



UrgentWorks

Now with Follow-Up

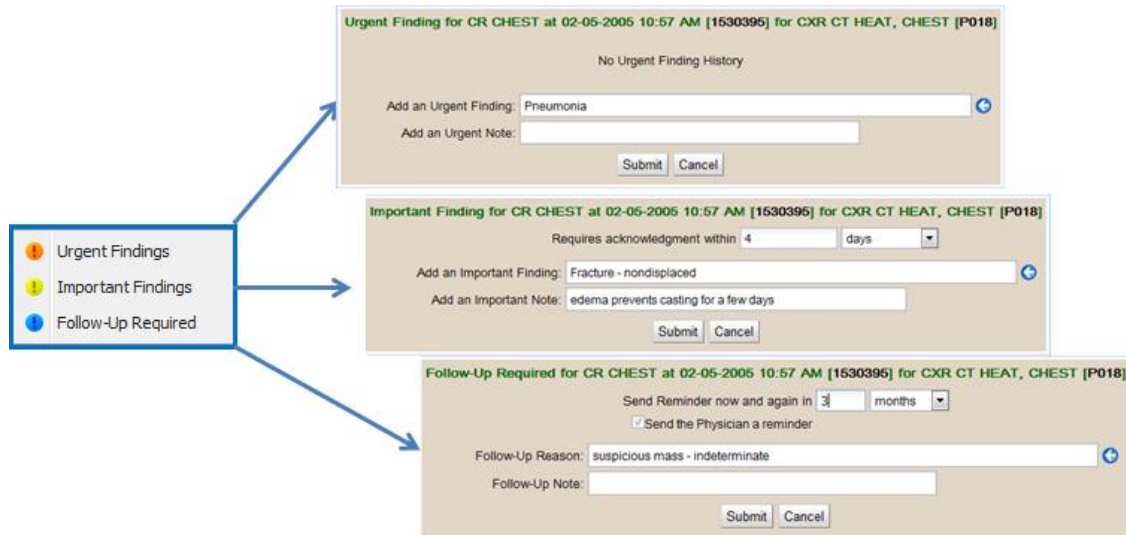


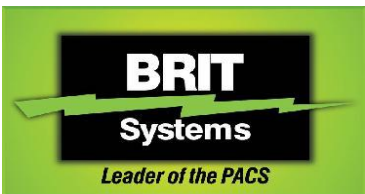
BRIT Systems' UrgentWorks (UW) is a pure browser-based application for critical test results management (CTRM), communications of follow-up requests and general emergency messaging.



As a CTRM, it supports:

- 3 categories of Urgency and Contact Rules:
 - Urgent
 - Important Finding
 - Follow-up Recommended
- flagging of urgent findings and critical test results via either parsing from a radiologist's report or via direct entry
- entry and sending of reminders to referring physician after specified amount of time to repeat study
- immediate communications of the urgent findings to physicians and/or patient locations;
- physician entry of methods of contact based on severity of findings – includes selection of backup personnel for contact – all dynamically changeable
- complete on-going tracking of the history of the urgent finding, from entry of the finding through acknowledgement by a clinician.
- tracking of follow-up with referring doctors
- A "Fire Drill" feature that can call all or a subset of phone numbers in the system to test if each number is working, allow users to update numbers and provide a report to system administrator with the results.





RADIOLOGEN WORKS

UrgentWorks

Results are delivered via user established rules, including UrgentCall, BRIT's automated calling solution. Users' rules determine method of contact and who to contact when messages have not been acknowledged. Different rules can be established based on the each of the three categories set by the radiologist: Urgent, Important and Follow-up Required. Contact methods include phone calls, texting, email links, faxing, paging and others. Users can also monitor a web page or iPad. Escalation continues from the user's primary number, to their backup number, to their backup contact and then to radiology department established personnel until the critical finding has been acknowledged. The system instantaneously provides results across the enterprise via the web interface and archives the results. Detailed reports and statistics are created with a few clicks. The critical result history can be appended to the radiologist's report via HL-7 messaging. UW's unique Fire Drill utility 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, distinguishing this product from its competition.

Priority Main Contact:	Call Mobile Phone
Priority Backup Contact:	No Alert Call Office Phone
Report Delivery Method:	Call Mobile Phone Call Home Phone Email Link

Important Findings

Call during the following hours for Important Findings

Sunday
 Tuesday
 Thursday
 Saturday
 Monday
 Wednesday
 Friday

Between: 08 : 00 AM and: 05 : 00 PM

Use the following Contact Method

Text and Email Message. *Must acknowledge on-line*
 Call Mobile Phone
 Email Message

Attempt 5 times. Retry after 2 hours

Call Backup Contact if no response

Follow-Up Required

Use the following Contact Method

Text and Email Message. *Must acknowledge on-line*
 Call Mobile Phone
 Email Message

Emergency Messaging System

Schedule

Date: 2011-01-27

Call from 8 : 00 AM Until Enter When

Stop Date: 2011-01-28 at Select Users

SUNDAY
 TUESDAY
 THURSDAY
 MONDAY
 WEDNESDAY
 FRIDAY

Method of Notification

Requires Acknowledgement: Yes No

Notification Method

Email Only
 Phone Only
 Email then Phone

Wait for acknowledgement: 90 m

20 # of Concurrent Phone Calls

Attempt 5 times. Retry after 15

Also try secondary

Type Message

A snow event is in progress. Please contact your managers immediately if you are not able to reach the hospital. Also, managers if you are available in the event others can not reach the hospital.

Submit Close

Contact

ADMINISTRATOR
 MANAGER
 COORDINATOR
 RADIOLOGIST
 PHYSICIAN
 LOCATION
 NURSE
 TECH
 TRANSCRIPTIONIST
 ORDERENTRY
 ALL

Submit

As an Emergency Messaging Tool, it supports the ad hoc entry of messages and delivery to groups of users (or all users of the system). The messages can be delivered immediately or via a schedule and can optionally require acknowledgements. Users' contact rules determine their method of contact



Why you'll love this system:

- Meets Joint Commission's National Patient Safety Goal Objective #2
- Seamless interface to existing workflow (PACS, RIS or 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 browser or iPad 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
 - Calls every or subset of numbers in the system to verify.
 - Includes tools to email users information about FireDrill.
 - Allows users to modify calling numbers during FireDrill
 - Provides management reports on results
 - Supports system management repairs and retries
- Supports ER Discordance – *For more information, see ER Discordance brochure*