

Physician MEMO

To | All Physicians (Greater Winston-Salem, Greater Charlotte, & Coastal Markets)
From | Dave Garrett, CIO
Dr. A.J. Patefield, CMIO
Date | November 16, 2011
Re | Radiology Imaging Upgrade - Winston-Salem, Charlotte & Coastal Markets

The Novant radiology images storage system (McKesson PACS) needs a major upgrade to maintain its high level of function. This affects BNMC, FMC, KMC, MPH, PHC, PHH, PHM, TMC and NMG offices in these Markets. These locations will be affected the weekend of November 18, 2011.

During the downtime, **radiology images** will be available for viewing only from the Intranet directly using McKesson Web (located in the Clinical Resources or Physician Services pages) or from a McKesson PACS workstation. Links to launch McKesson radiology images will not be functional within NetAccess, T-system, EHIM, EPIC, or Amalga.

Radiology reports for new and old studies will continue to be available within NetAccess, T-system, EHIM, EPIC, and Amalga during this upgrade.

The PACS upgrade will last for 14 hours to begin at 5:00 pm on Friday, November 18, 2011. It will be completed by 7:00 am on Saturday, November 19, 2011.

Your patience and understanding is requested and appreciated. We are sensitive to the impact this has for you and our patients. Any radiology issues during this upgrade should be directed to the Novant Support Center for assistance at 866-9NOVANT (866-966-8268) using Option 6 for radiology related issues. If you have any questions, please call Dr. Patefield at (704) 996-5196.