

CH EAST: Intelerad PACS and Ambra VNA FAQ

1. Is exam status linked to Epic?

Exam status must be updated in Epic to reflect in PACS. You will have to start and complete exams in both Epic and Tech Portal. The order in which you do that does not matter. However, it is suggested that you complete in Epic last to ensure you get credit for the time you spent on the exam. The other statuses should automatically update as they progress through the workflow. You can start your exam in Intelerad PACS at the time you are reviewing your images, but you must still start your exam in Epic prior to getting the patient.

2. If you clear a presentation state that a radiologist created, will it repopulate the image?

If you clear a presentation state, it is only temporarily clearing a presentation state. The original presentation state will not be deleted from the image.

3. Who oversees creating the QC patients' order?

An "order" from the order entry tool in the InteleBrowser must be made to store all of the QC files in PACS. This must be done for every "exam" sent in. Date and time stamp format still applies for the accession. The users (techs, etc.) that send these images in will create these "orders".

4. Can the appearance of the Tech Portal be changed to be darker?

Unfortunately, the color that you see when you open the Tech Portal is the only way it can be displayed. This is a common request that Intelerad has submitted as a product feature request.

5. Are completed exams populating the Clario worklist dependent on the order that the tech review as complete/ending exam in Epic and Tech Portal?

Exams need to be Completed in the Tech Portal and Ended in Epic. The order in which this is done doesn't matter. However, it is recommended that the exam be Ended in Epic last to reflect the complete duration of the exam.

6. If an order is changed at the end exam stage in Epic, will this change flow into PACS?

You will have to use the validation tool in Intelerad. If the order is CHANGED using the Change Procedure function in Epic, it will flow to PACS. But if it is reordered then they will need to move or validate images.

7. What is the QC workflow?

The workflow for QC is best done as follows:

1. Create order in Order Entry Tool using EXACT information needed for MRN, ACC#, Patient Name etc.
2. From Modality, Query the worklist, select QA patient from Worklist
3. Verify that images are on order
4. If images are not on order, use validation workflow to attach

NOTE: If the image is created/sent before the order is placed, you will likely need to use the Validation Workflow to attach the images to the order after it's been placed. Unless they enter the order to EXACTLY match what was entered on the images (MRN, ACC#, Patient Name, etc).

Tip sheets and Placards will be created and available before go-live.

8. **Can a radiologist dictate on a study before it has been completed?**
Both completing in Tech Portal and in Epic are required for the study to appear on the Radiologist worklist to be read.
 9. **If I need to take more images after I have already completed the study, will I have to re-complete the study?**
The images that are acquired after the order is complete will just flow into the study assuming you sent it to the same accession number. The status of the exam will not affect the ingestion behavior.
 10. **Am I able to print more than one Image at a time?**
Not in the Tech Portal, you will need to print each image separately.
 11. **Are we able to see DICOM Header information without the use of IntelViewer?**
Yes, you can use the IntelBrowser patient search module to find the DICOM header. You will want to search for the patient's information and find the study you are interested in. At the series level, you will want to select the series you are interested in and left click on "View In-line JPEGs". If you left click on the series itself, the lower half of your screen will display DICOM Header information.

 12. **Is there a way to show an "assigned to" column on the Tech Portal worklist?**
Unfortunately, the column options are hardcoded and cannot be changed.
 13. **Are measurements and annotations coming over from the modality permanent?**
Yes, they are permanent.
 14. **Currently when we must change an order in Epic it doesn't send over to PACS right away, so we just go in and change it in PACS so we can move on. Can we do that with Intelrad, and if not, will it be a quick send from Epic to Intelrad?**
You must change the order in Epic and it will update PACS.
 15. **Will Priors have the markups from other systems?**
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It depends if the presentation state is supported. If it is a GSPS presentation state, then yes markups will be visualized. If the presentation states are proprietary formats, then no.

16. **Where Can I push images back to the imaging modality?**
Use the “move selected studies” function in IntelBrowser. Select the imaging modality you need to move to.
 17. **How long does it take for images to send when pushing images to a different location?**
It is dependent on your location, network speed, server load, and size of the queue. There are too many factors to give an average value.
 18. **If Epic is down, can the report still be viewed in Tech Portal?**
Yes, the report is still available in Tech Portal.
 19. **Will the Tech Portal be on the same desktop as my Epic now?**
Technologists should have it within the Start menu.
 20. **When a tech selects “undo start” and a different tech selects start, will the exam update with the new tech name?**
No, because the technologist’s name can’t be configured, and the name cannot be changed. The start button is just prefilling that section.
 21. **In IntelBrowser, I click IntelViewer and get a “Launching IntelViewer” message. I then click where it says to download and am taken to a screen to download. Which option do I choose?**
Team members should not install the IntelViewer client themselves. The client will be deployed through our normal application deployment methods at go-live.
 22. **Will there be a QA phantom workflow and images you may take for non-patient (test)?**
A phantom and QA workflow will be developed and reviewed with those respective users.
 23. **If we need to save annotations on multiple images, is there a way to do this?**
No, saving can only be done per image.
 24. **Can you move images around within the series like the order that they show up for the rads?**
No, we cannot reorder images. A work around: the radiologist has a feature called “hanging protocols” where they can control the order of which the images/series are displayed for them.
 25. **Will there be a desktop icon present at the workstations for IntelConnect if the integration with EPIC were to go down?**
IntelConnect should be seen inside of the start menu. If you are at a workstation that does not have the EPIC integration. Contact the help desk to get the workstation integrated.
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- 26. If you flip the image inside of the Enterprise Viewer will the images, be flipped for the radiologist?**
No, you will want to make sure you go back to the modality and resend the newly manipulated images.
 - 27. Is there a way to make an ROI measurement within the Enterprise Viewer (EV) to view HU?**
Unfortunately, you cannot make a ROI measurement within the EV. The EV has a pixel probe measurement available that will allow you to view the HU as you hover your cursor over the anatomy.
 - 28. Will there be a desktop icon present at the workstation for Tech Portal?**
The Tech Portal icon should be seen inside of the start menu.
 - 29. If you move a patient's images to a different patient, will the DICOM information be automatically updated with the new patient's information?**
No, moving images will keep the original DICOM information. If you want the DICOM to contain the correct information, it needs to be deleted, fixed at the modality, and resent to PACS under the correct acc#.
 - 30. Can you change the window level presets in Enterprise Viewer?**
No, you cannot change the hot keys for window levels in the EV.
 - 31. How do I see images in Epic, I can only see images when searching in PACs?**
If you search in PACS, you can find the images. They will not appear in the new Epic until you have fully caught up with all old reports. Once that is done, the documents will be available to launch via new EPIC.
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