

RADIT: VRAD SUPPORT AND WORKFLOW

SUPPORT INFORMATION

- **vRad Operational Support:** 1-866-941-5695 (1-877-236-4994 - Technical Support)
- **vRad Site ID:** 12841
- **vRad Website:** <https://access.vRad.com/login.aspx>
- **PACS Sending IP Address:** 172.23.51.158
- **vRad IP Address:** 208.50.249.218
- **vRad VPN Tunnel Info:** [Q:\DI 7140\PUBLIC\RIS-PACS\Support Team\Critical Support Info\MODALITY CONFIGURATIONS.xlsx](#) (Configuration Tab – Listed vRad VPN Tunnel IP Address)

PURPOSE

To provide professional radiology interpretation of images when there is no Radiologist on premise.

HOURS | HOLIDAYS COVERED

- Monday – Friday: 5:00PM – 8:00AM
- Saturday – Sunday: 8:00AM – 8:00AM (24 Hours)
- Holidays:
 - New Year's Day
 - Memorial day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day

WORKFLOW

IN PACS

- Highlight exam
- Right-click on exam and select **send exam** or use **send exam icon** on left options bar.
- Select destination **vRAD Bidirectional**. Make sure that **all images in exam** is highlighted in the send box.
- Click **Send**.

1. Technologist will access vRad website using this link: <https://access.vrad.com>
 - Type in your vRad personal username and password.
 - If user is new, default password will be **virtual1**
2. From the **Unsubmitted** worklist, click the **Validate** button next to your patients' name.
 - All spaces with asterisks on the form are required.
3. If available, send most recent prior study to vRad.
 - Use PACS for images
 - In RIS you may fax the prior report electronically to vRad, or
 - Print prior report and fax to (952) 715-4247.

STAT EMERGENT

- AT NWH all exams are prioritized as **Stat Emergent**, unless your case is a **Stroke Protocol** (see below).
- Under **Add Procedure Info**, click **Stat Emergent**.
 - Any exam that has this designation is pushed to the top of the list by vRad.
 - A 30 minute turn around time should be expected for results.
 - If no result is received within 30 minutes, the Tech should call vRad at 1-866-941-5695.
 - Ask vRad if a report could be expected within the next 15 minutes. If yes, wait and verify results were received. If no, the Tech should call the Radiologist on-call.

STROKE PROTOCOL FOR CT AND MR

- Under **Add procedure Info** select **Stroke Protocol**.
- After Validating exam in vRad, the status of the exam should go to **Active**.
- The Technologist should then call vRad at: 1-866-941-5695 to verify that the information has been received for the stroke protocol.
- Expect results within 20 minutes of Validation.

MISCELLANEOUS

- To view/print report of a read study click on the “Details” button on the worklist, then **view report** button.
- Results should average 30 minutes, if more than 45 minutes has passed and no report contact vRad at 1-866-941-5695

TROUBLESHOOTING

PROBLEM:

Images are not making it to vRad services when being pushed from PACS.

RESOLUTION

1. Verify exams are dropping from **Send Queue** in PACS. If it is, move to #2.
 - If images are stuck in the **Send Queue** in PACS, RADIT to call GE ROC (**1-855-762-6650 SysID: 206364PVS**W) to delete exams.
 - Have ROC bounce **DAS58** (Send DAS).
 - Resend exam to **vRAD Bidirectional** destination.
2. Have Technologist look in vRad to verify images were received. If not, move to #3.
3. Technologists call vRad if Steps 1 and 2 do not work. vRad to assist in troubleshooting.
 - Ask if the VPN tunnel is up or not.
 - Have Technologist ask if there is an order created in vRad? If not, have Operational Support create order.