

VRAD SUPPORT AND WORKFLOW

SUPPORT INFORMATION

- **vRad Operational Support:** 1-866-941-5695
- **vRad Site ID:** 12841
- **vRad Website:** <https://access.vRad.com/login.aspx>

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, call **1605** and create Helpdesk ticket. Assign to **Apps_RADIT_Radiology_NWH_WA**.
 - Once RADIT resolves issue, move to #2.
2. Technologist to verify images were received in vRad. If not, move to #3.
 - If images were received, issue is resolved.
3. Technologists to call vRad if Steps 1 and 2 do not work. vRad to assist in troubleshooting.
 - Ask if the VPN tunnel is up or not.
 - Technologist to ask if there is an order created in vRad? If not, have Operational Support create order.