I-MED Radiology Network

Comprehensive care. Uncompromising quality.

Navigating I-MED Online
How-to guide

Visit portal.i-medonline.com.au

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

1. How to find a patient
2. How to save a search query
3. How to view a report
4. How to view images
5. How to break glass
6. How to view/make upcoming appointment
7. How to send an e-Referral
8. How to order referral pads

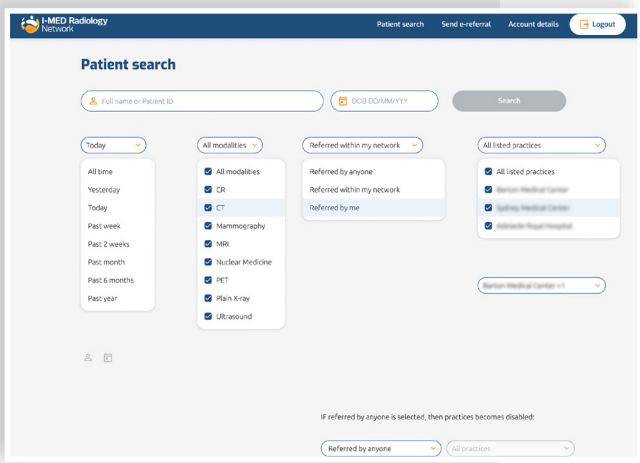
1. How to find a patient

I-MED Online features enhanced security and accuracy in patient search. You are required to enter your patient's full name/patient ID and date of birth to generate search results.

To adjust your search parameters, use the drop-down lists below the patient name and DOB fields. These will give you the flexibility to narrow or expand your results.

These additional filters enable you to refine your search results based on 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).

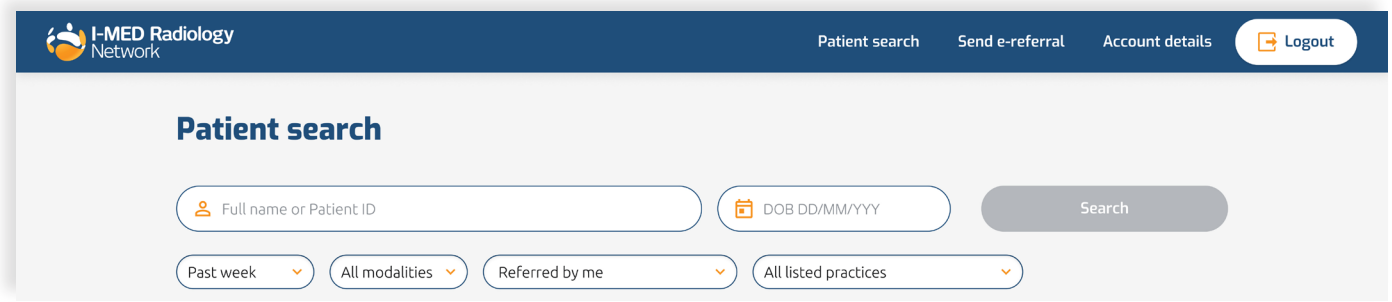
'Referred within my network' - will find studies that were referred by yourself and another practitioner in your listed network of practices.

'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.

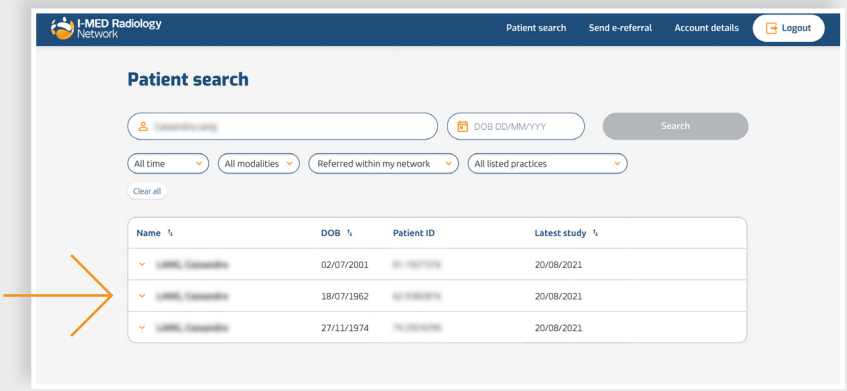
Default search settings

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'.



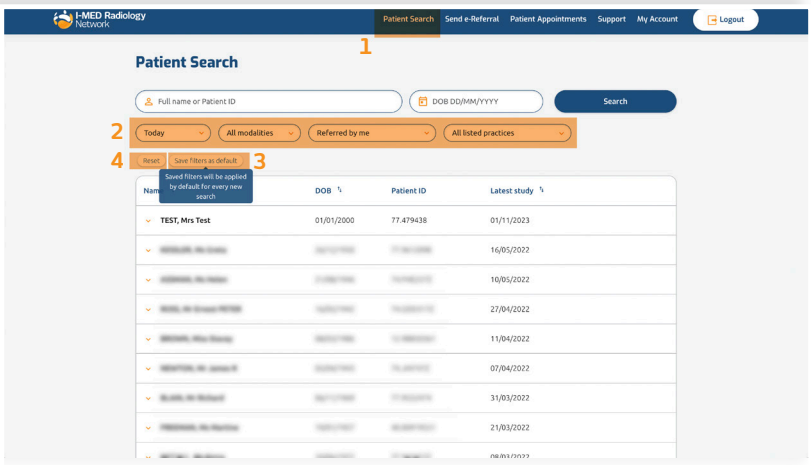
You can modify these filters in each instance to suit your search criteria (or save a frequently searched query – see below). The orange drop-down arrows beside the patient's name will expand to identify the specific study details, including modality, date of study, referring practitioner name, along with links to view the associated report and images.

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



2. How to save a search query

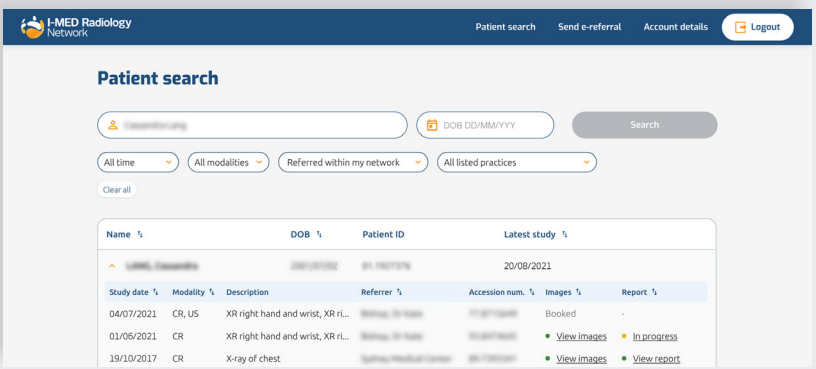
1. You can **save** your most frequently used search queries via the existing "Patient Search" function.
2. For example, save "Today", "All modalities", "Referred by me" and "All listed practices" as your default search terms – which will then apply to all future searches.
3. To do this, simply click "Save filters as default" and all new searches will have those same parameters. The greyed out button denotes that the filters have been saved as default filters.
4. To remove a saved search query, click "Reset".

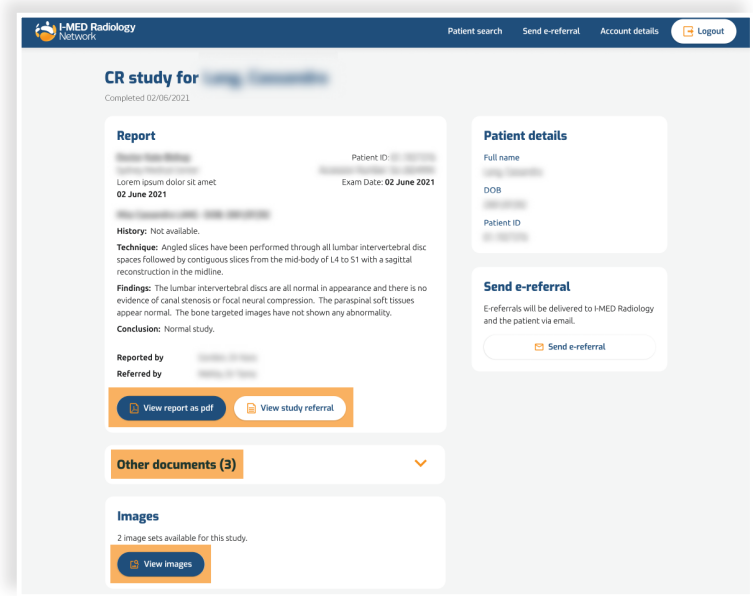


3. How to view a report

When looking at an expanded view of your patient's search results, you will be able to view the report 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' so you can open it without going back to the homepage.





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

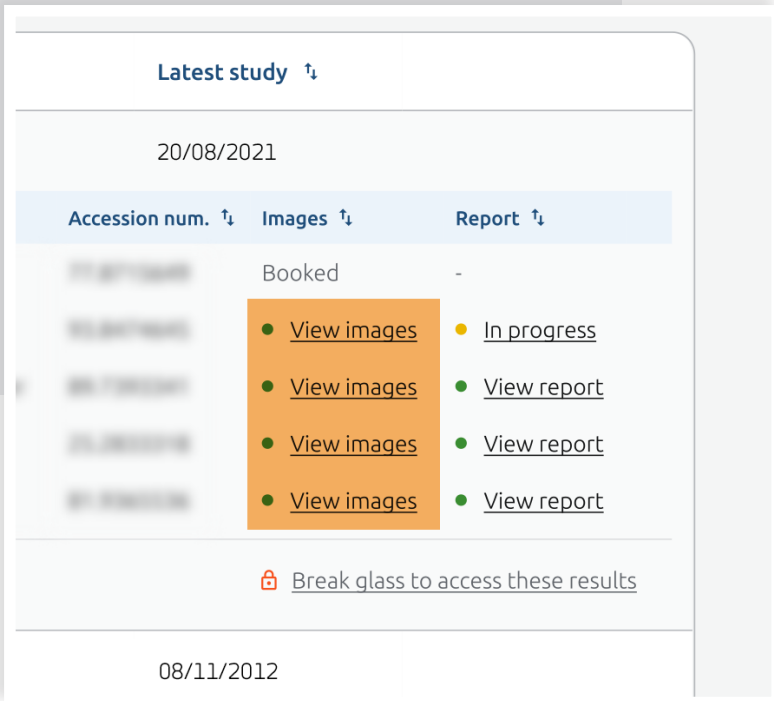
- Download a pdf version
- View the original study referral
- View other scanned documents
- Navigate directly to the 'View images' page without going back to the homepage

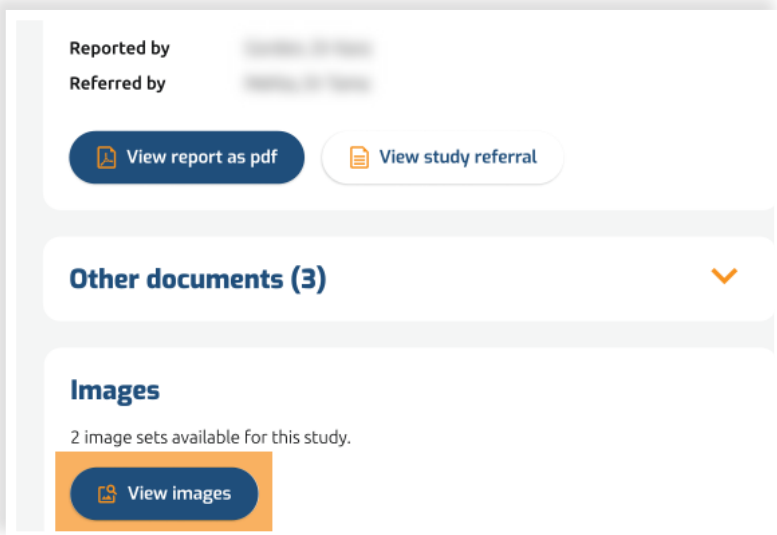
4. How to view images

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.



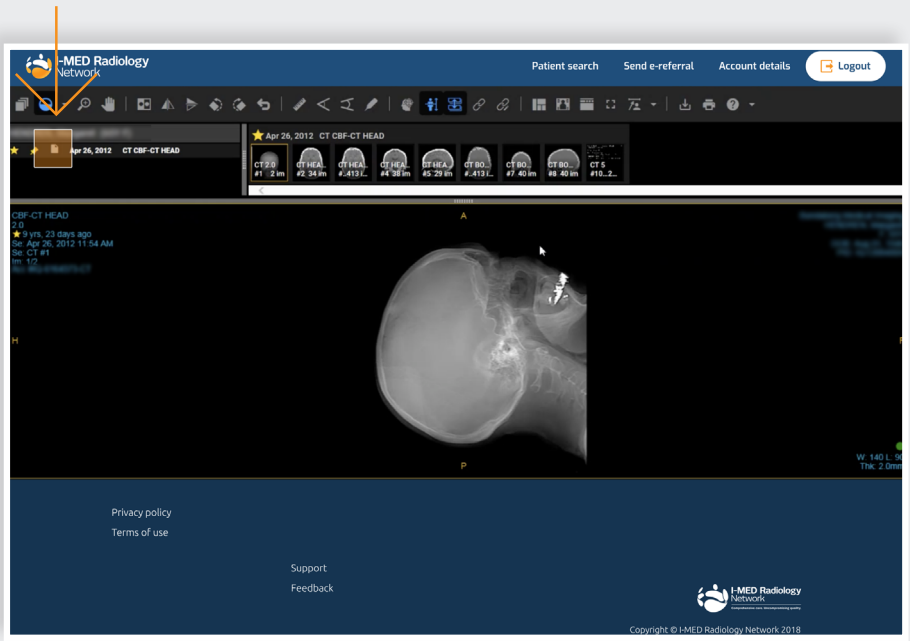


From the report -

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

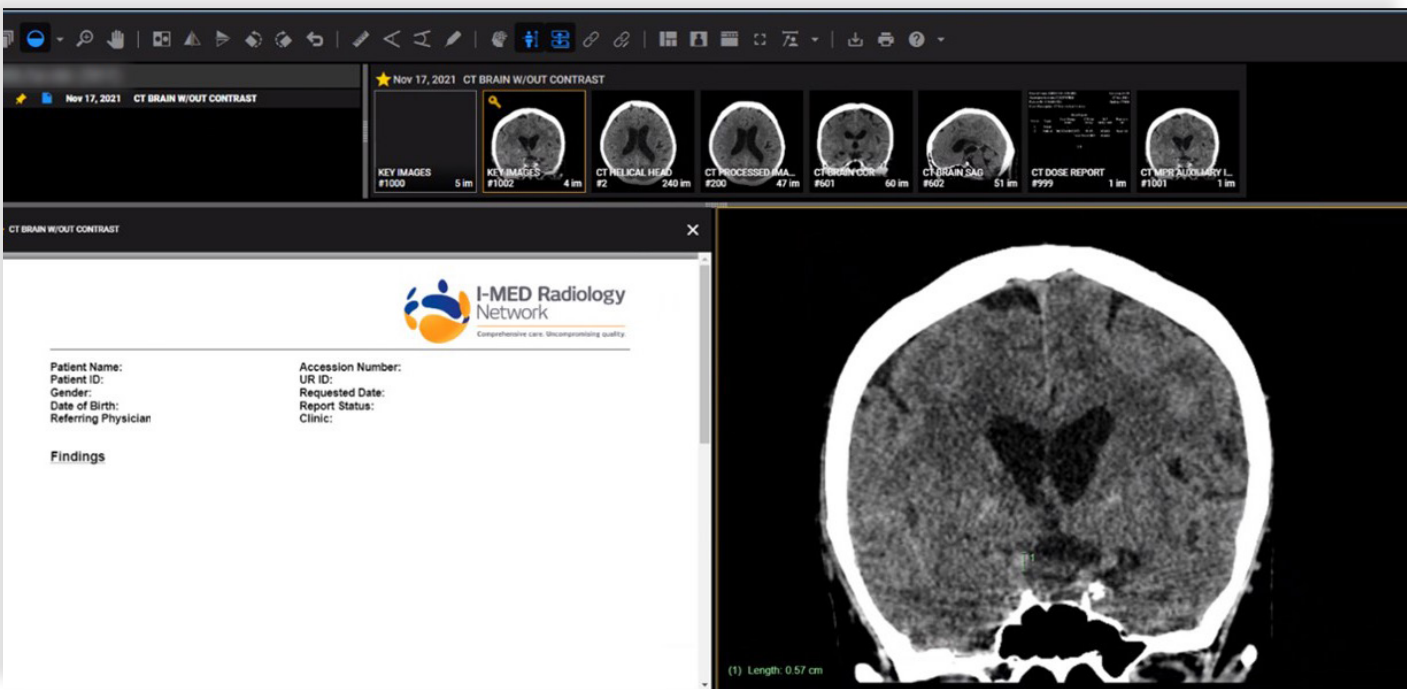
When using either approach, the image viewer will open and showcase all available radiology images associated with the accession number.

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.



5. How to break glass

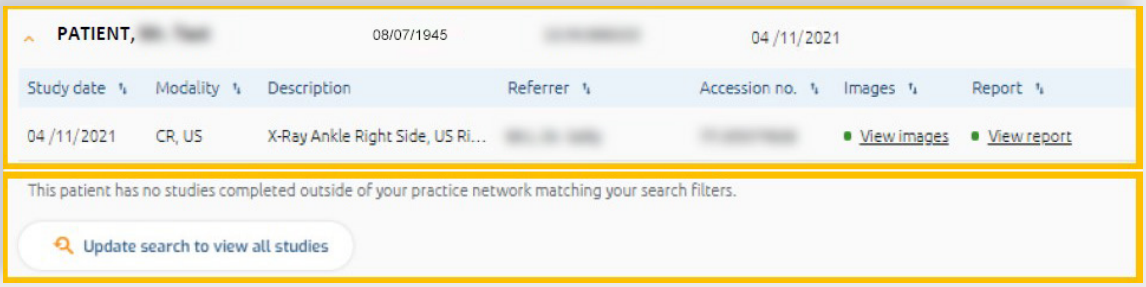
Accessing external studies is now much easier with this version of I-MED Online. Messages that appear underneath your patient search results will prompt you to find and then break the glass to access these hidden studies.

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.

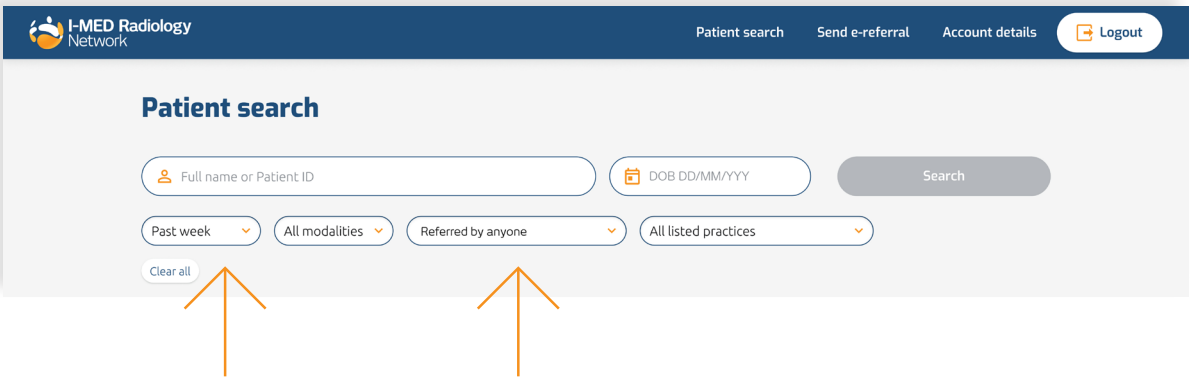
To adjust this setting, click the hyperlink below, 'Update search to view all studies' to broaden your results and access what is hidden by the glass wall.



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'.

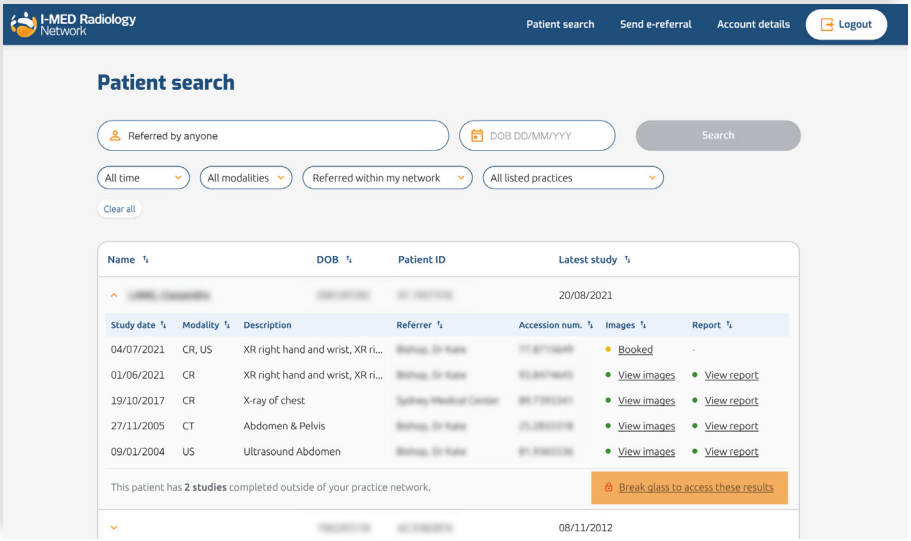
Check that your time frame is appropriate to capture outside studies, as it may default to 'Past week' and therefore restrict your search results.



Proceed with breaking glass

If external imaging exists, a message will appear underneath the visible search results, indicating how many hidden studies exist.

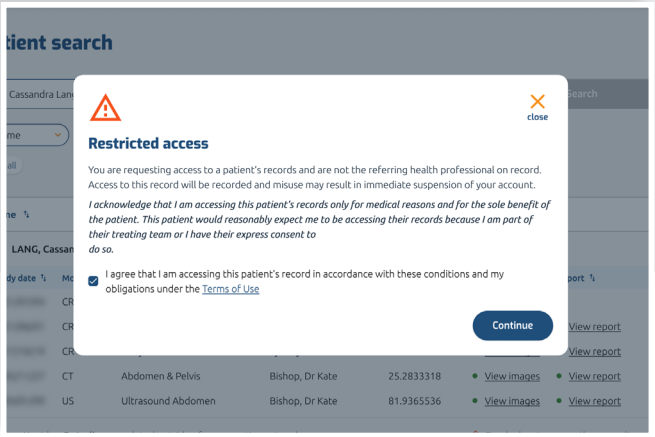
To retrieve these studies click the ‘Break glass to access these results’ hyperlink.



Accept the Terms and Conditions

When you initiate the break glass functionality, it is a requirement that you acknowledge and accept the T&Cs, which will appear as a new window on your screen.

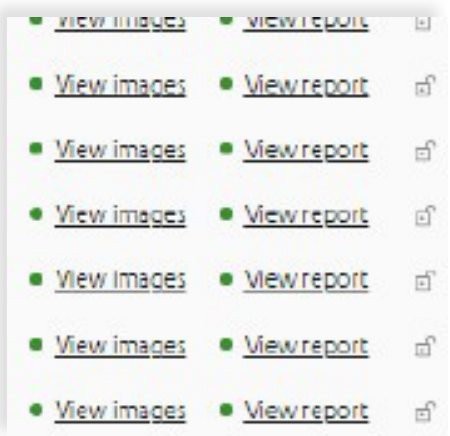
Unique to this new version, acceptance of T&Cs are only required at a patient level. This was formerly required per study, which means you only need to perform this step on one occasion, per patient from now on.



View images and reports

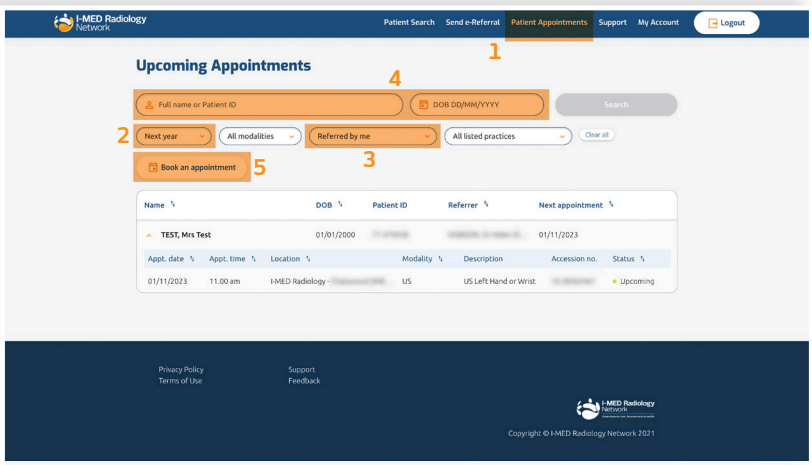
You can now view images and reports as normal, using the hyperlinks.

Studies that were hidden behind the ‘glass’ will be represented by a padlock icon on the right-hand side of each study.



6. How to view/make an upcoming appointment

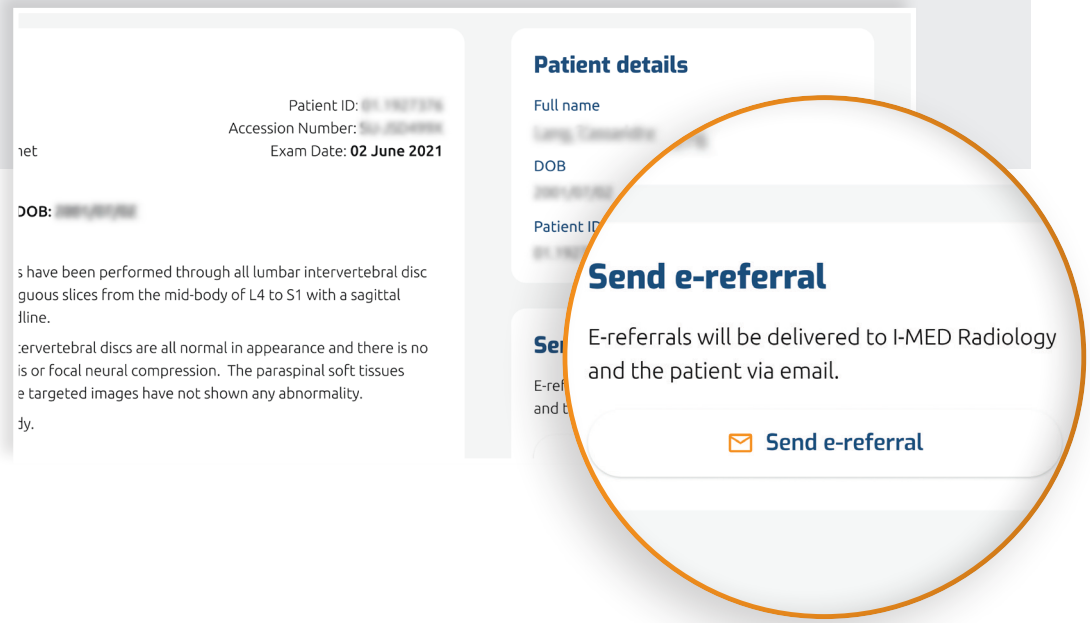
1. By clicking on the “Patient Appointments” link on the top menu, you can view upcoming I-MED appointments for your patients.
2. You do not need to enter patient details in the search fields. If future appointments exist, they will populate automatically on the page.
3. Results will default to appointments “Today” and “Referred by me”.
4. To search beyond appointments scheduled “Today”, change the date filter to your preferred time point. e.g. “Tomorrow:, “Next Week”, “Next month” etc.
5. You can also book an appointment on behalf of your patients. Clicking on “Book an appointment” will take you to the I-MED patient booking platform.



7. 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 template is divided into these four key steps:

1.Patient details

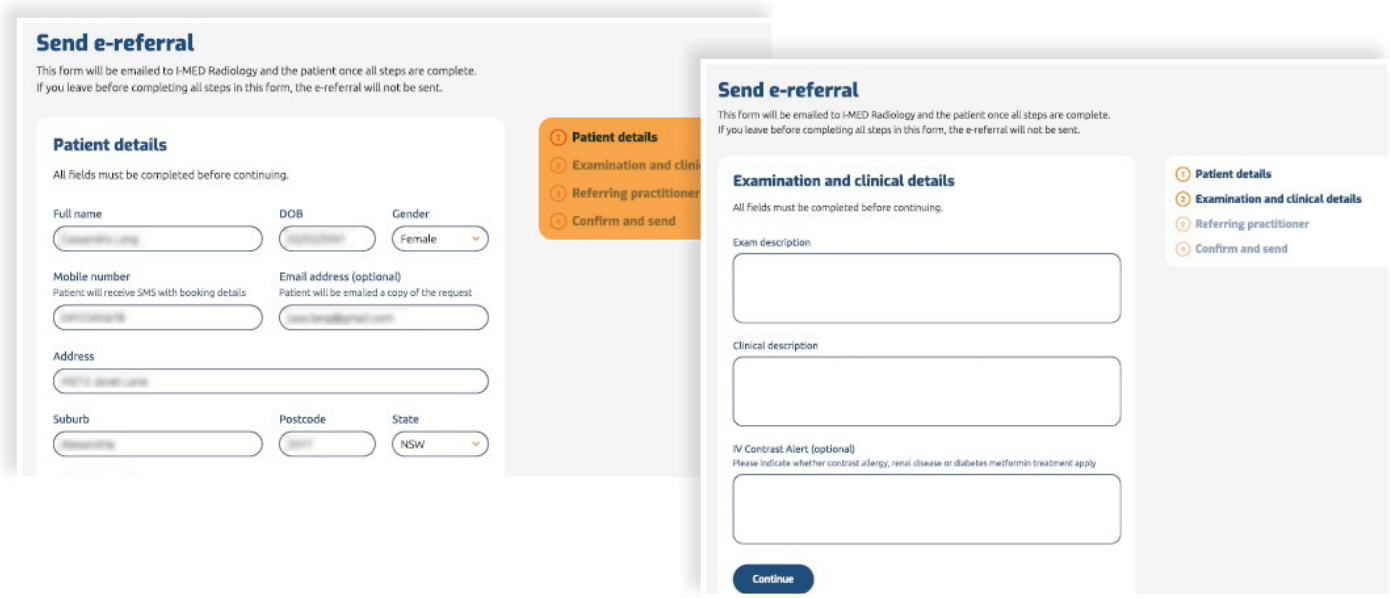
2.Examination and clinical details

3.Referring practitioner

4.Confirm and send

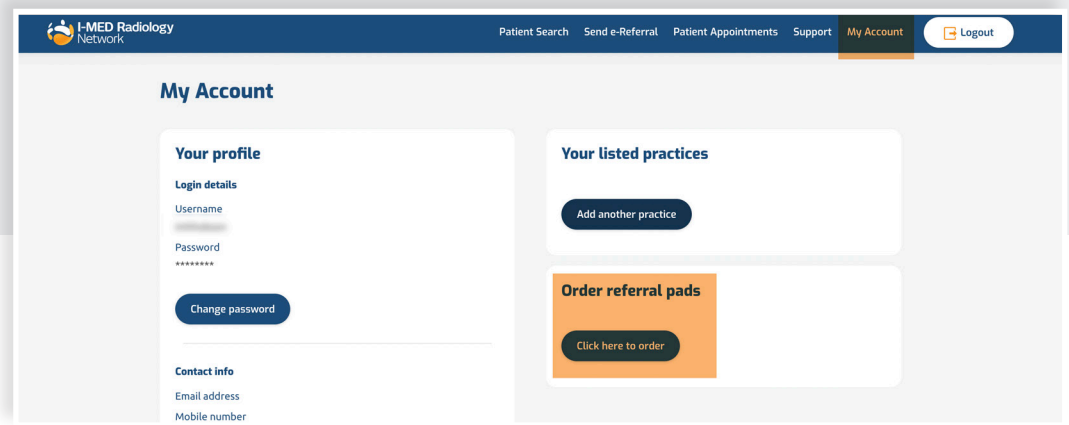
All known patient and referring practitioner details will pre-populate into the relevant fields during steps one and three above. This will result in fewer errors and will make the process faster for the user as they do not need to re-enter information.

Each step must be completed in the sequence above.



8. How to order referral pads

1. To easily order referral pads through I-MED Online, click “My Account” in the top menu.
2. Select “Click here to order” - which will redirect you to the dedicated section on the I-MED website.



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