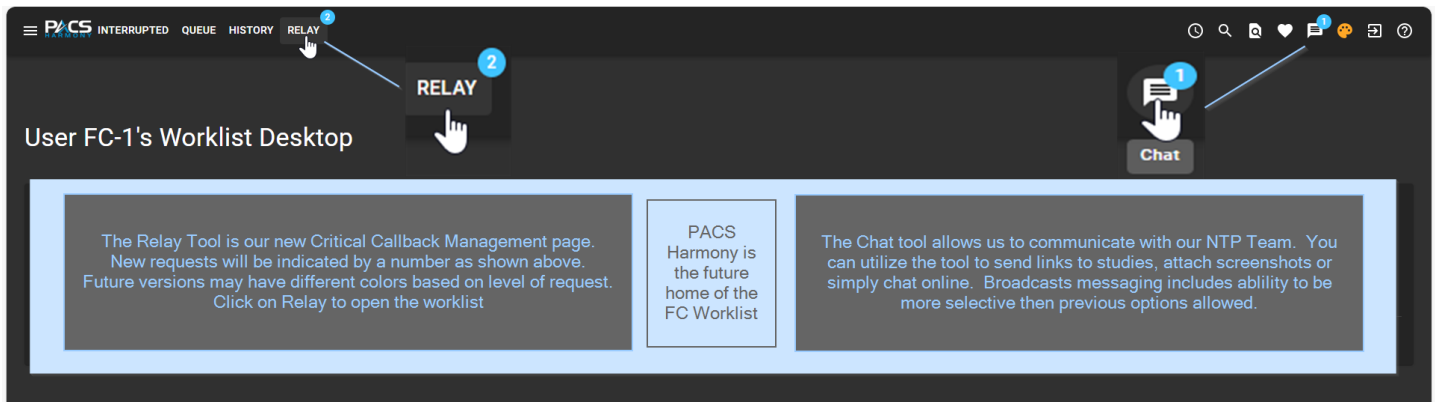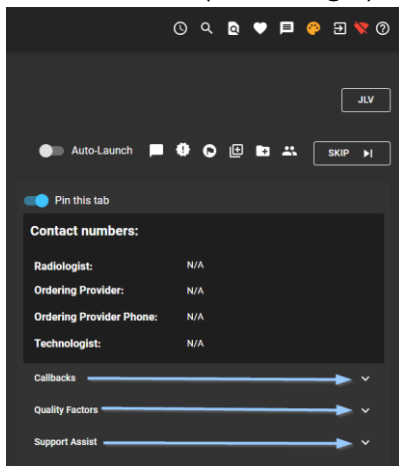# PACS Harmony Relay Tool and Messaging App for Radiologists

Relay

⟩ All Callbacks and Support Requests will be managed in the Relay tool using PACS Harmony. Choose from dropdowns on bottom right corner of patient tab
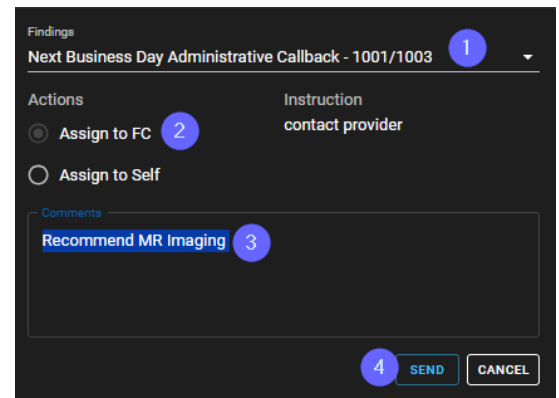
  ⟩ Callbacks

Locate module (bottom right)

Callbacks:

Click dropdown
1. Select Findings:
   ➢ Stroke/IOR
   ➢ Critical 1002
   ➢ Non-Critical 1001/1003
   ➢ Next Business Day Callback (NDCB)
2. Assign to FC or Self
3. Enter Comments
4. Click on Send

Request will populate onto your Relay Task Lisk as pending QA. Once Support is finished with your request it will change to "New", and the numbered alert will turn **Red**. Please reopen the task and mark as "Done" once you are finished documenting your report (if necessary).
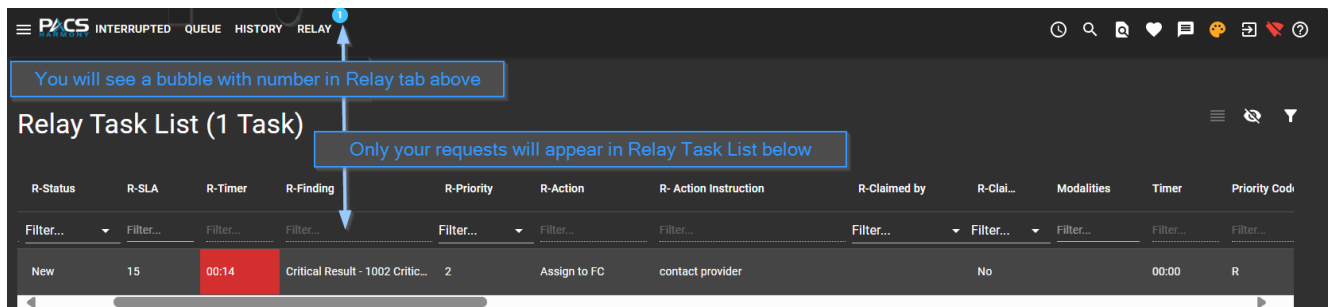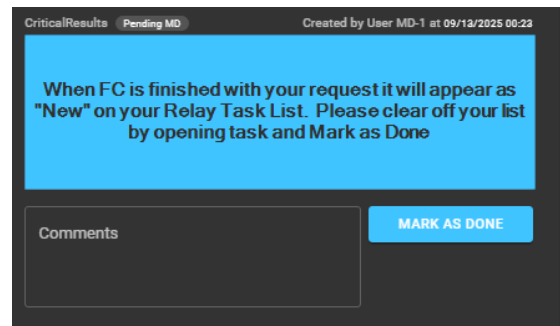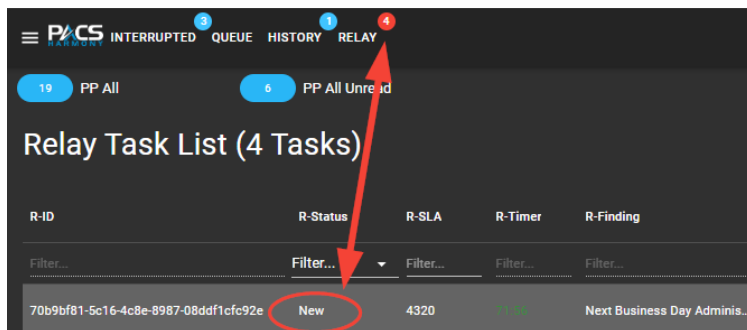
〉 **Support Request**

Use support assist for request for the following:
  ➢ Priors
  ➢ Missing Images
  ➢ Missing Notes
  ➢ Contact Technologist
  ➢ Reassignment requests
  ➢ Other – please be sure use comments.

Please do not use Contact Provider under this section without clear comments other than critical findings. Most contact provider reasons would be under the Callbacks options or **N**ext Business **D**ay **C**all**b**ack (NDCB) requests.

Mark as Done when task returned, same as above.

Quality Factors

This section is for information only and no further action is required by you or support. These factors are reported back to the sites and reviewed by NTP QA team.
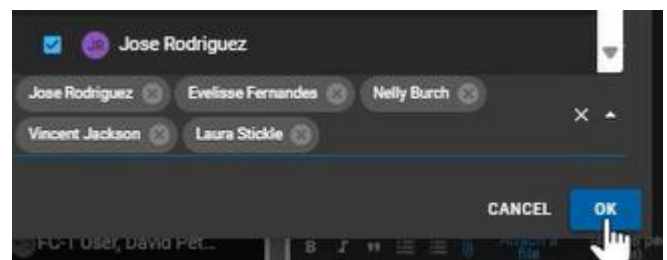
Note – Support cannot ask the sites for more orders, so it is important to use this tool to flag cases you were underbilled for.
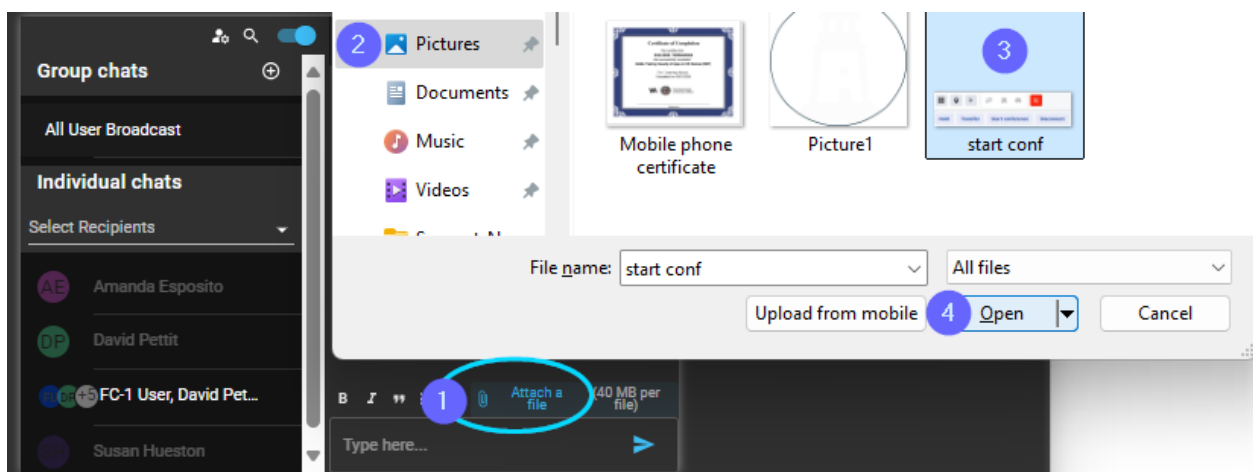
Exception:
Laterality/Mislabeled studies and Patient Mismatch. Please make sure to notify the Support staff with a Support Assist flag for these issues that require immediate action by the technologist. Support will also be submitting a form for possible JPSR.

Your feedback is appreciated by NTP and the sites.

Using the Chat Function

Message one or multiple people:

Using the Individual Chat Option, you can select one or multiple recipients and tailor messages to those who need to know.

Broadcast All Users:

Note: All User Broadcast is literally all users logged in within 6 hours of the time you send the broadcast as seen by checkmarks above.

Attach a screenshot or file:
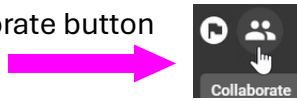
Sending Links to Studies (Collaboration)

Click on the Collaborate button and find an appropriate online user (they are at top of list and bold font)

When you click on the button in the Relay tool, the collaborate widget hides behind the pop-out. Simply close the window with the request details and you will find the widget on bottom right of screen.

Search for the user you want to send the link to the study to and click the send button.

The collaborate button only shows up when you are in a patient – it is not on the Relay main screen.

Sharing links to patient studies can only be done in these two options:
1. Callback or Reassign support request
2. Inside the patient worklist (See below Image)