ROENTGEN WORKS

UrgentWorks

BRIT Systems' UrgentWorks (UW) is a pure browser-based application for critical results reporting. It supports:

- flagging of urgent findings and critical test results via either parsing from a radiologist's report or via direct entry
- immediate communications of the findings to physicians and/or patient locations; and
- complete on-going tracking of the history of the urgent finding, from entry of the finding through acknowledgement by a clinician.

Results are delivered via user and system established rules, including UrgentCall, BRIT's automated calling solution. Users' rules determine order of physician, location and backup personnel to contact. Contact methods include phone calls, texting, faxing, paging and others. Escalation progresses from user's rules to system rules until critical finding has been acknowledged. The system instantaneously provides results across the enterprise via the web interface and archives the results providing details and statistics with a few clicks. The critical result history can be appended to the bottom of the radiologist's report. UW's unique Fire Drill utility distinguishes this product. It verifies contact information on a regular basis, allows users to dynamically add or alter their contact numbers and provides statistics on the accuracy of the information.

Urgent Workflow

Step 1: Order information indicating patient location and ordering physician enters UW via either HL-7 or DICOM integration.
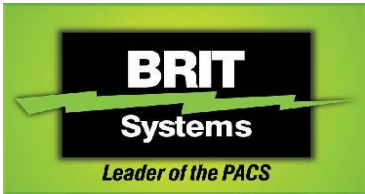
Step 2: Radiologists calls out urgent finding in the report and this is returned to UW via HL-7 where the Urgent Finding is culled out of the report. Alternatively, this is entered into the UW application directly.

Step 3: UW delivers Urgent Finding based on user and system defined escalation rules. Delivery methods may include phoning via UrgentCall, texting, faxing and emailing.

Step 4: Recipient acknowledges finding during call. Alternatively, any authorized individual can acknowledge via web interface. Recipient can ask to be connected to radiologists.

Optional Step: Critical Results History can be appended to report via HL-7 interface.

Managers produce reports listing all studies with Critical Findings with statistical analysis, including critical results turn-around time.

Why you'll love this system:

➢ Meets Joint Commission's National Patient Safety Goal Objective #2
➢ Seamless interface to existing workflow (PACS, RIS, Reporting Tools and EMR)
➢ Unimpeded radiologist workflow - they simply sign a report as preliminary or final and the system culls the critical finding out of the report
➢ Alternative methods for critical results entry, including integration with workstations
➢ System escalates unacknowledged calls to the ordering physician or location, as per rules
➢ Users can dynamically manage their own contact numbers and rules
➢ No Hassel delivery to clinician- no typing of patient name, ID or accession number required
➢ Notification flexibility - via the web, fax, email and/or phone.
➢ UrgentCall of results happens immediately and continuously calls list of contacts until finding acknowledged
➢ Acknowledgement may be during the UrgentCall
➢ UrgentCall can connect recipient to radiologist
➢ Any authorized user can acknowledge finding via web application
➢ All system actions logged and users can enter notes on conversations. Web interface can be accessed on a computer, laptop or smart phone
➢ Administrator panel for message monitoring and statistical analysis
➢ Critical history log for audit trails including messages, users and time stamps archived
➢ Once "Acknowledged", history of communication sent as an addendum to the final report via HL-7

Urgent Findings for CR at 12/16/03 5:44 PM [648121603-1078] for HATFIELD, WW_CRCOMPS D [517]
Reason: Possible granuloma/adenocarcinoma; STAT CT

Event Type	Date	User	Finding	Note
MARK URGENT	11/9/09 3:09 PM	Radiologist #1	possible granuloma/adeno	CT STAT
CALLED	11/9/09 3:10 PM	Kildare	phone 214-630-0636, left m	
VIEWED	11/9/09 3:15 PM	Kildare		
ACKNOWLEDGED	11/9/09 3:18 PM	Kildare		Closed

Add an Urgent Note: _____
Acknowledge Urgent: ○ yes ● no

OK   Close

➢ FireDrill
   o Calls selected groups of phone numbers in the system to verify
   o Includes tools to email users information about FireDrill
   o Allows users to modify calling numbers during FireDrill
   o Provides management reports on results
   o Supports system management repairs and retries

➢ Supports ER Discordance