Using SHOWCASE® Premier or Workstation to Access Studies on a Remote Image Center

With ShowCase Premier or Workstation configured to access an Image Center in "Remote Mode", you can easily find, retrieve, view and send studies with your remote Image Center. If configured for 'automatic download', studies will be locally cached and available for immediate viewing. Remote mode was designed to work well over conventional internet connections.

Before you can use these features, your Image Center must be installed, licensed, configured and running, and your copy of ShowCase must have been configured using the *Configure ShowCase For Remote Image Center Access* guide.

Common Operations

Viewing Recent Studies

1. Start ShowCase. Once the study list window is up, click on the tab for your Image Center.
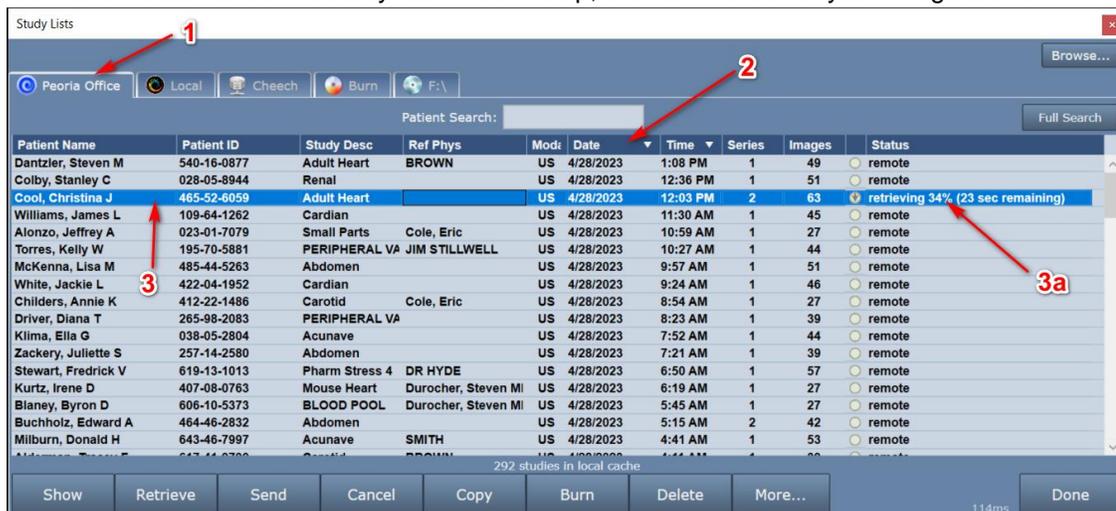
2. If you haven't already done so, click on the Date column until the arrow points down. This will show you the list of studies from newest to oldest.
3. Double-click on a study to view it.
    a. You will see the status change to "retrieving…"
4. When the study is fully retrieved, it will be displayed in another window in ShowCase.
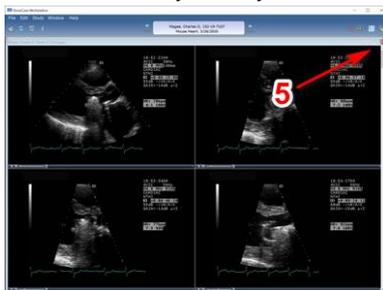
5. When you have finished viewing the study, click on the red X in the upper right corner of the study window to close it. The study list should reappear.

Finding a Specific Patient

Type the first few letters of the patient's last name into the Patient Search field and hit return. A green bar will appear at the top of the study list, showing you the search it's performing. To clear the search, click the X at the far right of the green bar.

Advanced Search Options

To search for studies using more advanced criteria, click on the Full Search button on the far right of your Image Center tab. A dialog will appear.

You can use this to search by Patient Name, Patient ID, Modality, etc. If you enter multiple fields, your search will return all studies that match *all* of the given criteria (an AND search). Patient Name and Referring Physician name are special in that they will do partial matches – you only have to get the first few letters of the last name to have a match. All other fields will do exact matches. Generally, matches should be case insensitive, but that may depend on your PACS.
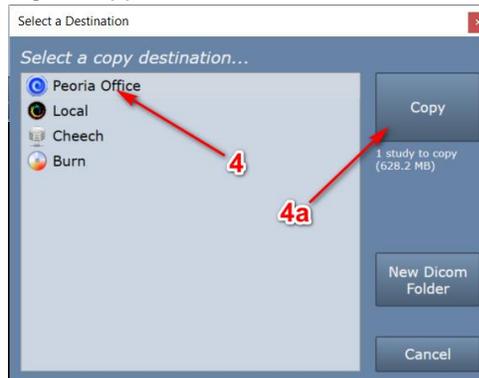
Sending a Study to the Remote Image Center from a CD

Let's say you've been given a CD/DVD or USB with a patient's study on it and you want to send it to the Image Center.

1. Insert the CD/DVD/USB into your computer. A tab will appear. Click on that tab.
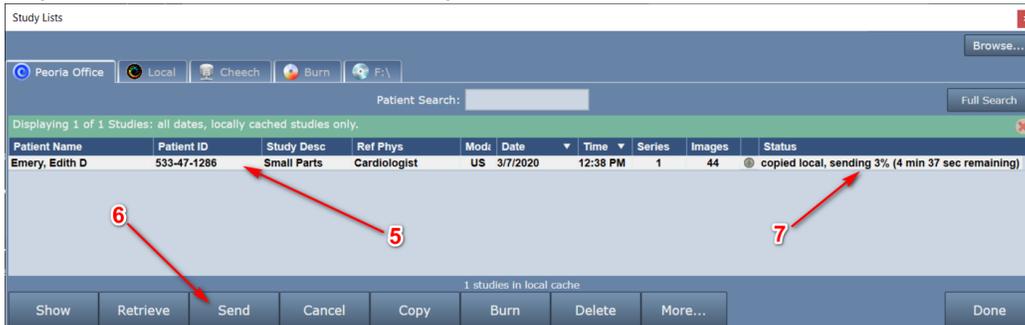2. Select the study you want to send to the Image Center.
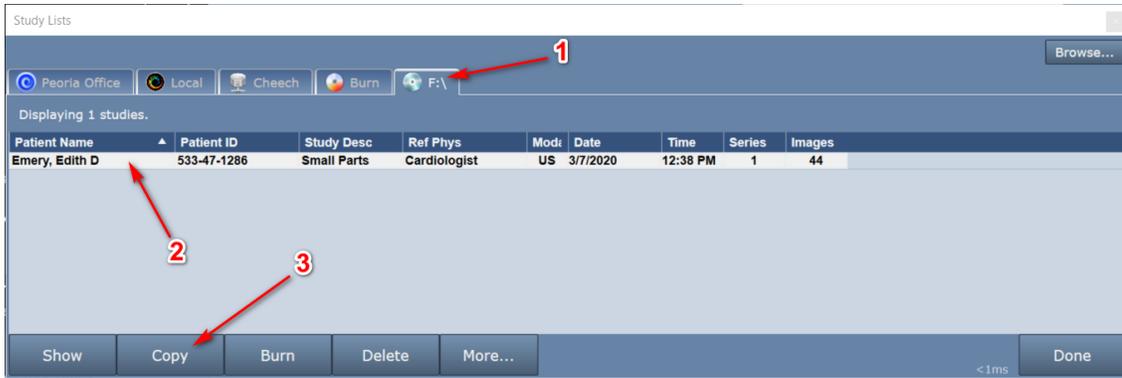
3. Click the **Copy** button. A dialog will appear.

4. Select the remote Image Center from the list
   a. Press the Copy button.
   b. A progress dialog will appear. Wait for it to finish.
   When it's done, the remote Image Center tab will be selected and the Search will be set to "Local only" to make it easier to find the study.

5. Select the study
6. Press the **Send** button.
7. The study status will change indicating the study is being sent.

Monitoring Study Transfers

When you exit ShowCase, study transfers continue as long as the computer is on.

If you expected a study to be transferred from your Image Center to the local cache folder and do not see it there, search for the study in the Image Center study list and check its **Status**. It may still be pending transfer, or the transfer could have failed if there was a network error or problem with disk space.

Troubleshooting Image Center Connections

If you are unable to connect to your Remote Image Center:
- Is your VPN connected?
- Is your Internet connection working?
- Is your Image Center up and running?
- If you have more than one Remote Image Center configured, make sure you have selected the correct study list tab for that Image Center.

If network communications are interrupted, an error message is displayed above the study list for the Remote Image Center.

Testing Your Image Center Connection

Click on the **More…** button at the bottom of the remote Image Center study list and select "Test Connection to <image center name>". A test dialog appears:
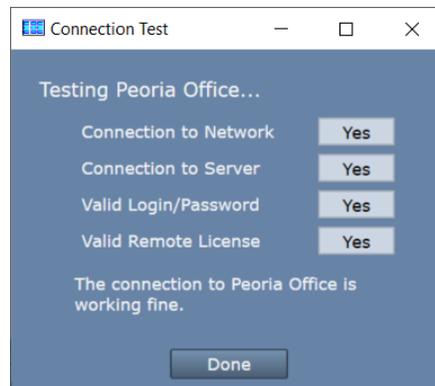
The test report should help diagnose problems with your connection. Here are what each of the tests mean:

Connection to Network failed – Means that ShowCase cannot find the Image Center computer on the network
- Is the IP address correct?
- Can you 'ping' the Image Center computer from a Windows cmd window?

Connection to Server failed – Means that ShowCase software cannot talk to the Image Center software
- Is the firewall on the Image Center open to port 8080?
- Is the Image Center running? Look at the Image Center console- Are there errors displayed?

Valid User Name/Password failed
- Has the User been added to the Image Center?
- Did you enter the password correctly?

Valid Remote License failed
Does the Image Center have a valid license? Go to the Image Center computer and check the Image Center Console. Are there any errors?

You may need to engage the help of your IT support to resolve these issues.

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