



March 2020

FAQ: How to use PocketHealth

VIEWING/IMPORTING

1. How do I view imaging?

You can view imaging directly in your web browser without any software or plugins required. Please follow the steps below:

- a) Follow the Access Instructions on your Access Page ((i) visit www.pocket.health/VIEW, (ii) enter in the Access Code + DOB). You will now see a listing of the imaging exams that were shared with you.
- b) Click on “Imaging” in the row of the exam you wish to view.
- c) A DICOM viewer will auto-load and your imaging should render on the screen. If you wish to view a different study, click on “Study List” at the top left of the screen. Basic and advanced diagnostic tools, presets, etc. are available to you within the diagnostic viewer.

Please note that imaging is not compressed and is rendered in its original diagnostic quality.

2. How do I import imaging into my PACS?

You can download and import imaging directly from PocketHealth. Please follow the steps below:

- a) Follow the Access Instructions on your Access Page (visit www.pocket.health/VIEW, enter in the Access Code + DOB). You will now see a listing of the imaging exams that were shared with you.
- b) Click on the 'Download' button, select the exams of interest, and download the ZIP file.
 - This ZIP file will download to your normal downloads folder and will be named IMAGES_{LASTNAME}.zip, where {LASTNAME}=the last name of your patient. (example: IMAGES_PATEL.zip, IMAGES_ZHANG.zip, IMAGES_SMITH.zip, etc.)
- c) Right--click on the ZIP file and click “Extract All”. This will create a folder with the DICOM files and a DICOMDIR.
 - This folder will be named IMAGES_{LASTNAME}, where {LASTNAME}=the last name of your patient. (example: IMAGES_PATEL, IMAGES_ZHANG, IMAGES_SMITH, etc.)
- d) Point your typical import tool that you usually use to import CDs towards the folder created in c) above, and import the exams of interest.

Please note the DICOM files you download are not compressed and is diagnostic quality, nor has any header data been modified. If your import tool does not permit importing from non-disc drives, select ‘Disk Image’ instead of ZIP in b), above.

GENERAL

3. What is PocketHealth provider-to-provider sharing?

PocketHealth provider-to-provider sharing (“P2P Sharing”) is a secure web service that allows medical imaging providers (i.e., hospitals, imaging clinics, etc.) to share imaging studies electronically with any recipient, instead of burning a CD. To learn more, keep reading below or visit pocket.health/sharewithproviders.

4. Is this a secure method of imaging record transfer?

All image transfers are securely encrypted in-transit and at-rest. This means that whether you are accessing the records, viewing specific studies in the web viewer or downloading studies for import purposes your connection will be secured with bank-level encryption.

5. How does it work?

When your sending site wishes to share imaging studies with you, instead of burning a CD they use the PocketHealth P2P Sharing service. This software allows them to:

- select a patient within their PACS,
- select the specific studies they wish to share with you, and then
- generate an Access Page with a code to securely access those specific imaging studies.

This Access Page gives the recipient (e.g., yourself/your institution) access to view/import the records — once you receive it of course.

You can receive this Access Page in one of 2 ways: this Access Page can then faxed over to you by your sending site, or can be printed and handed to a patient who can deliver it to you in-person (like a “paper CD”). You can see an example Access Page on *Page 4*.

If you follow the instructions on your Access Page, you can then view the imaging studies in a FDA/Health Canada-certified web viewer, or you can download them in their original diagnostic format (DICOM) and import them into your PACS.

6. How is this beneficial to me, as a recipient of imaging?

P2P Sharing provides recipients of imaging with faster, more secure access to imaging records. Instead of waiting for imaging access via CD (which can vary from several days to several weeks), you can receive access within minutes of requesting access.

The imaging received is never compressed and is always viewable and downloadable in its original diagnostic format (DICOM).

7. I am familiar with PocketHealth access for patients. How is this different/related?

PocketHealth Patient Access (“Patient Access”) is intended to provide patients with permanent access to their imaging records. Interested patients can visit pocket.health/request to enroll. This functionality is intended to facilitate a record release from a Health Information Custodian to a patient, and provide the patient with long-term access and sharing ability from their PocketHealth account. Many patients will use their PocketHealth account to share their imaging records directly with other healthcare providers, such as yourself. To learn more, visit pocket.health/imagingcentres.

PocketHealth Provider-to-Provider Sharing (“P2P Sharing”) is intended to allow imaging providers (hospitals/clinics) with the ability to transfer imaging records to other healthcare providers (hospitals, clinics, physicians/allied health professionals, etc.), without a patient in-between. This functionality is intended to provide the recipient with temporary access (30 days) — long enough to view the imaging or download and import the imaging. This functionality is not intended for patients, though patients may be provided with an Access Page to deliver to their healthcare provider. To learn more, keep reading below or visit pocket.health/sharewithproviders.

ACCESSING RECORDS

8. What is an Access Page?

An Access Page is a single 8.5”x11” page generated by your sending site that contains instructions on how to access the shared records, as well as some information about who sent the records to you, which records specifically were sent, and some general tips on how to view/download and import the records (which is useful for first-time recipients). You can find an example page on *Page 4*.

9. How can I receive an Access Page?

Your sending site has two options when they create an Access Page:

- Enter in your Fax Number, and then fax the Access Page over to you.
- Print the Access Page, and then hand it to the patient who will deliver it to you (similar to a CD).

With the exception of the faxed Access Page having a “Attn:”, “Subject:”, “From:” and “Notes:” fields, the two Access Pages are identical. You can find an example page on *Page 4*.

10. Do I need to create an account before I can access these records?

No. You do not need to have a “PocketHealth account” nor do you need to complete any registration/sign-up process. Simply follow the instructions on your Access Page (see *Page 4* for an example) and you will be able to view or download and import the shared imaging records.

11. How long is this Access Page/Code valid for?

The Access Page is valid for 30 days. If your patient desires permanent access to their imaging records, they can request access for themselves at www.pocket.health/request. If you want access but your page has expired, please contact the sending site and ask them to send you a new Access Page.

12. What software/hardware do I need to access these shared records?

You do not need any specialized software to access these shared records. You simply need a web browser and an internet connection. We recommend Google Chrome, though it is not required. You can access the records on a desktop computer/laptop, as well as a tablet or mobile device (iOS/Android).

 Good Health Hospital Powered by
PocketHealth

Medical Imaging Records Transfer

Attn: Good Health Hospital
Subject: Chart Transfer Request
From: St. Michael's Hospital

Institution: St Michael's Hospital

Patient Name: Lovelace, Ada

DOB: 1990/04/18 YYYY/MM/DD

How to Access

- 1 Open your web browser, and visit pocket.health/VIEW
- 2 Enter the following security code
VTX - 5HN - 8DP
- 3 Enter patient's date of birth
1990/04/18
YYYY/MM/DD

What's Included

-  Exam List
 - CR CHEST 2 VIEW
Mar. 29, 2019
 - CR CHEST 2 VIEW
Feb. 05, 2019
 - CR CHEST 2 VIEW
Jan. 31, 2019
 - CR CHEST 2 VIEW
Nov. 22, 2018
 - + 42 more exams

Quality: DIAGNOSTIC
Compression: NONE
Format: DICOM

How to View

1. Follow the access instructions above.
2. You will see a list of exams, from most recent to oldest.
3. Click "Imaging" to view instantly using an FDA / Health Canada certified diagnostic viewer.

How to Download/Import

1. Follow the access instructions above.
2. Click on the 'Download' button, select the exams of interest, and download the ZIP file.
3. Double-click on the downloaded file to unzip.
4. Select the unzipped folder from step 3 in your standard import tool to import the exams into PACS.

Having Trouble?

 1-855-768-4455
 providers@pocket.health

This Imaging will be available until 2019/04/02 15:44
(30 days from when this page was generated)