7i Imaging on Demand PACS Solution FAQ’s

Standards:

1. Do you use any proprietary software to manage the images? No, our image management software manages the images and is fully DICOM compliant with no additional proprietary software required. No other “language” is necessary in order for the images to be stored or accessed.

2. The PACS system must have DICOM 3.0 send capabilities and must have ability to interface with any Radiology reading group systems at remote locations. Yes, no proprietary code is added and all images are in standard DICOM 3.0 format which is acceptable by any PACS or radiologist viewing station.

3. The PACS system must support post-processing of CT, MRI, CR studies. It will be expected to send the original data and a second full set of processed study data for the modality. Yes, as long as image set is in DICOM 3.0 original format.

4. Does the 7i Imaging on Demand solution provide DICOM store in both service class user (SCU) and service class provider (SCP) in lossless or JPEG compression? Yes

5. Can the PACS solution provide DICOM store in both service class user (SCU) and service class provider (SCP) in lossless or JPEG compression? Yes, we support all DICOM standards and collection of all images from modalities that produce DICOM output.

6. How does your architecture support web technology and standards? Our 7i Web Viewer is completely web browser based. No client software is required to be loaded on any desktop clients in order to view images/studies.

Viewing:

7. The PACS system must provide a single User Interface to all radiologists, technologist, administrators, referring physician and other health care providers. This includes those physicians accessing the system via the web. Yes, the 7i Web Viewer that comes with every system standard is FDA approved for both clinical and diagnostic viewing. Also, images can be sent from the 7i Gateway to any diagnostic viewing station in medical facility or at another location if it exists.

8. The PACS system must have Hardware/Software independence with non-proprietary protocols. Yes, given that we utilize web browser technology, any desktop with Internet Explorer can access our 7i Imaging on Demand PACS. Customers can utilize their existing desktops and monitors if they wish to access their patient studies. Most healthcare facilities find that 17” or 19” LCD monitors stationed in certain strategic locations like the Emergency Room, MD lounge, Radiology Dept., etc. to view the images have the best utilization by clinicians.

9. The PACS system must allow radiologists and support staff to Query/Retrieve images from the system. Yes, also the 7i Imaging on Demand solution allows auto-routing of imaging studies to any radiology reading group or organization. Also, as discussed in previous Q & A, access to the images can be performed from anywhere and at anytime given they have a web browser and permissions to access. Secure access is into the 7 Medical Systems datacenter 24 hours a day, 7 days a week, 365 days a year.
The medical facility does not need to build an internal communications network in order to satisfy those access needs.

10. The 7i Imaging on Demand solution must be capable of supporting radiology reports tied to an imaging study set. The PACS system must be capable of displaying the reading radiologist’s report, if it exists, when a study is selected for viewing. Yes, if the radiology reading group can provide either a Structured DICOM Object or an Encapsulated PDF out of their system, then that report can be associated to the image set and presented along side of the images on the same monitor.

11. If a facility has an EMR, can we access those images from the 7i Imaging on Demand solution within the EMR? Yes, with the 7i Broker, the request from the EMR to retrieve the study can occur since it would make a call through the facility’s HL7 interface to our system that is DICOM standards based.

12. Is the Web Viewer FDA approved? Yes, the 7i Web Viewer is FDA approved for both clinical and diagnostic viewing.

13. How does the 7i Imaging on Demand service prevent any doctor who access to the PACS from just being able to go in and pull up any study from any other doctor’s patient? Each MD is typically tied to an institution and would be able to see only those patients tied to that institution. If a MD is a part of two institutions, then his security access is set up to see both institutions’ patients. The bottom line is that we can give access to or restrict based on their security profile.

Workflow Improvement:

14. Does the 7i Imaging on Demand solution provide a customizable work list based upon users workflow? Examples are night/ weekend on-call work list, unread studies work list, unread studies by modality work list, facilities work list, body part work list, functional group work list, etc. Yes, we can route based on criteria noted in question and can route on any DICOM tag, by time of day and day of week.

15. The PACS system must be capable of routing images to any diagnostic viewing station either within the facility or outside the organization so that by a referring physician can view. Yes, full routing of images/studies to any DICOM capable workstation, printer, etc. whether in the facility or outside the facility is possible.

16. The PACS system must support an intelligent automatic download of pre-specified studies during patient exam. The intention is to support off-site interpretations over a network. The system must be capable of transferring the study to a remote location while the study is still in transition for the modality to the PACS server. The PACS system must support customization of which studies will be pre-specified for automatic download. An example of this is; all CT studies acquired after 5:00 pm, Friday but before 7:00 am, Monday will be sent to remote site for interpretation. Yes, we route images as we get them and then send when the last image comes from modality. We configure the software to route to whoever you wish them to be routed to. This is a very flexible system with many capabilities.
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18. After contracts are signed with 7 Medical Systems, how long before the 7i Imaging on Demand solution can be installed and staff trained? Typically, the project planning begins immediately and installation can be completed in as soon as three to four weeks. Actual installation, configuration and training at the customer site is completed in about 3-4 days. The customer has a fully operational system by the time our staff departs the site.

19. Are the employees of 7 Medical Systems experienced in the healthcare market? Yes, all of our clinical application specialists, engineers, support personnel, etc. have either worked as a nurse, medical assistant, IT project manager, information technology, finance, etc. We are 100% healthcare and will continue to be. We work primarily with small to mid-sized healthcare organizations so we understand how they work and what is important to them.

Reliability:

20. Describe platform that is utilized for operational storage, a.k.a short term storage. What are the limitations to how many studies may be stored on this volume? The 7i Gateway server that is
located on the customer’s local area network is a fully redundant server with mirrored disks, multiple power supplies and cooling fans, etc. Most organizations only keep 3-6 months worth on that local server since they rarely need access to them after that time. All images are stored in the 7i Data Center per nationally recognized standards for radiology studies.

21. Does the local 7i Gateway system perform self diagnostic testing? The 7i Gateway server is an IBM xSeries server and has IBM self-diagnostic software preloaded. 7 Medical Systems also proactively monitors systems from our Network Operations Center 24 hours a day.

22. Does the system have remote diagnostic capabilities? We utilize our 7s Secure Access tools to remotely access and diagnose any errors/problems that may occur with our software/hardware we are responsible for.

23. Do you have maintenance contracts on the 7i Gateway Server which is owned by 7 Medical Systems? Yes, 7 Medical Systems is responsible for all hardware/software maintenance and upkeep for the term of contract.

24. What if our internet access fails, how do we get access to our images? The local 7i Gateway server that 7 Medical Systems provides has a copy stored of all the studies for at least 3-6 months. Any new studies being captured from the modalities will be cached until the internet line is up and then sent to where they are configured to be sent. It is important that a quality based internet service provider is contracted with in order to insure a good quality of service for accessing the internet.

25. Does the 7i Imaging on Demand solution provide a disaster recovery component and is there an additional charge for it? No, there is not an additional charge for the multiple copies that are stored in the highly redundant 7 Medical Systems data center and our off-site storage.

26. What reliability is built into the 7 Medical Systems data center? The 7 Medical Systems data center was built around industry standards for high reliability and uptime. IBM Blade Technology and storage along with redundant, passive/passive firewalls, switches, etc. make up the hardware infrastructure. Along with that redundancy, the physical data center space has two completely separate paths out of the building for telecommunications, power, etc. Also, a full battery backup system and twin diesel generators provide power to all systems if both power substations were to go down.

Costs:

27. Does 7 Medical Systems have a reference list available? Yes, a Reference List is available upon request.

28. What are the required capital dollars for your PACS solution? There is no capital software/hardware dollars required with our PACS solution. The only initial expense is to cover our professional service fees of approximately $ 7,500.00 plus travel expenses (as actual). We install, configure and train at customer’s location. This saves the customer extensive money in travel costs and expenses. There will be a minor additional price per study costs if the 7i Broker (HL7 to DICOM interface) is used.

29. How do you charge for your 7i Imaging on Demand solution if you don’t charge capital fees? This is what makes 7 Medical Systems so unique in the industry because we charge using a price per study model. Very similar to the electric company in your area where you pay for what you use in electricity, we charge per study that you produce out of your modalities. All software and hardware license/maintenance fees are included. This is NOT a per click model.
30. Is there an annual software update fee? No, all license fees, software update fees, etc. are included in our price per study model. You will not have any other maintenance fee charges.

Support:

31. What are the hours for 7 Medical Systems’ support desk? 7 Medical Systems Help Desk is available 24 hours per day, 365 days a year. We are staffed with knowledgeable personnel who can assist you with any issues that may arise. If they need further assistance, qualified engineers are available to further assist and resolve question or issue.

32. Are the employees at 7 Medical Systems periodically tested on HIPAA compliance? Yes, every year our employees from the Accounting Department to Support Department study and test on HIPAA regulations. They are required to follow all privacy and security standard practices.

33. If the customer decides to not renew the 7 Imaging on Demand contract at the end of term, what is the cost to get all the images/studies back? There is no cost to get the images/studies back. We will provide them to you on an industry standard LTO tape cartridge in pure DICOM format, uncompressed. These can be directly imported and viewed by any standard DICOM viewer or diagnostic viewing station.

General Questions:

34. Who owns the patient’s images/studies? In reality, the patient does but the healthcare facility takes responsibility to manage the images and safe keep them. If the healthcare facility wants the images back at the end of the contract, then 7 Medical Systems will return those images at no cost on a LTO tape cartridge and in pure DICOM format.

35. What other fees or charges exist with our solution beyond what is in the quote? None, unless you wish to interface to a system (RIS, HIS, EMR, etc.) with our 7i Broker so that ADT, OE, and OR data can flow from those systems to the modality work list and hence to our imaging solution.

36. How long does it take to implement your 7i Imaging on Demand solution? Typically within a couple of weeks your facility will be up and going with the training complete. Some pre-implementation work is done prior to our team showing up at your facility to insure all modality vendors are set to go with linking their modalities to our 7i Imaging on Demand suite. After that information is collected, then our team is there by a Monday installing the 7i Gateway to the local area network, configuring the routing, etc. Training of the radiology staff, physician staff, clinical staff, etc. occurs Wednesday and Thursday. Our team is finished and you have a new PACS!