

ENITS – Frequently Asked Questions

October 13, 2016

1. What is ENITS?

The Emergency Neuro Image Transfer System (ENITS) is a centralized online consultation system that makes emergency remote neuro and vascular consultations easier, faster and more accurate. Hospitals across the province send emergent head, spinal and abdominal/ thoracic images to ENITS where they can be accessed and reviewed by authorized physicians anytime, anywhere.

Funded by eHealth Ontario, ENITS is part of the provincial DI program, and a critical component of the agency's overall strategy to improve patient care, safety and access. By putting in place a stable technical infrastructure, it guarantees that healthcare providers have access to vital clinical activity information systems when they need it.

2. What types of images are available through ENITS?

The types of images currently available through ENITS are the following:

- Emergent CT images of the head and spine (cervical, thoracic and lumbar sections),
- Standard series of "on-demand" axial and coronal MRI images of the head and spine.
- Emergent Abdominal, Thoracic and Lower Extremity CT/ CT-angio studies
- Emergent neo-natal echocardiograms which are utilized by approved paediatric cardiologists at selected tertiary hospitals.

3. Which groups of physicians currently participate in the ENITS program?

The ENITS solution is currently available to neurosurgeons, neuroradiologists, spinal surgeons, adult /paediatric intensivists, Telestroke neurologists, vascular and cardiac surgeons and selected paediatric cardiologists. These specialists respond to request to consult from CritiCall Ontario. New physicians who have been approved to access ENITS can review account management details at the SWODIN website-

http://admin.swodin.ca/Upload/240/ContentMedia/37_ENITS-Account%20Management%20Form_V10_r4%20-2016.pdf

4. Can ENITS be used by any physician?

ENITS is limited to authorized physicians providing consultation services through CritiCall Ontario. For more information about participating in the ENITS program, please email – enits@lhsc.on.ca

5. What unique identifiers can be used to search for studies on ENITS?

Patient ID#, patient name, accession number, referring physician name and CT/ MR/ CT-Angio and Ultrasound study date can be used to identify the study. End users can filter a query by referencing a patient's birth date and/or patient's sending institution (hospital).

6. Are there any limitations to accessing MRI images for an ENITS consultation?

Yes. A number of Ontario hospitals do not staff their MRIs 24/7. Consulting physicians will be advised whether MRI images can be completed as a supplement to the consultative process.

7. How long are images available on the ENITS?

Images will be removed from ENITS after approximately 7 days.

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8. What are the privacy implications of ENITS physicians having potential access to all the ENITS images?

A Privacy Impact Assessment (PIA) summary has been completed for ENITS. A link to the summary is available on the SWODIN website. For any additional requests related to ENITS privacy, please contact the Regional Shared Services Privacy office – email: regionalprivacy@lhsc.on.ca

9. Does ENITS support iOS, Windows and Android users?

Yes. The eUnity™ application runs on a number of web browser platforms and does not require any additional plug-ins. For PC users- Flash will be verified during a physician's initial logon to the eUnity™ viewer.

10. What is the timeout with the updated ENITS application?

The inactive session timeout has been set to 60 minutes after which Physicians will be required to re-login to the ENITS system to access imaging.

11. Is it possible to export images from ENITS?

Yes. Images are de-identified upon export.

12. Can I access the ENITS system from a connected mobile device, such as an iPhone or Android device?

Yes. An ENITS mobile application is available for IOS and Android devices. Details on the specifications and instructions to download the mobile application can be found at the SWODIN web link-

http://admin.swodin.ca/Upload/240/ContentMedia/38_ENITS%20Mobile%20-%20Andriod_%20iOS%20instructions-6.15.2016.pdf

No application will be developed for Blackberry.

13. Who provides end user support of the ENITS system?

ENITS Helpdesk Support Contact Info

The ENITS Helpdesk can be contacted via phone or email. For urgent requests such access and password related issues, call the toll free support line at **1-877-465-7167**, or locally at **519-685-8335**.

For non-urgent requests eMail-enits@lhsc.on.ca

For DI departments that are experiencing problems pushing exams to ENITS, the ENITS Helpdesk will provide support and escalation as required to resolve the problem. Once connected to the support line:

Press 1 for current system status.

- If there are no system issues, press 0 to connect to the Helpdesk and state the following:
- You are calling about ENITS
- Your name and location
- Description of the problem

Details pertaining to ENITS program status, account creation, training material and support processes are located on the Regional Shared Services website <http://swodin.ca/content/ENITS>

