



NORTHWEST VETERINARY IMAGING

Mobile Ultrasound Services

Updated 2.1.24

Northwest Veterinary Imaging
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Welcome

Welcome to Northwest Veterinary Imaging's mobile ultrasound service!

Our mission is to provide high quality and timely ultrasound services combined with outstanding client support 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. If you have any additional questions, please feel free to call or email our office.

Office Phone: (425) 771-8100

Email: info@northwestvetimage.com

Hours for phone/email support:

M-F 8:00am–6:00pm

Sat 8:00am-2:00pm

Mobile Ultrasound Services Provided

Abdominal, thoracic, and cervical region ultrasounds

Ultrasound-guided fine needle aspirates (FNA)

Ultrasound-guided biopsies (Tru-Cut)

Ultrasound-guided simple, diagnostic and therapeutic centesis

Ultrasound-guided cystocentesis

Ultrasound-guided cholecystocentesis

Ultrasound-guided intra-articular injection

We may be able to perform additional on-site services. Please do not hesitate to call and speak with a member of our team should you have a question regarding recommendations for a specific case.



How to Schedule a Mobile Ultrasound

Mobile ultrasound services are available Monday through Thursday depending on the current schedule. Please call our office for available dates. Our office staff will ask for the following information when scheduling.

Patient first and last name

Patient Signalment (age, breed, gender and reproductive status)

Service requested (ie: abdominal ultrasound, thoracic ultrasound, thyroid, etc)

Reason for ultrasound

DVM overseeing the case

NWVI staff will email the day before to confirm a mobile visit to your clinic. ***Please call our office as soon as possible if your client needs to cancel or reschedule.***

How to Enter a Consult in Timeless

NWVI uses [Timeless Veterinary Management System](#) as a platform to manage consults, store images and transmit final reports. You must enter a new consult request for each patient. Once complete, records for mobile services are always available as part of your Timeless account. You can access reports and images at any time simply by signing in. This should be filled out prior to our arrival, as the NWVI radiologist will need the consult information to complete your mobile ultrasound and report.

Sign into Timeless:

- a. Go to timelessveterinary.community/landing/NWVI
- b. Enter your email and password. If you do not have your log-in credentials, please call our office for assistance.

E-Mail Address _____

Tip: Write in your email and password for future reference.

Password _____

- c. Click on Dashboard.

Enter an initial consult request

- a. From the  Home page, click on 'Create New Case' at the right of the page. 
- b. Fill out the form. All fields with an asterisk are required. The page will prompt you if you forget to fill out any required fields.
- c. Choose 'Ultrasound' under services.
- d. You can use the drop-down list  for repeat patients or create a new patient by clicking 'Add Patient' on the left. Choosing repeat patients from the drop-down list will autofill the patient information and link prior exam records for convenient access.

Patient *

 Add Patient

 Select a patient

- e. The Clinician is the doctor overseeing the case.
- f. Leave Requesting Physician for report blank. The available radiologist will depend on our mobile schedule.
- g. Click 'Submit.' 
- h. Fill out clinical history form and enter a brief, relevant history.
- i. Click 'Save & Continue.' 
- j. If you would like the radiologist to consider any additional information, you can attach documents and images on this page. 
- k. Once complete, click 'Submit Case.' 

Preparing your clients and patients

- All patients should be dropped off by 8am.
- Food should be withheld for 8 hours prior to the ultrasound. Patients may have free access to water.
- Please get pre-approval from your clients for sedation and fine needle aspirates (FNA).
- General anesthesia is required for all Tru-Cut biopsies. Additionally, a coagulation profile must be performed within 1 week prior to the procedure.
- Please shave the patient prior to our team's arrival.



How to shave for an abdominal ultrasound

What to Expect Upon Our Arrival

Our mobile radiology team includes a board-certified radiologist and a veterinary assistant. We bring a portable ultrasound machine as well as V-trays for the comfort of the patient. We prefer to set up in a dark, quiet room that will have the least amount of impact on your daily operations. We will need an exam table, towels, alcohol and a set of clippers if we need to clip any additional hair.

Our veterinary assistant is able to retrieve your patients from their enclosure, restrain for the scan and replace them once the scan is complete.

Most patients can be scanned without sedation. However, if sedation is required, your staff will be needed to administer the sedation/anesthesia and monitor vitals. Please advise owners at the time of drop-off that sedation may or may not be required. Obtaining permission ahead of time will streamline the process for both the staff and the patient.

Once the radiologist has completed scanning a patient, he/she will speak to the doctor in charge of the case to review the results of the scan and make any recommendations regarding tissue sampling. Fine needle aspirates can typically be performed in the same visit. Tru-Cut biopsies need to be scheduled in advance. If you anticipate that a Tru-Cut biopsy may be needed, please advise us of this at the time you make the appointment so we can plan appropriately.

Accessing Ultrasound Images and Reports

Written ultrasound reports will be emailed or faxed to your clinic within 24 hours of the scan. Images are uploaded to patient consults within 7-14 days. Once finalized, reports and images are always accessible by signing into your Timeless account. If you need images sooner than our standard upload time, please call us and we will expedite that process.

To access reports:

- a. Sign into Timeless using the above credentials.
- b. Click on Dashboard.
- c. Click on 'Cases' on the left side. 
- d. Choose the tab for 'Finalized Cases.' **Finalized Cases**
- e. In the 'Filter By' box on the right, type in the search criteria of your choice. It is usually easiest to search by patient name. 
- f. Results will load as you type.
- g. The search will generate a list of consults. Click on the one that matches and scroll to find all the relevant information for your patient.
- h. At the bottom of the page there is a section titled 'Patient History' which shows all prior scans for the same patient. This function only works if the drop-down list was used to access an existing patient at the time the initial consult was entered.
- i. Please call our office if you have any questions locating a consult, report, images or have any additional questions.



Accessing Older Ultrasound Images and Reports (Prior to 2/5/2024)

To access reports:

- a. Sign into Timeless using the above credentials.
- b. Click on Dashboard.
- c. Click on 'Patients' on the left side of the page.  Patients
- d. Type the patient name into the search bar on the right side and hit enter or return.
- e. The search will generate a list of patients. Click on the one that matches and then click on the cases tab to view any prior cases for the patient.
- f. Please call our office if you have any questions locating a consult, report, images or have any additional questions.



FAQs

What's your ETA?

Traffic, weather, and emergency requests for ultrasounds are just some of the variables that prevent us from being able to provide you with a specific ETA. We may be able to provide a window for an estimated arrival time on the morning of your scheduled mobile ultrasound appointment. However, we are not able to guarantee a specific time of arrival. If a patient requires sedation, please advise us of this at the time you make the appointment so that we can coordinate timing for the administration of sedation.

Why do you have to clip the patient's hair?

Hair traps air and ultrasound cannot see through air.

Why do clients have to drop off their pets by 8am if you usually don't arrive until the afternoon?

While we would love to be able to give firm times of arrival, we are unable to do so due to the daily variability in our caseload. Generally, our schedule is finalized by 6pm the night before, but we often need to make last minute changes if a sick patient needs to be seen or if an ultrasound unexpectedly cancels. The reason we request that patients be dropped off early is so that they are ready in case your clinic is the first on the schedule.

When will we receive a report?

Reports are completed within 24 hours from the time of each patient's procedure. Reports are automatically emailed to the address on file in your Timeless account.

Do you have a discount for employee pets?

Yes! We are happy to support our veterinary community by providing discounts to their employees. Please call our office for more information.

Do you do ultrasounds at your facility?

Yes! We offer outpatient ultrasound services at our facility Monday-Friday. Please have your clients call our office directly to schedule an appointment. We are also able to accept referrals for sick patients needing a same-day ultrasound. Please call our facility to arrange for an urgent referral.

What is the difference between an FNA and a biopsy?

A fine needle aspirate (FNA) provides a sample of cells taken with a small gauge needle. This procedure may or may not require sedation.

A Tru-Cut biopsy provides a tissue sample requiring a specialized large bore needle. This procedure is performed under general anesthesia to allow for accurate sampling and to reduce the risk of bleeding. We require a current coagulation profile to ensure that the patient is able to clot appropriately.

I can't remember my password for Timeless.

Please call our office and we can reset it for you.

What's the difference between a thoracic ultrasound and an echocardiogram?

A thoracic ultrasound is used to assess all of the structures within the chest cavity. We may also evaluate blood flow to the chest organs. An echocardiogram uses live ultrasound images to assess the function and structure of the heart for the specific purpose of assessing heart disease. While we usually briefly evaluate the heart, a thoracic ultrasound does not take the place of an echocardiogram performed by a cardiologist.