

NCRG Report and Diagnostic Image Delivery



Referrer Information

NCRG has flexible delivery options available so you can receive NCRG reports and diagnostic images as efficiently as possible. As a referring practitioner, you can specify one or more report and image delivery options for each location you are based at.

Facsimile

You can receive NCRG reports via facsimile, provided we have your current facsimile details.

Paper

A printed report can be delivered via post or given directly to patients. Recipients need to ensure post/delivery address is accurate and clearly written, together with any special instructions on each referral.

Film

Film or images on paper are usually given to patients at the end of their examination. It is helpful for referrers to remind patients to bring their films with them when they re-visit you for their results.

CD

Diagnostic Images can be reproduced onto a CD, which includes reader software to enable practitioners to review those images digitally. The images on the CD can be sent in the post to the referrer or given directly to the patient.

Report Downloads

This delivery option consists of a secure computer transfer of validated reports directly into the recipient's Practice Management System. As soon as the report is validated, they are queued on our secure server until the recipient computer program downloads them (based on a pre-set schedule that is usually setup to an hourly frequency). Recipients need to ensure downloads are

checked regularly. NCRG can assist in trouble shooting delivery problems if required .

Electronic Reports & Images

Electronic reports and images are made available to referrers via a web-based Portal, Inteleviewer (application that runs on a workstation) or a Mobile App. This service relies on internet availability, a valid user and password as well as recipients proactively logging in to access their reports and images.

One Time Access

We are able to grant one time access to specific patient examinations or images where patients may be visiting a non-local practitioner who does not have an online account with us and/or when patients have forgotten to take their images.

Email

NCRG does not email medical reports or images using standard email due to confidentiality and privacy of patient information.

It is important to note that for any of the diagnostic imaging report and image delivery methods described above, you as the referring practitioner need to ensure you are receiving reports and images for patients in your care as NCRG does not currently have the ability to monitor report or image receipt across all delivery formats.

Please contact Helen Spurgeon (hspurgeon@ncrad.com) for North Coast Radiology and Clarence Valley Imaging or Susie Kinninmonth (Skinninmonth@ncrad.com) for Chatswood and Ryde Radiology for further information or assistance.

