

Case Study

Centro Hemato Oncológico Transitions to Exergen TAT-2000 for Reliable, Non-Invasive Thermometry in Oncology Care

Centro Hemato Oncológico, one of Panama City's leading private oncology networks, provides specialized cancer treatment services across four major hospitals: The Panama Clinic, National Hospital, San Fernando Hospital, and Marbella Medical Center. As a high-volume care provider, accurate and reliable temperature measurement is essential for early detection of infection, treatment decisions, and patient safety—especially given the immunocompromised status of many cancer patients.

In mid-2024, Centro Hemato Oncológico initiated an evaluation of its existing temperature measurement tools after discovering that a significant portion of its fleet of thermometers—primarily Welch Allyn Pro 6000 tympanic devices—were either damaged or not properly calibrated. This situation prompted hospital management to explore new thermometry technologies that could better support their clinical and operational needs.

The Technology Shift: From Tympanic to Temporal Artery Thermometry

Recognizing an opportunity to support the hospital's transition to a more modern and sustainable thermometry

solution, Exergen and its regional partner RENOVA presented the Exergen Temporal Artery Thermometers to the clinical and administrative teams at Centro Hemato Oncológico. A week-long demonstration was conducted in July 2024 using the TAT-5000S Temporal Artery Thermometer, during which Exergen representatives conducted hands-on sessions with nursing and medical staff in various departments.

The feedback from frontline healthcare professionals was overwhelmingly positive, particularly regarding ease of use and speed of readings. While the TAT-5000S impressed the hospital's nursing staff, budget constraints led the institution to ultimately purchase the TAT-2000 model instead. The TAT-2000 shares the same core measurement technology and offers many of the same clinical advantages, while being optimized for cost-efficiency in high-volume environments.

Advantages of the Exergen TAT-2000

The Exergen TAT-2000 is a contact thermometer that uses non-invasive infrared technology to measure body temperature by scanning the temporal artery on the forehead. This method is not only more comfortable for patients but also delivers clinically accurate results within seconds. The thermometer incorporates proprietary algorithms to compensate for ambient temperature

changes—ensuring consistent accuracy even in Panama’s warm climate or air-conditioned clinical environments.

One of the standout environmental benefits of the TAT-2000 is its ability to operate without disposable plastic caps, helping to minimize medical plastic waste. However, in settings where hospital protocol requires single-use covers, Exergen also provides protective caps. This dual approach offers both flexibility and compliance with hospital hygiene and fever policies.

Feedback from Healthcare Professionals

The TAT-2000 has been well received by nurses and physicians alike. As Head of Nursing at Centro Hemato Oncológico, Rubis Pérez explained: “The Exergen thermometer is intuitive and fast. Our staff immediately appreciated the non-invasive nature of the device, especially when working with sensitive patients undergoing cancer treatments. It gives accurate readings without causing discomfort, which is essential in our line of care.”

Initial on-site training was carried out by Exergen’s local team in Panama, and additional training sessions are scheduled to further integrate the technology into the hospital’s workflow. Full adoption is expected within the next few months.

Procurement and Implementation

Centro Hemato Oncológico began the rollout of the Exergen TAT-2000 in September 2024, with an initial purchase of seven units and a supply of protective covers for departments requiring them. At present, two devices are already in clinical use as part of an extended trial phase, and the hospital has formally begun processing a requisition for an additional 25 units to fully replace its legacy tympanic thermometers.

According to local Exergen distributor RENOVA, the gradual replacement strategy was devised to align with the hospital's budget cycles while ensuring uninterrupted clinical operations. Over time, the hospital intends to completely retire the existing Welch Allyn Pro 6000 devices in favor of the Exergen TAT-2000 system.

Protocol Continuity and Clinical Integration

Importantly, the transition to the TAT-2000 did not require any changes to the hospital's established fever detection or patient monitoring protocols. This seamless integration was one of the deciding factors in the hospital's final purchasing decision, as it reduced training time and ensured that existing clinical workflows remained uninterrupted.

Outlook

Centro Hemato Oncológico's move to Exergen's TAT-2000 thermometry marks a significant step forward in

improving patient comfort, clinical reliability, and environmental responsibility in temperature assessment. The institution's decision reflects a growing recognition within the healthcare sector of the benefits of non-invasive and low-maintenance medical technologies.

As Rubis Pérez noted: "We look forward to expanding the use of Exergen's technology across all our sites. It's a smart investment—for our staff, for our patients, and for our sustainability goals."

With the full transition anticipated in the coming months, Centro Hemato Oncológico is poised to become a model for other oncology centers in the region looking to modernize their approach to clinical thermometry.

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