



DIAGNOSTICS ELITE

First Saudi Excellence from Image to Diagnosis



ABOUT THE COMPANY

Founded in 2016, Diagnostics Elite LLC is the leading Saudi teleradiology company, offering comprehensive and unparalleled radiology services across the Gulf region. With headquarters in Jeddah, Saudi Arabia, we have become a benchmark for excellence in medical imaging, serving over 450 hospitals and clinics. Our cutting-edge technology, rapid growth, and exceptional team of specialists have secured Diagnostics Elite a 23% market share in Saudi Arabia and a 6% share across the GCC.

We specialize in providing fast, accurate, and cost-effective radiology solutions, including teleradiology services, radiology center management, and consultancy. Our state-of-the-art operations ensure round-the-clock availability, providing healthcare institutions with seamless access to highly specialized medical imaging services.

Our tagline, Saudi Excellence from Image to Diagnosis, embodies our commitment to delivering high-quality healthcare services that are efficient, accessible, and reliable.



VISION

Our vision is to be the leading radiology hub in Saudi Arabia and the Gulf region, recognized for delivering comprehensive, innovative, and high-quality medical imaging services. We aim to revolutionize the field of radiology through technological advancements, exceptional customer experience, and cost-effective solutions.



MISSION

At Diagnostics Elite, our mission is to provide healthcare institutions with top-tier radiology services that are accessible 24/7. We focus on accuracy, speed, and affordability while maintaining international standards. Our commitment is to enhance patient care by ensuring precise diagnoses through cutting-edge technology and subspecialized expertise in radiology.



OBJECTIVES

- 1 Enhance Patient Care:** Deliver accurate, timely radiology reports that positively impact healthcare outcomes.
- 2 Innovate Continuously:** Lead the radiology industry by integrating the latest innovations such as AI and blockchain into our services, ensuring the highest quality of diagnostics.
- 3 Expand Market Presence:** Strengthen our footprint across the Gulf region and beyond by scaling our operations and improving service offerings.
- 4 Develop Saudi Talent:** Invest in Saudi manpower development, fostering expertise in radiology and expanding the local workforce through training and specialization programs.
- 5 Maintain Excellence:** Uphold the highest ethical and operational standards, ensuring that all services meet and exceed global benchmarks.



SERVICES

1

Teleradiology Services: Diagnostics Elite offers a comprehensive range of teleradiology services, providing 24/7 access to subspecialized radiologists across all imaging modalities. These services are available to healthcare providers, allowing them to outsource their radiology needs to expert consultants. Our teleradiology services include:



- **X-ray Interpretation:** Routine and emergency X-ray services with subspecialized radiologists ensuring accurate and fast reporting for musculoskeletal, chest, and abdominal studies.



- **MRI (Magnetic Resonance Imaging):** Advanced MRI interpretation across all specialties, including neuroimaging, musculoskeletal imaging, and body imaging.



- **Specialized Imaging:** Subspecialized services for advanced imaging modalities such as PET-CT, nuclear medicine, mammography, and cardiac imaging. We provide detailed reporting for complex cases requiring specialized expertise.



- **CT Scans (Computed Tomography):** Comprehensive CT reporting, including trauma, oncology, cardiac, and neurological imaging, ensuring accurate diagnosis and treatment planning.



- **Ultrasound Interpretation:** Expert diagnostic ultrasound services covering abdominal, pelvic, obstetric, and vascular imaging.

Our teleradiology service is supported by a team of radiologists available 24/7, ensuring quick turnaround times (TAT) for routine and emergency cases.

SERVICES

2

Radiology Center Management: Diagnostics Elite provides end-to-end radiology center management, from planning and setup to operations and optimization. We ensure that radiology centers, whether within hospitals or standalone clinics, are equipped with the latest technology and staffed with highly qualified personnel. Our services include:





- **Building and Operating Radiology Centers:** Designing, building, and managing fully operational radiology facilities, tailored to meet the specific needs of healthcare providers



- **Operational Excellence:** Ensuring that radiology centers run efficiently with optimized workflows, cutting-edge equipment, and continuous support.



- **Staffing Solutions:** Providing specialized radiology staff, including radiologists, technologists, and support staff to ensure smooth operations and high-quality imaging services.

SERVICES

3

Mobile Imaging Services: To extend healthcare access to remote areas or underserved communities, Diagnostics Elite offers mobile imaging services. Our mobile units are fully equipped with diagnostic tools for X-rays and ultrasounds, allowing patients to receive timely and accurate diagnoses without having to visit a traditional healthcare facility. This service ensures that diagnostic imaging is accessible to a wider population, regardless of geographic limitations.



SERVICES

4

Radiation Protection and Safety Services: Ensuring patient and staff safety is paramount in any radiology service. Diagnostics Elite offers specialized radiation protection and safety services, ensuring that healthcare providers comply with international radiation safety standards. Our services include:





- **Radiation Shielding Solutions:** Designing and implementing shielding plans for radiology centers to ensure compliance with safety regulations.



- **Radiation Safety Audits:** Conducting periodic safety audits to ensure that radiology departments follow proper protocols and maintain a safe environment for both patients and staff.



- **Training:** Providing radiation protection training to healthcare personnel, ensuring they are equipped with the knowledge to minimize radiation exposure.

SERVICES

5

Information Technology Services: Diagnostics Elite integrates the latest information technology (IT) services into its radiology offerings, ensuring that healthcare institutions have access to advanced software and systems that improve diagnostic accuracy, speed, and security. Our IT services include:



- **Medical Imaging Software Consultation:** We provide consultancy services for healthcare providers looking to adopt or upgrade their medical imaging software systems, including Picture Archiving and Communication Systems (PACS), Radiology Information Systems (RIS), and Health Information Systems (HIS). Diagnostics Elite has also developed its own PACS/RIS/HIS, tailored to meet the unique needs of healthcare providers.



- **Cloud-Based Reporting Platforms:** Offering cloud-based solutions that allow hospitals to securely store and access diagnostic reports anytime, anywhere.



- **Data Security:** Ensuring that sensitive medical data is protected with the highest levels of encryption and security standards.

SERVICES

6

Educational and Training Services: As part of our commitment to advancing the field of radiology, Diagnostics Elite offers educational and training services for healthcare professionals. These programs are designed to help radiologists, technologists, and healthcare providers stay up-to-date with the latest advancements in diagnostic imaging. Our services include:





- **Workshops and Training Courses:** Offering specialized workshops, courses, and certifications for radiology professionals to enhance their technical skills and stay ahead in their field.



- **Continuing Medical Education (CME):** Providing accredited CME programs that ensure radiologists continue to meet their professional development requirements.



- **On-site Training:** Offering hands-on training at radiology centers to ensure that staff can effectively operate new equipment and software.

TECHNICALITIES

Diagnostics leverages DePACS' latest techniques for medical devices, benefiting from its robust, scalable, and secure Picture Archiving and Communication System (PACS) tailored specifically for the healthcare industry. Developed and fully owned by a Saudi company, DePACS harnesses cutting-edge technologies to provide a state-of-the-art platform for managing, storing, and viewing medical imaging data. Built on a Linux foundation, it ensures superior reliability and performance, supporting both DICOM and non-DICOM image formats. This makes DePACS an invaluable tool for enterprise-wide imaging solutions, extending far beyond the Radiology Department.



1

Image Archive and Management

DePACS incorporates a high-performance database management system optimized for medical imaging data. It accommodates various imaging modalities and adheres fully to DICOM standards, facilitating seamless integration with a diverse array of medical devices. Key capabilities include:





- **Long-term Archiving:** Offers multiple storage tiers, including both on-premises and cloud-based options, to ensure efficient data management.



- **DICOMweb Services:** Provides RESTful APIs for straightforward web-based access and transfer of DICOM data, enhancing interoperability and supporting modern application development.



- **DIMSE DICOM Service:** Delivers well-established DICOM services to store, retrieve, and view DICOM images in compliance with the DICOM 3.0 protocol.

2

DICOM Processing Engine

The DICOM processing engine within the system is adept at managing complex imaging workflows and substantial data volumes. Its features include:





- **DICOM Modality Worklist (DMWL):** Automates the retrieval of patient information, thereby enhancing workflow efficiency and accuracy.



- **Web Access to DICOM Objects (WADO):** Facilitates web-based access to DICOM images and reports, promoting remote access and telemedicine capabilities.



- **HL7 Integration:** Ensures smooth data exchange with hospital information systems (HIS) and electronic medical records (EMR), thereby supporting comprehensive patient care.

3

Viewing & Interaction

DePACS offers two advanced viewing solutions tailored to the needs of the radiology department, while also accommodating the viewing of other file types, including AI and AI segmentation data:





- **Desktop Viewer:** This powerful viewer is designed for diagnostic purposes, featuring advanced image manipulation tools such as multi-planar reconstruction (MPR) and volume rendering. It is cross-platform compatible, functioning seamlessly on Windows, macOS, and Linux systems. Additionally, 3D volume rendering is included in the software package.



- **Web-based Viewer:** This viewer provides quick and convenient access to images and reports, supporting real-time collaboration and annotation. DeWebViewer has been developed from the ground up to meet the specific needs and best practices of radiologists.

System Integration and Interoperability

DePACS is meticulously designed with interoperability as a core principle, supporting integration with Hospital Information Systems (HIS), Radiology Information Systems (RIS), and Electronic Medical Records (EMR). The system's API framework enables customization and integration with external tools, facilitating streamlined workflows and enhanced data management.



SOLUTIONS

Diagnostics Elite offers tailored solutions to address the most pressing challenges in the healthcare sector, ensuring that healthcare providers can deliver high-quality radiology services efficiently and affordably:



1

Cost Efficiency: Our teleradiology services significantly reduce operational costs for healthcare providers. By outsourcing radiology reporting to Diagnostics Elite, healthcare institutions eliminate the need to maintain a full-time, in-house radiology team. The DePACS system features a comprehensive web-based management console that provides real-time monitoring and administrative tools. Key functionalities include:





- **Dashboard Overview:** Displays system health, storage metrics, and network performance.



- **User and Role Management:** Allows detailed control over user permissions and access, ensuring secure data handling.



- **System Configuration:** Facilitates easy addition of modalities and DICOM nodes through an intuitive web-based interface.

2

Subspecialized Expertise on Demand: Our team of highly trained subspecialized radiologists ensures that even the most complex cases receive expert attention. With specialists in musculoskeletal imaging, neuroimaging, cardiac imaging, and more, we provide healthcare providers with access to a wide range of diagnostic expertise, all available remotely





- **Comprehensive Subspecialty Coverage:** We provide expertise across various radiology subspecialties, ensuring that each case is reviewed by the most qualified radiologist.



- **Fast Turnaround Times (TAT):** With dedicated experts available 24/7, Diagnostics Elite guarantees rapid reporting times, enabling quicker diagnoses and treatment plans.

3

Scalability for Large Healthcare Networks:

Diagnostics Elite is designed to handle high volumes of imaging studies, with the capacity to scale services for large hospital networks and healthcare systems. DePACS includes an integrated web reporting tool that enables the creation, review, and distribution of diagnostic reports. This tool supports structured templates, voice dictation, and integration with image viewers, streamlining efficient and accurate reporting. It also allows for easy integration with Voice Recognition software without requiring additional modifications. Our infrastructure can support over 4.6 million imaging studies per year, making us the ideal partner for institutions that require high throughput.





- **High Capacity Reporting:** With robust IT infrastructure and a large team of radiologists, we can manage large volumes of imaging reports without delays.



- **Flexible Service Models:** Whether you are a small clinic or a large healthcare system, we offer flexible solutions that scale with your needs.

4

Innovation-Driven Solutions: DePACS is designed to integrate seamlessly with AI modules, offering tools for automated analysis, such as lesion detection and quantification. This integration significantly enhances diagnostic accuracy and efficiency, providing invaluable decision support for radiologists. Moreover, DePACS utilizes the latest AI algorithms developed by Diagnostics Elite members, employing a Saudi-based dataset to ensure optimal accuracy.





- **AI-Assisted Diagnostics:** Using AI tools, we enhance the accuracy of our reports, reducing human error and enabling quicker turnaround times for routine studies.



- **Blockchain for Data Security:** We implement blockchain technology to ensure secure and tamper-proof medical records, providing an additional layer of trust for our healthcare clients.

5

24/7 Operational Availability: Diagnostics Elite offers 24/7 teleradiology services, ensuring that healthcare institutions have uninterrupted access to radiology reports, regardless of time zone or location. The DePACS system provides a mobile app designed to improve communication between doctors and healthcare providers. This app delivers instant notifications regarding new studies, critical findings, and other essential updates, ensuring timely information delivery and fostering collaboration.



6

Quality Management: The Linux-based framework of DePACS is designed to provide outstanding scalability and performance. It supports multi-tenant environments, allowing multiple customers and branches to be managed seamlessly within a single deployment. This capability is particularly advantageous for large healthcare organizations with varied operational requirements. Currently, DePACS serves as the centralized PACS solution for over 450 clients, processing more than 2,000 studies each day. Its robust scalability ensures that DePACS can effectively meet increasing demands and grow alongside its users. Additionally, the system operates in an active-active configuration, ensuring the highest level of availability, with uptime that exceeds 99.9%.



PILLARS

Security and Compliance

DePACS places a strong emphasis on security, incorporating key features such as:

- **End-to-End Encryption:** Protects data in transit and at rest, ensuring robust security.
- **Comprehensive Audit Logging:** Monitors user activities to uphold compliance and reinforce security.
- **Data Anonymization Tools:** Facilitates data anonymization for use in research and training while maintaining privacy.



Performance and Scalability

Built on a resilient Linux-based architecture, DePACS offers outstanding performance and scalability. Designed for multi-tenant environments, it efficiently manages multiple clients and branches within a single deployment—ideal for large healthcare organizations with complex needs. Currently, DePACS serves as a centralized PACS for over 450 clients, processing upwards of 2,000 studies daily. This extensive scalability ensures it can accommodate expanding demands. Additionally, DePACS can operate in an active-active configuration, providing high availability that exceeds 99.9% uptime.



Support and Maintenance

DePACS offers continuous support and maintenance, including routine updates, performance enhancements, and expert technical support. Its modular structure enables smooth upgrades and the integration of emerging technologies, ensuring long-term functionality and reliability.



Ownership and Commitment

Owned entirely by a Saudi company, DePACS underscores a commitment to advancing local healthcare innovation. This dedication to excellence positions DePACS as a leader in PACS technology, delivering reliable, state-of-the-art solutions that empower healthcare providers with a platform they can trust.



LEADERSHIP AND KEY PERSONNEL

Diagnostics Elite is led by a team of industry veterans with deep expertise in radiology and healthcare management



Dr. Amr Ajlan

Consultant Radiologist,
Associate Professor of
Cardiothoracic Imaging



Dr. Ayman Eskandar

Consultant Radiologist,
Assistant Professor of
Interventional Imaging



Dr. Ahmed Abduljabbar

Consultant Radiologist,
Associate Professor of
Body Imaging



Dr. Turki Alhazmi

Consultant Radiologist,
Assistant Professor of
Interventional and MRI
Imaging



Dr. Khalid Khashoggi

Consultant Radiologist,
Associate Professor of
Musculoskeletal Imaging



Dr. Mohammad Wazzan

Consultant Radiologist,
Associate Professor of
Body Imaging

OPERATIONAL TEAMS

At Diagnostics Elite, each department contributes uniquely to our mission of delivering advanced, accurate, and reliable diagnostic services, with an emphasis on efficiency, quality, and patient-centered care



Workforce Management (WFM): The Workforce Management department is pivotal in aligning resources to operational needs, with a team of 52 professionals—including managers, coordinators, and support staff—dedicated to staff scheduling, workload distribution, and maintaining optimal staffing levels. Through their meticulous planning and coordination, WFM ensures that all shifts and units operate efficiently, enhancing productivity and service continuity.

Information Technology (IT): Our IT department, staffed by 16 skilled professionals, manages all technological infrastructure, data security, and software solutions critical to our operations. This team, including network administrators, technical support, and system analysts, supports seamless system functionality, ensuring robust data protection and fostering digital innovation. The IT team's role in troubleshooting and maintaining security protocols minimizes disruptions, contributing to the company's stability and continuous service improvement.

Radiology Team: The Radiologists team, comprising 96 highly skilled specialists, serves as the foundation of our diagnostic services. This team includes experts in specialized imaging areas such as musculoskeletal, neuroimaging, and abdominal imaging, providing comprehensive care for a wide array of diagnostic needs. Their expertise ensures that Diagnostics Elite remains at the forefront of radiological excellence.

Quality Team: Committed to upholding high standards in diagnostic accuracy, patient safety, and service consistency, the 13-member Quality Team conducts regular audits, quality improvement initiatives, and adherence to regulatory standards. Their efforts reinforce the institution's reputation for excellence, instilling confidence in our clients and patients.

Critical Appraisal Team: With 6 dedicated professionals, the Critical Appraisal team plays an essential role in reviewing, analyzing, and validating clinical data and research findings. By supporting evidence-based practices, this team enables radiologists and clinical staff to stay abreast of the latest advancements, ensuring Diagnostics Elite remains on the cutting edge of medical imaging.

Software Development Team: The Software Development team, consisting of 7 talented developers, drives innovation by designing custom applications tailored to optimize workflow management and enhance the digital experience for clients. Their work includes integrating emerging technologies to improve diagnostic efficiency, accuracy, and client satisfaction, supporting Diagnostics Elite's commitment to technological advancement.

Center of Excellence: The Center of Excellence comprises 27 professionals across 9 specialized medical imaging teams, each focusing on a distinct specialty. Working in tandem with the Quality Team, the Center of Excellence emphasizes peer reviews, quality reporting, and effective communication with referring physicians. This structure not only fosters specialization but also builds collaborative relationships with healthcare providers, reinforcing Diagnostics Elite's commitment to delivering precise and specialized care.

OUR CLIENTS

We are proud to serve over 400 hospitals and clinics across Saudi Arabia and the GCC. Our clients include major governmental hospitals, private healthcare providers, and clinics that rely on Diagnostics Elite for our high-quality, fast, and reliable radiology services. Our tailored solutions ensure that each client receives the services they need, whether for routine diagnostic imaging or urgent reports.

OVER 450
HOSPITALS
& CLINICS

المركز المتحالف للأشعة التشخيصية
ALLIED DIAGNOSTICS

CLINICS SABA عيادات سابا

فقيه
مستشفى د. سليمان فقيه
Dr. Soliman Fakeeh Hospital

مستشفى الأمين الطائف
Al Ameen Hospital, Taif

BHG
Doctor BaKhsh Hospital Group

المركز الطبي الدولي
International Medical Center

CERTIFICATIONS AND ACCREDITATIONS

Diagnostics Elite is recognized for its commitment to quality, having earned the following certifications and accreditations:

- **ISO Certification:** Reflecting our adherence to international quality standards.
 - ISO/IEC 20000-1:2018
 - ISO/IEC 27001:2022
 - Organization Excellence Model European Accreditation Services (EAS)
 - ISO 13485 Is in progress
 - Dun & Bradstreet Registered
 - **CE Marking:** Demonstrating our compliance with European safety and performance standards
- ISO Certification: Reflecting our adherence to international quality standards.



ISO Certification



ISO/IEC 20000-1:2018



ISO/IEC 27001:2022



European Accreditation Services



Dun & Bradstreet Registered

STRATEGIC INITIATIVES

Diagnostics Elite's strategy focuses on innovation and growth, with several key initiatives designed to solidify our leadership in the radiology sector:

- 1 Innovation and Research:** We are investing in AI services and blockchain technology to enhance diagnostic accuracy and efficiency.
- 2 Saudi Workforce Development:** We are committed to reinforcing local talent by providing specialized training and development programs, ensuring that Saudi professionals lead the industry in radiology.
- 3 Strategic Partnerships:** We have established key partnerships with healthcare providers and institutions, enabling us to offer comprehensive and integrated radiology services.
- 4 Educational and Training Units:** We are developing education units to train the next generation of radiologists and healthcare professionals, ensuring continuous improvement and knowledge sharing.



CUSTOMER SATISFACTION AND QUALITY MANAGEMENT

Our commitment to quality is supported by rigorous peer review programs and key performance indicator (KPI) tracking. We regularly assess our performance to ensure that we deliver the highest quality service and exceed our clients' expectations. Our customer satisfaction programs ensure that we maintain strong relationships with our clients and continuously improve our offerings.

By choosing Diagnostics Elite, healthcare institutions gain a trusted partner that is committed to excellence, innovation, and the highest standards of patient care. We are not just a service provider; we are pioneers leading the future of radiology in the Gulf region.



First Saudi Excellence from Image to Diagnosis



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