



January 2021

Hub Collaboration Call

INFORMATION TECHNOLOGY SERVICES AT LONDON HEALTH SCIENCES CENTRE
AND ST. JOSEPH'S HEALTHCARE LONDON

SWODIN

Southwestern Ontario
Diagnostic Imaging Network

AGENDA – January 28th, 2021

- **2020 Attestation Reminder:** Steve Walker
- **2020 Satisfaction Survey Update:** Steve Walker
- **Yearly Terms of Reference Review/Approval:** Steve Walker
- **Emergency / Manual Archive Process:** Steve Walker/Lynn Bender
- **Oneview Educational Materials:** Steve Walker
- **Data Privacy Day –** Steve Walker
- **Housekeeping –** Steve Walker

2020 Attestation Reminder

SWODIN

Southwestern Ontario
Diagnostic Imaging Network

2020 Attestation Reminder - November

- **Attestation and Privileged accounts**
- The Southwestern Ontario Diagnostic Imaging repository is conducting an annual review and attestation of administrator and privileged account access for the SWO DI-r applications. A privileged account is defined as administrative functions or sharing of the administrative functions with the system owner, whose role is to perform activities which may affect applications and/or systems, servers, network communications, end-user accounts, files, data, or processes of users.
- **The value of attestation:**
 - Provide assurance that the hospital is compliant with hospital standards and in line with industry best practices
 - Provide documentation for future audits and accreditations
 - Establishment of an infrastructure to ensure ongoing practices and controls are in place and maintained
 - Educate leadership in understanding their accountability for the operation of the applications and systems within their portfolio
 - Reduce organizational risk
- **PLEASE Forward email to your Leader to have it signed and returned to Oneview@lhsc.on.ca**

2020 Customer Satisfaction Survey Update

SWODIN

Southwestern Ontario
Diagnostic Imaging Network

2020 Customer Satisfaction Survey

- **THANK YOU FOR YOUR PARTICIPATION. The Survey is now closed.**
- The Survey was open from Oct 26th – Nov 20th.
- The intent of this survey is to assess the level of end-user satisfaction with the Southwestern Ontario Digital Imaging Network (SWODIN) - OneView application/Diagnostic Imaging Repository (DI-r), as well as the degree to which it delivers value to users and patient care. Your feedback and assistance with this survey will help us to develop better systems and deliver better services. The survey consists of specific questions on the benefits, service delivery, training and support related to the OneView DI-r.
- We will be compiling the information and have results presented at the next Hub Collaboration meeting.

Yearly Terms of Reference Review/Approval

SWODIN

Southwestern Ontario
Diagnostic Imaging Network



QUESTIONS?

GENERAL INQUIRIES

SWODIN Head Office

The Stiller Centre
700 Collip Circle
London, Ontario
N6G 4X8


 swodin@lhsc.on.ca

FOR SERVICE ISSUE OR TECHNICAL SUPPORT

London Regional Helpdesk

519-685-8335
1-877-465-7167 ext. 44357 (4HELP)

Non-Urgent Inquiries or Requests

 helpdesk@lhsc.on.ca

Emergency / Manual Archive Process

SWODIN

Southwestern Ontario
Diagnostic Imaging Network

Emergency / Manual Archive Process

History of the Emergency / Manual Archive Process

- During the onboarding of an organization to the DIR, a use case scenario was identified for an urgent archive to the DIR, in particular for organizations that don't archive on acquisition or technologist QC. Each site was to determine a process and ensure staff was educated on this process.

What is the Emergency / Manual Archive Process?

- It provides an option for technologists or PACS administrators to manually send images to the DI-r archive in an urgent scenario when requested. Note: this would bypass the PACS archive rules and potentially any QC steps required.

Why is the Emergency / Manual Archive Process Important?

- To support urgent patient care and the availability of sharing of images.
- There are some situations where clinicians require the images immediately for viewing, and therefore cannot wait for common archive rules to process.
 - Examples:
 - New fracture identified from a clinic or small hospital – requires patient to go to a larger centre to be treated
 - Possible Spinal Cord compression – Needs to go to radiation centre for treatment
 - Trauma patient being sent to a major centre – receiving services want to understand extent of injuries by reviewing imaging prior to patient's arrival.

Emergency / Manual Archive Process

What's Next?

- Please confirm that a process exists for your organization and the relevant staff are aware of the process
- If you require send destination information for the DIR archive for your site please contact the regional helpdesk for this information helpdesk@lhsc.on.ca
- If you are a site that has patients referred in, ensure those services are aware of this option for accessing imaging.

Reminder: ClinicalConnect™ only displays images once a final report is in the HIS. Images may still not be viewable if a site's archive rules don't archive until after the report is finalized. Each organization has different rules.



QUESTIONS?

GENERAL INQUIRIES

SWODIN Head Office

The Stiller Centre
700 Collip Circle
London, Ontario
N6G 4X8


 swodin@lhsc.on.ca

FOR SERVICE ISSUE OR TECHNICAL SUPPORT

London Regional Helpdesk

519-685-8335
1-877-465-7167 ext. 44357 (4HELP)

Non-Urgent Inquiries or Requests

 helpdesk@lhsc.on.ca

Oneview Educational Materials

SWODIN

Southwestern Ontario
Diagnostic Imaging Network


Oneview Educational Materials


- <https://swodin.ca>
- On our SWODIN website you can find educational materials for your users.
 - Simply open the link above
 - Select DI-r from the Service Menu
 - Select Educational Materials from the side menu.


Educational Materials

 Quick Reference Guide

 Cheat Sheet

 IE Settings Document

 Procedure Code Build Request Form


 DI-r Non Privileged Access Management
Process

 Hub Collaboration Terms of Reference

 Training Checklist for Users

 MPI Flash Workaround

 How to Fill Out Procedure Code Form

 DI-r Privileged Access Management
Process

 OneView Site Administration Manual

 ZFP Technical requirements



QUESTIONS?

GENERAL INQUIRIES

SWODIN Head Office

The Stiller Centre
700 Collip Circle
London, Ontario
N6G 4X8


 swodin@lhsc.on.ca

FOR SERVICE ISSUE OR TECHNICAL SUPPORT

London Regional Helpdesk

519-685-8335
1-877-465-7167 ext. 44357 (4HELP)

Non-Urgent Inquiries or Requests

 helpdesk@lhsc.on.ca

Data Privacy Day

SWODIN

Southwestern Ontario
Diagnostic Imaging Network

DATA Privacy Day

- Today, January 28th, hospitals and health-care organizations around the world are acknowledging [Data Privacy Day](#) to promote awareness about the importance of protecting privacy and safeguarding patient data. In keeping with our primary value - *Patients are at the centre of everything we do* – it is our shared responsibility to ensure we are protecting and promoting patient privacy to help establish and maintain trust with our patients, physicians and staff.
- <https://staysafeonline.org/data-privacy-day/>



QUESTIONS?

GENERAL INQUIRIES

SWODIN Head Office

The Stiller Centre
700 Collip Circle
London, Ontario
N6G 4X8


 swodin@lhsc.on.ca

FOR SERVICE ISSUE OR TECHNICAL SUPPORT

London Regional Helpdesk

519-685-8335
1-877-465-7167 ext. 44357 (4HELP)

Non-Urgent Inquiries or Requests

 helpdesk@lhsc.on.ca

Housekeeping

SWODIN

Southwestern Ontario
Diagnostic Imaging Network

HOUSEKEEPING

- **Urgent Issues**
 - Please call the London Helpdesk and request that they forward incident to the Oneview team
 - 519-685-8500 EXT 44357 (4HELP)
 - 1-877-465-7167
- **Non Urgent Issues**
 - Please email Helpdesk@lhsc.on.ca and if you want, copy oneview@lhsc.on.ca
- **SWODIN Website (<https://www.swodin.ca>)**
 - Login Credentials have been e-mailed to users, if you did not receive yours, please e-mail Oneview@lhsc.on.ca
 - Educational and Training Materials can be found here
 - Updated list of Participating Organizations can be found here
- **Procedure Code Creation**
 - Continue sending request document to Helpdesk@lhsc.on.ca with a copy to oneview@lhsc.on.ca
 - Please complete all fields in the document
 - Procedure Code Template and other Documents are available on the SWODIN website under Education Materials
- **Application Additions, Upgrades, Changes to your environment**
 - **Regarding any application additions or upgrades in your environment that may affect Oneview - please contact us before GO-LIVE so adequate testing can be completed. HIS/RIS/Speech/QC, Interface changes etc.**
- **Account Management**
 - Site administrators are responsible for their own sites users adding/creating/modifying user accounts.
 - User Management clean up
 - Privileged User Account Management
- **Site Contact List Update**
 - If you have any changes to the contacts at your site please send the changes to Oneview@lhsc.on.ca
 - We apply any changes we receive throughout the year and the list is reviewed annually to ensure we have an accurate list of site contacts
- **General**
 - When troubleshooting issues with the SWODIN Team please make sure you de-identify any screen caps that you send via standard email. We do not want to risk Patient Health Information (PHI)
 - Each site is responsible for managing their own sites exceptions list in Oneview.



QUESTIONS?

GENERAL INQUIRIES

SWODIN Head Office

The Stiller Centre
700 Collip Circle
London, Ontario
N6G 4X8


 swodin@lhsc.on.ca

FOR SERVICE ISSUE OR TECHNICAL SUPPORT

London Regional Helpdesk

519-685-8335
1-877-465-7167 ext. 44357 (4HELP)

Non-Urgent Inquiries or Requests

 helpdesk@lhsc.on.ca