






SIGN OFF SHEET

NAME	DATE	SIGNATURE
LORI MYERS	2022-02-01	
Pan Tran	2022-02-07	
Mahsa Rezazadeh-Shahi	2023-01-09	
Vicki Goard	2023-08-28	
2024	2024	
Vicki Goard	February 21, 2024	

X-RAY ASSOCIATES

PACS POLICY & PROCEDURE MANUAL

The manual is reviewed and revised annually by Marlene McCarthy

All manuals and protocols are reviewed and revised at least annually by the General Manager with input from department leads and final approval by the Quality Advisor.

It is the responsibility of all staff to notify the Lead or General Manager of any error or omissions in any manual. Staff must review all manuals and sign off annually. Staff are notified of updates as they occur, either via email, staff memos or in person.

It is expected that all policies and procedures are followed. They have been written to ensure patient and staff safety and support our Goals and Objectives.

All written policies, procedures and protocols are proprietary of X-Ray Associates. They cannot be copied or shared without written permission of the General Manager

<u>Revised and/or Reviewed</u>	<u>Date</u>	<u>Name</u>
Revised and Reviewed	May 22, 2015,	Marlene McCarthy
Revised and Reviewed	April 2016	Marlene McCarthy
Revised and Reviewed	October 2017	Marlene McCarthy
Revised and Reviewed	January & July 2019	Marlene McCarthy
Revised and Reviewed	January 2020	Marlene McCarthy
Revised and Reviewed	February 2021	Marlene McCarthy
Revised and Reviewed	January 2022	Marlene McCarthy

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PACS ADMINS

The PACS admins are:

- Vicki Goard (PACS admin) v.goard@xrayassociates.org
- Jenn Covino j.covino@xrayassociates.org

Weekend support:

- Please call the PACS admins in this order; Vicki(Ultrasound) Jen (X-Ray & BMD), (X-Ray & BMD) **with phone numbers listed at each office.**

Service Agreement:

- Full-service contract
- Upgrades included in contract

DAILY PACS ADMINISTRATOR DUTIES

Clear out the unspecified PACS folder

PACS correction as advised on the QA form

Resolve any issues that radiologist may encounter, i.e.

- PowerScribe not functioning
- Unable to login into either Southlake or Mackenzie Health's PACS system
- Hardware issues
- Unlock studies for dictation and etc.

Address all QC messages from the radiologists.

Troubleshoot hardware/connectivity issues and contact vendors to rectify the issues.

Failed Fax corresponds- check the encounter as to why the fax failed resend out all failed faxes

WEEKLY PACS ADMINISTRATOR DUTIES

PowerScribe – Check the ACO/LMO activity and ensure that all states are OK.

Run Worklist for Failed faxes for the previous week and ensure there are no missed faxes.

MONTHLY PACS ADMINISTRATOR DUTIES

PowerScribe server

- Reboot the server
- Check drive space for each server
- Ensure all services are back online

Local server

- Reboot the server
- Check drive space for each server

Statistics

- Clinic stats for all modalities

OTHER TASKS

Run any statistics that have been asked by Dr. Yeung or other Radiologists.

Troubleshoot and repair all:

- All workstations
- All printers

Setup and train all referring physicians on Referral Portal.

Train all new hires on PACS and RIS applications.

Update the website on the intranet

Troubleshoot and fix PowerScribe server.

Modality integrations

- New IP address for the equipment
- Setting up the modality for worklist & Storage
- Ensuring ISSA is sending the worklist to the new modality.

RADIOLOGIST REPORTING STATIONS:

Two Reporting Sites 1: Aurora 2: Vaughan

Two Diagnostic Monitors One Regular Monitor;

- Diagnostic Monitor Barco MXRT 5400(WDDM)
- Pixel Count= 3.15 Million Pixels
- Resolution = 3.15 Megapixels

WORKSTATIONS MUST PROVIDE THE FOLLOWING CHARACTERISTICS:

Luminance of the gray-scale monitors of at least 50 foot-lamberts.

Display stations must accurately reproduce the original study and must include: a. brightness and contrast and/or interactive window and level function

magnification function

the capability of rotating and flipping the displayed images

the capability of inverting the gray-scale values of the displayed image

the capability to display clinically relevant parameters

PASSWORD POLICY

VELOX RIS

The password must be at least 8 characters long and it can be any alphanumeric combination.


You must have one capital and one character

The password does not expire but users are advised to change their password every 365 days.

POWERSCRIBE

Radiologist account: The username and password must be the same as their PACS credentials.

HOW TO ADD STUDIES TO INTERESTING CASES FOLDER

Go to the encounter click on the  to edit the encounter.

Click on Interesting cases and then save by clicking on the checkmark.



CREATION OF NEW RIS / POWERSCRIBE ACCOUNTS

The new username should be xra.first initial last name all in lowercase, i.e. John Doe's username is xra.jdoe

The username should be the same for all three applications.

Assign each user with the correct user group, i.e. technologists to the technologist's group.

Never assign anyone with management account until it is cleared by the general manager

The password can be any alphanumeric/symbol combinations.

PowerScribe

- For radiologists, the username and password must match their PACS credentials

REFERRAL PORTAL

All external users (referring physicians) must fill out a confidentiality form before providing them any access to the Referral Portal

ULTRASOUND QA

Whenever wrong images are scanned into a wrong patient name, a PACS QA form must be filled out to advise the PACS administrator to whom the images belong.

PACS administrator must use Pacsgear Gearview QC application to clip the patient name and ID from the top of each image and replace it with the correct patient name and ID.

QA FORMS

QA forms are to be filled out by all staff when addressing any changes to the PACS administrators.

DI-R DUTIES

Monitor logs for transmission errors to DIR in PACS, failure of storage commit messages
Monitor logs for transmission errors of HL7 messages as appropriate
Maintain accuracy and currency of imaging information for studies generated at their site
Coordinate first line troubleshooting from your local site for suspected DI-r issues
Log issues with HDIRS Service Desk once initial triage is done
Inform HDIRS Operations of changes that will affect type or volume of information sent to DI-r.
Inform HDIRS Operations of any changes to site administration staff accessing the DI-r
Inform HDIRS Operations of planned PACS or RIS upgrade activities.
Participate in the testing and validation of upgraded systems.
Review HDIRS monthly data quality reports and perform corrections in a timely manner.

How to Import CD from another facility

Go to the encounter of the patient

Click on  [Import Images](#)



Step 1. Upload images for import
Select individual DICOM files or a CD or folder containing DICOM files.
CD/Folder import is only supported in Chrome browser at the moment.
Only DICOM files will be imported, import of JPEG/BMP is not supported.

Open the E: Drive



1. Right Click on D Drive to open the CD
2. Open by double clicking on Dicom Folder

Files Currently on the Disc (8)

 DICOMDAT 9/27/2018 9:43 AM File folder

3. Keep opening files until you get an IMG file and then click upload
4. The files will upload into the encounter and make an encounter note which says" IMPORTED PREVIOUS"

Importing and Archiving Medical Images Using Velox Imaging

1 Navigate to <https://login.veloximaging.net/>

2 Click "Login" Using your Credentials



VELOX
IMAGING

Login

Username
xra.lmyers

Password
.....

Login

Velox Imag

Support Phone Nur

Live Support Sched

	East
Mon - Fri	8:00
Saturday	9:00
Maintenance	3:00

Core Support Hour

On average, we ans
experience a large
you; please leave a
receive your voicen
for a long time.

Sundays & Holiday

On Sundays and St
of calls will go to v
30-60 minutes, bet

3 Click the "Search by Name, DOB, HIN, etc." field.

illing Administration Q

Reports Correspondence Peer Review QA Review

Dictated	Finalized	Reading Physician Rejected	Typist Rejected	On Hold
-	15	-	-	8
-	2	-	-	-
-	-	-	-	-
-	8	-	-	-
-	-	-	-	-

Top 10 Referrers ▼

DICOM Servers

Correspondence

Reminder (what is this)

4 Type "myers lori (Patient Name)enter"

5 Click here.

36	1 / 0	A	Aurora & Newmarket Xray & Ultraso...
0	0 / 0		Dr. Langhorne, Noel
10	2 / 0	A	Dr. Graham, Rob
20	2 / 0	A	Dr. Graham, Rob
2	0 / 0	A	Dr. Graham, Rob
1	0 / 0	B	Dr. Graham, Rob
28	0 / 0	A	Dr. Graham, Rob



6 Click "Import Images"

Administration

25YM OHIP 5698951950WA Expiry: 27-Jun-2024 [Validate](#)

Select all

Dr. Tsoi, Chris
Referrer (029425)
9600 Bathurst St Ste 300, Vaughan, ON L6A 3Z8
 (905) 303 9774
 92838



7 Click "Upload File(s)"

Aurora

DICOM Import for Lori Myers

DICOM Patient Study Date Modality/Study Images Velox Encounter

Upload CD/Folder **Upload File(s)**

Step 1. Upload images for import
Select individual DICOM files or a CD or folder containing DICOM files.
CD/Folder import is only supported in Chrome browser at the moment.
Only DICOM files will be imported, import of JPEG/BMP is not supported.

Step 2. Define how you
Please select the study
- New Encounter - t
encounter
- Do not import - th
Please make sure that
right (Velox):
- Patient
- Modality
- Study type

8 Click "OK"

Upload details

IMG00001	OK
IMG00002	OK
IMG00003	OK
IMG00004	OK
IMG00005	OK

Upload progress: 5/5 **OK**

Step 3. Final review
Please review what you are importing and click Import on top-right.
You can always call our technical support if you have any questions about DICOM
image automatic import.

User Manual Support: 416 699 4125 Velox Help Centre

9 Click "OK"

older containing DICOM files.
some browser at the moment.
of JPEG/BMP is not supported.

Step 2. Define how you want to create studies for the imported images.
Please select the studies you want to auto-create along with DICOM image import:
- New Encounter - the images will be imported and saved into this newly created encounter
- Do not import - this batch of images will be ignored.
Please make sure that the following matches closely on the left (DICOM) and on the right (Velox):
to find corresponding study type, but sometimes matches cannot be found.

Alert

Some uploaded images already exist in the system:
Encounter on 8-Jun-2018

OK

Step 3. Final review
Please review what you are importing and click Import on top-right.
You can always call our technical support if you have any questions about DICOM image automatic import.

10 Click "No matching study found"

Logout

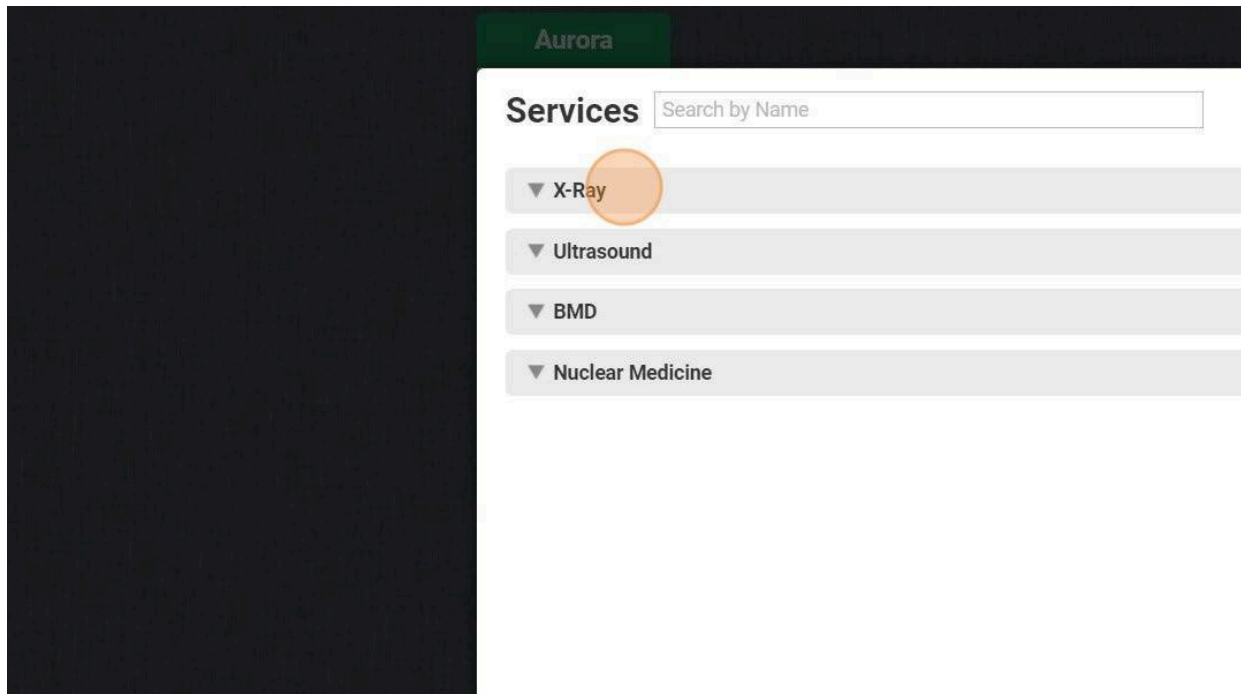
VELOX IMAGING

Cancel Import

Velox Encounter	Study Date	Import Type
Lori Myers DOB: 27-Jun-1989	8 Jun 2018	New Encounter No matching study found

Step 2. Define how you want to create studies for the imported images.
Please select the studies you want to auto-create along with DICOM image import:
- New Encounter - the images will be imported and saved into this newly created encounter
- Do not import - this batch of images will be ignored.
Please make sure that the following matches closely on the left (DICOM) and on the right (Velox):

11 Click here.



The screenshot shows a software interface for 'Aurora' with a 'Services' section. A search bar labeled 'Search by Name' is at the top. Below it are four expandable menu items: 'X-Ray', 'Ultrasound', 'BMD', and 'Nuclear Medicine'. The 'X-Ray' item is highlighted with an orange circle, indicating it is the selected option.

12 Pick the Test you are importing Ex. Right Foot



The screenshot displays a list of medical tests for importation. The tests are organized into columns. The first column includes 'FAST IMMIGRATION CHEST PA', 'ABDOMEN (KUB)', 'ABDOMEN TWO VIEWS', and a section titled 'SPINE & PELVIS' with various spine and pelvis views. The second column includes 'FEMUR (3 VIEWS)', 'KNEES 3-4 VIEWS - WT. BEARING', 'KNEES 1 VIEW - WT. BEARING', 'KNEES 2 VIEWS - WT. BEARING', 'KNEES 5+ (TRAUMA/STRESS) WT BEARING', 'TIBIA/FIBULA 2 VIEWS', 'ANKLES 2-3 VIEWS', 'ANKLES 2-3 VIEWS - WT. BEARING', 'FEET 2-3 VIEWS' (highlighted with an orange circle), 'BOTH FEET 2-3 VIEWS - WT. BEARING', 'FEET 4 VIEWS', 'CALCANEI 3 VIEWS', and 'TOES 3 VIEWS'. The third column includes 'FOREARMS 2 VIEW', 'HANDS WRISTS 2-3', 'HANDS/WRISTS 4', 'WRISTS 2-3 VIEWS', 'WRISTS SCAPHOID', 'HAND/WRIST/SCA', 'BI HAND/WRIST/SCAP', 'HANDS 2-3 VIEWS', 'HANDS 4+ VIEWS', and 'FINGERS 3 VIEWS'. At the bottom of the third column, there are two rows of numbered buttons: '1 2 3 4 5 L' and '1 2 3 4 5 R'.

Navigation bar: Home icon, User: Lori Myers (xra.lmyers), Logout, VELOX IMAGING logo

Buttons: Cancel, OK (highlighted with a red circle)

CR (highlighted with a blue box)

ES	HEAD & NECK
3 VIEWS	<input type="checkbox"/> SKULL 3-4 VIEWS
TWO VIEWS	<input type="checkbox"/> SINUSES
IEWS	<input type="checkbox"/> ORBITS (TRAUMA)
2 VIEWS	<input type="checkbox"/> ORBITS PRE MRI
IEWS	<input type="checkbox"/> FACIAL BONES
IEWS	<input type="checkbox"/> NASAL BONES
IEWS	<input type="checkbox"/> MANDIBLE 4 VIEWS
2 VIEWS	<input type="checkbox"/> TEMPOROMANDIBULAR JOINTS 4 V
STS 2-3 VIEWS	<input type="checkbox"/> ADENOIDS
STS 4 VIEWS	<input type="checkbox"/> SOFT TISSUE NECK
IEWS	<input type="checkbox"/> LATERAL FACE FOR DENTAL

▼ Aurora	
R 20-Mar-2023 10:31 am	<ul style="list-style-type: none"> US MSK LT SHOULDER US <i>Archived</i> US MSK RT SHOULDER US <i>Archived</i> US DOPPLER SCAN <i>Archived</i>
S 15-Nov-2022 10:16 am	<ul style="list-style-type: none"> US SOFT TISSUE ULTRASOUND <i>Archived</i>
R 13-Apr-2022 8:03 am	<ul style="list-style-type: none"> US ABDOMINAL ULTRASOUND <i>Archived</i> US LIMITED PELVIC ULTRASOUND <i>Archived</i>
R 7-Apr-2022 11:32 am	<ul style="list-style-type: none"> OT E406A <i>Archived</i>
¥ R 8-Jun-2018 12:00 pm	<ul style="list-style-type: none"> CR FEET 2-3 VIEWS (R) <i>Archived</i>
¥ R 2-Jun-2016 3:11 pm	<ul style="list-style-type: none"> US NECK ULTRASOUND <i>Archived</i>
¥ R 29-Oct-2015 11:32 am	<ul style="list-style-type: none"> CR AC JOINTS 3+ VIEWS, LEFT SHOULDER 3 VIEWS <i>Archived</i> CR AC JOINTS 3+ VIEWS, LEFT SHOULDER 3 VIEWS <i>Archived</i>
¥ R 23-Jun-2015 10:39 am	<ul style="list-style-type: none"> US PELVIC ULTRASOUND, TRANSVAGINAL ULTRASOUND <i>Archived</i>
¥ R 22-Jun-2015 12:17 pm	<ul style="list-style-type: none"> US LIMITED PELVIC ULTRASOUND <i>Archived</i> US ABDOMINAL ULTRASOUND <i>Archived</i>
¥ R 19-Jul-2014 9:50 am	<ul style="list-style-type: none"> US RT SHOULDER ULTRASOUND <i>Archived</i>

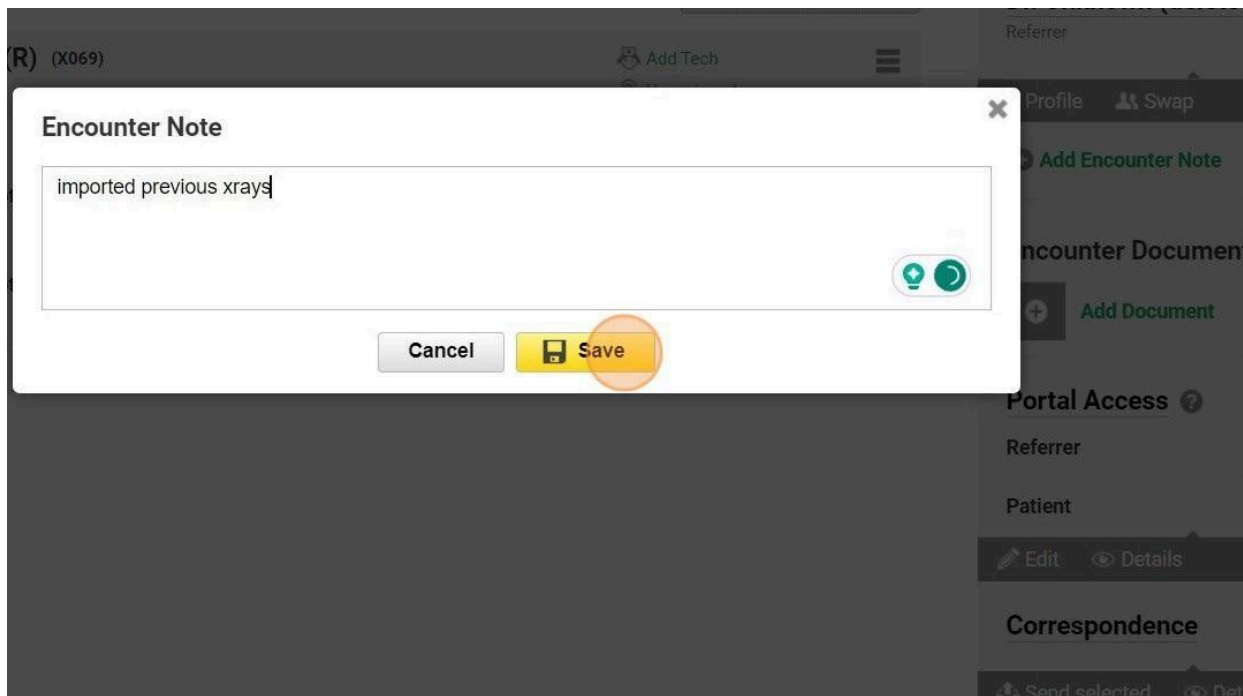
17 Click here.

The screenshot shows a web interface for an 'Encounter'. At the top, there are navigation links: 'Update', 'Swap', 'History 19', and 'Documents'. The encounter title is 'Encounter' with a red 'R' icon, 'Regular' status, and the date/time '8-Jun-2018 12:00 pm' and location 'Aurora'. Below this is a 'Services' section with a '+ Add service' button and a 'Select all' button. A service entry is shown: 'FEET 2-3 VIEWS (R) (X069)' with a 'CR' icon, 'Archived' status, and a refresh icon. Below the service name is a dropdown menu showing '202310100296' and a button with a document icon and the number '3'. At the bottom of the service entry are 'Audit Log' and 'Reminder Log' buttons.

18 Click "Add Encounter Note"

The screenshot shows a patient record interface. At the top right, there are buttons for 'Save Images', 'Print Label', and 'Import Images'. Below these are 'Add Tech' and 'Unassigned' buttons. A table lists two encounters: 'iHT FOOT 2-3 VIEWS' on '10-Oct-2023 11:56 am'. A sidebar menu on the right contains 'Profile', 'Swap', and 'Add Encounter Note' (highlighted with an orange circle). Below the sidebar is the 'Encounter Documents' section with an 'Add Document' button. At the bottom is the 'Portal Access' section with a question mark icon and 'Referrer' text.

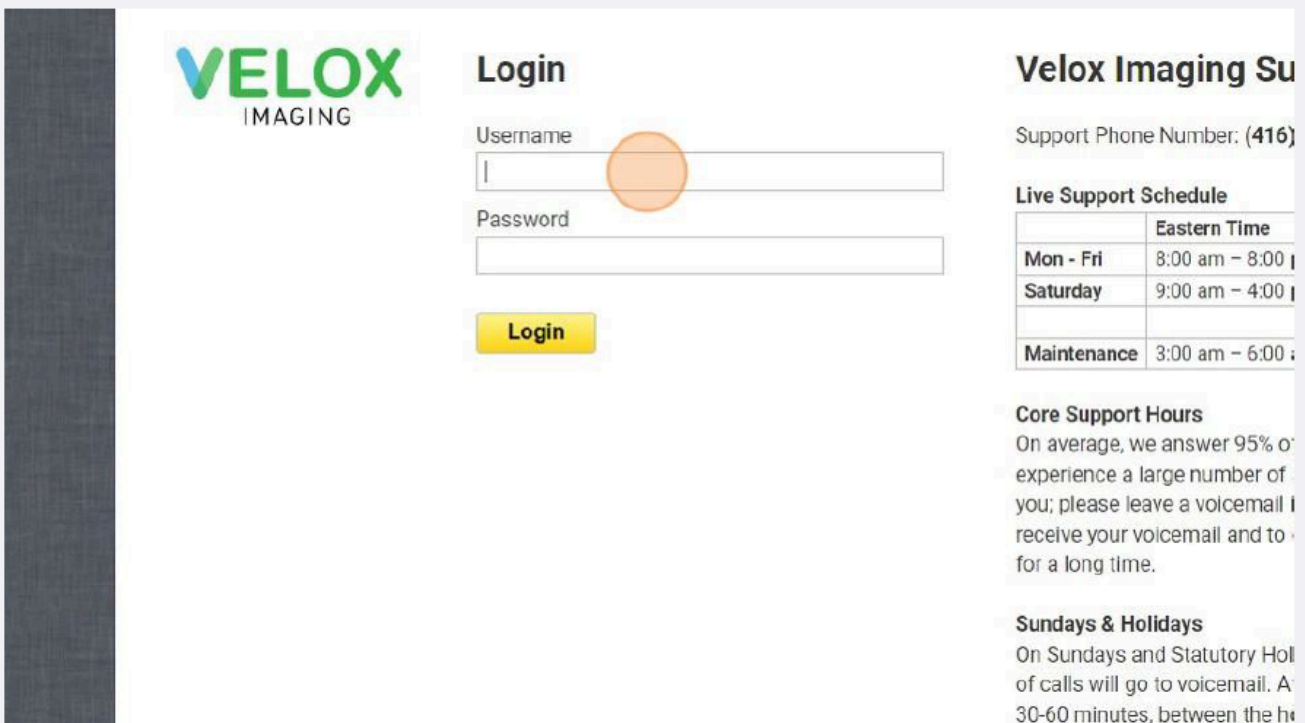
19 Type in "Imported Previous Xrays or Ultrasound" Click "Save"



Updating Local Agent

1 Navigate to <https://login.veloximaging.net/>

2 Click this text field.



VELOX
IMAGING

Login

Username

Password

Login

Velox Imaging Support

Support Phone Number: (416) 291-1111

Live Support Schedule

	Eastern Time
Mon - Fri	8:00 am – 8:00 pm
Saturday	9:00 am – 4:00 pm
Maintenance	3:00 am – 6:00 am

Core Support Hours

On average, we answer 95% of calls. If you do not receive an answer, you may experience a large number of calls. Please leave a voicemail if you do not receive your voicemail and to receive your voicemail for a long time.

Sundays & Holidays

On Sundays and Statutory Holidays, all calls will go to voicemail. A voicemail will be left within 30-60 minutes, between the hours of 9:00 am and 4:00 pm.

3 Click this password field.

VELOX
IMAGING

Login

Username
xra.Imyers

Password

Login

Velox Imaging Support

Support Phone Number: (416) 699

Live Support Schedule

	Eastern Time
Mon - Fri	8:00 am – 8:00 pm
Saturday	9:00 am – 4:00 pm
Maintenance	3:00 am – 6:00 am

Core Support Hours
On average, we answer 95% of support experience a large number of simu you; please leave a voicemail if the receive your voicemail and to call y for a long time.

Sundays & Holidays
On Sundays and Statutory Holidays of calls will go to voicemail. After 30-60 minutes, between the hours

4 Click here.

Help | Lori Myers (xra.Imyers) | Logout

PACS | Management | Billing | Administration

Search by Name, DOB, HIN, etc.

Encounters | Patients | Reports | Correspondence | Peer Review | QA Review

Not linked
0 files

Top 10 Referrers

DICOM Servers

Waiting Room	Checked-in	Images Attached	Dictated	Finalized	Reading Physician Rejected	Typist Rejected	On Hold
3d 3h	1	11	--	28	--	--	--
3d 3h	1	--	--	2	--	--	--
--	--	--	--	--	--	--	--
3d 3h	2	4	--	30	--	--	--
5h 47m	4	--	--	--	--	--	--

Correspondence

5 Click "Latest Local Agent Version"

Service Notification

As part of our ongoing efforts to enhance system efficiency and security, we are preparing to phase out older Local Agent versions and transition to Local Agent version 4. To facilitate a smooth transition, please update all clinic PCs to the latest version of Local Agent using the link below:

[Latest Local Agent Version](#)

Please ensure that all PCs are updated to this version before **January 16** to avoid any disruptions in functionality. On **January 16**, we will implement a Force Local Agent update. After this update, users with outdated Local Agent versions will be unable to execute actions requiring Local Agent.

Action Required:

1. Download and install [Latest Local Agent Version](#) on all clinic PCs.
2. Verify that the Local Agent is successfully updated.

If you encounter any challenges during the update process or

Waiting Room	Checked-in	Images Attached	Dictated	Finalized	Ph Re
3d 3h	1	11	-	28	
3d 3h	1	-	-	2	
-	-	-	-	-	
3d 3h	2	4	-	30	
5h 47m	4				

6 Go to download and double click on the Local Agent Installer

7 Velox local Agent is already installed

Do you want to remove the previous version and continue

Click YES

8 Do you want to allow this app to make changes to your device

Click YES

9 Click uninstall

10 Do you want to allow this app to make change to your device

Click Yes

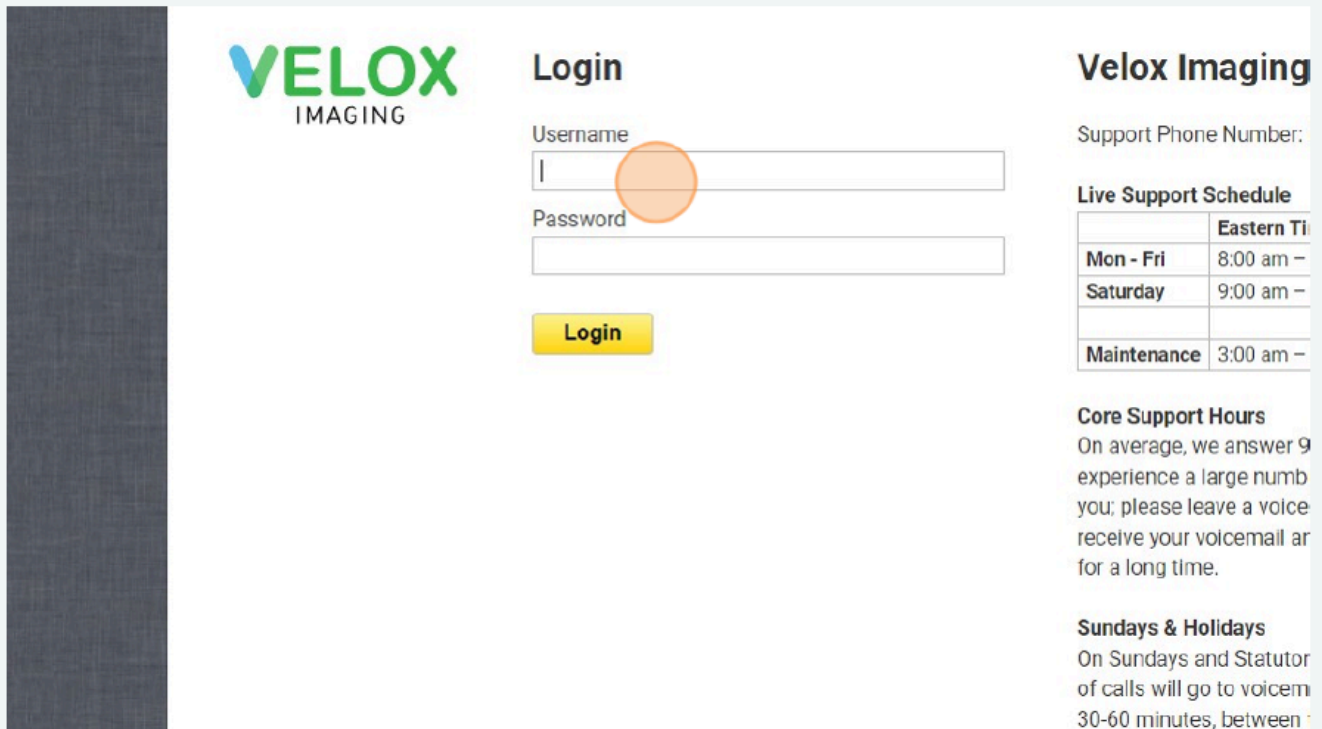
Click Next

Click I agree

Let it run and then click finish

Viewing Patient Information in Velox Imaging Software

1 Click this text field.



The screenshot shows the Velox Imaging login interface. On the left is a dark vertical sidebar. The main content area features the Velox Imaging logo (VELOX IMAGING) in green and blue. To the right of the logo is a 'Login' section with two text input fields: 'Username' and 'Password'. An orange circle highlights the 'Username' field. Below the password field is a yellow 'Login' button. To the right of the login section is a 'Velox Imaging' header followed by 'Support Phone Number:' and a 'Live Support Schedule' table. Below the table are sections for 'Core Support Hours' and 'Sundays & Holidays'.

	Eastern Ti
Mon - Fri	8:00 am -
Saturday	9:00 am -
Maintenance	3:00 am -

2

Click this password field.



Login

Username

xra.lmyers

Password

|

Login

Velox Imaging Sup

Support Phone Number: (416) 6

Live Support Schedule

	Eastern Time
Mon - Fri	8:00 am – 8:00 pm
Saturday	9:00 am – 4:00 pm
Maintenance	3:00 am – 6:00 am

Core Support Hours

On average, we answer 95% of s
experience a large number of sit
you; please leave a voicemail if 1
receive your voicemail and to ca
for a long time.

Sundays & Holidays

On Sundays and Statutory Holid
of calls will go to voicemail. Afte
30-60 minutes, between the hou

3

Click the "Search by Name, DOB, HIN, etc." field.

The screenshot shows the Velox Imaging dashboard. At the top, there is a navigation bar with a Help icon, a printer icon, a user profile for Lori Myers (xra.lmyers), and a Logout button. The Velox Imaging logo is on the right. Below the navigation bar, there are tabs for Billing and Administration. A search field is highlighted with an orange circle, containing the text "Search by Name, DOB, HIN, etc." and a magnifying glass icon. Below the search field, there are icons for Reports, Correspondence, Peer Review, and QA Review. The main content area is divided into two columns. The left column contains a table with columns: Images Attached, Dictated, Finalized, Reading Physician Rejected, Typist Rejected, and On Hold. The right column contains sections for Top 10 Referrers and DICOM Servers.

Images Attached	Dictated	Finalized	Reading Physician Rejected	Typist Rejected	On Hold
11	-	44	-	-	14
-	-	25	-	-	-
-	-	-	-	-	-
13	-	75	-	-	-

Top 10 Referrers

Referrer	Status
VR1077-Vaughan	Healthy ✓
VR1079-Harding	Healthy ✓
VR1083-Newmarket	Healthy ✓
VR1080-Aurora	Healthy ✓

DICOM Servers

Server	Status
VR1077-Vaughan	Healthy ✓
VR1079-Harding	Healthy ✓
VR1083-Newmarket	Healthy ✓
VR1080-Aurora	Healthy ✓

Correspondence

4 Type "myers lori **enter**"

5 Click here.

The screenshot shows a medical software interface with a navigation bar at the top containing: Dashboard, Phys. Dashboard, Encounters, Patients (highlighted), Reports, and Correspond. Below the navigation bar is a search bar containing the text "myers lori".

The search results display a list of patient records for "Myers, Lori F, 27-Jun-1989 (34Y)". Each record includes a date and time, an OHIP number (5698951950 WA), and a list of ultrasound reports. The first report is "SOFT TISSUE ULTRASOUND Archived" with 28 reports. The second report is "ABDOMINAL ULTRASOUND Archived" with 74 reports. The third report is "TRANSVAGINAL ULTRASOUND Archived" with 59 reports, and the fourth is "PELVIC ULTRASOUND Archived" with 59 reports. A red circle highlights the "US" label in the first report's title.

Myers, Lori F, 27-Jun-1989 (34Y)	US	SOFT TISSUE ULTRASOUND Archived	28
15-Nov-2022 10:16 am OHIP 5698951950 WA			
Myers, Lori F, 27-Jun-1989 (34Y)	US	ABDOMINAL ULTRASOUND Archived	74
29-May-2023 8:19 am OHIP 5698951950 WA			
Myers, Lori F, 27-Jun-1989 (34Y)	US	TRANSVAGINAL ULTRASOUND Archived	59
3-May-2023 8:56 am OHIP 5698951950 WA			
US	PELVIC ULTRASOUND Archived	59	

6 Click here.

Billing Administration Search by Name, DOB, HIN, etc. [Find]

Reports Correspondence Peer Review QA Review

[Find]

1/1 encounter/service selected [Select all](#) [Share] [Print] [Save] [Flag] [User] [Settings]

ULTRASOUND Archived	28	1 / 1	A	Dr. Saini, Sidharth
LTRASOUND Archived	74	2 / 1	A	Dr. Siow, Yin Hui
L ULTRASOUND Archived	59	2 / 0	A	Vaughan & Harding Xray & Ultrasou...

7 Click "GearViewQC"

Reports Correspondence Peer Review QA Review

[Find]

1/1 encounter/service selected [Select all](#) [Share] [Print] [Save] [Flag] [User] [Settings]

- Pacs
- GearViewQC**
- Test

TRASOUND Archived	28	1 / 1	A	
TRASOUND Archived	74	2 / 1	A	Dr. Siow, Yin Hui
ULTRASOUND Archived	59	2 / 0	A	Vaughan & Harding Xray & Ultrasou...
OUND Archived	59	2 / 1	A	Vaughan & Harding Xray & Ultrasou...
EDUCATION	100	1 / 1	A	Vaughan & Harding Xray & Ultrasou...

8

Click "OK"

The screenshot displays a medical software interface with a table of patient encounters. At the top right, it indicates "1/1 encounter/service selected" and a "Select all" button. The table lists several encounters for a 34-year-old patient (989) at VA, including services like "TRANSVAGINAL ULTRASOUND Archived" and "MSK LT SHOULDER US Archived". An "Export" dialog box is overlaid in the center, showing the message "28 / 28 Images were exported" and a yellow "OK" button, which is circled in red to indicate the next step.

Encounter ID	Time	Location	Service	Status	Image Count	Thumbnail	Physician	
989 (34Y)	6 am	VA		<input checked="" type="checkbox"/>	1 / 1	A	Dr. Saint	
989 (34Y)	7 am	VA		<input type="checkbox"/>	2 / 1	A	Dr. Slow	
989 (34Y)	8 am	VA	TRANSVAGINAL ULTRASOUND Archived	<input type="checkbox"/>	59	2 / 0	A	Vaughan
989 (34Y)		VA	PELVIC ULTRASOUND Archived	<input type="checkbox"/>	59	2 / 1	A	Vaughan
989 (34Y)	11 am	VA	MSK LT SHOULDER US Archived	<input type="checkbox"/>	108	1 / 1	A	Aurora
989 (34Y)		VA	MSK RT SHOULDER US Archived	<input type="checkbox"/>	108	1 / 1	A	Aurora
989 (34Y)		VA	DOPPLER SCAN Archived	<input type="checkbox"/>	108	1 / 1	A	Aurora

PHONE ISSUES (VOIP)

Open in Google Chrome

<https://net2phone.ca/client-logging>

[n LOGIN:](#)

112@xrayassociates.org

[PASSWORD: D1m3d289!](#)

[Usually Someone has put a phone on DND](#)

1. go to manage organization
2. Users
3. Answering Rules
4. Click on the pencil
5. Click off the Do not

Disturb

<https://academy.versature.com>

/

dial *611 for support on any versature phone

VELOX SUPPORT:

416-699-4125 extension 1

PACS CORRECTIONS:

In Velox under PACS there will be unlinked cases

Make sure the encounter is in Checked in Status and you are in the correct clinic the patient went to

Check mark the correct images and the correct patient and click on link images.

REJECTED CASES:

6. In Velox dashboard
7. Click on the rejected report to see what it says
8. Once the case is fixed Unassign the case and then re assign it the correct shared worklist. Change status from Rejected to Images attached.

NO DICTATION REPORTS:

9. In Velox go to Management Encounters and filter by clinic and modality you can also filter by images attached or dictated status.
10. Unassign the case and then re assign it the correct shared worklist. Change status from dictated to Images attached and put an encounter note for the radiologist.
11. You can confirm this has gone back to the worklist by going into the radiology worklist
- 12. Username: xra.doctest**
- 13. Password: Hello123!**

NO IMAGES:

14. In Velox under PACS there will be unlinked cases
15. Make sure the encounter is in Checked in Status and you are in the correct clinic the patient went to
16. Check mark the correct images and the correct patient and click on link images.
17. Change the status from checked in to Images attached. Make sure you assign the case to the appropriate shared worklist.

NOT FINISHED CASES

18. In Velox go to the dashboard
19. Click on checked in
20. You can also go through management, Encounter and filter your search by clinic and Modality.
21. Make sure the worksheet is attached and the images are attached and then change the status from Checked in to Images attached

ADD A REFERRAL PORTAL DOCTOR

<https://xra.veloximaging.net/>

22. Go to Velox
23. Click on administration
24. Then staff
25. Add staff
26. Change the category to refer
27. Fill in all the information including the billing number of the doctor & CPSO number if the doctor is connected to HRM(EMR)
28. Check the box next to login
29. It will ask you to create a username. Follow the same guidelines for usernames
30. Xra. First initial last name
31. Give a temporary Password: Welcome1. This is a temporary password and can be changed at the first login.
32. Click save

Reset the password for doctors

1. Go to Velox
2. Click on administration
3. Then staff
4. Look up the doctor's name
5. Click on password and change to a new password and then save.

MODALITY STATS:

In Velox go to Management, Reports
Performance
Monthly Modality Stats
Modality Studies by
Modality
Pick the clinic and the date range and click PDF

REQUIREMENTS FOR USING REFERRAL PORTAL

Referral Portal is an internet site. You can use any browser or Operating system.

Copy this link into your browser <https://xra.veloximaging.net/> **OR go to**

www.xrayassociates.org (for direct link under PACS tab)

**Once you have copied the link. Save it as a Favorite in your internet browser or on your desktop.

Call or email our System Administrator Vicki Goard or Jenn Covino to get your password;

Cell 647-466 -1501 v.goard@xrayassociates.org or j.covino@xrayassociates.org

Username: xra.tdoc

Temporary Password: Welcome1

Password: Please call 647-466-1501 for a default password

A screenshot of the login form. At the top, there are two tabs: "Referrer" (highlighted in green) and "Patient". Below the tabs are two input fields: "Username" with the text "xra.tdoc" and "Password" with masked characters. A yellow "Login" button is positioned below the password field.

Referring Physician Portal provides a fast and intuitive way to access all the information for your referrals.

Reports are always available for all of your patients, be it 5 minutes or 5 years ago.

Images can be previewed in real time, as soon as the clinic finishes acquiring them.

In order to gain access to the Portal or if you experience difficulties, you can contact the clinic.

X-Ray Associates

Changing default password

To change your default password go click the **Profile button** (top right corner) and then click **Change Password**. Enter your current password and then create a new password.

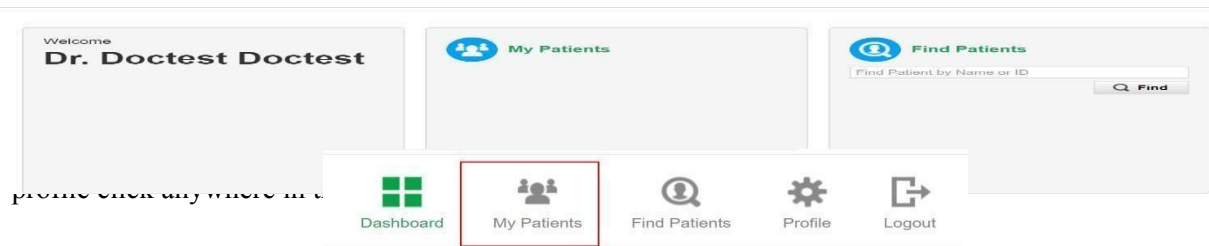
A screenshot of the "User Profile" page. The page is divided into two columns. The left column is titled "Personal Information" and contains fields for "First Name" (Test), "Last Name" (Doc), "Name Prefix" (Doctor (Dr.)), and "Email". A "Change Email" link is next to the email field. The right column is titled "Login and Password" and contains fields for "Username" (xra.testdoc), "Current" password, "New" password, and "Confirm" password. A "Cancel changing" link is below the password fields. At the bottom, there are "Cancel" and "Save" buttons.

Viewing Patients Profiles

Your dashboard has quick link to view most recent patients, unread reports and XRA requisition.

Quickly navigate to your recent patients list by clicking the **My Patients** tab

Quickly navigate all new unread reports by clicking the **Find Patients** by typing in the patient's name and clicking on **Find**



Searching for patient

There is a global search field in the top right corner of every page. To quickly find a patient, enter the patient's last name or health card number in the search bar and press enter.



Select a patient from the list.

Patients

Recent patients Unread reports Priority cases Updated cases

19 Jan 2017
Regular CR Eye (F.B.) (3) 0 1 19-Jan-2017 8:32 am Report

27 Dec 2016
Regular ECG Carotid Doppler 142 1 29-Dec-2016 5:31 am New Images
ECG Loop Monitor 14 Day 0 0

Viewing Patient's Profile

To navigate through patient's images and documents use panel on the left-hand side. Switch between thumbnails of images and report for current and historic cases. All the previous cases of the patient are going to be displayed under most recent case.



- Flip Image Horizontally
- Flip Image Vertically
- Reset
- Pan
- Measurement
- Angle
- Cobb Angle
- Remove measurements
- Next Image
- Previous Image
- Print Image
- Download Image in Jpeg format
- Download Image in DICOM format

**PACS
&
RIS**

VELOX

- 416-699-4125 extension 1
- Support@velox.me
- Issues with Pacs, folders, settings, retrieving lost images, database and worklist issues please contact Velox Support

**VOICE
RECOGNITION**

NUANCE POWERSCRIBE 360

- Powerscribe tech support: 1-800-833-7776 sand say "Powerscribe"
- System ID: 220187
- Issues with powerscribe, call tech support line and they will remote onto computer

NETWORK

ISLAND CORPORATION

- Tech support 905-695-9129 extension 27
- [www. Island.ca](http://www.Island.ca)
- Before contacting island, ping local servers to see if you have a connection

DOWNTIME PROCEDURES:

SCENARIO	UP	DOWN	
1 NORMAL WORKFLOW	RIS, PACS & POWERSCRIBE	NOTHING	
2	RIS & PACS	POWERSCRIBE	PHYSICALLY DOWN, NETWORK IS UP.
3	RIS	PACS & POWERSCRIBE TELERADIOLOGY	
4	PACS	RIS & POWERSCRIBE TELERADIOLOGY	
5	POWERSCRIBE	RIS & PACS	
6	NOTHING	RIS, PACS & POWERSCRIBE TELERADIOLOGY	
7	NETWORK CONNECTION IS DOWN		

SCENARIO 2: RIS & PACS ARE UP AND POWERSCRIBE IS DOWN

FRONT DESK

NORMAL OPERATION

TECHNOLOGIST

NORMAL OPERATION

RADIOLOGISTS

1. Call 1-877-566-8236 (Backup number: 1-855-556-4249).
2. Enter your User ID and press 2 to record new dictation.
3. Begin recording after beep (max length: 1hr) and hang up to save the recording.
4. Press 1 for pause, 3 for skipping 5 secs backward and 0 for skipping 5 secs forward.
5. Note down **JobID** by pressing # if you plan to save dictation and continue at a later time.
6. Please view the images and dictate the cases using phone system.
7. Start each dictation with the **ACCESSION NUMBER, PATIENT NAME, ID** and **PROCEDURE(S)**.
8. When you have finished the dictation, manually mark the exam dictated.
9. When there is a verbal, please dictate as usual into the phone and fill out the **VERBAL REQUEST FORM** that was provided to you.

Keypad Configuration	
1	- PAUSE
2	- RECORD
3	- REW INC
4	- FF TO END
5	- SAVE MENU
6	- PRIORITY
7	- REW TO BEGIN
8	-
9	- PLAY
0	- FF INC
#	- GET JOB ID

Figure 1: Phone dictation controls

TRANSCRIPTIONISTS

Flipsu will be receiving all the dictation on their phone system.

SYSTEM ADMINISTRATOR

1. In the windows command prompt, ping the following IP addresses belonging to Powerscribe:

10.1.14.76 **(PS INTERFACE SERVER)**

10.1.14.77 **(PS RECOGNITION SERVER)**

10.1.14.78 **(PS WEB SERVER)**

2. If you get no reply, the servers are down and you need to go to the server in our Aurora Clinic and investigate why it is down. I.e. Server needs rebooting, hardware issue, etc.

VERBALS

Front desk clerks, technologists, and radiologists, please follow normal procedure in processing verbal.

WORKLIST

AVAILABLE

SCENARIO 3: PACS & POWERSCRIBE ARE DOWN, RIS IS UP

FRONT DESK CLERKS

1. Normal Workflow for registration
2. Please burn every 15-20 cases of CR onto a CD and every 4-8 ultrasound cases on a separate CD. Please keep track of which patients' images are on each CD.
3. Please import these CDs onto the Modality Machines
4. Once imported, please leave the requisition and any worksheets on the Rad's workstation and keep the CD in a safe place until everything is back to normal operation.

TECHNOLOGISTS

1. After receiving the requisition, using the bag label on the requisition, please enter the **PATIENT'S NAME, BIRTH DATE, ACCESSION NUMBER** and etc. into your machine.
2. Make sure all the procedures written on the form are completed.
3. Give the requisition sheet and the worksheets (if necessary) to the front desk clerk for safe keeping.
4. At the end of each night, please fax the downtime form to the system admin and keep the original copy for your own records until everything is back to normal operation.

RADIOLOGISTS

1. Please call 1-877-566-8236 (Backup number: 1-855-556-4249).
2. Enter your User ID and press 2 to record new dictation.
3. Begin recording after beep (max length: 1hr) and hang up to save the recording.
4. Press 1 for pause, 3 for skipping 5 secs backward and 0 for skipping 5 secs forward.
5. Note down **JobID** by pressing # if you plan to save dictation and continue at a later time.
6. Please view the images and dictate the cases using phone system.
7. Start each dictation with the **ACCESSION NUMBER, PATIENT NAME, ID** and **PROCEDURE(S)**.
8. When you have finished the dictation, mark the exam dictated on the requisition.
9. When there is a verbal, please dictate as usual into the phone and fill out the **VERBAL REQUEST FORM** that was provided to you. Before you hang up, please **press 6** on the phone keypad to mark the exam a priority for the transcriptionist.

Keypad Configuration	
1	- PAUSE
2	- RECORD
3	- REW INC
4	- FF TO END
5	- SAVE MENU
6	- PRIORITY
7	- REW TO BEGIN
8	-
9	- PLAY
0	- FF INC
#	- GET JOB ID

Figure 2: Phone dictation controls

TRANSCRIPTIONISTS

Flipsu will be receiving all the dictation on their phone system.

SYSTEM ADMINISTRATOR

1. In the windows command prompt, ping the following IP addresses belonging to Powerscribe:

10.1.14.76 (PS INTERFACE SERVER)

10.1.14.77 (PS RECOGNITION SERVER)

10.1.14.78 (PS WEB SERVER)

2. If you get no reply, the servers are down and you need to go to the server in Aurora and investigate why it is down. I.e. Server needs rebooting, hardware issue, etc.
3. Contact Velox to troubleshoot what is causing PACS to be down. i.e. Hardware, application, etc. If she is unreachable, please call Velox support 416-699-4125
4. When all systems are back online, merge all images into cases.

Once the server comes online, sometimes you are required to reboot the Local servers. Contact Velox if local server requires restarting.

VERBALS

NORMAL

WORKLIST

NOT AVAILABLE

SCENARIO 4: RIS & POWERSCRIBE ARE DOWN. PACS IS UP. RECEPTIONISTS

1. Make a photocopy of the requisition with the *patient's health card*. Please make sure that the health card number and version code are photocopied properly.
2. Each clinic will create a temporary unique **ACCESSION NUMBER** for each patient's procedure is done:

I.E. Davis Clinic will start with **NM1, NM2, NM3...**

Aurora Clinic will start with **AU1, AU2, AU3...**

Harding Clinic will start with **YM1, YM2, YM3...**

Vaughan Clinic will start with **RS1, RS2, RS3...**

3. Please write all temporary **ACCESSION NUMBER** and the **DATE & TIME** the patient came in on top of the **REQUISITION**.

PLEASE NOTE: Don't add any leading zeros or any other kind of modification to the **ACCESSION NUMBER**. Don't forget to add your two letters for your clinic's location in the **ACCESSION NUMBER**.

4. Hand the requisition to the performing technologist.
5. The technologist will compile the reqs and worksheets and record all exams on the tracking sheet. ALL of this must be handed back to the receptionist who will place in a folder to ensure that nothing is lost.

TECHNOLOGISTS

1. After receiving the requisition, using the photocopy of the health card, please enter the **PATIENT'S NAME**, **BIRTH DATE**, the corresponding **ACCESSION NUMBER** and etc. for each procedure(s).
2. Make sure all the procedure(s) written on the requisition are performed.
3. Send all images to PACS. The images will appear in PACS under and it will be merged to the order in RIS, when everything is back to normal operation by the system admin.
4. Give the requisition sheet and the worksheets (if necessary) to the front desk clerk for safekeeping until the radiologist arrives at the clinic.
5. At the end of each night, please fax the downtime form to the SA and keep the original copy for your own records until everything is back to normal operation.

RADIOLOGISTS

1. Please call 1-877-566-8236 (Backup number: 1-855-556-4249).
2. Enter your User ID and press 2 to record new dictation.
3. Begin recording after beep (max length: 1hr) and hang up to save the recording.
4. Press 1 for pause, 3 for skipping 5s backward and 0 for skipping 5s forwards.
5. Note down **JobID** by pressing # if you plan to save dictation and continue at a later time.
6. Please view the images and dictate the cases using phone system.
7. Start each dictation with the **ACCESSION NUMBER**, **PATIENT NAME**, **ID** and **PROCEDURE(S)**.
8. When you have finished the dictation, manually mark the exam dictated.
9. When there is a verbal, please dictate as usual into the phone and fill out the **VERBAL REQUEST FORM** that was provided to you.

Keypad Configuration	
1	- PAUSE
2	- RECORD
3	- REW INC
4	- FF TO END
5	- SAVE MENU
6	- PRIORITY
7	- REW TO BEGIN
8	-
9	- PLAY
0	- FF INC
#	- GET JOB ID

Figure 3: Phone dictation controls

TRANSCRIPTIONISTS

Flipsu will be receiving all the dictation on their phone system.

SYSTEM ADMINISTRATOR

1. In the windows command prompt, ping the following IP addresses belonging to Powerscribe:

10.1.14.76 (PS INTERFACE SERVER)

10.1.14.77 (PS RECOGNITION SERVER)

10.1.14.78 (PS WEB SERVER)

2. If you get no reply, the servers are down and you need to go to the server in Aurora and investigate why it is down. I.e. Server needs rebooting, hardware issue, etc.

In the windows command prompt, ping 192.168.1.175 IP address. This IP address belongs to the **RIS server**. If you do not receive any replies back, you need to go to the datacenter and investigate why it is down.

4. When all systems are back online, merge all images into cases.

Once the server comes online, sometimes you are required to reboot the local server. Contact Velox if RIS or PACS server requires restarting.

VERBALS

1. Technologists and Front desk clerks, please follow normal procedure in processing verbal.
2. Radiologist, please dictate the case into the voice recorder and fill out the **VERBAL REQUEST FORM** that was provided to you.

WORKLIST

NOT AVAILABLE

SCENARIO 5: RIS & PACS ARE DOWN. POWERSCRIBE IS UP. RECEPTIONISTS

1. Make a photocopy of the requisition with the patient's health card. Please make sure that the health card number and version code are photocopied properly.
2. Each clinic will create a temporary unique **ACCESSION NUMBER** for each patient's procedure is done:

i.e. Davis Clinic will start with **NM1, NM2, NM3...**

Aurora Clinic will start with **AU1, AU2, AU3...**

Harding Clinic will start with **YM1, YM2, YM3...**

Vaughan Clinic will start with **RS1, RS2, RS3...**

3. Please write all temporary **ACCESSION NUMBER** and the **DATE & TIME** the patient came in on top of the **REQUISITION**.

PLEASE NOTE: Don't add any leading zeros or any other kind of modification to the **ACCESSION NUMBER**. Don't forget to add your two letters for your clinic's location in the **ACCESSION NUMBER**.

4. Hand the requisition to the performing technologist.
5. The technologist will hand the requisition sheet back to you after they have performed the procedure(s). Please file it in order and keep it in a safe place for the radiologist when they come to the clinic to dictate the local studies.

TECHNOLOGISTS

1. After receiving the requisition, using the photocopy of the health card, please enter the **PATIENT'S NAME, BIRTH DATE, ACCESSION NUMBER** and etc. for each procedure(s).
2. Make sure all the procedures written on the form are completed.
3. If the radiologist is on site, please make cd from modality machine. If the radiologist is not on site, please make cd for System Administrator to upload to NilFeed.
4. Give the requisition sheet and the worksheets (if necessary) to the front desk clerk for safekeeping until the radiologist arrives at the clinic.

RADIOLOGISTS

1. Please call 1-877-566-8236 (Backup number: 1-855-556-4249).
2. Enter your User ID and press 2 to record new dictation.
3. Begin recording after beep (max length: 1hr) and hang up to save the recording.
4. Press 1 for pause, 3 for skipping 5s backwards and 0 for skipping 5s forwards.
5. Note down **JobID** by pressing # if you plan to save dictation and continue at a later time.
6. Please view the images and dictate the cases using phone system.
7. Start each dictation with the **ACCESSION NUMBER, PATIENT NAME, ID** and **PROCEDURE(S)**.
8. When you have finished the dictation, manually mark the exam dictated.
9. When there is a verbal, please dictate as usual into the phone and fill out the **VERBAL REQUEST FORM** that was provided to you.

Keypad Configuration
1 - PAUSE
2 - RECORD
3 - REW INC
4 - FF TO END
5 - SAVE MENU
6 - PRIORITY
7 - REW TO BEGIN
8 -
9 - PLAY
0 - FF INC
- GET JOB ID

Figure 4: Phone dictation controls

TRANSCRIPTIONISTS

1. Flipsu will be receiving all the dictation on their phone system.

SYSTEM ADMINISTRATOR

In the windows command prompt, ping 192.168.1.175 address. This IP address belongs to the **RIS server**. If you do not receive any replies back, you need to go to the datacenter and investigate why it is down

1. Contact Velox to troubleshoot what is causing PACS to be down. i.e. Hardware, application, etc. If he is unreachable, please call Velox Support 416-699-4125 Extension 1
2. When all systems are back online, merge all images to cases.

Once the server comes online, sometimes you are required to reboot the local server. Contact Velox if RIS or PACS server requires restarting.

VERBALS

1. Technologists and Front desk clerks, please follow normal procedure in processing verbal.
2. Radiologist, please dictate the case into the voice recorder and fill out the **VERBAL REQUEST FORM** that was provided to you.

WORKLIST

NOT AVAILABLE

SCENARIO 6: RIS, POWERSCRIBE & PACS ARE DOWN.

RECEPTIONISTS

1. Make a photocopy of the requisition with the patient's health card. Please make sure that the health card number and version code are photocopied properly.
2. Each clinic will create a temporary unique **ACCESSION NUMBER** for each patient:

i.e. Davis Clinic will start with **NM1, NM2, NM3...**

Aurora Clinic will start with **AU1, AU2, AU3...**

Harding Clinic will start with **YM1, YM2, YM3...**

Vaughan Clinic will start with **RS1, RS2, RS3...**

3. Please write this temporary **ACCESSION NUMBER** and the **DATE & TIME** the patient came in on top of the **REQUISITION**.

PLEASE NOTE: Don't add any leading zeros or any other kind of modification to the **ACCESSION NUMBER**. Don't forget to add your two letters for your clinic's location in the **ACCESSION NUMBER**.

4. Hand the requisition to the performing technologist.
5. The technologist will hand the requisition sheet back to you after they have performed the procedure(s). Please file it in order and keep it in a safe place for the radiologists when they come to the clinic to dictate the local studies.
6. Please burn every 15-20 cases of CR onto a CD and every 4-8 ultrasound cases on a separate CD. Please keep track of which patients' images are on each CD.
7. Please import these CDs into NilFeed on the Rad's Computer.
8. Once imported, please leave the requisition and any worksheets on the Rad's workstation and keep the CD in a safe place until everything is back to normal operation.

TECHNOLOGISTS

1. After receiving the requisition, using the photocopy of the health card, please enter the **PATIENT'S NAME, BIRTH DATE, ACCESSION NUMBER** and etc.
2. Make sure all the procedures written on the form are completed.
3. If the radiologist is on site, please make cd or upload to NilFeed If the radiologist is not on site, please make a cd and have the System Administrator or upload Images to NilFeed for radiologist.
4. Give the requisition sheet and the worksheets (if necessary) to the front desk clerk for safekeeping until the radiologist arrives to the clinic.

RADIOLOGISTS

1. Please call 1-877-566-8236 (Backup number: 1-855-556-4249).
2. Enter your User ID and press 2 to record new dictation.
3. Begin recording after beep (max length: 1hr) and hang up to save the recording.
4. Press 1 for pause, 3 for skipping 5s backwards and 0 for skipping 5s forwards.
5. Note down **JobID** by pressing # if you plan to save dictation and continue at a later time.
6. Please view the images and dictate the cases using phone system.
7. Start each dictation with the **ACCESSION NUMBER, PATIENT NAME, ID** and **PROCEDURE(S)**.
8. When you have finished the dictation, manually mark the exam dictated.
9. When there is a verbal, please dictate as usual into the phone and fill out the **VERBAL REQUEST FORM** that was provided to you.

Keypad Configuration	
1	- PAUSE
2	- RECORD
3	- REW INC
4	- FF TO END
5	- SAVE MENU
6	- PRIORITY
7	- REW TO BEGIN
8	-
9	- PLAY
0	- FF INC
#	- GET JOB ID

Figure 5: Phone dictation controls

TRANSCRIPTIONISTS

Flipsu will be receiving all the dictation on their phone system.

SYSTEM ADMINISTRATOR

Contact Velox at Velox to troubleshoot what is causing PACS to be down. i.e. Hardware, application, etc. If he is unreachable, please call Velox Support 416-699-4125 Extension 1

1. In windows command prompt, ping the following IP addresses belonging to Powerscribe and RIS:

192.168.1.175	(RIS SERVER)
10.1.14.76	(PS INTERFACE SERVER)
10.1.14.77	(PS RECOGNITION SERVER)
10.1.14.78	(PS WEB SERVER)

3. If you get no reply from either of the IP addresses, the servers are down and contact Velox.
4. If you receive reply from the ping from Powerscribe servers, contact Powerscribe tech support at 1-800-833-7776. The system ID is: 220187. They can troubleshoot the problem remotely.
5. When all systems are back online, merge all images to cases.

VERBALS

1. Technologists and Front desk clerks, please follow normal procedure in processing verbal.
2. Radiologist, please dictate the case into the voice recorder and fill out the **VERBAL REQUEST FORM** that was provided to you.

WORKLIST NOT AVAILABLE

SCENARIO 7: NETWORK IS DOWN.

ALL STAFF & RADIOLOGISTS

1. The network (internet) will be automatically switched over to the LTE back up with Rogers.
2. Since LTE network is slower than the Static network, you will experience a delay in delivery of images to PACS, registration of patients and viewing images in PACS.

WORKLIST

NOT AVAILABLE

HOW TO / TROUBLESHOOTING

WHAT IF MODALITY IS NOT SENDING TO PACS?

Technologist:

Ensure the Ethernet cable is connected properly at both ends (wall and machine) and check to see if you are able to view the worklist on the modality. If not, there may be an issue with the network or configuration of the modality and please contact the PACS admin.

PACS Admin:

- a. Check to see if the network is up and running. If not, please contact Rogers support and open a ticket. (Maninder Multani <Maninder.Multani@rci.rogers.com> 647 426-7560
- b. If network is ok, to see if the IP and AE title matches the modality, if not contact Velox to change it in the Local Server
- c. If querying a patient and it does not give you the exam that you are looking for:
- d. Try looking up using the patient's name instead of the patient ID.
- e. If still no result, call the PACS admin on duty to push the images to your workstation.

If CD burner is not functioning:

- a. Ensure the correct side of the CD has been put into the correct drive. All workstations have two drives to burn CD from.
- b. If the issue is with the CD burner, please call the PACS admin on duty to change the destination drive setting in Kpacs

What if all burners are not working or workstation is not functioning?

Burning can be done at the modality.

Please call PACS admin on duty regarding the workstation/CD burner issue.

2. ISSUES WITH LONG TERM STORAGE (HDIRS).

Call HDIRS directly. HDIRS-servicedesk@shn.ca

3. VPN DOWN

4. TELERADIOLOGY DOWN

DOWN TIME FORM:

DI-MED CLINIC DOWNTIME FORM

DATE: _____

CLINIC LOCATION: _____

NAME _____

#	PATIENT		ACCESSION NUMBER	PROCEDURE NAME	IMAGE COUNT	COMMENTS
	LAST NAME	FIRST NAME				
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

SIGNATURE: _____

PACS TRAINING FORM:

PACS: New Staff Member Name:

Sign when complete

Familiarity with the Clinic	Staff Initials	Trainer Initials
Walk the clinic so you know the area.		
Locate the network cabinet/rack in each of the clinic		
Locate the modem at each clinic		
Read the fire procedures policy		
Review the fire escape route plan		
Review the clinic phones and the emergency numbers listing		
Newmarket Storage of monitors/workstations/cables		
Overall overview of network and connectivity of applications with each other		
Complete IPAC Core and all health and safety		
POWERSCRIBE - Voice Recognition	Staff Initials	Trainer Initials
Server IP addresses for 3 servers and their role.		
How to install PowerScribe client - typist, admin and radiologist		
How to delete report		
How to create new user account and modify current accounts i.e. password reset.		
How to unlock cases that locked by users.		
How to assign/unassign editor		
How to un-link reports		
How to read logs		
What are the different exam statuses and their meaning		
Troubleshoot PowerMic and dictation issues		
Familiarize with different settings for editor and radiologist accounts		
How to give limited admin accounts to users		
PowerScribe integration issues with PACS		
RIS	Staff Initials	Trainer Initials
How to create new user account and modify current accounts i.e. password reset.		
How to merge patient records		
Different method of query studies		
How to access reports, batch fax, dictation batch		
How to run different reports		
How to perform case management		

How to use batch fax module		
How to use dictation batch module		
What are the different exam statuses and their meaning		
How to fix report issues such as wrong referring physicians, wrong radiologists and etc.		
How to export RIS data		
How to edit patient demographics		
How to add new referring physicians		
PACS	Staff Initials	Trainer Initials
Contact Information for support		
Server IP addresses for all PACS servers and their role.		
Workstation		
How to use different icons and what is their task		
How to access the QC notes and put together QC Notes report		
How to create/modify DDP		
CD Burner		
How and when to use the QC module.		
How to import studies and burn them on CDs.		
How to change CD burner drive		
Different features of the configuration menu.		
Referral Portal		
How to use referral portal		
How to reset passwords		
GearView QC	Staff Initials	Trainer Initials
How to import studies into GearView.		
How to QC US images.		
How to edit patient demographics		
Di-R	Staff Initials	Trainer Initials
Get new login to access the Di-R		
How to delete images from the Di-R.		
How to resend images to the Di-R via EA server.		
HDIRS contact information		

REPORTING		
Use the exported RIS data to perform monthly clinic stats		
X-Ray stats for each clinic every month.		
Any other stats requested by management/radiologist		
Powerscribe Server and Local Servers	Staff Initials	Trainer Initials
Locate all the servers - PowerScribe, RIS and PACS		
Locate the ASA firewall and switch		
How to swap failed drives for the RIS and PowerScribe servers.		
Give IP addresses		
FORMS / COMPUTER	Staff Initials	Trainer Initials
Learn all forms required and where to find them		
PACS error documentation form		
Staff forms- timesheet variance, mileage, vacation request, etc		
Staff intranet on the computer		
Register for an X-Ray Associates email address		
Staff Intranet	Staff Initials	Trainer Initials
Physical location of the intranet		
How to use kompozer to edit webpages		
OCCUPATIONAL HEALTH & SAFETY	Staff Initials	Trainer Initials
Find the health and safety board and familiarize yourself with it		
See minutes etc posted for all staff to read and review		
Know your health and safety reps		
Locate the WHMIS, AODA, Infection control etc- all training manuals		

How to Lookup Interesting Cases in Velox

- Go to Management Encounter Under Teaching click on Interesting cases Find a list of all the interesting cases will appear.

The screenshot displays the Velox software interface. At the top, there is a navigation bar with tabs for Reception, Transcription, PACS, Management (highlighted), Billing, and Administration. Below this is a secondary navigation bar with icons for Dashboard, Phys. Dashboard, Encounters (highlighted), Patients, Reports, Correspondence, and Peer Review. A search bar on the right of the top navigation bar contains the text "Search by Name, DOB, HIN, etc." and a magnifying glass icon.

The main content area is titled "Encounters" and features a search bar with a "Find" button. Below the search bar are several filter panels:

- Clinics:** Includes checkboxes for Aurora, Harding, Mackenzie Health, Newmarket, Southlake Health Centre, and Vaughan.
- Modalities:** Includes checkboxes for X-Ray, Ultrasound, BMD, Nuclear Medicine, and Hospital.
- Status:** Includes checkboxes for Checked-in, Images Attached, Dictated, Finalized, Archived, Typist Rejected, Reading Physician Rejected, and On Hold.
- Flag:** Includes a checkbox for Emergency.
- Reports:** Includes a checkbox for Will Not Sign.
- Billing:** Includes checkboxes for Ready to bill, Reading Phys. not assigned, Invalid specialty code, No Reading Phys. specialty, No Reading phys. billing number, No Referrer billing, Group number missing, Clinic group setup is ambiguous, Missing billing code setup, Missing OHIP card, Incorrect OHIP card, and Missing SLI Code.

On the right side of the encounters panel, there is a "Person" section with a "Referrer" dropdown and a "Name or Number" input field. Below this is a "Shared Worklist" section with an "All" dropdown and a "Number" input field. The "Service Date" section includes "S/D From" and "S/D To" date pickers. The "Teaching" section has a dropdown menu that is open, showing options: "All cases", "In all collections", "All cases", and "Interesting Cases" (highlighted). Below the dropdown, a list of audit entries is visible, including "Audit - Aurora", "Audit - Harding", "Audit - Mackenzie Health", "Audit - Newmarket", "Audit - Southlake Health...", "Audit - Vaughan", and "QC".

SECTION 11: RADIOLOGIST PEER REVIEW:

<p style="text-align: center;">X-Ray Associates ULTRASOUND POLICY AND PROCEDURE</p> <p>LAST REVIEW: Sept 2021</p>	<p>PROCEDURE PEER REVIEW: Radiologist</p>	<p>CODE/NUMBER</p>
	<p>ISSUING AUTHORITY Dr Phil Mok</p>	<p>PAGE</p>
	<p>SIGNATURE</p>	<p>EFFECTIVE DATE September 2015</p>
	<p>REFERENCE</p>	

Background

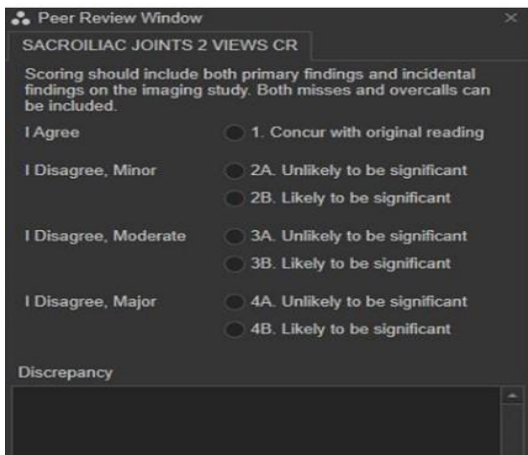
In our continuous effort to improve quality, maintain standing with industry standards and in the wake of MOH/IHF standards, a comprehensive radiologist peer review program has been implemented within our Velox PACS.

The original development of the program was a collaborative effort involving many members of the Radiologist group serving on the Radiologist Peer Review Committee. Committee membership included Dr’s. Lan, Law, Thain, Partap, Yeung, Boparai and McKee.

An environmental scan of the peer Radiologist groups was conducted in the development of this program as well as attendance in peer review focused conferences such as OAR peer-review conference. Potential risks associated with such a program were also assessed through consultation with CMPA.

Program overview: The program is a prospective small-group peer review as follows:

- Radiologists will be assigned cases by the PACS Admin when scheduled to report for clinics
- Peer Review cases must be within 7 days of the initial report
- The case will be assigned a score



- If anything other than “I Agree” is selected, then add a comment under “Discrepancy.”

- If anything other than “I Agree” is selected, the PACS Admin will send the exam, the scoring and comments to the reporting radiologist to review. The QA and President will be copied on this email.
- It is expected that if there is an urgent addendum to be done it is done within 24 hours. The reporting radiologist will record in the notes what was done. I.e. Addendum issued.
- The PACS Admin will archive all results once finalized.

Methods of Case Randomization

- Every radiologist must be reviewed for all modalities for each IHF. NT, OBS, VAS ultrasounds must be reviewed for all radiologists.

Radiologist Feedback:

- Very positive learning experience
- Discrepancies can be dealt with immediately (minimizing risk to Radiologists and IHF)
- High acceptance rate amongst Radiologists

If a radiologist is seen to have a pattern of discrepancies this will be discussed with the Quality Advisor and the President. Remediation will occur and follow up to ensure competency will occur; i.e. suggest CME

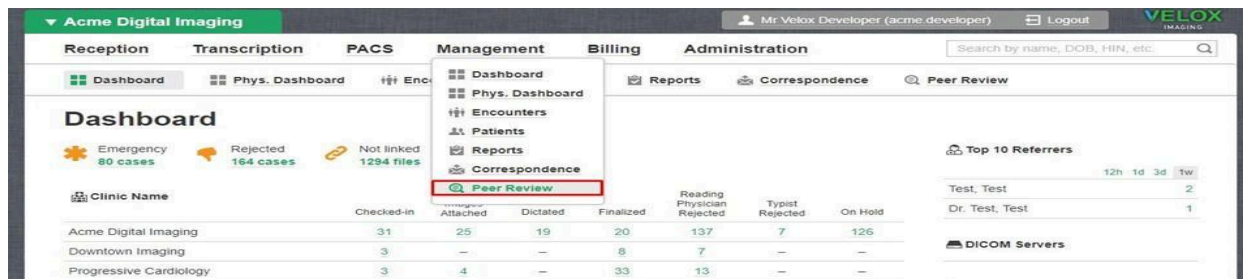
PEER REVIEW FOR RADIOLOGISTS

- PACS ADMIN will assign cases accordingly to Radiologists per studies & clinics.
- Mark an X by the cases once you have assigned to the radiologist

RADS NAME	CHEST	EXTREMITIES	SPINE
V. AGARWAL			
B. AHMED			
H. AL-SHIKARCHY			
D. BOPARAI			
P. BUCKLER			
F. BUDHANI			
R. CHAN			
J. CHUNG			
M. DA ROSA			
P. DE MAIO			
G.P. HOCHMAN			
F.LAN			
N. LANGHORNE			
P. LAW			
D. LY			
J.D. MCKEE			
G. MNATZAKANIAN			
P. MOK			
V. PARTAP			
W. REGINOLD			
M. Roth			
E. SILMBERG			
Y.H. SIOW			
P. M. STROZ			
L.M.F. THAIN			
B. YEUNG			
P. ZIA			

HOW TO ASSIGN CASES TO RADIOLOGIST IN VELOX

After signing in to Velox RIS, under Management, we can find “Peer Review” tab, where all of Peer Review related work will be done.



Peer Review

My Worklist **Assign for Review** Pending Review QA List PR Archive

Find

Clinics

- Aurora
- Harding
- Mackenzie Health
- Newmarket
- Southlake Health Centre
- Vaughan
- Requisitions
- Cortellucci Vaughan Hospital

Modalities

- X-Ray
- Ultrasound
- BMD
- Nuclear Medicine
- Hospital

Status

- Checked-in
- Images Attached
- Dictated
- Finalized
- Archived
- Typist Rejected
- Reading Physician Rejected
- On Hold

Flag

- Emergency

PR Scores

- 1
- 2A
- 2B
- 3A
- 3B
- 4A
- 4B

Person

Patient

Name or MRN

Shared Worklist

All

Acc. Number

Number

Service Date

S/D From

S/D To

Teaching

All cases

- Click on the clinic & Modality & Archived and Find
- Next screen will be a list of cases to review click on unassigned and pick the radiologist who will review the cases. Try to randomize the cases so there is no way that the original radiologist will know who is reviewing them.
- Go to QGENDA to find the radiologists for the next day:
 - Assign cases to CD Radiologist
 - Assign Cases to H Radiologist
 - Assign Cases to R4 Radiologist

Peer Review

My Worklist **Assign for Review** Pending Review QA List PR Archive

Harding X X-Ray X Archived X Find

Select all

Patient	Service	PR Status	PR Score	Read. Physician	Reviewer
[Patient Name]	CR [X-Ray] HANDS/WRISTS (BONE AGE) 1 VIEW Archived	Not Scheduled	Unassigned	Dr. Yeung, Brian	Unassigned
[Patient Name]	CR [X-Ray] QC Archived	Not Scheduled	Unassigned	Unassigned	Unassigned
[Patient Name]	CR [X-Ray] SHOULDERS 3 VIEWS (L) Archived	Not Scheduled	Unassigned	Dr. [Name]	Unassigned
[Patient Name]	CR [X-Ray] SHOULDERS 3 VIEWS (L) Archived	Not Scheduled	Unassigned	Dr. [Name]	Unassigned
[Patient Name]	CR [X-Ray] ELBOWS 3-4 VIEWS (L) Archived	Not Scheduled	Unassigned	Dr. [Name]	Unassigned

Peer Reviewer

Find by Name

Unassigned

Dr. Agarwal, Vikas

Dr. Ahmed, Bilal

Dr. Al-Shikarchy, Hisham

Dr. Boparai, Dennis

Dr. Buckler, Philip

Dr. Budhani, Faisal

Dr. Cameron, Rory

Dr. Chan, Raymond

Dr. Chiro, Chiro

Dr. Chua, Grace

Patient

Displays the basic patient information of the study that is ready for Peer Review, as well, their study date & time, along with the urgency level of said study.

Service

Displays the patient's study service name, as well, the Encounter status of the study.

PR Status

Shows the Peer Review Status of the study. There are 5 different statuses in total:

- Not Scheduled (Hasn't been assigned for review)
- Pending (Assigned for Review, waiting for review)
- New Review (Reviewed, waiting to be Archived)
- Archived (Verified the review, saved as record)

PR Score

Based on whether it has been reviewed or not, it will show different information. "Unassigned" means the score was not given. Any values, such as "1" or "2A" means the study has been reviewed and is given the score. (Will display date of review as well.)

RADIOLOGIST TO REVIEW

- Once The cases have been assigned to the radiologist they will log into the radiology Viewer and click on Peer Review. There will be a minimum of 3 cases sitting there for them.
- Double click to open the case
- A box will pop that asks if you want to take ownership from the previous radiologist (Say No)
- review the images and report and complete the score chart if you agree say I agree if you disagree choose (minor, major, Moderate) and write a blurb under Discrepancy. &

A) Score

I Agree
 1. Concur with original reading

I Disagree, Minor
 2A. Unlikely to be significant
 2B. Likely to be significant

I Disagree, Major
 3A. Unlikely to be significant
 3B. Likely to be significant

I Disagree, Moderate
 4A. Unlikely to be significant
 4B. Likely to be significant

B) Discrepancy

Save

VERIFYING CASES THAT HAVE BEEN REVIEWED (PACS ADMIN)

- QA List you will see the cases that have been reviewed. You are able to see the score under PR Status,
 - you can also review the score in detail if you put your mouse cursor over the Encounter information to access the "Peer Score" button
- If the PR Score is 1 click on status and archive the case
- if the PR score is anything other than 1 you will need to send an email to the original reporting radiologist and copy QA advisor & President on email (remember this is anonymous) do not specify which radiologist reviewed the case.
- Make a note in Velox encounter notes that you have emailed the original reporting radiologist
- Once the Addendum has been completed you can archive the case

PEER REVIEW EMAIL TEMPLATE:

1) I Agree. Concur with original reading E-mail message: None

2A) I Disagree, Minor. Unlikely to be significant. Dear Dr. _____:

A Discrepancy has been noted on Velox Peer Review PACS. Please review the images and report.

Accession Number: "copy and paste from Velox"

2A) I Disagree, Minor. Unlikely to be significant.
Discrepancy message: "copy and paste from Velox"
An addendum is not required unless you feel the need to issue one.
Thanks,
Vicki, Dr. Mok and Dr. Zia

2B) I Disagree, Minor. Likely to be significant.

Dear Dr. _____:

A Discrepancy has been noted on Velox Peer Review PACS. Please review the images and report.

Accession Number: "copy and paste from Velox"

2B) I Disagree, Minor. Likely to be significant.
Discrepancy message: "copy and paste from Velox"

An addendum is required. Please issue an addendum within 7 days. If you cannot issue an addendum, please respond to this email explaining the reasoning.

Thanks,
Vicki, Dr. Mok and Dr. Zia

3A) I Disagree, Moderate. Unlikely to be significant. Dear Dr. _____:

A Discrepancy has been noted on Velox Peer Review PACS. Please review the images and report.

Accession Number: "copy and paste from Velox"

3A) I Disagree, Moderate. Unlikely to be significant.
Discrepancy message: "copy and paste from Velox"
An addendum is not required unless you feel the need to issue one.

Accession Number: "copy and paste from Velox"

Thanks,
Vicki, Dr. Mok and Dr. Zia

3B) I Disagree, Moderate. Likely to be significant.

Dear Dr. _____:

A Discrepancy has been noted on Velox Peer Review PACS. Please review the images and report.

Accession Number: "copy and paste from Velox"

3B) I Disagree, Moderate. Likely to be significant.

Discrepancy message: "copy and paste from Velox"

An addendum is required. Please issue an addendum within 7 days. If you cannot issue an addendum, please respond to this email explaining the reasoning.

Thanks,

Vicki, Dr. Mok and Dr. Zia

4A) I Disagree, Major. Unlikely to be significant.

Dear Dr.____:

A Discrepancy has been noted on Velox Peer Review PACS. Please review the images and report.

Accession Number: "copy and paste from Velox"

4A) I Disagree, Major. Unlikely to be significant.

Discrepancy message: "copy and paste from Velox"

An addendum is not required unless you feel the need to issue one.

Thanks,

Vicki, Dr. Mok and Dr. Zia

4B) I Disagree, Major. Likely to be significant.

Dear Dr.____:

A Discrepancy has been noted on Velox Peer Review PACS. Please review the images and report.

Accession Number: "copy and paste from Velox"

4B) I Disagree, Major. Likely to be significant.

Discrepancy message: "copy and paste from Velox"

An addendum is required. Please issue an addendum within 7 days. If you cannot issue an addendum, please respond to this email explaining the reasoning.

Thanks,

Vicki, Dr. Mok and Dr. Zia

CHIROPRACTOR WORKFLOW

CHIROPRACTOR WORKFLOW

