

Frequently Asked Questions: Image Exchange Transfer-to-PACS (Picture Archiving Communication System)

1. 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.

2. 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.

3. 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.

4. 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.

5. 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.

6. 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.

7. What should I do before transferring images to PACS?

Initiate the Transfer-to-PACS request before opening the study for viewing. This helps ensure the most efficient retrieval and transfer process.

8. Why is my image transfer taking so long?

Transfer times vary based on study size. Larger studies, such as CT and mammography exams, may contain hundreds or thousands of images and can take significantly longer to transfer than smaller studies.

In some cases, transfers may continue processing in the background even if the page times out. Before re-submitting the transfer, review the Transfer History tab to verify the status of the request to avoid creating duplicate transfers.

9. Why don't I see a destination in the Transfer-to-PACS dropdown?

If no transfer destination appears, your organization's PACS destination information may not be configured correctly. Contact support at support@crisphealth.org for assistance.

Additional questions? Contact the DC Outreach team via email at dcoutreach@crispdc.org or visit the [Image Exchange landing page](#) for more information on the tool.