VELOX IMAGING

Velox Suite

User Manual

Contents

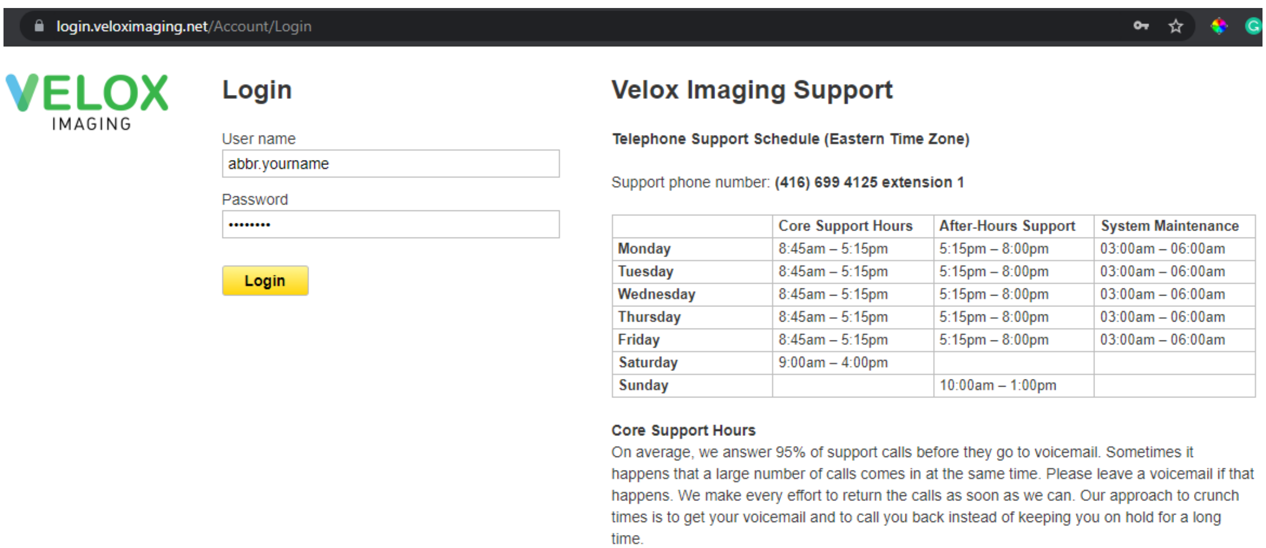
Where do you start?

The Velox Suite is a web-based system that is accessed through the internet browser.

Every user should be assigned a unique username and password combination. To access the system, we recommend using the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge browsers for a better user experience.

To access the system, please type or copy the following URL into the address bar of the browser: login.veloximaging.net. Enter your unique username ID and password into the appropriate fields and press the 'Login' button.

Note that users will be automatically logged out of the Velox Suite and all associated webpages/applications after 3 hours of inactivity.


login.veloximaging.net/Account/Login

Login

User name: abbr.yourname

Password: ••••••••

Login

Velox Imaging Support

Telephone Support Schedule (Eastern Time Zone)

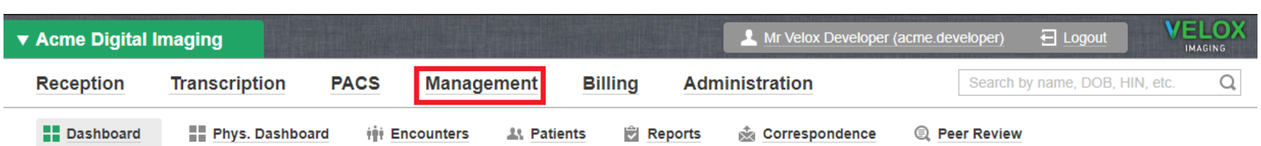
Support phone number: **(416) 699 4125 extension 1**

	Core Support Hours	After-Hours Support	System Maintenance
Monday	8:45am – 5:15pm	5:15pm – 8:00pm	03:00am – 06:00am
Tuesday	8:45am – 5:15pm	5:15pm – 8:00pm	03:00am – 06:00am
Wednesday	8:45am – 5:15pm	5:15pm – 8:00pm	03:00am – 06:00am
Thursday	8:45am – 5:15pm	5:15pm – 8:00pm	03:00am – 06:00am
Friday	8:45am – 5:15pm	5:15pm – 8:00pm	03:00am – 06:00am
Saturday	9:00am – 4:00pm		
Sunday		10:00am – 1:00pm	

Core Support Hours

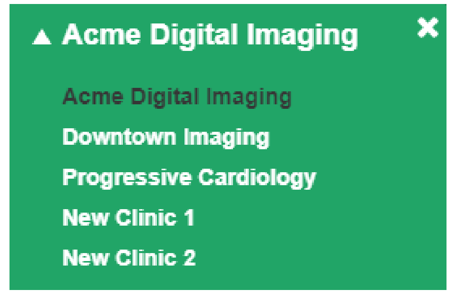
On average, we answer 95% of support calls before they go to voicemail. Sometimes it happens that a large number of calls comes in at the same time. Please leave a voicemail if that happens. We make every effort to return the calls as soon as we can. Our approach to crunch times is to get your voicemail and to call you back instead of keeping you on hold for a long time.

Velox Suite Navigation



Upon logging in, you will be presented with the main navigation menu at the top of the page.

On the top-left of the screen, the clinic/location name will be listed. Before starting work, please make sure that the correct clinic name is selected; otherwise, you can switch between the locations by clicking the white arrow next to the clinic name. Upon switching, the page will reload, and you will be brought to Management Dashboard. Radiologists will be brought to Reading Physician Dashboard.



Your name and login should appear on the left side of the window. You can quickly switch between pages by selecting one of these options: **Reception**, **Transcription**, **PACS**, **Management**, **Billing**, and **Administration**. Note that the pages you have access to will vary based on your clinic and personal account permissions.

When opened, the name of the page is highlighted in grey, indicating what you are viewing. For example, in the screenshot below, the Management page is being viewed. You will always see this navigation menu no matter which page is opened so that you can always easily navigate across the system.

Within the page you can switch between subsections as well. For example, on the Management page, there are 7 subpages – Dashboard, Phys. Dashboard, Encounters, Patients, Reports, Correspondence, and Peer Review. You may not see some of the mentioned subpages if you do not have access to them. You can also access these subpages by hovering your cursor over the main tabs at the top.

The global search (on the top right) enables you to search for any patient by entering their last name, date of birth, health card number, phone number, or MRN number.

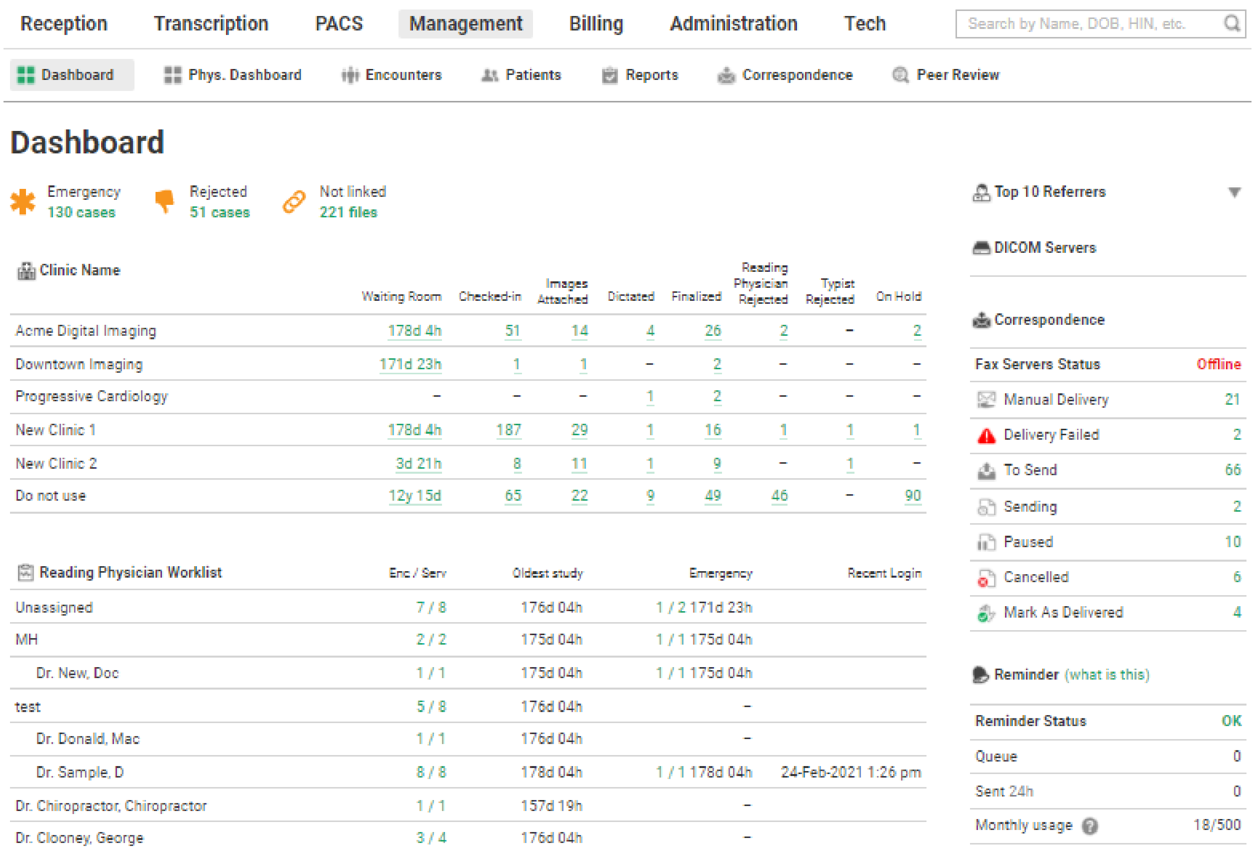
Management

Management Dashboard

The Management Dashboard is a comprehensive tool for the general overview and management of the clinic. It will allow you to see all locations at a glance or the status of cases in your clinic.

On the top of the dashboard, you can see alerts for ‘Emergency’, ‘Rejected’, and ‘Not linked’ cases. They will point out all the cases that require your special attention, in an easy-to-view format. You can interact with the green numbers below each status to see the cases flagged in details.

The next section is the **Clinic Locations and Encounters** table. The columns to the right of the clinic name represent different stages of the encounter workflow, listing the number of procesures on each step.



Encounter statuses include:

- **Waiting Room**: Patient is in the room to get his/her images taken
- **Checked-in**: Patient arrived at the clinic
- **Images Attached**: Technologist took the images, and the patient's case is ready to be seen by the radiologist
- **Dictated**: Radiologist has dictated to the case
- **Finalized**: Report was created and is ready to be sent
- **Reading physician / Typist rejected**: Rejection from said position, that requires manual interaction
- **On Hold**: Can be used for multiple purposes as the clinic finds suitable (like waiting for the images from another clinic or Holter procedure)

Below, you will find the **Reading Physician Worklist**, a list of your radiologists and all cases assigned to them. You will be able to view the number of studies and encounters assigned, the date of the oldest study within each radiologist's worklist, as well as the status of any Urgent or STAT cases, and when the doctor has logged in most recently.

Reading Physician Worklist	Enc / Serv	Oldest study	Emergency	Recent Login
Dr. Maizlin, Test	1 / 1	2d 02h	–	6-Dec-2018 10:02 pm
Dr. Swatch, Jack	9 / 14	708d 12h	3 / 3 708d 12h	6-Dec-2018 8:02 pm

The **Top 10 Referrers** box allows you to check which referrers are sending you the most patients. This quick status indicator allows you to keep track of all your referral statistics and manage your referral relationships better. You can select different time frames to see your most frequent referrers within 1 week, 3 days, 1 day, and 12-hour intervals.

Top 10 Referrers

	12h 1d 3d 1w
Dr. Winnipeg, Test	8
Dr. Test, Test	5
Strangelove, Michael	1
Dr. Test, Test	1

The **Correspondence** section allows monitoring correspondence statistics for all clinic locations. The information listed includes the status of Fax Servers and the status of reports.

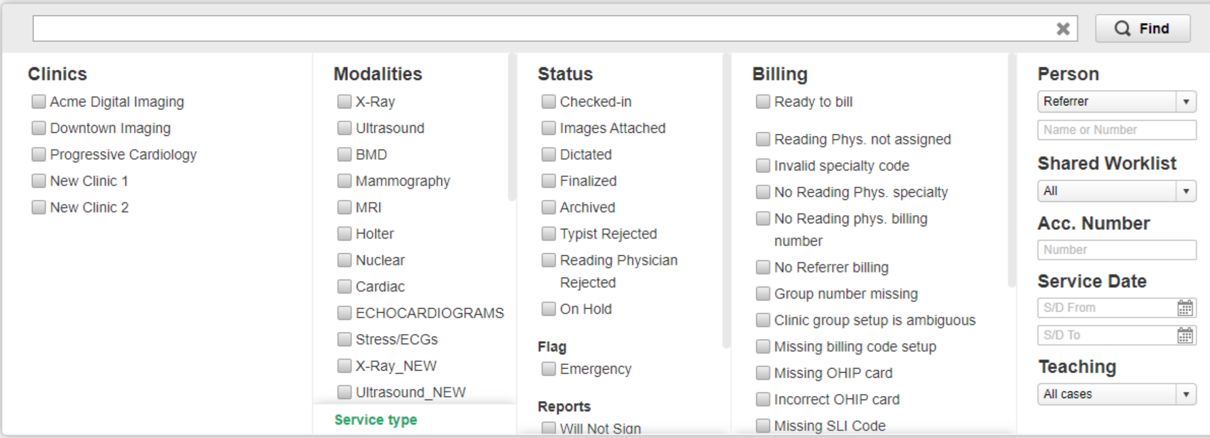
The Appointment Reminder section is a paid feature

One major convenience of this dashboard is that while you have an overview of your clinic, you can also quickly gain in-depth access to any part of the clinic workflow. If we click any number on the dashboard (distinguished by green text color) it will open up the list of applicable cases under that category for you, providing an opportunity to view them individually as needed.

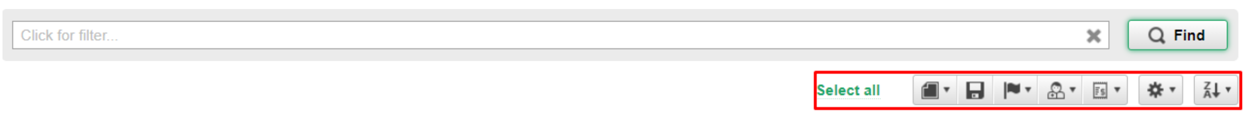
Encounters

The Encounters page under the Management tab allows for searching the encounters based on specific information. You can use filters to sort encounters by clinic/location, modalities, service performed, workflow statuses, service dates, billing details, and names of related persons (referring doctor, patient name, reading physician, or technologist). Note that you can combine any of these filters as needed.

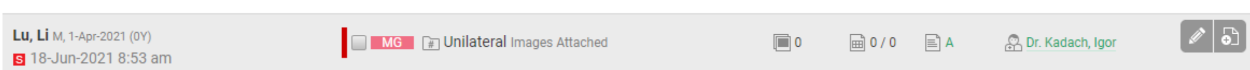
Encounters



To filter your search, click on the empty box at the top of the page. By clicking 'Find' or 'Enter', you can execute the search which will display cases based on the information entered. Leaving all search parameters blank will display your most recent cases. Upon performing a search, all relevant cases will be listed below.



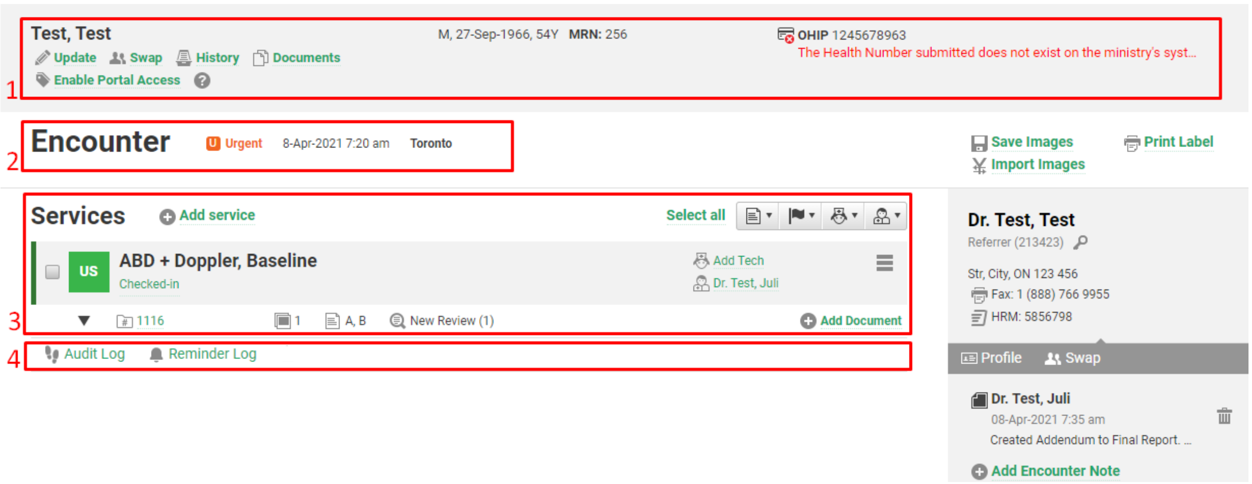
Below the search box, you will find a variety of settings icons. Upon performing a search, you can apply various changes to selected cases here. You can easily select all cases on the current page by clicking the 'Select all' button, or individually clicking the checkbox to the left of patient encounters in the filtered list. Through this menu you can quickly Preview Reports of the selected cases, Save Images, Change Status, Assign or change assigned radiologists on a case, or Create Billing Claims. Additionally, you can change how the list is displayed with the two rightmost options (Show Extended information and Sort). To apply display changes, click 'Find' and 'Enter' once more.



Information displayed in the list includes Patient Info (name, age, gender), Case Status, Time of Check-In, color-coded Service Status, color-coded Modality, Service Name, number of Images, Worksheets and Reports or Recordings Attached and Radiologist Assigned. To access detailed information about each Encounter, hover your mouse cursor over the listing and click the 'Edit' pencil icon.

Edit Encounter

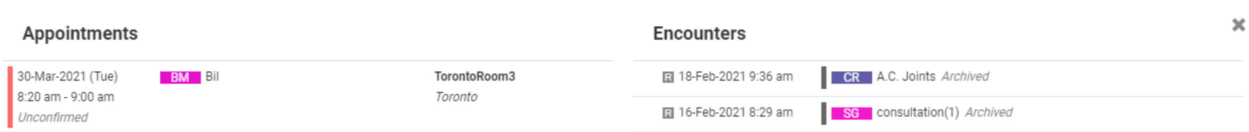
Edit Encounter page allows to view, edit and audit the encounter.



1. Patient

This section allows to review and update patient profile information. You can edit or update patient information (Name, Phone Number, Gender, DOB, Health Card #, etc.) using the 'Update' button. You can also choose another patient from the database of existing patients by clicking the 'Swap' button to search for a different patient.

'History' button allows to access a full list of patient's previous encounters and future appointments in the clinic sorted by date.



'Documents' button allows to access a full list of patient-related documents (reports, images, worksheets, requisition sheets, forms, etc.). Patient documents can be sorted and filtered by Date, Type, Modality.

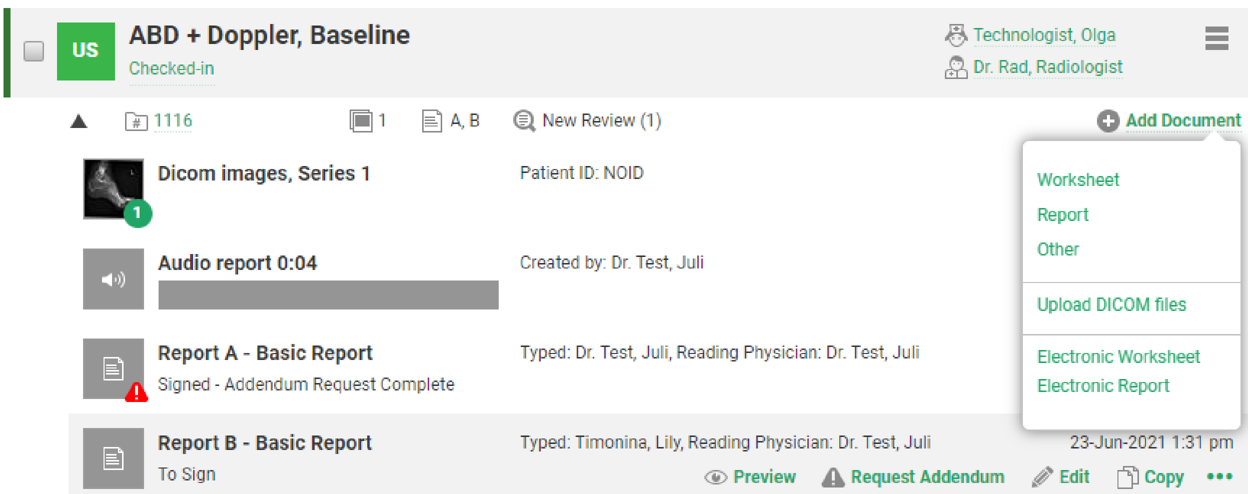
Patient Portal Access allows the patient to view or download his or her images through Patient Portal.

2. Encounter

This section contains basic encounter information: location, date and time, priority, and teaching collection. To edit encounter details, hover your mouse across the section and click the Edit button.

3. Services

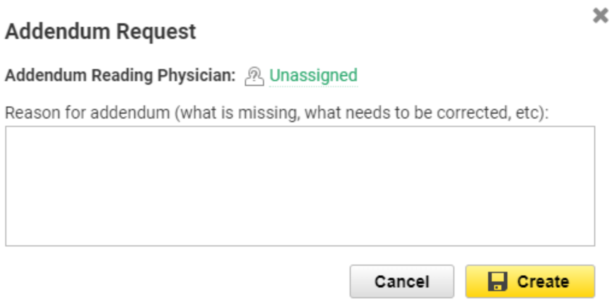
This section allows to view, add, and swap services.



Each service contains information on color-coded study status, modality, service name, assigned technologist and radiologist. To verify the number of images, documents, and audio files attached, refer to the icons underneath each service. Clicking on the drop-down triangle to the bottom-right of the service will open a full list of the attachment and their details.

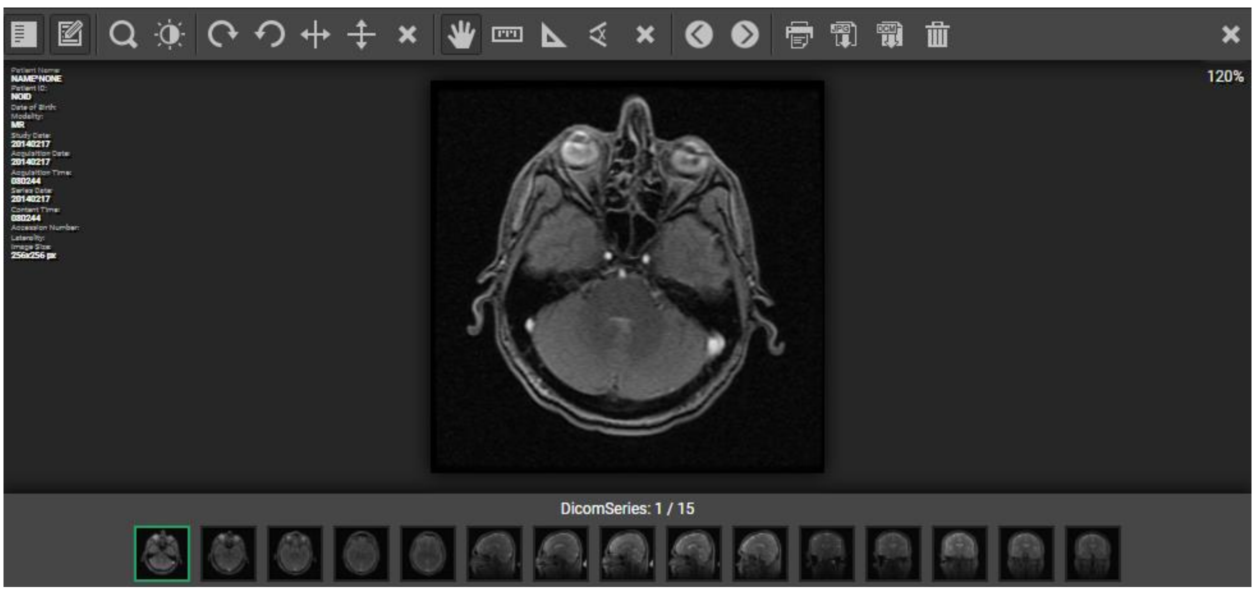
‘Add Document’ button on the bottom left of each service allows to upload worksheets, reports, or other documents, either scanned in, uploaded from the PC, or created based on Electronic Forms. To preview, edit, copy or delete reports and worksheets, hover your mouse above the element and select the appropriate button.

To send the report back to the radiologist for changes or additions, click the ‘Request Addendum’ button, select Radiologist, and type the reason in the pop-up window. If an addendum was requested, the report will be marked by a red triangle icon.



To print the report, open the Preview page and click the ‘Print’ icon at the top of the page.

You can edit and delete the DICOM images attached in RIS. To access Image Gallery, click on the Images thumbnail in the list. The system will open Image Gallery, which allows you to zoom in, change brightness, rotate, add and delete the measurements, print, save and delete the DICOM images.



To add a service, click the ‘Add a Service’ button to add another service to the encounter. To delete or swap a service, click on the 3 horizontal lines icon to the right of the service. Additionally, a follow-up appointment can be scheduled here.

The colored bar on the left of the service indicates the study status (green Checked-In, orange Images Attached, blue Dictated, purple Finalized, grey Archived). By interacting with the status button below the service name, you can change the service status.

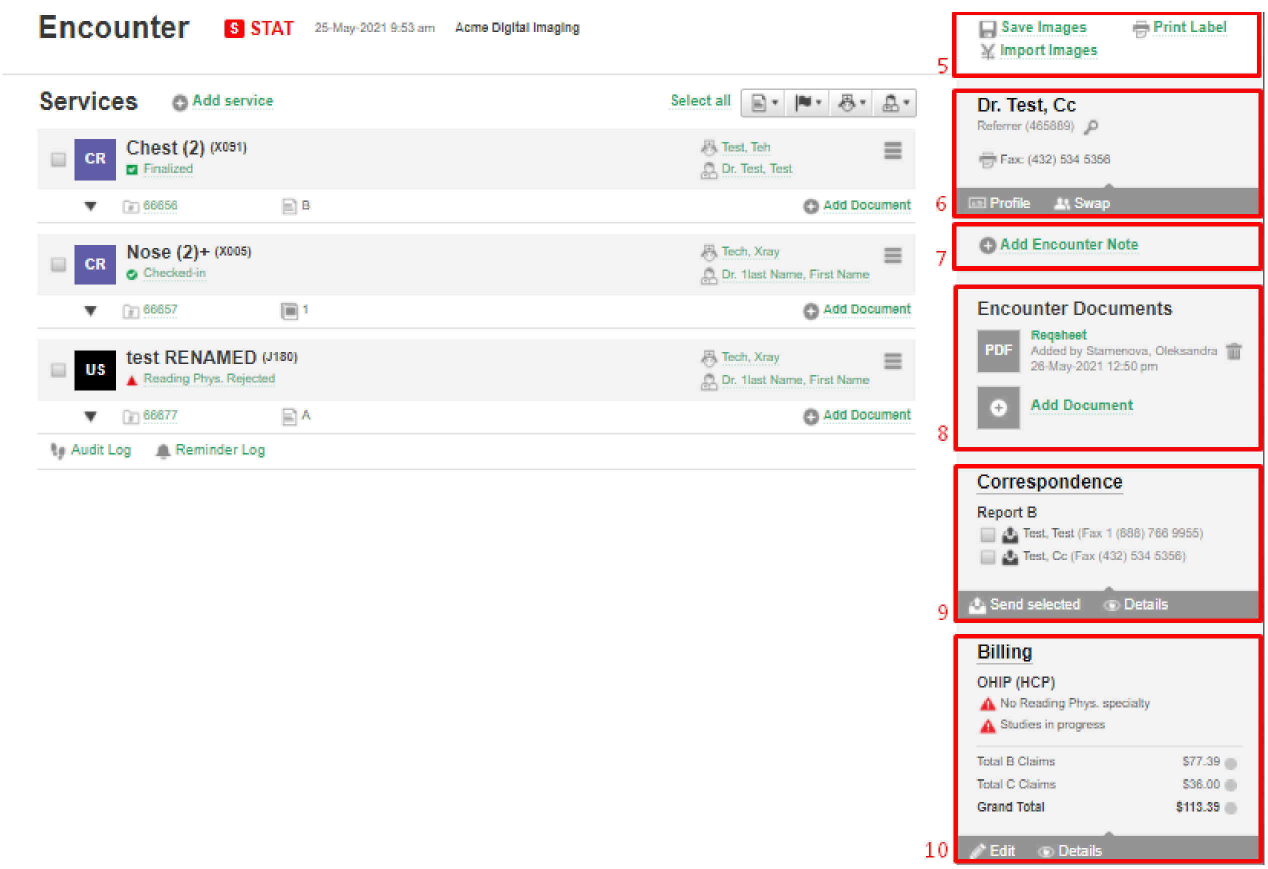
By interacting with technologist and radiologist buttons on the right side, you can assign/reassign technologists and radiologists to each service.

The quick action bar located on the top right will allow you to make changes to multiple services at once. Pressing 'Select all' or checking off each service on left will allow you to quickly preview multiple reports, set a status, or assign a Technologist or Radiologist.

4. Audit Log and Reminder Log

The Audit Log displays a list of all actions performed on the encounter (e.g created, information updated, images imported), the staff member who performed the action, and the time the action was performed.

The Reminder Log contains information on patient appointment reminders and indicates if there are any Encounters with duplicate phone numbers or email addresses. This function is available for the clinics which have Appointment Reminders enabled.

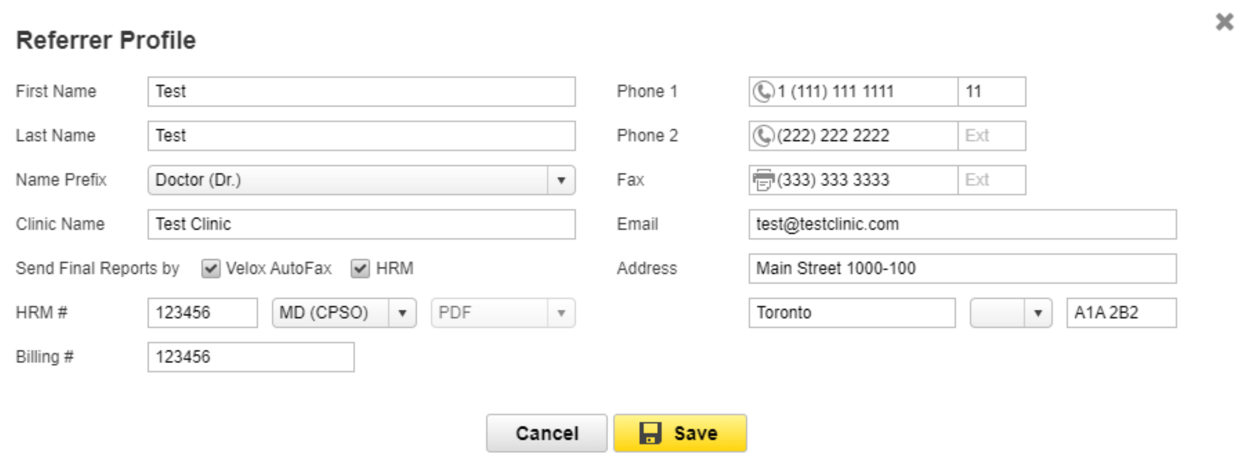


5. Save Images, Import Images, and Print Label

'Save Images' allows to burn encounter documents onto CD or save images to hard drive/removable drive (USB). 'Import Images' allows importing images from a CD or hard drive/removable drive to create a new encounter. 'Print Label' allows printing basic encounter information. Velox Local Agent app is required for 'Save Images' and 'Print Label' functions.

6. Referrer

The referrer section allows viewing referring doctor details. You can update Referrer information by clicking the ‘Profile’ button or choose another referrer by clicking the ‘Swap’ button.



7. Encounter Note

This is a communication tool that allows users to leave notes specific to the patient’s encounter. Both reading physicians & transcriptions can leave rejection note here as well.

8. Encounter Documents

This section is mainly used for scanning requisition sheets. You can also add any additional form or document related to the patient’s visit, by clicking ‘Add Document’. Note that only documents scanned/uploaded as ‘Requisition’ forms will show up in the radiologist’s view.

9. Correspondence

The ‘Correspondence’ section allows keeping track of reports being sent to referring physicians. To manually place the report into the fax queue, check off the appropriate reports listed below and click ‘Send Selected’. For detailed information about the sending status, click ‘Details’.

On the ‘Correspondence Details’ page, you can check the sending history of each individual report to each doctor. To see more technical details, click on the triangle icon next to History headline. To add another doctor to CC, click ‘Add’ button at the top of the Default Recipients list.

10. Billing

This section allows to view and modify the billing information for this patient’s visit. Graphical diagrams next to sums show amounts submitted and paid.

To alter the billing type for this patient’s visit, click ‘Edit’. ‘Details’ button will appear when you have public health insurance as billing parameter; while ‘Pay’ and ‘Receipt’ options will appear when you have Cash or Third-Party billing parameter selected instead.

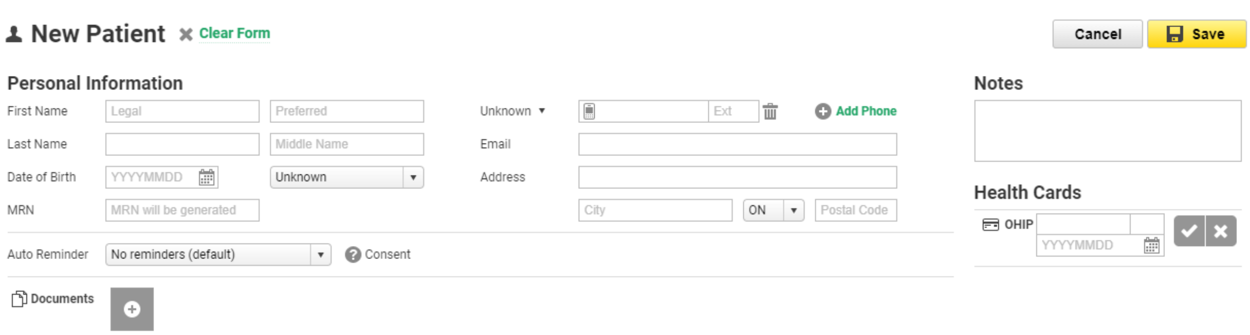
Note that for most public health insurance systems, entries listed as ‘B Claims’ will display technical fees, while ‘C Claims’ are for professional fees.

Reception

Registering a Walk-in patient

To register a walk-in patient, select ‘Registration’ under the ‘Reception’ tab.

The system will open Patient Search pop-up shown earlier in Booking Appointment section of the manual. Search for the patient’s information within the system to avoid creating duplicates. If the patient cannot be located after searching, proceed with the ‘Create New Patient’ button to create a new profile.

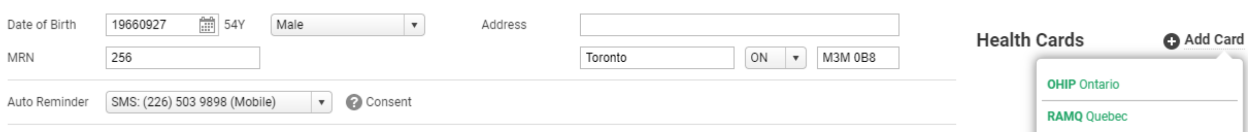


First Name, Last Name, Gender and Date of Birth fields are required. If you swipe the patient’s health card into the reader, the following information will be automatically filled, based on the Ministry of Health’s data of patient: First Name, Last Name, Date of Birth, Gender.

MRN number will be generated by the system automatically. MRN (Medical Resource Number) is a unique ID assigned to each patient that can be shared through non-secure channels without being considered private patient information.

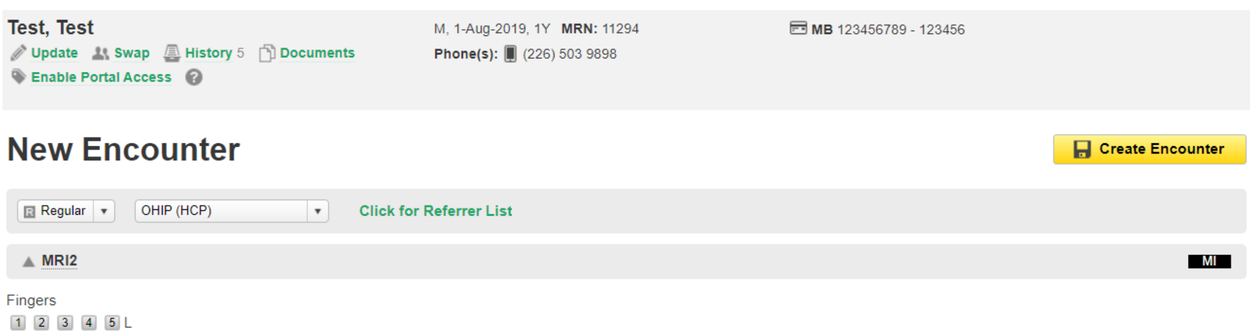
You can select one of the following Phone Number types from the dropdown menu: Mobile, Home, Work, Fax, Main, Unknown.

The **Notes** section allows you to create patient-specific notes that are linked to their profile, such as any considerations or medical conditions to be mindful of. You can scan or upload from local directory any patient-specific documents into the patient's profile by clicking the 'plus' icon next to 'Documents'.



Health Card type is automatically loaded based on Clinic Province/Default Health Card type. If Health Card provided is out of province or the patient does not have a health card, select the "X" icon to remove the health care field. Selecting "Add Card" will allow for the selection of province. If the health card is incorrect, the system will display an appropriate notification. Additionally, OHIP cards are checked for validity.

After filling out a patient's information, click 'Save'.

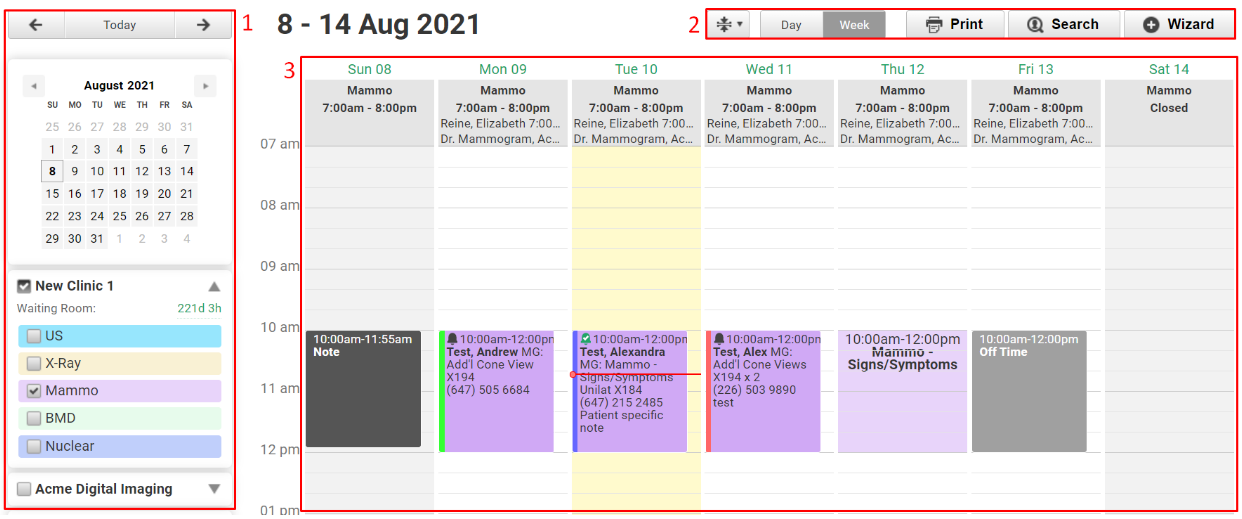


On the Create Encounter page you can review the information you have selected for the patient's appointment. Select a referring physician under 'Click for Referrer List' in the Referrer section. If the encounter requires a specific priority (Regular, Urgent, or STAT), the dropdown selection can be used to change this. The same can be done for the billing parameter of the encounter as well. Patient, service and referring physician are required to create an encounter.

Once everything is set, proceed to finish up the walk-in patient's encounter with the 'Create Encounter' button. The system will bring you to Edit Encounter page.

Calendar

The Calendar page under the Reception tab allows booking, confirm, cancel and reschedule patient appointments.



1. Navigation

Mini calendar allows switching between days/weeks/month to easily locate a needed date. The Locations list allows to check off color-coded rooms to be displayed in the calendar block.

2. Top Menu

Top menu icons allow users to change the density of the calendar entries, switch between a daily or weekly view of the calendar, as well as 'Print' the calendar you're viewing on screen. Additionally, users can click 'Search' to locate a patient's future and prior appointments (search by patient's Last Name, Phone Number, DOB, MRN Number and Health Card Number). The 'Wizard' feature presents a simplified booking system that allows you to make complicated multi-modality/service booking easy.

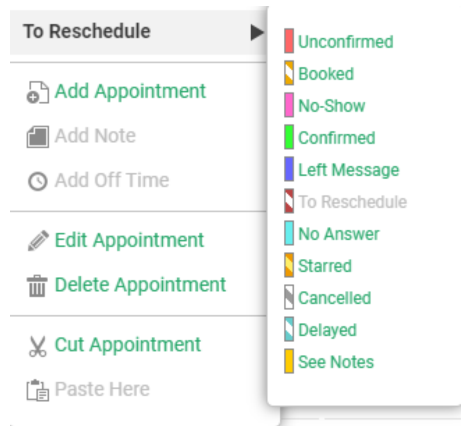
3. Calendar Block

Room details (hours of operation and automatically assigned reading physicians or technologists) are displayed at the top of the calendar block. The red horizontal line indicates the current time. The yellow background indicates the current date. Light grey background indicates days when the clinic is closed. Additionally, if assigned technologist is required according to the global settings, light grey background indicates there is no technologist assigned to the room.

Grey blocks (ex.: Friday 10 am to 12 pm) indicate off-time. Dark grey blocks (ex.: Sunday 10 am to 12 pm) indicate notes left for the staff members. Off-time blocks and notes can be added both through the Calendar and through Calendar Setup. Colored blocks (ex.: Thursday 10 am to 12 pm) indicate that only selected services can be created during the specified timeframe.

Appointment blocks are colored according to the room color code (ex. above: purple for Mammo room), modality, or procedure, depending on client configurations. The colored bar on the left of the appointment block indicates the status of the Appointment (light red for Unconfirmed, light green for Confirmed, etc.) or Procedure (dark green for Checked-In, etc.).

Double-clicking on the time slot will allow you to create an appointment. Right-clicking on the time slot will present additional options (Add Appointment, Add Note, Add Off Time, etc.). Right-clicking on the appointment block will present the same options, as well as the ‘Change Status’, ‘Edit’, ‘Delete’ and ‘Cut Appointment’ options.



To increase or decrease appointment duration drag the edge of the appointment block with a Vertical Resize mouse icon up or down.

To preview the appointment information, place the mouse cursor over the appointment block. Deleted appointments are stored at the bottom of the page, allowing for easy restoration if needed.

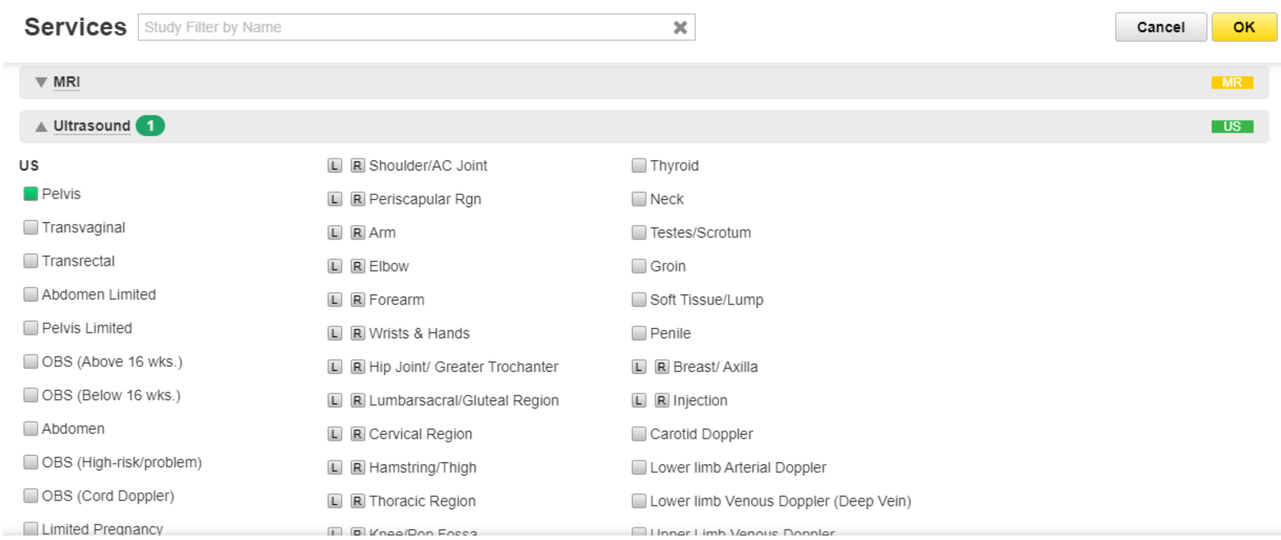
There are three methods to reschedule the appointment or edit the appointment time:

1. Place the mouse over the appointment slot, then hold down left-click to drag and drop the appointment into the desired location, time, or date;
2. Right-click the appointment and select ‘Cut Appointment’; once an appointment has been cut, a yellow tag with basic information will be preserved at the bottom of the calendar. Right-clicking into an available spot and selecting ‘Paste Here’ will place the previously cut appointment into the selected area.
3. Click on the appointment block to access the Appointments page. From the Appointments page, click on the date and time block to change appointment date, time and duration.

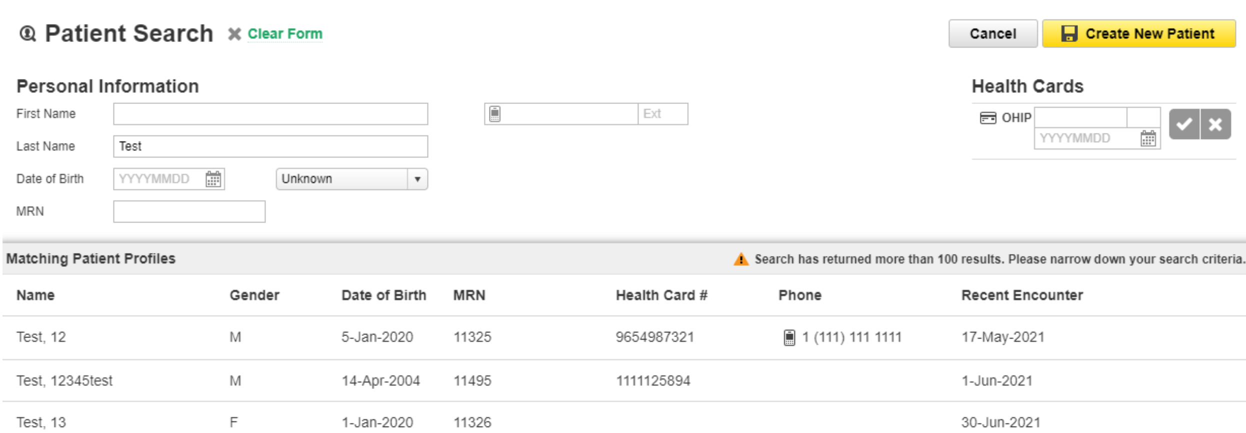
Booking Appointment

To book an appointment, you can either double left-click in the calendar in the desired spot or right-click and select ‘Add Appointment’.

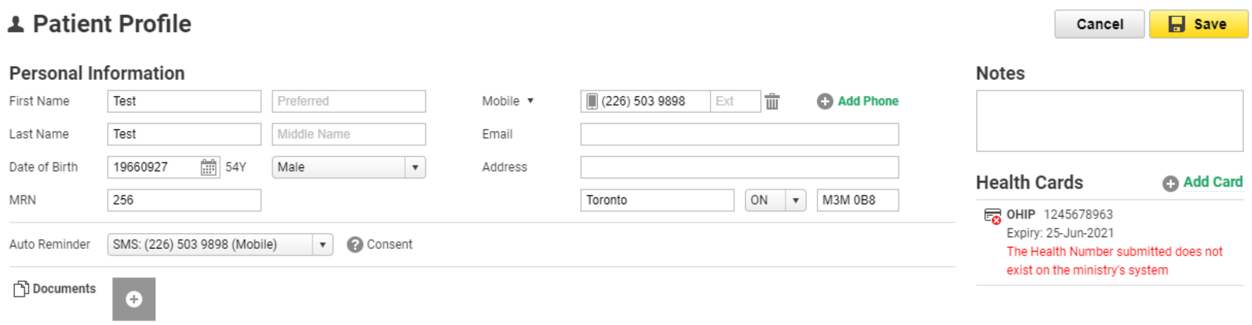
In the newly opened window, you will see all available modalities for the selected room. You can use the ‘Services’ search bar to quickly search for an applicable service, or you can manually select modalities to view a list of services. Check off as many services as needed. Clicking ‘OK’ will let you proceed into the next step, and ‘Cancel’ will exit you out of this window.



The next step is to search for the patient’s information within the system. Selecting the correct patient information is important to avoid errors and to ensure the patient’s prior visits appear in their history. As you fill in patient information in the Last Name, HIN, or Phone Number fields, matching search results will appear in the list below.

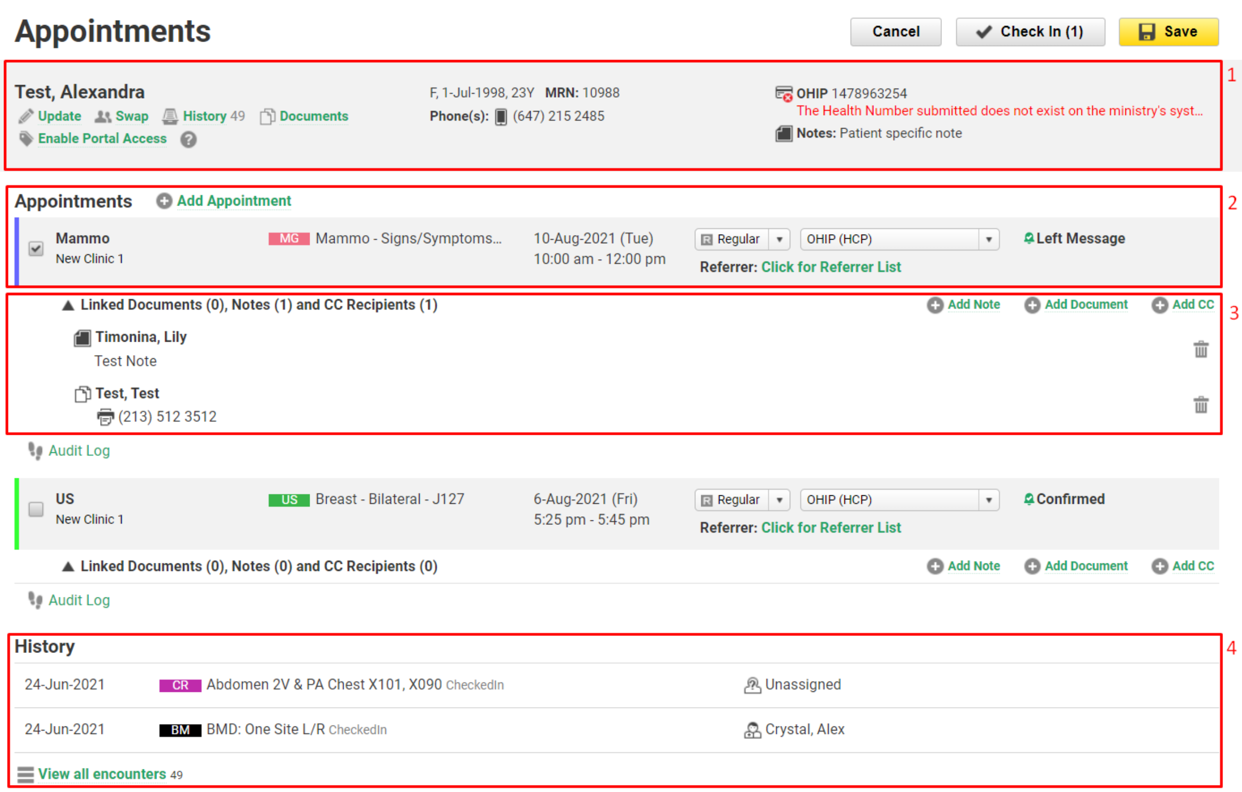


By selecting the correct patient under ‘Matching Patient Profiles’, you will be able to review the patient’s current data under ‘Patient Profile’, for you to verify & update as needed.



After filling out a patient's information, and clicking 'Save', you will be brought to a final review page for the appointment.

Appointments Page lists all the appointments of the individual patient.



1. Patient Info

Patient Info allows you to review and update patient information, swap the patient, access the patient's History and Documents. Last Name field is required to create an appointment.

2. Appointment Details

This section lists appointment Location, Service, Date and Time, and Status, as well as Case Status (Regular, Urgent, and STAT), Billing type, and Referring Physician. To edit appointment details, select the appropriate option from the dropdown menu or right-click on the section you would like to edit. Keep in mind you won't be able to change the status to checked-in without choosing the referring doctor.

3. Add Note, Add Document, Add CC

Using the buttons on the bottom-right, you can Add Note, Add Document or Add CC doctor to the appointment.

4. History

History Section lists all prior encounters the patient had in any locations of your clinic.

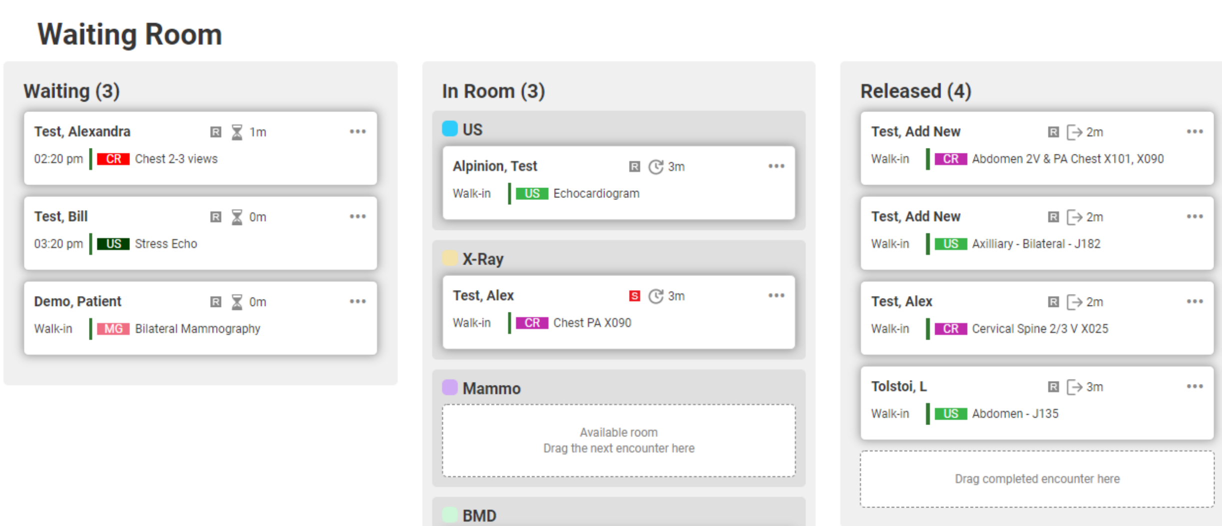
When ready to proceed, click the 'Save' button on the top right to save the appointment.

The system will automatically be returned to the Calendar page, and the appointment will be visible in the designated room & time.

When a patient arrives for an appointment, the patient must be checked in. Locate the appointment in the calendar, and either double left-click, or right-click 'Edit' to view the Appointment details and click 'Check-in'. To check in several appointments, select the checkboxes on the left side next to the appropriate appointments and click 'Check-in'.

Waiting Room

The Waiting Room page allows you to monitor patients who are currently in the clinic.

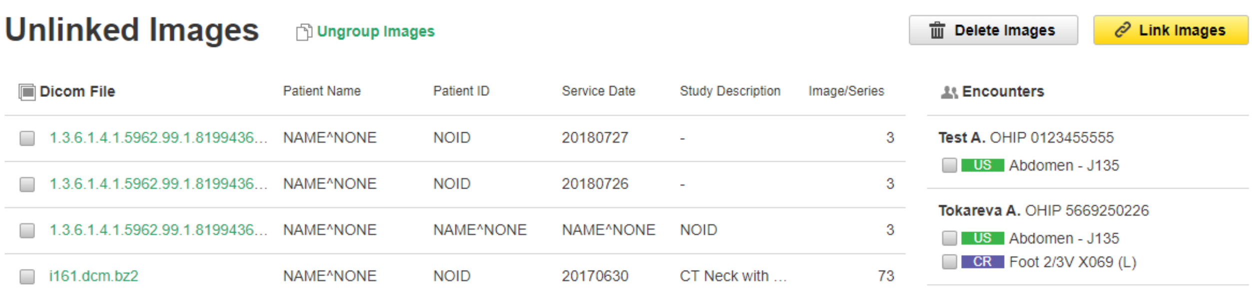


'Waiting' section lists Checked-In encounters sorted by Case Status (STAT to Urgent to Regular) and Waiting Time indicated at the top right corner. As patients enter rooms, drag the encounter block to the appropriate rooms in the next column, ‘In Room’. After the patient had his or her images taken, drag the encounter block to the ‘Released’ room.

PACS

In Velox RIS, images are transferred from the machines and linked to the encounters automatically. However, if images do not link automatically due to incorrectly filled patient details or power outage, you can do it manually through the Unlinked Files page under PACS tab.

Unlinked Files



DICOM files list includes all the DICOM files in the system currently not linked to any encounter. Information appearing in the list (Patient Name, Patient ID, Service Date, etc.) is pulled from the DICOM tags. ‘Ungroup Images’ button at the top of the list allows ungrouping selected series and links to the encounter specific images only.

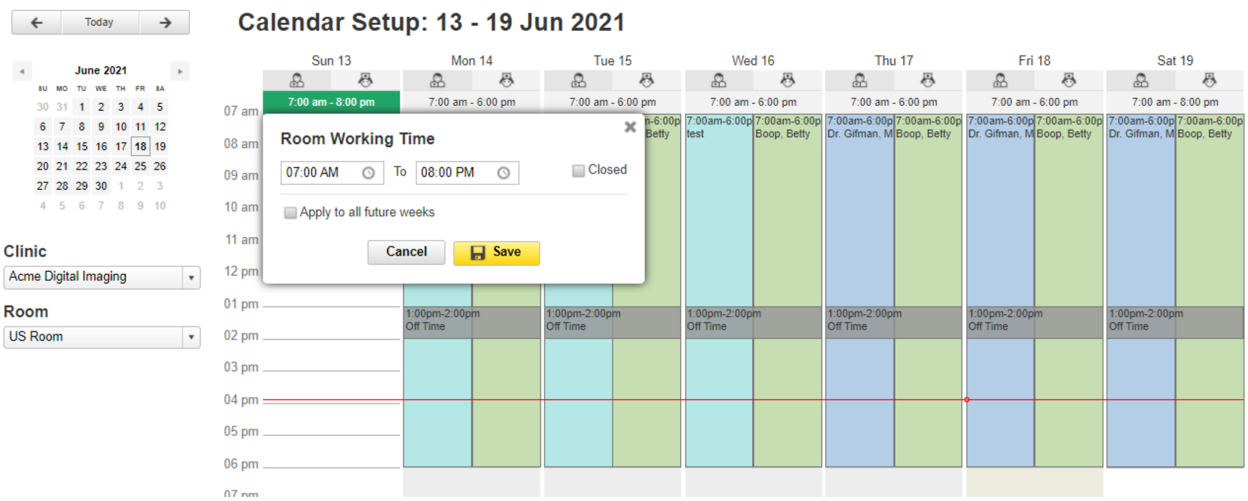
On the right side, you will see the Encounters. Encounters will only appear in this list if they are currently in a checked-in status. If the encounter is not appearing, edit the service status to Checked-In and refresh.

To link images to the encounter, select checkboxes on the DICOM Files and Encounters list and click the ‘Link Images’ button. To delete images from the list, click the ‘Delete’ button at the top.

Administration

Calendar Setup

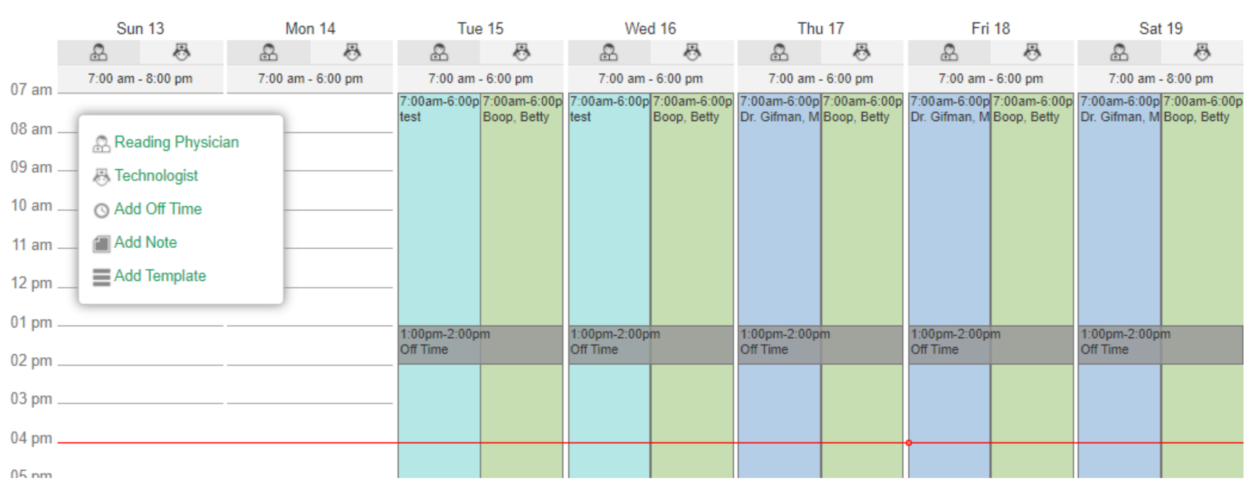
To accurately make appointments for patients, and schedule technologists & radiologists to be automatically assigned to the encounter, the Calendar Setup may be configured. Users who have access to this can configure calendar rooms by going to 'Calendar Setup' under 'Administration'.



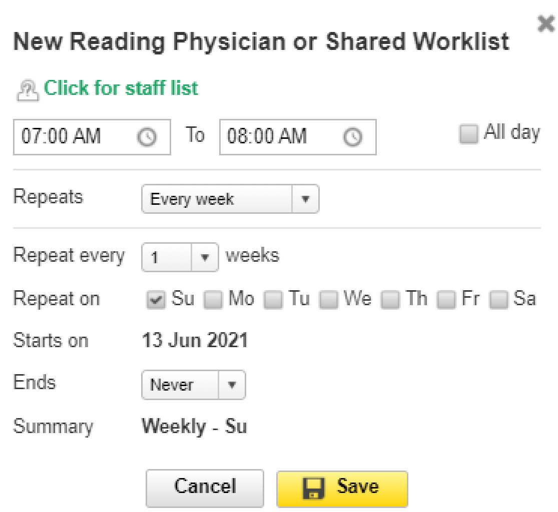
Mini calendar allows navigating through months and weeks within the system. A dropdown menu to select the Clinic you would like to make changes to, as well as which room you are setting up.

Once you have selected which clinic and which room you'd like to adjust, click on the Room Working Time section below the Radiologist and Technologist icons at the top of the Calendar Block. You can set up the starting time and end time of the day.

You can also make the settings you have chosen for operational hours to apply for future weeks as well. If the clinic does not operate during weekends or certain holidays, you can mark a day as 'Closed'.



Right-clicking inside the Calendar Block provides you with additional options. To set up a radiologist or technologist to be automatically assigned to cases during a specific timeframe, click Reading Physician or Technologist.

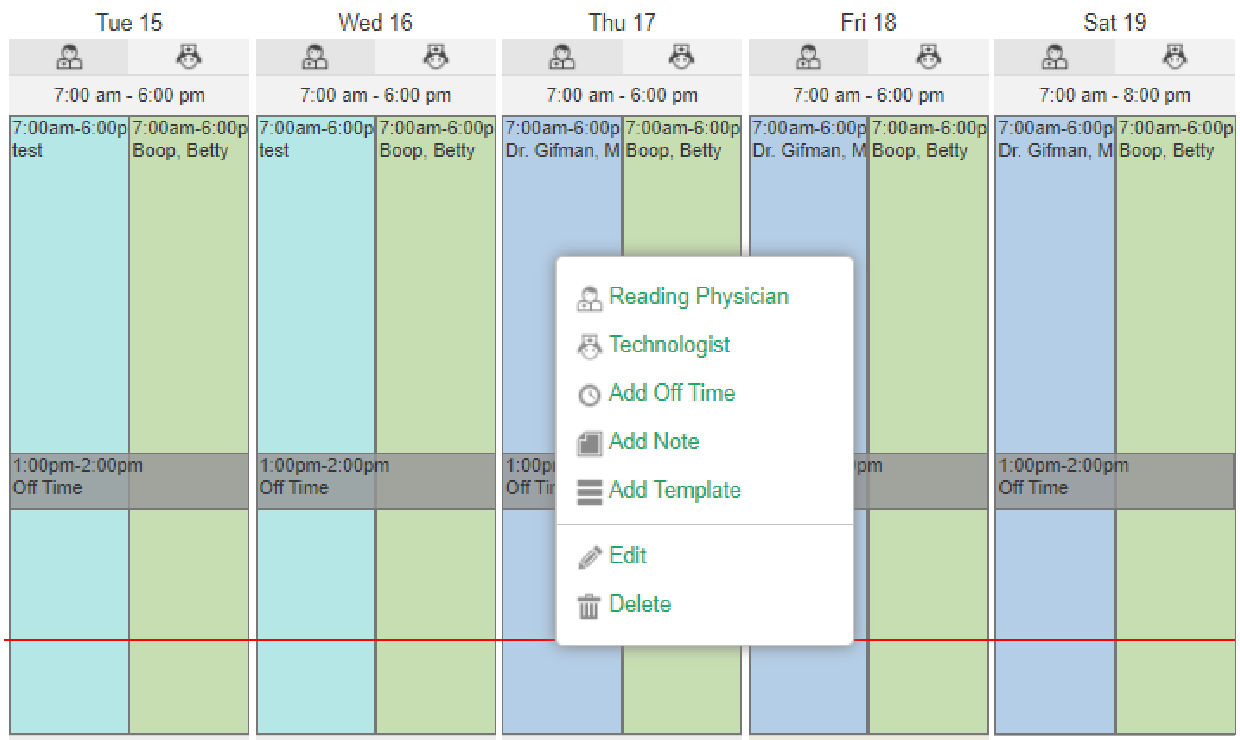


For radiologists, you have the option of choosing either a specific radiologist or a shared worklist. When you have selected a person to be assigned, you can set up working hours and the frequency of the shift: Once, Every week, Every day, Every month, or Every year.

With Every week option, you will be able to choose intervals of when this setting will apply, as well as which days of the week this will be applicable for. You can choose how long this setting will apply, or you can let it ‘Never’ end until it is adjusted manually. Every Day, Every Week and Every Year options will allow you to choose the frequency of repetition (ex.: every 2 weeks, every 3 days).

If changes to the settings have been made, we can save them by proceeding with the yellow ‘Save’ button.

If the changes made are unsatisfactory or missing information, you can always right-click on the field in the calendar and select ‘Edit’ or ‘Delete’.

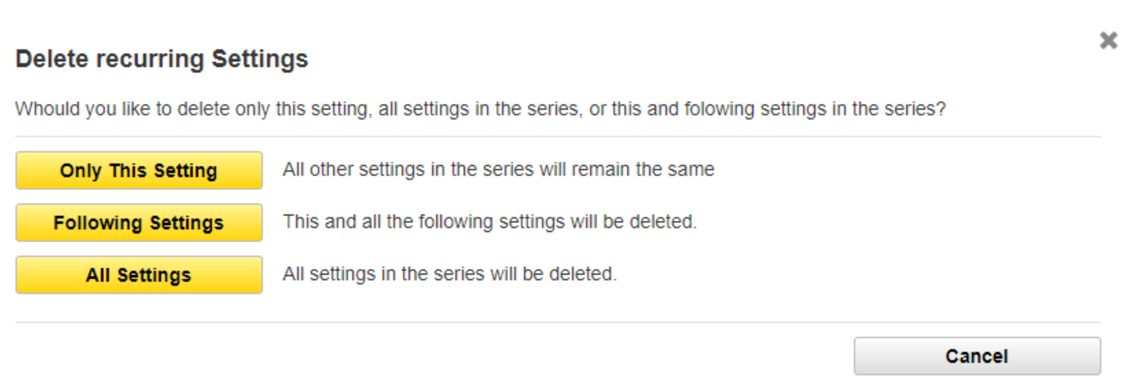


Editing a block would affect the settings throughout the whole Calendar setup, based on the repeating configuration of the block. (e.g., Every week, Every day, etc.)

'Add Off Time' option allows you to prohibit creating appointments in selected time slots. 'Add Note' option allows adding notes to staff members in selected time slots. 'Add Template' option allows choosing specific services that can be provided during a specified time. You can configure the frequency of repetition for all three options.

If you wish to make changes to one specific date within the Calendar setup, you should delete the one single block, and re-add it as a single-time event.

When deleting recurring settings, you will be presented with the following options:



Same recurring block setting options will be presented if you try to edit the duration of the block by dragging the Vertical Resize mouse icon up or down.

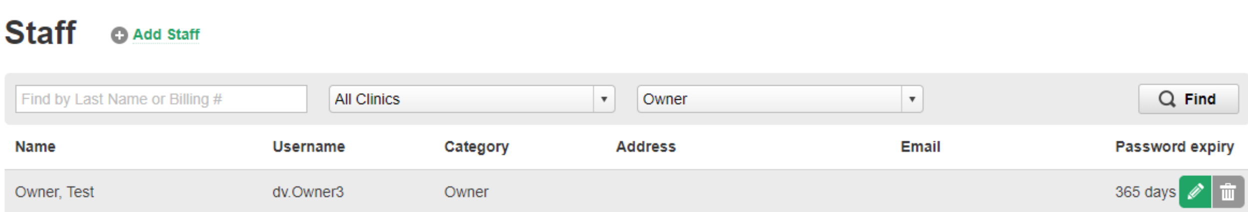
Select 'Only This Setting' to leave the subsequent settings intact and as-is. Select 'Following Settings' to edit the configurations of both the selected day and the following days.

Technologists you are assigning to the rooms in Calendar Setup should have Classes of Service specified, marking what procedures they perform. You can set this up under a technologist or radiologist staff profile, under 'Class of Service (for Calendar)'.

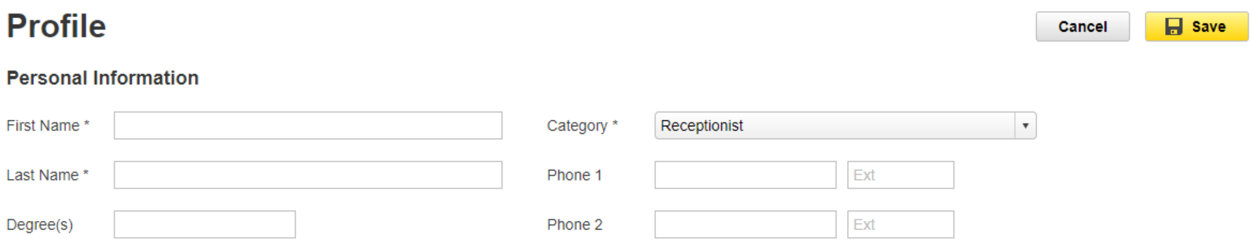
Depending on global database configurations, the system might not allow you to make an appointment in that time slot within the room, if you do not have any technologist assigned to the room or the technologist assigned does not have a 'Class of Service (for Calendar)' set up.

Staff

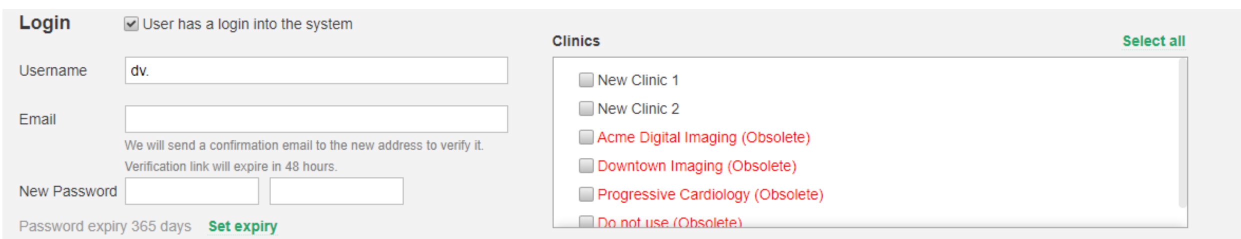
Staff Page allows you to create new staff profiles and modify existing ones.



Through the search bar you can filter staff members by Last Name or Billing Number, Clinic, and Category. The list provides you with the information on the user's Name, Username, Category, Address, Email, and Password Expiry Date. As you hover your mouse over the row, you will see Edit and Delete icons.

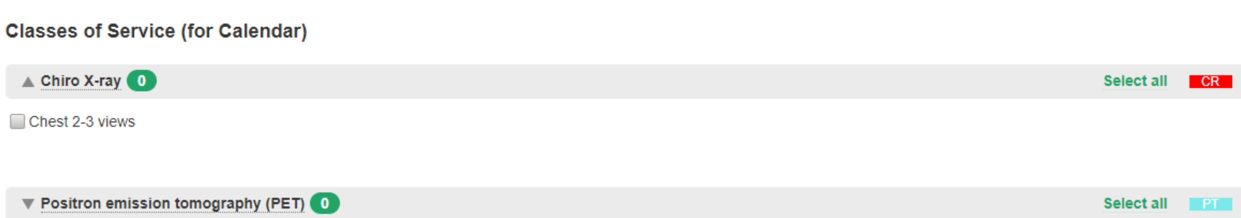


On the top of the staff profile page, you can set the user's First and Last Name, Category, Degree(s), and Phone Numbers. If you select Reading Physician category, a few additional fields will appear: HRM #, Billing #, Billing MUID, Specialties, and Professional Claims Group Number.



If the user should have access to the system, select "User has a login into the system" checkbox to open the 'Login' section. Staff username includes client prefix and a name selected by the user. By default, the name of the user consists of a combination of user name and surname. On the left there is a list of locations, select the checkboxes to allow a user access to each location. To set a custom Password Expiry Date, click 'Set Expiry'.

The 'Permissions' section lists pages to view and actions to take sorted by the tab. Some of the permissions are granted by default based on the user's group, some of them can be added manually.



Finally, Classes of Services (only available for Technologists and Reading Physicians) indicate which services the user can provide. Depending on global configurations setting, you might not be able to assign a Technologist to a room in the calendar if he or she can't perform the services connected to this room.

Technical Support Information

If you encounter any questions or difficulties, please reach out to our Technical Support team by phone **(416) 699 4125 ext. 1** or by email at **support@velox.me**. For the most up-to-date support information and hours, please visit www.login.veloximaging.net.