

## Image Exchange: General Frequently Asked Questions

### 1. What is Image Exchange, and why does it matter?

Image Exchange allows clinicians to view prior patient imaging (CT, MRI, X-ray, etc.) from other organizations directly through the CRISP DC Portal or within the EHR (InContext). This helps providers quickly review prior studies, reduce duplicate imaging, and make faster clinical decisions.

### 2. Is the Image Exchange Tool free?

Yes. The tool is available at no cost through the CRISP DC Portal or InContext.

### 3. Who can use the Image Exchange tool?

Any authorized CRISP DC Portal user who has access to a patient's record can view available imaging studies. This tool is commonly used by:

- Clinicians and physicians
- Emergency department providers
- Specialists
- Inpatient care teams
- Radiology and PACS staff
- Medical records staff
- Consulting providers involved in patient care

### 4. Is access to Image Exchange user-based or company-based?

Access is **user-based**. Any user with a CRISP DC Portal account and permission to view patient records can access Image Exchange. Organizations do not have to share images for their users to view images shared by other participating organizations.

### 5. What images are available?

Radiology and cardiology modalities such as:

- CT scans
- MRI's
- X-rays
- Ultrasounds
- Mammography
- PET scans, and others are available through Image Exchange.

Availability depends on which participating organizations share imaging studies through the network.

## 11. What viewing and image manipulation tools are available in Image Exchange?

The viewer includes several image manipulation tools, such as:

- Zoom and pan
- Rotate or flip images
- Brightness and contrast adjustments
- Linear measurement
- Angle measurement
- Ellipse ROI
- Freeform ROI
- Cobb angle
- Triangulation

Images may also be exported or printed when appropriate.

## 12. Is PHI stored on my device?

No. Imaging studies are viewed securely through the browser, and no PHI is stored locally on the user's device.

## 13. Is the eHealth viewer secure and compliant?

Yes. The viewer is browser-based, secure, scalable for high usage, and supports full diagnostic-quality imaging consistent with FDA 510(k) Class II capability.

## 14. Do all users have the same permissions?

No. Certain features, such as transferring images to PACS, are restricted and managed by the organization's PACS administrator.

## 15. Who should I contact for Image Exchange support or training?

For questions or training requests, contact:

- Uche Anaeto – [uche.anaeto@crispdc.org](mailto:uche.anaeto@crispdc.org)
- DC Outreach Team – [dcoutreach@crispdc.org](mailto:dcoutreach@crispdc.org)

You can also visit the [Image Exchange webpage](#) or register for upcoming training sessions on the [upcoming webinars page](#).