



## Hospital's Journey to Excellence: Leveraging Remote Support Technologies for better cancer outcomes

In May 2023, Molinette Hospital in Turin made a significant advancement in cryoablation by integrating HelpLightning, a GDPR-compliant solution provided by Boston Scientific. This technology was employed to provide remote support to Prof. Marco Calandri, an interventional radiologist specializing in oncology, during a critical cryoablation procedure.

### Customer Challenge

In Italy, similar to numerous other nations, the use of cryoablation for cancer therapy began to become prominent in the late 20th century, with its clinical applications gradually increasing.

By 2012, Molinette Hospital, along with a few other medical facilities in Italy, began to adopt ablation more frequently for the treatment of tumors, especially those affecting the lung, liver and kidneys.

In 2023, Molinette implemented cryoablation technology from Boston Scientific; however, the hospital encountered potential treatment delays due to the medical staff's limited specific experience with the Boston Scientific equipment and the absence of an on-site clinical specialist from the company.

HelpLightning technology, provided by Boston Scientific as part of ExpertLink services emerged as a game-changer, facilitating real-time connections with a seasoned Boston Scientific clinical expert.

As a result, the medical team felt more confident in using the equipment, which ultimately led to an increase in the number of cryoablation procedures performed at Molinette Hospital.

### Deployed Solutions

#### Secure and compliant

The collaboration not only enhanced the team's confidence but also ensured that the procedures were executed with high precision. Staff members reported that HelpLightning was reliable and minimally invasive to their existing workflows.

The solution streamlined connectivity and setup, allowing Prof. Calandri and his team to prioritize patient care while receiving essential support.

As Prof. Calandri observed, "With the right tools and support, we can focus on what truly matters: a positive outcome for our patients."

#### Reliable and non-invasive

HelpLightning distinguishes itself from common communication platforms like WhatsApp or FaceTime through its adherence to stringent data protection regulations. This compliance is vital given the sensitive nature of patient data involved in medical procedures. The remote assistance application provided a secure and dependable platform for real-time interactions between Prof. Calandri and Boston Scientific's experts. Such connectivity enabled immediate insights into critical elements of the procedure, including needle planning and device settings.

### About the hospital

Molinette Hospital, officially called San Giovanni Battista Hospital, is part of the AOU Città della Salute e della Scienza. It is the largest hospital in Piedmont, the fourth largest public hospital and first liver transplant center in Italy. It was inaugurated in 1935 by King Vittorio Emanuele III and was conceived as a "citadel" of public health. Today, the complex consists of dozens of pavilions connected by covered corridors and underground tunnels.

The AOU Città della Salute e della Scienza, which was launched on 1 July 2012, is now the largest health centre in Europe with around twelve thousand employees, consisting of the Molinette, OIRM-S. Anna and the CTO-Maria Adelaide Hospital.



More than

**2X**

volume increase  
vs baseline

Avoided

**2 weeks**

patient waiting time

Cost savings

**1,6 K€**

Per patient



## Impactful Outcome

Prof. Calandri reports a remarkable shift in the reception of cryoablation procedures at Molinette Hospital, stating, "Since we introduced cryoablation last year, the feedback from urologists has been exceptionally positive." Initially, the hospital anticipated conducting approximately 20 cryoablation procedures annually; however, projections now indicate an increase to around 40 procedures in the next years.

This upward trend is particularly noteworthy in the context of ablation techniques primarily targeting renal tumors. There is growing optimism that the application of cryoablation may soon extend to addressing lung metastases, which presents substantial potential advantages for patient care, in accordance to European oncological guidelines.

Dr. Calandri underscores the hospital's unwavering dedication to meticulously selecting suitable patients. This approach is deemed essential for ensuring positive clinical outcomes while minimizing the risk of complications. He asserts, "Our primary objective is not to boost the number of procedures; we aim to guarantee that each case is approached with the highest level of care and precision."

The medical, technical and nurse team's dedication to providing patient-centered, evidence-based care focused on cancer treatment has been essential to the hospital's reputation. An emphasis on a multidisciplinary strategy has also been pivotal. As a result, physicians from various regions across Italy are increasingly referring complex cases to Molinette for specialized treatment.

From a logistical standpoint, the implementation of this innovative remote support solution has yielded substantial time and cost savings. By eliminating treatment delays, the hospital has managed to discharge patients in a timely manner, consequently curtailing costs associated with readmissions and administrative burdens. For example, a mere postponement of a procedure by one to two weeks could lead to avoidable expenses, resulting in savings of approximately 1,600 Euros for each delay circumvented.

In summary, Molinette Hospital's advancements in cryoablation not only enhance patient care but also exemplify a model of efficiency and excellence in oncological treatment.

*Disclaimer: Results are based on an actual survey conducted for this case study between May and December 2023.*

*Results from case studies are not predictive of results in other cases. Results in other cases may vary.*

*These materials are provided to outline general clinical considerations, educational and training practices, and procedural steps for the referenced technologies. However, they may not be suitable for every patient or situation. Decisions regarding patient care, as well as the choice of educational and training settings, should always be based on the physician's professional judgment, taking into account the specific circumstances and all relevant information available for each case.*



### Doctor Calandri

Associate Professor at Turin University,  
Interventional Radiologist

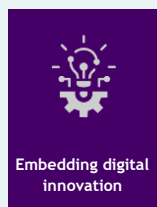


*"Working with Boston Scientific ExpertLink services has been a transformative experience. Their remote assistance exemplifies how strategic collaborations can effectively navigate challenges and drive timely, successful outcomes."*



## ExpertLink

Suite of services enabled by remote technologies, to connect healthcare professionals to clinical and technical support.



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