

My Imaging Portal

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Introduction

The My Imaging Portal is an online system designed to replace films and discs. It lets an adult patient have an online account to access and share images with others. It helps patients manage, download and share their own images, x-rays and reports – using a computer or tablet on Chrome or Safari.



How Do I Get Access?

Ask a receptionist to give you access to your images online when at your next appointment.

Give an email address and mobile phone number as these are required to set up your access.

Grant approval verbally or via signature on a form.

An email will be sent with login details and a link to access the My Imaging portal.

You can also get a paper print out with a code to take to your Doctor/Referrer.

Logging In



STEP

1

Scan the QR Code or Go to the [My Imaging Portal](https://myimaging.gsahs.health.nsw.gov.au) web page:
<https://myimaging.gsahs.health.nsw.gov.au>

QR:



STEP

2

Log in Using your username (sent via email) and initial password (sent via SMS). If this is your first login, you will be asked to set your new password and security questions.

Log In

Email/User Name:

Password:

Log In

[Forgot password](#)

[Change password](#)

STEP

3

Click Log In. A One-Time Password pop up will appear.

One-Time Password

A one-time password has been sent to your mobile number. Please enter this password in the text box below and click Continue.

* The password is valid for the next 20 minutes. After that, you will need to login again.

Password:

Cancel Continue

STEP

4

Enter the password sent to your mobile phone or email. One Time Passwords are case sensitive.

Viewing

Once you are logged in your most recent study will open. You can view the report and images then share or save them to your device or other people via email. You can view previous exams from this window. You can access the advanced viewer.

Health NSW Hunter New England Imaging

Hello MEGAN Test Sign out last entry 13 July 2020 09:09 Powered by Carestream MyVue

Your Latest Results

DX THORAX
06 March 2020 07:45

Print Report Save Report Save Exam Share Exam

Report

06 March 2020

Clinical History: CAP requiring ICU admission

XRAY Chest

The heart size and cardiomeastinal contours are normal. The lungs and pleural spaces are clear.

LATEST REPORT (IF AVAILABLE)

MEGAN Test, 7654321
Acc: 5004013344
Study Desc: XRAY Ankle - Right
1583396378 - 1 (ALL)
Lossy (1:49)

05-Mar-2020 07:47
C:0 B:0
Zoom: 101%

LATEST EXAM

Previous Exams (2) Exams I Shared with Others (1)

Scrolling with the mouse allows you to go through the images in the study



Move forward and back through the images/series.

Click on the series chooser to view a list of images/series in the study

Sharing Page 1

STEP**1**

The share button is located at the top of the report window when on an iPad, tablet or desktop browser (**will not work on a mobile phone**). This allows you to share your study with another person by sending an email link to them.

STEP**2**

Add the recipients email address (referrer, family member etc)

Share Exam [?] X

2020 07:47

Sharing method Contact information

Please fill in the email address of the person with whom you wish to share the exam.

Email address

Enter mobile number:

Mobile number

STEP**3**

By clicking the Sharing options arrows, you can:

- Set expiry time for access (default is 90 days)
- Share all your studies
- Allow the user to share your images with others
- Hide your details

Sharing options

Define sharing options:

- ☒ Allow access to the exam for the next days
- ☐ Share entire patient portfolio
- ☒ Allow user to share exam with additional users
- ☐ Hide patient details

STEP**4**

Sharing options

☐ I understand the [security implications](#) of sharing medical information

Ticking the checkbox and clicking "Next" sends the link.

Cancel

Next

Sharing Page 2

STEP

5

Review summary page will be displayed. An option to copy or print the displayed link to your study is also available.

Share Exam

MEGAN, Test - XC LOWER EXTREMITY 05 March 2020 07:47

You have shared the exam information with:

An email with a link to the exam was sent to:

You can also copy the following link and forward it to that person yourself.

<https://myimaging.hnehealth.nsw.gov.au?urltoken=48V6d0nloQ5AcS7K3PPTD0k3dRz3zKDWBaP5JQaWfzm9NL30vCZuXdqkZuxdPxoWp6bsptD%2brdJnVQckoo%2fOr%2b%2fPuSkRPYU0NoksG60Vzm2aMouNhdpYM8DFQUaTb>

The exam information will be available until 06 August 2020 11:58.

To discontinue this sharing, use the [Manage Existing Sharing](#) option from the right-click menu.


Optional: Print or copy link.

Optional

Managing existing sharing and access is performed by clicking the below icon, located at the bottom of the report window.

Exams I Shared with Others (1)

This displays who you have shared the exam(s) with.

Shared on	Expiration	Shared with	
13 July 2020	12 August 2020	aaa	

Clicking the trash icon deletes access for the selected user to view your shared exam



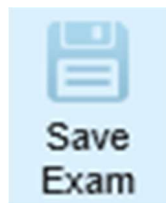
Printing and Saving

Optional



The print report button is located at the top of the report window.

This allows you to print your report and/or save your report in a PDF format.



The save exam button is located at the top of the report window.

This saves your images in a zip file on your PC.

Past Exams

Viewing your older studies is performed by clicking the below icon located at the bottom of the report window.



This displays a list of your previous studies and gives you the options to view images, view report, save, manage sharing and print by clicking on the corresponding icons.



Edit Details

STEP

1

*You can update or change your password, email address, mobile phone and recovery questions by clicking on your name and selecting "Edit Your Account Details". To edit your details:



STEP

2

Edit your email, mobile or password as required.

Your Account Details

Use the fields below to add or change the email address and mobile number for your MyVue account.
Use the new email address next time you log in to MyVue

Your Email Address:

meganistest@gmail.com

Mobile Number:

0412345678

Use the fields below to change the password for your MyVue account.
Use the new password next time you log in to MyVue.

New Password:

8 characters at least

Re-type Password:

Recovery questions help secure your account and offer you a way to access the account in case you forget your password.
Use the fields below to change the recovery question for your MyVue account.

Recovery Question:

What is your favourite food?

Recovery Answer:

[Cancel](#)

 Confirm

Click Confirm

STEP

3

Information for Minors

The MLHD and SNSWLHD My Imaging Portal allows parents/carers to be an authorised representative so they can manage the SNSWLHD and MLHD Imaging information of someone who is not able to make decisions for themselves. This could be a child under 14 years or someone 14 years and over, who lacks capacity to make their own decisions.

Attention: Patient accounts for children under 14 should no longer be set-up! Information is shared to the parent/carer by one of the following account types:

Patient account: A parent or carer can have this account if they have had imaging before. Information can be sent to the parents' account. Access is via Exam Shared with Me button.



Exams Shared with Me

Guest account: A parent or carer can have this account if they are not eligible for a patient account. This is a workaround because the vendor software cannot create an account if the carer or parent does not have images in the image archive. The guest account uses the below search field to find the shared study. Enter the last name to find the study that has been shared.

Search for patient:

Enter patient name/ID/Accession



Search by field

If you want to convert a Guest account into a Patient account once you have had imaging, please ask your local Medical Imaging Department to convert the account to a Patient Account.

Alternatively, we can share individual studies via a [code in an email](#) or on a printed form. You can also download a study to your home windows computer for personal record keeping via the save icon.

Information for Minors Page 2

Authorised Representative Information

Up until the age of 14, a parent or guardian is automatically an authorised representative and can request a result to be shared to them. When a child turns 14, all representatives will be removed from their record after expiry of the shared study or via an audit whichever comes first. You will not be able to manage a dependent's record after your authorised representative status ends (over 14 unless authorised by staff). To remove a share before the end of the expiry date please contact your local Medical Imaging department or if over 14 and have an account, remove the share via the manage sharing function.

Requestors will need to provide a Medicare card or supporting evidence of your authority to act on behalf of a dependent.

Authorised representatives:

- Can request information to be shared to their My Imaging Account or guest account,
- must act in accordance with the will and preferences, or likely will and preferences, of their dependant.

Authorised representatives can:

- view, update, request information to be shared by the hospital (if permitted)
- request shared to be added or removed from a child's record
- opt out or cancel the dependent's record (this will permanently delete it) if an account was created in the past.

All access is auditable, and records access can be supplied upon request (audit records are dependent on MLHD and SNSWLHD maintaining Philips My Imaging System).

If you want to report an issue with another authorised representative, or their management of a record, please call the SNSWLHD and MLHD My Imaging help line on 02 6150 7803.

Code Login

STEP

1

Staff may send you a share code if an account is not suitable for you. Scan the QR Code or go to the address in the email sent to you. Share links will take you to the instant access login screen.
<https://myimaging.qsahs.health.nsw.gov.au/portal/share>
QR:



STEP

2

Enter DOB as dd-MMM-YYYY. E.G 14-Mar-2020 and then code from email or printed code. See example below:

Code:

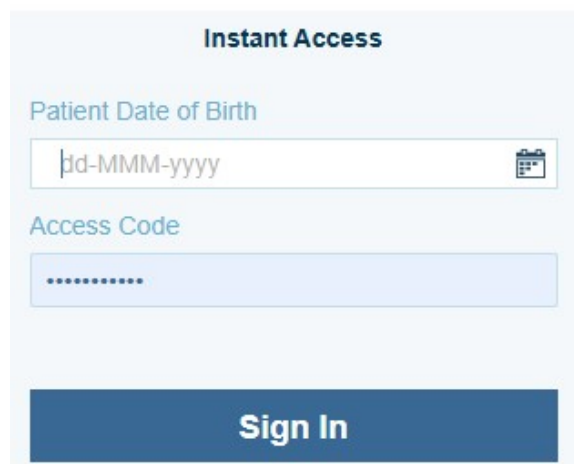
HG1SYP7T

You must also enter the patients Date of Birth to access the exam. The Date of Birth format is DD-MMM-YYYY (e.g. 30-DEC-1922).

STEP

3

Click on sign in.



The screenshot shows a web form titled "Instant Access". It has two input fields: "Patient Date of Birth" with a placeholder "dd-MMM-yyyy" and a calendar icon, and "Access Code" with a placeholder of eight dots. Below these fields is a blue "Sign In" button.

CODE SHARE EXPIRY: All shares via code have an expiry of 90 days. The expiry length can be manually extended or reduced upon request. Staff **cannot** share the entire record via one code. You can only share the entire record by sharing to someone with an account (patient or guest).

Mobiles

Navigating Study Information on a Mobile Device

Once users select the patient exam, they can view images, series, reports and priors. The sharing, downloading and printing buttons are not available. Use a PC, iPad or tablet to access those buttons.

- **Priors** displays previous imaging
- **Report** displays the report for the study
- **Notes** displays any sticky notes associated with the study
- Clicking **Actions** brings up a drop down tab to access series navigation (arrows) and change the brightness and contrast (contrast icon)



***Mobile Phones can only view images. To share, download and print please use Chrome or Safari on a tablet, iPad or Desktop Computer.**

Support

Notifications will be sent to your email to update you with any new information about your studies.

The most common notifications will be:

- When your access and login details are set up or updated
- When your images are available online
- When a report is available online

If you have any issues accessing the Murrumbidgee My Imaging portal or have any questions, please contact the Imaging Support Help Desk:

Email: SNSWLHD-PacsAdmin@health.nsw.gov.au

Phone: (02) 6150 7803 (only available during business hours
(from 9am to 5pm, Monday to Friday))

Overseas access information:

- The portal is not accessible overseas. Please download the images and send files via your email/online drive or call the help line for advice.

Results Policy

Reports and images are stored on the SNSWLHD and MLHD Philips Radiology information system and the Philips Picture Archiving System. They are then sent to the [NSW Health State Archive](#) (EIR) for long term storage which can be accessed via all hospitals in NSW Health ([HealthNet](#)). Your reports are sent to the [My Health Record](#) for hospital encounters **only**. This is done by the Healthnet system (transfer preferences are set when admitted by hospital staff in the medical record). Outpatient reports will be sent to the My Health Record pending changes to legislation and system upgrades (whichever comes first). Your reports are sent to the MLHD and SNSWLHD Hospital Medical record but will only be reviewed and actioned by an ordering referrer or assigned medical officer. Private results are available but only for the purpose of maintaining a complete record in the hospital medical record. Records are maintained as per the Health Care Records - Documentation and Management policy (https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2012_069.pdf).

Hospital referrers have access rights and must adhere to strict patient privacy standards.

Private referrers such as general practitioners will receive reports in their practice software electronically if they are mentioned on the request form as a referrer or CC referrer and they have an electronic identifier in the system. If there is no identifiable electronic identifier, reports will be faxed. Images are only available by transfer to a practice email via code by staff, transfer to a guest account or by the practitioner's login.

Some private referrers have access to break glass accounts to find new patients, manage practice patients or find patients they have referred for by searching our database by last name and first name. **You may request your account to be marked as 'restricted' or 'very restricted' if you do not want it available to referrers who have a break glass account.**

Code shares (Instant Access) sent by MLHD and SNSWLHD staff must only be sent if approved by the Patient or Authorised representative by phone (identified mobile), verbal via face to face or signed consent. Where consent cannot be obtained from the authorised representative or patient due to emergencies or life-threatening circumstances, a code share may occur by an authorised referrer or staff member to allow for the continuation of urgent care. An authorised referrer may be identified on the performed request or could be the Medical Officer in charge of the patients care.

All images are available on the patient My Imaging portal after account creation. Reports are delayed on the My Imaging System for 7 days to enable a referrer to review the result before a patient. Patients can request the 7-day delay to be waived as needed per study.

The My Imaging portal is provided by MLHD and SNSWLHD's to enable the transfer of images and reports to patients and referrers.

All access is auditable, and records access can be supplied upon request (audit records are dependent on MLHD and SNSWLHD maintaining Philips My Imaging System).

If you want to report an issue with another authorised representative, or their management of a record, please call the SNSWLHD and MLHD My Imaging help line on 02 6150 7803.