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SOAR CASE STUDY

How Snowy Owl Acute Radiology Scaled After-Hours Emergency Coverage Across Canada With RamSoft®

Dr. Christopher Buckle
Chief of Radiology

LOCATION
Toronto, ON
(servicing Canada-wide)

WEBSITE
soarcanada.ca

SPECIALIZATION
Emergency & Acute Care
Radiology (After-Hours
Teleradiology)

SOLUTIONS
PowerServer®
Cloud PACS

OVERVIEW

Snowy Owl Acute Radiology, ("SOAR"), is a Canadian boutique acute care radiology practice built around one purpose: delivering expert emergency radiology when local teams need it most. Operating after hours, SOAR provides remote coverage to community hospitals and radiology practices across Canada, with a concentration in the Toronto area. The group carries some of the country's busiest community emergency departments, interpreting complex acute care imaging studies with speed and precision.

Led by Dr. Christopher Buckle—Chief of Radiology and an actively practicing radiologist—SOAR has grown through a reputation built on clinical excellence, a strong collaborative culture, and an unwavering commitment to patient safety. As one of the first practices of its kind to operate within Canada's public hospital system, SOAR is helping establish a new standard for after-hours acute imaging coverage nationwide.

"We selected a partner to help us deliver optimized and efficient acute care after hours—and RamSoft has been a great partner to facilitate that."

Dr. Christopher Buckle,
Chief of Radiology, SOAR

THE CHALLENGE

When SOAR covered only a few sites, navigating each hospital's local PACS via VPN or Citrix was manageable. As the network grew, that changed fast. Every new site meant new credentials, new interfaces, and new points of failure—technical incidents climbed to several per week, often overnight. Onboarding a radiologist at a new site took up to a week. The cognitive burden of staying fluent across multiple systems pulled focus away from patient care, and peer backup—central to SOAR's culture—became harder to execute. It was a structural problem, and it called for a strategic solution. SOAR launched a formal RFP to find the right technology partner.

SOAR RESULTS

~5

Reduction in weekly technical incidents

7x faster

Radiologist onboarding:
days vs. weeks

1 list

Unified worklist across all
partner hospitals

Scalable

RamSoft as default PACS at
all new sites

THE NEED

SOAR needed more than a PACS replacement—they needed a platform built for an acute care radiology practice: one worklist, multiple hospital integrations, and a consistent reading environment that eliminated overnight technical friction. Non-negotiables included fast radiologist onboarding, seamless peer backup, and reliable uptime. Equally important was a Canadian-based partner. Deploying within Canada's public hospital system involves legal, privacy, and infrastructure complexities that require local knowledge—not a workaround.

“What used to take a week now takes a day. You just create a user ID and your radiologist can start reading. That’s been a huge win.”

THE RAMSOFT® APPROACH

Selected through a competitive RFP process—and backed by strong word-of-mouth within the Canadian radiology community—RamSoft® deployed its cloud-based PowerServer® PACS and PowerReader, giving SOAR's radiologists access to all partner hospital studies through a single, integrated worklist.

Implementation inside Canada's public hospital system was new ground for many of the sites involved, requiring legal and privacy reviews, infrastructure assessments, and careful IT coordination. RamSoft's implementation team provided hands-on guidance throughout—staying the course even when timelines ran long.

“They not only did the work, but they provided guidance, set expectations, and helped us problem-solve,” said Dr. Buckle. “That partnership has continued to be one of the biggest sources of value we get from RamSoft.”

- A standardized, cloud-hosted reading environment that travels with each radiologist
- Facilities integrating into SOAR's workflow—not the other way around
- RamSoft as the default PACS platform at every new partner site

CONCLUSION

RamSoft has given SOAR the foundation to scale without sacrificing clinical focus. With imaging from multiple hospitals consolidated into one reliable platform, radiologists spend their overnight shifts interpreting cases—not troubleshooting technology. Technical incidents have dropped sharply. Onboarding that once took a week now takes a day. Peer backup flows freely. And as SOAR's track record grows, partner institutions are gaining confidence in the teleradiology model itself—opening doors to new sites with RamSoft as the default platform from day one. When technology gets out of the way, patient care moves forward.

“[The RamSoft team] did an absolutely outstanding job. They were with us the entire way—not just doing the work, but helping us problem-solve and setting our expectations. That’s what a real partnership looks like.”

Hear more how RamSoft’s customers are accelerating their imaging workflow and improving patient care — [watch their stories now.](#)

Explore how RamSoft’s automated cloud-based imaging solutions can optimize productivity and drive growth in your organization.

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