Version

3

I.T. PACS Pro Software Inc. 12-2015

Web Flow Online RIS

Version 3.0 User Manual

I.T. PACS PRO SOFTWARE INC.

Web Flow Online RIS User Manual

Web Flow Online RIS / PACS ©
I.T. PACS Pro Software Inc.
5612 Pembroke Road Suite A
West Park, FL 33023
Phone 954.678.1270 • Fax 954.985.5336

Table of Contents

Chapter

1

Understanding the Web Interface

This part of the manual will familiarize you with the requirements for the system as well as some common symbols used throughout.

Website Requirements

The website works with all types of web browsers, but some features require Internet Explorer, specifically the scanning interface. For this reason we recommend Internet Explorer version 9.0 and later. To have an optimal screen and design layout we also recommend a monitor with a minimum resolution of 1280 x 1024. Higher resolution and multiple displays may be beneficial for some users.

Software Requirements:

Internet Explorer includes many security settings that force the user to click in some areas multiple times and to receive warning messages to ensure the optimal performance of the software, therefore, please adjust your internet option settings as listed below. Java is also required for Radiologists and Transcriptionists. Install Java at www.java.com and follow the settings listed below. Many documents on the system are stored in PDF format so please ensure your system has the latest PDF software installed. To view DICOM Images Microsoft Sliver Light is required. You will be prompted to install when you first try to view images over the web. Tablet PCs can be used if they are operating the Full Version of Windows 7 or Windows 8. If you are running Windows 8 RT you will not be able to view DICOM images as you will not be able to install Microsoft Sliver Light.

The following settings will all be in your internet explorer options. The internet options can be changed by going to the control panel and look for the option of Internet Options

Browsing History:

1. Internet Options
2. On the General Tab, look for browsing history
3. Click Settings
4. Choose Every time I visit the website.

Trusted Sites:

1. Internet Options
2. Security Tab

3. Click trusted sites. Then click Sites
4. Enter your companies RIS website address and click add.

Pop- up Blocker:

1. Internet Options
2. Privacy Tab
3. Under the Pop-up Blocker click settings.
4. Enter your companies RIS website address and click add.

Empty Temporary Internet Files:

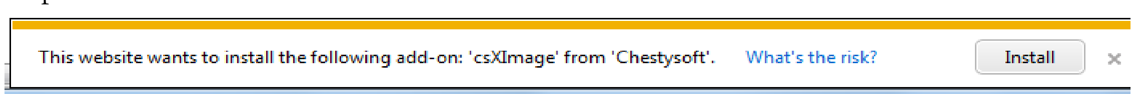
1. Internet Options
2. Advanced Tab
3. Scroll down to the security options.
4. Check off Empty Temporary Internet Files folder when browser is closed.

Java Settings:

1. Control Panel
2. Java
3. On the security tab lower the security level to the lowest setting.
4. Add your site to the Exception Site List

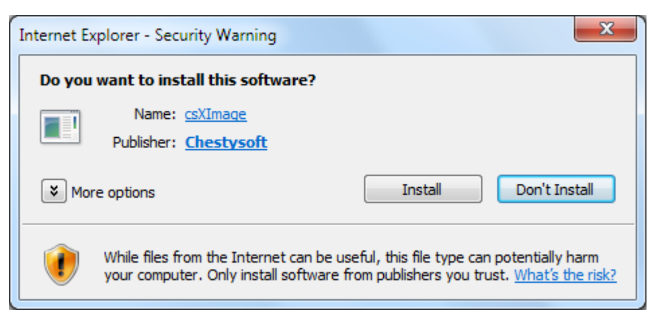
Scanning Requirements

The user will need a TWAIN compliant scanner. The scanner will need to be installed in Windows to confirm the scanner is installed properly, use the scanner wizard in Windows to perform a test scan. Once the scanner is working in Windows, click on any scan link in the website. The user will be prompted to install an add-on to Internet Explorer. Click Install.



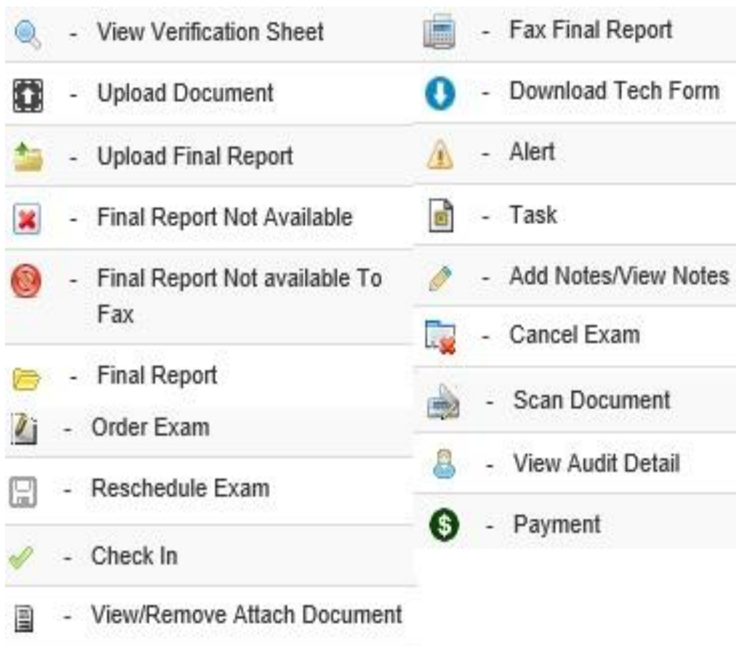
After the add-on is installed you will receive another pop up asking the user to install csXImage from Chestysoft.

Click Install

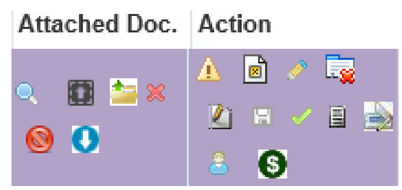


Icon Descriptions

The "icon key" below is a look at common icons found in the website. While navigating through the website you can place your mouse over the icon and it provides you with a caption of its purpose.



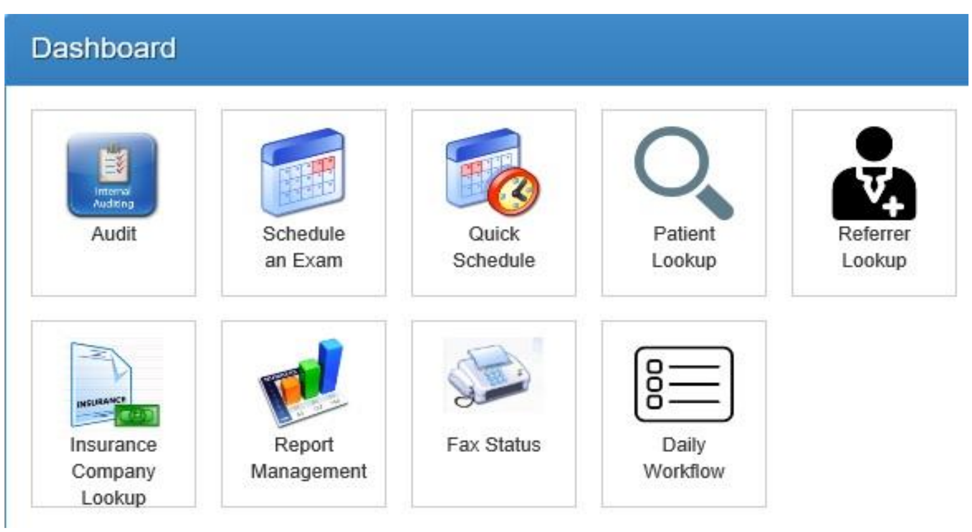
Some icons change, are not always visible, or change when the status changes i.e. when final report is available the icon will not be a red X.



If there are no tasks or no alerts, an icon will be present.

Dashboard

The Dashboard is the main login screen for all users. Some users will have more icons and functionality than other users. All of the functions on the dashboard are available on the side hyperlink bar which is available on all of the other pages throughout the website.



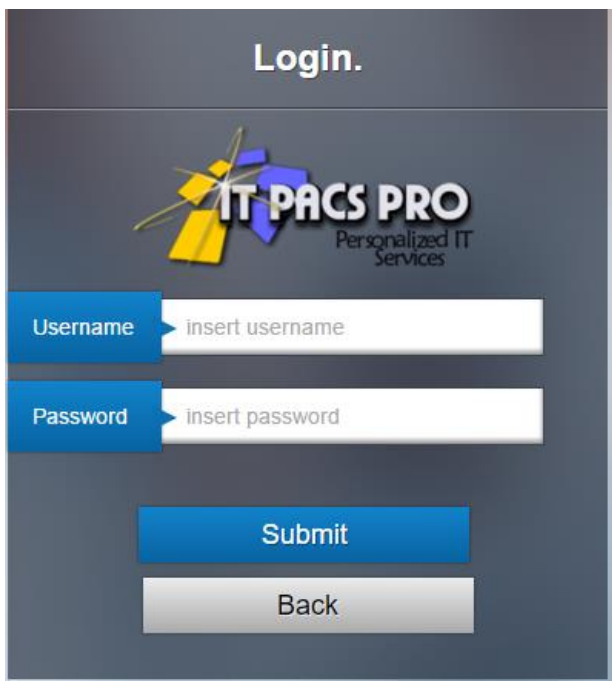
Logging into RIS

Going to your company's RIS Website below the logo, you will notice a bar with several links. Click on staff or physicians.

Enter your Username and Password.

-Contact the center manager for your username and password.

Click Submit to enter the Website.



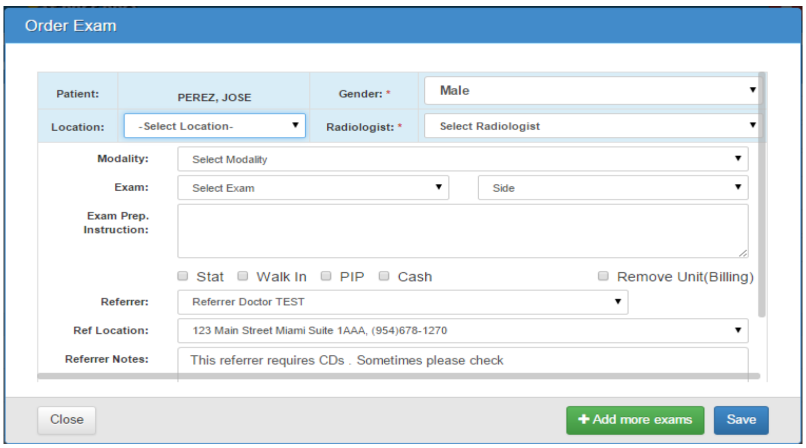
Chapter

2

Ordering Exams

You can order an exam using patient lookup, daily workflow, or from the schedule exam page.

To order and exam the user must first choose their location and the patient's gender. Then the user must select a modality and an exam.



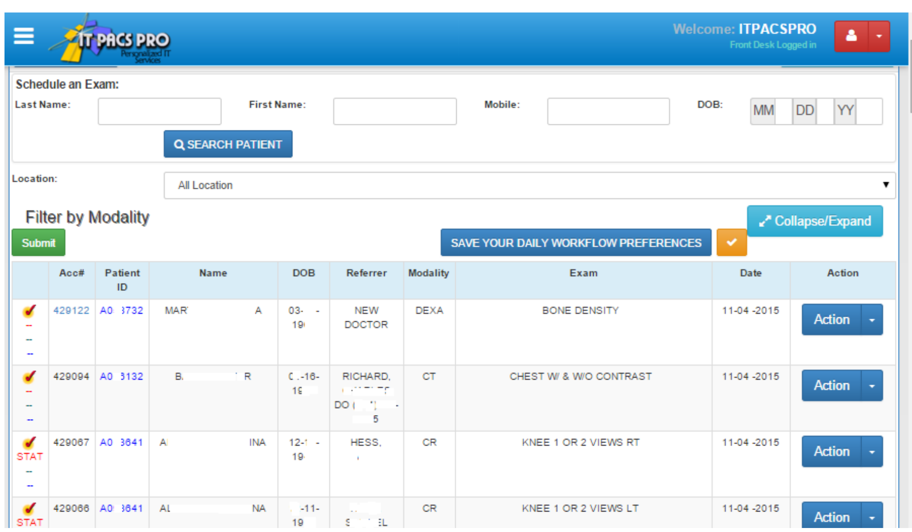
If the exam has preparation instructions they will be visible at this time.

Finally the user will choose the ordering physician.

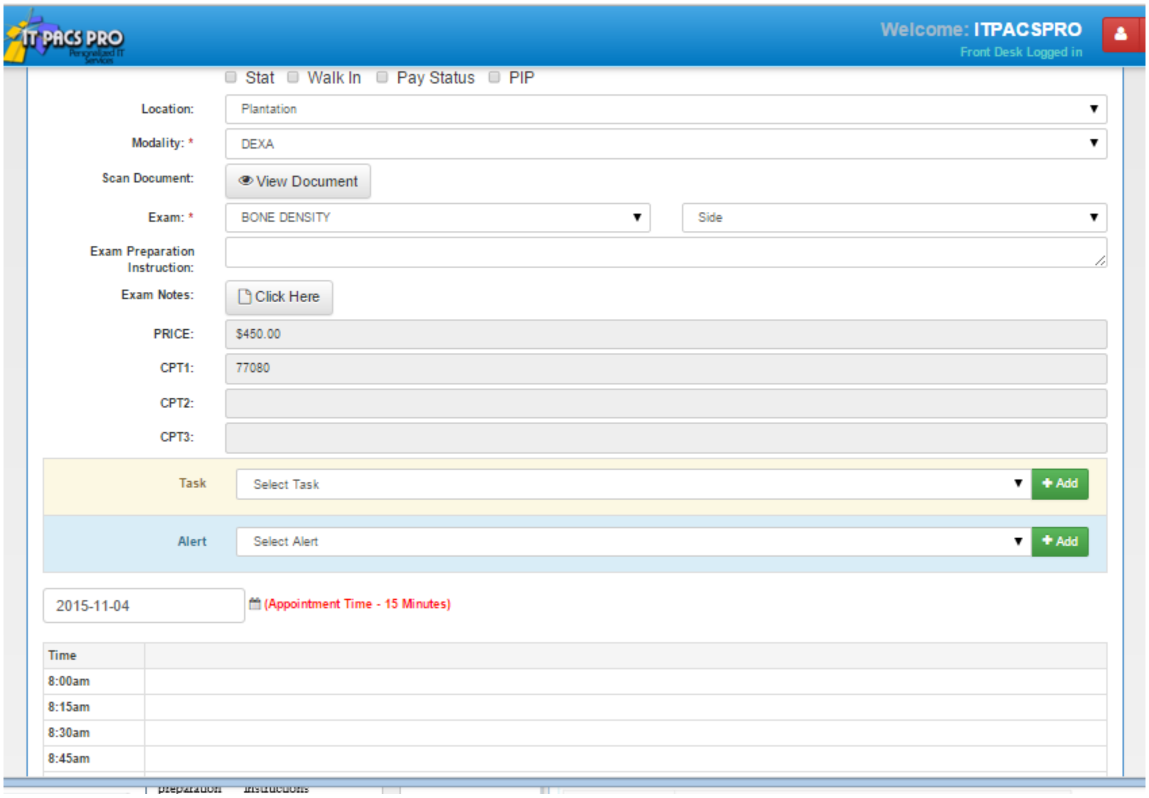
If the patient has a double study use the add more exams button to add an additional exam.

Schedule an Exam that has already been ordered

Once the exam is ordered the user will be redirected to the schedule exam page. This is where all the exams that have been ordered but have not been schedule are located. Here, the user can schedule the exam they just ordered by clicking on the accession number.



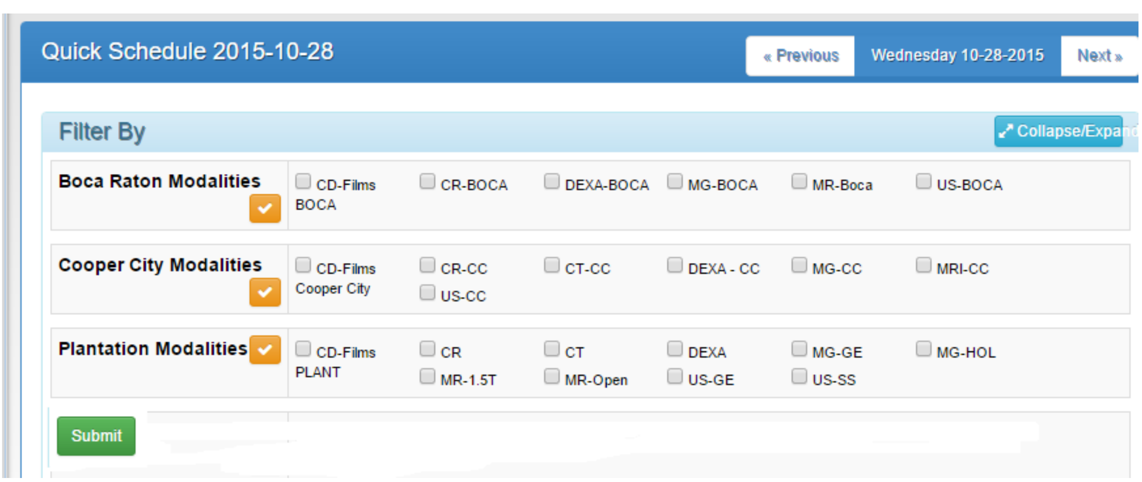
Here the user will be able to see the location, the modality, exam, cpt, and available time slots. Simply click the time slot you wish to schedule the patient for. The exam has now been scheduled. *---Note: On this screen the user can add a task or an alert for the exam or patient at this time.*



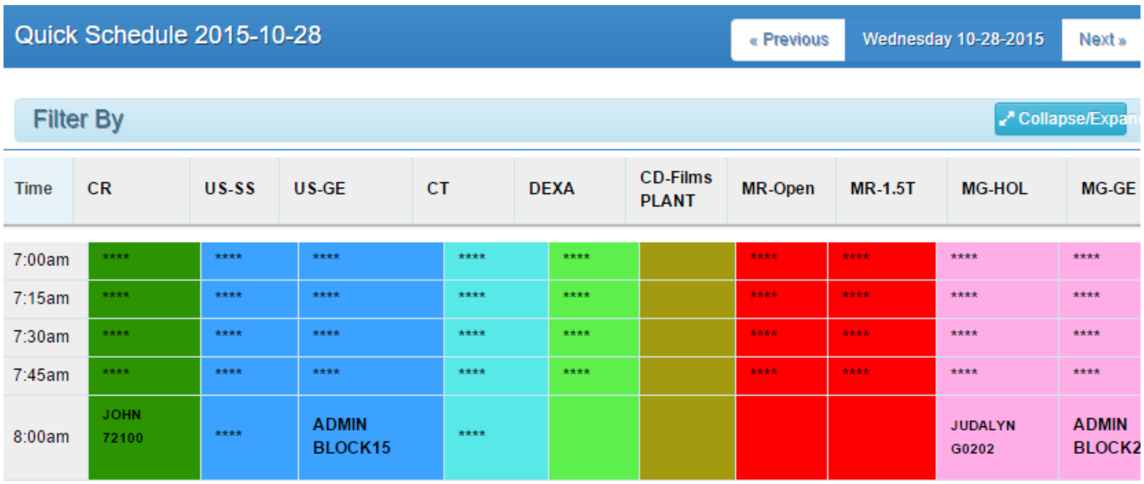
Quick Schedule

Quickly Schedule an Exam

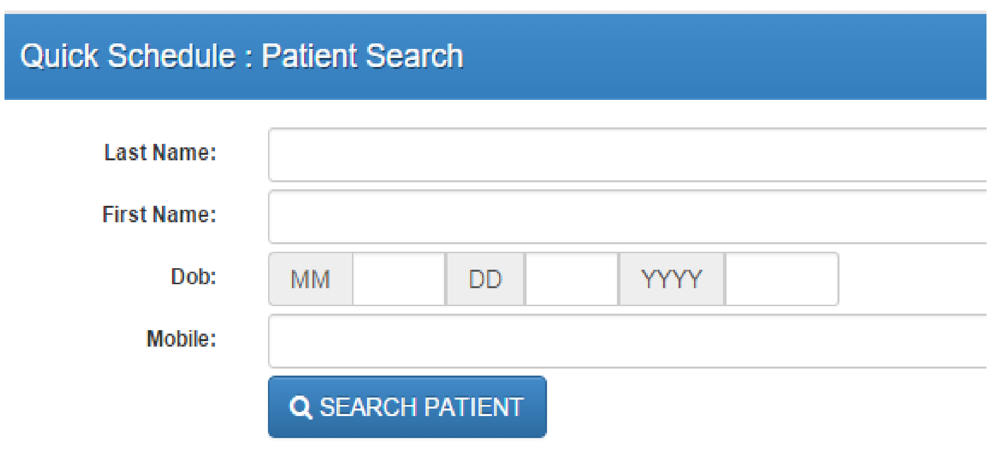
Start by clicking on quick schedule on the dashboard or on the side bar. If your imaging center has more than one location you will see them listed here separately. You can choose any number of modalities you wish to schedule for.



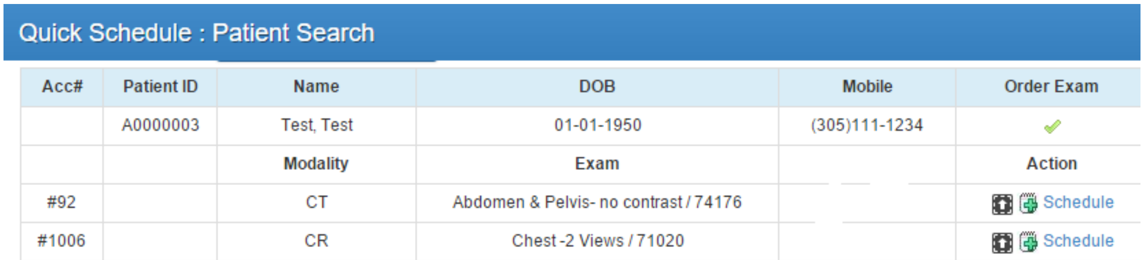
Once you have selected your modalities you will see a color coded scheduling grid that is organized by modality and time. Place your mouse in the table to scroll the times up and down. And place your mouse anywhere else on the page to scroll your page up and down.



To begin the quick scheduling process select an open time slot under the modality you wish to schedule for. Then, enter the patient's First Name, Last Name, Date of Birth, and OR Phone Number to search for the patient in the RIS



The search query will bring back any possible matches in the system. Confirm the information matches and click the order icon for the patient you are trying to schedule an exam for. If the patient has the same exam you are trying to order in a No Show or Cancel Exam status use the schedule button to reschedule the previously ordered exam. ---*Note: the benefit of doing this is to keep all notes entered for the previous interaction will be stored all in the same exam*

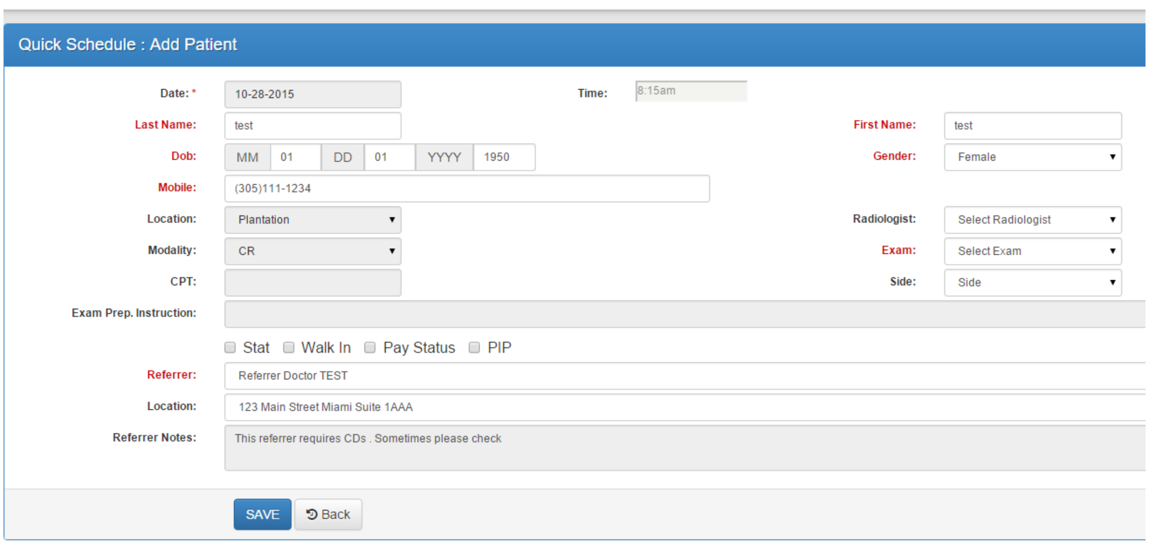

Quick Schedule : Patient Search

Acc#	Patient ID	Name	DOB	Mobile	Order Exam
	A0000003	Test, Test	01-01-1950	(305)111-1234	✓
		Modality	Exam		Action
#92		CT	Abdomen & Pelvis- no contrast / 74176		Schedule
#1006		CR	Chest -2 Views / 71020		Schedule

If none of the results match click Add Patient to add a new patient to the system.

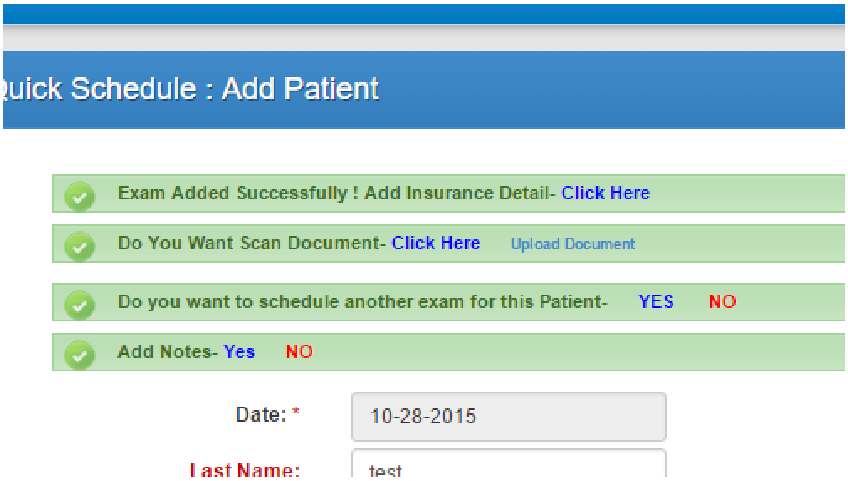
The system will require you to ask the patient for their phone, address, gender, and if they have any insurance.

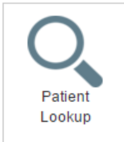
If the patient is already in the system, the system will then forward the user to the Quick Schedule order exam screen.



Here the user will have to choose the exam they wish to order on the right. Since the patient was a previous patient, the system has auto populated the previous ordering physician. Confirm the ordering physician with the patient and click save.

The system will confirm your order and then ask you what you would like to do next. You may choose the appropriate action.



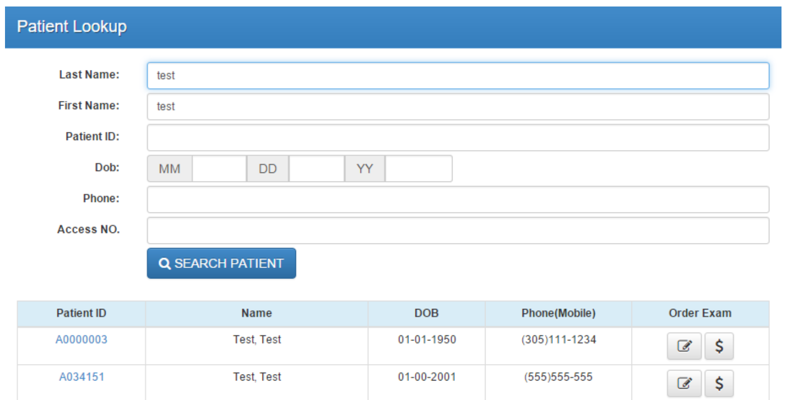


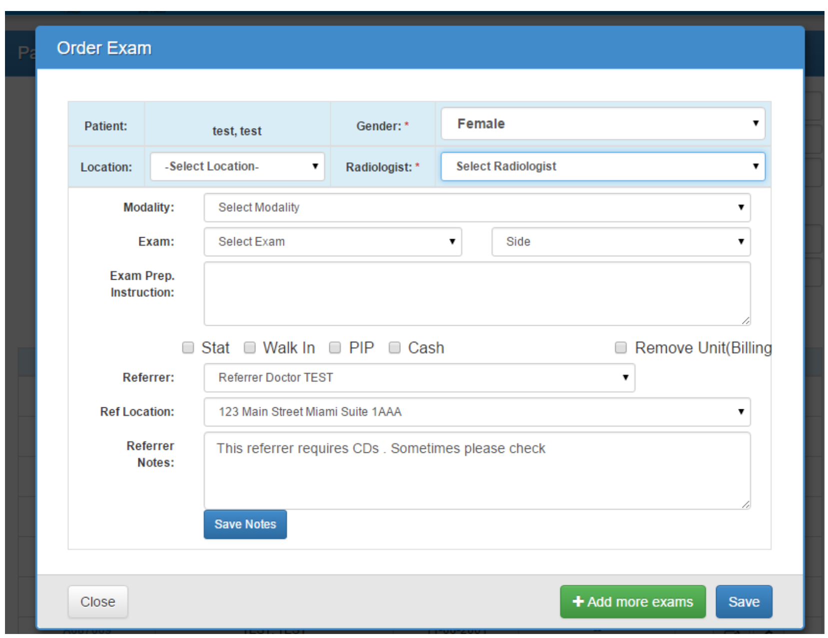
Order an Exam via Patient Lookup

Begin by clicking on Patient Lookup. Enter the patients name to search the system. If you have an accession number of a previous exam you can also search using that.

The system will provide matching results, if you find your patient click on the Patient ID. If you do not find the patient in the system click add new to enter a new patient.

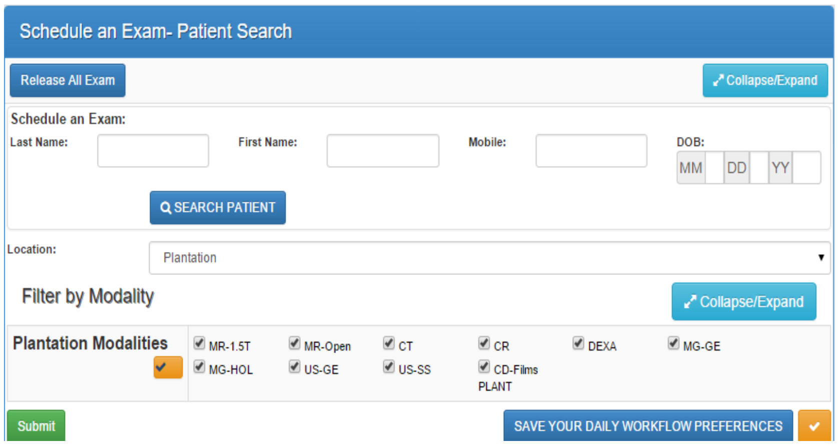
If the patient is found click the action button to order an exam.

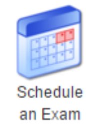




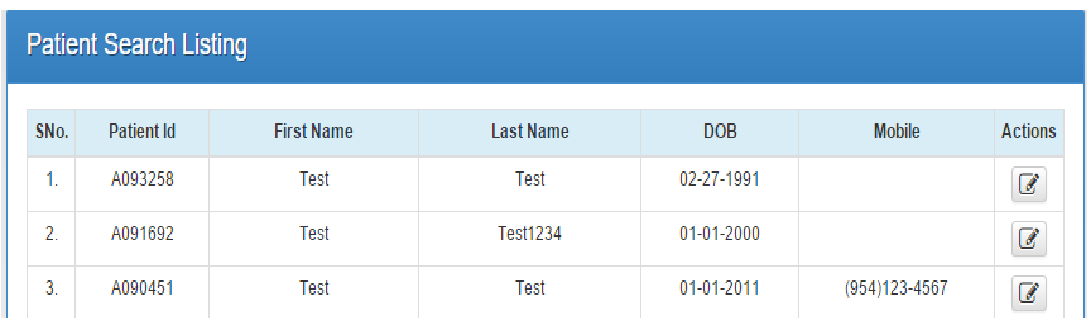
Now choose the location, modality, exam, and referrer. Your exam has been ordered. Continue to the following section that will explain in detail the process of scheduling an exam that has been ordered already.

Schedule an Exam that has Already Been Ordered





Search or filter the listing to find the exam you are looking to schedule. The table below will reduce and only show the results of your search. Click the action button to order an exam.

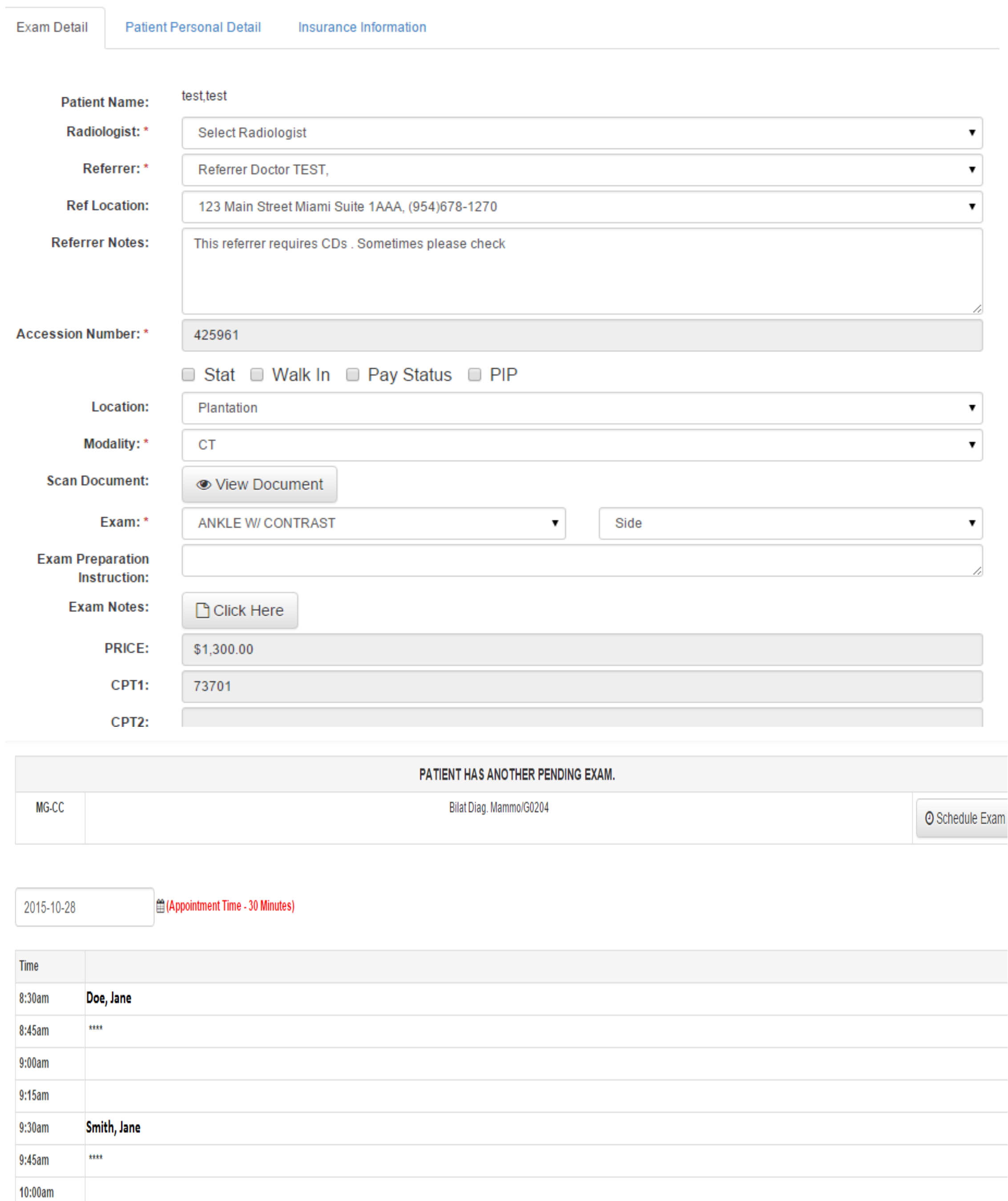


Patient Search Listing

SNo.	Patient Id	First Name	Last Name	DOB	Mobile	Actions
1.	A093258	Test	Test	02-27-1991		
2.	A091692	Test	Test1234	01-01-2000		
3.	A090451	Test	Test	01-01-2011	(954)123-4567	

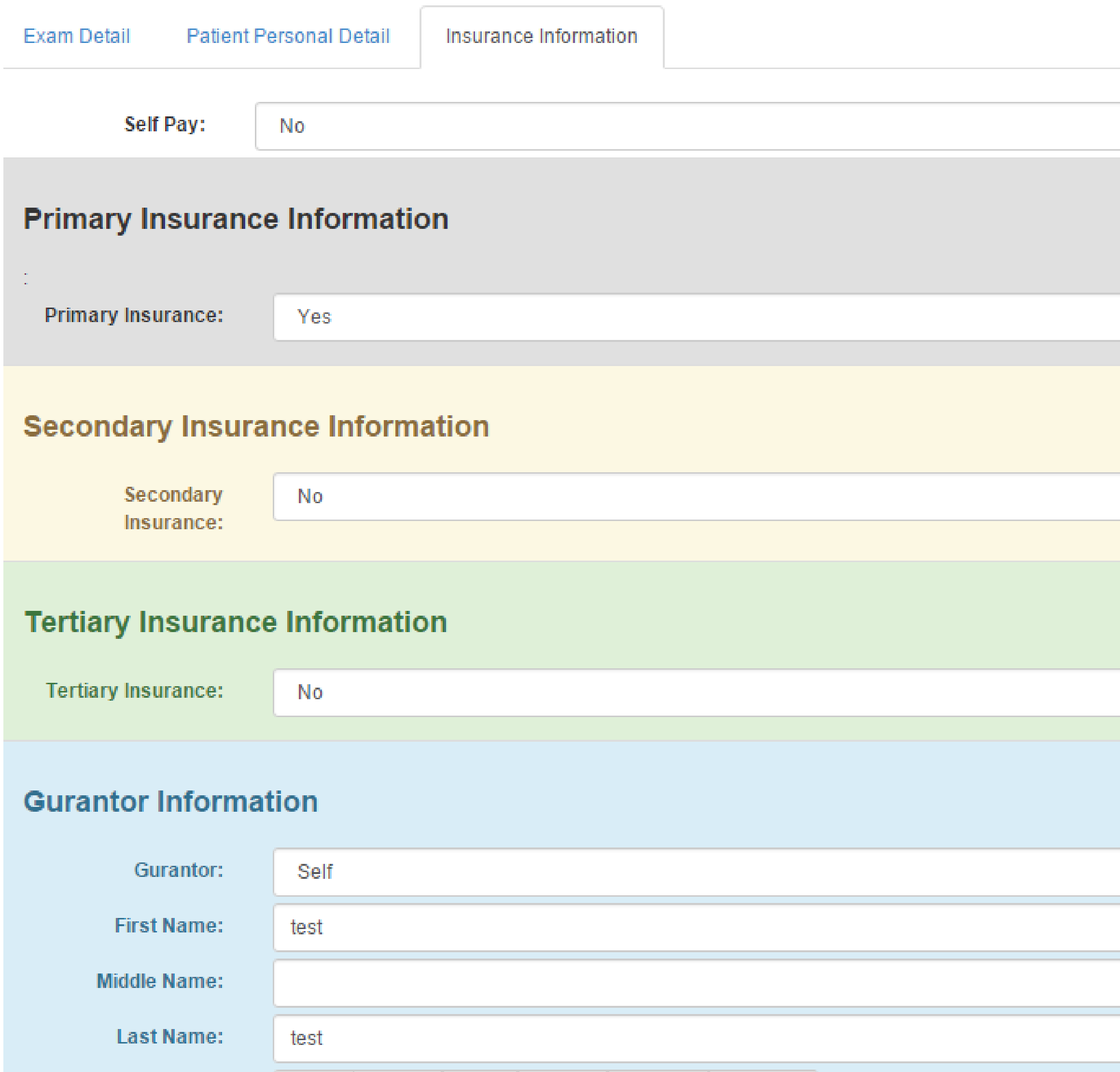
You will be redirected to the accession number detail scheduling page. In this page the user will be able to locate all the pertinent information of the patient and assign a scheduled time for their exam.

Click on the accession number of the patient and it will display all pertinent patient information such as, Exam Detail, Patient Personal Detail, and Insurance Information tabs. Once you scroll down on the Exam Detail tab there will be a scheduling grid with the available time slots for the exam being scheduled.



As soon as you click the open slot, the exam is scheduled. If you need to change the scheduled time after you have closed this page you will have to use patient look up and locate the exam using the accession number or patient name and reschedule it. You have the option to scroll down and update any patient information prior to selecting the scheduling date and time. Don't forget to save the information you have updated on the page.

On this screen you have multiple tabs at the top. Exam Detail, Patient Personal Detail, Insurance Information. Use these 3 tabs to navigate through the patient's record and update pertinent information.

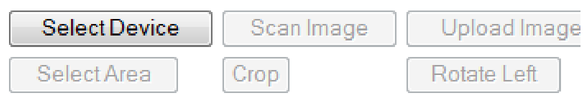


Chapter 3

Scanning Paperwork into RIS

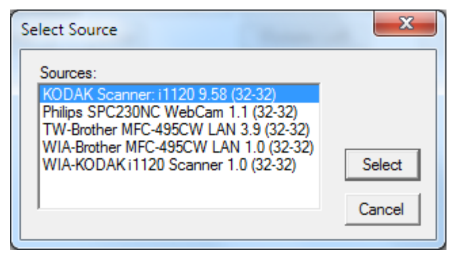
There are multiple ways to scan documents into the RIS system. You will see different icons throughout the system that allow you to scan. Here are the two icons you may see:

Depending on which link you use, the system may ask you before or after the type of document you are scanning. Once you click on one of the link a pop up will appear with the button Select Device visible. If it is not visible confirm the scanner applet is installed and the scanner is installed in windows.

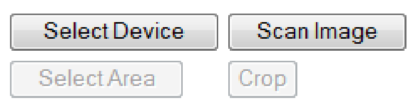


Select the Device

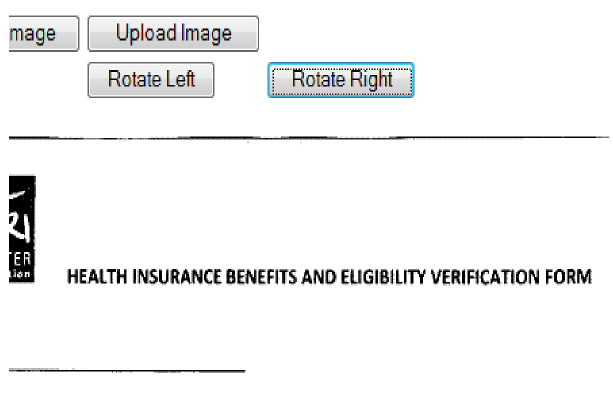
Choose your device and press select.



Click scan image.

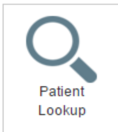


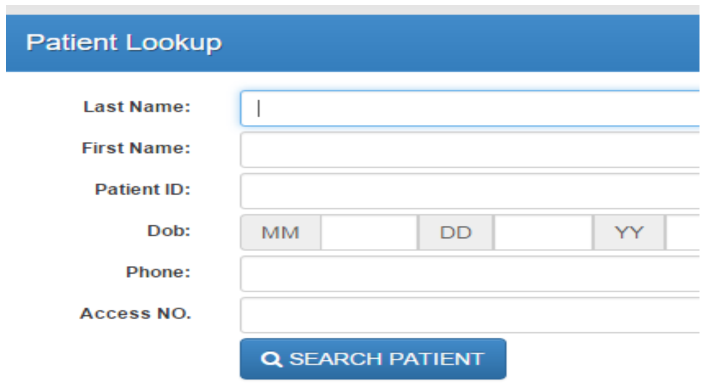
The next screen will be the scanner interface screen. This screen will vary depending on which type of scanner you have. It is important if there is an option for color or black and white to choose black and white for paperwork and color for IDs; if there is a setting for dpi select a maximum of 200 dpi. After the image is scanned a preview will be visible. Rotate it if needed and click **Upload image**.



Patient Lookup

Patient Lookup is used to search for a patient or an exam. You can search using First Name, Last Name, Phone, or Accession number.





The system will return the results of the search. Confirm the results match the intended search. You can quickly order an exam by clicking on the link to order exam.

Patient ID	Name	DOB	Phone(Mobile)	Order Exam
A0000003	Test, Test	01-01-1950	(305)111-1234	$
A034151	Test, Test	01-00-2001	(555)555-555	$
A093258	Test, Test	02-27-1991	(305)555-1243	$

View the Patient's Exam History

Click on the patient id number and all of the patient's exams will be listed. You can click on any accession number to view the details of that exam. You can also view the insurance verification sheet, add documents, view final report, refax a report to a referrer, view alerts and pending task, add notes, cancel exam, reschedule exam, view attached documents, and scan directly to the patient record -*See Key Legend for Icon Descriptions*

Patient Lookup

	Acc#	Patient ID	Name	DOB	Mod	Exam	Sch. Date	Time	RAD	Ref	Status	Attached Doc.	Action
- -	428260	A0000003	Test, Test	01-01-1950	CR	CALCANEUS 2 VIEWS LT	10-28-2015	8:15am		Referrer Doctor TEST	No Show		-- -- -- $
- -	423832	A0000003	Test, Test	01-01-1950	MR-1.5T	ARM W/O CONTRAST - RIGHT	09-24-2015	8:30am		Referrer Doctor TEST	Send to RAD.		-- -- -- $
- -	421887	A0000003	Test, Test	01-01-1950	US-CC	Abdomen Complete/76700	09-09-2015	10:30am		Referrer Doctor TEST	Exam Canceled		-- -- -- -- $
- -	420771	A0000003	Test, Test	01-01-1950	US-GE	Arterial Unilateral UE or LE Limited RT/93922	08-28-2015	11:15am		Referrer Doctor TEST	No Show		-- -- -- $

Note

Any blue hyperlink in the system can be clicked on and additional information will be presented.

Search for a Referrer

The frontend user can search for ordering physicians by using the referrer lookup link. Search the system using the physician's First Name, Last Name, or Username. After your search returns results click the action button to view the physician's information.

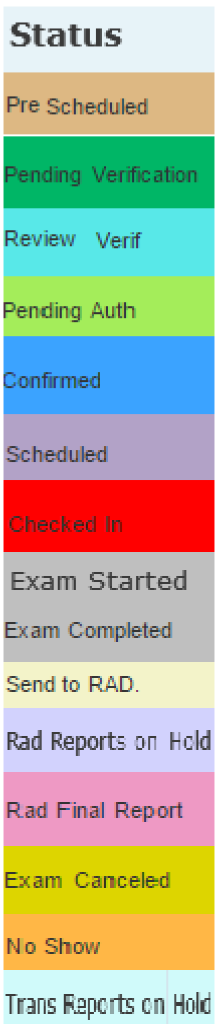
Referrer Lookup Search

Username	Password	Lastname	Firstname	Display Name	Email	Phone	Fax	Action
TEST	TEST	TEST	TEST	TEST, TEST	--	--	9546882956	
ALAN	TESTA	TESTA	ALAN	TESTA , ALAN D.C.	--	(954)378-8285	954-451-3948	
refer	qwqwqw	Tester	Test	Testing Ref	--	--	--	

Chapter 5

Types of Exam Statuses

An exam's process is measured with exam statuses. The following exam statuses are in order that the exam follows.



1. Pre-Scheduled: Exam has been scheduled but some insurance information is missing. The exam may not be reimbursed.

2. Pending Verification: A record will change status to pending verification once the insurance company, group number, and or member id have been entered. If your center has signed up for the Electronic Insurance Verification feature the system will immediately submit the request for verification.

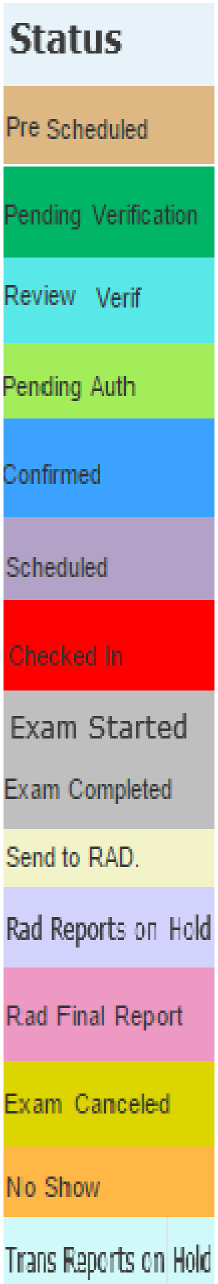
3. Review Verification: For those who have the Electronic Insurance Verification feature once an exam has been submitted for electronic verification the results will be saved to the patient's record and the status will change to Review Verif. Review the information provided and enter the appropriate insurance details into the patient's chart.

4. Pending Authorization: The status of an exam will change to Pending Authorization when a user chooses Authorization Required = Yes but does not enter an Authorization number. This status can be used to monitor the status of exams that are pending authorization.

5. Confirmed: An exam can be marked confirmed in different ways.

    - 1. On the daily workflow a user can click the confirm button in the first column to mark the exam confirmed this should be done only after the patient has been contacted and confirmed their appointment time.

    - 2. If your Center has signed up for Text Message Appointment Confirmation feature a text message will go out to all the patient who are in scheduled status 24 hours prior to their exam time. If the patient responds with a Yes the exam will be marked Confirmed. If the patient responds with a No the exam will be marked Canceled and if the patient responds with the word Call the status will be changed to call. To inform the staff that the patient is requesting a call.



6. Scheduled: All required information and insurance information has been completed and the exam has been scheduled.
7. Checked In: Patient has arrived to the location and the intake paperwork is completed and scanned to the exam. The patient is ready for the technologist.
8. Exam Started: The technologist has interviewed the patient and the exam has begun.
9. Exam Completed: Certain Exams will show up as completed. Like Burning a CD or ordering films. All imaging studies will skip this status and go directly to Send to Rad.
10. Send to Rad: The exam has been completed and been sent to the radiologist.
11. Trans New Message: The Radiologist has dictated the exam and sent it to the transcriptionist.
12. Trans Reports on Hold: The Transcriptionist has transcribed the audio and is reviewing the record before sending it to be reviewed by the radiologist.
13. Rad Reports on Hold: The record is pending the radiologist review and signature.
14. Rad Final Report: The exam's status will change to Rad Final Report once the radiologist has finalized the exam
15. Exam Canceled: The exam has been canceled.
16. No Show: The patient did not arrive for the exam. Exams that have not been started within 2 hours of the patient's scheduled time on the day of the exam are automatically marked as a no show exam. The administration can run a system report that shows all the exams that are in a no show status. Use this feature to contact the patients who did not show to reschedule them again for another open slot.

Daily Workflow for Front End Users & Technologists

Daily Workflow functionality varies for every user in the system. In this section we will cover the functionality for the front desk user, scheduling, authorization, and technologists. First begin by clicking the link for Daily Workflow.

Each exam is listed and sorted by modality and time scheduled. The daily workflow has multiple columns. The two columns that will be discussed here are the Attached Doc. column and the Action column.

There can be up to seven icons in the Attached Doc. Column:

1. **Insurance Verification Page** – use this icon to view the Verification Page for the exam

2. **Electronic Insurance Verification Results** -- An icon will appear to view the electronic insurance verification results.

3. **Upload Documents** – Upload a document to a patient's chart

4. **Upload Final Report** – Manually upload a Final Report. This can be used for Radiologists that do not wish to use the system to perform their studies. For instance Tele-Radiology or Night coverage.

5. **Re-Fax Final Report** - Re - Fax a Final Report

6. **Final Report** – Download and view the Final Report

7. **Download Technologist Form –** This is a Technologist interview form that the technologist will use to document the patient's condition prior to the exam

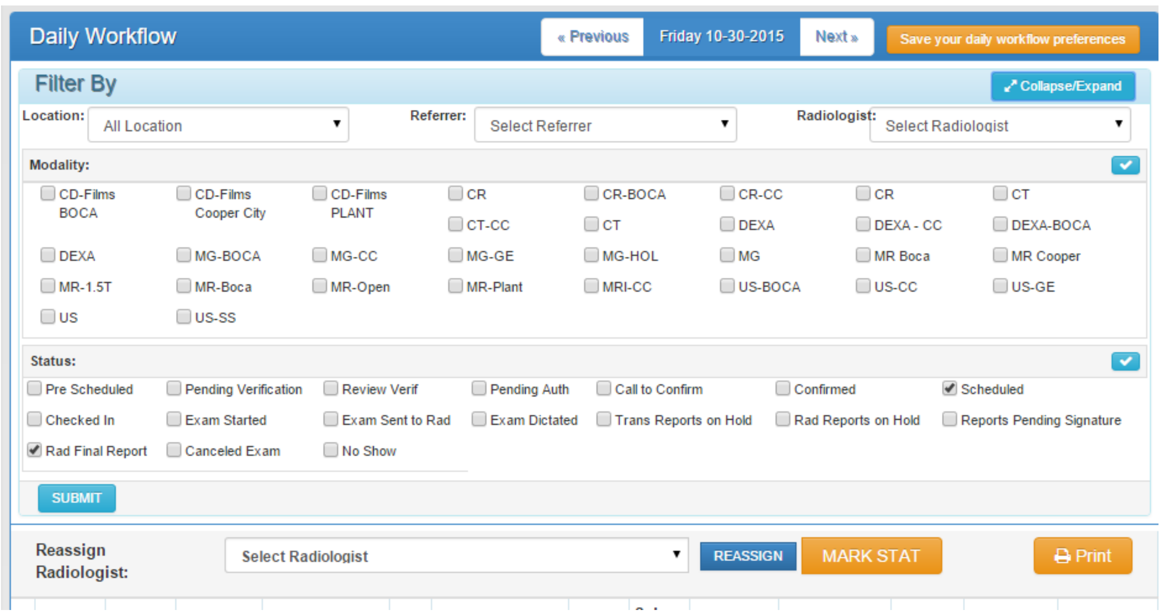
The Action Column is composed of up to eleven action buttons. The eleven icons in order are;

1. **Alerts** – Alerts icon will only be present when the patient has an alert
2. **Tasks** – The task icon will only be visible if the patient has pending tasks
3. **Add / View Notes** - Use this function to add or view notes of the patient's exam for all the staff to review.
4. **Cancel Exam** - Cancel exam function can be used to cancel the patient's exam.
5. **Order an Exam** – Order and additional Exam for a that particular patient
6. **Reschedule Exam** – Reschedule an exam. Some data cannot be changed on an exam without rescheduling the exam
7. **Check In / Exam Start / Exam Complete** – All three of these actions have a green check box. Depending on the exam status at the time the action button may command any one of these functions.

8. **View Attached Documents** - Use this action to view the attached documents saved in the exam's record.
9. **Scan Document** – Scan and upload a document using a scanner.
10. **View Audit** - View the progress of the specific exam. The audit will show all the actions that took place on the particular record.
11. **Payment** - Use the payment button to accept a payment from the patient and or print a receipt for payments made for that exam.

Daily Work Flow Filters

To filter the Daily Workflow screen use the Collapse/Expand button next to the filter by heading. The filter will allow the user to filter by modality or exam status. The user can select multiple filters at once.



To reassign a record to a new radiologist check off the study and choose the radiologist and click reassign. You can check off multiple exams to reassign at one time.

	Stat	Access No.	Patient ID	Name	Modality	Exam	Sch. Date	Sch. Time	RAD	Ref	Status	Attached Doc.	Action
	--	6310	A0000008405	Test Test	CR	ANKLE COMPLETE - 3 VIEWS - RIGHT	09-28-2012	7:30am	rad	Referrer	Checked In		-- -- --
	--	6477	A0000008427	Sample Person	CR	ABDOMEN COMPLETE - 1 VIEW	09-28-2012	8:15am	rad	Referrer	Exam Started		-- -- --
	--	6475	A0000008427	Sample Person	CR	ABDOMEN COMPLETE - 4 VIEWS	09-28-2012	10:00am	rad	Referrer	Rad Final Report		-- -- --
	--	6463	A0000008405	Test Test	CT	ABDOMEN W/ CONTRAST	09-28-2012	7:00am	rad	Referrer	Send to RAD.		-- -- --
	--	6476	A0000008427	Sample Person	DEXA	BONE DENSITY (DXA)	09-28-2012	10:30am	rad	Referrer	Rad Reports on Hold		-- -- --
	--	6320	A0000008405	Test Test	MG	Diagnostic Digital Mammo with CAD -Bilateral	09-28-2012	9:00am	-	Referrer	Pre Scheduled		-- --
	--	6270	A0000008768	Dee May	MR-1.5T	ABDOMEN W/O CONTRAST	09-28-2012	7:00am	rad	Referrer	Exam Canceled		-- -- -- --
	--	6473	A0000008427	Sample Person	MR-Open	BRAIN W/ CONTRAST	09-28-2012	7:15am	rad	Referrer	Trans Reports on Hold		-- -- --
	--	6209	A0000008765	JOHN LEE	MR-Open	ABDOMEN W/ CONTRAST	09-28-2012	1:45pm	-	Referrer	Scheduled		-- --
	--	6474	A0000008427	Sample Person	US	BREAST- BILATERAL	09-28-2012	7:30am	rad	Referrer	Send to RAD.		-- -- --

Previous **Friday 09-28-2012** Next   Total Appointment = 10

Daily Workflow view can provide the user the exact status an exam is currently in. Each color represents a different exam status.

Clicking on the accession number, the blue hyperlink will provide the user with additional details about the exam and the patient. Information can be updated and saved if needed. To view any attached documents the patient will have to click on the accession number and scroll to the attach document section below the patient demographics. You can also use the attached documents action button.

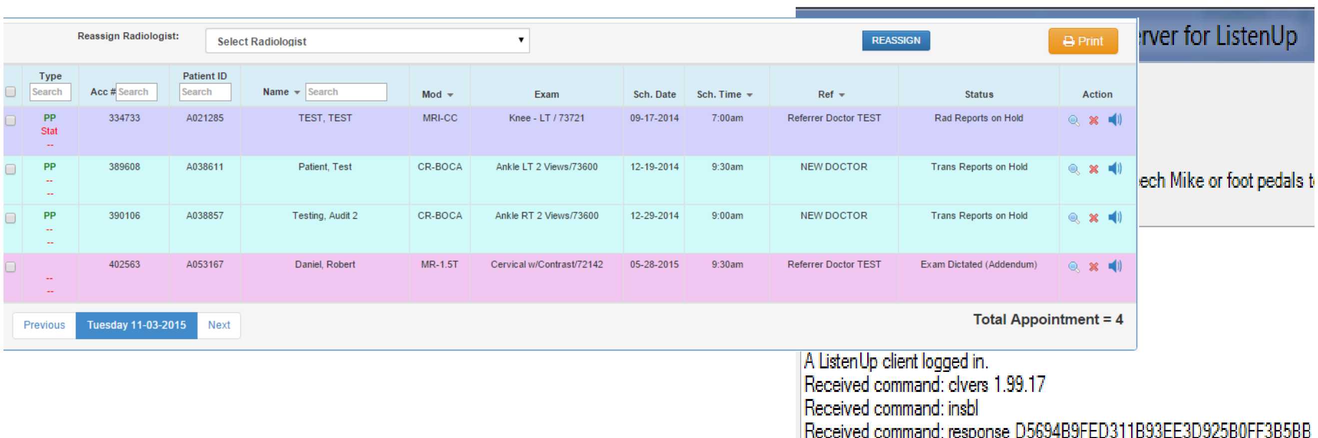
In the accession number details you can also add alerts or tasks per exam. Any exams that are stat will have the word STAT in red in the type column.

Daily Workflow functionality is exactly the same for the front desk user, scheduling and authorization user, and the technologist except the technologist is the only one of the users who can start and complete an exam.

-This Daily workflow screen is a communication center for all the users in your practice. If the radiologist's name is assigned to the patient's record the radiologist can watch the status of the patient as they arrive, are scanned and sent to him or her. This feature is the same for the ordering physician.

Daily Workflow for the Radiologist

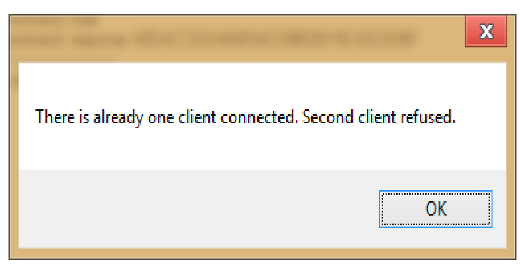
Daily workflow functionality varies for every user in the system. In this section we will cover the functionality for the Radiologist. First begin by clicking the link for daily workflow. The radiologist will see studies from all locations, and all modalities. As a study is assigned to the radiologist it will be present on the daily workflow. Studies will go through different statuses prior to being ready for interpretation. The daily workflow status will help the radiologist understand what other patients are pending. Once the study is ready for interpretation it will be in "Send to Rad" status and it will be a cream color. To begin to dictate or begin voice recognition, click the speaker icon.



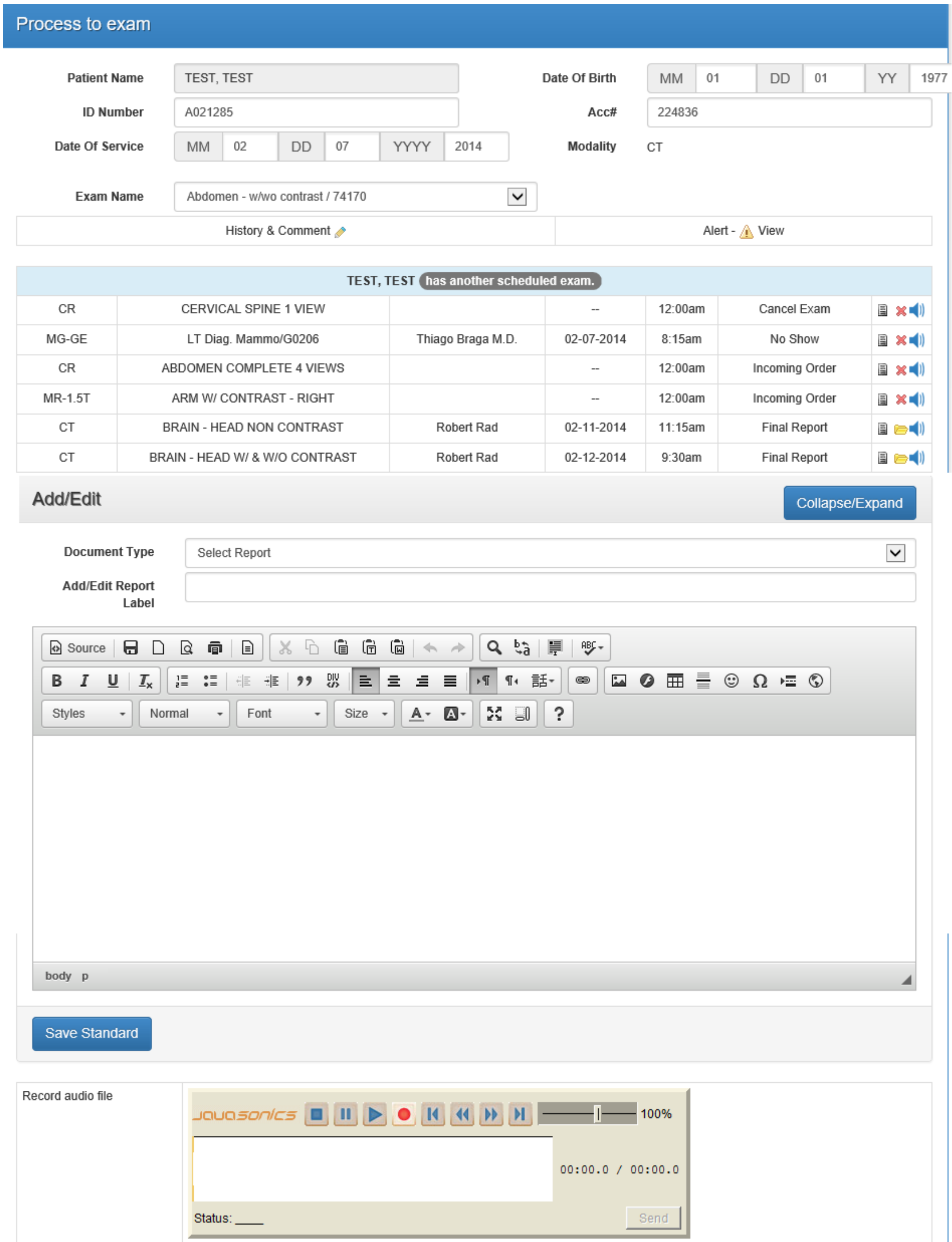
When the user clicks the speaker they will receive a request to install some audio recording components click Install.

Once the software is installed return back to the page. You will get a pop up for the audio controller.

This audio controller needs to run in the background when recording audio. If you close it by mistake simply reopen the audio recording page. If you forget to close your audio recording page the next time you open the page again you will receive and error "There is already one client connected. Second Client refused." Make sure you have closed all the audio recording pages.



Dictate Audio



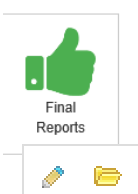
The demographic information will be displayed at the top of the audio recording page. Confirm you are viewing the associated images for this study. Any attached files, such as prescriptions, tech sheets, and or previous reports will be available under the attached files section. Each document will have its own hyperlink. Right below the attached files there is a link for history and comments. Click view to read any history and or comments that may have been added to the record. If you are using a Phillips speech mic you can begin to hold the record button to record your audio. If you have a standard microphone click the record button to begin recording. Once you are finished dictating click the EOL button on the speech mic to send your audio to the server. If you are using a standard microphone click the send button on the applet.

Now the audio has been uploaded to the server you need to choose which transcriptionist to send the record to. Each Radiologist has a default transcriptionist but they can change it at any time on any audio recording page.

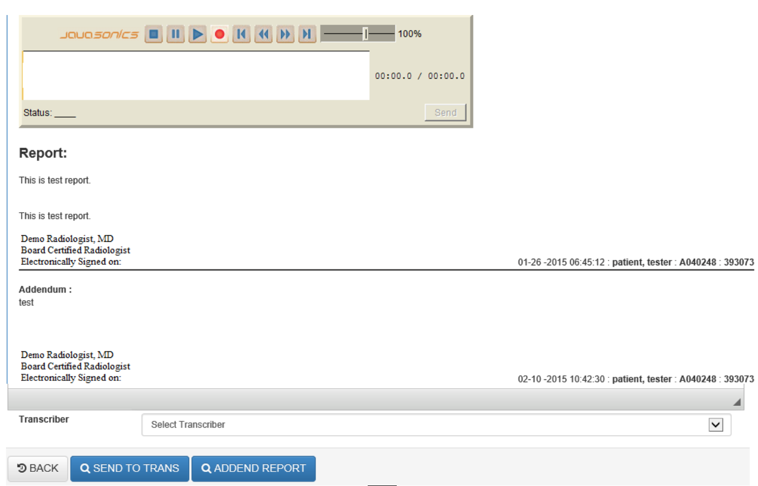
If the Radiologist uses Voice Recognition software like MModal Fluency Direct or Dragon medical speech recognition simply click in the text editor and begin to transcribe your report. When you are done, you can choose to send the record to your hold list for later review. Or you can sign and finalize your report immediately. If you began to transcribe the report but realized it was too difficult you can leave the text in the editor, record audio, send the audio, and then click Submit to Trans instead. That record will be sent to the transcriptionist that was selected.

NOTE – IF YOU FORGET TO SEND YOUR AUDIO ONLY THE PATIENT DEMOGRAPHIC INFORMATION WILL BE SENT TO THE TRANSCRIPTIONIST AND THE AUDIO IS LOST. WE RECOMMEND ALL RADIOLOGISTS USE A PHILIPS SPEECH MIC TO AVOID THIS POTENTIAL LOSS.

Create an Addendum



A radiologist can create an addendum by clicking the link for final reports. Here you will see a list of the most recent finalized reports. You can search for the record you wish to addend by using the search field at the top of this page. Once you have found the record click the addendum icon. You will see the patient demographics at the top of the page, the current finalized report, the audio recorder, and rich text editor.



The radiologist can choose to record audio and send the record to the transcriptionist or they can use speech recognition to dictate the addendum and addend the report immediately.

--Note: A front desk user can request an addendum. Once they request the addendum the exam will be put on the radiologist's workflow. The radiologist will notice a read only view of the previous final report on his record audio page. The users are instructed to enter a comment or note for the reason for the addendum.

Radiologist Reports on Hold

When a radiologist submits a record to the hold list it will be held on that list for review by the radiologist. Records can arrive here if they are sent to the rad hold list by the transcriptionist. The transcriptionists have been instructed that if they do not understand any of the audio they will type the information that they do understand and send it to the radiologist's hold list. Here, the rad can review and correct the record or record new audio send the audio and return the record back to the transcriptionist.

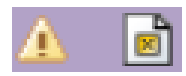
Radiologist Pending Signature

The radiologist pending signature list is similar to the radiologist hold list. The difference is records that do not need any typographical review will be sent to the radiologist here. The radiologist can use the two different lists to sort and hold certain exams when necessary.

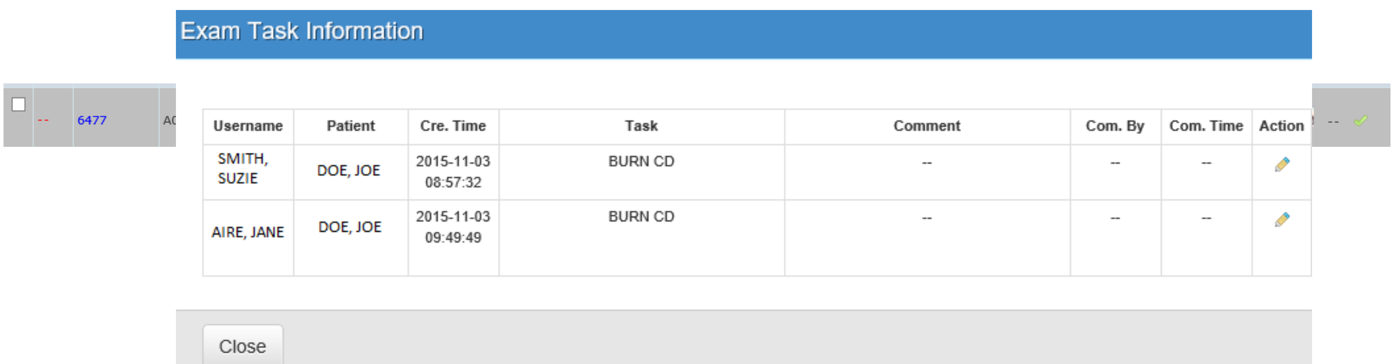
Chapter 6

Technologist RIS Guide

The technologist is responsible for starting exams, ending exams, and submitting the study to the radiologist. The technologist can also add an additional exam to any patient using the patient look up function. Technologists need to be aware of two icons on the daily workflow. The First icon is the Alert Icon. The second icon is the Tasks icon. If the task icon is present, there is a task pending for that exam.



Click the task icon to view the task. You can view the description of the task and any comments that may have been entered. Click the action button to complete the task and add any comments. Once all the tasks are completed, the task icon will disappear from the daily workflow.



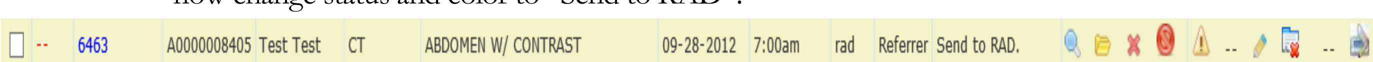
Exam Task Information

Username	Patient	Cre. Time	Task	Comment	Com. By	Com. Time	Action
SMITH, SUZIE	DOE, JOE	2015-11-03 08:57:32	BURN CD	--	--	--	
AIRE, JANE	DOE, JOE	2015-11-03 09:49:49	BURN CD	--	--	--	

Close

To start the exam, click the green check mark. You will be given the opportunity to enter comments if needed. The status of the exam will change to Exam Started.

Once the exam is completed click the green check again to end the exam. Make sure you have assigned a radiologist otherwise the system will prompt you to assign a radiologist. The record will now change status and color to "Send to RAD".



-Remember you can filter your daily workflow list using the filter by option. If you only want to see pending exams choose the filter with prescheduled, scheduled, checked in, and exam started.

** The most important function for the technologist is to ensure the demographic information entered into the modality matches the information in the RIS Server. At minimum please confirm the Patient ID number and Accession number match. If your center has enabled the Modality Worklist functionality the patient demographic information will be sent to the modality using this service. But at times that system may be down or unavailable. Patient IDs and Accession numbers are unique numbers and do not get repeated in the system*

DICOM Web Viewer Connectivity

--Note

Every exam needs to have an accession number and patient ID if the accession number and patient ID do not match the images will be unavailable to the ordering physician. Always make sure the correct information that is in the RIS is also entered into the modality prior to acquiring any DICOM images.

Use the PACS QA report to monitor that all exams have been attached to the PACS Web Viewer.

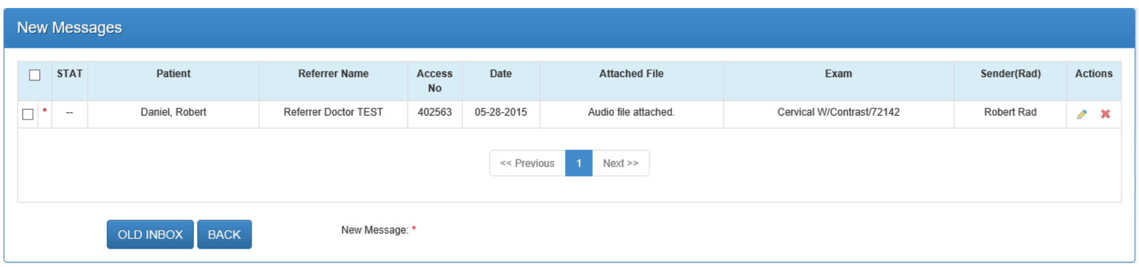
Chapter 7

Transcriptionist RIS Guide

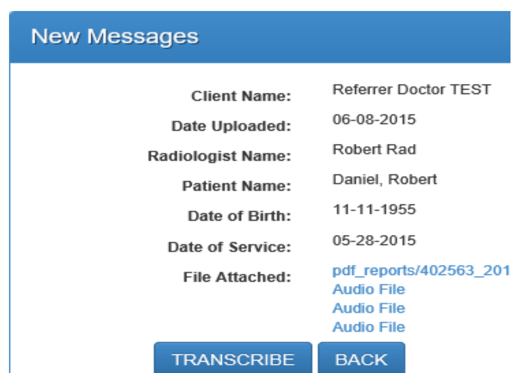
New Messages

The transcriptionist will receive new messages in their inbox. Records with a red asterisk indicate that the record is new.

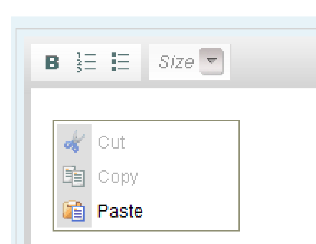
Let's begin by clicking on the new message icon on the dashboard. The patient's name date of service and the radiologist will be displayed. Click the action button to transcribe the report.



When you click the action button the system will take the user to the new message detail where the user can manually download the audio file to be imported into any player they wish or they can use the player that is integrated into the RIS system; click transcribe to begin the report. On this page the user will be prompted to install software for the audio player and foot pedals. If the software is installed correctly the audio player will have audio loaded into it and your infinity foot pedals will control the player. All of the demographics information will be pre-populated so that you can simply begin to type directly into the editor and when you are finished click Submit. The record will be sent to your hold box until you are ready to submit it to the radiologist.



If you choose to type in word and paste your transcript you can right click directly on the editor and click paste. Confirm that there are no extra lines at the top of the report or at the bottom of the report.



Transcriptionist Reports on Hold

In the reports on hold section the user will see all the reports that have been submitted. Prior to the records going to the radiologist they arrive here. This will allow the transcriptionist the final opportunity to review the reports. The reports will be displayed on one page which will allow the user to scroll through the reports without having to open each individual report. The user has the ability to preview the report in pdf, edit report or delete the report. If the report is fine they can submit it to the reports pending signature. If there is a question about the record it can be submitted to the rad reports on hold where the radiologist can review the transcript. To submit multiple records click the check box for each record or click the bottom check box to select all the records.

Patient	**: Patient, Test**	**DOB**	**: 01-05-1990 : 25Y**
DOS	**: 12-19-2014**	**Patient ID**	**: A038611**
Physician	**: NEW DOCTOR**		
Modality	**: CR-BOCA**		
Exam	**: Ankle LT 2 Views/73600**		

DIGITAL SCREENING MAMMOGRAM:

INDICATION:

COMPARISON: None available.

TECHNIQUE: Bilateral digital MLO and CC views of the breasts were obtained. CAD was used for interpretation.

FINDINGS: The breasts are heterogeneously dense composed of fat and fibroglandular tissue. No irregular mass, region of architectural distortion or suspicious cluster of microcalcifications is seen.

IMPRESSION: There is no suspicious mammographic finding.

RECOMMENDATIONS: Follow-up mammogram is recommended in one year.

BIRADS CATEGORY -1 (NEGATIVE)

NOTE: Please note that up to 15% of breast cancers may be missed on mammography and even ultrasound due to lower inherent sensitivity of the imaging modalities. In addition, dense breasts, adenosis and/or fibrocystic changes may obscure an underlying neoplastic process and further limit the sensitivity of mammography, even in fatty breasts. Therefore, a negative report for malignancy should not delay aspiration or biopsy of a palpable dominant mass or any clinically suspicious finding for malignancy. Ultrasound and MRI of the breasts may be used to supplement mammography and to increase sensitivity, especially in the clinical setting of dense breast tissue. False positive reports average 10% or greater. If a patient falls within a Gail Risk Assessment Category greater than 15%, an MRI may be indicated for further evaluation. Correlation with the clinical and family history via the primary care physician is recommended. As per MQSA (Mammography Quality Standards Act) requirements and the ACR (American College of Radiology) recommendations, a letter to be sent to the referring physician and to the patient will summarize findings of the mammogram.

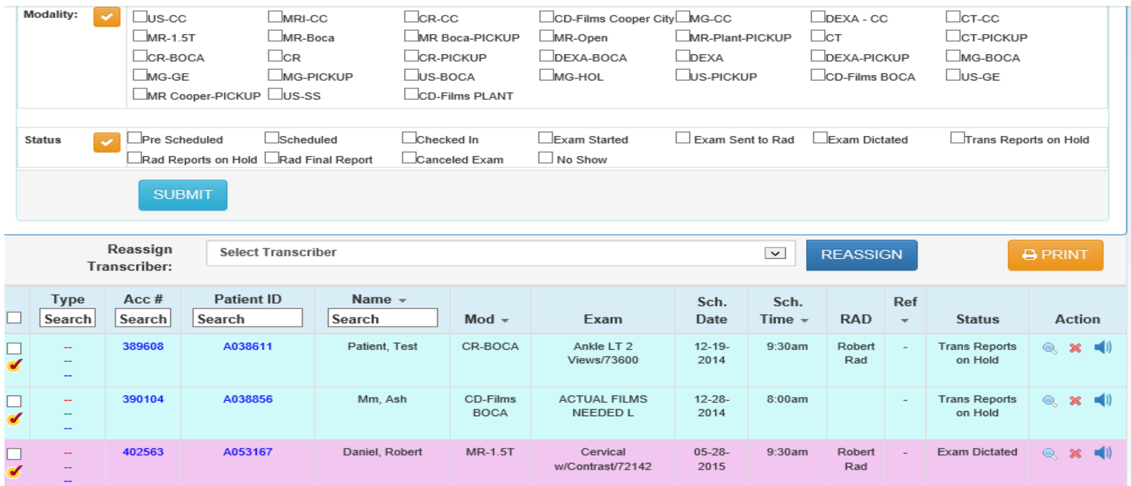
☐ EDIT PREVIEW

☐

RAD REPORTS ON HOLD | RAD PENDING SIGNATURE | Back

Daily Workflow for the Transcriptionist

The ideal workflow for the transcriptionist is to manage their work using new message box on their dashboard. Daily workflow can be utilized to view the work for the day as a whole. The daily workflow will show the records that have been sent vs. the records that are pending to be transcribed. An upgrade that has been added is the ability to search directly on the list.



Chapter

8

Referrer RIS Guide

Login to the Imaging Center's Website and confirm that the website is a trusted site that allows pop ups. Final reports are stored in pdf format so the computer will need a PDF application to view and print final reports.

IF your center is using Web Based DICOM image viewer Clear Canvas Follow the instructions below.

To view DICOM Images verify Microsoft Silverlight is installed on the PC.

Upon logging into the website you will see all the final reports. You can click the link for report to view one report, or you can check off multiple reports and download them all.

Daily Workflow for the Referrer

The referrers do not have any actions on the daily workflow except a link for a final report. This page is designed for your clients to see their exams progress in real time.

This feature will minimize your center's inbound phone calls from referrers looking for an exam they have ordered.

View My Patients

☐	SNo.	Date	Time	Patient	ID Number	Modality	Exam	Ref	Images	Report	Status
☐	1.	01-26-2015	8:45am	Patient, Tester	A040248	CR-BOCA	Ankle LT 2 Views/73600	Referrer Doctor TEST	--		Rad Final Report
☐	2.	01-18-2015	10:00am	Testing181, Audit	A039855	CR-CC	Acromioclavicular Joints - Bilat	Referrer Doctor TEST	--		Rad Final Report
☐	3.	01-16-2015	9:00am	Testing, Audit 2	A038857	MG-BOCA	BLOCK- OFFICE TRAINING	Referrer Doctor TEST	--		Rad Final Report
☐	4.	01-16-2015	8:30am	Testing, Audit 2	A038857	MG-BOCA	BLOCK- OFFICE TRAINING	Referrer Doctor TEST	--		Rad Final Report
☐	5.	01-15-2015	9:00am	Test, TestNEW	A039661	CT	Abdomen W/ Contrast / 74160	Referrer Doctor TEST	--		Rad Final Report
☐	6.	01-15-2015	3:00pm	Testing, Audit123	A039734	CT	Block - No Technologist	Referrer Doctor TEST	--		Rad Final Report

If there were DICOM images attached a link will be visible. Click the link and you will be prompted for a username and password.

Username:
Password:

Search Reports Ordering physicians can search the imaging center's RIS system for patients they have sent. Enter any of the criteria to search for an exam and click submit.

Daily Workflow allows the ordering physician to see the status of the exams that have been order by them for that day. The ordering physician can monitor in real time the progress of their ordered exams. To view a quick overview of the Web Based DICOM Viewer you may watch this video. http://www.youtube.com/watch?v=NMLIUxkI3z4

-Note

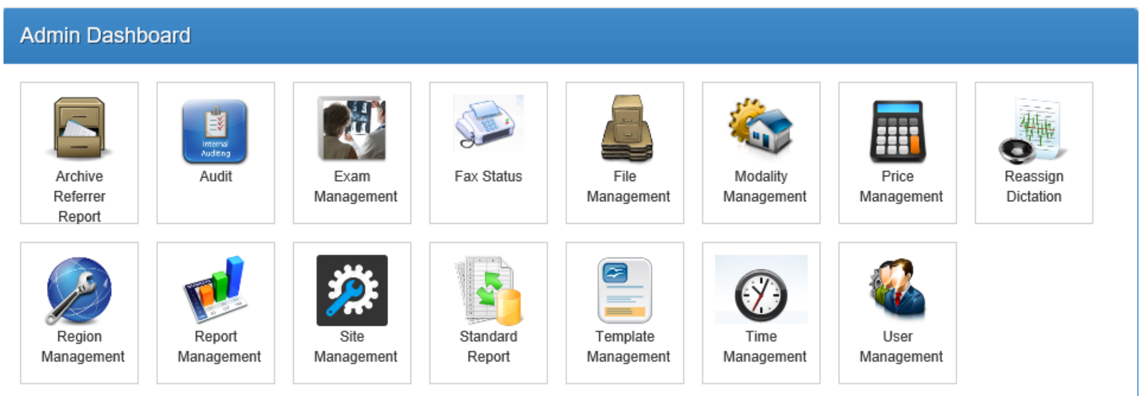
Web Flow online is integrated with several different Web PACS software vendors. Confirm which PACS your imaging center is utilizing and the workflow for the ordering physicians.

Chapter 9

Web Flow Online RIS Administration Guide

Many of the functions and settings of the RIS server are managed through the web interface. This functionality's security is preserved by requiring the user to login to a separate location of the website. You can give any front desk user the rights for an admin in the user management edit screen for the user. Go to your company's administration website, you can get to the admin panel by logging in and using the options icon at the top right then choose admin.

There are 15 different links in the admin panel. We will be discussing each link in this guide.



Archive Referrer Report

Archiving referrer reports allows the administrator to clear the list that shows when the referrer logs in. We recommend the reports be archived once every three to six months depending on study volume.

Audit

The audit functionality allows the user to search by patient and see what changes where done and by which user. It also records the date and time of the change that was done.

Exam Management

In the exam management link the administrator can add or remove an exam. They can also enter or update the CPT codes for each exam. They can enter a price for the exam and define the time slot required for the exam.

Fax Status NEEDS TO BE ADDED

Use this page to monitor the faxes that have been sent to your ordering physicians. You can also login directly to the www.FaxAge.com website to view the most up to date information.

File Management

All of the RIS server's files are located here. IF you delete the record from here it is gone forever. The audio recordings and Final PDF reports are stored separately. Choose the type of file you wish to manage and then search for the record. You can download a record or delete one or multiple records.

Modality Management

Add or remove a modality to your imaging center. Removing a modality that already has exams created under it can cause system instability. Use caution when deleting a modality. If you have any questions contact your support professional.

Price Management

This link is used to set the price for transcribers and referrers.

Reassign Dictation

At times a radiologist and or transcriptionist may call the center asking for an audio file to be reassigned. Search for the patient check off the record choose the new transcriptionist from the drop down and click submit. Prior to reassigning the system will display who the record is currently assigned too.

Region Management

The administrator can manage the countries, states, and cities that are currently entered into the system.

Report Management

System reports that have been created are located here. Choose from Cancel exam report, No Show exam report, Pre-schedule exam report, Radiologist productivity, or the task report.

Site management

Alert Management

The administrator can enter different types of alerts they wish to see in the alert drop down list

Attorney Management

The administrator can enter all the attorney name address and phone numbers here populating this table will reduce the time required for users to enter exams with attorney related information.

Auto Insurance Company Detail

Auto insurance companies' addresses and phone numbers are populated here.

Automatic Incident Report

An Automatic Incident Report will be faxed to an ordering physician when an exam that is canceled. The system will only send Incident Reports for the cancel exam reasons that are checked off in this page.

Cancel Exam Management

Enter Cancel exam reason here. Be clear and specific this will ensure the cancel exam report provide efficient details for each exam's cancelation. Instruct the staff to provide new and additional reason frequently to avoid vague canceled reasons.

Document Management

When attaching paperwork to RIS the system will prompt the user to define what type of document is being attached. This is where the administrator can add various types of documents to the system.

EF Dictate User Management

If your RIS system is using the Efilm plug in the administrator needs to define the name of each efilm user to match the radiologist in the RIS system.

Exam Status Management

Use exam status management to change the status of an exam manually.

Insurance company detail

The administrator can enter all the major medical insurance companies they participate with.

LOP detail

The administrator can enter all the LOP provider companies they participate with.

Osirix User Management

If your RIS system is using the OSIRIX plug in the administrator needs to define the name of each osirix user to match the radiologist in the RIS system.

Osirix Institution Name Linking

Institution names need to be linked to referrer accounts in the system for the osirix plug-in to function correctly. This is only required if your imaging center is using the osirix plug in.

Exam Delete Management

This function will allow the user to delete an exam from a patient's record. Be cautious when using this feature as the exam will be removed completely from the system.

Patient Delete/ Merge Patient Management

This function can be used to merge to patient ID together.

Payment Type Management

Enter the different types of payment types your facility will accept.

Remove Attached Document from Patient

This feature is used to remove an attached document from a patient's exam

Task Management

The administrator and add additional tasks that can be assigned to a patient's exam

Upload Audio File

At times a radiologist may dictate an exam and lose internet at the time of submitting the audio file. The audio file can be recovered from the user's workstation and re-uploaded back to the patient's chart. *–Note only the last 200 audio files are saved on the user's workstation. Address any lost audio file request immediately to avoid the Radiologist from dictating the exam again.*

Workers Compensation Management

The administrator can manage the names and addresses of the companies they participate with for workers compensation cases

Standard Report

The administrator can enter pre-populated report templates they want to use for specific exams. Standard reports are system wide all radiologist and transcriptionist will use the same standard reports.

Template Management

The system's letterheads are defined per location. You can view the letterhead, edit it or delete it. Deleting a report template can cause instability in the system. Contact your support professional prior to deleting any templates.

Time Management

The administrator can adjust the center's operating hours, modality hours and time slots here.

User Management

The administrator can add users, disable users, reset passwords or edit user information using the user management link. – Note remember when adding a new user by default the user is disable you must activate the user after you create them.