

Title: PACS Sectra Policies

Reference Number: RDF1429-23

Date of Response: 17/05/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

Dear Information Governance Manager:

Please provide copies of:

- 1. Picture archiving and communication system (PACS) policy;* Please find attached guidance documentation 3. How_to_retrieve_images_from_other_hospitals_in_PACS_9.1_DOCv2.1, 4. PACS-Insignia-Quick-Guide, 5. S023_incorrect_image_protocol_guidance_for_radiographers_v1.2. attached.
- 2. Image Exchange Portal (Sectra) policy.*

Answer: Eastern Services: Please find attached guidance documentation 1. PACS009_IEP_not_sending_v2.1 and 2. PACS008_Image_Exchange_Portal_IEP_How_to_v1.1 attached.

(The guidance and materials governing the use of such systems and relevant training materials; the guidance and materials which are legally and operationally relevant and connected to the use of these systems)

PACS – IEP not sending

And what to do

Version: 2.1

Change History

| Date | Author | Version | Reason for Issue |
|------------|------------|---------|--|
| 21/11/2018 | [REDACTED] | 2.0 | Update SOP from old template to new |
| 23/09/2019 | [REDACTED] | 2.1 | Document review. Changes made; <ul style="list-style-type: none"> Minor corrections to text formatting and wording throughout the process |

Next review date – 23/09/2021

References

| Document Title | Location | Author | Version |
|----------------|----------|--------|---------|
| | | | |

Distribution List

| Name | Organisation | Role |
|------|--------------|-------------------------------|
| CAST | RD&E | Clinical Applications Support |
| | | |
| | | |
| | | |

Document Approval

| Name | Organisation | Role | Date |
|------|--------------|------|------|
| | RD&E | | |

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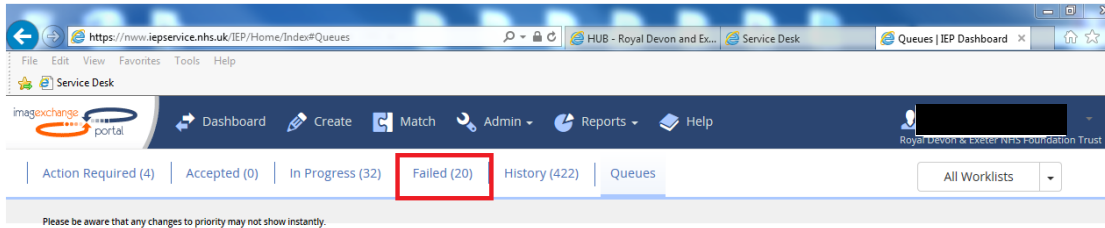
1 Introduction and Document Purpose

The purpose of this work instruction is to provide guidance to the users of the Clinical Applications Support Team (CAST) on how to report images not sending on the Image Exchange Portal (IEP) with the following failed message (see screenshot below).

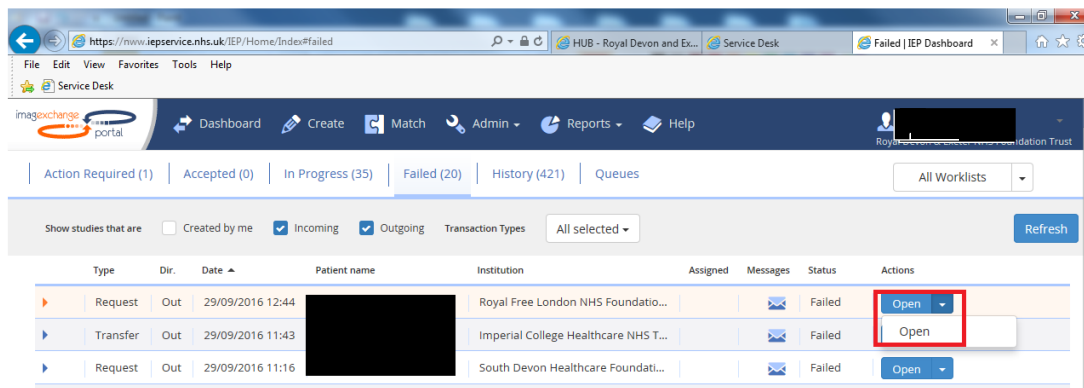
This work instruction is designed to be used by the users of the CAST only and relates only to report the IEP not sending images.

2 Process Flow

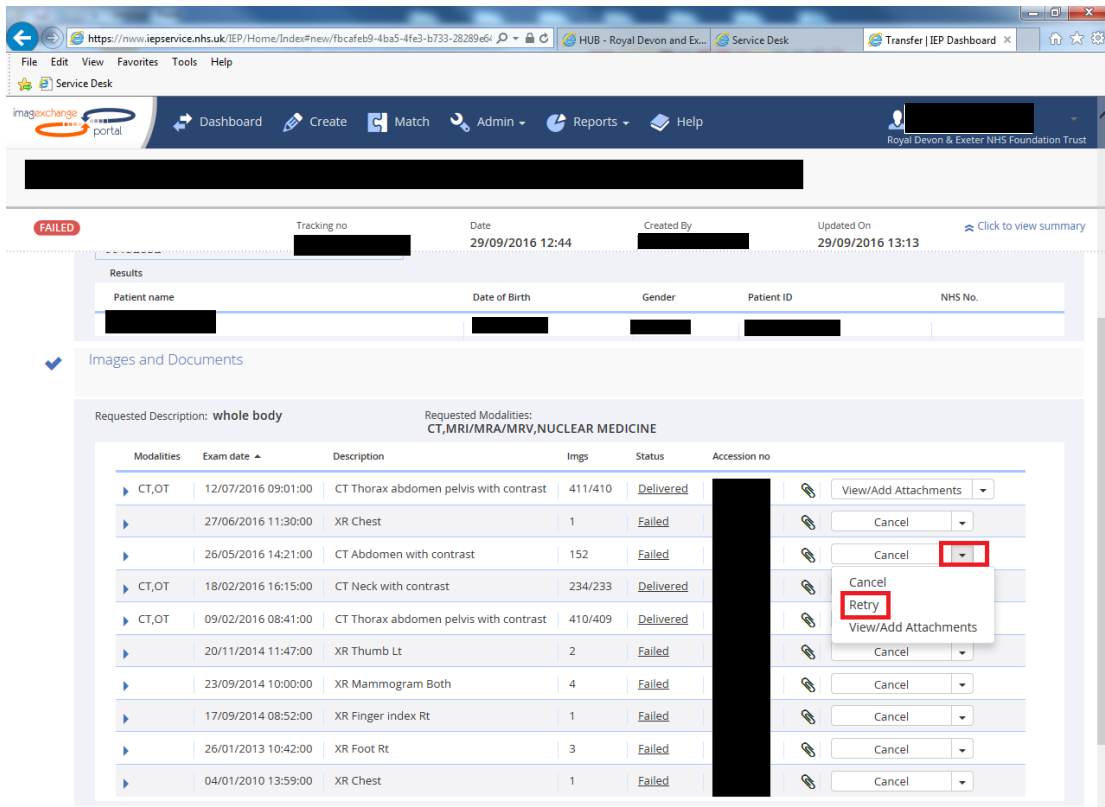
1. Long in to the IEP - [REDACTED]
2. Click on failed



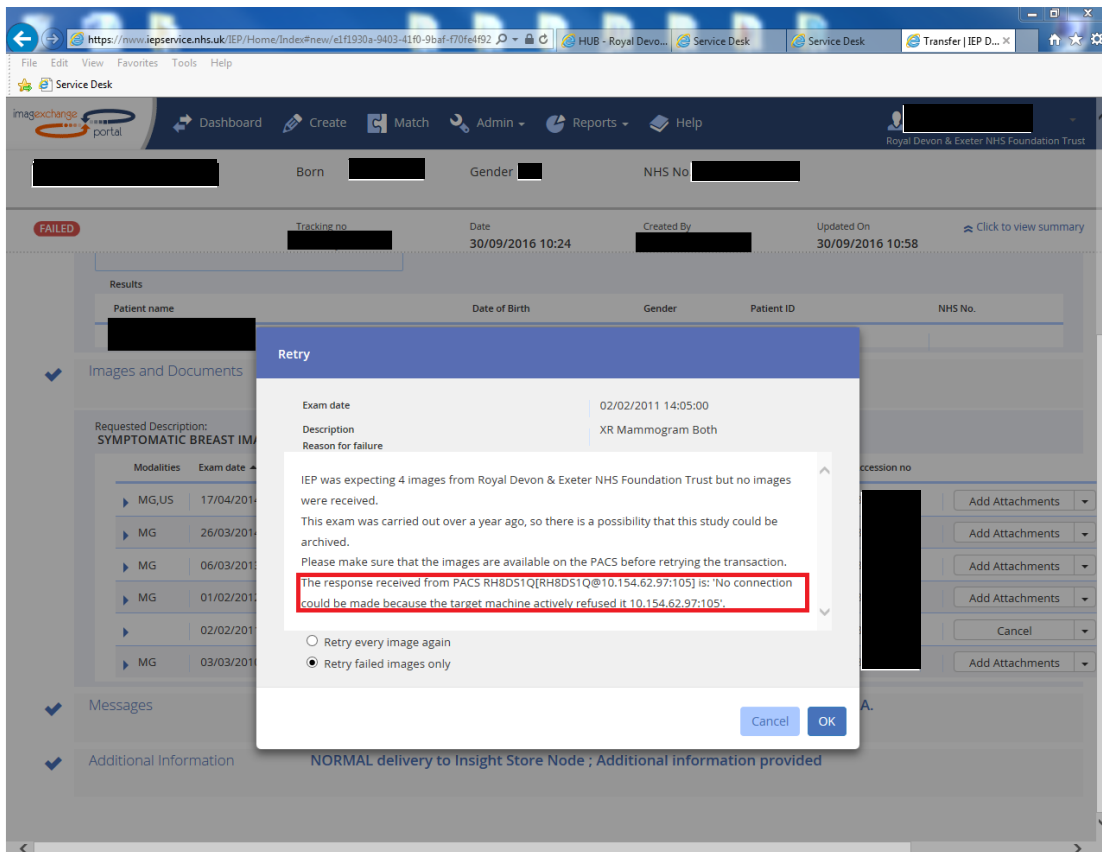
3. Find the patient that has failed and click on open.



4. Check the studies with failed in the status, click on the down arrow next to the word cancel and then retry.



- This will display the error message – if it reads as below you will need to raise a call with Insignia.



- Once resolved by the supplier, all the failed messages will need to be dealt with. This can be done by following steps 3-4 and clicking on 'retry failed images only' then OK.
- You will need to keep an eye on the retried transactions and check that they do not fail again.

PACS – IMAGE EXCHANGE PORTAL (IEP)

SENDING AND RECEIVING IMAGES VIA THE IEP

Document Source: CAST

Version: 1.1

CHANGE CONTROL

| Date | Author | Version | Reason for Issue |
|------------|------------|---------|---|
| 11/03/2020 | ██████████ | 0.1 | |
| 02/12/2021 | ██████████ | 1.1 | Reviewed and minor updates made; <ul style="list-style-type: none"> Added Peninsula Ultrasound as peer-to-peer sharing destination |

REFERENCES

| Document Title | Location |
|----------------|----------|
| | |

DISTRIBUTION LIST

| Name | Organisation | Role |
|------|--------------|------|
| CAST | RD&E | |
| | | |

DOCUMENT APPROVAL

| Name | Organisation | Role | Date |
|------|--------------|------|------|
| | | | |

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| 11. | APPENDIX B: SERVICE DESK CATEGORIES AND MDS – Tbc | Error! Bookmark not defined. |

INTRODUCTION

This document intends to provide Clinical Application Service Team (CAST) members with information and instructions for sending and receiving DICOM images via the Image Exchange Portal (IEP).

IEP transfers are largely monitored and administered by the PACS office assistants that are not part of the CAST but are Radiology staff. The day-to-day tasks of sending and receiving images are the responsibility of the Radiology department and those PACS office assistants, not the CAST.

However we do provide assistance and support to the PACS office assistants and when something goes wrong or during changes to the system or workflows. We will also monitor the IEP and action urgent requests when the Radiology department does not have the resources to staff the PACS office.

BACKGROUND

The IEP allows the RD&E to send and receive DICOM images amongst other NHS Trusts and some private institutions across the UK. We **do not** use the IEP to request or share images from the six other Trusts within the South West Peninsula. Images should be shared amongst the sites below using the peer-to-peer functionality that exists within the PACS client.

| Site | NACS code |
|-------------------------------|-----------|
| 1. Plymouth (Derriford) | RK9 |
| 2. South Devon (Torbay) | RA9 |
| 3. North Devon (Barnstaple) | RBZ |
| 4. Cornwall (Trelisk) | REF |
| 5. Uni Hospital Bristol (UHB) | RA7 |
| 6. Dorset County | RBD |

From November 2021 it has also been made possible to send and receive studies with Peninsula Ultrasound.

| Site | NACS code |
|-------------------------|-----------|
| 7. Peninsula Ultrasound | NEF |

NB: If you need to send to or retrieve images from any of the above Trusts refer to the referral process SOP -



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REFERRING IMAGES

ALL requests for RD&E imaging to be sent out via the IEP **must** be submitted via an online form which is available for RD&E staff to complete on the [HUB](#).

Do **not** complete the referral if no form has been received. The forms are emailed automatically to the [REDACTED] generic mailbox. Ask [REDACTED] or [REDACTED] to access to this mailbox if required.

You will need;

- Access to PACS with the relevant user permissions
- Patient ID, patient demographics and details of the images that need to be pushed
- Completed HUB form received via Email to the RD&E PACS mailbox
- Access to the IEP

PROCESS

- 8.1 Open the Image Exchange Portal (IEP) by navigating to [REDACTED] using Google Chrome. You will need an IEP account. If you do not have one already, click 'Register' and complete the form. Another IEP user within the CAST will receive an email notification and will create an account for you.

- 8.2 You will arrive at the IEP home page

- 8.3 First check that a transaction does not already exist as multiple forms may have been sent for the same requests.

Click **All** and then type in the patient surname or ID and click **Refresh**. This will show you any existing transactions for that patient or patients with the same surname. Ensure you're not duplicating the request.

- 8.4 If there were no transactions already in progress, click **Create**
- 8.5 Click **Transfer data** and ensure that Institution or hospital is selected. If you have received a request to send to a company, individual or any other third parties please check with the PACS system specialist first.
- 8.6 Begin typing the name of the destination institution and once found click **confirm**

N.B. You will find that some hospital names provided within the forms will come under parent organisations. In the above example Hammersmith Hospital falls under Imperial College Healthcare NHS Trust and you will see in the later steps that only the parent organisation is referred to in the transaction details.

8.7 Enter the patient details provided in the form and click **Search**

- Patient ID: Is the patient PAS number. Use the RH8 prefix if imaging was done within the Radiology department or don't use the RH8 prefix if the images are from the Cardiology system
- NHS No: The NHS number provided in the form must be valid. If the number is incorrect contact the requester to verify the NHS number.
- Last name and first name: As provided on the form

8.8 If the patient is found then you'll immediately see the next section which is **Images and Documents**. All the images available to send will be shown or you can use the tools to filter by a certain period of time, body part, modality type or search directly for the image by typing the accession number.

8.9 Select the images you wish to send and add a message in the **New Message** box with any relevant information

8.10 The majority of transactions should be sent under the **NORMAL** priority, but if there is a clinical emergency then select **CLINICAL EMERGENCY** from the priority drop down box. You can also add a name in the **Consultant Receiving the Images** field in addition to the message.

When you are done click **Send Transaction**. If you have another transaction to send, click **Send and Create Transaction**.

8.11 Let the requester know that you have sent the images. Whilst the images are sending they will appear in the **In Progress** section on the IEP.

8.12 You will need to check later that your transaction sends successfully. Search for the transaction and then click **Open** on any failed transactions to view the details.

8.13 You will be taken to a screen where you need to scroll down to Images and Documents. Check the **Status** of the image sets to see which have failed. Click the drop down box at the end of the table and click **Retry**.

Failed images should be retried at least once. If the images repeatedly fail to send advise the requester that the IEP has been unable to send the images and to seek alternative methods of transferring the images. We are not able to guarantee that the images will always be able to send via IEP, especially if the images originated from a non-Insignia PACS system at the hospital.

REQUESTING IMAGES

ALL requests for RD&E imaging to be sent out via the IEP **must** be submitted via an online form which is available for RD&E staff to complete on the [HUB](#).

Do not complete the referral if no form has been received. The forms are emailed automatically to the [REDACTED] generic mailbox. Ask [REDACTED] or [REDACTED] to access to this mailbox if required.

You will need;

- Access to PACS with the relevant user permissions
- Patient ID, patient demographics and details of the images that need to be pushed
- Completed HUB form received via Email to the RD&E PACS mailbox
- Access to the IEP

- 1.1 Open the IEP by navigating to [REDACTED]
You will arrive at the IEP home page
- 1.2 First check that a transaction does not already exist as multiple forms may have been sent for the same requests.
- 1.3 Click All and then type in the patient surname or ID and click Refresh. This will show you any existing transactions for that patient or patients with the same surname. Ensure you're not duplicating the request.
- 1.4 If there were no transactions already in progress, click Create
- 1.5 Click Request data from and ensure that Institution or hospital is selected. If you have received a request to retrieve images from a company, individual or any other third parties please contact the Clinical Applications Support Team first.
- 1.6 Type in the name of the hospital or institution the images are coming from. The name of the hospital or parent organisation may differ from what the requestor has stated. Clarify with them if unsure or use google to verify the Trust name.
- 1.7 Enter the required patient details provided in the form and click Search
- 1.8 Scroll down to the Images and Documents section and enter the details of the required images and any additional information can go into the message free text box
- 1.9 Scroll down to the final Additional Information section.

The majority of transactions should be requested under the NORMAL priority, but if there is a clinical emergency then select CLINICAL EMERGENCY from the priority drop down box. You can also add a date that the images are required by.

- 1.10 When you are done click Send Transaction. If you have another transaction to send, click Send and Create Transaction.
- 1.11 Let the requester know that you have requested the images. Whilst the request is in progress the transaction will appear in the In Progress section on the IEP.

You will need to check later that your transaction is received and sent successfully. Search for the transaction and then click Open on any failed transactions to view the details.

- 1.12 You will be taken to a screen where you need to scroll down to Images and Documents. Check the Status of the image sets to see which have failed. Click the drop down box at the end of the table and click Retry

KEY POINTS TO REMEMBER

- Images from the IEP need to be found by searching in PACS using the patient forename, surname AND date of birth.
- Images received from the IEP are only kept for 30 days. After this time they will automatically deleted. If the requester wants the images kept permanently they must specify this on the original request form with a named person listed to take clinical responsibility for the permanent import.
- We cannot make any guarantees when it comes to sending and receiving images. Sometimes the other Trusts will take time to respond or say they don't have the images.
- We cannot give an exact time to how long it will take for images to be sent or received as this depends on the response time of other Trusts and the speed of the IEP network at the time.

- We have found that other Trusts sometimes send us images that were originally taken at the RD&E but with a different booking number that they (the other Trust) have assigned. DICOM images have unique identifying numbers within their meta-data. Our PACS will recognise the imaging as a duplicate and not allow it to reconcile.

So it may appear that something has been sent from the IEP and has not gone into PACS, but look more closely at the dates, times and study types to check if it is just a case of our own imaging coming back to us.

- NEVER send imaging that does not belong to the RD&E to another Trust.

How to retrieve images from other Hospitals using Insignia Insight (PACS)

A guide for PACS users of Insight WEB or LOCAL v9.1 +

Version: 2.0

1 Introduction

If you are a PACS user at the RDUH and want to access images from one of the Trusts shown in the table below, this guide will show you how to get those images.

Obtaining images from within the South West Peninsula sharing group

The RDUH has an arrangement with six other Trusts within the South West to be able to share studies seamlessly between their respective PACS. These Trusts are listed below. In order for image sharing to work successfully the patient needs to be known at both sites and have an NHS number.

| Site | NACS code |
|-------------------------------|-----------|
| 1. Plymouth (Derriford) | RK9 |
| 2. South Devon (Torbay) | RA9 |
| 3. North Devon (Barnstaple) | RBZ |
| 4. Cornwall (Treliske) | REF |
| 5. Uni Hospital Bristol (UHB) | RA7 |
| 6. Dorset County Hospital | RBD |

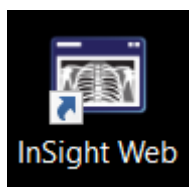
From November 2021 it has also been made possible to send and receive studies with Korus Health Ltd (formerly known as Peninsula Ultrasound).

| Site | NACS code |
|-------------------------|-----------|
| 7. Peninsula Ultrasound | NEF |

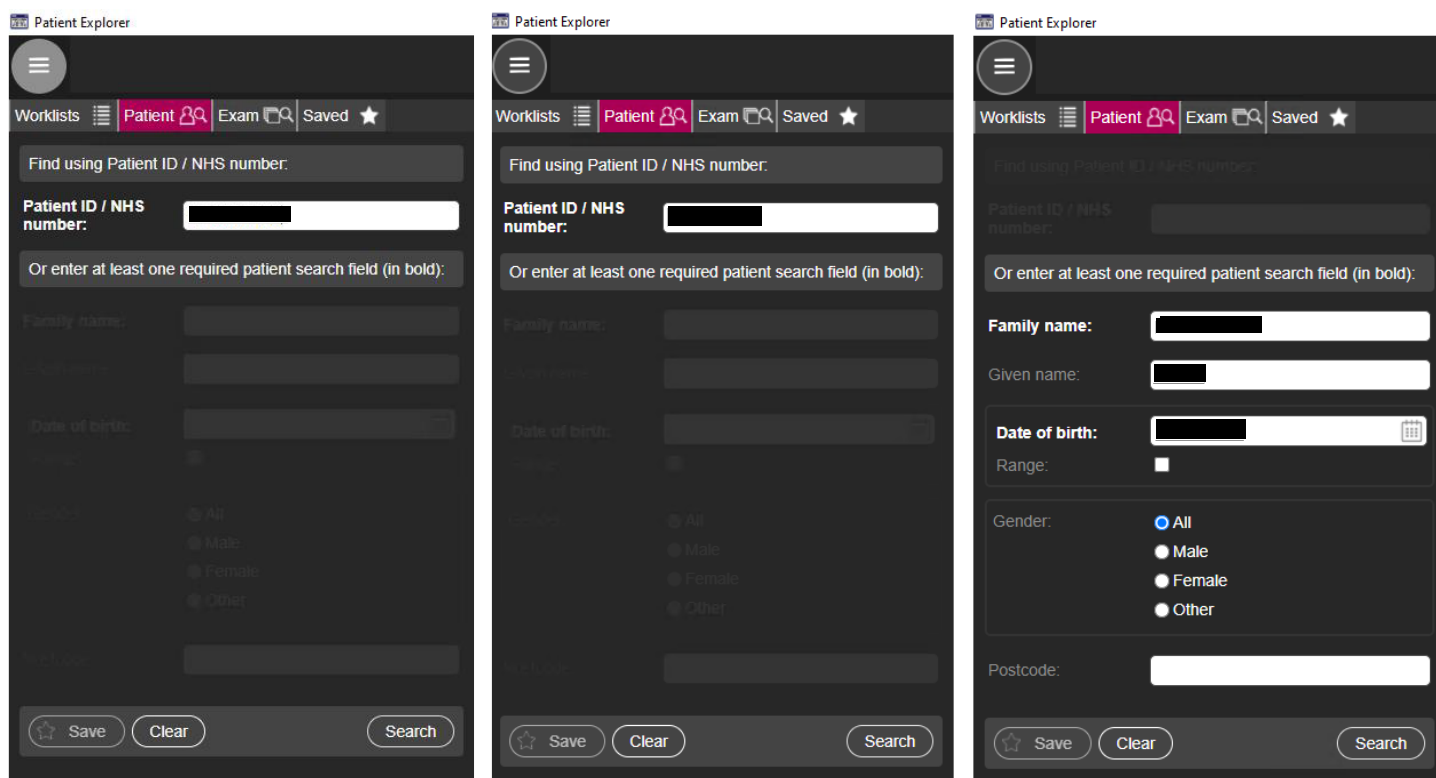
In addition to these written instructions, a video guide is hosted on the [Clinical Application Support Team HUB page](#) under **User Guides**.

2 Instructions - Insight Web desktop client

Open Insignia Insight Web (PACS) by double-clicking the icon on your desktop.

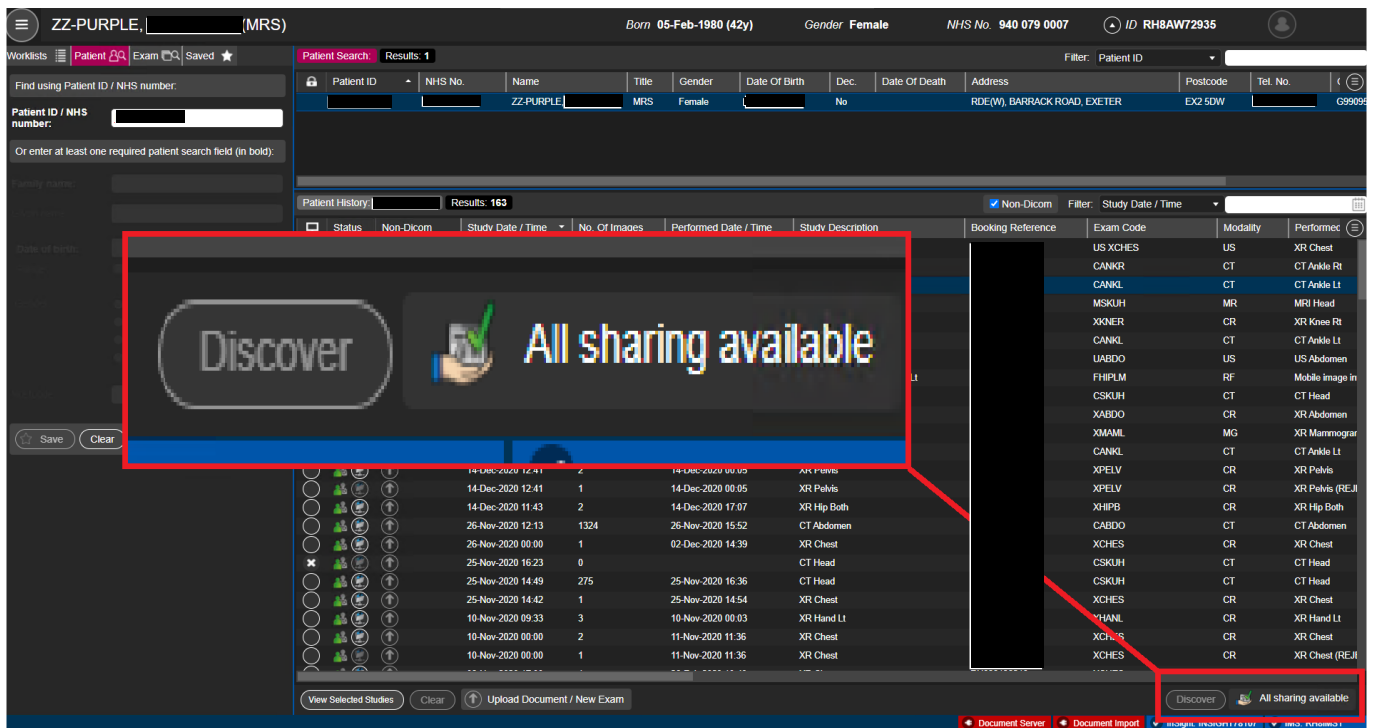


After signing in, insert either the NHS number or RDUH Hospital number (prefixed with RH8) into the patient ID field, OR enter the patient full name and date of birth into the corresponding search fields*



*If the patient is registered with RDUH Eastern Services they should appear in PACS under a record that uses a Patient ID beginning with RH8. If you are looking for studies for a patient **not registered** with RDUH Eastern Services that have been pushed from one of South West Peninsula Sites listed in section 1, you should complete a search using the NHS number OR just the full patient name and DOB.

A successful search will return the patient record(s) in the **Patient Search Results** panel. Beneath this window is the **Patient History** panel which will show all of the available studies. Check the bottom right-hand corner which indicates the **Image Sharing status** and shows if any other imaging may be available.



There are different icons that will display depending on the sharing status. If you see that image sharing is not up-to-date, you can click the **Discover** button which will refresh the sharing status. See the image below to understand the status each icon represents.

Icons relevant to image sharing



Image sharing update is in progress



Image sharing is up to date



Image sharing is not available for the user (permissions)



Image sharing not available for the patient (possibly no NHS number)

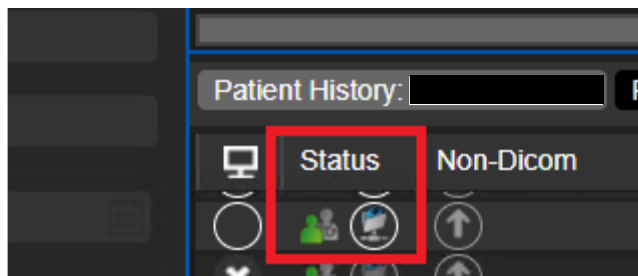


Image sharing information not available (press the refresh button to update the information)



Image sharing has failed for this patient

Once the image sharing status is up to date, you will see any available studies from the other Trusts [as specified in section 1]. You will see the name of the owning Trust in the **Institution** and **Source** columns of the **Patient History** panel and in the **Status** column you will see icons that indicate where a study currently is stored;



Images are held locally on the PC (or web server when using InSight web)



Images are held on the local Departmental Server.



Images are held on an archive



Images are currently being acquired locally to the PC or web server if using InSight web

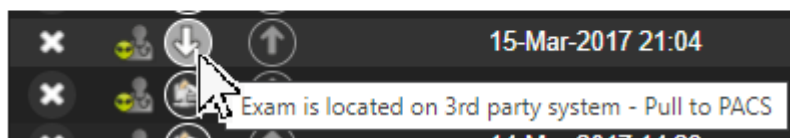
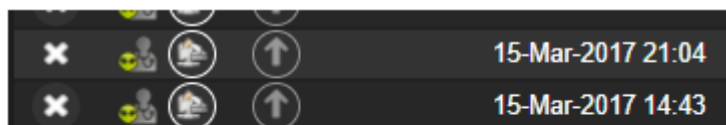


Images are on a foreign system and they are not local to that system. For example not on the local PACS but on a connected VNA or on a "Shared" site



Images are on a foreign system and they are also on the local. For example on both the local PACS and a connected VNA.

To retrieve the study, hover your mouse cursor over the **Status** column icon which should change to show a **Download icon**.



The **Download** icon

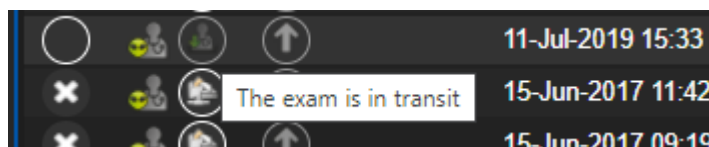


Download to local.

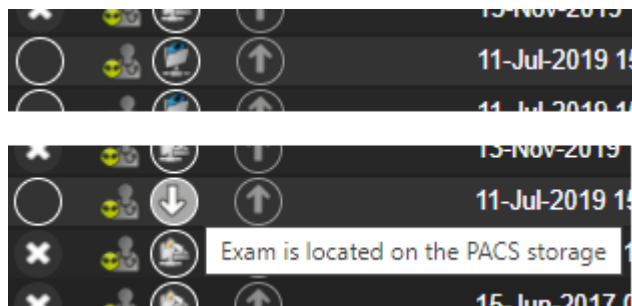
Click the **Download** icon the study will start downloading (you will need to do this for each exam you require).

Please be patient whilst the request to retrieve studies is completed and the download initiated.

The **status** icon will update accordingly once the retrieval has begun [it may seem like nothing is happening at first, but please remain patient];

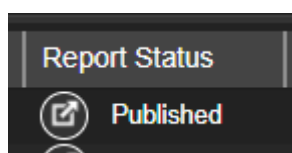


Please be patient for larger studies such as CTs and MRIs which depending on network activity can take several minutes to be retrieved. When the study is retrieved and ready to view you will see this status;



At this point the study is ready to load. Click the circle in the far-left column and then click **View Selected Studies**. The study will then display.

If you only require the report, these are viewable as soon as the image sharing status is up to date and can be found by clicking on the report icon under the **Report Status** column;



The studies will be stored locally on the RDUH (Eastern) PACS for 60 days before dropping off automatically requiring you to repeat the above process if you want to view them again in the future.

Please note we will NOT and CANNOT keep these studies permanently so please do not request that we do. If you need these images again in the future you can repeat this process.

3 Getting images from other Hospitals

If you need images from organisations other than the Trusts listed in section 1, you will need to complete an **IEP request form** and the Radiology PACS team will source those images for you from the other Hospital.

The IEP request form is on the HUB [here](#) or can be found by searching for 'Image request'.

The screenshot shows the 'IEP Image Request' form on the HUB portal. The form includes a 'Please note' section with a warning about certain hospitals. Below this, there are several mandatory fields marked with a red asterisk: 'Which hospital do you want the images requested from?' (text input), 'Is this an NHS or Private Institution?' (dropdown menu), 'Patients Name', 'Patients Date of Birth', 'NHS Number', and 'RDE Hospital Number (if known)' (all text inputs).

The RDE PACS team can assist with requests related to sending and receiving studies in PACS. They can be contacted via email [REDACTED] or by phoning [REDACTED].

InSight PACS



Short Guide



IMT Shared Services
IT & Clinical Information Systems
Training Department
R.I.L.D.

InSight PACS

Starting the Viewer

Double click the InSight icon to open the login box.
Enter your PACS user name & password.

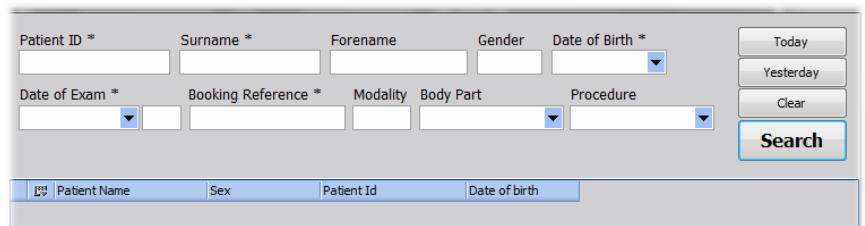
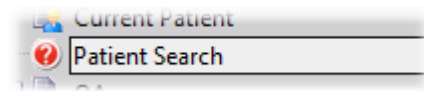


Viewing Patient Details

Patient details are viewed on the Patient Explorer. This gives access to users' Personal Worklists, private and shared folders and information held locally on the computer. It will open at start up. If the Patient Explorer has been closed click the Open Patient Explorer button; or, press F2. The Patient Explorer window gives a listing of all Patient Episodes available for viewing.



Patient Search



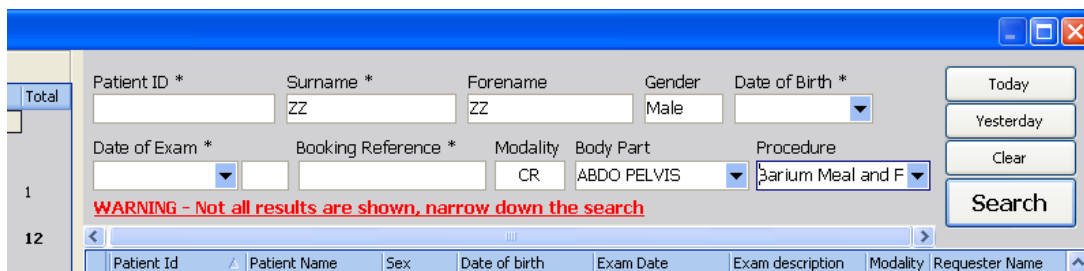
Search interface showing fields for Patient ID, Surname, Forename, Gender, Date of Birth, Date of Exam, Booking Reference, Modality, Body Part, and Procedure. Includes buttons for Today, Yesterday, Clear, and Search.

Clicking on the Patient Search node of the Worklist Tree displays the following interface in the Worklist details window:

This interface allows the user to search for any patient on the system. The results from a search are contained in the Search Results panel in the same way as any other list. A patient's full history will be displayed in the Patient History Window. Searching by the Hospital number please preface the 7 digit RD&E number with RH8. If searching for the Patient by details enter Surname and Forename, if patient has two forenames enter second forename initial after a space.

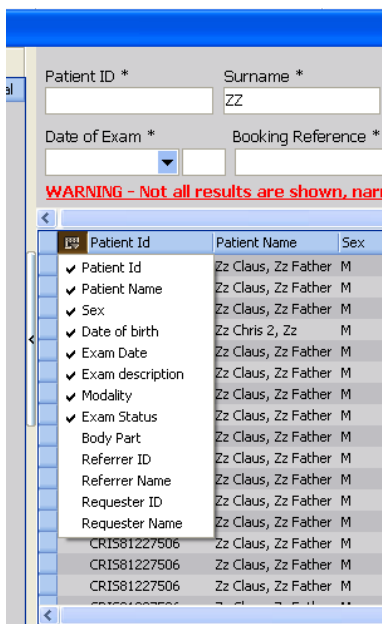
Extending \narrowing the Search Results

Should you wish to narrow the search down further i.e. for specific MRI there are extra drop down boxes on the interface that may be utilised such as Modality, Body Part and Procedure.



Search interface showing search criteria: Patient ID, Surname (ZZ), Forename (ZZ), Gender (Male), Date of Birth, Date of Exam, Booking Reference, Modality (CR), Body Part (ABDO PELVIS), Procedure (Barium Meal and F). Includes a warning message: "WARNING - Not all results are shown, narrow down the search". Search results table columns: Patient Id, Patient Name, Sex, Date of birth, Exam Date, Exam description, Modality, Requester Name.

Perhaps you may also only want to see images for your Department that have been requested by you or your Consultant. In this case at the far end of the Blue bar under the search boxes click on the symbol and a list will drop down from where you can add or remove fields in the display area.

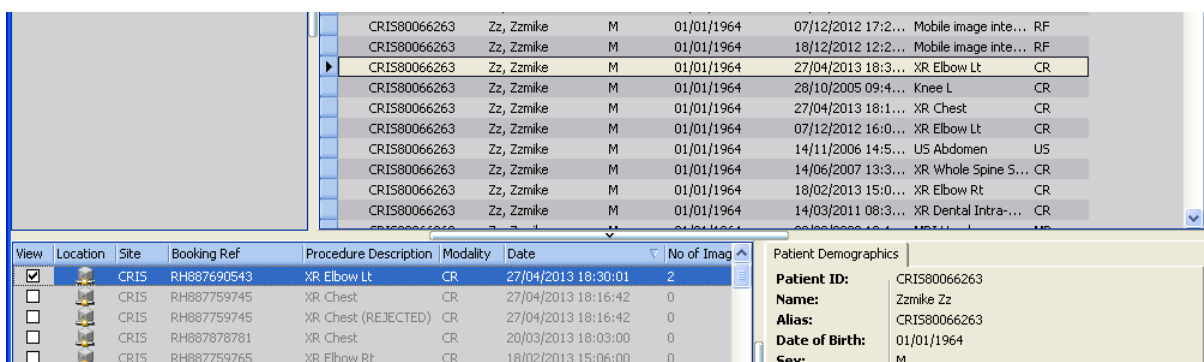


To Select An Image

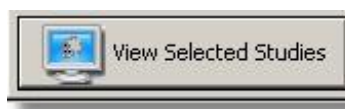
Select a patient episode from a Search or the required Work list. Details of the Patient episode are seen in the Patient History Panel. The user can select to view relevant priors if required.

To select a patient episode, click the patient-line.

Or, to select an exam image set, enable relevant tick boxes in the Patient History panel.



Press the "View Selected Studies" button.



The Patient Explorer provides a single consistent view of Patient Information and Imaging Histories within the Insignia System. It provides access to Patient details via managed Work lists, personally managed folders of image sets, and queries for Patient or Exam type on the system.

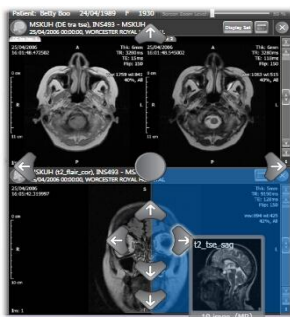
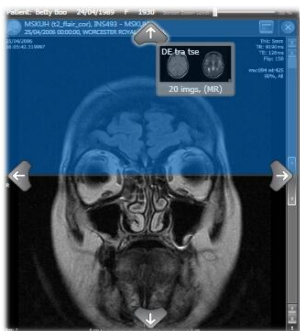
To View An Image Set

Images will load automatically, (usually one per display area). You can load an image set, from the InSight thumbnails palette. If the thumbnails are “hidden” as part of the user set up, move the mouse to the edge where they are docked. The thumbnails panel will be displayed.

Click and hold down the left mouse button on the required image thumbnail

Drag and drop the image set onto the InSight display area.

A blue / grey overlay shows you the drop zone when the mouse button is released. Use the “Add To Display” arrows (top, left, bottom and right position) to load the image set next to that currently on display (ensure mouse pointer touches the arrows for correct function). Releasing the image by the central button will replace the image on display.



Default Button Functions

For all images types the default mouse button functions are as follows:

Left mouse button - Pan. Moves the entire image

Right mouse button - Windowing. Allows the user to alter brightness and contrast of the image

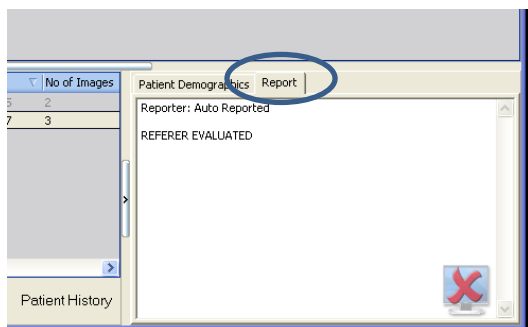
Wheel – Zoom into and out of an image. Zooming is focused on the initial mouse position

Left and Right mouse button (together). Use to zoom into and out of an image. Zooming is focused on the initial mouse position.

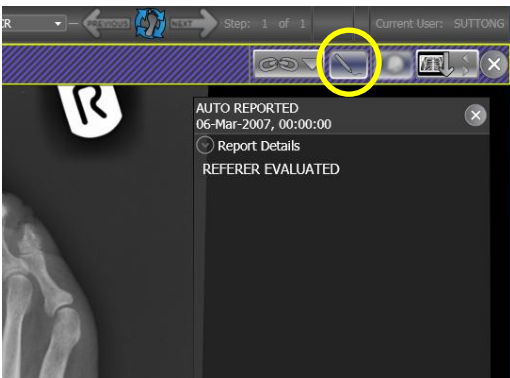
Viewing/Printing the Report

To View the Report the first place it is visible is at the bottom right of the Search Interface.

Next to the History section you have the Patient Demographics and to the Right of this is the Report to view if there is one available.



The second place the Report can be viewed is in front of the images. You may show or hide the Report by clicking on the symbol of a pencil on the toolbar.

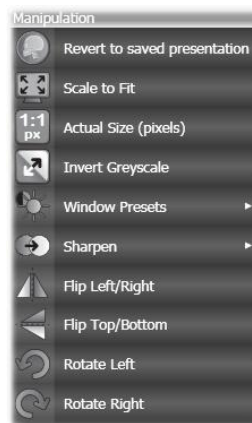
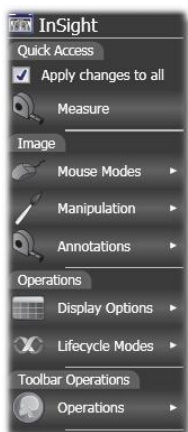


Finally should you wish to print off a copy of the Report, above wherever you have the Display of thumbnail images pinned, will be a larger version of the pencil, when you click on this symbol the Report is displayed in a pop up box on screen. The Print icon is on the bottom left.











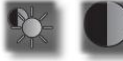


























Right Click Menus

To enhance the usability of the viewer context sensitive Right Click Menus are available. These give access to common functions required for daily use of the viewer. The following four images demonstrate the right click menus available.



InSight Viewer Icons

| | | | |
|---|--|---|--|
|  | Open the Patient Explorer window (F2) |   | Previous and next patient. (F3 & F4). |
|  | Quick User switching |  | User Configuration settings. Access to All user settings. Window presets, Workflow protocols, password reset. (Ctrl + C) |
|  | Lock the workstation. |  | Enable 3D Enable 2D mode Reset orientation MPR mode |
|  | Reset all alterations to the original Reportable Image Set. Including, but not limited to, annotations, windowing, zooming. (Ctrl + Z) |  | Draw a Cobb Angle, for measurement of Spinal curvature (Ctrl-Q). |
|  | Tabar Masking (CTRL + \) |  | Area and normal Window width and level adjustment (Ctrl + E and Ctrl + W) |
| 1, 2, 3, ...0 | Modality specific windowing presets (0-9) |  | To Invert image. Useful for CVP line for example. (CTRL + I) |
|  | Magnifier and Zoom. (default zoom is the wheel) |  | Horizontal and Lateral Mirror Function with reset (CTRL + H , CTRL + L) |
|  | Pan button. (default is the left mouse button – Ctrl-D) |  | Image rotation functions with reset. |
|  | To show degrees of text and annotations. |  | Add Tape function. Adds a black tape to the image (Ctrl-J) |
|  | Region of Interest function. Rectangle, circle, ellipse or polygon Shutter (Ctrl + R) |  | Electronic cropping function on and off. |
|  | Measurement function. Linear, internal and external angles (Ctrl-M) |  | Image Calibration function (Ctrl-T) |
|  | Smart stack and Stack Navigation function to scroll through the image series (Ctrl + S, Ctrl + V). |  | User defined text annotation (Ctrl-N) |
|  | Cine function for CT. MRI or angio (Ctrl + F) |  | Show Cross Reference Lines. |
|  | Forward play |  | Orders the set by anatomical position / acquisition time or image number. |
|  | One frame backward and forward |  | Go to the Start / End of the Cine set. |
|  | Matched Hanging Protocol |  | For continuous play mode select Bounce or cycle. |
|  | Next / Previous Workflow Step | Ctrl + 1,2,3, ... | Apply Workflow protocol step |
|  | Reset current workflow step |  | Link / Synchronise Display Set |

Useful Contacts

| | |
|--|---|
| <p>IMT Training</p> <p>To book, cancel or for general enquiries about IT & Clinical Systems training courses please contact: Clinical Information Systems Training Department Administrator: [REDACTED] Email: [REDACTED]</p> | <p>IT Service Desk For IT Support Enquiries (i.e. Access or Technical) Broken / Damaged PCs, Printers & Technical Support, Email, Usernames. Email: [REDACTED] or [REDACTED]</p> |
|--|---|

PACS – GUIDANCE FOR RADIOGRAPHERS

PROTOCOL FOR NOTIFICATION AND REPAIR OF INCORRECT IMAGES

Document Source: PACS Team - CAST

Version: 1.2

1. CHANGE CONTROL

| Date | Author | Version | Reason for Issue |
|------------|------------|---------|--|
| 11/11/2016 | [REDACTED] | 0.1 | Initial draft |
| 17/11/2016 | [REDACTED] | 0.2 | Draft – updated |
| 18/11/2016 | [REDACTED] | 0.3 | Draft - updated |
| 02/12/2016 | [REDACTED] | 1.0 | Published |
| 03/11/2020 | [REDACTED] | 1.1 | Revised and updated following system changes |
| 01/02/2021 | [REDACTED] | 1.2 | Finalised changes and screenshots. Removed chapter 8 'Actions for Clinical Applications Analyst' |

2. REFERENCES

| Document Title | Location |
|----------------|----------|
| | |

3. DISTRIBUTION LIST

| Name | Organisation | Role |
|-----------------|--------------|---|
| CAST | RDE | Support |
| [REDACTED] | RDE | Radiology Services Manager |
| Superintendents | RDE | Superintendents of each Modality in Radiology |
| [REDACTED] | RDE | PACS and CRIS system specialist |
| [REDACTED] | RDE | CAST Manager |

4. DOCUMENT APPROVAL

| Name | Organisation | Role | Date |
|------------|--------------|--------------|------|
| [REDACTED] | RDE | CAST Manager | |

5. CONTENTS

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| 7. PROTOCOL FOR DEALING WITH INCORRECT IMAGES..... | 4 |

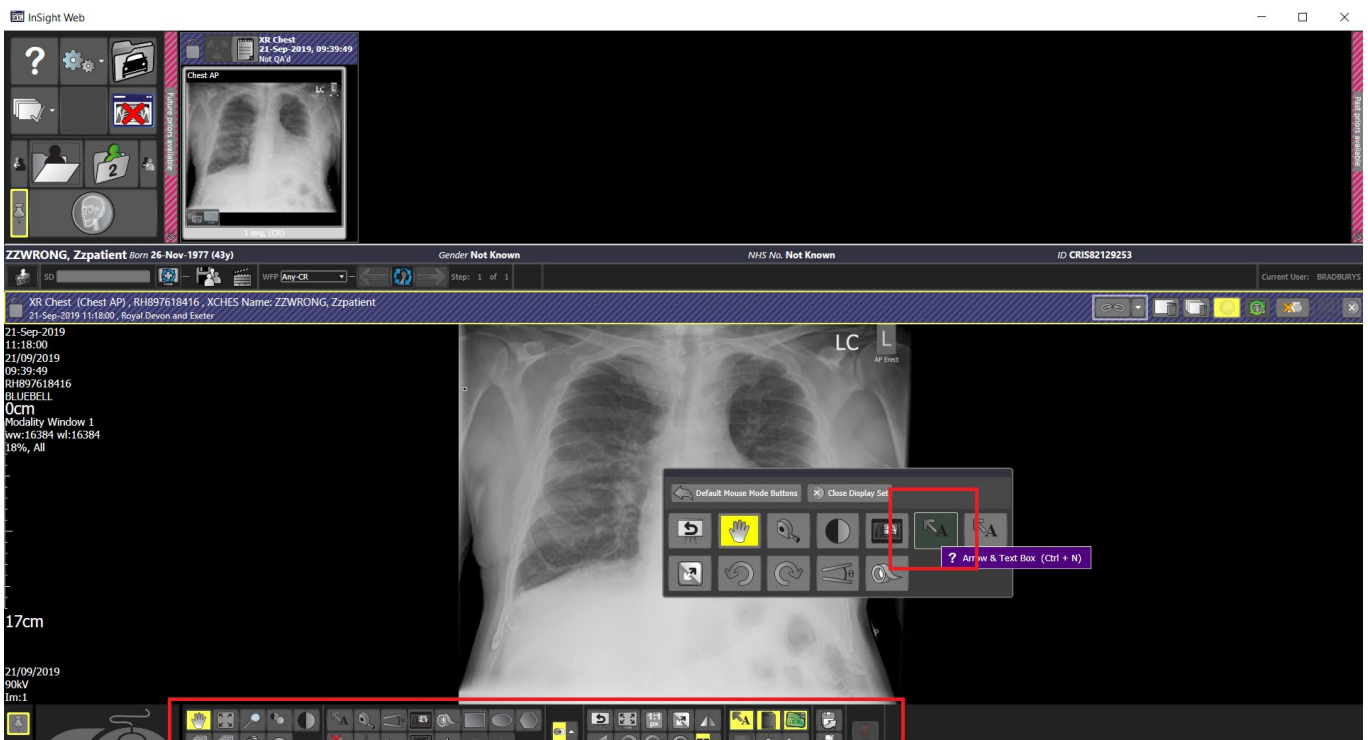
6. DOCUMENT PURPOSE

- 6.1 To guide the Radiographer (imaging practitioner) on the correct process to follow if an image is sent to the incorrect patient folder on PACS.
- 6.2 This protocol has two key objectives;
 - To warn clinical users of the PACS system that an image is unsafe to use without further confirmation from the imaging department
 - To provide the key information to support a timely correction of the imaging record

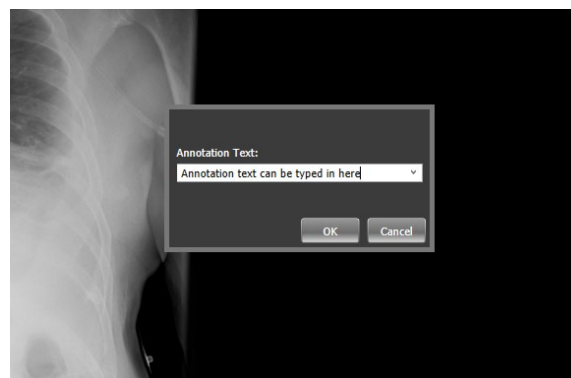
7. PROTOCOL FOR DEALING WITH INCORRECT IMAGES

- 7.1 Load the incorrect image in PACS (before the image has been verified)
- 7.2 Right click in the viewing port to bring up the quick menu and click the **Arrow & Text box**

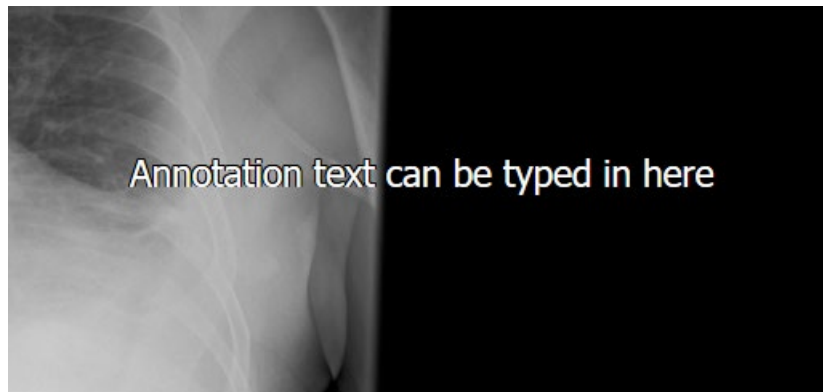
Alternatively you can use the ctrl + k shortcut and you'll also find all the annotation tools on the toolbar at the bottom of the screen.



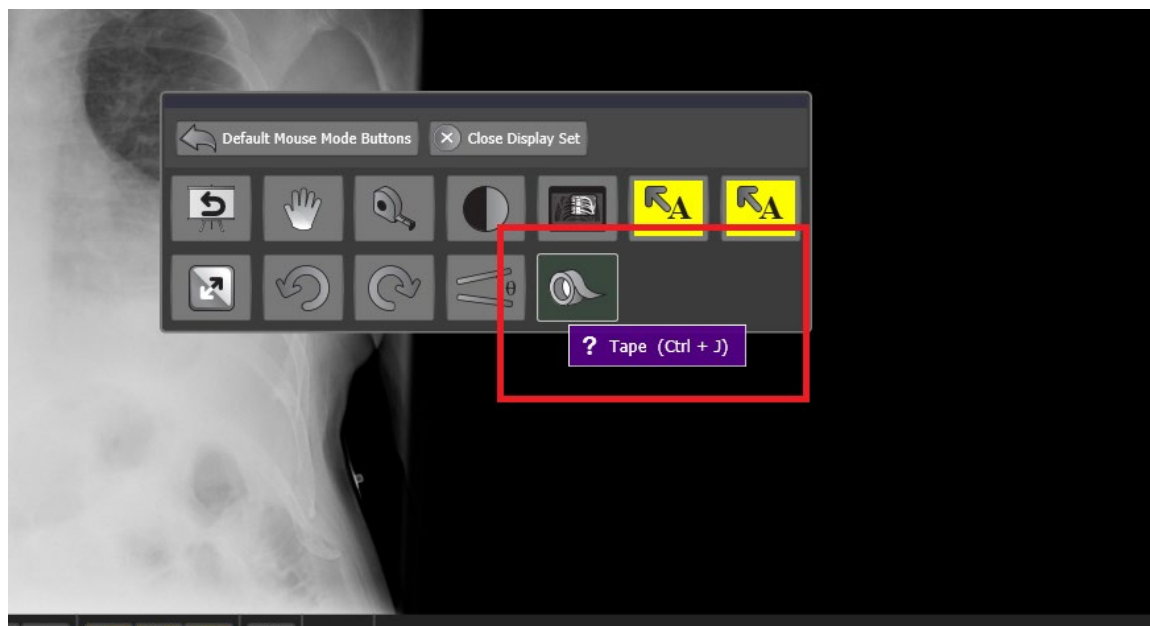
- 7.3 Left mouse click on the image and a text box will appear;



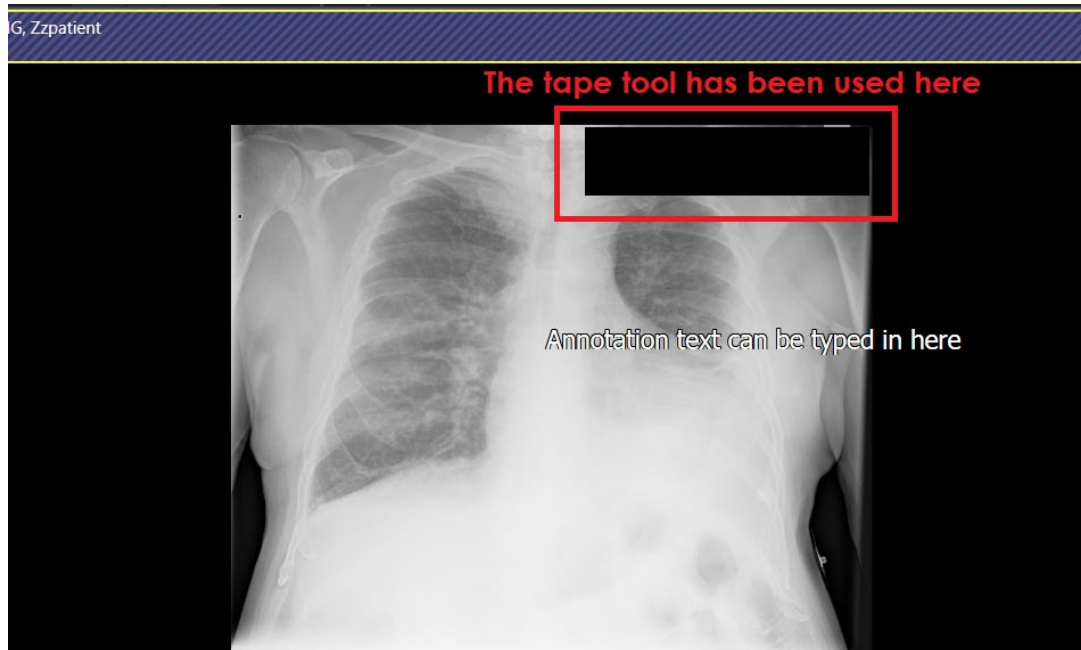
- 7.4 This is a free text box in which to type the error (e.g. wrong patient scanned). There will also be some pre-written annotations displayed when you click the drop-down arrow of this annotation box.
- 7.5 When you have added your note, click **OK** and your text will appear on the image.



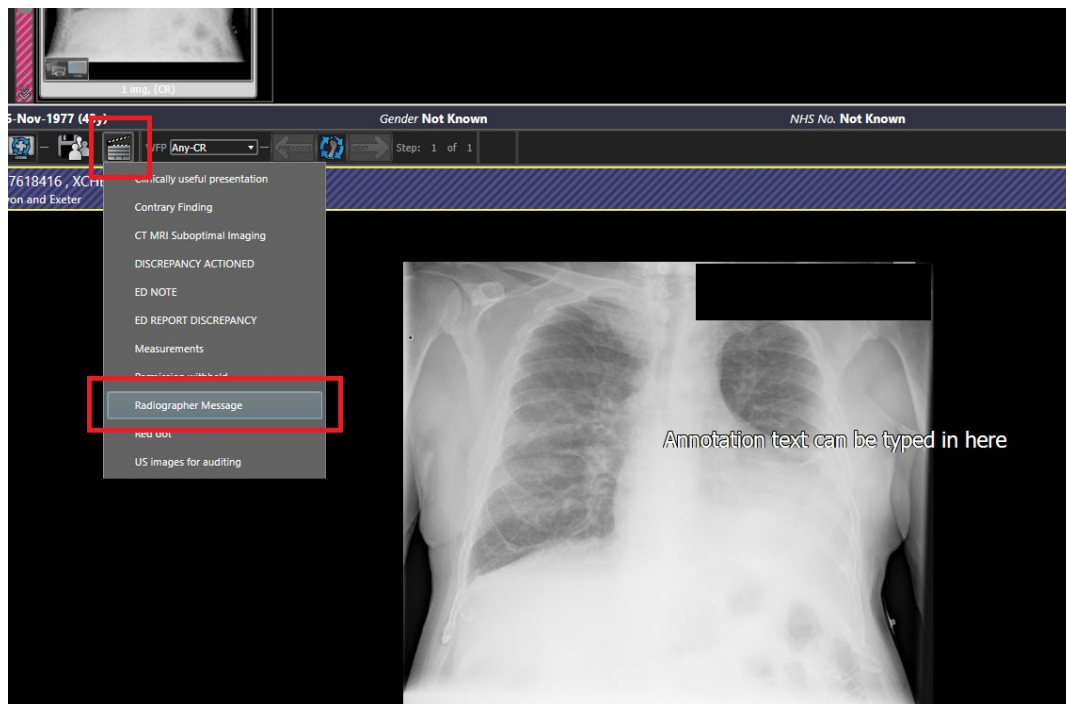
- 7.6 You can drag the text to a different part of the image by using clicking onto the text with the left mouse button and holding that button in whilst you move the image to the desired part of the image. Release the left mouse button to let go of the text.
- 7.7 At this stage you can also use the **Tape** tool to mask all or part of the image to prevent incorrect use (following this process will include the tape in the default presentation state; it will be removed by the PACS team as part of the reconciliation process later).



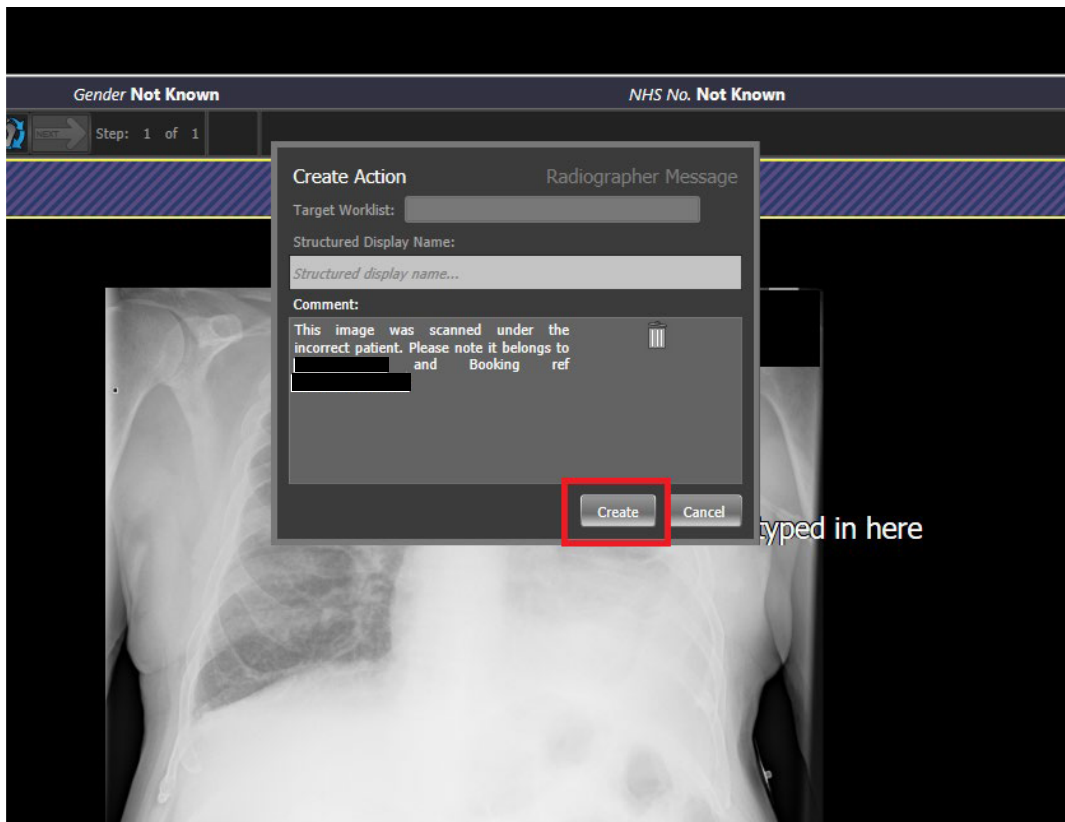
N.B The tape tool can be accessed either by right-clicking within the viewing port and clicking the tape icon as shown below or by using the ctrl + j shortcut. The tool is also shown in the toolbar at the bottom of the screen.



7.8 The next step is to create the presentation step and warning note. Left mouse click on the clapperboard icon and a drop down box will appear, choose radiographer message



- 7.9 You can add a more detailed comment in here including a name and contact number; if the image is in the wrong folder include the Medical Record Number (MRN) and the PACS Accession number (RH8 number that is unique to every booking) to specify the correct patient and order must be entered here. This note will be flagged to anyone accessing the image until the record is corrected.



- 7.10 Once you have finished updating the note, left mouse click on 'Create'; this action will save the current presentation state and all users will see what you have added until the issue has been resolved
- 7.11 For clinical safety, you must call the referring clinician to let them know the wrong image was put into the incorrect patient (even if you are reporting the error rather than the person who made it).
- 7.12 To ensure the problem is corrected; you must fill in the [insignia PACS form available on HUB](#) and send it to the support team. Search 'PACS Submit Form' on HUB to find the form. For urgent requests you can call ext [redacted] to expedite the process
- 7.13 When the support team have corrected the image record they will email you via the service desk and on receipt of this you must check the patient record and reply back to them if there is a further issue or the correction has not been made properly.