

Care Providers — Hospitals

Enterprise Image and Information Management

QICS™ for Radiology-Emergency Dept. **Automating workflow to improve interdepartmental communications**

Hospitals and trauma centers are designed for rapid response to human trauma and injury often under high pressure scenarios with the goal of delivering appropriate and high quality care and treatment.

This mission is more challenging within organizations where 24x7 radiologist coverage is not available and the Emergency Department (ED) physicians, residents and/or teleradiology services initially interpret diagnostic procedures before the radiologist formally interprets the study.

The breakdown in communication can lead to discrepancies between the initial ED interpretation and the formal radiologist interpretation. Clinically significant discrepancies, if not discovered and addressed efficiently, can lead to serious patient care issues including death and increase risk of costly litigation.

McKesson's PACS-integrated process for streamlining communication and workflow between the ED and radiology helps ensure that all discrepancies are identified, communicated and resolved in a timely manner.

- The initial interpreter (ED physician, resident or teleradiologist) can launch QICS™ for Radiology-Emergency Dept. directly from PACS (regardless of who is logged in) and select a preliminary finding from a list of common findings (customizable by the ED).
- When the radiologist views the ED cases in PACS, he can then launch QICS to communicate any missing or discrepant ED prelims with the click of a mouse. The ED staff is notified in real time and reminder/escalation alerts help ensure that all discrepancies are resolved in a timely manner.
- Available to the ED and radiologist, the online tracking and trending reports provide visibility and important insight that enables continual improvement in this critically important area while providing necessary documentation to help defend against potential litigation.

The QICS for Radiology-Emergency Dept. solution satisfies both emergency and radiology department requirements.

Benefits

- Helps improve patient safety through implementation of a rigorous well-defined process between departments
- Manages legal liability with consistent, automated documentation
- Eliminates logon requirement and manual ED prelim process that potentially increases ED staff productivity
- Reduces required typing, which can help increase ED physician compliance
- Supports improved tracking by linking between the correct ED physician and their preliminary report
- Improves productivity by eliminating phone calls between radiologists and ED
- Ensures timely discrepancy resolution with escalation and reminder alerts



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Features

- Capability to launch directly from PACS
- Real-time, automated staff alerts and reminders
- Communication of discrepant ED preliminary reads
- Online tracking and trending reports

Contact us

For more information about McKesson QICS, contact your sales representative or visit www.mckesson.com/medicalimaging.

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