

AS System Troubleshooting

GENERAL ADVISE

An ounce of prevention is worth a pound of cure

1. The patient's identifiers must match prior studies eg MR # , Name and DOB If not will be rejected
2. Use the Hospital MR # in the patient ID #
3. Do not use the GE Machine default number or it will be rejected by AS
4. Be careful to enter the name correctly , including matching it to the name used for a prior study
5. If two different MR numbers have been used for the same patient, then the two studies must be consolidated under the correct MR # number by an AS administrator
6. If it freezes, like many programs, you may need to use the task manager to close it , then re-start.
7. Enter the FIN # under order # so the report will feed into Power Chart when signed.

COMMON TROUBLESHOOTING PROBLEMS

REJECTED IMAGES- COMMON CAUSES

1. There is a GE default identifier that is autogenerated when you open a study on the GE machine DO NOT USE it . AS cannot accept it .

The only Solution : Redo THE study with proper MR #

2. This is a mismatch between the current MR, name or DOB of the patient with the identity from a prior study.

Solution : Go to images then Tools then Edit Established patient data on left, new study data on right. Click to change to the established data. The study will be re-sent .

If demographics are wrong in AS report, go to demographics on the left and edit

3. Two MR #s **Solution :** An AS administrator must consolidate the two MR # under the tool bar Go to your appropriate AS administrator

CANNOT FIND IMAGES

Common causes

1. The network cable or wireless network has malfunctioned. **Solution :** Recheck network cable or Wi Fi connection
2. The study is under different demographics. **Solution :** Try alternative name or MR number
3. The images are under a different date than that on the report . **Solution :** Correct the report date of service.

CANNOT FIND MEASUREMENTS IN THE REPORT

Solution: Hit the import measurement tab in the respective section. If states no measurements found, then need to go the report page on the GE machine then hit transfer data on the soft touch pad