Title	Radiology Information Systems (RIS) Support	**Policy #**	01-009

POLICY

GENERAL

1. The Radiology Informatics Team (RIT) will provide support for all systems to include the following systems: RadNet, PowerScribe, LifeImage, Ambrahealth, Montage and Synapse.
2. The RIT is composed of a Manager, a PACS Administrator, a RIS Administrator, PACS Assistants and a Radiologist.
3. The PACS administrator works in collaboration with the department's medical physicist and radiation safety officer.
4. Support by the RIT is available 24 hours day/7 days a week
5. Access to RIS servers is strictly limited to RIS staff unless the Bear Institute provides express consent.
6. An issues list shall be created and maintained by the RIT. The issues list will be used to ensure accurate and consistent communications of all IT related issues in the Department. The RIT will be responsible for logging issues and resolutions that were reported. The list will be used for tracking repetitive issues, root cause analysis, software and hardware stability, vendor accountability and continued training/education of all staff.
   a. Normal business hours are defined as 8:00 am to 5:00 pm Monday through Friday.
   b. No user shall attempt to resolve RIS issues without the expressed consent of the RIT.

For all IT support call the IT Support Pager (50621) 24 hours day/7 days a week.

   a. Off hours are defined as 5:00 pm to 8:00 am Monday through Friday, and all-day Saturday, Sunday, and hospital-recognized holidays.
   b. The Lead Technologist on each shift shall be the main point of contact for all workflow issues, including RIS technical support during off hours. The Lead Technologist shall determine the appropriate course of action including contacting RIS Staff or Bear Institute IT Services support if he/she cannot resolve the issue, or authorizing users to contact a vendor's support center.
   c. The Lead Technologist members will be provided with a support guide that will include basic support information and problem-solving tips.
   d. If at any time the Lead Technologist has a question regarding IT support, then he or she should contact the Radiology Administrator on call. The Radiology Administrator on-call must also be notified if extended downtime is expected regarding any RIS.

    e. RIT will provide appropriate first line of support training for Lead Technologists. Continuing education and/or ad hoc training will also be provided.

<u>To Contact the Bear Institute Help Desk - Call extension x4357 (HELP)</u>.

PURPOSE

To provide accurate, timely, effective, and consistent Radiology Informatics Team (RIT) support to all users and staff in the Division of Diagnostic Imaging and Radiology.

Approved by:

	6/30/2021
Dorothy I Bulas, MD	Date
Division Chief, Diagnostic Imaging and Radiology	

	6/30/2021
Laurie Hogan, MBA, CRA	Date
Director, Diagnostic Imaging and Radiology	

Dates of review

Original: February 9, 2004
Revised: February 22, 2007
Revised: June 22, 2010
Revised: April 5, 2013
Revised: May 10, 2016
Reviewed: June 21, 2018
Revised: June 30, 2021