these improvements have increased patient throughput by 15% to 20%—all without extending operating hours.

Scaling remote MRI: A model for the future

Setting up Faife for remote MRI work was quick and efficient. With upgraded internet, a webcam, and a two-way communication system, she was fully operational from home within days. Today, she remotely manages scanners at two 3T Radiology locations, overseeing patient positioning and image acquisitions.

"I have three monitors," Faife said. "I can watch the patient, the interface, and the images all at once. It's like being an air traffic controller for MRI."

While the technology was intuitive, Faife credited the support team for making the transition more seamless.

"We had a team guiding us through setup," she said. "It was smooth. But more than that, it meant I didn't have to choose between my newborn and my career. Working remotely enables the seamless transition to do both."

Her success sparked a broader shift in operations.

"Another technologist asked if they could work remotely too," said Carrion. "That's when I realized—this isn't a one-off. This is the future."

Today, 3T Radiology runs two full-time MRI sites staffed by remote technologists. Each location operates morning and evening shifts, handling everything from routine scans to complex research cases.

To meet growing staffing needs, Carrion partnered with local colleges to recruit MRI students and paramedics as technologist aides. These aides, already Level 2 safety-trained and proficient in patient care, receive additional instruction to ensure consistent safety and quality standards. Faife herself helped train the aides she now works with remotely.

"The remote workflow and elevated standard of operations has enabled a focused awareness of MRI safety and improved consistency across all sites," Carrion said.

With Faife monitoring scanners remotely and maintaining visual contact with MRI rooms and aides, scanning protocols are now applied more uniformly across locations.

Operational efficiency that delivers

The shift to remote operations has also boosted 3T Radiology's economic success.

"It's actually more expensive to run the traditional model," Carrion said. "When the lead technologist is doing everything on-site, you lose efficiency and risk patient satisfaction. This model lets us leverage our top talent and deliver a better experience."

Improved throughput allowed 3T Radiology to eliminate Sunday operations, accommodating high patient volume without adding overtime or extra staffing.

“We’re fitting more patients into the same hours,” Carrion said. “And they’re happier than ever.”

Even night shifts, once limited in exam complexity, now benefit from experienced remote technologists like Faife.

“We have no limitations now—day or night,” Carrion said. “We can handle any case with the same level of expertise. That’s invaluable.”

A future defined by flexibility and quality

As 3T Radiology prepares to open two new facilities, Carrion is confident that remote imaging will play a central role in their operations—and in the future of the radiology industry.

“This is where radiology is going,” he said. “In three to five years, I believe half the country [USA] will be using remote scanning.”

His advice to other imaging providers considering a solution like nCommand Lite by IONIC Health is simple: embrace the shift.

“We’ve seen improvements in safety, quality, patient satisfaction, and efficiency,” Carrion said. “There’s really no downside.”

For Faife, the benefits are deeply personal.

“Remote work has enhanced the balance in my life,” she said. “I can support my family and contribute to delivering exceptional patient care.”

At 3T Radiology and Research, embracing flexibility hasn’t just optimized operations—it’s transformed lives. Their experience offers a compelling blueprint for how healthcare can evolve: powered by technology, grounded in quality, and centered on people.

Learn more about remote collaboration and scan assistance with nCommand™ Lite by IONIC Health, exclusively distributed by GE HealthCare.

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**MRI remote scan initiation is not available on all GE HealthCare MR models or in all regions.