Teleradiology Procedures - UM Department of Radiology

Sending Instructions

Non-Urgent Films

- Non-urgent films should only be sent between the hours of 7 am and 5 pm. These films will be read in the order they are received and the reports will be faxed back to the site.

- Films scanned before 2 pm should be read that same day. If the film is scanned after 2 pm it may not be read until the next day.

Urgent Films

- All urgent films REQUIRE a follow up phone call 5 minutes after completing scanning and transmitting. The names of the patients will show up on the MIDAS tracking system in the department but can be missed for some time unless attention is drawn to them.

- For an urgent film scanned between 7 am and 5 pm on a weekday, call 573-882-3972 (the Radiology fileroom) and tell the receptionist you have a Teleradiology film requiring an immediate reading.

- For all others (outside the 7 am and 5 pm window) contact the resident on call for emergency reads.

- To contact the resident on call contact the University Hospital Operator at 573-882-4141 and have the operator contact the resident on call.

- Expect 30 to 60 minutes for urgent films to be interpreted and the results verbally reported. The reports will be available about that time through MARS as rough drafts. After an attending physician has signed them you will receive the report via a fax. If you do not have a report after 60 minutes contact the resident on call by the methods described above.

On-call Radiologist at night (weekdays and weekends)

Any case sent during the hours of 5 pm and 7 am that is not followed by a notification phone call from the Teleradiology sending site will be deemed to be non urgent and will be read the following business day.

On-call Radiologist on Weekends During the Day

Between the hours of 9:00 am and 3:00 pm refer to urgent films above. **ONLY** films followed by a call are certain to be read on the weekend. Any other films may not be read until the following Monday.

In case of problems at the sending site (technologists)

When receiving an error on the scanning PC, it is usually a good idea to shut down the PC (using the menus rather than simply turning off the power), then restarting it and rescanning a film to see if the error persists. If it does, contact the University help desk at 573-884-4357 (884-HELP) and have them contact the PACS person on call. Describe the problem completely. They will have the names and numbers of the PACS call person and a backup person as well. Whenever possible the person scanning the film should stay onsite until contacted by the PACS call person in order to give an error report. This should occur within 15 minutes.