Friday, July 14, 2023

Table of Contents

Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!

Known Issues – All Locations

Service Now Helpdesk Tickets

➢ When placing Service Tickets, enter EI Go-Live #2 in the short description and the ticket will be routed to the appropriate group to be addressed.

Printing images from EI

➢ There are 17 steps to complete. IS PACS is currently investigating. The temporary fix is to print from Cerner Power Chart.

Alert During Sign-On: "This system does not have enough memory…"

➢ Team members may encounter the alert below when signing into Enterprise Imaging:
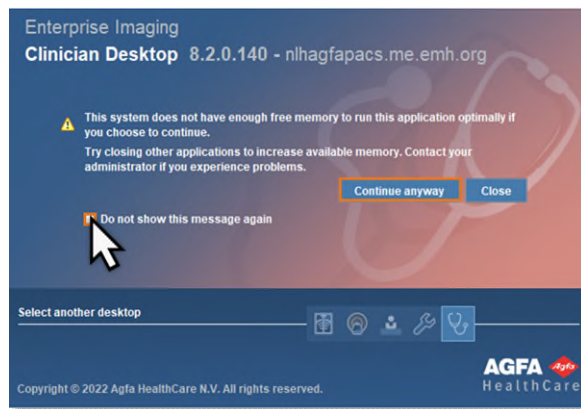
➢ To proceed, click to deselect **Do not show this message again**.

➢ Click the **Continue Anyway** button.

NEW/UPDATE: Ascend Reports

➢ **UPDATE:** GE Case Stress data is not auto-populating Ascend reporting at CA Dean, SVH, Inland Heart First, and Maine Coast. This has been reported and is actively being worked on.

➢ **UPDATE:** Ascend reports (i.e., Cardiology reports) have two versions, a pdf of the full report and a textual summary of the report. The textual summary is seen in Message Center in Results to Endorse. The pdf of the full report can be found in PowerChart. This is built as designed.

➢ **NEW:** Merge data occasionally does not populate Ascend reports. Data can be manually pulled into the Ascend report. Place a help desk ticket for assistance. Clinical Informatics is working on education to distribute.

Known Issues by Location

NEW: Collaborator Tool

Function of collaborator tool does not work as expected by Spectrum. Dr. Chng is working to determine a workflow for Clinical Informatics to distribute.

EMMC – Echocardiology

➢ Tap and Go workstations are not currently compatible with Enterprise Imaging/Ascend. Use one of the Workstations on Wheels or desktop computers for reporting purposes.

Resolved Issues – All Locations

Ascend Reporting

➢ ISSUE: Users unable to access Ascend Reporting in Enterprise Imaging.

UPDATE: Ascend reporting is now functioning properly at all sites.

EMMC Vascular Lab Measurements

➢ ISSUE: Measurements are not crossing from Ultrasound machines to Ascend reporting.

UPDATE: Some machines have been configured and some are still being worked on.

Images in Cerner PowerChart

➢ ISSUE: Unable to open images through PowerChart.

UPDATE: Xero Image Viewer from PowerChart is now working in all sites. EXCEPT Mayo. IS Support teams are continuing to work on a Mayo solution. If you continue to have issues, contact the ServiceDesk. The workaround is to use the URL: **https://brnagfaweb.me.emh.org**

Modalities sending to wrong PACS

➢ Ensuring images are being sent to the correct designation Enterprise Imaging (EI).

Reminders

➢ All cath physicians and staff that are preparing to read documents MUST manually import the merge hemo data from the DATA tab.

➢ All areas including Primary Care: Echocardiogram, Nuclear Medicine, and Exercise Stress Tests will be imported into Enterprise Imaging (EI) and reported using Ascend. Ordering providers will receive the summary portion of the report in Message Center in the Results to Endorse section.

➢ The CV Exercise Stress Test order is being inactivated. All CV Exercise Stress Test orders should be replaced with NC CV Stress.

- If needing to change the priority of a Cardiology imaging exam, call the Imaging Department to change the priority. DO NOT cancel and reorder the exam.

- All imaging orders must be Tech completed prior to sending to a reading provider or completing acquisition step.

- If a requisition is placed on one day and will not be completed until a following day, the orders need to be modified, by changing date and time of when the order will be completed.

- If you are unable to see the order on the cart worklist, try setting the cart to look forward to the next day. This works for orders when the order *time* is scheduled later in the evening.

- When searching for patients, users must enter last name and first name on two separate lines.

- If unable to see all images in multiple 3D series,
    - go to **Tools**
    - select **Images**
    - check **Expand all multi 3D sub series**
    - click **Save & Close**.

Frequently Asked Questions

If I need to log out of a study, how do I keep the images arranged in the current view?

- Click "Save presentation state" to save images in the current view before logging out.

How to log a HelpDesk ticket

- It is recommended to reach out to a Super User first. Then try to find help from within the facility from IS PACS, CI, and/or on-site vendor. If assistance is still needed call the HelpDesk at 1-207-973-7728 or log a ticket with the subject of EI Go-Live.

Can I rearrange the order of Ultrasound images in Enterprise Imaging?

- No. The images can be rearranged in the cart they are obtained in. They will transfer into EI in the order they were taken.

How do I add studies to a conference?

- Right-click the selected study, hover over Add to conference, and click the desired conference.
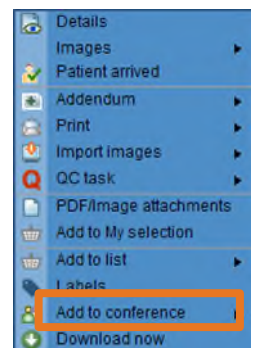
How long do studies stay in My Recently Viewed Studies list?

- The studies remain for the current day.

When doing a CT with contrast where does the amount of contrast used display?

- Contrast used and amount displays in the upper left corner of the image.

How do I assign a study to Cardiology, Radiology, or Vascular?

➢ Search patient and highlight the study; right-click and click Assign; double-click NLH designation and click Assign. Based on the facility, the system knows the bucket it needs to go to.

> NOTE: You can also assign to a particular user.

Which desktop do I select when signing in?

➢ **Diagnostic Desktop** 🖼 **–used by Radiologists, Cardiologists, Vascular surgeons, and staff that start the Ascend reports, i.e., RN's, Echo, Nuclear Cardiology, and Vascular technicians.**
- Reading tasks are grouped in the Diagnostic Desktop.

➢ **Acquisition Desktop** 🔘 **– used by Radiology, MRI, Ultrasound technicians, IR Staff, Nuclear General, and Imaging Records.**
- Imaging staff review their studies and prepare them before sending to the reading providers.
- QC steps are handled in the Acquisition Desktop, so office staff can work from this desktop as well.

➢ **Clinician Desktop** 🩺 **– used by ED providers**
- Used by non-imaging providers.
- This desktop allows study search, image review, use hanging, and ED providers can add study comments protocols.

NOTE: Any study updates, comments, and image annotations will be seen across all desktops.

➢ **Xero Workstation – used by clinical staff for viewing images from within the EHR**
➢ **Administrator Desktop** 🔧 **– used by the #IS EI PACS Group**
➢ **Medical Secretary Desktop** 👤 **- NOT being used at this time**

Do I need to be in the same Desktop as the Radiologist?

➢ **No. Enterprise Imaging (EI) shifts to a task driven model and depending on the task, different desktops are required to perform those tasks.**

Does the IR tech have any different steps to facilitate physician reporting for Radiologists or Vascular surgeons?

➢ **Yes. In the Acquisition Desktop, the exam must be completed by clicking Complete Acquisition.**

How do I get help for INVIA?

➢ **INVIA Support office hours are 8am – 5am EST.**
- URGENT inquiries: Telephone (734)-205-1231 ext. 1 (Option 2 or 3 for clinical support).
- Non-urgent inquiries: Email support@inviasolutions.com to immediately open a ticket.

If a study is completed in error, can this be undone?

➢ **Yes.**

- Search for the patient and highlight once located.

- Right-click and assign the patient to yourself.

- The patient will appear in **My List**.

- Finish any needed work, then **Complete** the study.

**Will Radiologists and Vascular surgeons using Ascend reporting still dictate through MModal?**

➢ **Yes. MModal should be used for Ascend reporting.**

How will reporting be done for procedures in which there are no X-ray or other imaging used, e.g., Implantable cardiac monitors where the reporting is currently done through Merge Cardio?

➢ **Xero Workflow will be used for these. Xero Workflow is a web-based viewer that will allow the EP lab to open Ascend from the order instead of the images.**

How will images be transmitted from EI to VRAD, SYNERGY, and outside hospitals?

➢ **Outside hospitals – the sending destinations will transfer and staff will send them manually.**

- Right-click the image and select **Print and Export**.

- Select the **DICOM transfer** tab.

- Select the **Destination** using the dropdown.

- Click **DICOM transfer** or **DICOM transfer & close**.

➢ **SYNERGY and VRAD will have assignment tasks. When the images are acquired, assign them to either SYNERGY or VRAD and the EI system will automatically send the study to the selected destination.**

- Right-click the study and select **Assign**.

- Synergy and VRAD will only display for verified studies.
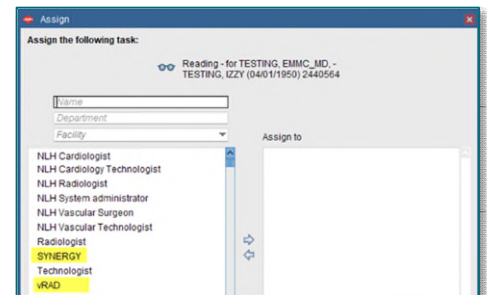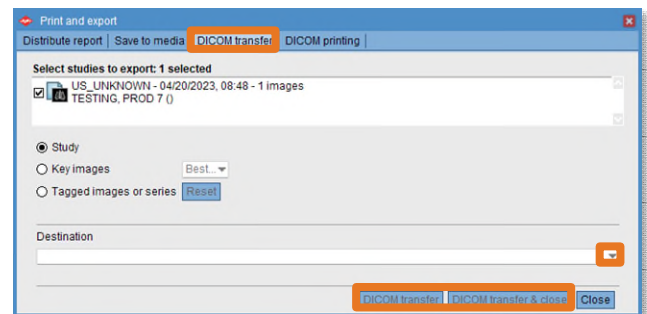
Will there be color coordination for Stats and or Urgent to assist with task priority?

➢ Yes. Each user can set customization.

- Click **Tools** and select **Options**.
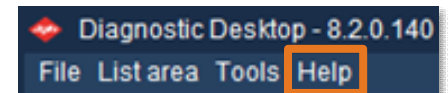- Select the **Colors** tab.
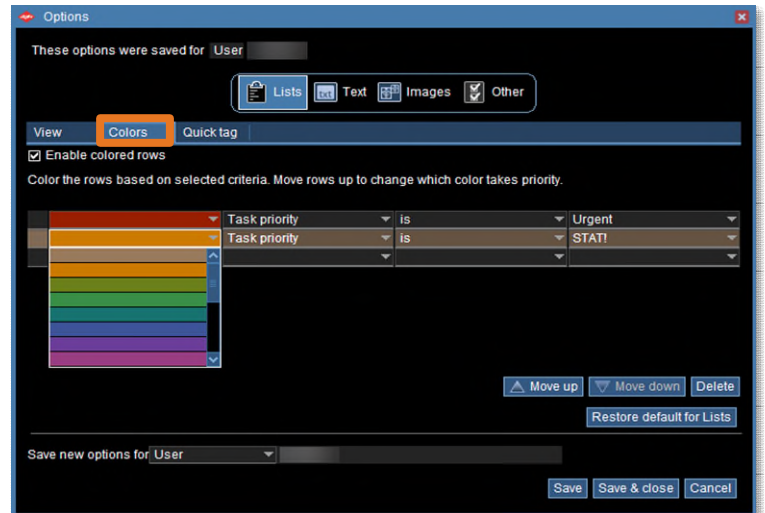
What is the indication for critical findings/code yellow?

➢ One Connect is used in IMPAX.

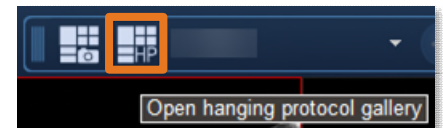➢ Mercy and SVH will continue using Keyword.

Is there a Desktop Help?

➢ Yes. Select F1 on the keyboard to open Help or click Help in the upper left corner.

What is the number of studies being pulled in for comparison?

➢ The number of studies pulled in is determined by the selected hanging protocol.

Will the Radiologist use Labels? If so, how will they be used and for what? No Read label search?

➢ Use of labels depends on the location's workflow.

- Right-click a study and select **Labels**.
  - Workflow does not include **No Read**.
  - A search can be done using criteria the label contains.
  - A label of **No Read** can be added to **Procedure Definitions**.
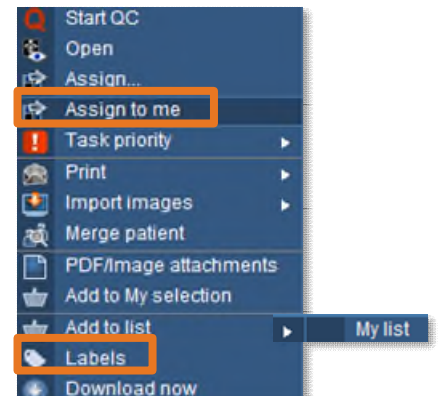
Where can I store images of interest?

➢ Images of interest can be stored in My List located under Follow-up.

- Right-click the study and select **Add to List**.
- Studies are manually removed if no longer wanted in **My List**.
  - Right-click the study and select:
    - **Remove from list** – removes the selected study.
    - **Clear list** – removes all studies from My List.
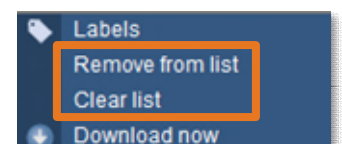
How do I unlock a study?
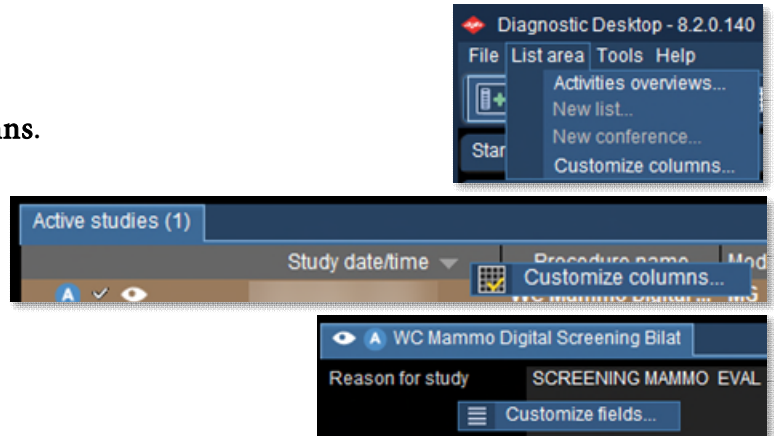
➢ **Assigning yourself to the study will unlock it.**

- Right-click the study and select **Assign to me**.

Can I customize my view?

➢ **Yes.**

- Click **List Area** and select **Customize Columns**.
- In the **Details** screen, right-click column headers and select **Customize columns**.
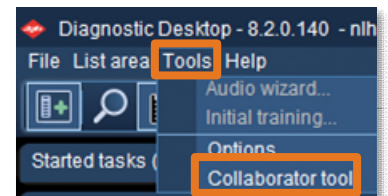- Right-click in the **Order Details** section to customize the fields.

Can I unmerge a study?

➢ **No. Unmerging a study needs to be done by the PACS team.**

Am I able to Instant Message within Enterprise Imaging?

➢ **Yes. The Collaborator Tool is used to message staff.**

- Click **Tools** and select **Collaborator Tool**.

Will the ECH Stress tracings cross to EI?

➢ **Yes. ECH Stress tracings will cross as a PDF.**

When edits are done in 4DM, will they cross to EI, and is there a delay?

➢ **During testing, the Invia measurements were available in the report timely.**

Where can a technologist find a list of unread studies?

➢ **On the clipboard page, the list of unread studies is found in Activities Overview under Follow-Up.**
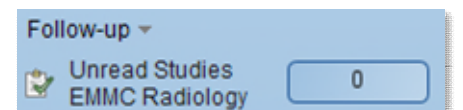
When a CD/DVD is burned for a CT scan, do all of the images go to the CD or do the images have to be selected individually?

➢ **When a study is selected, the number of images in that series will be the number of images that are burned on the CD/DVD.**

Can I send multiple studies at one time to another location?

➢ **Yes.**

- In Search, locate the patient.

- Hold down the **Ctrl** key on the keyboard down and select as many studies as needed.

- Right-click and select **Print and Export**.

Where can the Split be seen?

➢ **After the Split, review the images that were split in each accession number.**

Where does the image go when it is Split?

➢ **When you Split, the source is highlighted, and a target is selected. The chosen images to be split will end up in the target. Once completed, go to the Search page and review.**

Where do I find the Global ID number?

➢ **In Enterprise Imaging, Global ID number is called All patient IDs.**

Can a favorite search be shared with my coworkers?

➢ **No. Favorite searches are not able to be shared. Each individual needs to set up and save their favorite searches.**

Where can I see Study Comments or Action History?

➢ **In the Details page, if these fields are not available, right-click anywhere in the Study section, select Customize Fields.**

- Scroll to locate the desired field in **Available data elements**.

- Double-click the element or select the element and use the green arrows to move the desired field to displayed data elements.

- Click **OK**.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at:
207-973-7728 or 1-888-827-7728.

Return to Table of Contents