



PACSgear Enterprise Server

EHR Gateway, EHR Gateway Print, Image Link, Image Link Plus, Image Link Encounter Workflow (Encounter Manager), MDR Video Touch (MDR Link), Video Touch 4K, PACS Scan Mobile, PACS Scan Web, and Web Forms

User Help

DOC-CS5.2-UH-EN-REVA

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General warnings and precautions



To ensure patient safety and adhere to HIPAA Privacy Rule involving patient health information, the Healthcare provider shall assign a unique Accession Number and Medical Record Number (MRN) to identify individual patient's health record affiliated with the patient to prevent erroneous medical data and duplicate identification with other patients.

Symbols glossary



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

3082 - Manufacturer: Indicates the medical device manufacturer.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

Authorized representative in European Community: Indicates the authorized representative in the European union. Symbol is accompanied by the name and address of the authorized representative adjacent to the symbol.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2497 - Date of Manufacture: Indicates the date when the medical device was manufactured.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2493 - Catalog number: Indicates the manufacturer's catalog number so the medical device can be identified.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2498 - Serial number: Indicates the manufacturer's serial number so that a specific medical device can be identified.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

1641 - Consult instructions for use: Indicates the need for the user to consult the instructions for use.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

0434A - Caution: Indicates the need for the user to consult the instructions for use for important information such as warnings and cautions.



ISO - 15223-1 - Medical devices - Symbols to be used with medical device labels, labeling, and information to be supplied.

2610 - Patient number: Indicates a unique number associated with an individual patient.



Medical Devices Directive 93/42/EEC and EU 2017-745 Medical Device Regulation

CE Marking: Indicates that a product complies with applicable European Union regulations.



Quantity: Indicates the number of units.

Table of Contents

Copyright	2
Regulatory and compliance	3
General warnings and precautions	3
Symbols glossary	4
What is PACSGear Enterprise Server?	12
Intended use	12
Warnings, precautions and contraindications	12
Media Writer Web and PACSGear Enterprise Server	12
Configure PACSGear Enterprise Server	13
Settings	13
<i>User Management</i>	13
About managing user access	13
Domain servers	13
Add a domain server	13
Edit a domain server	13
Delete a domain server	14
Configure domain server for older clients	14
Domain users	15
Add a domain user	15
Edit a domain user	15
Delete a domain user	15
Local users	16
Add a local user	16
Edit a local user	16
Delete a local user	17
User groups	17
Add a user group	17
Edit a user group	18
Delete a user group	18
Roles	18
Add a role	18
Edit a role	19

Delete a role	19
<i>Connections</i>	19
About managing connection settings	19
Destinations	19
Add a destination	19
Edit a destination	20
Delete a destination	20
Lookup sources	20
Add a lookup source	20
Add a PDQ lookup source	21
Edit a lookup source	21
Delete a lookup source	21
Devices	22
Add a device	22
Edit a device	22
Delete a device	23
Add an EHR print device	23
Add an XDS device	24
Edit the AE title	24
Edit device media type filter	24
Configure discarded media save file system	25
<i>Departments</i>	26
Add a department	26
Edit a department	26
Delete a department	26
Change the default department	27
<i>Server</i>	27
Edit server settings	27
Edit default settings	29
Edit additional server configuration options	29
Configure EHR connection	30
Edit Enterprise Imaging settings	30
Edit mobile settings	30
Edit MDR settings	30

Install security certificates	30
Disable HTTP/2 secure communications	31
<i>EHR Gateway</i>	31
Add EHR Gateway port settings	31
Edit EHR Gateway port settings	32
Delete EHR Gateway port settings	32
Add EHR Gateway replace values	32
Edit EHR Gateway replace values	32
Delete EHR Gateway replace values	32
<i>OnBase</i>	33
Add an OnBase device	33
Add OnBase settings	33
Edit OnBase settings	34
Delete OnBase settings	34
Configure OnBase mapping	34
Logs	35
<i>Audits</i>	35
View an audit log	35
URL logging	35
<i>Media Stats</i>	35
View media statistics	35
<i>Servers</i>	36
View server logs	36
<i>Jobs</i>	36
What is a job?	36
View a job	36
Restart a job	36
Cancel a job	37
Manage DICOM Trace	37
<i>DICOM Trace</i>	37
<i>Enable DICOM Trace</i>	37
<i>View DICOM Trace</i>	37
Device Provisioning	38
<i>What is PACS Scan Mobile?</i>	38
<i>About provisioning a device</i>	38
<i>Change provisioning of devices</i>	38

<i>Provision your mobile device</i>	38
Use PACSGear Enterprise Server	39
About client applications	39
Web Forms	39
<i>What is Web Forms?</i>	39
<i>Use Web Forms</i>	39
Open a form	39
Fill out and submit a form	40
<i>Manage forms</i>	40
Find a form	40
Edit a form	40
Preview a form	41
Rename a form	41
Copy a form	41
Share a form	41
About form locking	42
Unlock a form	42
What are saving, finishing, and publishing?	42
Publish or unpublish a form	42
Delete a form	42
About refreshing pages	43
About simple and advanced forms	43
Create a form	43
<i>Customize items on a form</i>	43
Add an item to a form	43
About customizing items on forms	44
Simple forms	44
Customize common items properties on a simple form	44
Customize check boxes, options, and lists	44
Add an image header	45
Customize an image field	45
Copy a form field	45
Move a form field	45
Save and finish a form	46
Advanced forms	46

Customize common items properties on an advanced form	46
Customize check boxes, lists, and options	46
Customize an image field	47
Copy a form field	47
Save and finish a form	47
Form editing tools	47
About conflicting field settings	48
<i>Manage images</i>	49
Upload an image to the image library	49
Preview an image in the image library	49
Delete an image from the image library	49
Upload an image to the background image library	49
<i>Dual page forms</i>	50
Create a dual page form	50
Use a dual page form	50
<i>Forms in progress</i>	50
Save and finish a form in progress	50
PACS Scan Web	51
<i>What is PACS Scan Web?</i>	51
<i>Work with PACS Scan Web</i>	51
About lookup sources	51
Look up a patient	51
Simple DICOM image import	51
Advanced DICOM image import	52
Reconcile studies	52
Import media files	53
Web scan	53
Create a patient record	53
Change the current department	54
Launch uploading of media by using a URL	54
<i>Edit images</i>	56
Crop an image	56
Flip or rotate an image	56
Draw a line on an image	56
Add text to an image	56

Delete an item from an image	57
Assign a body part to an image	57
Image Link	57
<i>What is Image Link?</i>	57
<i>About servers</i>	57
<i>Manage HL7</i>	57
What are translations, mappers, and triggers?	57
Add an HL7 server	58
Add a mapper	58
Add a translation to a mapper	59
Edit a translation	59
Create a lookup table	59
Look up patient studies	60
<i>Manage DICOM</i>	60
Add a DICOM Worklist server	60
What is a modifier?	60
Add a modifier	60
<i>Image Link Encounter Workflow</i>	61
What is Image Link Encounter Workflow?	61
Add an encounter workflow	61
Configure description codes	61
<i>Reference</i>	62
Mapper templates	62
Modifiers	62
DICOM Tags Supported by Insert and Ignore Actions	62
Image Link Plus	63
<i>What is Image Link Plus?</i>	63
<i>Configure Image Link Plus</i>	63
<i>Use Image Link Plus</i>	64
<i>Use Web Forms without ModLink</i>	64
EHR Gateway	65
<i>What is EHR Gateway?</i>	65
<i>Configure EHR Gateway</i>	65
<i>Use EHR Gateway</i>	65
EHR Gateway Print	65
<i>What is EHR Gateway Print?</i>	65

- Configure an EHR print device* 65
- MDR Link 66
 - What is MDR Link?* 66
 - Configure MDR Link* 66
 - Use MDR Link* 67
- Expected lifetime** 68
- Preventative maintenance and cleaning** 68
- Safe disposal** 68

What is PACSgear Enterprise Server?

PACSgear Enterprise Server is a program that processes DICOM and non-DICOM medical data including patient demographics, images, videos, and HL7 messages. It also handles user accounts, security, client configuration, and the flow of data between modalities and destination DICOM systems. PACSgear Enterprise Server exclusively supports PACSgear client products such as EHR Gateway, Image Link, MDR Video Touch and Web Forms. You access PACSgear Enterprise from a web browser.

Intended use

PACSgear Enterprise Server with installed client applications are intended to be used by authorized staff to perform various operations on imaging studies before they are made available to other locations in the network. These operations include processing images, video, and patient demographics. PACSgear Enterprise Server is not labeled for diagnostic use.



See the PACSgear Enterprise Server Installation Guide for details on installing Enterprise Server and for instructions how to license client application.

Warnings, precautions and contraindications



The following is a list of precautions that you must follow before using PACSgear Enterprise Server.

- Report any malfunction or security risks such as unauthorized access, modification, interference, and adverse and security incidents that occur in relation to PACSgear Enterprise Server to PACSgear Technical Support @community.hyland.com.
- PACSgear Enterprise Server saves filtered media files to the hard drive to allow Administrators to recover desired files and resubmit via other tools and channels for a limited time of 14 days only. PACSgear Enterprise Server automatically deletes the data, files that meet the maximum (14-day) threshold, from the time of the job submission to prevent the server's hard drive space from filling up with filtered media. Carefully follow your user instructions for configuration of media and saving files to prevent risk of losing data.
- To detect and mitigate malicious attempt at code injection or Cross-Site Scripting (XSS) attacks, for example, Java and HTML XSS, we recommend reviewing the server's event and audit logs for detecting and tracing bad data injection.
- When setting up PACSgear Enterprise Server to use a database system different than the one included with PGE: To avoid any malicious attempt at SQL injection or Cross-Site Scripting (XSS) attacks, design the database to include parameterization of SQL data, and preclude dynamic SQL query generation from the data fields.

Media Writer Web and PACSgear Enterprise Server



PACSGear Enterprise Server 5.0 does not support Media Writer Web. If you are already using Media Writer Web, we recommended that you do not upgrade to PACSGear Enterprise Server 5.0. A future release of PACSGear Enterprise Server will support Media Writer Web and include an update to Media Writer.

Report any malfunction, security risk, unauthorized access or series incident that occurs in relation to PACSGear Enterprise Server and client applications to Hyland at <https://community.hyland.com>.

Note:

For details for protection on software virus, refer to PACSGear Enterprise Server Technical Specifications DOC-CS5.2-TS-EN.

Configure PACSGear Enterprise Server

Settings

User Management

About managing user access

To manage access to PACSGear Enterprise and its clients, you can add users and assign access rights to authorized users.

You can configure local users and domain users from one or more domains. PACSGear Enterprise verifies local users based on the settings that you specify in this section. Your domain directory server verifies domain users.

Domain servers

Add a domain server

Prerequisite

Before you can add a domain server, you must configure a domain user that the domain server can access. For more information on configuring domain users, refer to the *Add a user* topic.

The domain server stores the credentials of its users. When a user enters a valid user name and password, it authenticates their identity and then authorizes access to PACSGear Enterprise Server.

To add a domain server, complete the following steps:

1. On the **Settings** menu, select **User Management** and then click the **Domain Servers** tab.
2. Click **New**. The **Domain Server** dialog box is displayed.
3. Enter a unique name for the domain server you want to add in the **Domain Server Name** field.
4. Enter the URL for the domain server in the **URL** field.
5. Enter the name for the domain server in the **Domain** field.
6. Enter the login credentials for the domain server in the **Username** and **Password** fields.
7. To verify that you can successfully access the domain server, click **Test**. If the test fails, confirm that your settings are correct. You cannot submit the settings until the test succeeds.
8. Click **Submit**.

Edit a domain server

To edit a domain server, complete the following steps:

1. On the **Settings** menu, select **User Management** and then click the **Domain Servers** tab.
2. Select the server you want to edit from the **Server Name** drop-down list.

Note: If the domain server that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list. You can also filter the list by typing all or a portion of the server name in the **Search** field.

3. Click **Edit**. The **Domain Server** dialog box is displayed.
4. Enter the URL for the domain server in the **URL** field.
5. Enter the name for the domain server in the **Domain** field.
6. Enter the login credentials for the domain server in the **Username** and **Password** fields.
7. To verify that you can successfully access the domain server, click **Test**. If the test fails, confirm that your settings are correct. You cannot submit the settings until the test succeeds.
8. Click **Submit**.

Delete a domain server

To delete a domain server, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Domain Servers** tab.
2. In the **Server Name** list, select the server you want to delete.

Note: If the domain server that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the server name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **Delete**.

Configure domain server for older clients



Due to changes in how PACSGear Enterprise Server 5.0 controls user access, MDR Video Touch (MDR-VT) and Video Touch 4K 2.0, PACS Scan Mobile (PSM) 3.0 and older client applications are unable to use the advanced client authorization features of PACSGear Enterprise Server without special configuration.

When configuring a PACSGear Enterprise Server to support domain controlled logins on older MDR-VT and PSM clients, complete the following steps.

1. Add a domain server. For detailed instructions, refer to the **Add a domain server** topic.
2. On the **Settings** menu, select **Server** and then click the **Defaults** tab.
3. In the **Default Domain** box, enter the name of the domain you created in step 1. **Important** This name must match exactly as the name you defined in the domain server configuration. This is the domain server that all legacy devices attempt user authentication against.
4. Click **Save**.

Domain users

Add a domain user

To add a domain user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Domain Users** tab.
2. Click **New**.
3. In the **Domain User** dialog box, complete the following substeps.
 1. From the **Domain Server** list, select the server with the user you want to add.
 2. Optional. Select **Everyone** if you want the **Roles** and **Departments** you select to apply to all users on the domain server.
 3. In the **Username** box, enter the domain name of the user you want to add and then click **Search**.

Note:

You can use an asterisk (*) in place of an unknown character or set of characters in the user's username.

4. Under **Users**, select the appropriate user from the result's list.
 5. Under **All Roles**, select the role you want to assign to the user and then click **⇒**. The system moves the role under **Selected Roles**. Repeat this step for each role you want to assign to the user. To remove a role from the **Selected Roles** list, select the role and then click **⇐**.
 6. Under **Departments**, select the department you want to assign to the user and then click **⇒**. The system moves the department under **Selected Departments**. Repeat this step for each department you want to assign to the user. To remove a department from the **Selected Departments** list, select the department and then click **⇐**.
4. Click **Submit**.

Edit a domain user

To edit a domain user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Domain Users** tab.
2. In the **Username** list, select the domain user you want to edit.

Note: If the user that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user name in the **Search** box.

3. Click **Edit**.
4. In the **Domain User** dialog box, edit the information as needed. For more information on these settings, refer to the *Add a domain user* topic.
5. Click **Submit**.

Delete a domain user

To delete a domain user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Domain Users** tab.
2. In the **Username** list, select the user you want to delete.

Note: If the user that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **Delete**.

Local users

Add a local user

To add a local user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Local Users** tab.
2. Click **New**.
3. In the **Local User** dialog box, complete the following substeps.
 1. In the **Username** box, enter the unique name for the user you want to add.
 2. In the **Password** box, enter a password for the user.

Note:

The password must meet the following requirements.

- At least one letter
- At least one capital letter
- At least one number
- At least eight characters long

3. In the **Confirm Password** box, enter the password again to verify that it matches the password you initially entered.
4. Under **All Roles**, select the role you want to assign to the user and then click **⇒**. The system moves the role under **Selected Roles**. Repeat this step for each role you want to assign to the user. To remove a role from the **Selected Roles** list, select the role and then click **⇐**.
5. Under **Departments**, select the department you want to assign to the user and then click **⇒**. The system moves the department under **Selected Departments**. Repeat this step for each department you want to assign to the user. To remove a department from the **Selected Departments** list, select the department and then click **⇐**.
4. Click **Submit**.

Edit a local user

To edit a local user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Local Users** tab.
2. In the **Username** list, select the user you want to edit.

Note: If the user that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user name in the **Search** box.

3. Click **Edit**.

4. In the **Local User** dialog box, edit the information as needed. For more information on the these settings, refer to the *Add a local user* topic.
5. Click **Submit**.

Delete a local user

To delete a local user, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Local Users** tab.
2. In the **Username** list, select the user you want to delete.

Note: If the user that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **OK**.

User groups

Add a user group

To add a user group, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **User Groups** tab.
2. Click **New**.
3. In the **Add Local Group** dialog box, enter a unique name for the group and then click **Add Options**.
4. In the **Group Options** dialog box, under **Options for:**, complete the following substeps.
 1. Under **Local Users**, select the user you want to add to the group and then click **⇒**. The system moves the user under **Selected Local Users**. Repeat this step for each user you want to add. To remove a user from the **Selected Local Users** list, select the user and then click **⇐**.
 2. Under **Roles**, select the roles you want to assign to this group and then click **⇒**. The system moves the role under **Selected Roles**. Repeat this step for each role you want to assign to the group. To remove a role from the **Selected Roles** list, select the role and then click **⇒**.
 3. Under **Departments**, select the departments you want to assign to the group and then click **⇒**. The system moves the department under **Selected Departments**. Repeat this step for each department you want to assign to the group. To remove a department from the **Selected Departments** list, select the department and then click **⇒**.
 4. From the **Server** list, select the server with the user you want to add.
 5. In the **Username** box, enter the name of the user you want to add and click **Search**.

Note:

You can use an asterisk (*) in place of an unknown character or set of characters in the user's username.

6. Under **Domain Users**, select the user you want to add to the group and then click **⇒**. The system moves the user under **Selected Domain Users**. Repeat this step for each user you want to assign to the group. To remove a user from the **Selected Domain Users** list, select the user and then click **⇒**.
7. From the **Server** list, select the server with the groups you want to add the group.
8. In the **Group** box, enter the name of the group you want to add and click **Search**.

You can use an asterisk (*) in place of an unknown character or set of characters in the group's name.

9. Under **Domain Groups**, select the domain group you want to add to this group and then click **⇒**. The system moves the group under **Selected Domain Groups**. Repeat this step for each group you want to assign to the group. To remove a group from the **Selected Domain Groups** list, select the user and then click **⇒**.

5. Click **Submit**.

Edit a user group

To edit a user group, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **User Groups** tab.
2. In the **User Group** list, select the group you want to edit.

Note: If the user group that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user group name in the **Search** box.

3. Click **Edit**.
4. In the **Group Options** dialog box, edit the information as needed. For more information on these settings, refer to the *Add a user group* topic.
5. Click **Submit**.

Delete a user group

To delete a user group, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **User Groups** tab.
2. In the **Group** list, select the group you want to delete.

Note: If the user group that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the user group name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **Delete**.

Roles

Add a role

To add a role, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Roles** tab.
2. Click **New**.
3. In the **Role** dialog box, complete the following substeps.
 1. In the **Role Name** box, enter a unique name for the role you want to add.
 2. Under **All Permissions**, select the permissions you want to assign to the role and then click **⇒**. The system moves the permission under **Selected Permissions**. Repeat this step for each

permission you want to assign to the role. To remove a permission from the **Selected Permissions** list, select the permission and then click .

4. Click **Submit**.

Edit a role

To edit a role, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Roles** tab.
2. In the **Role** list, select the role you want to edit.

Note: If the role that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the role name in the **Search** box.

3. Click **Edit**.
4. In the **Role** dialog box, edit the information as needed. For more information on these settings, refer to the *Add a role* topic.
5. Click **Submit**.

Delete a role

To delete a role, complete the following steps.

1. On the **Settings** menu, select **User Management** and then click the **Roles** tab.
2. In the **Role** list, select the role you want to delete.

Note: If the role that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the role name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **Delete**.

Connections

About managing connection settings

Since clients of PACSGear Enterprise work in conjunction with other DICOM devices over a network, it is necessary to configure connection settings for those clients and devices. You can manage the following four categories of connection settings.

Destinations

A destination is a user-specified set of DICOM, HL7, XDS, or other device configurations. By creating a destination, you can send studies or HL7 messages to multiple devices at once.

Add a destination

To add a destination, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Destinations** tab.
2. Click **Add**.
3. In the **Add/Edit Destination** dialog box, complete the following substeps.

1. In the **Name** box, enter a name for the destination.
2. In the **Description** box, enter a description of up to 65 characters to appear at the bottom of images.

Note: A description can help you remember the purpose of each destination, especially if there are a large number of destinations.

3. In the list of devices, select one or more check boxes corresponding to the devices that you want to include in the destination.
4. Click **Save**.

Edit a destination

To edit an existing destination setting, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Destinations** tab.
2. In the list of destinations, select the name of the destination you want to edit.

Note: If the destination that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the destination name in the **Search** box.

3. In the **Add/Edit Destination** dialog box, edit the information as needed. For more information on the destination settings, refer to the *Add a destination* topic.
4. Click **Save**.

Delete a destination

To delete a destination, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Destinations** tab.
2. In the list of destinations, click the name of the destination you want to delete.

Note: If the destination that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the destination name in the **Search** box.

3. Click **Delete**.

Lookup sources

A lookup source is a DICOM worklist server, archive, or other source that can respond to patient queries. To look up patient studies by using a client, you must configure at least one lookup source. For information on the lookup sources available at your institution, contact your administrator.

Add a lookup source

To add a lookup source, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Lookup Sources** tab.
2. Click **Add**.
3. In the **Add/Edit Lookup Source** dialog box, complete the following substeps.

1. In the **Protocol** list, select the protocol of the lookup source.
2. Enter the relevant information for the protocol you selected.
3. Click **Test** to verify the console can successfully connect to your lookup source.

Note: If the test is unsuccessful, confirm that you entered the correct settings, or contact your administrator.

4. Click **Save**.

Add a PDQ lookup source

To add a PDQ lookup source, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Lookup Sources** tab.
2. Click **Add**.
3. In the **Add/Edit Lookup Source** dialog box, in the **Protocol** list, select **PDQ v2** or **PDQ v3** depending on your PDQ source.
4. In the **Name** box, enter a name for the lookup source. This is the name that allows Enterprise Server to recognize the lookup source.
5. In the **Server IP address or URL** box, enter the IP address or qualified URL of the PDQ v2 or PDQ v3 service. Contact your XDS repository administrator if you do not know the URL.
6. In the **Port** box, enter the port number for the PDQ v2 service. Contact your XDS repository administrator if you do not know the port number. You do not need to configure the port number for the PDQ v3 service.
7. Click **Test** to verify that you can successfully access the lookup source.

Note: If the test is unsuccessful, confirm that you entered the correct settings, or contact your administrator.

8. Click **Save**.

Edit a lookup source

To edit a lookup source, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Lookup Sources** tab.
2. In the list of lookup sources, click the name of the lookup source.

Note: If the lookup source that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list, or type all or a portion of the lookup source information in the **Search** box.

3. In the **Add/Edit Lookup Source** dialog box, edit the information as needed. For more information on the destination settings, refer to the *Add a lookup source* topic.
4. Click **Save**.

Delete a lookup source

To delete a lookup source, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Lookup Sources** tab.
2. In the list of lookup sources, click the name of the lookup source you want to delete.

Note: If the lookup source that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list, or type all or a portion of the lookup source information in the **Search** box.

3. Click **Delete**.

Devices

A device is an HL7 server, DICOM archive, XDS repository, or other system to which you can send HL7 messages, DICOM images, or media and metadata for processing or storage. To send images by using a client, you must configure at least one device. For information on the devices available at your institution, contact your administrator.

Add a device

To add a device, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. Click **Add**.
3. In the **Add/Edit Device** dialog box, in the **Device type** list, select the type of device and enter device-specific settings.

Note: To configure an OnBase device, see the OnBase chapter.

4. Click **Test** to verify you can successfully access the device.

Note: The test applies only to DICOM devices. If the test fails, confirm that you entered the correct settings, or contact your administrator.

5. Click **Save**.

Edit a device



To edit an existing device, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. In the list of devices, click the name of the device that you want to edit.

Note: If the device that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the device information in the **Search** box.

3. In the **Add/Edit Device** dialog box, edit the information as needed. For more information on the device settings, refer to the *Add a device* topic.
4. Click **Save**.

Delete a device



To delete an existing device, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. In the list of devices, click the name of the device that you want to delete.

Note: If the device that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the device information in the **Search** box.

3. Click **Delete**.

Add an EHR print device

To configure an EHR print device, complete the following steps.

Prerequisite EHR Print requires an EHR Gateway Print license.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. Click **Add**.
3. In the **Add/Edit Device** window, select **EHR Gateway Print** from the **Device Type** list and then complete the following substeps.
 1. In the **Name** box, type the name of the printer as it appears as a device.
 2. Select **Send to Printer** if you want the system to send the pages to a physical printer.
 3. In the **Printer Name** box, enter the name of printer that you want to use if **Send to Printer** is enabled.

Note:

- This name must be the identity of the printer on the Windows server's list of **Devices and Printers**.
- This printer must be added and configured on the server running PACSGear Enterprise Server.

4. From the **Aspect Ratio** list, select the appropriate image aspect ratio you want the system to display images in the page layout.
5. Select **Send to Folder** if you want to create and save a PDF of the pages.
6. In the **Folder Path** box, type the drive or network path where you want the system to save the PDF files if **Send to Folder** enabled.
7. In the **Accession Label** box, type the prefix label that you want to add before the Accession number of the patient in the output.
8. In the **Footer Logo File** box, type the location of the image you want the system to display at the bottom of each page. The image must be on the same server as PACSGear Enterprise Server.
9. In the **Footer Line 1 to 4**, type the text you want the system to display at the bottom of each page. You can add a maximum of four lines. The system only displays lines of text.
4. Click **Test** to verify that you can successfully access the device.

Note:

If the test fails, confirm that you entered the correct settings or contact your administrator.

5. Click **Save**.

Add an XDS device

To add an XDS device, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. Click **Add**.
3. In the **Add/Edit Device** window, select **XDS** from the **Device Type** list and then complete the following substeps.
 1. In the **Name** box, enter a name for the XDS device. This is the name that allows PACSGear Enterprise Server to recognize the device.
 2. In the **Repository URL** box, enter the URL for the XDS repository. Contact your XDS repository administrator if you do not know the URL.
4. Click **Test** to verify that you can successfully access the device.

Note:

If the test is unsuccessful, confirm that you entered the correct settings, or contact your administrator.

5. Click **Save**.

Edit the AE title

DICOM devices have application entity (AE) titles to identify them to other DICOM devices on the same network. PACSGear Enterprise Server uses **PACSGEAR** as the default AE title. The AE title must be between 1 and 16 characters in length, and must not include spaces or special characters. To change the AE title, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. On the **Connection Settings** page, in the **AE title** box, type a new AE title.
3. Click **Save**.

Edit device media type filter

PACSGear Enterprise Server supports configuring devices to ignore certain media types. When enabled, media types sent to a device that are filtered are saved temporarily to a discarded folder from which Administrators can recover and resubmit when needed.

To edit media filtering by device, complete the following steps.

Note:

You must complete the following steps as an Administrator.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. Click **Add** or in the list of devices, click the name of the device that you want to edit.
3. In the **Add/Edit Device** dialog box, under **Send to Device**, deselect the media types you do not want the system to forward to the device. Note that by default, all media types are selected.

4. Optional. If adding a new device, edit the remaining information as needed. For more information on the device settings, refer to the *Add a device* topic.
5. Click **Save**.

Next



Enabling media filtering creates the risk of images and files being permanently lost because many client devices delete original media once successfully transmitted to the server. To mitigate this risk PACSGear Enterprise Server saves filtered media files to the hard drive so that Administrators may recover desired files and resubmit via other tools and channels. This feature is enabled by default and may be disabled but we strongly recommended that remains in operation. For more information, refer to the *Configure discarded media save file system* topic.

Configure discarded media save file system

To configure and manage the discarded media save file system, complete the following steps.

1. Using a text editor, open the `server.config` file on the server.
2. To enable or disable the temporary saving of discarded media, locate the `<SAVE_DISCARDED_MEDIA>` tag and then set one of the following options:
 - To enable the service set the value to `YES`.
 - To disable the service set the value to `NO`.



Disabling this feature greatly increases the risk of media files being permanently lost without means to recover. We highly recommended you do not disable this service.

3. To prevent the hard drive space on the server from filling up with filtered media, the PACSGear Enterprise Server deletes files that are older than a default threshold of 14 days from time of the job submission. The server performs this check approximately every 15 minutes. To configure the threshold for deleting saved discarded media files, locate the `<DISCARDED_MEDIA_THRESHOLD_IN_DAYS>` tag and set the value to the number of days you want the system to wait before the system deletes the data.
4. To configure the directory where saved discarded media is temporarily stored, find the `<DISCARDED_MEDIA_FOLDER>` tag and set the value to the appropriate folder path. The value **DEFAULT** sets the folder to `<PACSGear Enterprise Server installation directory>\Discarded Media\`, with the sub-folders based on the job ID of when the media is submitted. A copy of the job file is included for information purposes. You must set any other value to an absolute file path. For example, `C:\Discarded Media`.
5. Save the `server.config` file and then restart the PACSGear Enterprise Server service.

Departments

A department is a saved configuration that makes it easy to set up clients of PACSgear Enterprise for use in specific departments at a healthcare institution. A department includes settings for application entity (AE) title, modality, lookup sources, destinations, and series descriptions. You must configure any destinations and lookup sources that you want to use before configuring departments. For more information, see the *Manage connection* topics.

All clients use the default department General unless you specify otherwise. You must add at least one department in PACSgear Enterprise before you can change the default or current department.

Add a department

To add a new department, complete the following steps.

1. On the **Settings** menu, select **Departments**.
2. On the **Departments** page, click **Add**. The system displays the **Add/Edit Department** dialog box.
3. Optional. To make this department the default department, select **Default**.
4. In the **Name** box, enter a name for the department.
5. Optional. In the **AE title** box, enter an AE title to use when you select the department.
6. Optional. In the **Modality** list, select the modality to use when you select the department.

Note: If you select **None**, you can specify a modality on the client.

7. On the **Destinations** tab, select the destinations that you want to use in the department.
8. On the **XDS** tab, configure the necessary settings. Contact your XDS administrator to determine the required configurations.
9. On the **Lookup Sources** tab, select the lookup sources that you want to use in the department.
10. On the **Client** tab, select the clients that you want to have access to the department and adjust the client settings as needed.
11. On the **Series** tab, click **Add**, type a description, and then click **Save**.

Note: You can repeat this step to add additional descriptions. The descriptions that you enter here are available to add to studies on the client.

12. On the **Web Forms** tab, select the forms you want accessible to this department.
13. In the **Add/Edit Department** dialog box, click **Save**.

Edit a department

To edit an existing department, complete the following steps.

1. On the **Settings** menu, select **Departments**.
2. On the **Departments** page, click the name of the department.
3. In the **Add/Edit Department** dialog box, change the settings as needed. For more information on these settings, refer to the *Add a department* topic.
4. Click **Save**.

Delete a department

To delete an existing department, complete the following steps.

1. On the **Settings** menu, select **Departments**.
2. On the **Departments** page, click the name of the department you want to delete.
3. Click **Delete**.

Change the default department

To change the default department, complete the following steps.

1. On the **Settings** menu, select **Departments**.
2. On the **Departments** page, in the list of departments, select the appropriate department.
3. Click **Edit**.
4. In the **Add/Edit Department** dialog box, select **Default**.
5. Click **Save**.

Server

Edit server settings

To edit server settings, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Server** tab.
2. Configure one or more of the following settings.

Setting	Description
Enable ATNA Logging	Enables Audit Trail and Node Authentication (ATNA) logging.
Enable debug	Enables the recording of server logs.
Enable JPEG LossLess	Enables JPEG lossless compression.
Enable Trace	Enables trace logging.
Enable Multi Threaded Compression	Enables multi-threaded compression.
Force Series Selection	Forces series selection.
Trim MRN Zeros	Trims leading zeros in medical record numbers (MRN).
Use Series Description	Uses the series image when no other matching criteria that uniquely identifies the image or series exists.
Coding Scheme Designator	Specifies the coding scheme used in DICOM information interchange.
Default Domain	Specifies the default domain name used by clients.
TLS Certificate File	Specifies the full path to the security certificate used in securing DICOM communication.

Setting	Description
Delete Buffer Files Mins. Old	Specifies the number of minutes that pass before the system deletes buffer files.
DICOM Folder	Specifies the file path to the temporary DICOM file storage location.
DICOM Received Timeout Seconds	Specifies the maximum number of seconds a DICOM port waits between data packets before timing out and closing the connection.
EHR Cleanup Timer	Specifies the number of minutes of inactivity before the system deletes the EHR temporary folders.
EHR Templates Path	Specifies the path of where you want the EHR templates to exist.
Image Storage SOP	Specifies the default DICOM SOP class for images the server creates and transmits. The default is 1.2.840.10008.5.1.4.1.1.7 (secondary capture).
IML History Delete Days	Specifies the number of days that Image Link history records are kept for audit purposes. The default is 7 days.
Job History File Age Hours	Specifies the number of hours that job history files are kept before being automatically deleted. The default is 12 hours
Max Query Limit	Specifies the maximum number of returned values (studies) for an Image Link query. The default is 200.
Max. retries	Specifies the maximum number of times that the server attempts to reconnect after a lost connection.
Remove Stuck Jobs Mins.	Specifies the number of minutes that a failed or stalled job remains in the active job list before it is automatically moved out of the queue. The default is 15 minutes.
Retry intervals	Specifies the number of seconds that the server waits between retries.
Series Number	Specifies the maximum series number that created studies will start with and decrement from as additional series are added to the study. The default is 999.
Session timeout	Specifies the number of minutes, between 1 and 60, until the connection to the server times out if a mobile device remains inactive.

Setting	Description
Socket Timeout	Specifies the number of minutes, between 1 and 60, until the connection to the server times out if a mobile device remains inactive.
Video Storage SOP	Specifies the DICOM SOP class for encapsulated video files. The default is 1.2.840.10008.5.1.4.1.1.77.1.4.1 (Video Photographic Image Storage).

3. Click **Save**.

Edit default settings

To edit default settings, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Defaults** tab.
2. Configure one or more of the following settings.

Setting	Description
Institution	Specifies the institution name, such as a hospital or department, hosting the server. This value is encoded into DICOM files created by the server.
Model	Specifies the model number of the sending device.
Serial Number	Specifies the serial number of the sending device.
Modality	Specifies the default modality according to how you want systems that open images to process them.

3. Click **Save**.

Edit additional server configuration options

To edit additional server configuration options, complete the following steps.

1. Open the `server.config` configuration file in a text editor.
2. To force images in JPEG format to BMP format, set `<CONVERT_JPG_TO_BITMAP_ON_IMPORT>` to `TRUE`.
3. To force images in BMP format to monochrome format, set `<SEND_BITMAP_AS_MONOCHROME_DCM>` to `TRUE`.
4. To update DICOM confidentiality codes for non-confidential images set `<TEXT_CONF_CODE_NORMAL>` to the desired value. The default is `normal`.
5. To update DICOM confidentiality codes for confidential images set `<TEXT_CONF_CODE_RESTRICTED>` to the desired value. The default is `restricted`.
6. Save the `server.config` configuration file and close the editor.
7. Restart the service.

Configure EHR connection

By using the EHR encryption key, you can configure PACSGear Enterprise to connect with your EHR. After connecting, you can launch PACSGear Enterprise clients, such as PACS Scan Mobile or PACS Scan Web, directly from the EHR by using an encrypted link. To configure connection with an EHR, complete the following steps

1. On the **Settings** menu, select **Server** and then click the **EHR** tab.
2. If the encryption key is not visible, click **Show**.
3. In the **Encryption Key** box, enter the encryption key.
4. Click **Save**.

Edit Enterprise Imaging settings

To edit Enterprise Imaging settings, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Enterprise Imaging** tab.
2. Select **Append Accession AA** if you want the system to place the calculated AccessionAA into DICOM tag (0008,0050) and in HL7 messages where <%AccessionAA%> is used.
3. Select **Enabled** to turn on the feature.
4. In the **Prepend Encounter Number** box, enter the text you want to add to the beginning of the Encounter number.
5. In the **Accession AA Start Date** box, enter the date used for calculations of Accession AA.
6. Under **Key Values** and **Replacement Values**, select the appropriate options. Contact your EPIC administrator if you do not know which options to select.
7. Click **Save**.

Edit mobile settings

To edit mobile settings, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Mobile** tab.
2. In the **Barcode Field Delimiter** box, enter the character you want to use to set as the delimiter used to separate the encoded data fields.
3. In the **Barcode Format** box, enter the format you want the barcode to follow.
4. Click **Save**.

Edit MDR settings

To edit MDR settings, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Mobile** tab.
2. Select **Enable MDR Link**, if you want to enable MDR Link.
3. In the **MDR Hub Port** box, enter the hub port number of the MDR Link.
4. Click **Save**.

Install security certificates

Prerequisite

Before completing the following steps, ensure signed security certificates are installed on the host server.

To install security certificates for use in PACSGear Enterprise Server, complete the following steps.

1. Log in to the site using an account with administrative permissions.
2. On the **Settings** menu, select **Server** and then click the **Server** tab.
3. In the **TLS Certificate File** box, enter the absolute path to the .cer file.
4. Click **Save**. In the confirmation dialog box, click **Continue** to commit the change or **Cancel** to undo the change. The system restarts the PACSGear Enterprise Server.

Disable HTTP/2 secure communications

Starting with PACSGear Enterprise Server 5.1, servers with HTTPS/2 enabled ([hyperlink](#)) may experience problems receiving images over a certain size, or a batch of images over a certain number. To resolve this issue, you must configure the Windows Server OS to disable HTTPS/2 security.

To disable HTTPS/2 on the Windows Server OS, complete the following steps.

1. Start Registry Editor.
2. In the tree, under **Computer**, navigate to HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\HTTP\Parameters.
3. In the right pane, right-click the whitespace and select **New**, click **DWORD (32-bit) Value** and then name the parameter EnableHttp2Tls.
4. Right-click the EnableHttp2Tls parameter and select **Modify**. In the **Value data:** field, set the value to **0** to disable.
5. In the right pane, right-click the whitespace and select **New**, click **DWORD (32-bit) Value** and then name the parameter EnableHttp2Cleartext.
6. Right-click the EnableHttp2Cleartext parameter and select **Modify**. In the **Value data:** field, set the value to **0** to disable.

EHR Gateway

Add EHR Gateway port settings

To add EHR Gateway port settings, complete the following steps.

1. On the **Settings** menu, select **EHR Gateway** and then click the **Port Settings** tab.
2. Click **Add**.
3. In the **Add/Edit Port Settings** dialog box, complete the following substeps.
 1. Select **Enable** to enable EHR Gateway.
 2. In the **Image Filename** box, enter the variable name you want to assign to the image file.
 3. In the **Output Filename** box, enter the name of the xml configuration file you want to use.
 4. In the **Template File** box, enter the path location of the xml template file you want to use.
 5. In the **MP4 Output Path** box, enter the path location of where you want the system to save MP4 output files.
 6. In the **JPG Output Path** box, enter the path location of where you want the system to save JPG output files.
 7. In the **PDF Output Path** box, enter the path location of where you want the system to save PDF output files.
 8. In the **Port Number** box, enter the port number of the EHR Gateway
 9. Select **Delete Files** if you want the system to delete media and metadata files, upon completion of a job, once the EHR system uploads them.
 10. Select **Use UTC Time** to use coordinated universal time.

4. Click **Save**.

Edit EHR Gateway port settings

To edit EHR Gateway port settings, complete the following steps.

1. On the **Settings** menu, select **EHR Gateway** and then click the **Port Settings** tab.
2. In the **Port Settings** list, select the value you want to edit.
3. Click **Edit**.
4. In the **Add/Edit Port Settings** dialog box, edit the information as needed. For more information on the destination settings, refer to the *Add an EHR Gateway Port settings* topic.

Delete EHR Gateway port settings

To delete EHR Gateway port settings, complete the following steps.

1. On the **Settings** menu, select **EHR Gateway** and then click the **Port Settings** tab.
2. In the **Port Settings** list, select the value you want to delete.
3. Click **Delete**.
4. In the confirmation dialog box, click **Continue**.

Add EHR Gateway replace values

To add EHR Gateway replace values, complete the following steps.

1. On the **Settings** menu, select **EHR Gateway** and then click the **Replace Values** tab.
2. Click **Add**.
3. In the **Add/Edit Replace Value** dialog box, complete the following substeps.
 1. Select **Use 24 Hour** if you want to use a 24 hour clock format.
 2. In the **String Sub Location** box, enter the index for which value, in a multi-value field, is specifically used in the replacement value.
 3. In the **Date Format** list, select the date format you want to use.
 4. In the **DCM Type** list, select whether you want the incoming value to be treated as a date or text value.
 5. In the **DICOM Value** box, enter the DICOM value you want to map.
 6. In the **Replace Value** box, enter the appropriate replacement value for the DICOM value.
4. Click **Save**.

Edit EHR Gateway replace values

To edit EHR Gateway replace values, complete the following steps.

1. On the **Settings** menu, select **EHR Gateway** and then click the **Port Settings** tab.
2. In the **Replace Value** list, select the value you want to edit.
3. Click **Edit**.
4. In the **Add/Edit Port Settings** dialog box, edit the information as needed. For more information on the destination settings, refer to the *Add an EHR Gateway Port settings* topic.

Delete EHR Gateway replace values

To delete EHR Gateway replace values, complete the following steps.

1. On the **Settings** menu, select **EHR Gateway** and then click the **Replace Values** tab.
2. Click **Delete**.
3. In the **Replace Value** list, select the value you want to delete.
4. In the confirmation dialog box, click **Continue**.

OnBase

Add an OnBase device

Prerequisite Install EHR Gateway.



PACS Scan Mobile and the MDR Video Touch can send images to OnBase for storage. To configure this feature, you first add an OnBase device, and then configure mapping of DICOM values to OnBase data values. For more information, see the *Configure OnBase mapping* topic. To add an OnBase device, complete the following steps.

1. On the **Settings** menu, select **Connections** and then click the **Devices** tab.
2. Click **Add**.
3. In the **Add/Edit Devices** dialog box, in the **Device type** list, select **OnBase**.
4. In the **Name** box, enter a name for the device. This is the name that allows PACSGear Enterprise Server to recognize the device.
5. In the **OnBase Server URL** box, enter the URL for the OnBase device.
6. In the **Data Source** box, enter the data source (ODBC) for the OnBase device.
7. In the **Username** and **Password** boxes, enter the credentials for the OnBase device.

Note: Contact your OnBase administrator for the URL, data source, and credentials.

8. Click **Save**.

Add OnBase settings

To add OnBase settings, complete the following steps.

1. On the **Settings** menu, select **OnBase** and then click the **Settings** tab.
2. Select **Add**.
3. In the **Add/Edit Replace Value** dialog box, complete the following substeps.
 1. In the **OnBase Server URL** box, enter the URL for the OnBase device.

Note: The Server URL in the Device table must match one of the Server URLs in this table.

2. In the **Image Document Type** and **Image Document Type Group** boxes, enter the appropriate type and group for JPG images.
3. In the **Video Document Type** and **Video Document Type Group** boxes, enter the appropriate type and group for MP4 files.
4. In the **PDF Document Type** and **PDF Document Type Group** boxes, enter the appropriate type and group for PDF files.

5. In the **Service Provider** box, enter the service provider so OnBase knows which server settings to use.

Note: If the Image, Video or PDF values are left blank, Enterprise Server ignores those types of media when submitted.

4. Click **Save**.

Edit OnBase settings

To edit OnBase settings, complete the following steps.

1. On the **Settings** menu, select **OnBase** and then click the **Settings** tab.
2. In the **Settings** list, select the setting you want to edit.

Note: If the setting that you want to edit does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the setting name in the **Search** box.

3. Click **Edit**.
4. In the **Add/Edit Replace Value** dialog box, edit the information as needed. For more information on these settings, refer to the *Add OnBase* setting topic.
5. Click **Save**.

Delete OnBase settings

To delete OnBase settings, complete the following steps.

1. On the **Settings** menu, select **OnBase** and then click the **Settings** tab.
2. In the **Settings** list, select the setting you want to delete.

Note: If the setting that you want to delete does not appear on the first page of the list, click the navigation buttons at the bottom of the list or type all or a portion of the setting name in the **Search** box.

3. Click **Delete**.
4. In the confirmation dialog box, click **Continue**.

Configure OnBase mapping

After adding an OnBase device, configure mapping of DICOM values to OnBase database values. To configure OnBase mapping, complete the following steps.

1. On the **Settings** menu, select **OnBase** and then click the **Mappings** tab.
2. Click **Add**. The system adds a new row.
3. In the **OnBase Attribute** and **PGCore Attribute** boxes, enter the OnBaseAttribute attribute name and align it with the corresponding PGCoreAttribute attribute name.
4. Click **Save**.

Logs

Audits

View an audit log

When you enable auditing, you can view audit logs showing user and device access to PACSGear Enterprise. To view an audit log, complete the following steps.

1. On the **Logs** menu, select **Audit**.

Note:

If the log entry that you want is not on the first page of the list, click the navigation buttons at the bottom of the list, type all or a portion of the log entry in the **Search** box or configure any of the filter options to narrow your search results

2. To display details, click the plus sign (+) next to the log entry that you want to view.

URL logging

Prerequisite

The Enable debug setting must be turned on before URL logging occurs. For more information, see the Edit Server settings topic.

When URL logging is enabled, for client applications that accept URL launching with parameters, received URL strings are recorded in the Server log.

To decrypt an encrypted URL string that was sent to the server, complete the following steps.

1. On the **Logs** menu, select **Server**.
2. Under **Application Logs** and **Parse URL**, locate the encrypted string.
3. Copy the **URL string** and then pasted it into the **URL** field.
4. Click **Parse URL**. The decrypted URL contents display in a dialog box.
5. Click **Close**.

Media Stats

View media statistics

To view media statistics, complete the following steps.

1. On the **Logs** menu, select **Media Statistics**. The system displays media import statistics and destination statistics.

Note:

Optional. If the statistic that you want is not on the first page of the list, click the navigation buttons at the bottom of the list, type all or a portion of the log entry in the **Search** box or configure any of the filter options to narrow your search results.

2. Optional. Under **Media Stats**, click the appropriate product to view counts of items sent to specific locations and destinations.

Servers

View server logs

If you selected the Enable debug check box in the server settings, you can view server logs containing server-specific events such as errors and changes in connection statuses. To view a server log, complete the following step.

1. On the **Logs** menu, select **Server**. The system displays application and system logs.

Note:

If the log entry that you want is not on the first page of the list, click the navigation buttons at the bottom of the list, type all or a portion of the log entry in the **Search** box or configure any of the filter options to narrow your search results

Jobs

What is a job?

A job is a collection of information about a send operation that PACSGear Enterprise creates when you send data to a destination. This information includes who sent the data, when, and from where. It also includes the job status, which is the result of the send operation. You can view job history or details, resend a failed job, and cancel a send job while in progress.

View a job

To view a job in PACSGear Enterprise complete the following step.

1. On the **Logs** menu, select **Jobs**.
2. In the list, locate the job you want to view.

Note:

If the job that you want to view is not on the first page of the list, click the navigation buttons at the bottom of the list, type all or a portion of the log entry in the **Search** box or configure any of the filter options to narrow your search results.

Restart a job

If a job is already stopped in an error state, you can restart it. To restart a job in PACSGear Enterprise complete the following steps.

1. On the **Logs** menu, select **Jobs**.
2. In the list, locate the job you want to restart.

Note:

If the job that you want to restart is not on the first page of the list, click the navigation buttons at the bottom of the list, type all or a portion of the log entry in the **Search** box or configure any of the filter options to narrow your search results.

3. Click **Retry**.

Cancel a job

You can cancel a job if it is already stopped in an error state. To cancel a job in PACSGear Enterprise, complete the following steps.

1. On the **Logs** menu, select **Jobs**.
2. In the list, locate the job you want to cancel.

Note:

If the job that you want to cancel is not on the first page of the list, click the navigation buttons at the bottom of the list, type all or a portion of the log entry in the **Search** box or configure any of the filter options to narrow your search results.

3. Click **Cancel**.

Manage DICOM Trace

DICOM Trace

DICOM Trace is a function that captures raw event data flowing between DICOM devices and PACSGear Enterprise. This data is useful for server diagnostics. For DICOM trace data to be available to view, you must enable the function prior to any server activity.

Enable DICOM Trace

To enable DICOM Trace, complete the following steps.

1. On the **Settings** menu, select **Server** and then click the **Server** tab.
2. Select **Enable trace**.
3. Click **Save**.

View DICOM Trace

You can view DICOM Trace communications to assist in diagnosing DICOM communication issues. To view DICOM trace data, complete the following steps.

1. On the **Tools** menu, select **DICOM Trace**.
2. In the left column, under **File Name**, select the appropriate row to view raw communications sent to the server. The system displays the detailed information below.
3. In the right column, under **File Name**, select the appropriate row to view raw communications sent to DICOM devices and lookup sources. The system displays the detailed information below.

Device Provisioning

What is PACS Scan Mobile?

The PACS Scan Mobile client is an iOS and Android application for mobile devices that allows you to easily capture images and videos and then send them to patient studies on DICOM archives. With proper authorization, you can query and retrieve a patient study from a worklist or create a new patient record. You can take photos and videos. You can manipulate photos, for example, crop or rotate, and also annotate them prior to sending to other locations. You cannot alter videos prior to sending. You can delete unwanted images and videos prior to sending.

Typical users of the PACS Scan Mobile application are trained medical professionals. Lay persons can use PACS Scan Mobile to capture images and videos with the assistance of their healthcare provider.

About provisioning a device

Users of PACS Scan Mobile can provision their iOS and Android devices in PACSGear Enterprise Server. For more information, see the *PACS Scan Mobile Installation and Setup Guide*.

Change provisioning of devices

Starting in PACSGear Enterprise 5.0, provisioning is automatically configured to the IP entered during installation. To change provisioning from the default server IP have your network administrator complete the following steps.

1. On the PACSGear Enterprise computer, open the following file in an XML editor. *{PACSGear Enterprise installation directory}\admin\web.config*.
2. Under the `<devices>` element, complete the following substeps.
 1. In the tag `<add key="provisionAddress" value="IP_address_of_PACS_Scan_server"/>`, in the *value* parameter, type the IP address of the server.
 2. In the tag `<add key="provisionSSL" value="t"/>`, in the *value* parameter, type `t` if you enabled SSL on the server, or type `f` if you did not.
3. Save the file and close the XML editor.

Provision your mobile device

To provision your mobile device, complete the following steps.

1. On your mobile device, on the **Settings** menu, select **Device Provisioning**.
2. In the **Click here to provision your mobile device** sentence, tap the word **here**. The system launches your mobile device's provisioning feature.
3. Verify your device's provisioning settings are correct.
4. If you want to send email an email with information on how to connect to the PACS Scan Mobile server, click **Email link**. The system launches your default email client with the URL in the body. Send the email as you normally would.

Use PACSGear Enterprise Server

About client applications

All PACSGear client applications require PACSGear Enterprise Server for back-end processing and other server related functions. The following PACSGear clients are installed, licensed, documented, and operated together with PACSGear Enterprise Server.

- EHR Gateway
- EHR Gateway Print
- Image Link
- Image Link Plus
- Image Link Encounter Workflow (Encounter Manager)
- PACS Scan Web
- Web Forms

The following PACSGear clients are installed, licensed, documented, and operated separately from PACSGear Enterprise Server.

- MDR Video Touch (MDR Link)
- Video Touch 4K
- ModLink
- PACS Scan Mobile

Web Forms

What is Web Forms?

Web Forms is a web-based program intended to be used with ModLink and other similar or equivalent non-PACSGear products. With Web Forms, medical staff use customized web forms to gather information from dictation systems and DICOM worklist, add to or change the information, and then send the changes back to the dictation system. They can also send an image of the form to a DICOM source.

Administrators can create forms to match the needs of specific departments, and manage user access, departments, default settings, and other configurations.

Use Web Forms

Open a form

Opening a form involves selecting a form to open, and then selecting a patient study whose data you want to add to or edit in the form. To open a form, complete the following steps.

1. To open the form selection screen, perform one of the following actions.
 - Log in to Web Forms as a user. The **Select Form** screen appears.
 - Log in to PACSGear Enterprise Server as an administrator, and then in the **Web Forms** menu, select **Open Form**.
2. To select a form, complete the following substeps.
 1. In the **Department** list, select your department.
 2. Optional. To change the lookup source, series description, or form, make changes in the corresponding fields.

3. To enter criteria to look up a patient study, do one of the following and click **Look Up**.
 - In the **Last name** box, type one or more of the first letters of the patient's last name.
 - In the **MRN** box, type the complete MRN. 
 - In the **Accession** box, type the complete accession number.
4. In the **Lookup results** dialog box, click the patient study that you want, and then click **Select**.
5. Review the information in the form selection screen for accuracy. To make any changes, perform one of the following actions.
 - To change information in white, non-searchable fields, type or select new information.
 - To change information in yellow, searchable fields, click **Clear Form** and repeat the previous steps to look up a new study.
6. To open the form, click **Open Form**.

Result The form that you selected appears with the information that you entered, plus any applicable information from the dictation system or worklist.

Fill out and submit a form

To fill out and submit a form, complete the following steps.

1. Open a form.
2. In the **Form** window, fill out the form.
3. To submit the information in the form to the dictation system, click **Submit**.
4. Optional. To send the information in the form to the dictation system and also send an image of the form to a DICOM source, complete the following substeps.
 1. Select the **Send image to** check box.
 2. In the list, select a source.
 3. Click **Submit**.

Manage forms

Find a form

To find a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. Optional. To change the number of search results that appear, in the **Show** list, select a number.
3. In the **Search** box, type any part of the form name.
As you type, forms that match your search criterion appear in the list.

Edit a form

To edit a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. Click the **Edit Form**  button corresponding to the form that you want to edit.
3. On the form editing page, edit the form, and then click **Save Form**.

Note: For a description of tools, see the *Add an item to a form* topic.

4. To exit the form editing screen, click **Finish**.

Preview a form

To preview a form, complete the following steps.

1. If the form that you want to preview is locked, unlock it. For more information, see *Unlock a form* topic.
2. On the **Web Forms** menu, select **Manage Forms**.
3. Click the **Preview Form**  button corresponding to the form that you want to preview.
The form appears in a separate window.
4. Optional. To test the functionality of the form, you can manipulate any of the form controls.
Web Forms does not save any changes that you make in the Preview window.

Rename a form

To rename a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. Click the **Rename Form**  button corresponding to the form that you want to rename.
3. In the **Rename Form** dialog box, under **New name**, type a new name and then click **Rename**.

Copy a form

When you want to create a new form that is similar to an existing form, you can make a copy of the existing form. To copy a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. Click the **Copy Form**  button corresponding to the form that you want to copy.
3. In the **Copy Form** dialog box, type a new name, and then click **Copy**.
The name of the new form appears in the list.

Share a form

Sharing forms between Web Forms servers entails downloading a form from one server and uploading it onto another. To share a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. On the **Manage forms** page, perform one of the following actions.
 - To download a form, to the right of the form in the list, click **Download Form**.
 - To download all forms, near the top of the page, click **Download All Forms**.The program downloads the forms to the default download directory on your PC.
3. Transfer the downloaded files to a directory on the destination server.
4. On the destination server, log in to Web Forms.
5. On the **Web Forms** menu, select **Manage Forms**.
6. On the **Manage forms** page, click **Upload Forms**.
7. Navigate to the forms and then click **Open**.
The forms appear on the **Manage forms** page in the list of forms.

About form locking

When you open a form on the Manage Forms page, the program locks the form to prevent other users from opening it.

When a form is locked, the buttons next to the form are unavailable, except for the Unlock Form button. You can unlock the form for your use, and lock the form for other users.

Unlock a form

If a form is locked, administrators can unlock it. To unlock a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. Click the **Unlock Form**  button next to the form that you want to unlock.
The form buttons are available for use, and the form is locked for other users.

What are saving, finishing, and publishing?

The following describes the difference between saving, finishing, and publishing a form.

Saving

When you create or edit a form on the form editing page, you can save your in-progress changes. Additionally, the application saves the form automatically every 60 seconds.

Finishing

On the form editing page you click Finish Form to leave the page and return to the Manage Forms page. When you finish a form, the program unlocks the form for other users.

Publishing

After finishing a form, it is not available for use until you publish it.

Publish or unpublish a form

To prevent access to unfinished forms, they remain unavailable for use in a clinical setting until you publish them. To publish or unpublish a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. Click the **Publish**  or **Unpublish**  button next to the form that you want to publish or unpublish.

Delete a form

To delete a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. Click the **Delete Form**  button next to the form that you want to delete.
3. In the confirmation dialog box, click **Yes**.
After the next page refresh, the form no longer appears in the list.

About refreshing pages

The Manage Forms page, Manage Images page, and other pages automatically refresh every 10 seconds. Any changes made to lists in these pages, such as creating, deleting, renaming, locking/unlocking, or publishing/unpublishing do not appear until the next automatic refresh.

About simple and advanced forms

Web Forms version 1.0.x supported simple forms. Simple forms are faster to create and use on smaller mobile devices. Starting with version 2.0.0, you can also create advanced forms. With advanced forms, you can perform the following procedures.

- Set a background image for a form
- Create fields anywhere on the form in any size
- Create labels anywhere on the form, independent of field elements
- Adjust the font size of any field or label
- Control field borders
- Set the maximum character length of a field
- Set the default value for a field

Create a form

To get started with forms, first follow this procedure to name and save a form. Next, add and configure items on your form. For more information, see the *Customize items on a form* topic. To create a form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Forms**.
2. In the upper left part of the screen, click **Create Form**.
3. In the **Create Form** dialog box, type a name for the form.
4. Optional. To create an advanced form, select the **Advanced** check box.
5. Click **Create**.
The form editing page appears.
6. Click **Save**, and then click **Finish**.

Customize items on a form

Add an item to a form

You can add fields, images, and other items to a form. To add an item to a form, complete the following step.

1. On the form editing screen, refer to the *Form editing tools* topic and do one of the following.
 - **Simple forms:** On the **Add New Field** tab, use the available tools to add an item.
 - **Advanced forms:** On the tool bar, use the available tools to add an item.

About customizing items on forms

After you place an item on a form you can customize it, for example by adding text to a label, adding color, or adding items to a list. The procedures to customize simple and advanced forms differ slightly.

Simple forms

Customize common items properties on a simple form

The properties described below can apply to multiple items, including text boxes, labels, and fields. To customize a common property on a simple form, complete the following steps.

1. In the form editor, click the item that you want to customize.
2. On the **Edit Field** tab, make any of the following customizations.
 - To add a label to the item, click **Label** or **Textbox Labels**, and then overwrite `Untitled` with a label.
 - To add a description to the item, click **Label**, and then overwrite `Add a longer description` with a description.
 - To require the user to fill in the item, click **Required**, and then select the **Required** check box.
 - To automatically populate the item with information from the dictation system and overwrite the custom field on the dictation system with the contents of the item, click **Custom Field**, and then select a custom field in the list.
 - To automatically populate the item with information from DICOM Worklist, click **Worklist Field**, and then select a field in a list.
 - To add a background color to the item, click **Color**, click inside the **Background** box, and then select a color.
 - To apply color to text that appears in the item, click **Color**, click inside a **Text** box, and then select a color.
 - To change the height or width of the item, click **Size** or **Textbox Size**, and then select a size in the list.
 - To display the item to the right of its label, click **Display on Image**, and then select the **To right of label** check box.



Note: This option only changes the appearance of the image of the form that you submit to the DICOM source. It does not affect the appearance of the form in the editing screen or the form preview window.

Customize check boxes, options, and lists

To customize properties specific to check boxes, lists, and options on a simple form, complete the following steps.

1. In the form editor, click the item that you want to customize.
2. On the **Edit Field** tab, make any of the following customizations.
 - To group items in columns, click **Number of Columns**, and then select a number in the list.
 - To add a check box, option, or list item to a group, click **Items**, and then complete the following substeps.

1. At the bottom of the **Items** pane, click **Add**.
2. In the empty box, type a label for the item.
 - To include an “Other” check box or option with an associated text box, near the bottom of the Items pane, select the **Include “other”** check box.
 - To select an item by default, in the **Items** pane, select the check box to the left of the item that you want to be the default.
 - To delete an item, in the **Items** pane, click the **Delete**  button to the right of the item box that you want to delete.
 - To copy an item, in the **Items** pane, click the **Copy**  button next to the item that you want to copy.

Add an image header

An image header is an image that you can place at the top of your form, such as the logo of your institution. To add an image header to a form, complete the following steps.

Prerequisite Upload at least one image to the image library.

1. On the form editing page, in the **Use Image as Header** list, select an image.

Note: The image header does not appear in the form editing page.

2. Optional. To view the form with the image header included, click **Preview**.

Customize an image field

To customize properties specific to image fields on a simple form, complete the following steps.

Prerequisite Upload at least one image to the image library, and add an image field to the form.

1. In the form editor, click the image field that you want to customize.
2. On the **Edit Field** tab, make any of the following customizations.
 - To assign an image file, click **Image File**, and then select an image from the list.
 - To allow users to draw on the image, click **Allow Drawing**, and then select the **Allow** check box.

Copy a form field

When you want to create a field that is similar to an existing field, you can copy the existing field. To copy a form field, complete the following steps.

1. In the form editing screen, click the **Copy**  button to the lower right of the field that you want to copy.

A copy of the field appears next to the original field.
2. Configure the new field as needed.

Move a form field

To move a form field, complete the following step.

- In the form editing screen, drag the field below or above another field.

Save and finish a form

When you are done creating and configuring a form, you must save and finish it. To save and finish a form, complete the following steps.

1. In the upper right part of the form editing screen, click **Save Form**.
The program saves any unsaved changes to the form.

2. Click **Finish**.

Result The program returns to the Manage Forms page, and unlocks the form to other users.

Advanced forms

Customize common items properties on an advanced form

The properties described below can apply to multiple items, including text boxes, labels, and fields. To customize a common property on an advanced form, complete the following steps.

1. In the form editor, click the item that you want to customize.
2. On the **Input Properties** tab, make any of the following customizations.
 - To create text for a label, click the **Label** text box, and then overwrite `label` with new text.
 - To add a background color to the label, click the **Background** box, and then select a color.
 - To apply color to text in the item, click the **Font** box, and then select a color.
 - To change the size of text associated with the item, in the **Font Size** list, select a size.
 - To require the user to fill in the item, select the **Required** check box.
 - To automatically populate the item with information from the dictation system and overwrite the custom field on the dictation system with the contents of the item, in the **Custom Field** list, select a field.
 - To automatically populate the item with information from DICOM Worklist, in the **Worklist Field** list, select a field.
 - To add borders to the item, select the **Top**, **Bottom**, **Left**, or **Right** check box.
 - To set a character limit for an item, under **Character Limit**, in the **Max** box, type or select a number.
 - To set default text for an item, in the **Default Text** box, type text.
 - To add text that helps the user know what type of information to add, in the **Text Hint** box, type a hint.

Customize check boxes, lists, and options

To customize properties specific to check boxes, lists, and options on an advanced form, complete the following steps.

1. In the form editor, click the item that you want to customize.
2. On the **Input Properties** tab, make any of the following customizations.
 - To group items in columns, click **Number of Columns**, and then select a number in the list
 - To add a check box, option, or list item to a group, complete the following substeps.
 1. At the bottom of the tab, click **Add option**.
 2. In the empty box, type a label for the item.
 - To include an “Other” check box or option with an associated text box, select the **Include “other”**

check box.

- To include a blank list item, select the **Include blank** check box.
- To select an item by default, select the check box to the left of the item that you want to be the default.
- To delete an item, click the **Delete**  button to the right of the item box that you want to delete.
- To copy an item, click the **Copy**  button next to the item that you want to copy.

Customize an image field

To customize properties specific to image fields on an advanced form, complete the following steps.

Prerequisite Prior to completing these steps, you must first upload at least one image to the image library, and add an image field to the form.

1. In the form editor, click the image field that you want to configure.
2. On the **Input Properties** tab, in the **Image File** list, select an image.

Copy a form field

When you want to create a field that is similar to an existing field, you can copy the existing field. To copy a form field, complete the following steps.

1. In the form editing screen, click the **Copy**  button to the lower right of the field that you want to copy.
A copy of the field appears highlighted in red on top of the original field.
2. Drag the new field to a new location on the form.
3. Configure the new field as needed.

Save and finish a form

When you are done creating and configuring a form, you must save and finish it. To save and finish a form, complete the following steps.

1. In the upper right part of the form editing screen, click **Save Form**.
The program saves any unsaved changes to the form.
2. Click **Finish**.

Result The program returns to the Manage Forms page, and unlocks the form to other users.

Form editing tools

The following tools are available for editing forms.

Name	Control	Description
Form break		Adds a separator (simple forms only)
Text input		Adds a single text box

Name	Control	Description
Text input (2)		Adds double text boxes (simple forms only)
Text input (3)		Adds triple text boxes (simple forms only)
Choice		Adds an option group
Text Area		Adds a text area
Image		Adds an image field
Checkbox		Adds a check box group
Dropdown		Adds a list
Label		Adds a label (advanced forms only)
Background		Adds a background (advanced forms only). Prompts you to navigate to the image that you want to use as the background.
Patient History		Adds a control which stores/retrieves and displays a text field that contains Patient History field information.
Tab Index		Toggles displaying on each control the tab order number. You can change tab index on each controls properties.
Toggle Grid		Turns on or off a visual grid overlay that can assist you in placing and sizing controls.

About conflicting field settings

It is possible to set conflicting settings on some fields. For example you can set a default text for a text box, but also set the text box to auto-fill from DICOM Worklist. When Web Forms displays a field with conflicting settings, it uses the setting higher in the order of precedence, and ignores the setting lower in the order of precedence. The order of precedence is as follows.

- Custom field
- Worklist
- Default text
- Blank

Manage images

Upload an image to the image library



You can add JPEG (JPEG, JPG, JPE, JFIF), PNG, and GIF images to web forms. To make an image available to add to forms, you must first upload it to the image library. To upload images, complete the following steps.

Prerequisite Prior to completing these steps, you must first prepare an image on a local or network medium that is smaller than 950 x 500 (W x H) pixels.

1. On the **Web Forms** menu, select **Manage Images**.
2. On the **Manage Images** page, in the **Upload Image** box, click **Browse**, navigate to an image file, and then click **Open**.
3. Click **Upload**.

The program uploads the image to the image library, and the name of the image appears in the list.

Preview an image in the image library

To preview an image in the image library, complete the following steps.

Prerequisite Upload an image to the image library.

1. On the **Web Forms** menu, select **Manage Images**.
2. On the **Manage Images** page, click the **Preview** button next to the image that you want to preview.

The image appears in a separate window.

Delete an image from the image library

If an image is not included in any forms, you can delete it from the image library. To delete an image from the image library, complete the following steps.

If the image is included in any forms, the names of the forms appear in the Used in forms field, and the Delete button is unavailable.

1. On the **Web Forms** menu, select **Manage Images**.
2. On the **Manage Images** page, find the image that you want to delete in the list of images, and then click the **Delete** button next to that image.

On the next automatic screen refresh, it no longer appears in the list.

Upload an image to the background image library

You can add a JPEG (JPEG, JPG, JPE, JFIF) or GIF image to a web form as a background. To make an image available to add as a background, you must first upload it to the background image library. To upload images to the background image library, complete the following steps.

Prerequisite Prior to completing these steps, you must first prepare an image on a local or network medium that is smaller than 1277 x 1651 (W x H) pixels.

1. On the **Web Forms** menu, select **Manage Background Images**.

2. On the **Manage Background Images** page, in the **Upload Background Image** box, click **Browse**, navigate to an image file, and then click **Open**.
3. Click **Upload**.
The program uploads the image to the background image library, and the name of the image appears in the list.

Dual page forms

Create a dual page form

To create a dual page form, complete the following steps.

1. On the **Web Forms** menu, select **Manage Dual Page Forms**.
2. In the **Dual Page** screen, click **New Dual Page Form**.
3. In the **Create Form** dialog box, type a name for the form.
4. Optional. To create an advanced form, select the **Advanced** check box.
5. Click **Create**.
The form editing page appears.
6. Click **Save**, and then click **Finish**.

Use a dual page form

To use a dual page form, complete the following steps.

1. On the **Web Forms** menu, select **Open Form**.
2. After selecting a department, searching or entering patient demographics, select the appropriate dual page form from the **Forms to use** list. The system displays the dual page form.
3. Click **Page 1** and **Page 2** to switch between the advanced forms. Otherwise, use the form as you would an advanced form.

Forms in progress

Save and finish a form in progress

Web Forms supports saving a form in progress, allowing you to return to the form later to enter and edit data before sending. To save and finish a form in progress, complete the following steps.

1. While using a form, click **Save** in the bottom right part of the form editing screen.
The program saves any unsaved changes to the form.
2. To return to a form in progress, from the **Saved Forms** list, click the magnifying glass for the form you want to continue editing.
3. Optional. To delete a form in progress, from the **Saved Forms** list, click **X** to delete the saved form.
4. Click **Finish**.
Result The program removes the saved form from the **Saved Forms** list, returns to the **Manage Forms** page, and unlocks the form to other users.

PACS Scan Web

What is PACS Scan Web?

PACS Scan Web is a web client of PACSGear Enterprise Server that is intended for editing and attaching images to patient records and send them to PACS/VNA. You can also create a new patient record, or add information to existing patient records and studies.

Work with PACS Scan Web

About lookup sources

A lookup source (query source) is a DICOM worklist server, archive, or other source that can respond to patient queries. To query patient studies in PACS Scan Web, you must configure at least one lookup source. To configure a lookup source, see the *Add a lookup source* topic. For information on the lookup sources available at your institution, contact your PACS administrator.

Look up a patient

To begin most operations in PACS Scan Web, you must create a new patient record to associate with the image or scan, or look up an existing record. To create a new patient record, see the *Create a patient record* topic. To look up an existing record, do the following.

1. On the **PACS Scan Web** menu, select **Advanced DICOM Import, Simple DICOM Import, Web Scan**, or **Media File Import**.
2. Optional. Select a department. For more information, see the *Change the current department* topic.
3. Under **Patient Information**, type one or more of the following search criteria.
 - All or part of the last name of the patient.
 - The exact MRN or accession number. 

Example To look up studies of patients whose last names begin with the letter c, in the **Last Name** box, type c.

4. Click **Look Up**.
5. On the **Lookup Results** page, click the plus  button in a patient row to display studies of that patient, and select a study.
6. At the top of the screen, click **Next**.

Note: For next steps, see topics on importing and scanning.

Simple DICOM image import



You can import a DICOM image, reconcile embedded demographics against a worklist, and send the image to the current destination. The Simple DICOM image import allows selecting specific DICOM files to import.

1. On the **PACS Scan Web** menu, select **Simple DICOM Import**.
2. Optional. Select a department. For more information, see the *Change the current department* topic.
3. In the right pane, click **Browse**.

4. In the **Choose File to Upload** dialog box, select a file to import and click **Open**.
5. On the **DICOM Import** page, click **Next**.
The patient information associated with the image appears in the right pane.
6. To edit the study information, click **Edit Study**. To reconcile the study information against a worklist, see the *Reconcile studies* topic.
7. Click **Send Patient**.

Note: PACS Scan Web sends all studies in the patient record at once.

Advanced DICOM image import



You can import a DICOM image, reconcile embedded demographics against a worklist, and send the image to the current destination. The Advanced DICOM image import allows importing from a DICOMDIR and automatic recursing directories for DICOM files.

Prerequisite Install the PACS Scan Web paper scanning service. For more information, see the *PACSGear Enterprise Server Installation Guide*.

1. On the **PACS Scan Web** menu, select **Advanced DICOM Import**.
2. Optional. Select a department, Lookup Source and/or Destination from the sidebar. For more information, see the *Change the current department* topic.
3. In the **Select Folder** window, click on drive letters to expand folders and double-click on folders to expand the view of sub-folders. Select the appropriate folder and click **Next**.

Note:

We highly recommend you do not search root folders, such as C:\ or large volumes. This may result in the scanning service stalling or falling into endless loops.

In the next screen you will see a **Patients** column and a **Study Information** column. Selecting a Study row from the Patients column will update the information in the Study Information column.

4. To edit the study information, click **Edit Study**. To reconcile the study information against a worklist, see the *Reconcile studies* topic.
5. To send patient data, complete the following substeps.

Note: PACS Scan Web sends all series in the selected patient study as one job.

1. To send data on a single patient, click the appropriate patient and then click **Send Patient**
2. If multiple patient's data is found and you want to send all, click **Send All Patients**.
3. To send only a subset of the studies displayed, select each appropriate study's checkbox and then click **Send Checked**. The system displays a count of the selected studies.

Reconcile studies

When importing DICOM images, you can reconcile embedded patient demographics against a worklist. To reconcile studies, do the following.

1. Following the steps in the *Import DICOM images* topic, open a DICOM file and click **Next**.

2. In the left pane, select a patient or study. In the right pane, click **Reconcile with MWL**.
3. In the **Reconcile Patient Lookup** dialog box, type lookup criteria in the **MRN** , **Last Name, First Name, DOB**, and/or **Accession** boxes.
4. Optional. For studies only, to retain the description and/or date from the imported file, select the **Keep Study Description** and/or **Keep Study Date** check boxes.
5. Click **Look Up**.
6. Select a patient from the list of results and click **Select**.
7. Click **Save**.
8. In the list of patients on media, click **Send Patient**.

Import media files

You can lookup a patient record, attach non-DICOM images, PDFs and video files, and send the image to the current destination. To import a non-DICOM image, do the following.

1. On the **PACS Scan Web** menu, select **Media File Import**.
2. Look up a patient record. For more information, see the *Look up a patient* topic.
3. In the right pane, click **Browse**.
4. In the **Choose File to Upload** dialog box, select images, PDF and/or video files (.mp4, .avi and .mov) to import and click **Open**.

Note: To add more images, click **Browse** again.

5. Optional. To edit the image before sending, see the *Edit images* topic.
6. Click **Send All Images**.

Web scan

Prerequisite Install a paper scanner on your PC, and install the PACS Scan Web paper scanning service (see the PACSGear Enterprise Server installation guide).

You can lookup a patient record, attach a scan, and send it to the current destination. To scan paper, do the following.

1. On the **PACS Scan Web** menu, select **Web Scan**.
2. Look up a patient record. For more information, see the *Look up a patient* topic.
3. Click **Scan**.

Note: To add more scans, click **Scan** again.

4. Click **Send All**.

Create a patient record

You can create a new patient record, attach images, PDFs, or scans to it, and then send it to the current destination. To create a new patient record, do the following.

1. On the **PACS Scan Web** menu, select **Media File Import**, or **Web Scan**.
2. Optional. Select a department. For more information, see the *Change the current department* topic.
3. Under **Patient Information**, enter all demographics for the new patient.

4. Click **Next**.
5. Attach assets to the new patient record and send it to the current destination.

Change the current department



Prerequisite Add at least one department. For more information, see the *Add a department* topic.

Before beginning a task in PACS Scan Web, select the department with the application entity (AE) title, modality, lookup sources, destinations, and series descriptions that you want to use. If you change the department while a task is in progress, the program discards all current images and data. To change the current department, complete the following steps.

1. In left pane, in the **Department** list, select a department.
The default lookup source and destination for the department appear in their lists.
2. Optional. In the **Lookup Source** list, select a different source.
3. Optional. In the **Destination** list, select a different destination.

Launch uploading of media by using a URL

You can launch media uploading functions and Web Forms directly by using a URL in a web browser. You can also specify patient criteria by adding parameters to the URL. To launch uploading of media or a web form by using a URL, complete the following steps.

The following table lists the URL launch page for each type of import.

Import Type	URL
Advanced DICOM	http://<Server_IP>/PGAPPS/PACSScan/CDImportService
Simple DICOM	http://<Server_IP>/PGAPPS/PACSScan/Upload/CDUpload
Web Scan	http://<Server_IP>/PGAPPS/PACSScan/PaperScan
Media File	http://<Server_IP>/PGAPPS/PACSScan/MixedUpload
Web Form	http://<Server_IP>/PGAPPS/ModLink/FormSelector/Index



Different modalities require the system to pass different parameters. For more information, refer to the launching system's documentation.

1. Create a URL in the following format:

Example `http://<server ip>/PGAPPS/PACSScan/PaperScan?/<PARAMETER>=<VALUE>`

Notes

You can use multiple parameters, delimited with an ampersand (&).

The URL creation follows the standard HTTP protocol.

- You can use the following parameters in the URL to pass information to the page.

Parameter	Meaning
acc	Accession number
mrn	Medical record number
examdate	Exam date
examtime	Exam time
modality	Modality
refphy	Referring physician
studydesc	Study description
studyuid	Study UID
dob	Patient's date of birth
gender	Patient's sex
name	Patient's full name
username	PCS login name
password	PCS login password
mlf_department_param	Department
domain	Domain name
Encrypted only parameters	
urldate	URL date
urltime	URL time

Example URL: `http://10.188.169.164/PGAPPS/PACSScan/PaperScan?mlf_department_param=DICOM&mrn=5414741&sex=F&dob=19830101&acc=4093533&studyuid=1.2.840.113619.2.437.3.3859476437.8.1544454583.371&modality=US&name=FURMAGES^JANE^R&examdate=20090120&studydesc=US OB<14 WKS 1ST GEST`

- Press **Enter**.

Edit images

Crop an image

After selecting an image, you can crop it before sending it to the destination. To crop an image, do the following.

1. In the image editing area, on the menu bar, click **Crop**.
2. Drag the pointer on the image to specify a crop boundary.
3. On the toolbar, click **Apply**.
4. Click **Save Image**.

Flip or rotate an image

After selecting an image, you can flip or rotate it before sending it to the destination. To flip or rotate an image, complete the following steps.

1. In the image editing area, on the menu bar, click **Flip** or **Rotate** and complete the appropriate option below.
 - To flip the image, on the toolbar, click **Flip Horizontal** or **Flip Vertical**.
 - To rotate the image ninety degrees, on the toolbar, click **90° CW** or **90° CCW**.
 - To rotate the image a number of degrees other than ninety, drag the **Rotate** slider.
2. Click **Save Image**.

Draw a line on an image

After selecting an image, you can annotate it with straight or freehand lines before sending it to the destination. To draw a line on an image, complete the following steps.

1. In the image editing area, on the menu bar, click **Line**.
2. On the toolbar, complete the following substeps.
 1. Select the **Freehand** or **Straight line** option.
 2. Click a color swatch.
 3. Drag the **Weight** slider to increase or decrease the stroke weight.
3. To draw a line, drag the pointer on the image.
4. Click **Save Image**.

Add text to an image

After selecting an image, you can add text to it before sending it to the destination. To add text to an image, complete the following steps.

1. In the image editing area, on the menu bar, click **Text**.
2. To place a text box, click anywhere on the image.
3. Double-click the text box, type text, and then click on the image outside of the text box.
4. To format the text, click the text box and complete one or more of the following options.
 - To adjust the emphasis of the text, click **Bold**, **Italic**, or **Underline**.
 - To adjust the size of the text, drag the **Font Size** slider.
 - To change the color of the text, click a color swatch.
5. Click **Save Image**.

Delete an item from an image

After adding lines and text to an image, you can delete any of these items before saving the image. To delete an item from an image, complete the following steps.

1. Click the item that you want to delete.

Note: If the toolbar is open, click **Close**.

2. On the menu bar, click **Delete Selected**.
3. Click **Save Image**.

Assign a body part to an image

You can assign a body part to an image before sending it to a destination. PACS Scan Web adds the body part to the relevant DICOM tags in the current study. To assign a body part to an image, complete the following steps.

1. On the menu bar, click **Body Part**.
2. In the **Select Body Region** dialog box, click a body region.
3. In the **Select Part** area, select a body part.
4. Optional. To specify the same body part for all images that you attach to the current patient record, select the **Apply to all images** check box.
5. Click **Apply**.
6. Click **Save Image**.

Image Link

What is Image Link?

Image Link is a background application intended to translate incoming data from EHR/RIS for compatibility with other PACS or DICOM systems and provides DICOM Modality Worklist Management for improved workflow and data consistency.

Image Link consists of an HL7 engine that interprets messages from RIS, a DICOM engine that interprets DICOM Modality Worklist requests, and sophisticated mapping functions to translate between HL7 and DICOM.

About servers

In Image Link, an *HL7 server* is a translation engine for inbound HL7 messages. You can add HL7 servers to allow Image Link to recognize multiple HL7 data streams. Image Link comes pre-configured with an HL7 server called "Primary HL7 Service" that listens for messages on port 5100.

A *DICOM Worklist server* is a configuration that defines how to handle modality worklist queries. Each DICOM device can have a different port, and you can set modifiers on each port that change incoming queries for compatibility with the device on the port.

Manage HL7

What are translations, mappers, and triggers?

A *translation* is a saved instruction for converting HL7 messages into DICOM fields and values.

A *mapper* is a saved configuration that includes a set of translations, the destinations for the results of the translations, settings that determine what part of a message to send to the destination, and triggers. Each HL7 server requires at least one mapper.

A *trigger* is a set of criteria that determines whether Image Link performs the translations in the associated mapper. The criteria that you select constitute an "If-Then" expression ("if" conditions are true, "then" apply the mapper).

Add an HL7 server

If you use more than one HL7 server machine, you can add corresponding HL7 server configurations. To add an HL7 server, complete the following steps.

1. On the **Image Link** menu, select **HL7 Servers**.
2. On the **HL7 Servers** page, under **Servers**, click **Add**.
3. In the **Server** dialog box, type the server name, port, starting character, and ending character.

Note: You must assign a unique port number for each server.

4. Click **OK**.

Add a mapper

You must add at least one mapper to an HL7 server configuration that you create. To add a mapper, complete the following steps.

1. On the **Image Link** menu, select **HL7 Servers**.
2. On the **HL7 Servers** page, under **Servers**, select the server to which you want to add the mapper.
3. Under **Mappers**, click **Add**.
4. Under **Select Mapper Type**, select a type and click **Next**.

Note: For a description of available types, see "Mapper templates."

5. On the **Add/Edit Mapper** page, in the **Name** box, type a name for the mapper, and in the **Operation** list, do one of the following:
 - To store translated messages in the database, select **Store Worklist Item**.
 - To use the mapper to update patient information, select **ADT Patient Update**.
6. Click **Next**, and on the **Triggers** page, click **Add**.
7. Under **Trigger Name**, type a name for the trigger and complete the following substeps.
 1. To modify the incoming data prior to evaluating it for a match, under **Function**, select a function.

Note: **Substr** delineates a portion of the incoming data based on the starting position and length in number of characters. **ToLower** and **ToUpper** change the case of the incoming data.

2. To specify criteria to identify a specific field, select options in the **Segment**, **Field**, and **Subfield** lists.

Note: This is the "If" part of the trigger expression.

3. To specify the comparison operator for the trigger expression, in the **Comparison** list, select an

option.

4. To specify a comparison value for the criterion field, in the **Value** box, type a value.
8. Click **Insert**, and in the **Substring** dialog box, type a starting point and number of characters.

Note: The Substring dialog box does not appear if you selected the ToLower or ToUpper function.

9. Click **OK** and **Finish**.

Add a translation to a mapper

You can add a pre-configured translation to a mapper. To add a translation, complete the following steps.

1. On the **Image Link** menu, select **HL7 Servers**.
2. On the **HL7 Servers** page, select a server.
3. Under **Mappers**, select a mapper and click **Edit**.
4. On the **Add/Edit Mapper** page, click **Add**.
5. In the list of translations, select a translation and click **OK**.

Edit a translation

Although you cannot create a new translation, you can edit an existing one. To edit a translation in a mapper, complete the following steps.

1. On the **Image Link** menu, select **HL7 Servers**.
2. On the **HL7 Servers** page, select a server.
3. Under **Mappers**, select a mapper and click **Edit**.
4. On the **Add/Edit Mapper** page, select a translation and click **Edit**.
5. On the **Edit Translation** page, complete the following substeps.
 1. Optional. To clear the contents of the existing translation, click **Clear**.
 2. In the **Function** box, select a translation function.
 3. To define the part of the message to translate, select items in the **Segment**, **Field**, and **Subfield** boxes.
 4. Click **Insert**.

Note: You can repeat this step to add additional translation functions.

The translation functions appear in the **Translation** box.

6. Click **OK**.

Create a lookup table

Image Link can use lookup tables during translations to replace incoming HL7 values with custom values based on key/value pairs. A lookup table can include one or more key/value pairs. To create a lookup table, complete the following steps.

1. On the **Image Link** menu, select **Lookup Tables**.
2. On the **Lookup Tables** page, under **Tables**, click **Add**.
3. In the **Table Name** dialog box, type a name for the table and click **OK**.
4. Under **Tables**, select a table.
5. Under **Key/Value Pairs**, click **Add**.

6. In the **Key Value** dialog box, type a key and a value and click **OK**.

Note: You can repeat the previous two steps to add additional key/value pairs.

Look up patient studies

You can look up patient studies to confirm that Image Link mapped messages correctly. To look up patient studies, complete the following steps.

1. On the **Image Link** menu, select **Patient Information**.
2. On the **Patient Information** page, in the list in the upper left part of the screen, select a search type.
3. In the box in the upper right part of the screen, type a search criterion and click **Search**.
Patients matching the criterion appear under Patients.
4. To view studies for a patient, under **Patients**, select the patient.
5. To view details of a study, under **Studies for**, select the study.

Manage DICOM

Add a DICOM Worklist server

To add a DICOM Worklist server, complete the following steps.

1. On the **Image Link** menu, select **DICOM Worklist Servers**.
2. On the **DICOM Worklist Servers** page, under **Servers**, click **Add**.
3. In the **Server** dialog box, type the name and port number of the server.
4. Click **OK**.

What is a modifier?

Similar to a translation, a modifier makes queries compatible between DICOM devices. A modifier is an instruction to Image Link in the format: "If a query on the **Port** contains a **Match** to the **Criteria**, perform the **Action** using the **Value** on the specified **DICOM** field." For example, if Image Link receives a query for CR, a modifier can replace the CR with XA so that Image Link returns only XA results.

Add a modifier

You can add a modifier to a DICOM Worklist server. To add a modifier, complete the following steps.

1. On the **Image Link** menu, select **DICOM Worklist Servers**.
2. On the **DICOM Worklist Servers** page, under **Servers**, select a server.
3. Under **Modifiers**, click **Add**.
4. On the **Add/Edit Modifiers** page, type a name for the modifier and complete the following substeps.
 1. In the list, select a DICOM field to modify.
 2. In the **Action** list, select an action to perform if a match occurs.
 3. In the **Insert value** box, type a value to insert.

Note: You can only type a value if you selected **Insert** in the **Action** list. You can use backslashes (\) to separate the values in multi-value fields, such as "US\CT\MG".

5. Click **OK**.

Image Link Encounter Workflow

What is Image Link Encounter Workflow?

Image Link Encounter Workflow, also known as Encounter Manager, is intended to support encounter-based imaging workflows for unscheduled or point-of-care DICOM devices such as ultrasounds. Encounter Manager acts as a worklist for DICOM modalities that are not connected to a traditional worklist or RIS. It accepts incoming images from the modalities, automatically reconciles incomplete or incorrect metadata from user-specified lookup sources, and then forwards the images to PACS, VNA, OnBase, or other destinations.

In Encounter Manager, a *workflow* is a named configuration that specifies a listening port for incoming images from DICOM modalities, lookup sources for automatic and manual reconciliation, and storage or archive destinations for the outgoing images.

Add an encounter workflow

To facilitate reconciliation and routing of encounter-based images, you must set up an encounter workflow. To add an encounter workflow, do the following.

1. On the **Image Link** menu, select **Encounter Workflow**.
2. On the **Encounter Workflow Setup** page, click **Add**.
3. In the **Settings** dialog box, do the following.
 - **Name:** Type a name for the worklist.
 - **Port:** Type a destination port number for incoming encounter-based images.
 - **Destination Group:** Select a destination for outgoing images that are successfully reconciled.
 - **Worklist Lookup:** Select a lookup source for automatic reconciliation.

Note: Only worklist protocol lookup sources are available.

- **QC Destination:** Select a destination for manual reconciliation of failed jobs.

Note: The QC destination can be the same as the destination.

- **Enabled:** Set to **True**.

4. Click **OK**.

Configure description codes

For correct processing of study descriptions by destination devices, you must associate them with the proper codes. To configure description codes, do the following.

1. In the **EncounterManager** subdirectory of your PACSGear Enterprise Server installation directory, use Notepad to open the **studycodes.txt** file.

Note: The default path is C:\Program Files (x86)\PACSGear\PACSGEAR Core Server\config\EncounterManager\studycodes.txt

2. Edit each line of the file with the descriptions that you want to use.

Note: For example, change "DescriptionA=code123" to "Pericardial effusion=code123."

3. Save and close the file.
4. In Control Panel, restart the PACSGear Enterprise Server service.

Reference

Mapper templates

When you create a mapper, you choose a mapper type based on the following templates.

Type	Value	Description
Blank	For user-customized translations.	Only users with extensive knowledge of HL7 and DICOM should attempt to create a translation by using this template.
Worklist	For creating modality worklists from all ORM messages.	This mapper has a default trigger that executes when <MSH,9> contains the characters ORM.
ADT Template	For ADT messages that update patient information.	This mapper does not contain a default trigger, but maps updated patient information when receiving an ADT message.
Encounter	Reserved	Inquire with your Hyland representative.

Modifiers

The following is a list of available modifiers.

Name	Value
Modality	0008 0060 (multi value)
Referring Physician	0008 0090
Sched Location	0040 0011
Sched Performing Physician	0040 0006
Sched Proc Code	0008 0100 (multi value)
Sched Start Date	0040 0002
Sched Station AE	0040 0001
Sched Status	0040 0020 (multi value)

DICOM Tags Supported by Insert and Ignore Actions

Image Link supports the following DICOM tags for insert and ignore actions when setting up Worklist query modifications. Tags not appearing in the table have no effect on the output.

Name	Tags
Accession	[0008, 0050]
AE Title	[0040, 0001]
Scheduled Location	[0040, 0011]
Modality*	[0008, 0060]
Scheduled Performing Physician	[0040, 0006]
Scheduled Station Name	[0040, 0010]
Scheduled Date	[0040, 0002]
Scheduled Time	[0040, 0003]
Scheduled Status*	[0040, 0020]
CPT Code*	[0008, 0100]
Patient Name	[0010, 0010]
Patient ID	[0010, 0020]

*Multiple backslash-delimited values.

Image Link Plus

What is Image Link Plus?

Image Link Plus supports imaging workflows that do not follow the radiology workflow by providing a pseudo order message to the modality that contains patient and visit information from the EMR.

Configure Image Link Plus

Prerequisite

A license is required to activate Image Link Plus. Contact Hyland support for assistance in activating Image Link Plus on your PACSGear Enterprise Server installation.

To configure Image Link Plus, complete the following steps.

1. Under **Server**, click **Settings**.
2. On the **WECC** tab, complete the following substeps.
 1. Select **Enable** to enable Image Link Plus.
 2. In the **Worklist AE title** field, enter the title for the destination Worklist AE.
 3. In the **Worklist IP** field, enter the IP address of the destination worklist.
 4. In the **Worklist Port** field, enter the port number of the destination worklist.

5. In the **PrependParam3** field, enter the value you want to add as a prefix to the internally computed value.
3. With administrative privileges, open the mapping.xml server configuration file in a text editor and configure the HL7 message locations for the following parameters.
 - PatName
 - PatID
 - DOB
 - Sex
 - Accession
 - Facility
 - Start Date
 - Start Time
 - CPT
 - Proc_Desc
 - Sched_Location
 - Ref_Phys
 - Add_Pat_Hist

Example

```
<PatName>ORC.5</PatName>
```

Note:

The possible values for the User Input drop-downs are stored in XML configuration files located in the default location *C:\Program Files (x86)\PACSGear\PACSGEAR Core Server\PGAPPS\Areas\EC\Config*

4. Save and close the mappings.xml file.

Use Image Link Plus

The EHR system triggers Image Link Plus via URL. The system launches an instance of the PACSGear Enterprise Server client page, with the following pre-populated parameters from the URL string: Name, MRN, Accession Number, Gender, and Date of Birth.

You can enter values for the following parameters: Facility, Department and Description and then submit the data to the server. PACSGear Enterprise Server takes the data and sends a formatted and populated HL7 message to the configured worklist destination.

Use Web Forms without ModLink

You can configure PACSGear Enterprise Server to not require an installation of ModLink. We recommend you do this before you create any Forms, as any preexisting Form designs using custom fields will no longer work and may cause errors when used. To disable custom fields in Web Forms, complete the following steps.

1. Open the `web.config` configuration file in a text editor and then edit the following values.

```
<add key="CustomFieldDirect" value="false" />
<add key="ModLinkDirect" value="false" />
```

2. Save the `web.config` configuration file and close the text editor.

Note:

When creating forms, the system reports an error, `Cannot find the TemplateIDs file, in the logs`. The system does not display this error to the user and it does not prevent them creating forms. The custom fields drop down is empty in the designer. When configured this way, no values are forwarded to any dictation systems when Forms are used.

EHR Gateway

What is EHR Gateway?

EHR Gateway is a background service that is intended to de-encapsulate, encapsulated DICOM data from modalities to their native formats (MP4, JPEG, PDF). EHR Gateway also extracts metadata from the DICOM header and converts it to an XML file. This is intended to simplify acquiring and managing content from DICOM devices for submission to EHR and content management platforms.

Configure EHR Gateway

After enabling the EHR Gateway feature, you can configure the program to match your needs and operating environment. To configure EHR Gateway, complete the following steps.

1. In the **PACSGEAR Enterprise Server** installation directory, open the **Config** folder.
2. Open the **EHRPorts.xml** file in Notepad, and then modify settings as needed.

You can add additional ports by enclosing them in *EHRPortSettings* tag blocks.

Use EHR Gateway

After configuring EHR Gateway feature, configure modalities to send DICOM to the ports defined in the `EHRPort.xml` file.

EHR Gateway is a passive service. Once it receives DICOM files, it automatically separate DICOM images into their metadata and media and then saves the output to folders defined in the `EHRPorts.xml` file.

EHR Gateway Print

What is EHR Gateway Print?

EHR Gateway Print is a licensed product designed to receive content directly from DICOM devices or core application to communicate and establish EHR local or network printer ports to enable printing from a PDF standard format or insert the PDF document into the patient record. EHR Gateway Print is not intended for diagnostic use.

Configure an EHR print device

To configure an EHR print device, complete the following steps.

Prerequisite EHR Print requires an EHR Gateway Print license.

1. Click **Settings** and then select **Connections**.
2. On the **Connection** page, click the **Devices** tab.

3. Click **Add**.
4. In the **Add/Edit Device** window, select **EHR Print** from the **Device Type** list and complete the following substeps.
 1. In the **Name** box, type the name of the printer as it appears as a device.
 2. Select **Send to Printer** if you want the system to send the pages to a physical printer.
 3. In the **Printer Name** box, type the name of printer that you want to use if **Send to Printer** is enabled. This printer must be added and configured on the server running PACSGear Enterprise Server.
 4. From the **Aspect Ratio** list, select the appropriate image aspect ratio you want the system to display images in the page layout.
 5. Select **Send to Folder** if you want to create and save a PDF of the pages.
 6. In the **Folder Path** box, type the drive or network path where you want the system to save the PDF files if **Send to Folder** enabled.
 7. In the **Accession Label** box, type the prefix label that you want to add before the Accession number of the patient in the output.
 8. In the **Footer Logo File** box, type the location of the image you want the system to display at the bottom of each page. The image must be on the same server as PACSGear Enterprise Server.
 9. In the **Footer Line 1 to 4**, type the text you want the system to display at the bottom of each page. You can add a maximum of four lines. The system only displays lines of text.

MDR Link

What is MDR Link?

MDR Link is a background service intended for clinicians and technicians to queue up jobs to MDR-VT devices that have connected to a central PACSGear Enterprise Server instance. You can initiate MDR Link through a URL call with patient data. The UI then allows for assigning the related study to an MDR-VT that has registered with the PACSGear Enterprise Server. The MDR-VT then initiates a capture session, using the patient data sent to it.

Configure MDR Link

Complete the following step to configure MDR Link.

1. In PACSGear Enterprise Server, verify Windows Firewall is set to OFF for both private and public networks, and then complete the following sub-steps.
 1. Apply the **MDR Video Touch** and **Image Link** or **Ultimate** license.
 2. On the **Setting** menu, select **Server** and then click the **MDR** tab.
 3. Select **Enable MDR Link**.
 4. Click **Save** and then **Continue** to confirm.
2. In **MDR Video Touch**, complete the following sub-steps.
 1. On the **Setting** menu, select **Departments**.
 2. Select all the required configuration settings.
 3. In the **Station Name** field, enter the name of the station.
 4. Click **Save** and then **Yes** to confirm.
 5. Close all open applications. You can quickly do this by clicking **ALT+F4**.
 6. Navigate to `D:\PACSGear\MDR\Config` and open the `serversettings.xml` configuration file in a text editor.

- Update `enableMDRLink` to `true`.

Example

```
<enableMDRLink>true</enableMDRLink>
```

- Save the `serversettings.xml` configuration file and then close the text editor.
- Reboot **MDR Video Touch**.
- Restart the **PACSGear Enterprise Server** service.
- Reboot **MDR Video Touch** again.
- On a standalone device, open Internet Explorer and launch MDR Link. Use the following URL string as an example.

```
http://[serverIP]
/pgapps/MDRLink/MDRLink/Index?mrn=2378416&name=Crayola^Red^R&dob=19650909
&sex=M&acc=840587&date=&time=&op=&env=AMR05&prov=Hyland&mdname=&DAT=60444
&mode=IP&lookup=false&autostart=false
```

Where `lookup=true` auto-queries the patient information from the configured Work list. The system displays an error message if it is unable to query the patient name.

Where `autostart=true` automatically starts the **Exam**, without needing to tap **Start Exam**, and displays the **Record** screen.

Note:

The system does not currently populate the configured default Department for the current user. You must select the department from the list.

Use MDR Link

Complete the following steps to use MDR Link.

- To initiate MDR Link, pass the appropriate URL to the PACSGear Enterprise Server. For example, `http<s>://<serverIP>/MDRLink/Link?`. The system opens the **MDR Link** screen.
- On the **MDR Link** screen, select the appropriate options.
 - Department
 - Select a Study Description
 - Station Name (MDR-VT identity)

If the MDR-VT assigned a job is currently online, MDR-VT automatically starts a session with the patient information and goes directly to the Capture screen. If the MDR-VT assigned a job is currently offline, the MDR-VT initiates the job the next time it reconnects with the PACSGear Enterprise Server.

The following parameters can be passed through the MDR-Link protocol. Each parameter is separated by an ampersand (&) character.

- `mm`
- `name (format=Last^First^Middle)`
- `sex`
- `acc`
- `date (format=yyyymmdd)`
- `time (format=hhmmss)`

- op
- env
- prov
- mdname

Expected lifetime



PACSGear Enterprise Server's service support life is by its version per Hyland's Terms and Conditions agreement for "Retired Software." Which means: (i) any version of the Software licensed by Customer from Hyland under the License Agreement, identified as being retired on Hyland's applicable secure end user web site; and (ii) any version of the Software other than the then-current version and the immediately preceding version.

Preventative maintenance and cleaning



There are no cleaning requirements for Pacsgear Enterprise Server software. License and maintenance may include upgrades from previous versions, security patches and updates, which are handle through technical support and solutions provided via service agreements, licenses, Terms and Conditions, etc. For support visit Hyland Community at community.hyland.com for further details.

Safe disposal



Follow your local IT Department guidance on safe disposal of software products to comply with FDA HIPAA, EU GDPR privacy and security requirements in connection with personal and health-related data and other applicable local governmental standards and regulations.