

Physician **MEMO**

To | All Medical Staff of Greater Winston-Salem Market facilities
From | AJ Patefield, MD, Novant CMIO
Dave Garrett, Novant CIO
Date | November 2, 2011
Re | **Radiology Information System Upgrade - Greater Winston-Salem Market ONLY**

The Greater Winston-Salem Market radiology information system needs a major upgrade to maintain its high level of functionality. This affects FMC, TMC, KMC, MPH, and NMG offices in this Market. These locations will be affected the weekend of November 5, 2011. There will be no impact to radiology systems in other markets.

During the downtime, radiology images will remain available for viewing on any McKesson PACS workstation or McKesson Web on the Intranet. Interpretation reports will be printed on paper from PowerScribe for distribution. Affected facilities will implement their downtime procedures to distribute these results to patient care areas.

During this downtime, there will be no NEW radiology reports or image links available in the connected systems: NetAccess, T-systems, EHIM, EPIC, Amalga, McKesson PACS or PowerScribe. For imaging studies obtained PRIOR to the start of downtime, the reports and links to McKesson PACS will remain active within these systems, e.g., NetAccess.

The upgrade will last for 13.5 hours to begin at 11:30 pm on Saturday, November 5, 2011. The upgrade will be completed by 1:00 pm on Sunday, November 6, 2011. Following the upgrade, all reports obtained during the downtime will be available in the updated systems.

Your patience and understanding is requested and appreciated. We are sensitive to the impact this has for you and our patients. If you have any questions, please call Dr. Patefield at (704) 996-5196. 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.