

# Kingston Health Sciences Centre

## ADMINISTRATIVE POLICY MANUAL

**Subject: Diagnostic Imaging Remote Reporting Workstation    Number:    01-230**

**Issued by:**    President and Chief Executive Officer

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Original Issue:    2019.03

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### Preamble

Diagnostic Imaging (DI) standards require Radiologists to report exams using equipment that provides high quality images suitable for interpretation. There is a request from Radiologists to report exams remotely in order to meet the needs of our patients and referring physicians outside of regular working hours, and to provide improved reporting turnaround and necessary urgent on-call reads.

This policy covers the terms and conditions for remote use and the procedure to obtain standard DI Remote Reporting Workstations with Monitors (RRW&M) or Remote Reporting Workstations without monitors (RRW).

### Policy Statement

Radiologists wishing to report DI exams remotely must do so using an approved, standard DI RRW that meets privacy and security standards obtained through Information Management.

This standard DI RRW includes all required software/hardware; the RRWM includes all required software/hardware and diagnostic quality monitors. Radiologists can opt to purchase monitors from a non KHSC supplier provided they obtain written approval from the DI Clinical Department Head.

Radiologists will have one year to transition to the standard DI RRW. After April 1, 2020, only KHSC supplied DI RRWs are permissible.

Information Management will only support the standard DI RRW. Third-party monitors will not be supported.

### Procedure

Radiologists working in the DI Program can only obtain a DI RRW through KHSC Information Management, no exceptions. DI RRW lifespan is estimated to be five years after which the workstation should be replaced.

#### 1. Obtaining new DI RRW

1.1 All DI RRW costs are the sole responsibility of the Radiologist. On request, Information Management will provide specification details and a quote to the Radiologist for consideration.

1.2 Radiologist have two payment options:

1.2.1 Purchase: This is an upfront purchase of the workstation. The Radiologist can keep the workstation indefinitely; however, Information Management will only provide support for the first five years.

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1.2.2 Leasing: This is a 5 year lease option with distributed monthly payments. For this option Radiologists execute a 5 year lease agreement. On expiry, the workstation must be returned. To obtain a replacement Radiologists must execute another 5 year lease. Notes: (1) Radiologists are solely responsible for covering the costs of damage incurred during the lease period, and (2) Radiologists who wish to terminate the lease agreement before the 5 year term is up can (a) find another Radiologist who wants the equipment and is prepared to cover the remaining monthly payments, or (b) payout the remaining months on the contract.

1.3 Upon written request and payment and/or lease execution by the Radiologist, Information Management will procure and configure the DI RRW. Components will be clearly labelled for easy assembly at home by the Radiologist.

1.4 Radiologists are solely responsible for transportation and set-up of their DI RRW and for obtaining internet service suitable for remote reporting.

### 2. Support

2.1 Information Management will provide support for DI RRWs through Customer Support Services (Help Desk).

2.2 Information Management will not send technicians to Radiologists' homes or other non-KHSC sites.

2.3 There will be NO on-call services provided by the PACS Administrators after-hours for DI RRWs.

2.4 Radiologists may be required to bring DI RRWs on-site to Information Management for troubleshooting.

### 3. Upgrades

3.1 Information Management will periodically provide software and operating system upgrades to keep DI RRWs current.

3.2 Any related upgrade costs are the sole responsibility of the Radiologist. Information Management will inform Radiologists of upgrade costs as they occur with as much advance notice as possible.

3.3 Upon receipt of payment, upgrades will be applied remotely whenever possible. On occasion Radiologists may be required to bring DI RRW on-site to Information Management to be upgraded.

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3.4 Upgrades are mandatory. Remote access will be suspended for Radiologists who do not pay for upgrades within a reasonable time after notice.

### Privacy and Security

DI RRW includes standard KHSC security software/hardware.

1. DI RRWs are exclusively for work purposes.

1.1 Access by unauthorized individuals is strictly prohibited.

1.2 The RRW must be properly locked/shut down after use.

1.3 Radiologists must comply with all KHSC policies and procedures for protection of patient health information. Precautions must be taken to ensure only those within the circle of care can view open images.

1.4 Radiologists must comply with all KHSC policies and procedures for remote access to the Hospital's network, including use of complex passwords and multi-factor authentication.

Authorizing Signature:

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Dr. David Pichora  
President and Chief Executive Officer