

Setting Up Visage Accounts in RIS and PACS

1. When a request comes through, it is important to check the referrer is already in our system. Search for them in the 'Referrer Search'. If they are not found, you will need to create a referrer record. If they are in the system, open up the record and add in 'Visage MITBH (Or IAWW Or BBR)' in the preferences bar. This is so the reception team can easily see if a referrer has access to images. The facility suffix indicates the region the referrer has access to.

The screenshot shows the 'Dr. Liu, Jing' record in the system. The 'PREFERENCES' section is highlighted with a red circle, showing 'Visage MITBH' selected. The record includes fields for Title (Dr), Family Name (Liu), Given Names (Jing), Mobile, Email, Specialty (General Practice Registrar), Price List, and Region (MITBH). It also includes sections for PROVIDER NUMBERS (5588218W, AHPRA Number, Practice Member/Solo Practitioner), HOSPITALS (Add Hospital), and PREFERENCES (Visage MITBH). The record is for MyHealth Medical Centre Ringwood, Eastland Shopping Centre, Shop 1113, 171-175 Maroondah Highway RINGWOOD VIC 3134. Contact details include phone (03) 7018-2400 and fax (03) 8580-7540. The record is active and has 'Unlink' and 'Edit' buttons.

2. Now you have ensured the referrer record is in RIS. Search the 'user'. I do a search before making the account to ensure the referrer does not already have an account set up. If you do not check, you may encounter an error later. The referrer in the example did not have an account.

The screenshot shows the 'User' search results page. The search bar contains 'liu jin' and the results section displays 'No results found'. The search criteria are 'Active Only' and 'Inactive Only'. The search results are empty, indicating no users were found with the specified criteria.

3. Enter each field. The format for usernames is FIRST TWO LETTERS OF THE FIRST NAME AND THEN SURNAME IN FULL. If there is another user with a similar/same name, use the first three letters of the first name and so on. Only use lowercase, and do not use symbols or numbers in the username. The password used is **imaging1** for all new set ups.

The screenshot shows the 'User Record' form for 'Dr Jing Liu'. The 'USER DETAILS' section is visible, showing fields for Username (jiliu), Account Type (Visage RIS), Password (*****), and Contact details. The form includes sections for Account details, Smart Card Login, and Contact details. The 'Account enabled' checkbox is checked. The 'Smart Card ID' field is empty, and the 'Scan...' button is visible. The 'Contact details' section includes fields for Initials (jiliu), Title (Dr), Family Name (Liu), Given Names (Jing), Preferred Name, Email, and Phone. The 'Send Reminder' checkbox is unchecked.

4. Select the user role. This is very important. For referrers select 'referrer' or **if they have completed a User Agreement, select 'Trusted Referrer'** (this gives them access to all patients). The role indicates the type of access they have to our system.

ROLES

<input type="checkbox"/> Accounts	<input type="checkbox"/> Administrator	<input type="checkbox"/> Administrator+	<input type="checkbox"/> Developer	<input type="checkbox"/> Marketing
<input type="checkbox"/> Marketing Power U	<input type="checkbox"/> Nurse	<input type="checkbox"/> Nurse+	<input type="checkbox"/> Portal	<input type="checkbox"/> Practice Administrator
<input type="checkbox"/> Practice Manager	<input type="checkbox"/> Practice Manager - Radius Imaging	<input type="checkbox"/> Radiologist	<input type="checkbox"/> Radiologist+	<input type="checkbox"/> Reception+
<input type="checkbox"/> Receptionist	<input checked="" type="checkbox"/> Referrer	<input type="checkbox"/> Technologist	<input type="checkbox"/> Technologist+	<input type="checkbox"/> Technologist + Power User
<input type="checkbox"/> Technologist - On Call	<input type="checkbox"/> To Be Deleted	<input type="checkbox"/> Transcriptionist+	<input type="checkbox"/> Transcriptionist - External	<input type="checkbox"/> Transcriptionist - Internal
<input type="checkbox"/> Trusted Referrer				

Select All Select None

5. Once you have ticked 'referrer' you will need to allocate a referrer record to the user record (this is why we made sure the referrer record was in RIS prior to making the user record). If a doctor works at more than one location, add all records. It is important to select the correct referrer record at this point, if the wrong referrer is linked the referrer with the login will not see their patients, but rather the patients for the doctor linked to the record. When setting up an account for a radiologist that works for a competitor, they are **NEVER** allowed Trusted access.

Referrers

Search Create

Dr Jing Liu - 5588218W, MyHealth Medical Centre Ringwood (Eastland Shopping Centre, Shop 1113, 171-175 Maroondah Highway RINGWOOD VIC 3134) - General Pra

ROLES

Referrers

Name	Phone	Email
Dr Jing Liu	(03) 7018-2400	
Practice	MyHealth Medical Centre Ringwood	Speciality
Address	Eastland Shopping Centre, Shop 1113, 171-175 Maroondah Highway RINGWOOD VIC 3134	Fax (03) 8580-7540

ROLES

<input type="checkbox"/> Accounts	<input type="checkbox"/> Administrator	<input type="checkbox"/> Administrator+	<input type="checkbox"/> Developer	<input type="checkbox"/> Marketing
<input type="checkbox"/> Marketing Power U	<input type="checkbox"/> Nurse	<input type="checkbox"/> Nurse+	<input type="checkbox"/> Portal	<input type="checkbox"/> Practice Administrator
<input type="checkbox"/> Practice Manager	<input type="checkbox"/> Practice Manager - Radius Imaging	<input type="checkbox"/> Radiologist	<input type="checkbox"/> Radiologist+	<input type="checkbox"/> Reception+
<input type="checkbox"/> Receptionist	<input checked="" type="checkbox"/> Referrer	<input type="checkbox"/> Technologist	<input type="checkbox"/> Technologist+	<input type="checkbox"/> Technologist + Power User
<input type="checkbox"/> Technologist - On Call	<input type="checkbox"/> To Be Deleted	<input type="checkbox"/> Transcriptionist+	<input type="checkbox"/> Transcriptionist - External	<input type="checkbox"/> Transcriptionist - Internal
<input type="checkbox"/> Trusted Referrer				

6. Select the region the referrer will need access to – generally referrers in NSW will only need access to IAWW, and Melbourne referrers to MITBH. Over time, many referrers will have more than one region selected as they require access to patients seen at other practices.

REGIONS

☐ BBR ☐ IAWW ☒ MITBH ☐ NP ☐ RI

Select All Select None

WORKSPACE

Workspace Type ☐ Standalone ☐ Linked

Layout

Theme ☒ Default ☐ Visage

7. The RIS component is complete! Now you will need to set up the PACS side so that the referrer can log in.
8. Open internet explorer and go to the Visage login page. You will get a security warning, bypass that by clicking on 'Go on to the webpage' and you will see the login for the PACS backend. Your RIS login will work here.

This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

 [Close this tab](#)

 [More information](#)

The hostname in the website's security certificate differs from the website you are trying to visit.

Error Code: DLG_FLAGS_SEC_CERT_CN_INVALID

 [Go on to the webpage \(not recommended\)](#)

Visage 7

Version: Visage PACS 7.1

Administration

Please **read this note** before using system.

Download User Documentation and the Visage 7 Client version 7.1.14.0

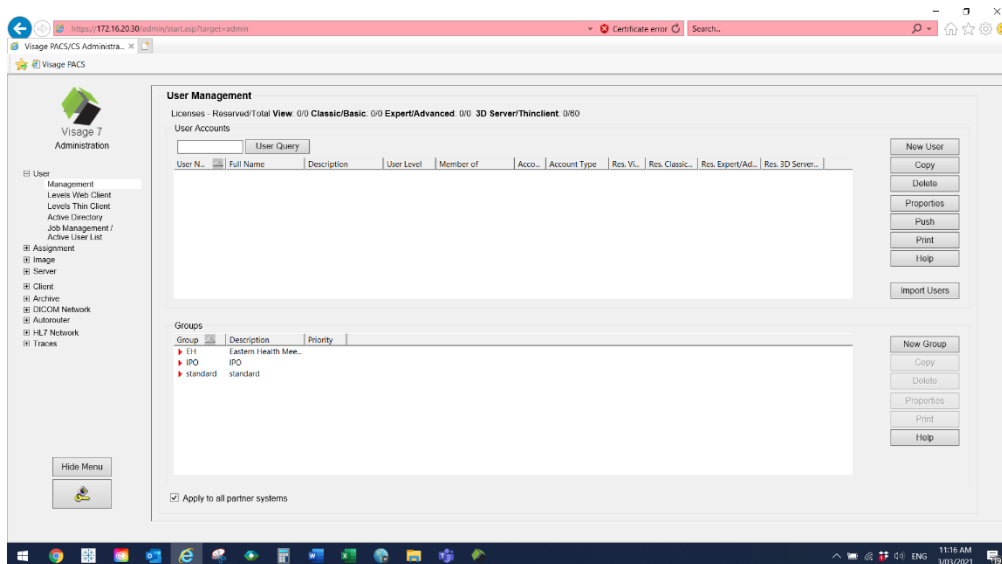
Username:

Password:

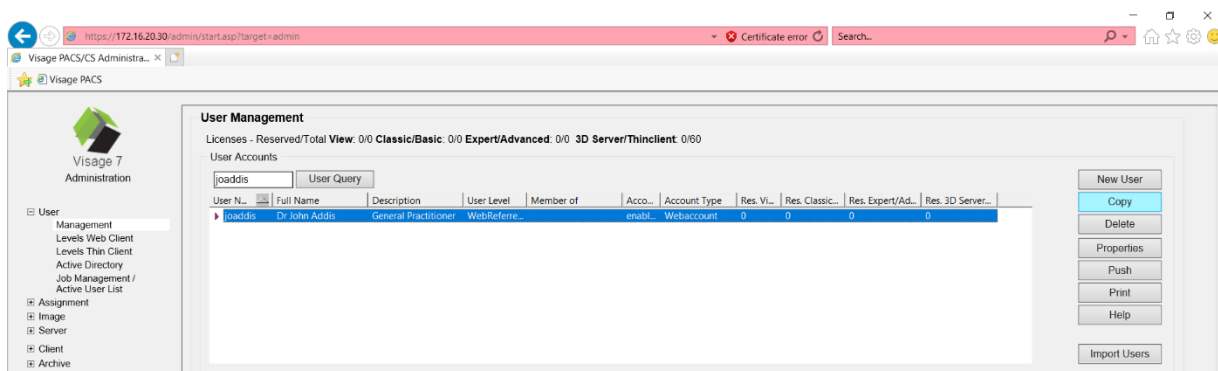
Please enter your **Username** and **Password** and press **ENTER** or **LOGIN** Button

LOGIN

9. Open User Management on the left hand side menu.



10. The best way to create an account is to copy an existing one, this way all the correct settings will already be enabled. I use 'joaddis' as he is an existing referrer with a correct set up. Select his record and click 'Copy' on the right hand menu



11. A window will pop up. Enter all the same details as you did in RIS. THEY MUST MATCH EXACTLY! For 'description' we use the referrers specialty. Select 'Store' to save. You have now created a Visage account! The account will automatically push to all servers.

User Properties -- Webpage Dialog

User Properties

User Name: jiliu
Full Name: Dr Jing Liu
Description: General Practitioner Registrar
Password:
Confirm Password:
User Level: WebReferrer_Plus


Store
Cancel
Help

Extended Properties

Rights	Account	Access
<input type="checkbox"/> User Rights	<input checked="" type="checkbox"/> Direct Login	<input checked="" type="checkbox"/> Web Classic/Basic
<input type="checkbox"/> Configure Server	<input checked="" type="checkbox"/> Allow IWA	<input type="checkbox"/> Web Expert/Advanced
<input type="checkbox"/> Manage Groups	<input checked="" type="checkbox"/> Multisession Login	<input type="checkbox"/> Web Expert/Advanced Reading
<input type="checkbox"/> Manage Users	<input type="checkbox"/> Always End Old Session	<input type="checkbox"/> 3D Option
<input type="checkbox"/> Only Read Admin Configuration	<input type="checkbox"/> OEM / GSM Access	<input checked="" type="checkbox"/> Cardiac Option
<input type="checkbox"/> AD Template User	<input checked="" type="checkbox"/> View Images	<input checked="" type="checkbox"/> Neuro Option
	<input type="checkbox"/> View Images Only With Reports	<input checked="" type="checkbox"/> Oncology Option
	<input checked="" type="checkbox"/> View Reports	<input type="checkbox"/> QA Option

Reserved Licenses
View: 0 Classic: 0 Expert: 0 3D Server/ThinClient: 0


12. Inform the referrer of their login details by sending an email. We use a generic email template (just copy from a previous email, but ensure you update the login details!) You must also attach the 'Visage Cheat Sheet' and 'Visage Install Instructions'. You can attach the User Agreement form at this point too if warranted. Generally Trusted should only be given as an option to Specialists. Note: You can give the form to other types of referrers if they request it directly



Send

To: [Jessie Liu <jessie.liu159@gmail.com>](mailto:jessie.liu159@gmail.com)

Cc:

Subject: RE: Imaging Access Request

 Visage Cheat Sheet IA.pdf
729 KB

 Visage Install Instructions.pdf
440 KB

[Send as Adobe Document](#)

Dear Dr Liu,

Thank you for your email. You have been set up with a Visage account. Your login details are below.

server name: pacs.imagingassociates.net.au
Username: jiliu
Password: imaging1
It is recommended that you change your password.

This account will enable you to view patient images online via VISAGE, or on your iPad or iPhone on VISAGE EASE.

Please find attached detailed install instructions and a Visage Cheat Sheet highlighting key features.

Please note that the **study date defaults to "today"** so it is a good idea to untick this box if searching specific patients.

Images will be available for you as soon as they are on the PACS. Reports will only be available once they are signed off and complete.

VISAGE EASE is available via the App Store. Your same username and password apply.

App Store | Microsoft | Visage Imaging

Setting Up Referrer Records in RIS Extra Notes

1. Always add in the referrers AHPRA number. You will need to search AHPRA to find this number. Add the AHPRA number to ALL referrer records for the doctor.
 - a. If you cannot find the AHPRA number here are some tips:
 - i. Is the referrer registered under a different name than what is in RIS? Often referrers will go by their English name, when they have a different registered name. E.G Mr Andy Ang's (orthopaedics) registered name is Soon Ghee Ang. Sometimes you will know this because you know the referrer well but if it's not immediately obvious and you can't find their AHPRA number you may have to follow up with the referrer to confirm their registered name.
 - ii. Too many records are showing up: filter by practitioner type in the AHPRA search if you know what it is
 - iii. There are two Dr John Smith's: Do you know the specialty of the John Smith you are looking for? If so, all practitioners who have completed their medical training have their specialty listed (e.g John Smith (Plastic Surgeon) and John Smith (GP)
 - iv. There are two Dr Jane Doe's (GP): All registrants must register their main suburb and postcode. So if there are two doctors with the same specialty can you work it out by where they are registered to help you choose the correct one? E.g Jane Doe (Cairns, 4870) and Jane Doe (Ringwood, 3134).
 - v. Still can't work it out? Ask for help. There may be no way to identify the correct AHPRA number if we cannot get enough information from the referrer. Sometimes this happens.
2. Duplicate referrer records create issues with getting reports to the right place, image access and data analysis. Where possible please merge duplicate referrers to ensure all patient records and referrer interactions are linked to the one referrer records and not split across multiple.

3. Duplicate practice records create major issues with getting reports to the right place, image access and data analysis. Keep an eye out for duplicate practice records. If you come across one there are a few steps that need to be taken:
- a. Compare the duplicates and choose the one you want to keep. You may have to put in a temporary marker to indicate the one you are keeping (I will use my initial at the start or end of the practice name as my marker – if you do this you need to make sure to remove it when the task is completed!)
 - b. Make sure all the practitioners are linked to the Practice record you have chosen. This can be a lengthy process for large clinics.
 - c. Any duplicates that you unlink, make sure you 'edit' them first with 'Xxxx Clinic name' to indicate to others not to use that record anymore. You may have to do this multiple times if there are 2,3,4,5,6 etc duplicates of the same practice
 - d. Ask for help if you need it.

Visage Set up Checklist

- AHPRA Number
- Correct name spelling
- Correct provider number
- Correct clinic contact details: Name, address, phone, fax and email
- Capture any other information the referrer has offered in the form (like mobile numbers)
- Duplicate records: referrer/practice
- Link all active referrer records