



Uploader Guide

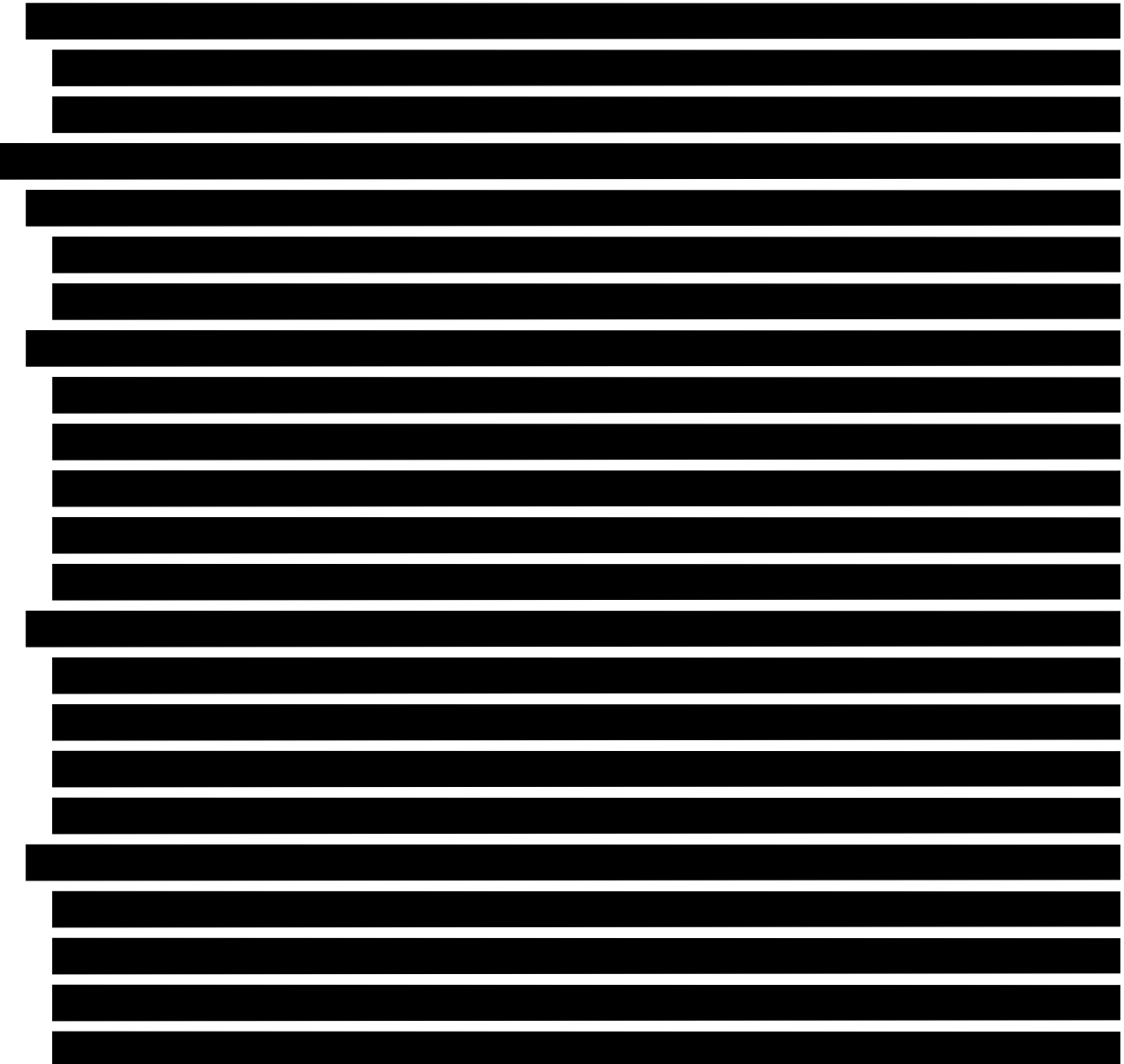
A COMPREHENSIVE GUIDE TO DUTIES, PROTOCOLS, AND BEST PRACTICES FOR MANUAL TRANSCRIPTION TO REMOTE RADIOLOGY INFORMATION SYSTEMS.

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Introduction

Overview

At [REDACTED] we strive to provide our client facilities rapid reporting of their radiology exams so that their physicians are armed with the information they need to make critical decisions and provide better care for their patients. Traditionally these exams would be read by a radiologist at the hospital and findings would be typed up and called in to the requesting physician, but increasingly these exams are now being outsourced to teleradiology companies like [REDACTED] for interpretation. Reports that require a faster evaluation such as Emergency Room patient exams are called **preliminary reports**, while the more comprehensive follow-up to these exams as well as inpatient and outpatient exams are called **final reports**. The type of report we provide for facilities depends on their needs as some may want us to fully handle their final reporting while others prefer us to do the preliminaries and they can follow-up with their own final reads.

With the advent of remote reading of radiology exams, or **teleradiology**, radiologists no longer need to be on call and at a hospital to have access to the images and data they need to do their work, and when they are burdened with a large load of routine exams, they can send these exams to us giving us the opportunity to lighten their load and improve the speed and quality of patient care. Getting these reports into the hands of physicians is a crucial element to our process and we provide two methods of reporting: faxing copies of reports to the facility and digital transfer of reports into their information systems.

HL7 Reporting

Health Level 7 or HL7, is an international standard framework for the handling of patient health information through computer systems. This framework makes it possible for organizations who may be running on completely different networks and software to still be able to communicate and share with each other using the same 'language'. This type of reporting provides us and our clients a few advantages over fax reporting: Clients can see their results almost instantly on their own system without having to search for lost faxes or dealing with broken fax machines, and there is reduced or eliminated need for follow-up documentation and transcribing ; On our end, we are able to independently verify they have received their reports with no need to resend faxes and field less phone calls because clients are able to see the reporting status themselves.

The Uploader

Roles and Responsibilities

In addition to your usual duties and assignments on the Operations team, your role as the uploader includes the following tasks:

- Managing the uploader worklist at specific times throughout the shift.
- Monitor the Uploader chat for requests and to communicate issues.
- Verify all reports have been received by HL7 sites and resend/upload if necessary.
- Manually upload reports to non-HL7 upload facilities.

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- Prepare an uploader report to be sent at the end of every shift.

Managing the Uploader Worklist

Uploaders are responsible for checking and clearing the uploader worklist every two hours and once more during the last hour of the shift. The schedule for each shift is as follows:

| | | | | |
|-----------|---------|---------|---------|---------|
| Daytime | 10:00am | 12:00pm | 2:00pm | 3:00pm |
| Swing | 6:00pm | 8:00pm | 10:00pm | 11:30pm |
| Graveyard | 2:00am | 4:00am | 6:00am | 7:00am |

Please note:

- When your sweep of the upload lists is complete, return to your usual operations duties.
- If you have a large workload of exams, focus on completing them and alert your team lead.
- Some facilities may require faster uploading outside of this schedule, this will be further explained in the **Workflow** section of the guide.

Monitoring the Uploader Chat

Uploaders are expected to continually monitor the uploader chat throughout the shift. This chat serves as a way for the uploaders to communicate any issues to the team leads and allows the rest of the operations staff to ask the uploader about exams that facilities are calling on. When you receive these requests, login to the system of the site in question and check its status. If it is not completed, follow the procedures in the facility breakdown to complete the exam.

If there are issues or delays, alert the team through the chat in a timely manner. Many times, the person requesting help is on the phone with a client who is waiting for a response.



Figure 1 – An example of an Ops team request.

The other use of the uploader chat is to receive and give the **hand-off** during a shift transition between uploaders. The hand-off is a summary of any currently pending issues occurring that need the next uploader’s attention and to explain the issues with any specific exams that are still unresolved.

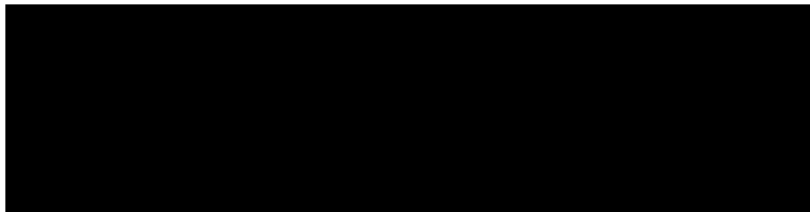


Figure 2 – An example of a hand-off.

Uploading and Verifying Reports

The uploading of reports and verification of reports being received is the primary task of the uploader during the shift and the facilities you are responsible in monitoring can be classified into two categories:

HL7 Enabled Facilities

Reports to these facilities will be automatically delivered by TRIS to their RIS, and working with these facilities under normal circumstances is looking up patient accession numbers and visually confirming our reports have transmitted. There may be situations where the exam will not cross and must be resent through the HL7 interface again or must be manually uploaded. Each facility has a different process for this that will be covered in the Workflow section.

These facilities are currently HL7 Enabled:



Non-HL7 Facilities

These facilities cannot receive digital reporting and must be manually uploaded in a timely manner using the copy and paste functions on TRIS uploader worklist. Making sure these exams are placed in is of greater priority than the HL7 facilities and if you are facing a large list of exams from these facilities notify the team lead on duty so they are aware that you are focused on clearing your lists.

These facilities will require manual uploading:

- [REDACTED]

These exams should be uploaded as close to real time as the team workload permits irrespective of the scheduled checking times for the HL7 enabled sites.

Accuracy

Every Operations team member is required to ensure the information they are processing is accurate and the uploader is on the last line of defense for catching potential mistakes. Therefore, **it is crucial that you are checking every exam to make sure it is the correct one – especially if you are manually uploading the report.** Once finalized, these reports are part of the patient's permanent record and cannot be removed; **An incorrect report could have potentially fatal consequences for the patient.**

While speed is important in the medical field, accuracy and attention are just as important. It is far better to be slower to ensure everything is done properly than to rush yourself and overlook mistakes.

Remember the patient's life is placed in our hands.

