CABRINI MEDICAL IMAGING

ACCESSING IMAGING AND REPORTS
FAQS FOR REFERRERS

I have a Cabrini PACS (InteleViewer) account but I have forgotten my password

You can click 'forgot password' on the login page and a link to reset your password will be sent to your associated email address. Alternatively, if you have forgotten your password please call **Cabrini PACS support on (03) 9508 1338**, 8.30 am - 4:30 pm, Monday - Friday for your password to be reset.

I know my password but I can't get access to PACS?

Check the following:

- Are you using the correct bookmark (I-MED/Cabrini) on InteleViewer?

- Have you got CAPS LOCK on?

- Is your username spelt correctly?

- Is your internet connection/ Wi-Fi working? Check this by opening your internet browser, e.g. Chrome, Internet Explorer, Safari. If not responding, you may need IT assistance.

- If you have had three attempts at logging in, your account will be locked

- Please call Cabrini PACS support on (03) 9508 1338, 8.30 am - 4:30 pm, Monday - Friday to have your account unlocked or for your password to be reset

I have access to I-MED PACS, can I see images for patients scanned at Cabrini?

Yes. Cabrini and I-MED utilise the same PACS system. The combined I-MED PACS database is the most extensive network in Victoria, with the aim of improving ease of access for radiologists, referrers and ultimately improving the patient experience.

I have access to PACS but I cannot see the images for my patient?

If you have restricted access to a patient you can use the 'Break Glass' feature. This may be required for access if you were not the referring physician for the scan. To 'Break Glass':

- Click the access 'Break Glass' icon. A confidentiality agreement will appear.

- Click the box to accept the terms of the agreement.

- Type the Patient ID (folio number) in the box e.g. 12.12345671. The patient ID can be located on the copy of the report (top right corner).

- Confirm the patient details are correct. If correct, click 'Access Patient Studies' and the results will be displayed in the search results page.

If you still cannot access the images or you do not have the patient ID, please call Cabrini PACS support on (03) 9508 1338, 8.30 am - 4:30 pm, Monday - Friday.

I would like to have digital access to patient images on Cabrini PACS but I don't have an account. How can I set up an account?

Simply email **pacs@cabrini.com.au** with your name, practice address, provider number and contact details.

How do I obtain films/discs?

Cabrini Medical Imaging is striving towards filmless radiology, however, if you require a disc or hard copy films of patient imaging, email **pacs@cabrini.com.au** with your request, or call Cabrini Medical Imaging on **(03) 9508 1444**. Office hours are 8.00 am - 6.00 pm.

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