

# PocketHealth for Providers FAQ

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## PocketHealth for Providers FAQ

### General

#### **What is PocketHealth?**

PocketHealth is a secure, online platform that allows imaging clinics and hospitals to instantly and securely share medical imaging records with their patients and other healthcare providers.

#### **What is PocketHealth Patient Sharing?**

PocketHealth Patient Sharing enables patients to receive a permanent, digital copy of their imaging records from PocketHealth-affiliated medical facilities and share them with any healthcare provider. To learn more, visit [pockethealth.com/patients](https://pockethealth.com/patients).

#### **What is PocketHealth Provider Sharing?**

PocketHealth Provider Sharing enables medical imaging providers such as hospitals and clinics to electronically share imaging records - in full diagnostic quality - with any healthcare provider, instead of burning a CD.

#### **What is PocketHealth Record Retrieval?**

Record Retrieval is a secure web service that allows medical imaging providers (e.g. hospitals, imaging clinics, etc.) to request patients' prior imaging from their outside provider community without having to rely on CDs. Upon receiving the request, the outside facility can upload and share patients' imaging records electronically via a secure web-based link, instead of burning and managing the transit of a CD.

#### **What are the differences between these three services?**

PocketHealth Patient Sharing provides patients with permanent access to their imaging records and the ability to share them directly with other healthcare providers.

PocketHealth Provider Sharing enables imaging facilities to transfer records to other healthcare providers without a patient in-between.

PocketHealth Record Retrieval enables imaging facilities to request imaging records from other healthcare providers without having to rely on a CD.

## PocketHealth for Providers FAQ

### General

#### How does PocketHealth work?

PocketHealth works directly with imaging facilities to link their local Picture Archiving & Communication System (PACS) to the PocketHealth platform. Once linked, imaging facilities are able to send imaging records securely to their patients as well as external healthcare providers.

Patients can request online access to their imaging records at [pockethealth.com/requestrecords](https://pockethealth.com/requestrecords). Once the records are transferred, they are permanently stored in their PocketHealth account, and patients can access them on any device with an internet connection and share them with anyone within their circle of care.

Imaging facilities who have adopted Provider Sharing can send imaging records to other healthcare providers by generating an **Access Page** from PocketHealth Clerical Interface. The Access Page can be faxed directly to the recipient or handed over to a patient to be delivered to the care provider, like a CD.

Imaging facilities who have adopted Record Retrieval can request imaging records from other healthcare providers by sending the request via a secure link from their PocketHealth Clerical Interface. As part of that request process, the requesting facility can request the patient's consent. In that case, the patient's signed authorization will be included on the [request page](#) outside facilities receive.

Upon receiving the request, those outside facilities can easily and instantly upload a patient's prior imaging by simply uploading it straight from their web browser.

## PocketHealth for Providers FAQ

### General

#### **How is PocketHealth beneficial?**

By providing reliable imaging access, PocketHealth equips patients with the tools to become truly active participants in their own care. With the ability to easily access and control where their health records go, patients can become more engaged, informed and empowered to make a difference in their own health.

PocketHealth also provides healthcare providers with faster, more secure access to diagnostic quality imaging records. Instead of waiting for imaging access via CD which can take several days or weeks, care providers can gain access to imaging records within minutes of requesting access. PocketHealth helps providers ensure continuity of care by connecting different imaging touch points across a patient's entire health journey.

#### **How secure is PocketHealth?**

PocketHealth uses the same encryption standards as banks and federal governments for all imaging transfers and is in full compliance with all American and Canadian health data privacy and security requirements established in the Health Insurance Portability and Accountability Act (HIPAA), Personal Health Information Protection Act (PHIPA), the Electronic Personal Health Information Protection Act (ePHIPA) and the Personal Information Protection and Electronic Documents Act (PIPEDA).

## PocketHealth for Providers FAQ

# Accessing Records

### **What is an Access Page?**

An Access Page is a single 8.5"x11" paper that contains a unique security code that enables recipients to access the shared imaging records in full diagnostic quality. The Access Page has information on who shared what records, and instructions on how to 'view' and 'download/import' the imaging records. An example Access Page is available on Page 11.

### **Do I need to create an account to use the Access Page?**

No, there is no account creation or registration of any kind. Simply follow the instruction on the Access Page to view or download/import the shared imaging records.

### **Do I need any specific software to use the Access Page?**

No, there is no specialized software to use the Access Page. All that is required is a web browser (preferably Google Chrome) and an internet connection to access the shared records on any desktop computer, laptop, tablet or mobile device (iOS/Android).

### **How long is an Access Page valid for?**

An Access Page is valid for 30 days. However, recipients can extend the access for up to 9 months by visiting [pockethealth.com/view](https://pockethealth.com/view) prior to the initial 30-day expiry and clicking on the 'Extend' button on the main page.

### **What do I do when the Access Page has expired?**

If the Access Page sent by an imaging facility has expired beyond 30 days, please contact our Provider Support team at 1-855-768-4455 or [providers@pocket.health](mailto:providers@pocket.health) to extend the access.

If the Access Page has expired beyond 9 months, please contact the sending facility and ask them to send a new Access Page.

If a patient has created an Access Page from their PocketHealth account and it has expired, please ask the patient to share a new Access Page.

## PocketHealth for Providers FAQ

# Accessing Records

### **How can I receive an Access Page?**

An Access Page can be sent via fax or delivered by patients like a CD upon request to the sending facility.

### **What does 'Transfer in Progress' mean?**

Transfer in Progress means that images are still being uploaded by the sender. If this message appears for longer than 30 minutes, please contact our Provider Support team at 1-855-768-4455 or [providers@pocket.health](mailto:providers@pocket.health) with the security code and the patient's date of birth on the Access Page.

### **Why does my browser display "This site can't be reached" when trying to reach [pockethealth.com/view](https://pockethealth.com/view)?**

The firewall settings on your browser or within your network may be preventing you from reaching the [pockethealth.com/view](https://pockethealth.com/view) webpage. This may require additional support from your facilities IT/Networking Administrator(s).

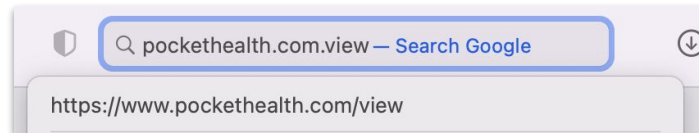
## PocketHealth for Providers FAQ

# Viewing Records

### How do I view imaging?

Follow the 'How to Access Imaging' instruction on the Access Page:

1. Enter [pockethealth.com/view](https://www.pockethealth.com/view) into the address bar at the top of your internet browser



2. Enter in the security code
3. Enter the patient's date of birth

A list of the shared imaging records will appear within the 'Share Inbox.' To view the imaging:

1. Click on the 'View' icon in the row of the exam you wish to view
2. A DICOM viewer (eUnity™) will auto-load and render the selected imaging exam
3. Click on the grey box in the bottom left corner to view series of images (see the highlighted box in the screenshot below)



4. Basic image manipulation tools are available on the top toolbar. For more information on how to use eUnity, click [HERE](#).
5. To select a different exam, go back to the 'Share Inbox' and repeat steps 1 to 3

**Note:** Imaging is not compressed and is rendered in its original diagnostic quality

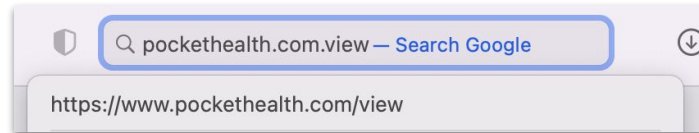
## PocketHealth for Providers FAQ

# Downloading Records

### How do I download imaging?

Follow the 'How to Access Imaging' instruction on the Access Page:

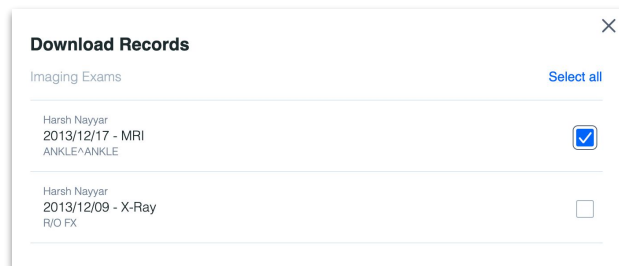
1. Enter [pockethealth.com/view](https://www.pockethealth.com/view) into the address bar at the top of your internet browser



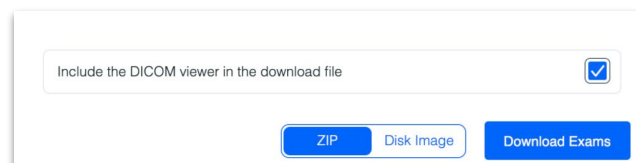
2. Enter in the security code
3. Enter the patient's date of birth

A list of the shared imaging records will appear within the 'Share Inbox.' Follow the steps below to download the imaging:

1. Click on the blue 'Download Exams' button
2. Select the exams to download



3. Select 'ZIP' and click on the 'Download Exams' button
4. If you need a DICOM viewer, select the option to 'Include the DICOM viewer in the download file' as shown below



5. Install and run the DICOM Viewer to open the downloaded DICOM files  
(A Quick Start Guide is included for detailed instructions on navigating the viewer)

**Note:** Imaging is not compressed and is rendered in its original diagnostic quality.



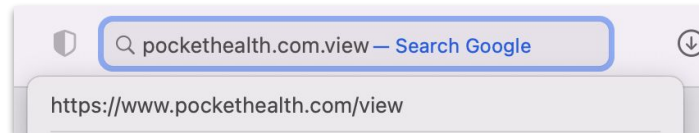
## PocketHealth for Providers FAQ

# Importing Records

### How do I import imaging into my PACS?

Follow the 'How to Access Imaging' instruction on the Access Page:

1. Enter [pockethealth.com/view](https://www.pockethealth.com/view) into the address bar at the top of your internet browser



2. Enter in the security code
3. Enter the patient's date of birth

A list of the shared imaging records will appear within the 'Share Inbox.' Follow the steps below to import the imaging into PACS:

1. Click on the 'Download Exams' button, select the exams of interest, and download exams in ZIP
2. A ZIP file named "IMAGES\_Lastname.zip" where Lastname is the patient's last name will be downloaded in the download folder (e.g., IMAGES\_Smith.zip)
3. Right-click on the ZIP file and select 'Extract All'
4. DICOM files named IM1, IM2, IM3 and so forth will be located within the following folders: IMAGES\_Smith > IMAGES > DICOMS
5. Open your PACS application (or import tool), select the newly extracted folder and click Import

**Note:** The downloaded DICOM files are not compressed and are rendered in their original diagnostic quality. If your import tool does not permit importing from non-disc drives, select 'Disk Image' instead of ZIP in Step 2, above. Since every PACS is different, please contact your PACS team should you have any further questions related to importing files into your specific PACS application.

## PocketHealth for Providers FAQ

# Mounting an ISO File in Windows 10

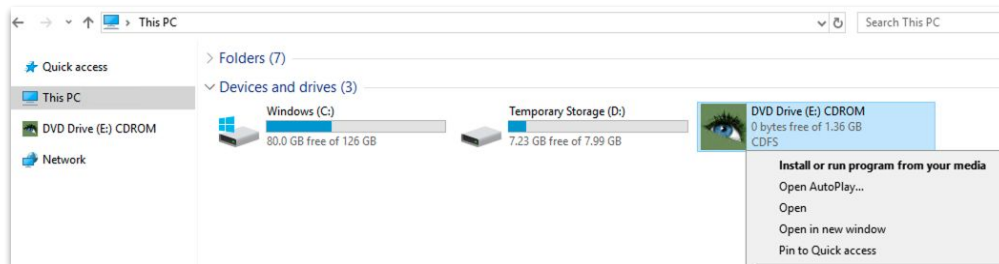
### What does mounting an ISO file mean?

An ISO image is simply a "virtual copy" of a CD/DVD. To mount an ISO file means **to access its contents as if it was recorded on a physical medium and then inserted in the optical drive**. If you downloaded a software in the form of an ISO image and want to install it, mounting it will be faster and easier than recording it on an actual disc.

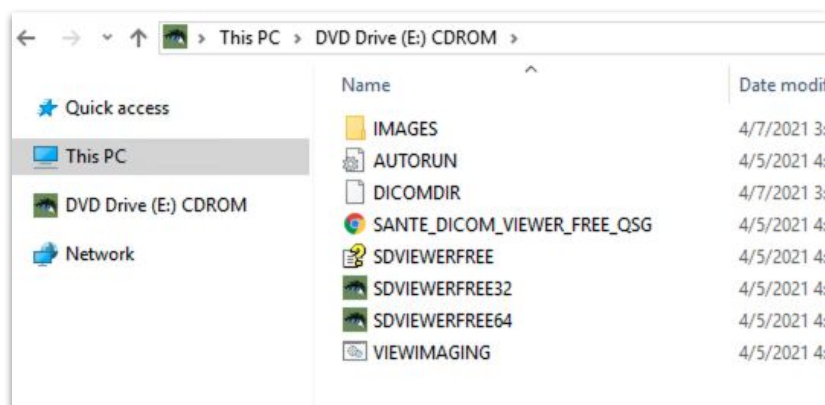
### How do I mount an ISO file?

Follow the 'How to Access Imaging' instruction on the Access Page and take the following steps:

1. Click on the 'Download Exams' button, select the exams of interest, and download exams in 'Disk Image'
2. An ISO file named "IMAGES\_Lastname.zip" where Lastname is the patient's last name will be downloaded in the download folder (e.g., ISO\_Smith.iso)
3. Right-click on the ISO file and select 'Mount.' Windows 10 will recognize the file extension and present it as a CD-ROM
4. Go to 'This PC' and find the mounted ISO in 'Devices and Drives'



5. The ISO file should contain a folder titled 'IMAGES' with a corresponding DICOMDIR.
6. Load the "IMAGES" directory in PACS/DICOM Viewer



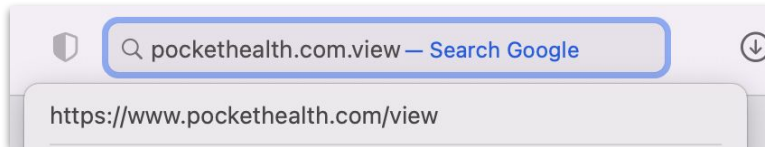
## PocketHealth for Providers FAQ

# Burning a CD

### How do I burn the shared imaging to a CD?

Follow the 'How to Access Imaging' instruction on the Access Page:

1. Enter [pockethealth.com/view](https://www.pockethealth.com/view) into the address bar at the top of your internet browser



2. Enter in the security code
3. Enter the patient's date of birth

A list of the shared imaging records will appear within the 'Share Inbox.' Follow the steps below to burn the records to a CD:

1. Click on the 'Download Exams' button, select the exams of interest, and download exams in 'Disk Image'
2. An ISO file named "ISO\_Lastname.iso" where Lastname is the patient's last name will be downloaded in the download folder (e.g., ISO\_Smith.iso)
3. Ensure there is a blank writable CD in CD/DVD burner
4. Right-click on the ISO file and select 'Burn disc image'

**Note:** The downloaded DICOM files are not compressed and are rendered in their original diagnostic quality.

## PocketHealth for Providers FAQ

# Saving to USB

### How do I save the shared imaging to a USB?

Follow the 'How to Access Imaging' instruction on the Access Page:

1. Enter [pockethealth.com/view](https://www.pockethealth.com/view) into the address bar at the top of your internet browser



2. Enter in the security code
3. Enter the patient's date of birth

A list of the shared imaging records will appear within the 'Share Inbox.' Follow the steps below to save the records to a USB:

1. Click on the 'Download Exams' button, select the exams of interest, and download exams in ZIP
2. A ZIP file named "IMAGES\_Lastname.zip" where Lastname is the patient's last name will be downloaded in the download folder (e.g., IMAGES\_Smith.ZIP)
3. Ensure USB drive is plugged into the computer
4. Unzip the "IMAGES\_Lastname.zip" file onto the USB drive.
5. Safely eject the USB drive.

**Note:** The downloaded DICOM files are not compressed and are rendered in their original diagnostic quality.

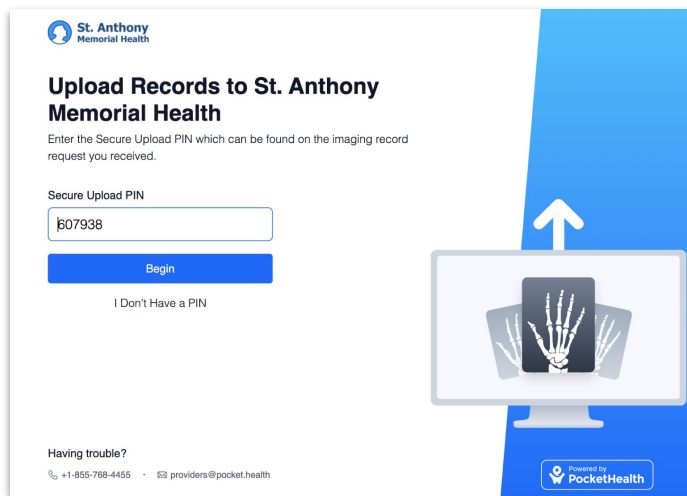
## PocketHealth for Providers FAQ

# Uploading and Sending Records

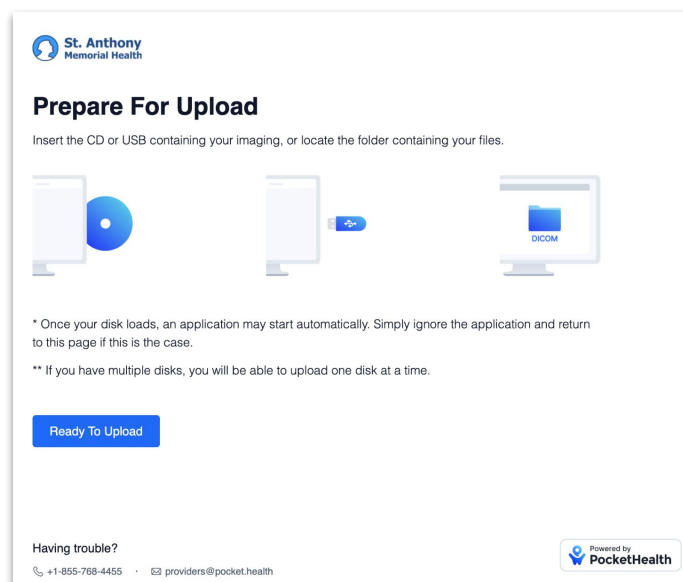
### How do I upload records?

To upload and send records, you simply need to follow this easy seven step process.

1. On the [Request Page](#), please visit the secure upload page URL listed
2. Enter the secure upload PIN and click 'Begin'



3. Click on 'Ready to Upload' to begin uploading the requested imaging records

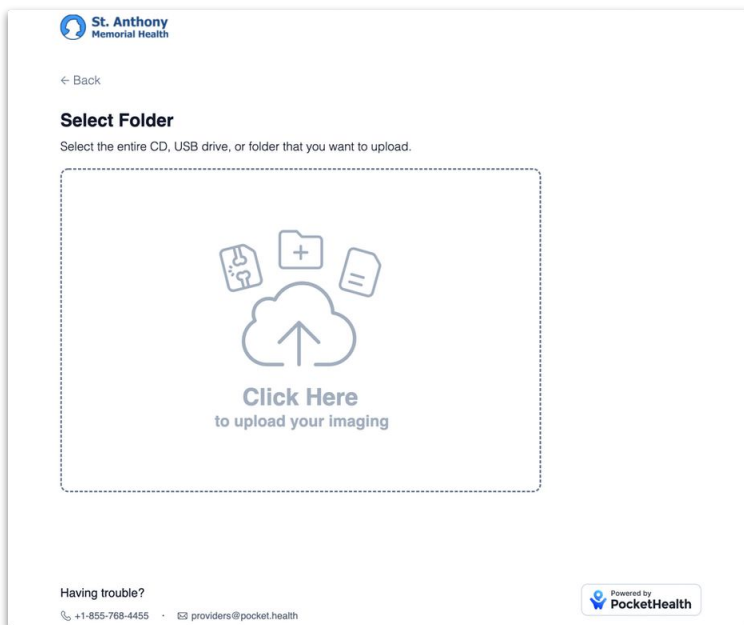


## PocketHealth for Providers FAQ

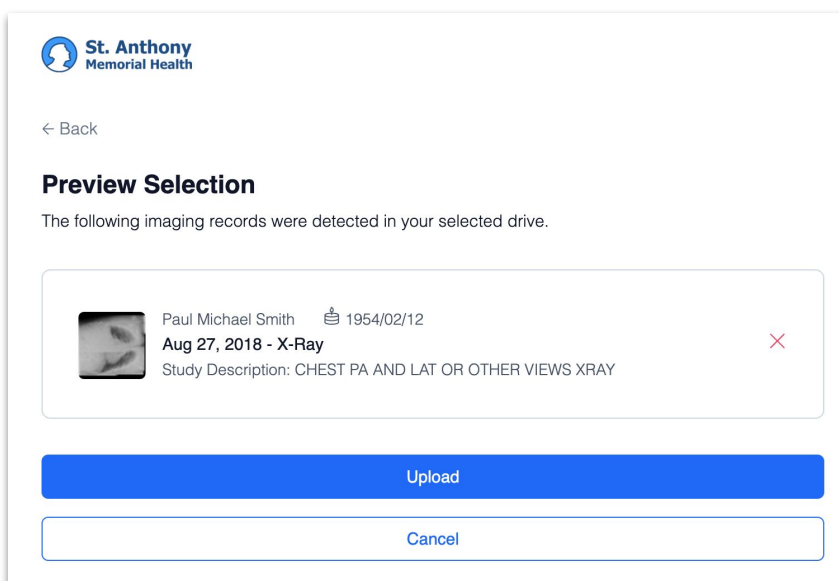
# Uploading and Sending Records (continued)

### How do I upload records (continued)?

4. Click and select the entire CD, USB drive or folder that you want to upload



5. Click 'Upload'

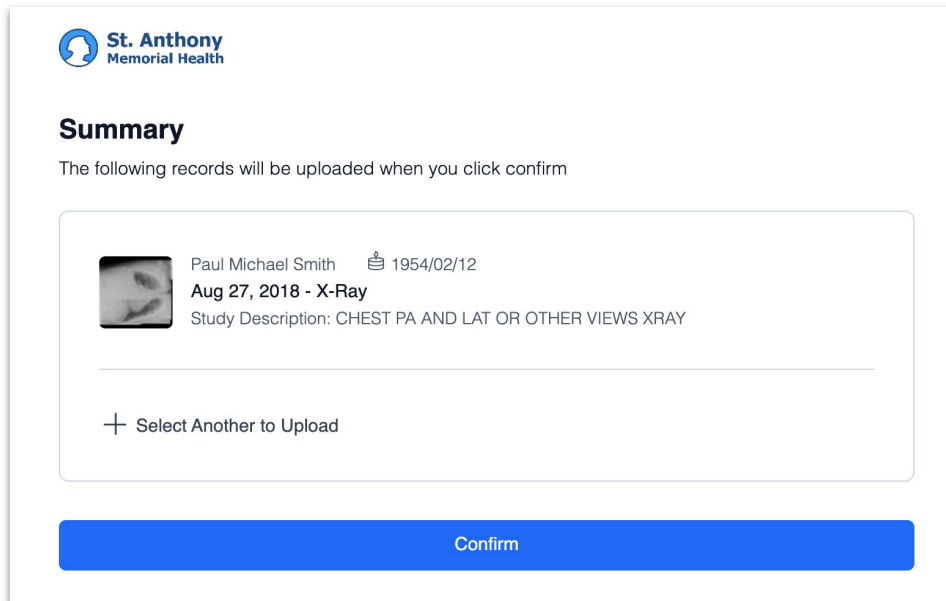


## PocketHealth for Providers FAQ

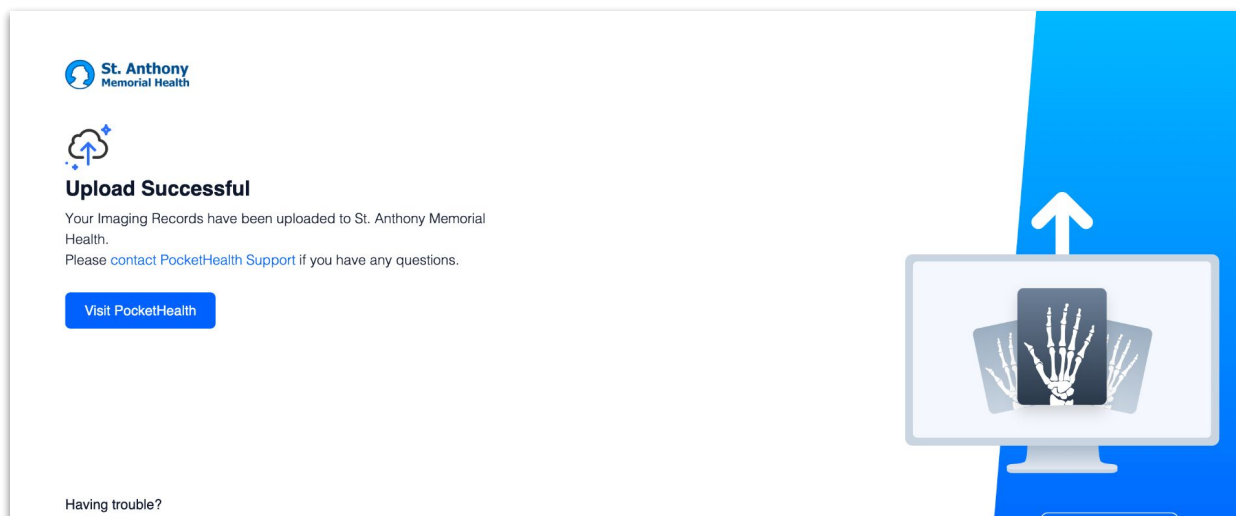
# Uploading and Sending Records (continued)

### How do I upload records (continued)?

6. Wait for upload to complete and click on 'Confirm'



7. Success! Your upload is processing and there's nothing more you need to do



## **PocketHealth for Providers FAQ**

# **Uploading and Sending Records (continued)**

### **Do I need to create an account to upload records?**

No, there is no account creation or registration of any kind. Simply follow the instructions on the imaging request page to upload and share the imaging records.

### **Do I need any specific software to upload records?**

No, there is no specialized software to upload and share records. All that is required is a web browser (preferably Google Chrome) and an internet connection to access the shared records on any desktop computer, laptop, tablet or mobile device (iOS/Android).

### **How long is an imaging request valid for?**

There is no expiration for an imaging request. An imaging request only becomes invalid once the requesting provider imports the imaging that has been uploaded and sent to them, or if they cancel that initial request.

### **I already have PocketHealth for Providers, do I still need to upload imaging through a web browser?**

You can fulfil image requests directly from your own PocketHealth Clerical Interface (without sending an Access Page!) by using an advanced feature of Provider Sharing.

If you currently don't have this feature available, please reach out to your PocketHealth Customer Success Manager who can help you easily incorporate this functionality into your digital image exchange workflow.



# Sample Access Page

“St. Anthony’s Memorial Hospital” sharing imaging with “Palm Beach MRI Clinic” through an Access Page



Powered by  
**PocketHealth**

## Medical Imaging Records Transfer

**Attn:** Palm Beach MRI Film Library  
**Subject:** Chart Transfer Request  
**From:** St. Anthony’s Memorial Hospital

This section is only present if the Access Page was sent by fax. It enables the sender to provide additional notes for the recipient

**Institution:** St. Anthony’s Memorial Hospital

**Patient Name:** Lovelace, Ada

**DOB:** 1981/08/29 YYYY/MM/DD

Note:

As requested, pls find attached the patient’s imaging.  
Thx - SMH Film Lbry


This is the **most relevant section** of the Access Page. Follow these 3 steps to access, view, or download the shared imaging records

### How to Access Imaging

- 1** Open your web browser (preferably Google Chrome), and visit [pocket.health/VIEW](http://pocket.health/VIEW)
- 2** Enter the following security code  
**K3Q - 2PB - KFI**
- 3** Enter patient’s date of birth  
**1981/08/29**  
YYYY/MM/DD

### What’s Included

Unlike CD, there is no limit to the number of shared exams

-  Exam List
  - CR CHEST 2 VIEW  
Mar. 29, 2020
  - CT HEAD  
Feb. 05, 2020
  - MR BREAST  
Jan. 31, 2020
  - + 12 more exams

Access expires after 30 days, however, it can be extended up to 9 months by clicking on the ‘Extend’ button within the initial 30 days.

**Access Expiry:** **Jan 02, 2021**  
(Option to extend by 9 months after access)

Quality: **DIAGNOSTIC**  
 Compression: **None**  
 Format: **DICOM**

Shared records are never compressed and are always viewable and downloadable in their original DICOM format



### How to View

1. Follow the access instructions above.
2. You will see a list of exams, from most recent to oldest.
3. Click "Imaging" to view instantly using an FDA / Health Canada certified diagnostic viewer.

To view imaging offline, follow the download instructions and select the option to ‘Include the DICOM viewer in the download file’

View the shared imaging records through the online DICOM viewer (no setup or software required)

Need help?  
Contact PocketHealth Provider Support team for assistance

#### Having Trouble?

☎ 1-855-768-4455  
 ✉ [providers@pocket.health](mailto:providers@pocket.health)



### How to Download/Import

1. Follow the access instructions above.
2. Click on the ‘Download’ button, select the exams of interest, and download the ZIP file.
3. Right-click on the downloaded file & select ‘Extract All...’ to unzip.
4. Select the unzipped folder from step 3 in your standard import tool to import the exams into PACS.


Records can also be downloaded as a ‘Disk Image’ if the recipient’s import tool does not permit importing from non-disc drives


⚠ This Imaging will be available till 2021-01-02 15:45  
(Option to extend by 9 months after access)

# Sample Request Page

## “St. Anthony’s Memorial Hospital” requesting imaging from “Mercy Hospital St. Louis”

Please note: This request may or may not include signed patient authorization, depending on the workflow of the requesting provider.

 **St. Anthony**  
Memorial Health



**Attn:** Mercy Hospital St. Louis  
**Subject:** Medical Record Request for Ryan Anthony  
**From:** St. Anthony Memorial Health

This is an authorized request from St. Anthony Memorial Health for the release of medical imaging records for patient Ryan Anthony


This section is only present if the patient signed the online digital consent form as part of the request workflow.

### Signed Patient Authorization

I, Ryan Anthony, hereby waive all claims against Mercy Hospital St. Louis and St. Anthony Memorial Health its doctors, employees and agents for all purposes whatsoever in connection with said communication and disclosure, and retrieval of information in the said records.

I understand that the records will be made available to St. Anthony Memorial Health via a secure third-party record storage platform, PocketHealth, through which St. Anthony Memorial Health will be able to access, view, download, and share these records.

I authorize Mercy Hospital St. Louis to release my records to St. Anthony Memorial Health as I have specified within this form.

 Patient Signature

This is the **most relevant section** of the Request Page for your recipient. They can follow these 3 steps to share the requested imaging records with you.

### Records Requested

**Patient Name:** Ryan Anthony  
**Patient DOB:** 19861229 YYYYMMDD  
**Request Details:** Ryans CHEST XR

### Transfer Instructions

- 1 Open your web browser (preferably Google Chrome), and visit  
**samh.pocket.health**
- 2 Enter the following secure upload pin  
**317486**
- 3 Prepare to upload!

**Don't have the requested records?**  
You can decline this request after following the instructions above

No priors? No problem!  
Receipts have the option of declining your request if they don't have the requested records.

If you have any questions regarding this request for records, please contact St. Anthony Memorial Health at 1-855-768-4455