



NORTHWEST
VETERINARY IMAGING

Teleradiology Services

JUNE 1, 2019
NORTHWEST VETERINARY IMAGING



Topics

- Welcome
- Services Provided
- How to Submit a Case for Review
- Turnaround Times
- Reports
- Troubleshooting and FAQs

Welcome

Welcome to Northwest Veterinary Imaging's Teleradiology Service!

Our mission is to provide high quality and timely imaging reports combined with outstanding customer service to our local veterinary community. The goal of this manual is to serve as a reference in order that we may provide seamless service to your practice.

Teleradiology service is available Monday through Friday from 8am – 6pm and Saturday 8am – 5pm. Cases submitted after hours or on Sundays will be interpreted and reported the next business day.

If you have any additional questions, please feel free to call or email our office. We have office staff available 7 days per week to answer your questions.

Office Phone: (425) 771-8100

Email: info@northwestvetimage.com

Teleradiology Services Provided

Digital Radiograph Interpretation
Ultrasound Study Interpretation
CT Study Interpretation
MRI Study Interpretation
STAT Services

Our radiologists are able to consult on best techniques for obtaining images. Please do not hesitate to call and speak with one of our radiologists should you have a question regarding diagnostic recommendations for a specific case.

How to Submit a Case for Review

Consults for digital radiograph, ultrasound, CT and MRI image interpretation should be requested through the DVMI platform

Sign into your account at www.dvminsight.com. Please call us if you do not have your user name or password.

Submitting a case for review is a multi-step process.

1. Transfer or upload the images to the DVMI server
 2. Request a report
 3. Reference additional images if needed
-

1. Transfer or upload images to the DVMI server

To Transfer DICOM Images:

Procedures for transferring images from your digital radiology (DR), ultrasound, CT and MRI equipment to the DVMI server is unique to your machine. DVMI will contact you directly to help you set this up when they create your account.

To Manually Upload DICOM or JPG Images:

Higher quality DICOM images are preferred but JPG images are accepted if DICOMs are not available.

- a. Navigate to the **Submit Request** page in your account on www.dvminsight.com.
 - b. Scroll to the bottom of the page, click the appropriate button for your file type.
 - c. Follow the prompts to upload images.
-

Upload Files for Review:

Click Below to Send JPG Images to Review

Upload JPG or Other Images
Upload JPG or Other Images

Click Below to Send DICOM Images for Review

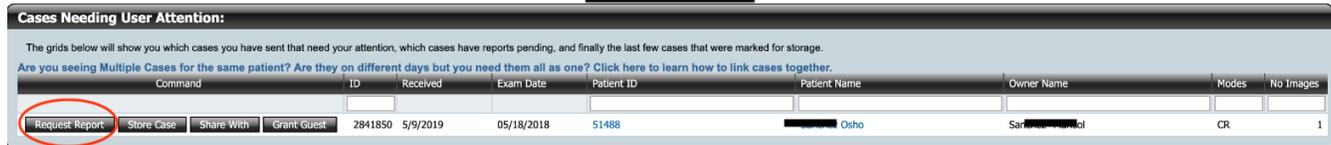
Upload DICOM Images
Upload DICOM Images

- d. In the pop up window, choose the files to upload and click Open.
- e. **IMPORTANT:** Be sure to select all files at once in order to prevent errors in the upload process.
- f. Navigate back to the Submit Request page once you see that all files have uploaded.
- g. Once the images have registered to the server, a case will be created and available under Cases Needing User Attention.

2. Request a report

See step 3 first if you have additional images or want to reference prior images from a historical case.

Next to your case under Cases Needing User Attention, click **Request Report** and complete the form.



Command	ID	Received	Exam Date	Patient ID	Patient Name	Owner Name	Modes	No Images
Request Report	2841850	5/9/2019	05/18/2018	51488	██████████ Osho	Sarah ██████████	CR	1

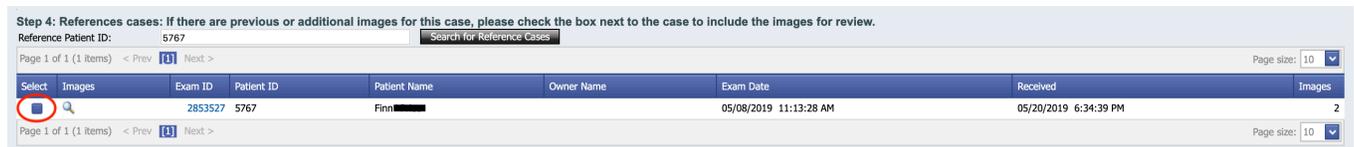
IMPORTANT: All fields are required. Some fields are auto-populated from your digital radiology machine. Please review all of the information and make necessary changes. The history should be brief. Include any pertinent questions for the radiologist. Please **do not** copy and paste entire chart notes or attach records for review.

Follow the prompts and then click **Submit Case for Review**, then OK to confirm. Make sure you receive a "Thank you for submitting your case" notification. If any fields on the history form are incomplete you will need to complete them and resubmit for review.

3. Reference additional images if needed

To reference a prior case and images submitted on DVMI:

Prior cases submitted through DVMI with the same Patient ID will appear in Step 4 when you request a report. Check the Select box next to the case you want to reference and continue the steps to request a report.



Select	Images	Exam ID	Patient ID	Patient Name	Owner Name	Exam Date	Received	Images
<input checked="" type="checkbox"/>		2853527	5767	Finn ██████████		05/08/2019 11:13:28 AM	05/20/2019 6:34:39 PM	2

Cases will only appear here if the patient ID is entered exactly the same. You can search for prior cases using Patient ID numbers. If you are unsure of the way the patient ID was entered in a prior case, cancel and return to the WebPR (), then click the Review My Cases tab for more search functions. Once you find the Patient ID, return to Submit Request, Request Report, then search for your case in Step 4. Be advised you will have re-enter patient signalment and history.

To reference images from an outside source:

If you would like the radiologist to compare images from another clinic or other source, manually upload those images into a new request **BEFORE** you Request a Report for the current images taken at your clinic. See instructions above for how To Manually Upload DICOM or JPG Images.

After you have manually uploaded your reference images, you will find both cases in the Cases Needing User Attention section on the Submit Request tab. Click Request Report next to the case with current images. Fill in the patient signalment and history.

Cases Needing User Attention:

The grids below will show you which cases you have sent that need your attention, which cases have reports pending, and finally the last few cases that were marked for storage.

Are you seeing Multiple Cases for the same patient? Are they on different days but you need them all as one? Click here to learn how to link cases together.

Command	ID	Received	Exam Date	Patient ID	Patient Name	Owner Name	Modes	No Images
Request Report Store Case Share With Grant Guest	2853539	5/20/2019	05/08/2019	5767	Finn [REDACTED]		CR	1
Request Report Store Case Share With Grant Guest	2853702	5/20/2019	04/28/2019	5767	Test Test	Test^Test	OT	1

In Step 4, select the case you want to reference and continue to Step 5.

Step 4: Reference cases: If there are previous or additional images for this case, please check the box next to the case to include the images for review.

Reference Patient ID: 5767

Page 1 of 1 (2 Items) < Prev [1] Next > Page size: 10

Select	Images	Exam ID	Patient ID	Patient Name	Owner Name	Exam Date	Received	Images
<input type="checkbox"/>		2853527	5767	Finn [REDACTED]		05/08/2019 11:13:28 AM	05/20/2019 6:34:39 PM	2
<input checked="" type="checkbox"/>		2853702	5767	Test^Test	Test^Test	04/28/2019 7:59:48 PM	05/20/2019 8:01:19 PM	1

Page 1 of 1 (2 Items) < Prev [1] Next > Page size: 10

Finally, **Submit Case for Review.**

Turnaround Times for Reports*

Cases submitted Monday – Friday 8am – 6pm and Saturday 8am – 5pm will be turned around within the following time frames when submitted to the first available radiologist. Cases submitted after hours or Sunday will be interpreted the following business day. We are closed on the following holidays: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas Day.

Digital Radiograph Interpretation	Standard – 24 hours STAT – 1 hour
Ultrasound Interpretation	Standard – 24 hours STAT – 1 to 2 hours
CT Interpretation	Standard – 24 hours STAT – subject to radiologist availability Please call our office to schedule a STAT read on a planned CT.
MRI Interpretation	Standard – 24 hours STAT – subject to radiologist availability

*Turnaround times are estimated and may vary depending on caseload. We do not guarantee exact turnaround times.

Accessing Images and Reports

Reports are automatically emailed to the address in your DVMI profile once finalized by the radiologist. You can access historical reports and images by logging into your dvminsight.com account and searching for your case.



Troubleshooting and FAQs

Can I add images to a case without creating a new consult?

You can add images to an OPEN case. Any images that match the exam Patient ID are automatically added to the OPEN case. Once the case is CLOSED, any images that are sent to the server will create a new case.

A case will be marked CLOSED after:

- A report has been provided
- The report request has been cancelled
- The case has been deleted
- The case has been OPEN for 3 or more days

To find out if a case is OPEN or CLOSED

1. Click on the Patient ID or Patient Name link from the "Submit Request" or "All Exams" page
2. Scroll down and look at the CLOSED check box
3. If the box is NOT checked, then the case is OPEN and any new images sent to the server matching the Patient ID will add to this case
4. If it IS checked, then the case is CLOSED and any new images sent to the server will create a new case.

Can I change a consult to STAT after I've submitted it?

Once a case is submitted, you cannot change it to a STAT. You can either cancel the case and resubmit, or call our office at (425) 771-8100 and we can do it for you without resubmitting.

Can I submit a STAT after hours?

Our business hours are Monday – Friday, 8am – 6pm and Saturday, 8am – 5pm. STATs submitted after hours will be read the following business day.

Can I cancel a consult request once I've submitted it?

If the case has not been picked up by a radiologist, you can cancel the request from your DVMI account.

1. Log into www.dvminsight.com
2. Click "Submit Request"
3. Find the case under "Cases with Reports Pending"
4. Click "Cancel Report"

If the case has already been claimed by a radiologist, you can call our office and we can cancel it for you.

If a report has been finalized, you cannot cancel the consult request.

Can I email images for interpretation or comparison?

Emailed images are often a lower quality resolution due to size limits in email. Please see the instructions above for how to manually upload DICOM or jpg images to DVMI.

Can I add images to a completed consult for comparison?

Unfortunately, completed consults are locked for editing including adding images, editing history, patient signalment and the radiologist's report. Our radiologists can add an addendum to their report if new or corrected information will change their interpretation. Once a report is finalized, new images for interpretation or comparison may incur a recheck fee. See instructions above for how to request a report for new images and reference the prior case.

Can you edit the patient history after a consult is submitted?

There are three ways you can change a history on pending cases. Edits made to finalized reports will appear as addendums.

- Cancel the report request and resubmit the history. You CANNOT cancel a read that has been claimed by a radiologist and is already being read, however, any cases waiting to be assigned can be cancelled.
- Open a support ticket for assistance at <http://www.dvminight.net/csupt4/index.php?/Tickets/Submit> Provide your hospital name, patient name and return phone number and DVMI support staff will contact you.
- Call our office and we can request that DVMI edit the history for you.

What does the status mean next to my case?

When cases are transmitted to the DVMI servers and registered under your account, you'll see the case listed in one of four case categories:

ASK--- the case is waiting for a history. It will stay at this status for 3 days. If it is not submitted for review, it will move to **STORE**.

If you are looking for a report on a case and notice the case status says **ASK**, it means the case was not submitted for review.

REVIEW--- The case was successfully submitted for review

STORE--- Cases are set to **STORE** for one of three scenarios

1. The case was not submitted for review and marked as storage by the submitting clinic.
2. The case was moved to storage by the system after waiting in **ASK** status for 3 days
3. The case was attached to another submission as a Reference case. This is done to avoid duplicate submissions when cases are linked together.

DELETED--- the submitting clinic sent the study in error and contacted Tech Support at DVMI to ask that they delete the image. Studies can't really be deleted but DVMI can set them to a **DELETED** status.

Can I upload ultrasound videos to DVMI?

Unfortunately, files in a video format (i.e. AVI or WMV) cannot be manually uploaded using the Upload JPG and Other Images button. Ultrasound videos can only be received by the DVMI server in DICOM (.dcm) format using either a manual upload or DICOM transfer.