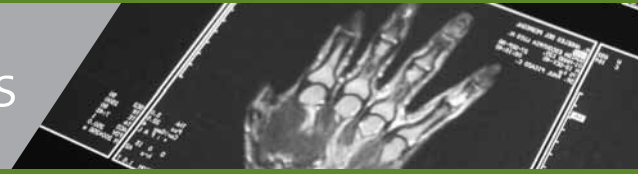


X-ray on Demand Customer FAQs



WHAT IS X-RAY ON DEMAND (XOD)?

XOD is a scanning and digitization service for radiology customers storing analog files - such as x-rays, MRI's and CAT Scans - with Iron Mountain. When a record retrieval is requested, these films are digitized, indexed, encrypted for security and sent over a secure connection using a Virtual Private Network (VPN), to your PACS.

ARE THERE ANY HIPAA IMPLICATIONS?

No. Iron Mountain is a HIPAA-compliant business partner and XOD is just another means of delivering images to you.

WHAT TYPES OF IMAGES ARE USED?

Films are digitized using DICOM scanners and delivered in DICOM 3 format.

WHAT EQUIPMENT IS NECESSARY?

The equipment is specialty scanning equipment used in medical imaging. Scanners are purpose-built to provide very high-resolution images that can be read by almost all standard PACS. In addition, a PC workstation is used to manage the scanner imaging software and allow for images to be indexed with patient information (metadata).

HOW BIG ARE THE IMAGES?

DICOM images are typically large and Iron Mountain will provide scanning of these images at 50, 100 and 200 micron resolution. Iron Mountain's standard will be 200 micron. There are increased costs associated with resolution higher than 200 due to the increased time to scan and transmit.

IS TECHNICAL SUPPORT AVAILABLE?

Yes, tech support is available. Simply call your local customer service number and Iron Mountain will determine next steps in providing technical assistance.

WHAT SIZE NETWORK CONNECTION IS NECESSARY?

Sending large DICOM images over a network connection requires broadband connections. In most cases your facility will need to be capable of receiving a T1 or dual T1 connection in order to receive images within a reasonable timeframe.

CAN THE IMAGES BE COMPRESSED (LIKE USING 'WINZIP')?

There are technologies on the market that allow compression of medical images – called 'loss-less' compression. This type of software compresses images to around 50% of their original size. Iron Mountain does not usually compress images. Only true DICOM images are sent.

WHAT TRANSMISSION SECURITY IS USED WITH XOD?

All XOD implementations involve the establishment of a dedicated Virtual Private Network (VPN) between Iron Mountain and the hospital. Sent images are automatically encrypted using 3DES encryption algorithms by the VPN equipment at Iron Mountain. De-encryption keys are provided to the hospital.

HOW DOES A HOSPITAL KNOW WHAT IMAGE IS BEING SENT?

Each study will be indexed with up to five fields. Using uniquely assigned identifiers (i.e., Medical Record #, Accession #, etc.), your PACS can recognize and accept the image and automatically assign it to the correct radiologist via the Radiology Information System.

HOW ARE IMAGES RECEIVED AT THE HOSPITAL?

There are two options. Images may be sent directly to your PACS and are recognized and accepted using the data contained in the index. Alternatively, images may be received at the hospital via a Quality Control (QC) Station where the requesting technician checks images for accuracy and quality before forwarding images to the PACS and assigning a radiologist.

DOES IRON MOUNTAIN HAVE THE EXPERTISE TO IMAGE THE CORRECT X-RAYS?

Yes, Iron Mountain will work with a contact at the hospital to understand how the jackets are organized and determine what identifiers are available on the analog film itself. We will determine a protocol ensuring that we are provided with the necessary identifiers to find the images. In addition, Iron Mountain employs medical subject matter experts within our Record Centers that will be servicing a particular hospital's files.

HOW CAN WE BE CONFIDENT ABOUT THE QUALITY OF THE IMAGES?

Iron Mountain will guarantee the quality of the images. We will provide a demo using our standard equipment and your choice of film modalities.

WHAT IS THE STAT TURNAROUND TIME?

Flexible deliveries are available according to your standard service level agreements.

HOW MUCH WORK IS IT GOING BE ON OUR (THE HOSPITAL'S) PART TO GET UP AND RUNNING WITH XOD?

Not much work at all. A project manager from Iron Mountain will work with you to help get the service set up. Once deployed, XOD will function like any other modality feeding into the PACS.

HOW WILL WE RECEIVE THE IMAGES ON AN ONGOING BASIS?

Iron Mountain can automate the service so that images will feed directly to the appropriate study in the PACS. If you prefer to proof the image before storing, we can send it to a QC Station. There, a radiology technician at your hospital can view the image before forwarding it into the PACS.



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