

# Navigating the new I-MED Online How-to guide

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Use this guide to help you perform these key functions within the new I-MED Online:

1. How to find a patient
2. How to view a report
3. How to view images
4. How to break glass
5. How to send an e-Referral

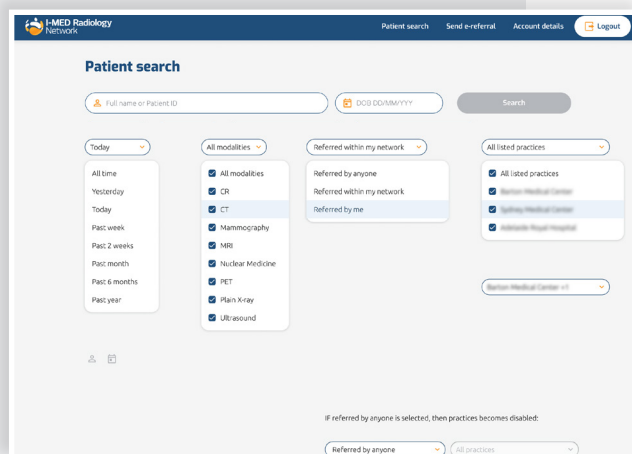
## 1. How to find a patient

The latest I-MED Online has strengthened security and accuracy of patient search. Users are now required to enter the full name/patient ID and date of birth in the fields provided.

The search interface allows users to define their search parameters using several drop-down fields. Update these at any point during your search, to narrow or expand your results without having to start a new search.

In addition to the primary search fields (Name/Patient ID and DOB), there is a submenu of filters, so you can refine your results by the following details:

- Date of study
- Modality
- Referrer status
- Linked Practices (added during account set-up)



## Definition of search terms

**'Referred by anyone'** - will search for studies that were referred by you, practitioners in your network and by someone outside your practice network (relevant when you want to break glass).

**'Referred within my network'** - will find studies that were referred by yourself and another practitioner in your listed network of practices.

**'Referred by me'** - your search will only show results of studies that were originally referred by you.

Note: your "practice network" is the list of practices that you are "linked to" i.e. those practices that are associated with your provider number.

## Default search settings

Each time you log in, the search criteria will default to find studies from the 'Past week', across 'All modalities', that are 'Referrer by me'.

The screenshot shows the 'Patient search' page with the following default settings:

- Search input: Full name or Patient ID
- DOB input: DD/MM/YYYY
- Search button: Search
- Filters: Past week, All modalities, Referred by me, All listed practices

Modify these filters to suit your search criteria and then use the orange drop-down arrows beside the patient's name to identify the specific study details, including modality, date of study, referring practitioner name, along with links to view the associated report and images.

Results will always appear in chronological order, where the latest study appears first.

The screenshot shows the search results table with an orange arrow pointing to the patient name column:

Name	DOB	Patient ID	Latest study
UABH, Queensland	02/07/2001	611982176	20/08/2021
UABH, Queensland	18/07/1962	611982176	20/08/2021
UABH, Queensland	27/11/1974	742201070	20/08/2021

## 2. How to view a report

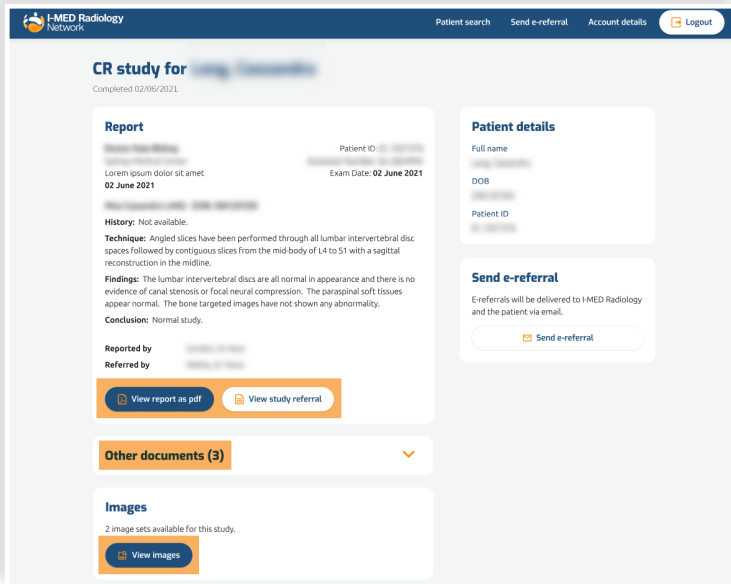
When you expand your patient details, the report can be accessed by clicking the hyperlink at the end of each row.

If the report is not ready, it will say 'In progress' and once finalised and approved by the I-MED radiologist, will convert to 'View report'.

The screenshot shows the expanded patient details for the patient with DOB 18/07/1962. The study list is as follows:

Study date	Modality	Description	Referrer	Accession num.	Images	Report
04/07/2021	CR, US	XR right hand and wrist, XR ri...	Referrer, Dr. Name	111982176	Booked	-
01/06/2021	CR	XR right hand and wrist, XR ri...	Referrer, Dr. Name	111982176	<a href="#">View images</a>	<a href="#">In progress</a>
19/10/2017	CR	X-ray of chest	Referrer, Dr. Name	611982176	<a href="#">View images</a>	<a href="#">View report</a>
27/11/2005	CT	Abdomen & Pelvis	Referrer, Dr. Name	742201070	<a href="#">View images</a>	<a href="#">View report</a>
09/01/2004	US	Ultrasound Abdomen	Referrer, Dr. Name	611982176	<a href="#">View images</a>	<a href="#">View report</a>

Additional information: This patient has 2 studies completed outside of your practice network. [Break glass to access these results](#)



When you open the report, it will appear on screen. You also have the option to:

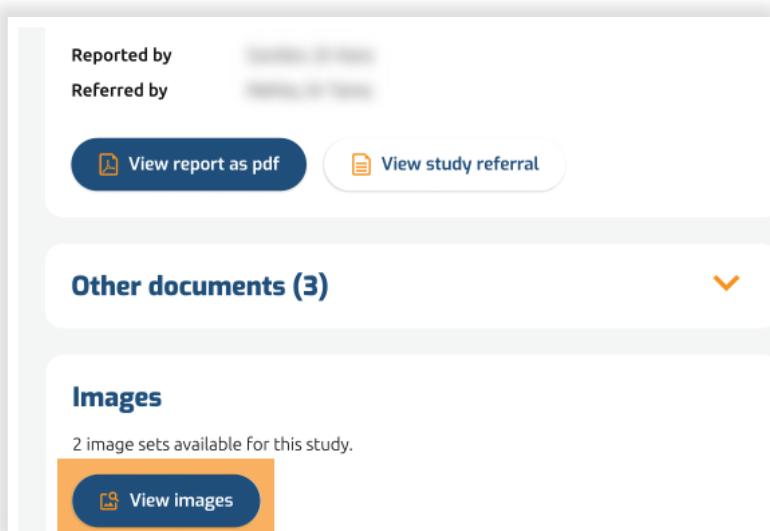
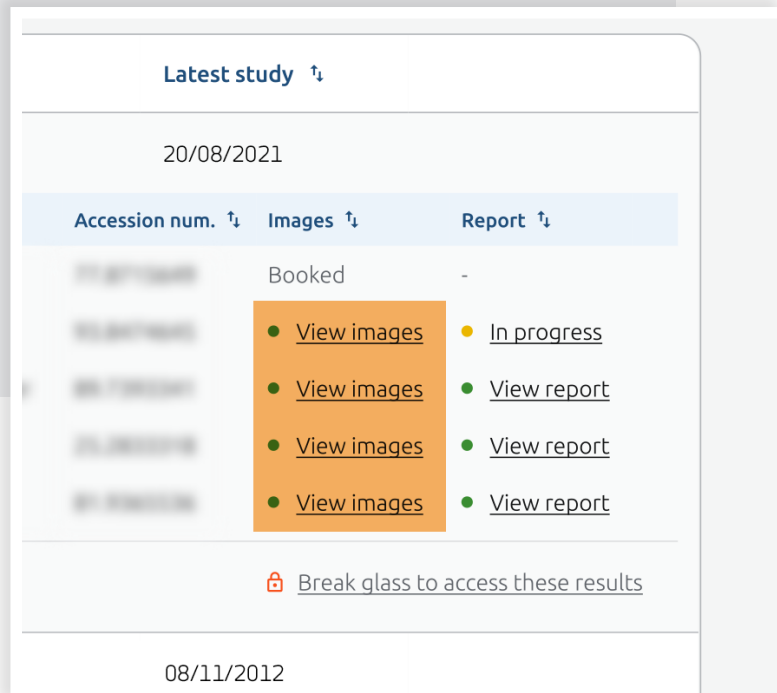
- Download a pdf version
- View the original study referral
- View other scanned documents
- Navigate directly to the 'View images' page without going back to the homepage

### 3. How to view images

You can navigate to your patient's images in two ways, depending on your preference or what actions you have already taken on the platform.

#### From the patient search screen-

Click on the 'View images' hyperlinks associated to each accession number.

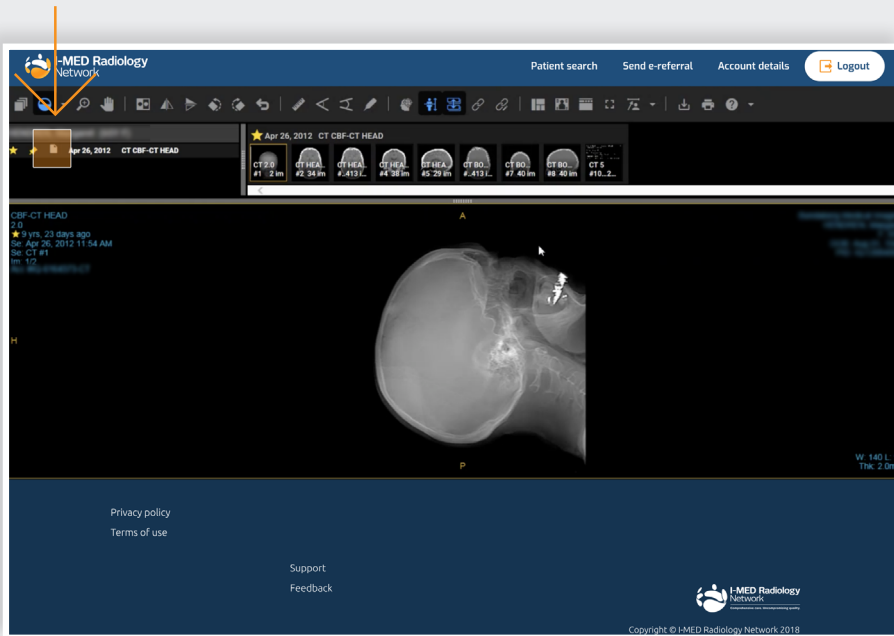


#### From the report -

Select the 'View images' button at the end of the report. This will avoid you having to navigate back to the homepage.

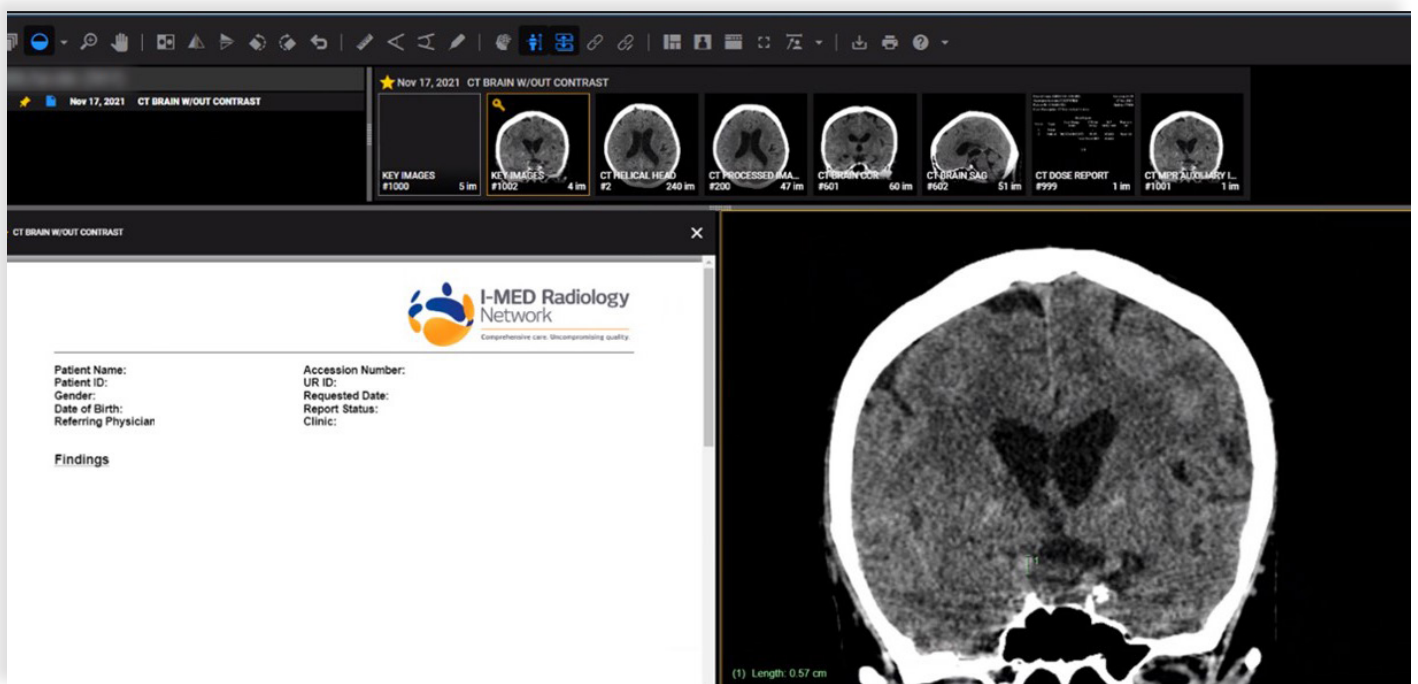
When using either approach, the image viewer will open and showcase all available radiology images associated with the accession number.

As most studies will contain multiple images, use the image library, above the selected image, to click through and view the rest of the study.



## View images and report together

Click on the report icon within the image viewer to open the report within the same window, to analyze the images against the radiologist's interpretation.



## 4. How to break glass

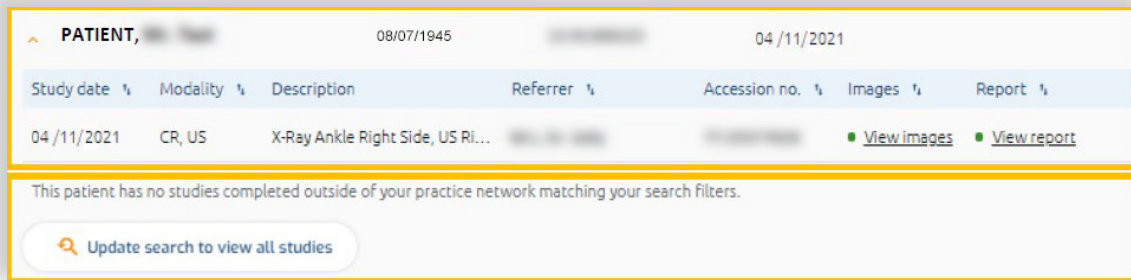
The new version allows you to find external studies easily. A message will appear underneath your patient search results, prompting you to find and then break glass to access these hidden studies.

### System prompt: your search parameters need to be updated

If your search filters (within the top menu) are too narrow, the following message appears underneath your search results:

*This patient has no studies completed outside of your practice network matching your search filters.*

To adjust this setting, click the hyperlink below, 'Update search to view all studies' to broaden your results and access what is hidden by the glass wall.

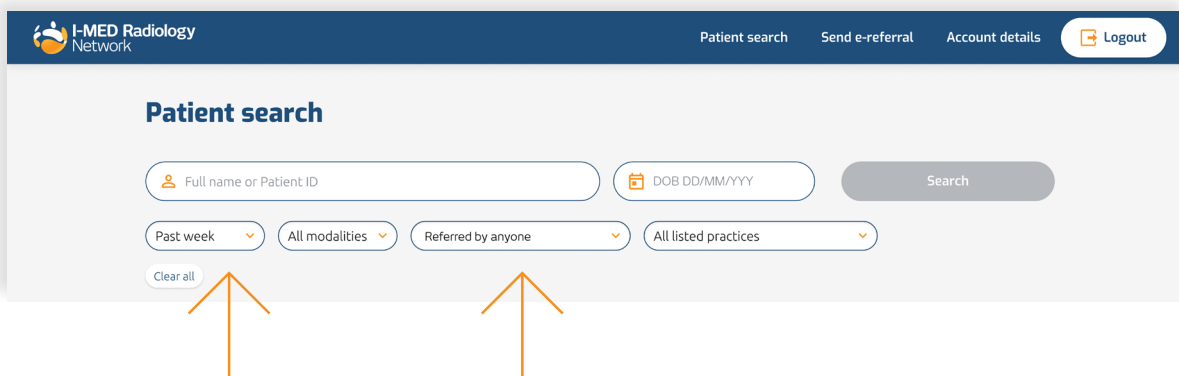


The screenshot shows a patient search result for a patient with ID 08/07/1945 and birth date 04/11/2021. The search results table has columns for Study date, Modality, Description, Referrer, Accession no., Images, and Report. One result is shown for 04/11/2021, CR, US, X-Ray Ankle Right Side, US Ri... with links for View images and View report. Below the table, a message states: "This patient has no studies completed outside of your practice network matching your search filters." A button labeled "Update search to view all studies" is located below the message.

## Update search filters manually

Alternatively, you can update your search filters by changing the third drop down field in your patient search menu to 'Referred by anyone'.

Check that your time frame is appropriate to capture outside studies, as it may default to 'Past week' and therefore restrict your search results.



The screenshot shows the patient search interface. The top navigation bar includes the I-MED Radiology Network logo, Patient search, Send e-referral, Account details, and Logout. The Patient search section has a search bar with fields for Full name or Patient ID and DOB DD/MM/YYYY, and a Search button. Below the search bar are four filter dropdowns: Past week, All modalities, Referred by anyone, and All listed practices. A Clear all button is located below the filters. Two orange arrows point to the 'Past week' and 'Referred by anyone' filters.



## 5. How to send an e-Referral

e-Referrals can now be completed simply and efficiently from within I-MED Online. You can open the e-Referral template in 2 ways:

1. Via the navigation menu link at the top of the page
2. From within the patient report itself

The screenshot shows a patient report on the left and a 'Send e-referral' form on the right. The patient report includes fields for Patient ID, Accession Number, Exam Date, and a section for 'DOB:'. The 'Send e-referral' form has a 'Patient details' section with fields for Full name, Long Name, DOB, and Patient ID. Below this is a 'Send e-referral' button with an envelope icon. A large orange circle highlights the 'Send e-referral' button and the text 'Send e-referral' above it.

### The template is divided into these four key steps:

1. Patient details
2. Examination and clinical details
3. Referring practitioner
4. Confirm and send

All known patient and referring practitioner details will pre-populate into the relevant fields during steps one and three above. This reduces the likelihood of user errors and will make the process faster as it will avoid having to re-enter information.

Each step must be completed in the sequence above.

The screenshot shows the 'Send e-referral' form with two sections: 'Patient details' and 'Examination and clinical details'. The 'Patient details' section includes fields for Full name, Mobile number, Address, Suburb, Postcode, State, and Gender. The 'Examination and clinical details' section includes fields for Exam description, Clinical description, and IV Contrast Alert (optional). A 'Continue' button is at the bottom. A vertical navigation bar on the right shows the four steps: Patient details, Examination and clinical details, Referring practitioner, and Confirm and send.

### Contact us for support

For assistance with any technical issues you may have, please call or email our Referrer Success Team.

Call us on: 1300 147 852

Or email us at: [referrer.success@i-med.com.au](mailto:referrer.success@i-med.com.au)