



healthcare:connected

Alliance Medical / CRIS Integration

Training Department

09/04/2020

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Introduction

Purpose

Alliance Medical are an independent radiology services company who undertake patient examinations and reporting. Imaging requests can be sent directly from NHS Referral paths to Alliance Medical for imaging only, imaging and reporting, or reporting only.

Audience

This document is designed for Radiology staff using the CRIS system and wishing to send events to Alliance Medical for imaging only, imaging and reporting, or reporting only.

Sending Patient Events

Patient events can be sent directly from CRIS to Alliance Medical for **imaging only**, **imaging and reporting**, or **reporting only**.

Alliance Medical will process events received from CRIS via their own RIS and will not have access to a complete patient history from CRIS, however, a PDF of prior events and corresponding reports will be sent with the event information. Documents associated with the event will be available via web links provided when the event is sent.

Sending Events for Imaging Only

There are multiple triggers that send events to Alliance Medical, in this workflow events which have been assigned to the **'AMI – Alliance Medical Imaging'** room AND added to the **'Alliance Medical Requests'** waiting lists will be sent:

In the 'Event Details' tab select 'AMI – Alliance Medical Imaging' in the 'Room' field for each exam on the event:

Code	Examination	Status	Ignore	Room	Time
XCHES	XR Chest	<input type="checkbox"/>	<input type="checkbox"/>	AMI	
XABDO	XR Abdomen	<input type="checkbox"/>	<input type="checkbox"/>	AMI	
	Not Entered	<input type="checkbox"/>	<input type="checkbox"/>		

- Click [Waiting List]
- In the 'Status' section of the 'Add Waiting List' tab select 'Alliance Request':

Status

Cancel Alliance Request

Alliance Request

Waiting

Partial Book 1

Partial Book 2

Planned

- If an examination is to be scheduled on or after a certain lead time this information can be indicated by setting a 'Date on waiting list' value. 'Date on waiting list' defaults to today.
- Click [Save]. The event is sent to 'Alliance Medical' for imaging.

Please note: CRIS will also send 3 years of prior verified reports alongside the current event as a PDF document, which will be visible only in Alliance CPM.

Sending Future Planned Events for Imaging Only

There are multiple triggers that send events to Alliance Medical, in this workflow events which have been assigned to the 'AMI – Alliance Medical Imaging' room, but added to a 'Planned' waiting list will be sent:

In the 'Event Details' tab select 'AMI – Alliance Medical Imaging' in the 'Room' field for each exam on the event:

Code	Examination	Status	Ignore	Room	Time
XCHES	XR Chest	<input type="checkbox"/>	<input type="checkbox"/>	AMI	
XABDO	XR Abdomen	<input type="checkbox"/>	<input type="checkbox"/>	AMI	
	Not Entered	<input type="checkbox"/>	<input type="checkbox"/>		

- Click [Waiting List]
- In the 'Status' section of the 'Add Waiting List' tab select 'Planned', and enter a planned future date for the booking to take place:

Dates

Waiting until the planned appointment time

Date put on holding

Date appointment wanted

Status

Cancel Alliance Request

Alliance Request

Waiting

Partial Book 1

Partial Book 2

Planned

Scanning Options

Rescan request card

Scan new image

Print document

Justification

Justify

- Click [Save]. The event is sent to 'Alliance Medical' for imaging.

Please note: CRIS will also send 3 years of prior verified reports alongside the current event as a PDF document, which will be visible only in Alliance CPM.

A 'Locked' icon will be displayed on the event in the patient's record and in worklists to indicate that the event is locked for post-processing:

Waiting		Appointments		Filter Profile No profiles saved New Edit Save Delete							Events: 1	Exams:
Surname	Forenames	DOB	Date	Planned	Site	ReqNo	RefLoc	Referrer		Wait Length 0	Estimated	
SMITH	BILLY-JEAN	01-Jan-1990	27-Sep-2017		HAE91	Alliance Im...	HAE91 OPD	C2837365		XCHES	XABDO	

Sending Appointed Events for Imaging Only

To send an appointed event to Alliance Medical, this workflow requires events which have been assigned to the 'AMI – Alliance Medical Imaging' room, with a **Time** and **Date** applied to the appointment:

In the 'Event Details' tab select 'AMI – Alliance Medical Imaging' in the 'Room' field for each exam on the event, and add the appointment time for the examination:

Code	Examination	Status	Ignore	Room	Time
MSKUHC	MRI Head with contrast	<input type="checkbox"/>	<input type="checkbox"/>	AMI	09:00
		<input type="checkbox"/>	<input type="checkbox"/>		

- Ensure that an appointment date has been entered in the 'Date' field:

Letter **Date** Time R

- Click [Appointment]

Status

Diary

Special

Unvalidated

Committed

- In the 'Status' section of the 'Appointment' tab select 'Special', and press 'Save'

The appointment Date and Time will be sent to Alliance Medical, along with the event detail for imaging.

Please note: CRIS will also send 3 years of prior verified reports alongside the current event as a PDF document, which will be visible only in Alliance CPM.

Please note: If a CRIS user opens the event, a popup message will be displayed to alert the user that this event has been sent to Alliance Medical:

Active Lock ×

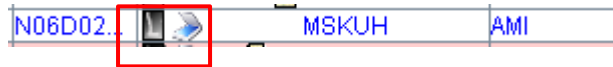
? The dictation or report for this event is currently locked by someone else:
 User: AML (AML) Date: 07-Jan-2020 Time: 1005 Location: EXTERNAL
 Do you want to continue anyway?

A further warning prompt will be displayed if the CRIS user attempts to post-process the event:

Active Lock ×

? The dictation or report for this event is currently locked by someone else:
 User: AML (AML) Date: 07-Jan-2020 Time: 1005 Location: EXTERNAL
 Do you want to continue anyway?

Once the examination details have been recorded by Alliance Medical, the 'Locked' icon will be replaced by the post-processed icon within CRIS, as well as a 'Scanned Document' icon if any have been loaded against this event:



The following post-processing details can be sent from Alliance Medical into CRIS against an event:

- Patient height and weight
- Date and Time of the examination
- Alliance Medical practitioner taking responsibility for the examination (If the user does not exist in CRIS, then the user will be created in the Clinician table with the GMC code supplied by Alliance Medical, if a GMC number is not available, 'AML' will be inserted in its stead)
- Contrast information (This will be populated as Stock within the CRIS event)

Please note: Dosage information will not be returned from Alliance Medical

Sending Events for Imaging and Reporting

Events can be sent to Alliance Medical that require both imaging and reporting. For these events to be sent to Alliance Medical, a room code of 'AMB – Alliance Medical Imaging & Reporting' must be set within the event

In the 'Event Details' tab select 'AMB – Alliance Medical Imaging & Reporting' in the 'Room' field for each exam on the event:

Code	Examination	Status	Ignore	Room	Time
XCHES	XR Chest	<input type="checkbox"/>	<input type="checkbox"/>	AMB	
XABDO	XR Abdomen	<input type="checkbox"/>	<input type="checkbox"/>	AMB	
		<input type="checkbox"/>	<input type="checkbox"/>		

- Click [Waiting List]
- In the 'Status' section of the 'Add Waiting List' tab, select 'Alliance Request':

Status

Cancel Alliance Request

Alliance Request

Waiting



Partial Book 1

Partial Book 2

Planned

- Click [Save]. The event is now locked in CRIS and has been sent to Alliance Medical for imaging and reporting

Please note: CRIS will also send 3 years of prior verified reports alongside the current event as a PDF document, which will be visible only in Alliance CPM.

Locked icons will be displayed on the event in the patient record, and in worklists, to indicate that the event is locked for both post-processing  and reporting 


Surname	Forenames	DOB	Date	Examinations	Rooms
ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020	MSKUH	AMI
ALLIANCE	TWO	01-Jan-1970	07-Jan-2020	MSKUHC	AMB
ZZZWOOD	ZZZSAM	02-Jun-1989	07-Jan-2020	MFINR MFINL	AMB,AMB
WELLBEING	TEST1	01-Jan-1980	07-Jan-2020	MINECK	AMI
ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020	MANKR MANKRC	AMB,AMB
MCPHERSON	SHONAGH	01-Jan-1988	07-Jan-2020	MNECKC	AMI
ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020	MLOLLC MLOLL	AMB,AMB
ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020	MSKUHC	AMB

Once the examination details have been recorded by Alliance Medical, the post-processing 'locked' icon will be replaced by the finished post-processing icon, along with an 'Attended' status:

Surname	Forenames	DOB	Date	Time	Site	ReqNo	RefLoc	Referral	Examinations
SMITH	BILLY-JEAN	01-Jan-1990	27-Sep-2017	14:02	HAE91	2280941	HAE91OPD	C3480197	XCHES XABDO

Please note: If a CRIS user opens the event, a popup message will be displayed to alert the user that this event has been sent to Alliance Medical:


Active Lock [X]

 The dictation or report for this event is currently locked by someone else:
User: AML (AML) Date: 07-Jan-2020 Time: 1005 Location: EXTERNAL
Do you want to continue anyway?

Yes No

A further warning prompt will be displayed if the CRIS user attempts to post-process the event:


Active Lock [X]

 The dictation or report for this event is currently locked by someone else:
User: AML (AML) Date: 07-Jan-2020 Time: 1005 Location: EXTERNAL
Do you want to continue anyway?

Yes No

An additional warning prompt will be displayed if a user attempts to report the event in CRIS by Selecting [Report]:

Report already loaded [X]

 Someone else is editing this dictation or report:
User: AML (AML) Date: 03-Jan-2020 Time: 1146 Location: EXTERNAL
Do you want to load the report anyway?

Yes No

The following post-processing details can be sent from Alliance Medical into CRIS against an event:

- Patient height and weight
- Date and Time of the examination
- Alliance Medical practitioner taking responsibility for the examination (If the user does not exist in CRIS, then the user will be created in the Clinician table with the GMC code supplied by Alliance Medical, if a GMC number is not available, 'AML' will be inserted in its stead)
- Contrast information (This will be populated as Stock within the CRIS event)

Please note: Dosage information will not be returned from Alliance Medical

Once the report has been completed by Alliance Medical, the reporting 'lock' will be removed, and the appropriate verified report icons will be displayed against the event:

Day List										
Filter Profile: No profiles saved										Events: 1
Surname	Forenames	DOB	Date	Time	Site	ReqNo	RefLoc	Referrer		Examinations
SMITH	BILLY-JEAN	01-Jan-1990	27-Sep-2017	14:02	HAE91	2280941	HAE91OPD	C3480197		<input checked="" type="checkbox"/> XCHES <input checked="" type="checkbox"/> XABDO

Please note: If your site uses coded phrases in reports for use with the WBS Communicator module or for Statistical purposes, then you will need to ensure a SOP is in place with Alliance Medical to capture any Urgent, or Unexpected Findings.

Additionally, Unexpected Findings can be entered as free text within the Alliance RIS, this will populate the 'Event Comments' field within CRIS.

Sending Future Planned Events for Imaging and Reporting

Planned events can be sent to Alliance Medical that require both imaging and reporting. For these events to be sent to Alliance Medical, a room code of '**AMB – Alliance Medical Imaging & Reporting**' must be set within the event

- In the 'Event Details' tab select 'AMB – Alliance Medical Imaging & Reporting' in the 'Room' field for each exam on the event:

Code	Examination	Status	Ignore	Room	Time
XCHES	XR Chest	<input type="checkbox"/>	<input type="checkbox"/>	AMB	
XABDO	XR Abdomen	<input type="checkbox"/>	<input type="checkbox"/>	AMB	
		<input type="checkbox"/>	<input type="checkbox"/>		

- Click [Waiting List]
- In the 'Status' section of the 'Add Waiting List' tab, select 'Planned', and enter a planned appointment date in the 'Date appointment wanted' field:

Dates

Waiting until the planned appointment time

Date put on holding:

Date appointment wanted:

Scanning Options

Rescan request card

Scan new image

Print document

Status

Cancel Alliance Request

Alliance Request

Waiting

Partial Book 1

Partial Book 2



Planned









Justification

Justify



- Click [Save]. The event is now locked in CRIS and has been sent to Alliance Medical for imaging and reporting, with the planned date.

Please note: CRIS will also send 3 years of prior verified reports alongside the current event as a PDF document, which will be visible only in Alliance CPM.

Locked icons will be displayed on the event in the patient record, and in worklists, to indicate that the event is locked for both post-processing  and reporting 


Surname	Forenames	DOB	Date		Examinations	Rooms
ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020		MSKUH	AMI
ALLIANCE	TWO	01-Jan-1970	07-Jan-2020		MSKUHC	AMB
ZZZWOOD	ZZZSAM	02-Jun-1989	07-Jan-2020		MFINR MFINL	AMB,AMB
WELLBEING	TEST1	01-Jan-1980	07-Jan-2020		MINECK	AMI
ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020		MANKR MANKRC	AMB,AMB
MCPHERSON	SHONAGH	01-Jan-1988	07-Jan-2020		MNECKC	AMI
ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020		MLOLLC MLOLL	AMB,AMB
ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020		MSKUHC	AMB

Once the examination details have been recorded by Alliance Medical, the post-processing 'locked' icon will be replaced by the finished post-processing icon, along with an 'Attended' status:

Day List										
Filter Profile No profiles saved										
New Edit Save Delete										
Events: 1										
Surname	Forenames	DOB	Date	Time	Site	ReqNo	RefLoc	Referral	Examinations	
SMITH	BILLY-JEAN	01-Jan-1990	27-Sep-2017	14:02	HAE91	2280941	HAE91OPD	C3480197	XCHES XABDO	 


Please note: If a CRIS user opens the event, a popup message will be displayed to alert the user that this event has been sent to Alliance Medical:

Active Lock X

 The dictation or report for this event is currently locked by someone else:
User: AML (AML) Date: 07-Jan-2020 Time: 1005 Location: EXTERNAL
Do you want to continue anyway?


A further warning prompt will be displayed if the CRIS user attempts to post-process the event:

Active Lock X

 The dictation or report for this event is currently locked by someone else:
User: AML (AML) Date: 07-Jan-2020 Time: 1005 Location: EXTERNAL
Do you want to continue anyway?

An additional warning prompt will be displayed if a user attempts to report the event in CRIS by Selecting [Report]:

Report already loaded X

 Someone else is editing this dictation or report:
User: AML (AML) Date: 03-Jan-2020 Time: 1146 Location: EXTERNAL
Do you want to load the report anyway?

The following post-processing details can be sent from Alliance Medical into CRIS against an event:

- Patient height and weight
- Date and Time of the examination
- Alliance Medical practitioner taking responsibility for the examination (If the user does not exist in CRIS, then the user will be created in the Clinician table with the GMC code supplied by Alliance Medical, if a GMC number is not available, 'AML' will be inserted in its stead)

- Contrast information (This will be populated as Stock within the CRIS event)

Please note: Dosage information will not be returned from Alliance Medical

Once the report has been completed by Alliance Medical, the reporting 'lock' will be removed, and the appropriate verified report icons will be displayed against the event:

Surname	Forenames	DOB	Date	Time	Site	ReqNo	RefLoc	Referrer	Examinations
SMITH	BILLY-JEAN	01-Jan-1990	27-Sep-2017	14:02	HAE91	2280941	HAE91OPD	C3480197	XCHES XASDO

Please note: If your site uses coded phrases in reports for use with the WBS Communicator module or for Statistical purposes, then you will need to ensure a SOP is in place with Alliance Medical to capture any Urgent, or Unexpected Findings.

Additionally, Unexpected Findings can be entered as free text within the Alliance RIS, this will populate the 'Event Comments' field within CRIS.

Sending Appointed Events for Imaging and Reporting

Appointed events can be sent to Alliance Medical that require both imaging and reporting. For these events to be sent to Alliance Medical, a room code of '**AMB – Alliance Medical Imaging & Reporting**' must be set within the event

- In the 'Event Details' tab select 'AMB – Alliance Medical Imaging & Reporting' in the 'Room' field for each exam on the event, and add the appointment time for the examination:

Code	Examination	Status	Ignore	Room	Time
MSKUHC	MRI Head with contrast	<input type="checkbox"/>	<input type="checkbox"/>	AMB	09:00

- Ensure that an appointment date has been entered in the 'Date' field:

Letter Date Time

- Click [Appointment]

Status

Diary



Special





Unvalidated

Committed



- In the 'Status' section of the 'Appointment' tab select 'Special', and press 'Save'
- The appointment Date and Time will be sent to Alliance Medical, along with the event detail for imaging.

Please note: CRIS will also send 3 years of prior verified reports alongside the current event as a PDF document, which will be visible only in Alliance CPM.

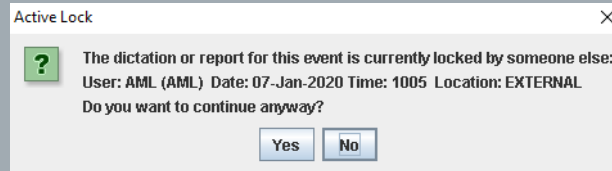
The event status will update to 'Appoint', and locked icons will be displayed on the event in the patient record, and in worklists, to indicate that the event is locked for both post-processing  and reporting .

Menu		Appointments				
<input type="button" value="Reset Sort"/>	Filter Profile	No profiles saved ▼	<input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>	Events: 2		
Surname	Forenames	DOB	Date	Time	RegNo	Examinations
ZZZWOOD	ZZZSAM	02-Jun-1989	15-Jan-2020	09:00	Appoint	  MSKUHC
ZZZWOOD	ZZZSAM	02-Jun-1989	15-Jan-2020	09:00	Appoint	  MSKUHC

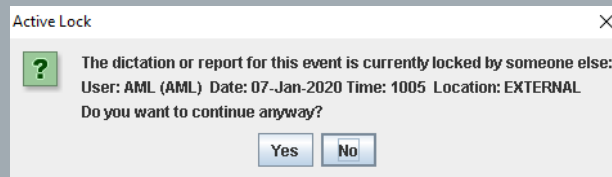
Once the examination details have been recorded by Alliance Medical, the post-processing 'locked' icon will be replaced by the finished post-processing icon, along with an 'Attended' status:

Menu		Day List					
<input type="button" value="Reset Sort"/>	Filter Profile	No profiles saved ▼	<input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>	Events: 1	Exams: 1		
Surname	Forenames	DOB	Date	Time	Referrer	Examinations	Rooms
ZZZWOOD	ZZZSAM	02-Jun-1989	09-Jan-2020	13:16	N06D0251	  MSKUHC	AMB

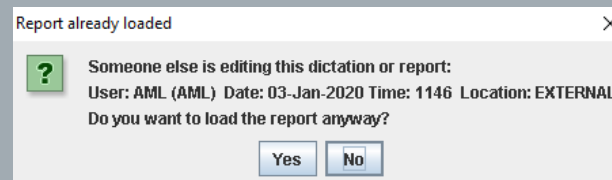
Please note: If a CRIS user opens the event, a popup message will be displayed to alert the user that this event has been sent to Alliance Medical:



A further warning prompt will be displayed if the CRIS user attempts to post-process the event:



An additional warning prompt will be displayed if a user attempts to report the event in CRIS by Selecting [Report]:





The following post-processing details can be sent from Alliance Medical into CRIS against an event:

- Patient height and weight
- Date and Time of the examination
- Alliance Medical practitioner taking responsibility for the examination (If the user does not exist in CRIS, then the user will be created in the Clinician table with the GMC code supplied by Alliance Medical, if a GMC number is not available, 'AML' will be inserted in its stead)
- Contrast information (This will be populated as Stock within the CRIS event)

Please note: Dosage information will not be returned from Alliance Medical

Once the report has been completed by Alliance Medical, the reporting 'lock' will be removed, and the appropriate verified report icons will be displayed against the event:

Surname	Forenames	DOB	Date	Time	Referrer	Examinations	Rooms
ZZZWOOD	ZZZSAM	02-Jun-1989	09-Jan-2020	13:16	N06D0231E	  MSKUHC	AMB

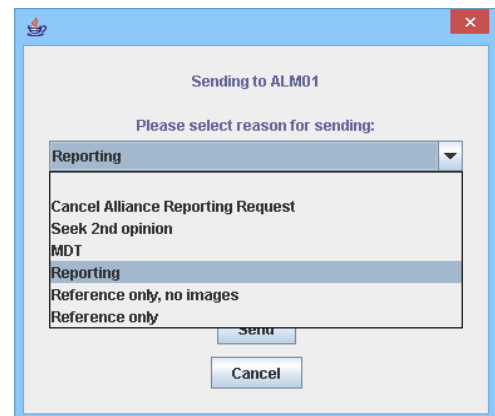
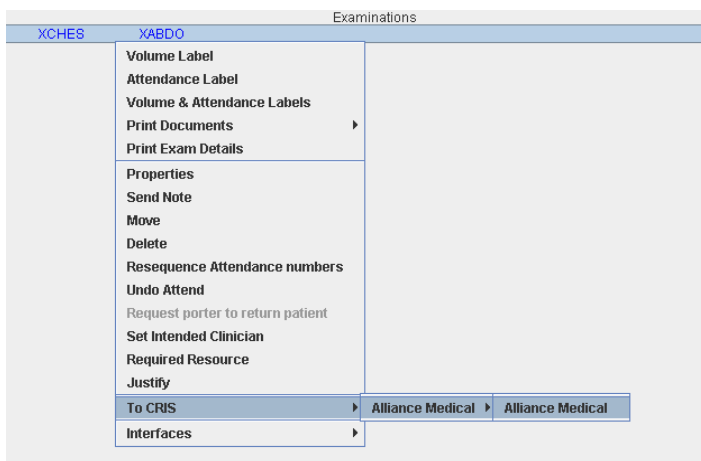
Please note: If your site uses coded phrases in reports for use with the WBS Communicator module or for Statistical purposes, then you will need to ensure a SOP is in place with Alliance Medical to capture any Urgent, or Unexpected Findings.

Additionally, Unexpected Findings can be entered as free text within the Alliance RIS, this will populate the 'Event Comments' field within CRIS.

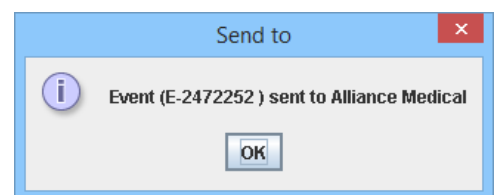
Sending Events for Reporting Only

Events can be sent to Alliance Medical for reporting once the examinations have been complete, this can be done from either a patient's 'Events' tab, or from any worklist within CRIS:


- Right-click on the required event
- From the displayed list, hover over 'To CRIS'
- Hover over 'Alliance Medical'
- Click 'Alliance Medical'. The 'Sending' window is displayed
- Select 'Reporting' from the 'Please select reason for sending' drop-down list:




- Click [Send]. The event is sent to Alliance Medical for reporting:

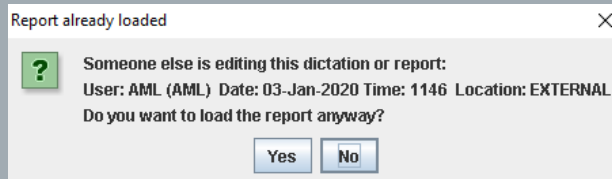


Please note: The free text field within this drop-down menu will not send any information to Alliance Medical, please use the 'Event Comments' field on the event to provide any further event information.




A 'Locked' icon is displayed on the event in the patient's record, and in worklists to indicate that the event has been locked for reporting 

Events						
Site	ReqNo	RefLoc	Referrer			
1	2280942	HAE91OPD	C4219130		XCHES	XABDO

Please note: A warning prompt will be displayed if a user attempts to report the event in CRIS by Selecting [Report]:



Once the report has been completed by Alliance Medical, the reporting 'Lock' will be removed, and the appropriate reporting icons will be displayed:

Day List									
Surname	Forenames	DOB	Date	Time	Site	ReqNo	RefLoc	Referrer	Examinations
SMITH	BILLY-JEAN	01-Jan-1990	27-Sep-2017	14:02	HAE91	2280941	HAE91OPD	C3480197	  XCHES  XABDO

Please note: If your site uses coded phrases in reports for use with the WBS Communicator module or for Statistical purposes, then you will need to ensure a SOP is in place with Alliance Medical to capture any Urgent, or Unexpected Findings.

Additionally, Unexpected Findings can be entered as free text within the Alliance RIS, this will populate the 'Event Comments' field within CRIS.

Event Updates

Events will be updated in CRIS for the following statuses received during the patient journey with Alliance Medical:

- Appointed
- Cancelled (Or DNA/Rejected)
- Attended
- Post-processed (via the event icon)

History		Q&A's		Status	
Date	Time	Category	Type	Examination	
03-Jan-2020		Request	Requested/Rec...	MANKL	
03-Jan-2020	11:51	Cancelled	Hosp Cancel	MLOLL	
03-Jan-2020	11:50	Attended	Attend	MLOLL	
03-Jan-2020	11:50	Attended	Attend	MLOLR	
03-Jan-2020	12:00	Appoint	Special	MLOLL	
03-Jan-2020	12:00	Appoint	Special	MLOLR	
07-Jan-2020		Waiting	Planned	MLOLL	
07-Jan-2020		Waiting	Planned	MLOLR	
03-Jan-2020		Request	Requested/Rec...	MLOLL	
03-Jan-2020		Request	Requested/Rec...	MLOLR	

CRIS will also display any examination code changes that have been updated by Alliance Medical at point of vetting and will display the original examination as rejected for a full audit history.

Any status changes to the event will be recorded as performed by 'AML' within the CRIS status field:

History		Q&A's		Status	
Date	Time	Category	Type	Examination	
07-Jan-2020	09:58	Attended	Attend	MANKL	
07-Jan-2020	09:58	Attended	Attend	MFOOL	
07-Jan-2020	10:00	Appoint	Sp	Attend - MANKL	
07-Jan-2020	10:00	Appoint	Sp	Attended: 07-Jan-2020 at 09:58	
18-Feb-2020		Waiting	PI	07-Jan-2020 @ 09:58 by AML (AML)	
18-Feb-2020		Waiting	PI		
07-Jan-2020		Request	Requested/Received	MANKL	
07-Jan-2020		Request	Requested/Received	MFOOL	

If an examination is cancelled by Alliance Medical after being sent for Imaging or Reporting, the following status update will be applied at Event level in CRIS, with hover text to display the reason for cancellation:

History		Q&A's		Status	
Date	Time	Category	Type	Examination	
18-Mar-2020	14:30	Cancelled	Hosp Cancel	MSHRL	
18-Mar-2020	14:30	Cancelled	Hosp Cancel	MSHRR	
18-Mar-2020	14:28	Cancelled	Hosp Cancel	MSHR	
18-Mar-2020	14:28	Cancelled	Hosp Cancel	MSHR	
18-Mar-2020	18:00	Appoint	Special	MSHR	
18-Mar-2020	18:00	Appoint	Special	MSHR	
18-Mar-2020	15:00	Attended	Not Performed	MSHR	
18-Mar-2020	15:00	Attended	Not Performed	MSHR	
18-Mar-2020	15:00	Attended	Not Performed	MSHRR	

Hosp Cancel - MSHRL

Cancelled (Hosp Cancel) at 14:30 on 18-Mar-2020

Advised Patient Medically Unfit

18-Mar-2020 @ 14:30 by AML (AML)

Similarly, if a patient does not attend an event with Alliance Medical, but Alliance plan to rebook the patient, there is no need to make any changes to the event in CRIS as the event will be placed in an 'Appointed' state with a status code of 'DNA'. This

allows a full audit of the patient DNA and ensures that the locks are still in place to inform the Trust that the event is still with Alliance Medical

If a new examination is added to an event at Alliance Medical, the new exam code will automatically be added into CRIS, and hover help in the status history will display “EXAMINATION ADDED BY AML”:


History		Q&A's		Status	
Date	Time	Category	Type	Examination	
19-Mar-2020	10:23	Attended	Attend	MKNER	
19-Mar-2020		Request	Requested/Received	MKNER	
19-Mar-2020	10:22	Attended	Attend	MKNFI	
19-Mar-2020	10:22	Attended	Attend	Requested/Received - MKNER	
19-Mar-2020	10:17	Cancelled	Hosp C	Requested: 19-Mar-2020	
19-Mar-2020	10:17	Appoint	Special	EXAMINATION ADDED VIA AML	
19-Mar-2020		Request	Reques	19-Mar-2020 @ 10:23 by AML (AML)	
19-Mar-2020	10:30	Appoint	Special		
19-Mar-2020	10:30	Appoint	Special	MCLAL	
19-Mar-2020		Request	Requested/Received	MCLAR	
19-Mar-2020		Waiting	Alliance Request	MCLAL	
19-Mar-2020		Request	Requested/Received	MCLAL	

Cancelling Requests for Alliance Medical Imaging/Reporting

There are two methods for cancelling requests for imaging only and imaging & reporting, or reporting only, depending on how the event was originally sent to Alliance Medical, and the ongoing patient journey.

Cancel Events Sent For Imaging Only or Imaging & Reporting

- Select the event via the patient record ‘Events’ tab, or from a worklist
- Click [Change]
- In the ‘Event Details’ tab, select [Waiting List]
- Select the ‘Cancel Alliance Request’ radio button:



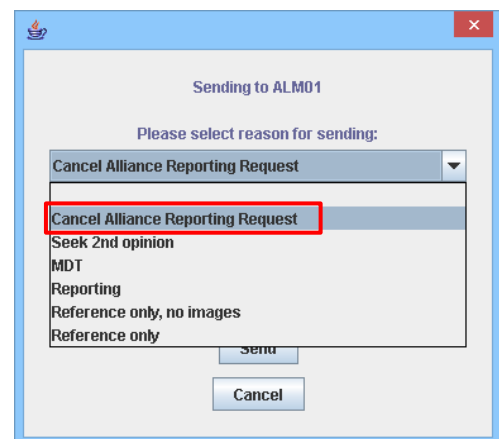
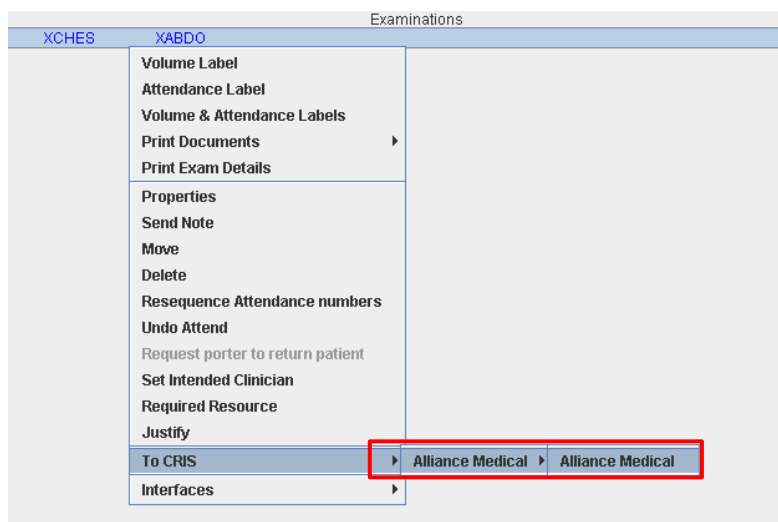
- Click [Save]. The request for imaging only, or Imaging & Reporting will be cancelled on the Alliance Medical RIS. The event can then be reused internally, whether this is cancelling the request in CRIS or sending the patient a new appointment.

Please note: Regular housekeeping of the 'Cancel Alliance Request' waiting list should be routinely performed. See the 'Cancelled Events' section of this document for more information.

Cancel Events Sent for Reporting Only

Events can be sent to Alliance Medical for reporting only from the patients 'Events' tab or worklists, these can be cancelled in a similar way to sending the event:

- Right-click the required event
- From the displayed list hover over 'To CRIS'
- Hover over 'Alliance Medical':
- Click 'Alliance Medical'. The 'Sending' window will be displayed.
- Select 'Cancel Alliance Reporting Request' from the drop-down list:



- Click [Send]. The request for reporting has now been cancelled and can be reported locally. Any 'locks' in place on the event will now be removed, and any popups will not be displayed.

Cancelled Events Management

Requests for imaging and reporting can be cancelled by the Trust. Regular housekeeping of the 'Cancel Alliance Request' waiting list will ensure that events are rebooked or appropriately cancelled within CRIS.

Please note: If Alliance Medical reject or cancel the event in their RIS, CRIS will receive the appropriate status update to ensure a Cancel is applied to the event in the CRIS status tab, however, if the Trust cancel the event via the waiting list, housekeeping of that worklist will be required.

- Select [Waiting List] in the 'Main Menu' screen of CRIS.

- Press F4, or double-click the ‘Status’ field
- Select ‘ACNCLI – Cancel Alliance Request’:

Code	Description
ACNCLI	Cancel Alliance Request
WAML	Alliance Request
WEXT	Alliance Request
WN	Waiting
WPB	Partial Book 1
WPB2	Partial Book 2
WPD	Planned

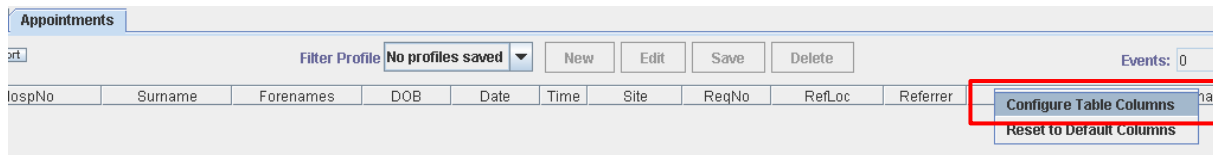
- Click [List]. A list of events cancelled from the Alliance Medical RIS will be displayed here for further action, ‘Locks’ have now been removed from the event:

Waiting						
Filter...		No profiles saved		New	Edit	Save
				Events: 1	Exams: 1	
				Wait Length 2	Estimated Date 11-Jan-2020	
HospNo	Surname	Forenames	DOB	Date	Examinations	Rooms
	ZZZALLIANCE	ZZZFOUR	07-Jan-1980	07-Jan-2020	MSKUH	AMI

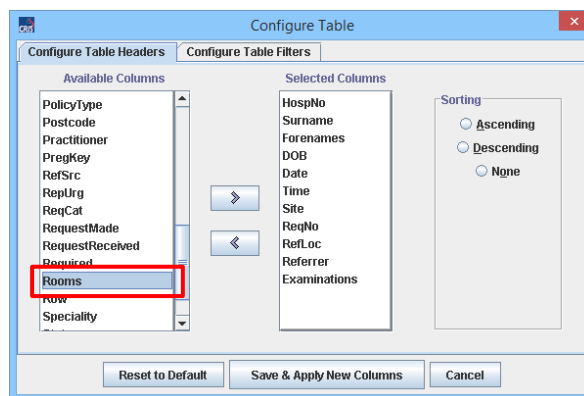
Filtering Worklists to Exclude Events Sent to Alliance Medical

It may be appropriate to exclude any events sent to Alliance Medical from CRIS users worklists. Trusts can create a global worklist filter to ensure that events sent to Alliance are not shown in CRIS:

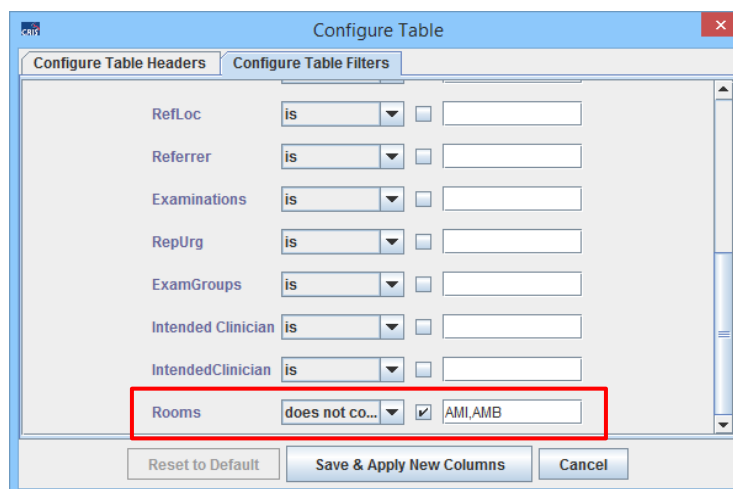
- Right-click any of the table headers of a worklist, and select 'Configure Table Columns':



- Select 'Rooms' in the 'Configure Table Headers' tab within the 'Configure Table' window:



- Click on the 'Rooms' row of the 'Available Columns' list, and then Click [>], 'Rooms' will then be added to the 'Selected Columns' pane
- Click the 'Configure Table Filters' tab
- Select 'Does not contain' from the 'Rooms' drop-down menu
- Enter the room codes for Alliance Medical Imaging Only (AMI) and Alliance Medical Imaging and Reporting (AMB), ensuring they are comma separated:



- Click [Save & Apply New Columns]. Events allocated to either of those rooms will now be excluded from the worklist.

Please note: Events sent to Alliance Medical for reporting only will not be excluded from the 'Report Info List' using this method, however, they will remain locked for reporting should a user select one to report.

Additionally, this workflow can be reversed to show ONLY events that have been sent to Alliance Medical, by changing the Rooms value from 'does not contain' to 'contains'.

Activity Monitoring Statistic

Within the CRIS application, it is recommended that activity is monitored by using CRIS Statistics. Using Statistics is the most robust way to monitor all activity from CRIS to Alliance, as it can capture all events in multiple states without having to manually search through records or worklists within the application itself. The following Statistic will be set up as a default 'Stat' within your live application for use with the Alliance Teleradiology Solution. Please refer to the CRIS Training Portal should you require more information on building Statistics within CRIS.

Selected Fields	
EVENTS.Date	>= STAT.START DATE
	AND
	<= STAT.END DATE
EXAMCD.Modality	= M
EXAMS.Examination	= EXAMCD.CODE
SITES.Code	= YOUR SITE CODE
EXAMS.Room	= AMI
	OR
	= AMB
STATUS.Status Code	= STATUSCD.CODE
EVENTS.Site	= SITES.CODE

You may find it necessary to alter this 'Stat' to include multiple modalities, sites, or examinations to capture. This stat will be configured to generate an output of the following fields:

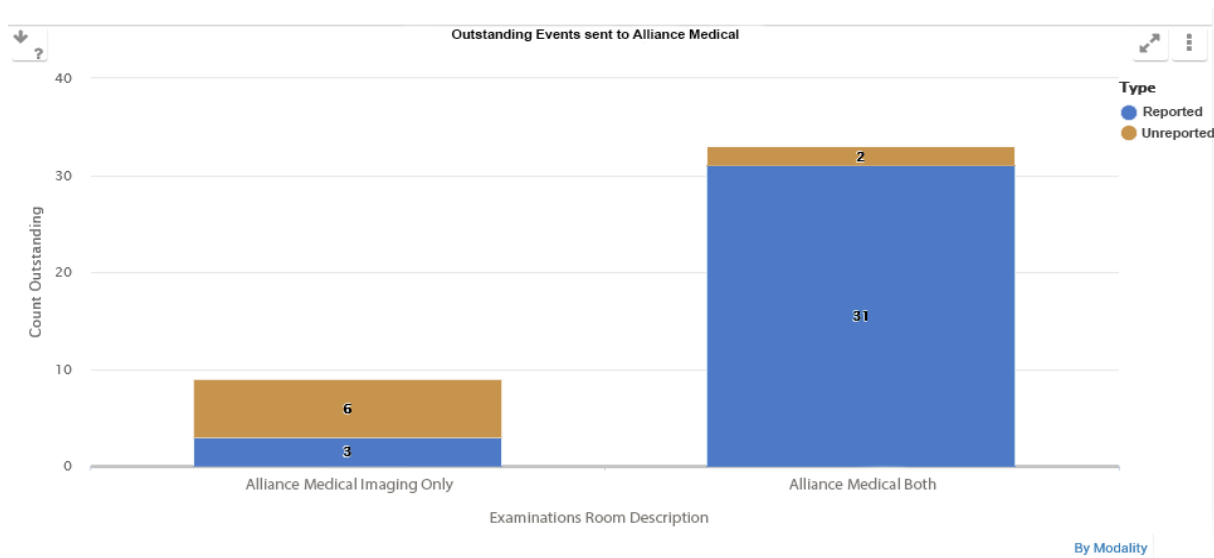
Selected Fields	
EXAMS.Modality	Length = 8
PATIENT.Best Hosp No.	Length = 15
PATIENT.Surname	Length = 20
PATIENT.Forenames	Length = 20
EXAMS.Exam Name	Length = 40
EXAMS.Exam Date	Length = 11
EVENTS.Time	Length = 4
EXAMS.Room	Length = 6
EVENTS.Referring Location	Length = 15
EXAMS.Status	Length = 6
STATUS.Category	Length = 3
STATUSCD.Code	Length = 6
EXAMS.Is Verified	Length = 12

The 'Stat' will generate a .csv output to be used with Microsoft Excel (or other .csv friendly applications) to manipulate the data as required, and will provide information on the current status of the event, the patient information, the date and time it was sent to Alliance and any status updates.

Please note: 'Total lines' can also be utilised to break down the information by Modality, Referrer, Referral source etc. Please contact the Wellbeing Support Team should you require any additional help with setting up your statistics.

Activity Monitoring Using CRIS Analytics

If your Trust or Organisation has a licence for the CRIS Analytics Module, it is possible to create activity charts using the data connectors within Analytics to give a detailed, real-time overview of the Alliance Medical activity. The following chart can be set up to capture the relevant events sent from the Trust to Alliance Medical for Imaging and Reporting. Please contact your Wellbeing Client Manager if you require more information on the licencing for this module, or the Wellbeing Support Team for help building any required charts.



The chart can be configured to drill down to event level information, which will give a detailed overview of the current status of the event. Individual charts can be created for events being sent for Imaging only, and for events that require both Imaging and Reporting if required.

The chart above can be built using the following configuration in CRIS Analytics:

	Data	Chart	Filters	Sorting	Attributes
Is Reported					Legend 18k
Exams Room Name					X Axis
# Event Count					Y Axis 16k

- The legend is set to show 'Is Reported' as a Y/N value, this can be changed in the Attributes to display as 'Reported' and 'Unreported' if required.
- The X Axis is set to 'Exams Room Name' which will display the full name of the room, 'Exams Room' can also be used if the coded value is required.
- The Y Axis is set to 'Event Count' which will count all events that meet the criteria specified in the 'Data' and 'Filters' tabs.

Category Filter	Filter Value
Patient Type	Do not filter
Site Name	Do not filter
Trust Name	Do not filter

Use these filters Override chart filters
to: Replace placeholders

Filters defined in this chart

Days Old	less than or equal to	30	✓
Exams Room	equal to	AMB,AMI	✓

- The 'Filters' tab is set to only show events that are 'less than or equal to' 30 days currently, though this is configurable based on requirement.
- The 'Exams Room' filter is set to only show events that have either of the Alliance Medical workflow rooms set in the 'Room' code within CRIS. This is a consistent field that will not change and is therefore recommended as the most robust way to capture all events sent to Alliance Medical.
- A global filter is recommended when selecting Sites/Trusts, as this makes the chart available to all users without having to configure the chart separately for all sites.

Please note: A 'drill down' chart can be configured on the top-level display as required to provide any additional information on the event, such as the Event Key, Examination Code, Referrer Type / Name, etc.

General Information / Frequently Asked Questions

1. Will Alliance Medical receive appropriate scanned documents associated with the event?

Yes, CRIS will attach any scanned documents with the event detail when constructing the HL7 message to Alliance Medical for further imaging and/or reporting. This will include any LMP forms, safety questionnaires etc. Similarly, if Alliance Medical attached any documentation to the patient event, this will store against the CRIS AVDATA store for that patient record.

2. What happens to the event in CRIS if Alliance Medical cancel it in their RIS?

If Alliance Medical reject or cancel an event in their RIS, the appropriate cancellation message will be sent to CRIS via HL7 to update the status to 'Cancelled' with a free text reason in the hover help over the status. The trust can then take appropriate action with rebooking or creating a new appointment at a later date.

3. Is there a way to determine how many events have been sent to Alliance Medical that are still awaiting imaging / reporting?

CRIS Statistics can be utilised to search for any events with the associated room codes of AMI/AMB, with a status of 'Unreported' or 'Unprocessed' to capture this information. Please contact the Wellbeing Support desk if you require assistance with this.

4. Can Alliance Medical send back any comments associated with an event?

Yes, If Alliance Medical input any additional information on the event, CRIS will populate that information into the 'Event Comments' field on the patient event.

5. What happens if a user reports an event at the Trust whilst the event has been sent to Alliance Medical for reporting?

If the incorrect workflow is followed and a user opens a report and verifies it within CRIS, this will trigger a cancellation message to Alliance Medical to inform them that reporting is no longer required and has been completed by the Trust. Note, however, this workflow is not without some risk as there could be a point of overlap between reporters, resulting in the Trust report being overwritten by the Alliance Medical report. Correct workflow here is to cancel the request for reporting to remove any locks.

6. Is there a way to stop Trust reporters picking up events on the Report Info List?

By design, anything that is sent to Alliance Medical for reporting will have reporting locks applied to the event, if a reporting user attempts to open this event in CRIS, they will be presented a warning that the event has been sent to Alliance Medical for reporting. If reporters are using the 'Auto load next report' function whilst reporting in CRIS, CRIS will automatically skip any events that are currently open by other users, in this case, Alliance Medical will own the examination so it will not be presented in CRIS.

Document Control

Title	Alliance Medical Workflow		
Owner	Wellbeing Training Manager	Date Created	12/12/2017
File Ref.	CRIB_AM_651_Alliance Medical Teleradiology_V2.0.docx		
CRIS Version			
Change History			
Issue	Date	Author / Editor	Details of Change
D1.0	12/12/2017	Louis Wilkinson	Draft Issue
D2.0	23/03/2018	Louis Wilkinson	Updates
D2.1	17/05/2018	Emma Brown	New Waiting List Date Information
V1.0	23/05/2019	Emma Savage-Mady	Final review and first release
D2.0	08/01/2020	Sam Wood	Workflow updates - new developments & WBS branding
D2.1	01/04/2020	Emma Brown	Formatting in Training Team template
V2.0	09/04/2020	Emma Savage-Mady	Final review, edits and second release
Review Date	09/04/2022		