

INFORMATION PAPER

MMD-NMP
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SUBJECT: U.S. Army Medical Material Agency (USAMMA) Remote Diagnostic Access (RDA)

1. Purpose. To provide information on the medical maintenance Remote Diagnostic Access Program.

2. Facts.

- a. The physician's capability to use real-time telemedicine for remote patient diagnosis also works for medical equipment maintenance, diagnosis and repair. Using similar concepts as telemedicine, RDA provides reach back assistance to the remote manufacturer and/or maintainer to assist with repair of medical equipment supporting patient care.
- b. Rapid changes and new developments in medical technology provide advanced patient care but have made it difficult for medical equipment maintainers to diagnose and repair the equipment in theater. Maintainers frequently rely on external support, such as manufacturers, to assist with support of complex medical equipment. To rely on the manufacturer for technical support of equipment in a tactical environment is impractical, and is not readily available to the war fighter.
- c. Efforts are being made to provide training to deploying maintainers on specialized equipment to obtain advanced skill sets on new or complex equipment; however, this does not make them subject matter experts (SMEs). Expertise required to support medical equipment on site is rarely available. When it is available it is costly and slow. RDA provides reach back support to remote users for advanced technical support.
- d. Currently, telephonic or e-mail communications are the only tools available for reach back support to SMEs. This is not an efficient or reliable way for remote maintainers to diagnose problems or perform skilled repairs on medical devices. In addition, these communications are not available in some locations or close to the equipment needing technical support.
- e. RDA's use of advanced technology has enabled successful use of telemaintenance through the internet. The capability gives the remote maintainer an "over the shoulder" view of the medical device and access to needed error log files. RDA decreases equipment downtime and provides real-time technical solutions for the maintainer.
- f. The RDA initiative is currently in a proof of concept stage of its first phase in Iraq. The Concept of Operations (CONOPS) illustrates business processes for RDA. Remote SMEs and/or users of RDA at Tracy and Tobyhanna Army Depots and Philips Medical Systems are permitted access to systems by the site administrator when a system is down. After maintenance is complete, the user access is disabled for system and patient security.
- g. RDA has further potential to enhance medical maintenance future capabilities as a whole. Additional RDA phases will include real time operational readiness status, proactive monitoring, and alerts. The on-going R&D efforts will provide total functional asset visibility for medical systems in the near future.