

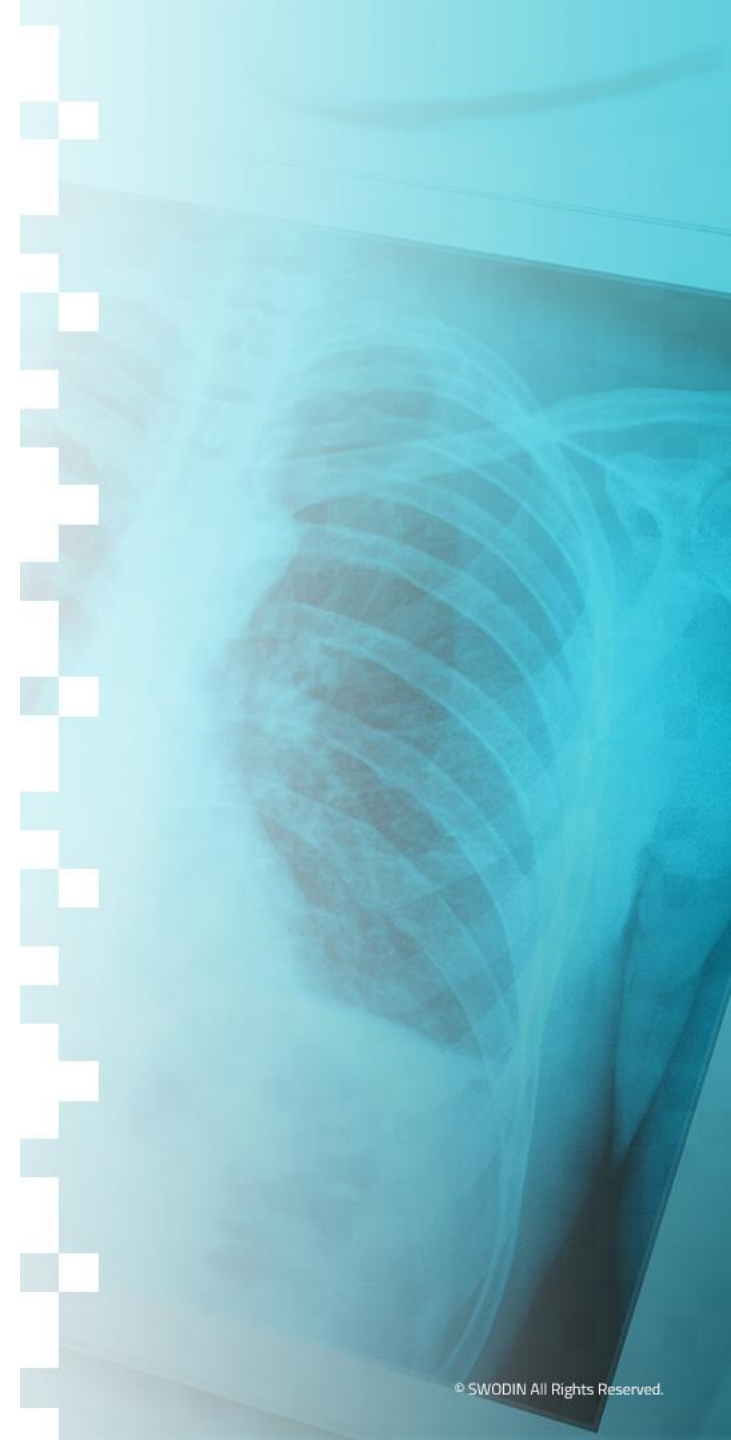
SWODIN PACS USER GROUP  
May 25, 2021

**SWODIN**

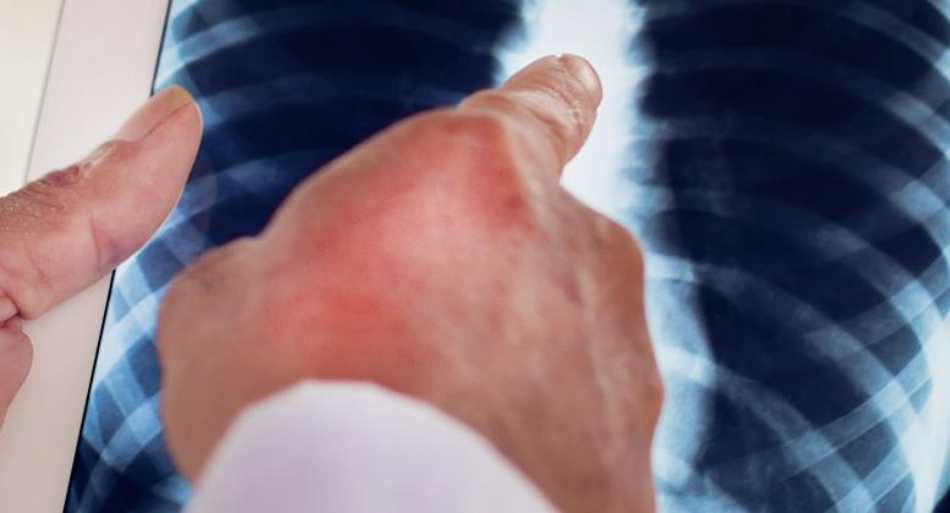
Southwestern Ontario  
Diagnostic Imaging Network

## SWODIN PUG AGENDA – May 25, 2021

1. Welcome
2. PACS Program updates
3. Ticket Monitor
4. PACS QC
5. Technical Update
6. Integrated Solutions
7. How and Where to check if Agfa is providing MWL
8. Archiving Rules
9. Round Table



# 1. Welcome



- a) Approval of March minutes
- b) Action Items March meeting
  - a) *Sites with Eizo's- send Kev and Junior a workstation that can host the gateway for the monitor QC software*
    - *Pilot site – MHA in progress (both EIZO and Barco). Gateway installed SJHC/LHSC with monitor moves pending*
  - b) *Next PACS BSC discuss QA software options – meeting June 10*

## 2. Program Updates

### SWODIN Personnel Updates:

After a rewarding career here at LHSC, Katherine Williams, Coordinator ENITS, PACS and Speech Recognition, has shared with us her plans to retire on June 18<sup>th</sup>.

Katherine started her career at LHSC as a Nuclear Medicine Technologist and since that time, has taken on multiple new opportunities. During the Cerner implementation, Katherine was seconded to the RADNET team where she trained and supported Medical Imaging staff and then moved to the PACS team to support the implementation of the new PACS. After a successful implementation, Katherine remained on the team and worked as a PACS System Administrator. After moving back to Medical Imaging in a leadership role as coordinator of Nuclear Medicine for both UH and VH, Katherine made one last change in her career and accepted the role of Coordinator in Information Technology Services in support of ENITS, PACS and Speech Recognition services.

Katherine's energy, dedication and contributions to LHSC in the Nuclear Medicine/Medical Imaging and ITS departments have been invaluable. Her many years of great leadership and attention to the needs of the team, the customers and the services we provide have truly made an impact.

Please join us in congratulating Katherine on a successful and impactful career and in giving our heartfelt thanks for her years of exemplary service!

### SBGHCSWODIN PACS Onboarding – GOLIVE JUNE 8, 2021

- Onboarding - South Bruce Grey Health Centre - Chesley, Durham, Kincardine and Walkerton sites
- GoLive on target, Go/No-Go checkpoints weeks of May 25<sup>th</sup> and May 31<sup>st</sup>

### Longitudinal Record Project – ON PAUSE

- Scope: Viewing studies from the SWODIN Dlr within the Enterprise Imaging (EI) desktop and Xero Viewer
- On Pause while team focuses on the SBGHC GoLive

### PACS Scan Web - Update

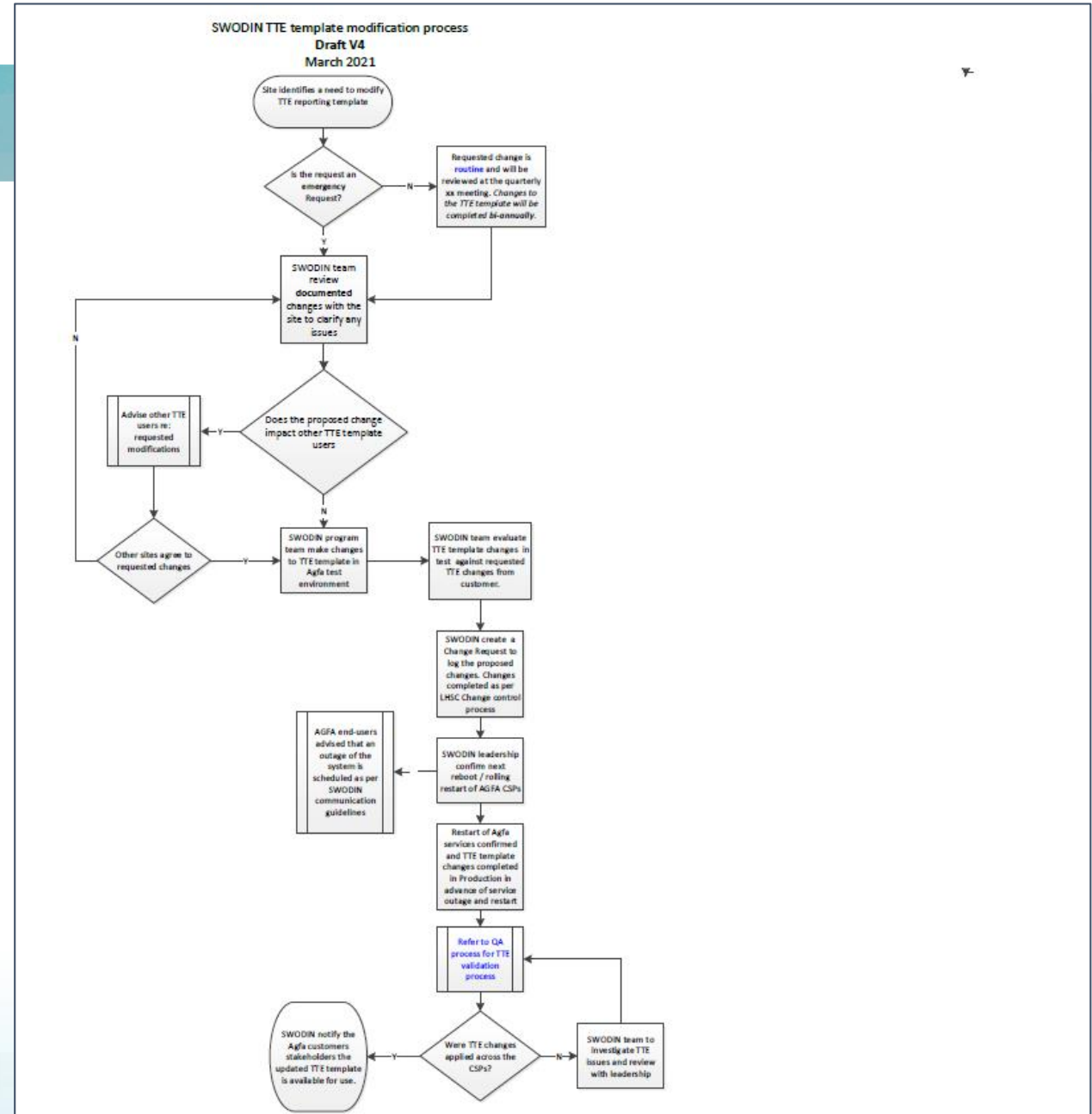
#### **Solution moving forward – Hyland PACSscan Web**

- Web-based solution – will work from any browser-enabled workstation
- Interfaces to RIS or PACS for patient demographics/DICOM modality worklist
- Simple user interface for the import of documents to PACS
- Transaction based model
- UPDATE: Contract under review, update to BSC in June

	Name	Start Date	End Date	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
	<b>IN PROGRESS</b>																	
1	SBGHC SWODIN PACS Onboarding	18-Jan-21	30-Jun-21															
2	SWODIN Phase 1.2 (Longitudinal Record)	5-Sep-18	31-Dec-21					PAUSE										
	<b>FUTURE/PENDING</b>																	
1	LWHA/TD/AHI EI/TomTec onboarding		TBD															
2	SRRS FFI Upgrade	Aug-21	Sep-21															
3	SWODIN PACS 8.1.4 Upgrade	Sep-21	TBD															
4	LHSC Echo EI/TomTec Onboarding (dependant on 8.1.4 for Paeds Echo)		TBD															
5	CKHA SWODIN PACS Onboarding (final quote received - pending decision/PO)		31-Mar-22															

# TomTec Template - Updates

- Receive the modification requests
- Build in test prior to promoting to production
- Promote changes to one core server
- Requires a reboot of all core servers to propagate changes across all 5 CS – align with scheduled monthly maintenance
- Validation required post change
- BiAnnual process unless urgent changes are required (due to risk or accreditation requirements)



## 3. Ticket Monitoring

### PACS/SRRS Incident Review:

#### May 6<sup>th</sup> Incident:

- Intermittent inability to log in to PACS system wide
- Java Code error which manifested in CS5 not able to accept client sessions and then impacted remaining CSs.
- CS5 taken out of production which resolved the issue
- Agfa unable to determine the manner in which CS5 failed. Root cause to be determined.
- CS5 to be put back in production. Change being planned.

#### PACS Change Controls:

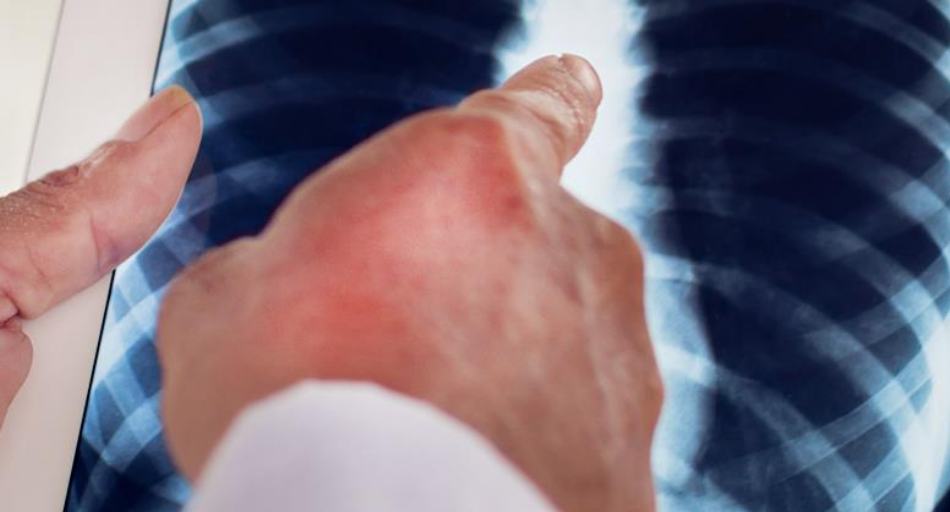
- April 11 - Scheduled monthly maintenance - rolling restart of core servers
- April 11 – TomTec Template Modification
- May 2 - Scheduled monthly maintenance – rolling restart of core servers

#### ▪ SRRS

- April 6 - Monthly Windows security updates to Prod FFI servers
- May 4 - Monthly Windows security updates to Prod FFI servers



## 4. PACS QC



- Junk Files- Archived
- Hanging Protocols- Clean up
- Reminder- Daily QC-System Admin Clean up – will resend communication from previous year
  - Routine QC
  - Reading Completed – no report in EI
  - Reading tasks uncompleted/unassigned
  - Sign off tasks uncompleted/unassigned
  - Acquisition completed by Administrator missing URL
  - Acquisition Tasks Expired
  - Cancelled exams with images

# PACS Technical Update

## Self Serve SSM - GoLive April 8th

- Phase One: LHSC and SJHC
- Phase Two: All orgs, PACS SA access

ITS Help Desk 4-HELP

home requests knowledge items surveys system status log out

Home My Services

Service Groups

- Identity & Access Management**  
Employee onboarding, shared network drive/folder requests, access requests, network account management (Corporate ID)
- Communication Services**  
Support for email, telephones, voice mail, directories, Webex, Jabber, Beep and mobile phones.
- Order Desk**  
Orders for non-standard software, new and incremental orders of hospital standard Desktop PCs, Thin Clients, Laptops, Tablets, Monitors, Office Printers, Label Printers and accessories
- Help Desk & Desktop Support Services**  
Request support for hospital standard IT hardware (for example PC's, thin clients, printers, barcode scanners) and software or services (such as Outlook, Word, Excel, Departmental Applications) as well as issues/requests not available through other forms.
- OneChart (Cerner Millennium)**  
Support requests related to Cerner applications including PowerChart, Scheduling, Surginet, PharmNet, PathNet and FirstNet.
- Medical Imaging Applications**  
Support requests related to Medical imaging Applications (PACS, OneView, TeraRecon)
- Corporate Solutions**  
Service and support for corporate applications used by business departments, as well as non-Cerner patient care related applications used by clinical areas
- Authorized Technology**  
Submit a request to review the use of non-standard software or hardware on hospital devices and networks
- Biomedical Engineering**  
Biomedical Engineering supports the safe and effective acquisition, operation, application and maintenance of medical equipment
- ITS Private**  
Grouping for Self Service pages intended for ITS staff only.

Home My Services Medical Imaging Applications

Services

- OneView Requests**  
Requests related to the OneView Diagnostic Imaging Repository (DI-r)
- OneView Issues**  
Issues related to the OneView Diagnostic Imaging Repository (DI-r)
- PACS Requests**  
Requests related to the PACS system
- PACS Issues**  
Issues related to the PACS System

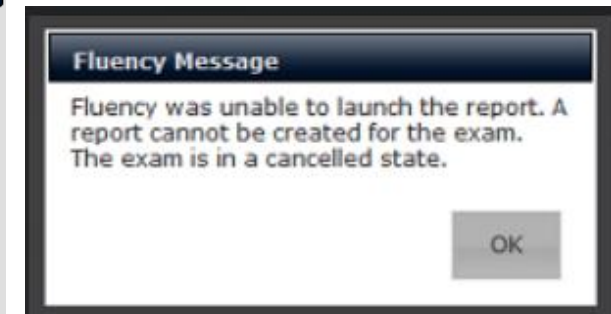
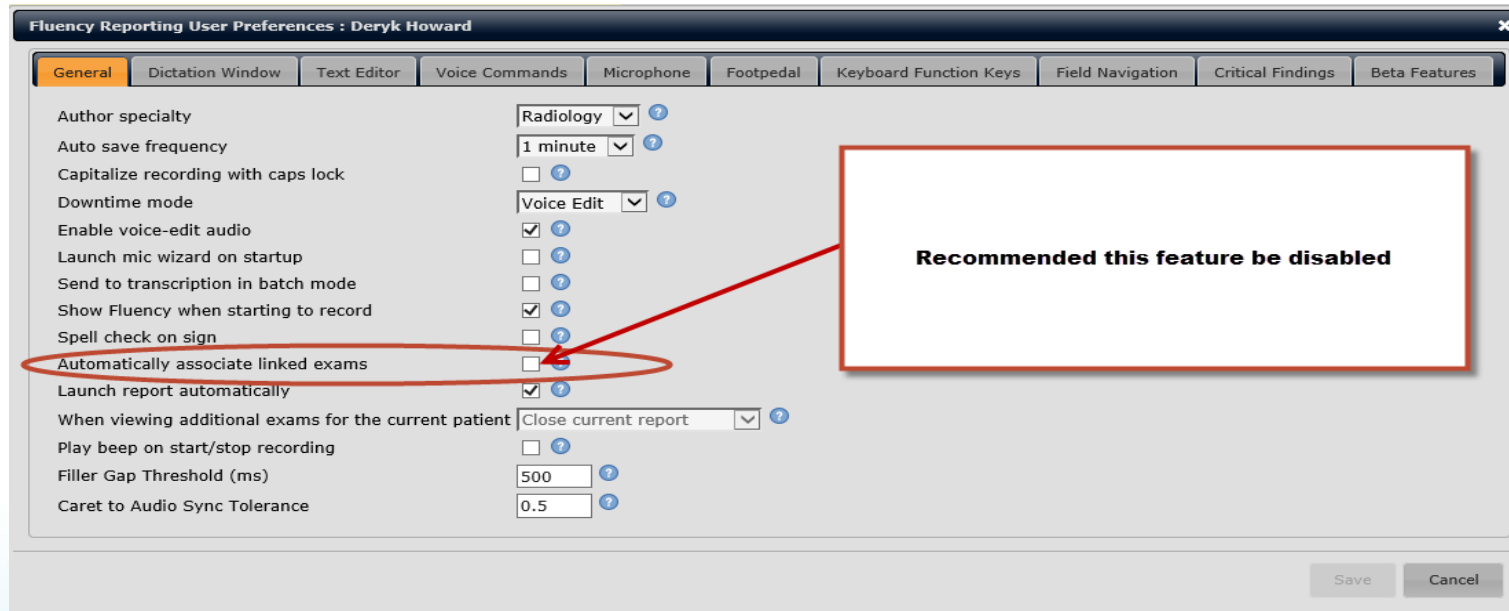
- Submit OneView, PACS, Terarecon issues

## 5. PACS Technical Update

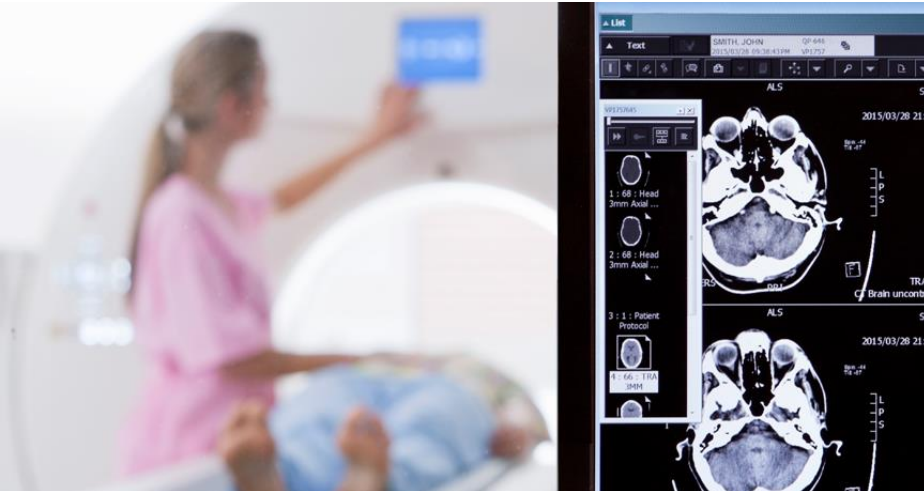
- Reminder:
  - Cerner Upgrade taking place June 12<sup>th</sup>.
  - PACS stations to be left on during the upgrade weekend

## 6. Integrated Solutions - Speech Update

- Version 4.19.0 - Bug fixes
- FLU-13271 - Association by PlacerGroupNumber should only associate exams that are in an exam state valid for association  
Fixed bug in associating reports with invalid exam states.



# 7. How and where to check if Agfa is providing MWL



- Search modality under “Scheduled station AE Title” Under Acquisition Stations. If it is active and has rooms linked then PACS is providing MWL

Administrator Desktop > Imaging procedures > Acquisition stations

Manage Acquisition Stations

Search

Name  Calling AE title

Include inactive Modality type Code

General info

Name ARISTOS

Scheduled station AE title ARISTOS

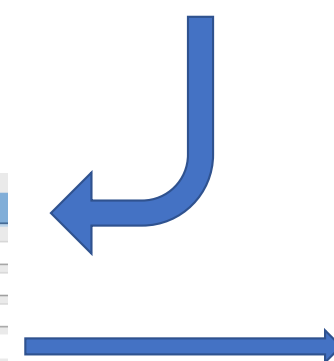
Calling AE Title

Code ACQS017

Description

Modality type CR

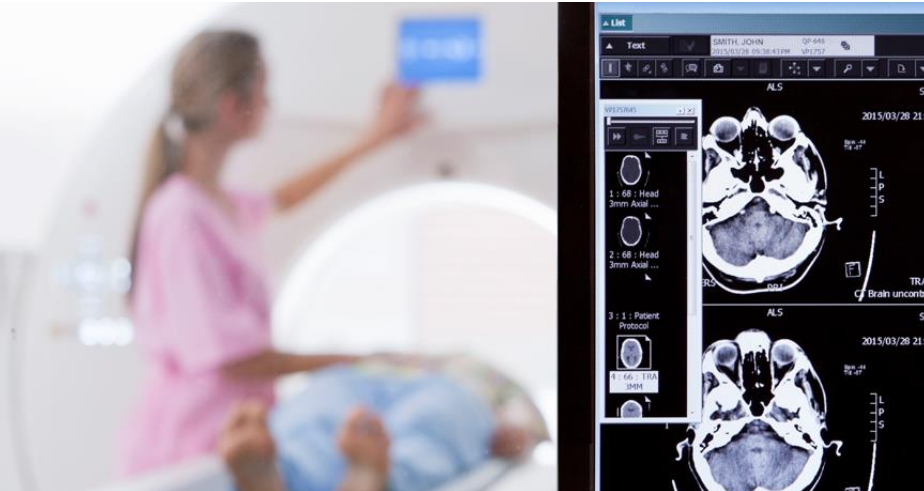
Printer presets Demographic layouts **Linked rooms**



Linked to "ARISTOS" (2)

Code	Name
WGORAD	WGORAD
WGORADS	WGORADS

# 7. How and where to check if Agfa is providing MWL

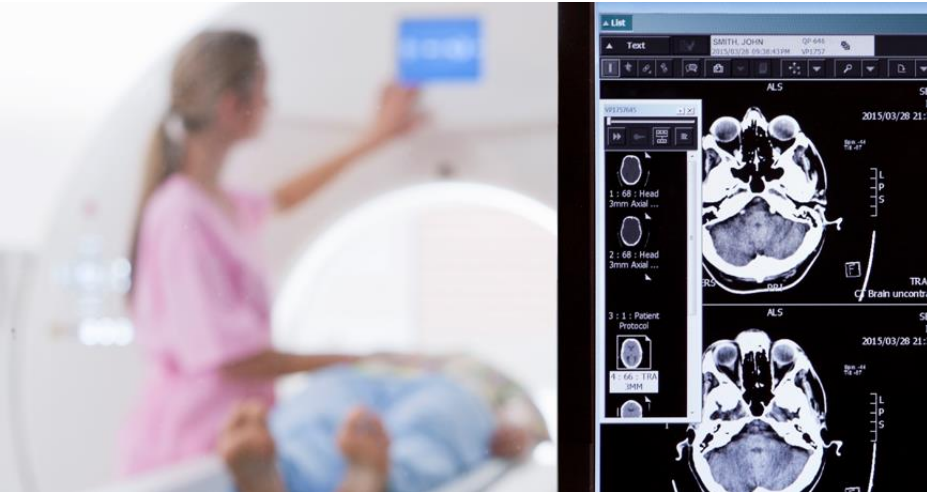


- Under Organization Structure, Lookup modality by department/room. If modality is linked to department/room then PACS is providing worklist

1 match

Enterprise	Code	
Enterprise		
Auto-created (0)		
Unlinked acquisition stations (0)		
University Hospital		
U 4 Transplant Unit		
U 4 Transplant-Cardiology		
U 4 TU - Cardio		
U-4TU		
UH Cardiac Cath		
UH Cardiac EP/Devices		
UH Computerized Tomography		
UH Computerized Tomography ER		
UH CSRU		
UH Emerg		
UH Fluoroscopy		
UH Fluoroscopy2		
UH Fowler Kennedy Clinic		
UH General Radiology		
<b>UHGR</b>		
UH Interventional Angio		
UH MRI		
UHMRI		
UH MRI Robarts		
UH MSICU		
UH Neuroradiology		
UH Nuclear medicine		
	ACQST2602	General, Samsung, DR, Rm3
	ACQS070	PACSSCANNUC1
	ACQS071	PACSSCANNUC2
	ACQS082	PACSSCANUC2
	ACQS064	PACSSCAN_UHMRI
	ACQS263	UCCREICUPORT
	ACQS264	<b>UCCRGEN5</b>
	ACQS265	UCCRICUPORT
	ACQS266	UCCRRECRMPOR
	ACQS152891544022809784	<b>UCDRGEN4</b>
	ACQS252	UC_RADWORKS
	ACQS273	<b>UHCARM2</b>
	ACQS276	<b>UHDRGEN2</b>
	ACQST11201	<b>UHDRPORT11</b>
	ACQS277	UHGEARVIEWQC
	ACQS278	UHGEARVIEWQC2
	ACQS279	UHPACSSCAN
	ACQST6401	UHPACSSCAN05MR

## 8. Archiving Rules



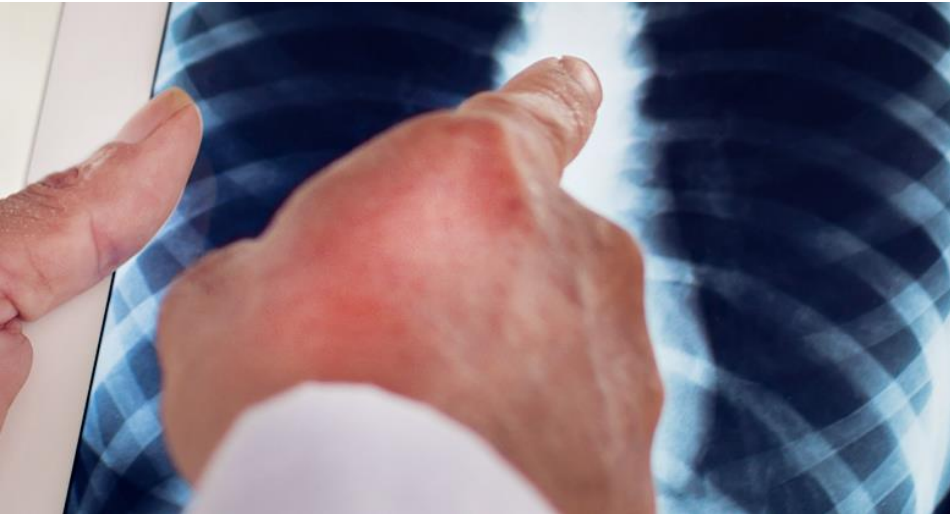
- SBGHC onboarding introduces 2<sup>nd</sup> archive location therefore will require overhaul of archiving Rules in PACS
  - Study will get archived based on configured performing facility per HL7 order
  - Or
  - Study will get archived based on called AE Title (SBGHC will have an unique AET)
- New rules are more exclusive so following questions will help us understand its impact if any
  - Business cases where images without order today get archived or required to get archived? eg. Mammo QC
  - Images without order that require archiving, do you ever made changes to them in PACS eg. Adding markup, or SR
  - Are you aware of any orders created today in RIS that do not have corresponding department built in PACS? And is there process in place to get notified if new rooms and/or departments get added to your RIS?

## 8. RoundTable





# Next Meeting



- Tuesday, July 27, 2021



Thank You!

GENERAL INQUIRIES

 **SWODIN Head Office**

The Stiller Centre  
700 Collip Circle  
London, Ontario  
N6G 4X8


 [swodin@lhsc.on.ca](mailto:swodin@lhsc.on.ca)

FOR SERVICE ISSUE OR TECHNICAL SUPPORT

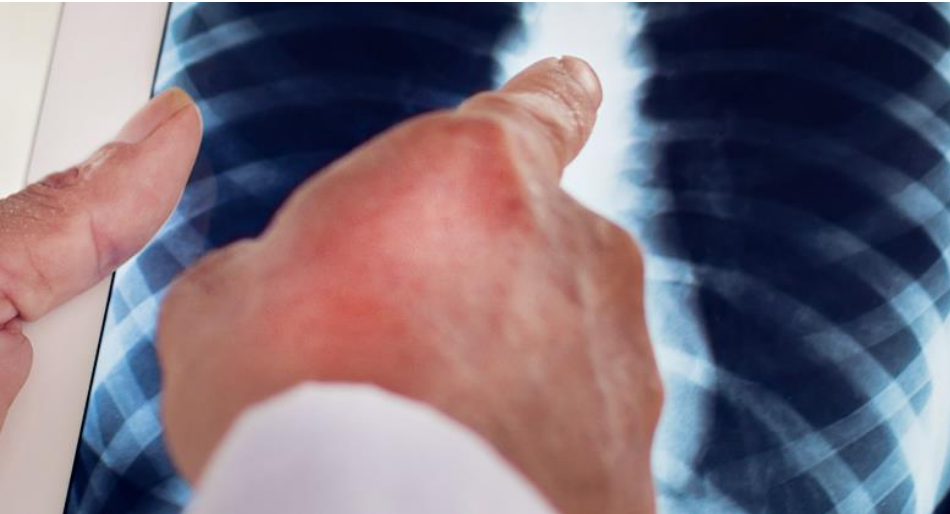
 **London Regional Helpdesk**

519-685-8335  
1-877-465-7167 ext. 44357 (4HELP)

**Non-Urgent Inquiries or Requests**

 [helpdesk@lhsc.on.ca](mailto:helpdesk@lhsc.on.ca)

## Issue Escalation



- Continue to email [SWOPACSCRITICAL@lhsc.on.ca](mailto:SWOPACSCRITICAL@lhsc.on.ca) for **critical issues only (system unavailable)**
- Continue to email the LHSC Helpdesk and email for non-critical PACS support. Please do not text or email individuals directly

# QC Housekeeping

## REMINDERS:

### 1. **DO NOT Delete the entire study in PACS. DO NOT USE DELETE ALL IMAGES.**

#### **ENSURE THIS IS COMMUNICATED TO YOUR SUPER USERS!!**

1. Deleting the entire study creates a KO for that exam
2. Once this exam falls off line and users try to pre-fetch the study, it will apply the KO, and the images will not display in Enterprise Imaging.
3. This is happening because the study has the same SUID as the original that was deleted.
4. Due to potential for downstream effects of the delete function in PACS, all System Admins and Super Users must follow one of the two options provided for deletion QC.
5. Do not delete the entire study; use 'Split' to move the series requiring deletion into a dummy exam.
6. Send to Gearview/RA600 create new SUID, and then send to PACS.

### 2. **SPF Accessions** – Reminder to your teams (technologists) to NOT scan documents to the SPF accessions

### 3. Maintain and keep up to date with **site specific QC queues AND system wide QC queues**