

TABLE OF CONTENTS

0 INTRODUCTION	1
0.1 HOW TO USE THIS TEMPLATE	1
0.2 POLICY DOCUMENTATION MANAGEMENT SYSTEM (PDMS)	2
0.2.1 Features of PDMS	3
0.2.2 PACSDB Directory	3
0.2.3 PDMS Organization.....	4
0.2.4 Tips on Using the Editor	4
0.3 CUSTOMIZING THE TEMPLATE	5
0.3.1 Inserting Your Name and Logo.....	6
0.3.2 Adding Your Instructions	6
0.3.3 Editing Sample Documents	6
0.3.4 Distributing Entire Policy Manual to Multiple Sites	7
0.3.5 Sharing Individual Procedures with Multiple Sites.....	7
0.4 PACS MANUAL OVERVIEW AND STRUCTURE	9
0.4.1 Purpose	9
0.4.2 Scope	9
0.4.3 Responsibility	9
0.5 STRUCTURE	10
0.5.1 Level One: PACS Manual, Policy & Objectives.....	10
0.5.2 Level Two: Procedures.....	11
0.5.3 Level Three: Instructions	11
0.5.4 Level Four: PACS Records	11
0.6 PACS TERMINOLOGY	12
1 PACS POLICIES	15
1.1 PACS MISSION	15
1.2 RESPONSIBILITY AND AUTHORITY	16
1.2.1 PACS System Administration (SA) Competencies.....	17
1.2.2 RIS System Administration (SA) Competencies.....	19
1.2.3 Imaging Librarian PACS Competencies.....	20
1.2.4 Radiological Technologist PACS Competencies.....	21
1.3 PACS IMPROVEMENT PROCESS.....	22
1.4 PACS PROJECT GUIDING PRINCIPLES	25
1.5 MANAGEMENT REVIEWS	26
1.5.1 Annual PACS Plan	26
1.6 ORGANIZATIONAL STRUCTURE	26
2 PACS PROCEDURES.....	27
2.1 OPERATIONS	28
2.1.1 Image and Information Management.....	28
2.1.1.1 Checking for Exams with Zero Images.....	28
2.1.1.2 DICOM Worklist Procedures for Non-DICOM Modalities	29
2.1.1.3 ED-PACS Abnormal Exam Workflow	31
2.1.1.4 Exam Merge	33
2.1.1.5 Exam Split	34
2.1.1.6 Exam Verification	35
2.1.1.7 Exams with Images but No Interpretations.....	37
2.1.1.8 Incomplete Exams.....	38
2.1.1.9 Patient Merge.....	39
2.1.1.10 Patient Scheduling	41
2.1.1.11 Patient Status Tracking	43

2.1.1.12 Radiology – PACS Abnormal Exam Workflow	45
2.1.1.13 Change DICOM Header	47
2.1.1.14 Exam Ready Procedure	59
2.1.1.15 Patient Split	60
2.1.1.16 Cancelled Exams with Images	61
2.1.1.17 Local Worklist Cleanup.....	62
2.1.2 Image and Document Import/Export.....	63
2.1.2.1 Digitize Outside Films.....	63
2.1.2.2 Emergency Release of Medical Record Information	65
2.1.2.3 Import Images from CD's	67
2.1.2.4 Import Images from Portable X-ray Units (C-arms)	69
2.1.2.5 Legal Request for Images	71
2.1.2.6 Offline Media Support.....	73
2.1.2.7 Records Amendment Request by Patient	74
2.1.2.8 Release of Films for Research/Teaching Purposes	75
2.1.2.9 Release of Films to Physicians	76
2.1.2.10 Release of Images on CD to Physicians	78
2.1.2.11 Release of Films and/or Images on CD to Patients.....	88
2.1.2.12 Prior Study & Report Retrieval from Same PACS	89
2.1.2.13 Prior Study & Report Retrieval from Different PACS	90
2.1.2.14 Scan, Edit & Send Paper Documents.....	91
2.1.2.15 Scan & Send Paper Forms from Ultrasound	95
2.1.3 Clinical Documentation and Communication.....	96
2.1.3.1 Measurements/Observations (US only).....	96
2.1.3.2 Technologist Comments in PACS	97
2.1.3.3 ER Discrepancy Reporting Procedure.....	98
2.1.4 Diagnostic Reporting and Billing	102
2.1.4.1 Billing Errors.....	102
2.1.4.2 Billing Procedure	103
2.1.4.3 Report Distribution Workflow.....	104
2.1.4.4 Results Generation Using Conventional Transcription.....	106
2.1.5 Patient Security and Privacy (HIPAA) and FDA compliance	107
2.1.5.1 Account Creation.....	107
2.1.5.2 Audit Trails and Logging.....	111
2.1.5.3 Auto Logoff and Screen Savers	112
2.1.5.4 Create and Delete a Base Profile for All Users	113
2.1.5.5 Discard of Unused Equipment and Media	119
2.1.5.6 Emergency PACS Access.....	120
2.1.5.7 Encryption and VPN Usage.....	121
2.1.5.8 FDA Complaints	122
2.1.5.9 Maintenance of User Database	123
2.1.5.10 PACS Access and Password Policy.....	124
2.1.5.11 PACS Login and Password Reset.....	125
2.1.5.12 PACS Logout.....	127
2.1.5.13 PACS User Accounts	128
2.1.5.14 Security and Privacy Sanction Policy	129
2.1.5.15 Wireless Protection	131
2.2 MAINTENANCE	132
2.2.1 QA/QC.....	132
2.2.1.1 CR/DR Reject Analysis	132
2.2.1.2 Cassette Maintenance and Cleaning.....	135
2.2.1.3 Monitor Calibration	136
2.2.1.4 PACS Hardware Cleaning.....	137
2.2.1.5 Radiologist Peer Review in PACS.....	138
2.2.2 Service Access to PACS	140
2.2.2.1 Access to PACS by Service Personnel	140
2.2.2.2 Service and Support, Weekend & After Hours	141
2.2.3 System Integrity.....	142
2.2.3.1 Clearing Temporary Files in Internet Explorer.....	142
2.2.3.2 Exam Code Dictionary Entries.....	145

2.2.3.3 PACS Processes Check.....	146
2.2.3.4 Patch Management.....	147
2.2.3.5 Text Errors Corrective Action.....	148
2.2.3.6 Virus Protection.....	149
2.2.3.7 Local Worklist Cleanup.....	150
2.2.3.8 Weekly Reboot.....	151
2.2.4 Configuration Management.....	152
2.2.4.1 Add PACS Component.....	152
2.2.4.2 Change Management: Device Location.....	153
2.2.4.3 Modality and PACS Upgrades.....	154
2.2.4.4 Record Keeping Procedures.....	155
2.2.4.5 V and V Procedures: New and Upgrades.....	156
2.2.4.6 PACS Network Connection Requirements.....	157
2.3 DISASTER RECOVERY, BACK-UP AND DOWNTIME PROCEDURES.....	158
2.3.1 Back-up Procedure.....	158
2.3.2 Digital Modalities Downtime.....	160
2.3.3 Infrastructure Downtime Procedures.....	161
2.3.4 PACS Disaster Recovery Procedure.....	163
2.3.4.1 PACS Downtime Procedures.....	164
2.3.5 Scheduled Downtime.....	167
2.3.6 Unscheduled Downtime.....	169
2.4 PURCHASING REQUIREMENTS.....	171
2.4.1 HIPAA Requirements.....	171
2.4.1.1 Business Associate (BA) Agreement.....	171
2.4.1.2 Manufacturer Disclosure Statement (MDS) for Security.....	174
2.4.1.3 Top Ten Security Issues and Concerns.....	175
2.4.2 PACS RFP.....	179
2.4.3 Request for Quotation (RFQ) for RIS.....	180
2.4.4 Interface Requirements.....	181
2.4.4.1 Modality Interface Requirements.....	181
2.4.4.2 PACS Interface Requirements.....	181
2.4.4.3 Workstation Interface Requirements.....	181
2.4.5 Peripheral Requirements (print/CD).....	181
2.5 APPLICABLE STANDARDS AND REFERENCE.....	182
2.5.1 AAPM.....	182
2.5.2 ACR.....	182
2.5.3 DICOM.....	183
2.5.4 HL7.....	188
2.5.5 IHE.....	189
2.5.6 List of books, publications and other resources.....	192
2.5.7 NEMA.....	193
3 PACS RECORDS.....	195
3.1 INTERFACE SPECIFICATIONS.....	195
3.1.1 DICOM Conformance.....	195
3.1.1.1 DICOM conformance overview chart.....	195
3.1.1.2 DICOM work list overview chart.....	195
3.1.1.3 How to Read a Conformance Statement.....	196
3.1.1.4 Sample Conformance Statements.....	198
3.1.2 HL7 Interface Documents.....	198
3.2 TROUBLESHOOTING RECORDS.....	199
3.2.1 Image Header Dumps.....	199
3.2.2 Network Sniffer Dumps.....	199
3.3 TECHNICAL SPECIFICATIONS.....	200
3.3.1 Architectural Drawings (PACS Components).....	200

3.3.2 Configuration files.....	200
3.3.3 Equipment List and Location Charts	200
3.3.4 Routing charts	200
3.3.5 Workflow diagrams.....	200
3.4 PROJECT PLANS	200
3.5 TRAINING MANUALS	200
4 APPENDIX A – SAMPLE DOCUMENTS.....	201
<i>DICOM/IHE Requirements Template for PACS.....</i>	<i>203</i>
<i>Manufacturer Disclosure Statement</i>	<i>217</i>
<i>Business Associate Agreement</i>	<i>227</i>
<i>Sample Ultrasound Form – Renal Artery</i>	<i>233</i>
<i>Sample Ultrasound Form – Twin Obstetrical</i>	<i>235</i>

Refer to the CD for these additional sample documents:

AAPM Standard
Certification Requirements Document
DICOM Conformance Overview Chart – Sample and Template
DICOM Conformance Sample and Template
DICOM Standard
Example Job Descriptions
FDA Form 3500A
Guidelines for Conformance Statements
HL7 Standard
IHE Standard
IHE Product Evaluation Worksheets
IHE Radiology User’s Handbook 2005
Installation Checklist
OSI Network Model
Remote Service Interface
Responsibility and Accountability Chart
Sample PACS Mission Statement
Sample RFP for PACS
Sample RFQ for RIS
Sample Signoff Sheet
Sample Standards Documents
Security and Privacy Requirements for Remote Servicing
Typical Reject Analysis Report
US Form – Abdominal Sonogram
US Form – Abdominal Aorta Sonogram
US Form – Breast Sonogram
US Form – Carotid Duplex Sonogram
US Form – General Small Parts Sonogram
US Form – Hepatic Doppler Worksheet

US Form – Limited Obstetrical
US Form – Lower Extremity Venous Sonogram
US Form – Neonatal Head Sonogram
US Form – Obstetrical 1st Trimester
US Form – Obstetrical Biophysical
US Form – Obstetrical Estimated Fetal Weight and Dates
US Form – Obstetrical Ultrasound Exam
US Form – Obstetrical Dates and Percentiles
US Form – Obstetrical Dates Calculate
US Form – Obstetrical Dates
US Form – Pediatric Hip Sonogram
US Form – Pelvic Exam
US Form – Pyloric Stenosis
US Form – Renal Artery Sonogram
US Form – Renal Pancreas Transplant
US Form – Renal Sonogram
US Form – Scrotal Sonogram
US Form – Thyroid Sonogram
US Form – Twin Obstetrical
US Form – Upper Extremity Arterial Evaluation
US Form – Upper Extremity Venous Evaluation
US Form – Venous Mapping
Worklist Attributes Spreadsheet and Template

