STOCKTON
DIAGNOSTIC IMAGING™

Instructions for using

Stockton Diagnostic
CONNECT

Referring Provider Portal

www.StocktonDiagnosticConnect.com
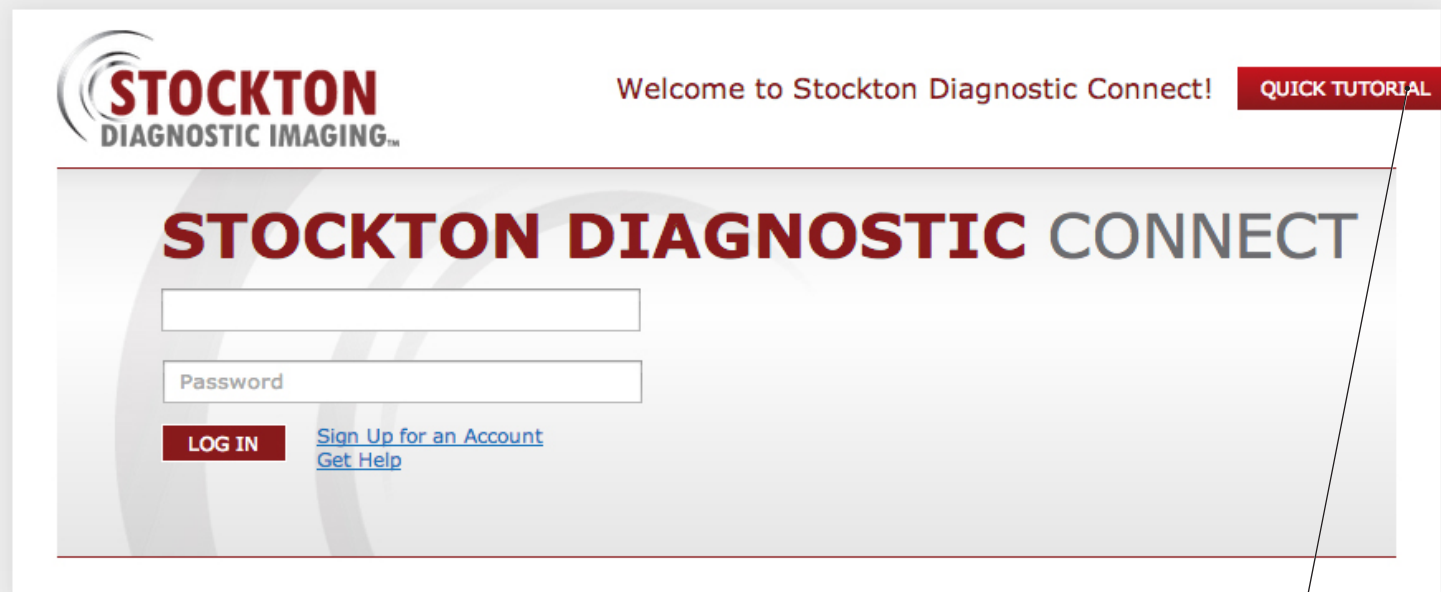
Version 3.0

Table of Contents

Getting Started

The physician portal provides access to your patients' reports and images. You must have your own unique user name and password to log into the portal.

Sign Up!

To sign up, email your Stockton Diagnostic marketing representative to receive your user name and password at:

SDImarketing@RadNet.com

The first time you log into the portal, you will be required to sign a Web and User Confidentiality Agreement.

Click the Quick Tutorial link to learn more about the referring provider portal.

Platforms:

Microsoft
Windows XP, or later

Apple
Mac OS
(excludes eRAD Full Image Viewer)

Browsers:

Microsoft
Internet Explorer*
Version 7.0 or later

Google
Chrome

Mozilla
Firefox

Apple
Safari
WebGL must be enabled

*Chrome Frame Plug-in for Internet Explorer.

Microsoft Internet Explorer requires the Chrome Frame plug-in to use the eRAD Web Image Viewer. When launching the Web Image Viewer, the portal will detect if your browser does not have the plug-in and will link you to the plug-in's installation page. Installation is very easy—click the blue activation button, accept the terms of use, and the plug-in automatically installs. No administrative rights to the PC are required. **Note: You must restart the browser to enable the plug-in.**

Exception: The Chrome Frame Plug-In uses WebGL, which is dependent on modern video hardware and driver versions. Not all computers using Internet Explorer will be able to successfully run the Chrome Frame plug-in.

Get Help!

If you need help getting started, solving technical issues, or learning how to use the portal, contact the portal's **Web Team.**

Click on the Get Help Icons throughout the portal.

The Home Page shows all your patients with completed, scheduled, and in progress exams within a 90-day timeframe. The filter panel allows you to narrow and broaden display results by patient name, timeframe, and ordering providers.
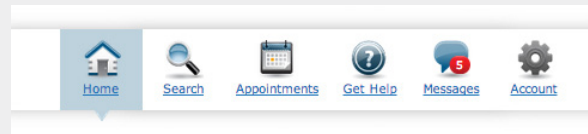
The **Main Toolbar** provides convenient access to the portal's primary features.

Home   Search   Appointments   Get Help   Messages   Account

Filter by Exam Status
Filter results by exam status—completed, scheduled, or in progress exams.

"Now Showing"
The "Now Showing" Sentence explains the current filters that control the display results. Make the current filters your default display by clicking the Set as Default Link.

Create Custom Tab
Create custom tabs on the Home Page to view patient exams the way that makes sense to you.

Refresh
Click the Refresh Icon to make sure you are looking at up-to-the-minute patient exam data. A time stamp indicates when the data was last refreshed.

Now Showing: Patients with completed exams in the previous 90 days for all providers.   Set as Default | Return to Default

| Completed | Scheduled | In Progress | Add New Tab

FILTER BY PATIENT NAME [FILTER] [CLEAR]

FILTER BY TIMEFRAME: Today & Yesterday | 7 Days | 30 Days | 60 Days | **90 Days**

FILTER BY MODALITY: MR

FILTER BY ORDERING PROVIDER: Show all

UPDATED 20 MINS. AGO

	Patient Name	Birth Date	Sex	Type	Exam Description	Date △	Location	Ordering Provider
	Alamader, JoaAnne	12-09-1972	F	MR	MR Knee WO	04-01-2013	Main Street	Thomas Brown MD
	Aldon, Christine	12-09-1972	F	MR	MR Hip WO	04-01-2013	Main Street	Thomas Brown MD
	Allen, Mary	12-09-1972	F	MR	MR Lumbar Spine WO	04-01-2013	Broad Street	Marianne Lee MD

Click the patient name to go to the **Patient Detail Page** to review reports and images.
▶ See Page 5.

Filter by Patient Name
Enter the patient's first or last name to receive a quick-pick list of matching results. Click the Filter Button to see results.

Filter by Timeframe
Click to filter exams by date timeframe.

Filter by Modality
Click to filter exams by modality type.

Filter by Ordering Provider
Select and remove ordering providers from the display by checking or unchecking them in the drop-down menu.

One-click Access to Report and Images
Click the icons to launch a new browser window and get quick access to the patient's report or image.

Report Available

Stat Report Available

Images Available

Setting the Default Display
There are two ways to set the default display for patient exams that you see each time you log into the portal or click the Home Page Button. You can set default filters directly on the Home Page or from the Account Page.

1. On the Home Page, set the filters you desire—exam status, timeframe, and ordering providers. Then, click the Set as Default Link that appears at the end of the Now Showing Sentence.

2. On the Account Page, click the Edit Link for Filter Preferences. Select default filters that you desire. Click the Save Button.
▶ See Page 11.

Note: Additional filter preferences are available on the Account Page.

Not Finding a Patient?
The Home Page only displays results that match the current filters. The current filters are highlighted in yellow and are explained in the "Now Showing" sentence.

If you're not finding the patient in the display results, here are a few tips:

1. Try a different Exam Status Tab—Completed, Scheduled, or In Progress.

2. Clear the Patient Name Filter.

3. Expand the timeframe to 60 or 90 days to show more results.

4. Expand the types of modalities selected.

5. Make sure the patient's ordering provider is checked in the Ordering Provider drop-down menu. Select other providers to see their patients.

6. Click the Refresh Icon to make sure you're looking at up-to-the-minute patient exam data.

7. Check filter preferences on the Account Page to make sure all ordering practices are selected.

8. If you still can't find the patient, try a Search.
▶ See Page 3.

Search Page

The Search page offers common attributes to search for patients. By default, a search will only return results for your patients or patients belonging to other providers *in your practice*. However, you can broaden a search to include patients and providers *outside your practice*.

Searching For Patients Outside Your Practice
Click the checkbox to enable searching for patients and providers outside your practice. The background will change to remind you of special privacy requirements for viewing protected patient health information.

Note: You must enter part of a patient's first and last name to search for patients outside your practice.

Display results for patients outside your practice are highlighted (as shown on the right) to signal when patient health information is protected.
Note: Viewing records of patients *outside your practice* will be tracked and audited by the portal.

Patient Name
Smith, Kasha
Smith, Thomas
Smith, Kevin
Smith, David
Smith, Martha

☐ Include results outside my practice.

Patient's **Last Name**

Patient's First Name

Patient's Birth Date (mm-dd-yyyy) mm-dd-yyyy

Ordering Provider's Last Name

Ordering Provider's Practice

CC'd Ordering Provider's Last Name

Imaging Group   Select Search Options ▼

Location   Select Search Options ▼

Exam Status   Select Search Options ▼

Exam Type   Select Search Options ▼

＊ Exam Date (mm-dd-yyyy): From 04-15-2012 ＊ To 04-15-2013   Today & Yesterday 7 Days 30 Days 60 Days 90 Days

SEARCH CLEAR

Click the **Search Button** to complete a search. Not all fields are required.

Click the **Clear Link** to remove the search query and clear the display results.

Imaging Group Search
Search for patient exams that were acquired at any local RadNet imaging group. The portal gives you access to patient exams across multiple imaging groups.

Use these timeframe links to quickly set the exam date range.

Patient Details and Report Tab

The Patient Detail Page shows the complete exam history for the patient. Selecting an exam will provide access to its report and images.

Click the **Back Icon** to return to the previous search page results.

Click the **Download Icon** to download a PDF of the report.
▶ See below.

Click the **Print Icon** for a print-friendly version of the report.
▶ See below.

Patient History List
Shows the selected patient's scheduled, in process, and completed exams acquired at any local RadNet imaging group. View the patient's imaging history by reading reports and viewing images—no matter where the patient was seen.

Click the **Expand Icon** to view the report's details and metadata.

Click the **Images Tab** to view images for the selected exam.
▶ See Page 5.

As soon as the patient's final report is approved, it is made available in the portal. The portal contains the same report that is sent to your practice through other communication channels, i.e., fax or mail.

David Smith
12-04-1991 (20 Y) Male
MRN: 72057R

MR Thoracic Spine WO
08-09-2012 08:30 AM

MR Pelvis Neuro Ortho WO
07-08-2012 10:30 AM

MR Lumbar Spine WO
07-08-2012 10:00 AM

Exam Performed At:
ABC Diagnostic Radiology, Main Street
(555) 123-4567

Ordered By:
Thomas Brown MD
Town Avenue Family Practice

Report | Images

Final

EXAM: MR SACROILIAC JOINTS WITHOUT CONTRAST

HISTORY: Pain for two years. Previous fall.

TECHNIQUE: The study was performed using T1, fat-suppression proton, T2-weighted spin-echo and inversion-recovery acquisitions.

COMPARISON: Correlated with lumbar spine MR from the same day.

FINDINGS: Sacrum and medial iliac wing marrow elements are intact. Mild degenerative SI joint changes are symmetrical without evidence of sacroiliitis or diastasis. The sacral spinal

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Download a Report

You can download a PDF-copy of the final report. This is the same report that is sent to your practice through other communication channels, i.e., fax or mail.

1. Click the Download Icon to display the download panel.
2. Title the PDF to match your naming conventions.
3. Click the checkbox to agree to protect patient health information.
4. Click the Download Report Button.
5. The PDF will download to your PC according to your browser's preferences.

Document Title

I am authorized to download this patient's protected health information. MORE

☐ **I Agree.**

DOWNLOAD REPORT CLEAR

Print a Report

Click the Print Icon to receive a print-friendly version of the report. Use the browser's print function to print the report.

○ ○ ○   ARS_DiagnosticReport

about:blank

Print

Total: 1 sheet of paper

Cancel | Print

Destination   RadNet IT Printer

EXAM: MR SACROILIAC JOINTS WITHOUT CONTRAST
HISTORY: Pain for two years. Previous fall.
TECHNIQUE: The study was performed using T1, fat-suppression proton, T2-weighted spin-echo and inversion-recovery acquisitions.
COMPARISON: Correlated with lumbar spine MR from the same day.
FINDINGS: Sacrum and medial iliac wing marrow elements are intact. Mild degenerative SI joint

Images Tab

The Images Tab shows all images acquired during the patient's exam, organized in series.

3 Image Viewer Options

1. Quick Viewer
Click in the lower-right corner of the thumbnail, indicated by a green highlight, to view a large, static display of the selected image.

2. Web Image Viewer
With the view mode set to "WEB", click the thumbnail to display images directly in the Images Tab within your browser. The Web Image Viewer provides a basic set of controls to view and manipulate images.
▶ See Page 6–7.

3. Full Image Viewer
With the view mode set to "FULL", click the thumbnail to launch a full-featured application that displays diagnostic-quality DICOM images. The Full Image Viewer must be downloaded and installed on your computer.
▶ See Page 8–9.

Click the **Report Tab** to view the report for the selected exam.
▶ See Page 4.

View image thumbnails in **carousel mode**—scrolling to see images within a series. Or, view image thumbnails in **list mode**—seeing all images within a series in one view.

View Mode
To set the view-mode, click the toggle button to switch between the Web Image Viewer and the Full Image Viewer.

You can also launch images by clicking on the Image Viewer icon, which opens all image series in the currently selected image viewer.
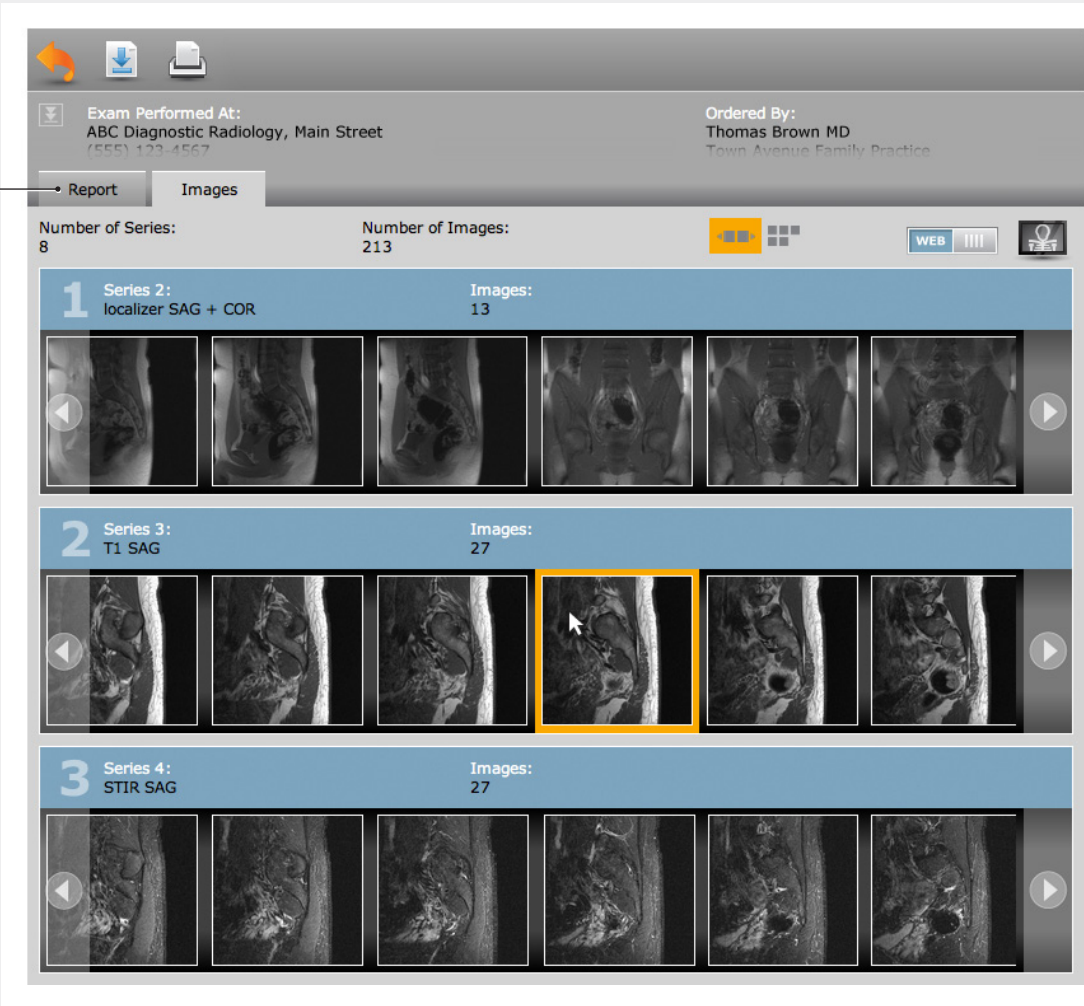
eRAD Web Image Viewer

The Web Image Viewer is a browser-based image viewer that opens directly within the Images Tab. The viewer provides a basic set of controls to view and manipulate images.

View Mode
To use the Web Image Viewer, you must set the view mode to "WEB". The view mode toggle is located on the Images Tab.
▶See Page 5.

Series mode shows all the series available for the selected exam. To switch to image mode, click on the series thumbnail.
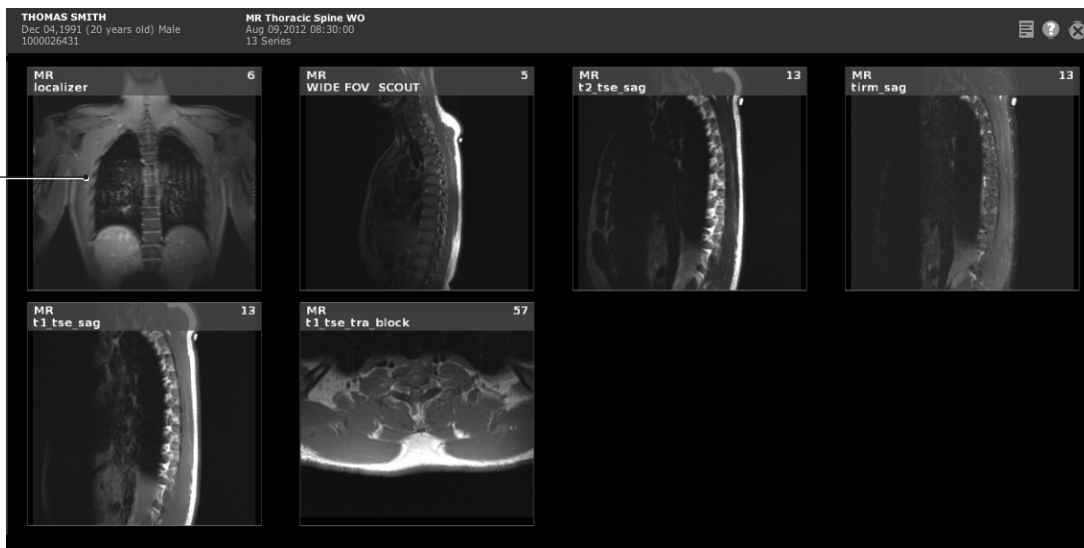
Image mode shows a single series—one image at a time. To switch to series mode, click the upper corners of the image area, under the patient name area.

For your convenience, pop-up help shows you available controls, specific to an edge or location of the screen. Double-click the **Help Icon** to turn on/off pop-up help.
▶For more information, see the next page.

Note: When using Microsoft Internet Explorer, the eRAD Image Viewer requires the Google Chrome Frame plug-in to be installed in order to use the viewer.
▶See Page 1.

Using eRAD Web Image Viewer's Location-Sensitive Controls

The Web Image Viewer provides many different features to view and manipulate images. Most features are "location-sensitive"— available only when you click or drag on specific edges or areas of the screen.

Toggle Pop-Up Help
Double-Click Icon

Need help using the viewer?
Double-click the Help Icon to turn on/off pop-up help that automatically shows available features where ever you hover the cursor.
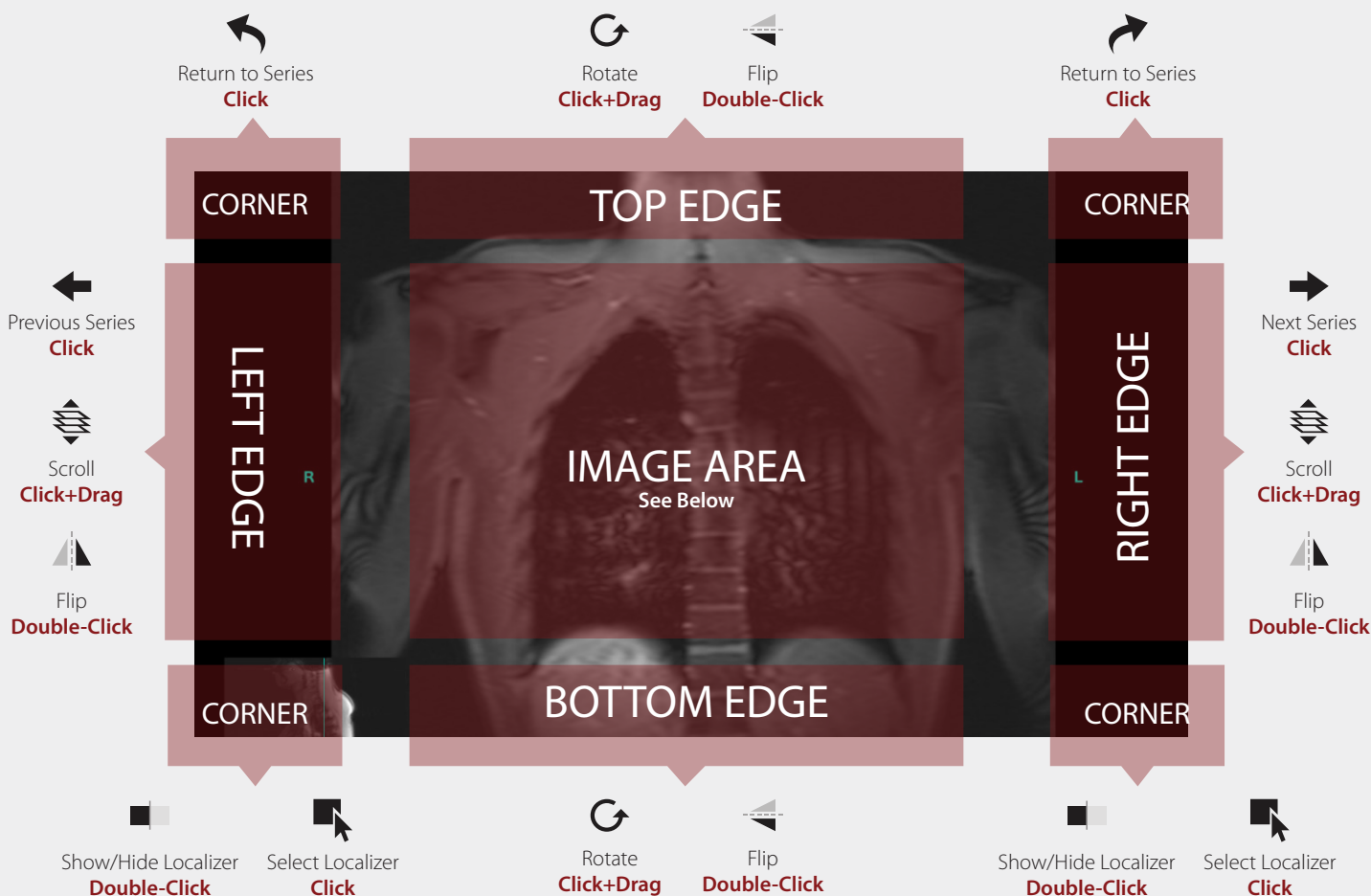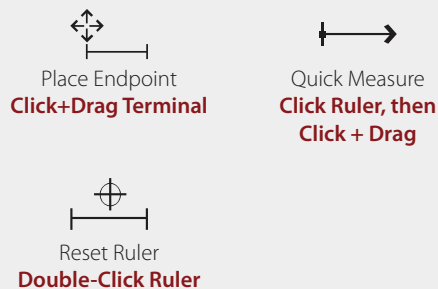
Return to Series
Click

Rotate
Click+Drag

Flip
Double-Click

Return to Series
Click

CORNER

TOP EDGE

CORNER

Previous Series
Click

Scroll
Click+Drag

Flip
Double-Click

LEFT EDGE

IMAGE AREA
See Below

RIGHT EDGE

Next Series
Click

Scroll
Click+Drag

Flip
Double-Click

CORNER

BOTTOM EDGE

CORNER

Show/Hide Localizer
Double-Click

Select Localizer
Click

Rotate
Click+Drag

Flip
Double-Click

Show/Hide Localizer
Double-Click

Select Localizer
Click

Image Area Controls

Pan
Click+Drag

Zoom
Left & Right-Click
+ Drag

Window Level
Right-Click + Drag

Scroll
Scroll Wheel or
Middle-Click + Drag

Reset Image
Double-Click

Invert Window Level
Right-Double-Click

Ruler Controls

Place Endpoint
Click+Drag Terminal

Quick Measure
Click Ruler, then
Click + Drag

Reset Ruler
Double-Click Ruler
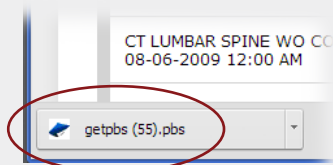
eRAD Full Image Viewer

The eRAD Full Image Viewer is a full-featured application that displays diagnostic quality DICOM images.

View Mode

To use the Full Image Viewer, you must set the view mode to "FULL". The view mode toggle is located on the Images Tab.

▶ See Page 5.

CT LUMBAR SPINE WO CO
08-06-2009 12:00 AM

getpbs (55).pbs

GetPBS.pbs

The Full Image Viewer interacts with the portal's image data via a file called "getpbs.pbs". When you click an image thumbnail to launch the Full Image Viewer the "getpbs. pbs" file downloads to your computer.

Each browser (IE, Chrome, Firefox, Safari) handles file downloads differently. Some will automatically open the "getpbs.pbs" file and launch the Full Image Viewer automatically. Other browsers require you to manually open the downloaded file. In that case, you need to click to open the "getpbs.pbs" file.

The Grid Tool allows you to alter the display format by selecting the number of image series to display within the screen grid.

The Tile Tool allows you to select the number of images within a series to display within a tile.
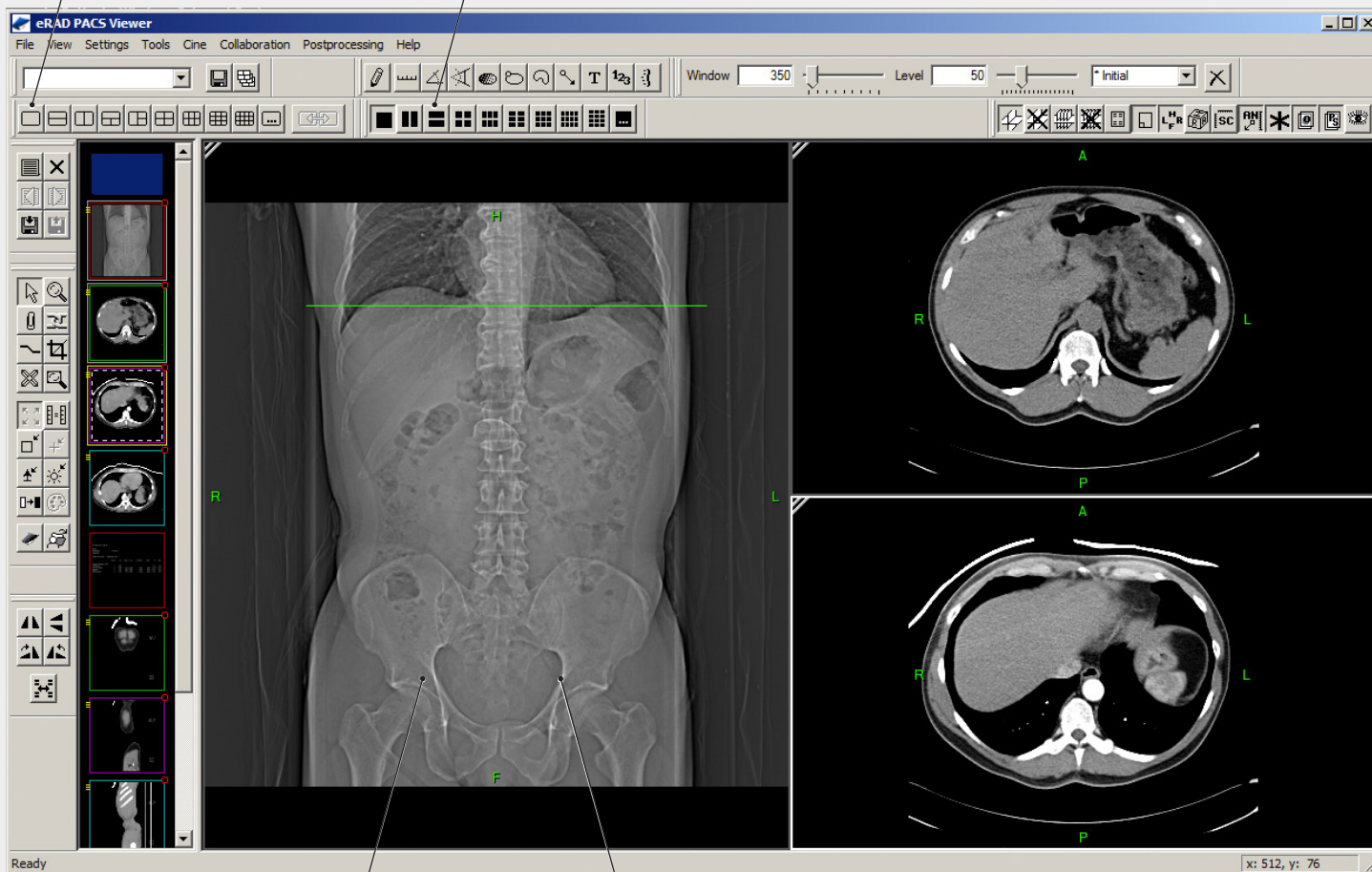
To scroll through the selected image series, select the image series by clicking on the visible image. Then, roll the mouse wheel forward and backward, or hold down the left mouse button while moving the mouse forward and backward. (You can also use the arrow up and arrow down button on your keyboard).

To change window and level (brightness and contrast), hold down the right mouse button while moving the mouse up, down, left, and right.

Installing the eRAD Full Image Viewer

Before you can use the Full Image Viewer, you must download and install the viewer software on a Windows-based PC.

Click the link on the Images Tab to go to the Account Page. The Image Viewer Tab contains instructions and a Download Button to download the Full Image Viewer's installation wizard.

View guides and manuals for more information about how to install and use the Full Image Viewer.

eRAD Full Image Viewer (PC-Only)

The eRAD Full Image Viewer is a full-featured application that displays diagnostic quality DICOM medical images. On this portal, you can view images using the Full Image Viewer by changing the view-mode toggle, located on the image tab, from "WEB" to "FULL".

Before you can use the Full Image Viewer, you must download and install the viewer software on a Windows-based PC. (The eRAD Full Image Viewer does not work on MAC OS).
Note: You must have administrative rights to this PC to install the software. You must install the Full Image Viewer on each PC that you view images from the portal.

DOWNLOAD FULL VIEWER

Need Help Installing the eRAD Full Image Viewer? Contact the Web Team to Get Help.

Documentation

- Quick Reference Guide
- Hints and Hot Keys
- Minimum Hardware Requirements
- Complete User Manual

Click the Download Button to download the installation wizard to your local computer.
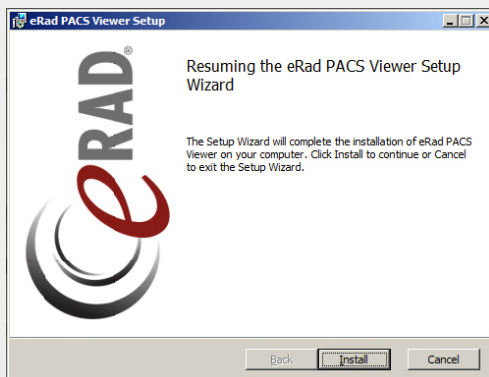
Use the installation wizard to install the Full Image Viewer. Follow the step-by-step prompts to install. Once installed, you will need to restart your browser and log back into the portal to use the Full Image Viewer.

Appointments

The portal provides an online form that allows you to request an appointment. Your appointment request will be submitted to the scheduling center to be processed within 48 hours.

Many pieces of information are required in order to process an appointment request. Please look for the red asterisk (*) next to the input fields that are required.

TIP: When you submit an appointment request, you will receive a confirmation email regarding your appointment. The encrypted, private confirmation that you receive may hit your SPAM filter. Please check your SPAM folder if confirmation is not received within 48 hours.

Request an Appointment

Please fill out the form below and press Submit.

When you submit your appointment request, you will receive a confirmation email regarding your appointment from OnlineScheduling@AmericanRadiology.com. The encrypted private message that you receive from OnlineScheduling@AmericanRadiology.com may hit your SPAM folder. Please check your SPAM folder if confirmation is not received within 48 hours.

Our scheduling center will process your request within 48 hours. Thanks for choosing American Radiology Services for your imaging needs.

If you have any questions please contact the Scheduling Center at 410.298.0454.

Note: X-Rays do not require scheduling. They are done on a walk-in basis.
Note: Biopsys require scheduling through our call center at 410.298.0454.

* indicates a required field.

* Referring Physician	- Select -
CC results to	
Your Name	*If we should need to call for more information*

Messages

Receive and send secure messages directly from the portal. Email communication may compromise protected health information—so use the portal's message feature to communicate securely.

Inbox
Messages from the portal's Web Team will come directly to you into your portal's inbox. When system alerts or warnings are sent, you'll receive a pop-up notification at the top of each screen to ensure you don't miss the message.

Send
Send messages to the Web Team through the portal to ensure protected health information isn't compromised.

Inbox | Send

New Portal Features!
04-15-2013 02:49 PM

Portal down for maintenance
04-15-2013 02:47 PM

Your images have been retrieved
04-15-2013 02:46 PM

Reply   Delete   Secured Message

Your images have been retrieved
04-15-2013 02:46 PM

The images that you requested have been retrieved from archive.

John Smith
02-28-1967
XR Chest 2 Views Pa and Lateral

⚙ Account Page

The Account Page allows you to define settings that are specific to your portal account, such as your password and filter preferences.

Image Viewer Tab
The Account Page provides access to instructions and downloads for the eRAD Full Image Viewer.
▶ See Page 8–9.

Current password information and filter preferences are displayed on the Account Page. To modify, click the Edit Link.

| Home | Search | Appointments | Get Help | Messages | Account |

Profile | Image Viewer

PASSWORD EDIT   Updated 02-19-2013 | 08:45 AM

FILTER PREFERENCES EDIT

Exam Status	Completed
Timeframe	60 Days
Modality	CT
Ordering Practices	CENTER FOR ORTHOPAEDIC SURGERY
Ordering Providers	15 of 15 providers
Auto-Refresh	Every 30 minutes
"Now Showing" Sentence	Show

Filter preferences control the patient exam display results that you see, by default, when you log into the portal or click the Home Page Button.

PASSWORD   Updated 02-19-2013 | 08:45 AM

Current Password
New Password
Confirm Password

SAVE   CANCEL

FILTER PREFERENCES

Exam Status	Completed
Timeframe	60 Days
Modality	CT
Ordering Practices	Show all
Ordering Providers	55 of 109 checked ☐ Include if CC'd
Auto-Refresh	Every 30 minutes
"Now Showing" Sentence	⦿ Show ○ Hide

SAVE   CANCEL

Exam Status sets which tab is displayed by default: Completed, Scheduled, or In Progress.

Timeframe defines how many days of patient data are displayed by default.

Modality defines the types of modalities that are displayed by default.

Ordering Practices define which practices' patients are displayed by default.

Ordering Providers define which providers' patients are displayed by default.

Include if CC'd will include results when the ordering provider has been cc'd on an exam.

Auto-Refresh defines the duration for when the portal will re-query the backend system for the latest patient exam data.

The **"Now Showing"** sentence explains the current filter settings on the Home Page. You can show or hide the sentence.

Resetting Your Password
To reset your password:
1. Click the Edit Link to modify your password.
2. Enter your current password.
3. Enter your new password.
4. Retype your new password to confirm.
5. Click the Save Button.

The password display will update with a new date and time to confirm your password has been reset.

Modifying Your Filter Preferences
To modify your filter preferences:
1. Click the Edit Link to modify filter preferences.
2. Select the filter settings to match your preference. Check or uncheck items in the drop-down menus.
3. Click the Save Button.

The updated filter preferences will display to confirm the modifications.

Get Help!

If you need help getting started, solving technical issues, or learning how to use the portal, contact the portal's **Web Team.**

Click on the Get Help Icons throughout the portal.

Email:
WebTeamCA@RadNet.com

Phone:
209-336-3778

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