

Frequently Asked Questions: Image Exchange

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.

Imaging Worklist

15. What is the Imaging Worklist?

The Imaging Worklist displays all imaging studies available for the selected patient that have been shared through Image Exchange. From this worklist, users can:

- View available studies
- Filter or search for exams
- Compare studies side-by-side
- Transfer studies to a local PACS (if authorized)

16. Where can I access the Imaging Worklist?

The Imaging Worklist can be accessed after opening a patient record through the Radiology section of the CRISP DC Portal or through the InContext view within the EHR.

17. What does the green vs. yellow status mean in the Imaging Worklist?

Green: Images are immediately available for viewing

Yellow: Images may be archived and may take slightly longer to load

18. How long does it take for older images to load in the Imaging Worklist?

Load times depend on the file size and the age of the study. Most imaging studies load within seconds, although older studies may take a few minutes.

19. Can I search for specific studies in the Imaging Worklist?

Yes. Click Show Filters to filter imaging studies by:

- Location
- Study date
- Modality
- Study description

Enter the search term and press Enter to apply the filter.

20. Can I compare images from different organizations in the Imaging Worklist?

Yes. Users can select up to four imaging studies to view and compare side-by-side.

Transfer-to-PACS (Picture Archiving Communication System)

21. What is Transfer-to-PACS?

Transfer-to-PACS allows authorized users to send imaging studies from the Imaging Worklist directly to their organization's local PACS for review and storage.

22. Where can I access the Imaging Worklist?

This feature is typically available only to organizations that:

- Share images with Image Exchange
- Have a PACS integration configured with the imaging vendor

Access is controlled by the organization's PACS administrator.

23. Where can I find the Transfer-to-PACS option?

If your account has access, the option will appear in the Imaging Worklist when viewing imaging studies.

24. Can I edit patient identifiers before transferring images to PACS?

Yes. You can edit the MRN or accession number using the pencil icon before initiating the transfer.

Be sure to save the update before transferring the study.

25. Do I need to manually match the patient before transferring?

No. The system minimizes manual reconciliation and reduces the need for manual patient matching during the transfer process.

26. Why don't I see the Transfer-to-PACS option?

Transfer-to-PACS permissions are managed by your organization's PACS administrator, and the feature may not be available to all users.

Real-time Collaboration

27. What is Real-time Collaboration?

Real-Time Collaboration allows multiple authorized users to view and interact with the same imaging study simultaneously during a shared session.

28. How do I start a Real-time Collaboration session?

1. Open the imaging study.
2. Click the Collaboration icon.
3. Another user must open the same patient and the same imaging study.
4. When both users activate the collaboration icon, the shared session begins.

29. Can users collaborate across organizations?

Yes. Authorized users from different organizations can collaborate in real time.

30. Do both users need Image Exchange access in order to collaborate?

Yes. All participants must have HIE access and must open the same patient and imaging study.

31. What can users do during a collaboration session?

During collaboration sessions, users can:

- Zoom
- Pan
- Rotate images
- Annotate imaging studies

All actions are synchronized in real-time.

32. How do I get another clinician connected for collaboration?

1. Coordinate with the clinician to ensure they have access to the HIE
2. Confirm they are viewing the same patient
3. Have them open the same imaging study
4. Ask them to click the Collaboration icon in the viewer
5. Once both users activate the Collaboration icon, and it turns green, the shared session will begin.

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

For questions or training requests, contact:

- Uche Anaeto – uche.anaeto@crispdc.org
- DC Outreach Team – dcoutreach@crispdc.org

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