



PACS and Reporting Solution

Buyer's Checklist

The right PACS and reporting solution can help you increase revenue and improve patient care.

But how do you choose the right one?

You'll want to ask these questions of each vendor you consider.



Image Storage

- Will my images be stored on a local network that I have to manage or in the cloud where the vendor will manage them?
- How will the storage meet HIPAA requirements for redundancy and security?
- If I store the images on my network, how will I access them when I am outside my facility? Will a VPN be necessary?
- If the vendor hosts the images, how quickly and easily can I access them?
- How much storage capacity is included in the solution, and what are the costs associated with adding storage?

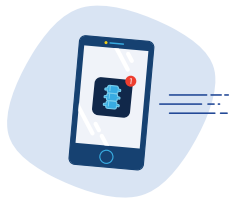


Image Viewing

- What software is required to view the images?
- How many images and cine loops can I view at the same time?
- Can I view both a recent and a previous exam at the same time?
- Does the tool support dual monitors?
- When viewing images, can I pan, zoom, and take measurements? Can I adjust the brightness and contrast and invert gray scale?
- Is patient information displayed or easily available when viewing images?
- How quickly can I review the images? Does my location impact the viewing speed? Does the vendor provide a way for me to test the viewing speed from various locations before purchase?



Interpretation Tool

- Can information I enter with my study impact who is able to see it?
- Can the tool notify the interpreting physician when he/she has work to do?
- How easy is it to create a normal report?
- Does the system come with a default normal exam? If so, does this normal exam meet accreditation guidelines?
- Does the tool allow me to create my own findings and conclusions statements?
- Does the tool include anatomical diagrams for documenting findings? If so, can I annotate them? Will they appear on the final report?
- Can I configure the format of the final report?
- Are there features available to assist with accreditation for my facility?
- Are there features available that will assist with oversight and management of my imaging department?

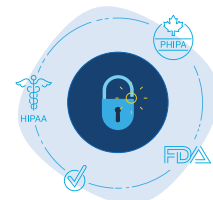


Interpretation Tool (continued)

- Can I view studies, document my findings, and generate reports from a mobile device?
- Can I easily enter clinical notes that will not be included in the report?
- How can I share images with the patient?

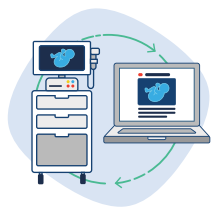
Support and Training

- What are the support hours?
- Can I call support directly, or do I have to submit an online help ticket?
- How quickly should I expect your support team to respond?
- Is there a fee for user support? If so, what is the fee structure?
- Is there a fee for initial user training? How many people can I include in the training, and how is it conducted?
- Can I get additional training later? If so, is there a fee?
- Is comprehensive, user-friendly documentation available, such as online help, a user guide, or tutorial videos?



Security, Privacy, and Reliability

- If the solution is cloud-based, what encryption and other security measures are used?
- How does the solution meet HIPAA standards for privacy and security?
- Does the vendor perform penetration testing to assess the effectiveness of their security measures?
- Does the vendor have a documented plan for data recovery and continuity of service in the event of a disaster?
- Does the solution maintain an audit trail of users' actions?
- Are account types and permission levels flexible to ensure each user has appropriate access?
- Does the vendor have a Quality Management System (QMS) and an Information Security Management System (ISMS) to ensure consistent, reliable processes for data handling and storage, software development, and documentation?
- If the solution is cloud-based, what is the vendor's down time record? Do they provide a service level agreement (SLA) that includes guaranteed up-time?
- If the solution is on-premise, what is the expected wait time for a service call if we have issues?
- Can final reports be signed with a true digital signature that provides assurance as to the source of the document and that the document has not been altered since the signature was applied?
- Does the vendor support single sign-on? (If SSO is a requirement)
- Does the vendor support two-factor authentication (2FA)?



Interoperability

- What modalities and models does the solution work with?
- If I purchase new equipment in the future, what costs are associated with that equipment upgrade?
- Is modality worklist (MWL) support available?
- How does the solution work with my EMR or other information system? With an HL7 results interface?
- What kinds of data and files can automatically be sent to my EMR/ EHR or RIS?
- How will I share images and reports with colleagues and patients outside this solution?
- Does the solution populate measurements directly from the modality, or will I have to enter them manually?



Contract and Implementation

- What are the terms of the contract?
- If we aren't happy, can we cancel, or are we locked in for a predetermined time?
- How long will it take to be up and running?
- How does the implementation process work, and what will it require of me?
- Are software updates included? How will I receive the updates? Is there a cost?
- How many user licenses are included? What is the fee structure for additional user licenses?



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