



# INTELERAD GUIDE

## An Instructional Guide on Accessing Images and Reports

This guide was written by The Radiology Clinic to be used as a basic instructional guide on accessing images and reports performed at The Radiology Clinic only.

Alternate Radiology Providers may offer altered instructions, login credentials and portal access points.

For in-depth or complex issues, please contact our clinic directly .





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# Accessing our portal online

[HTTPS://PACS.THERADIOLOGYCLINIC.COM.AU/PORTAL](https://pacs.theradiologyclinic.com.au/portal)

Our online portal is a quick link to our PACS system. This means you only need to open your internet browser and save the website to your browser favourites.

You can copy and paste the URL above in the search bar of your preferred internet browser and click enter.

This should bring you to the following log-in page.



If you **do not have an existing account**, you are able to apply for one on this page.

If you do have an account, please enter your username and password here.

The first time you log in, you will be required to accept the privacy conditions. You will need to do this using the internet portal prior to logging in using the Intelviewer program.



In order for you to continue using this system, we kindly ask you to read and 'sign' the following agreement by clicking the button at the bottom of this page labeled "I Agree".

Thank you for your cooperation.

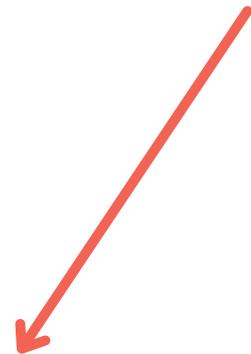
## Confidentiality Agreement

I accept full responsibility for the personal identification and password codes issued to me for access to The Radiology Clinic's computerised Radiological Image and Patient Information System. In order to protect the confidentiality of the information to which I am now party, I agree that:

1. The Radiology Clinic's computing facilities are to be used for authorised purposes and in the support of The Radiology Clinic approved activities only.
2. I will not attempt to access information in The Radiology Clinic's computer system which is not required by my day to day responsibilities. Browsing through patient records or accessing records that are not required is strictly prohibited.
3. The personal identification and password codes are assigned to me only and I must not share them with others. I will take all reasonable precautions to protect the privileges assigned to me. If I have any reason to believe that another person is aware of my password, I will immediately change it.
4. I will not attempt to access or alter information in the Hospital computer system by using any user or group identification codes other than my own.
5. I will not permit another person to access or alter information in The Radiology Clinic's computer system under my personal identification code, after I have logged on the system.
6. It is my responsibility to logout of the system when my work is complete or when I leave my station for a period of time.
7. It is my responsibility to report incidences of improper and/or illegal activities which include using The Radiology Clinic's facilities for abusive and/or malicious communications. Such reports must be made immediately to your supervisor or directly to the administration.
8. I understand my responsibility for respecting patient's privacy and protecting the confidentiality of information to which I have access.

I Agree

I Do Not Agree



# Applying for an account

**The Radiology Clinic**  
Account Application

Completing this form does not automatically create an account. Your IntelePACS administrator will verify your information and contact you once your account is activated.

Username \*

First name \*

Family name \*

Primary email address

Primary telephone

Provider Number \*

Job title

Department

Address

Password \*

Confirm password \*

[Continue](#) [Cancel](#)



Once your application has been submitted, it will be reviewed by our Client Relationship Manager to ensure validity. You will receive a confirmation email once your account has been approved.

This process is usually very quick (within 60 minutes), however, if you require urgent approval, please call our clinic on **07 5391 0366** or email us at **[info@theradiologyclinic.com.au](mailto:info@theradiologyclinic.com.au)**

Please note, we are able to add multiple provider numbers into individual accounts. You will not need multiple accounts if you practice from more than one clinic.

Your account request has been sent and is awaiting approval from your PACS administrator.

# Add our server into your existing Inteleviewer program

A server bookmark is a quick link to an organisation's PACS system. This means you only need to download InteleViewer once onto your system where you can bookmark multiple organisations PACs servers.

1. Open the InteleViewer program on your computer
2. Click on "Edit Bookmarks"
3. In the top right-hand corner, click "Add"
4. Complete the fields as below, then click OK.

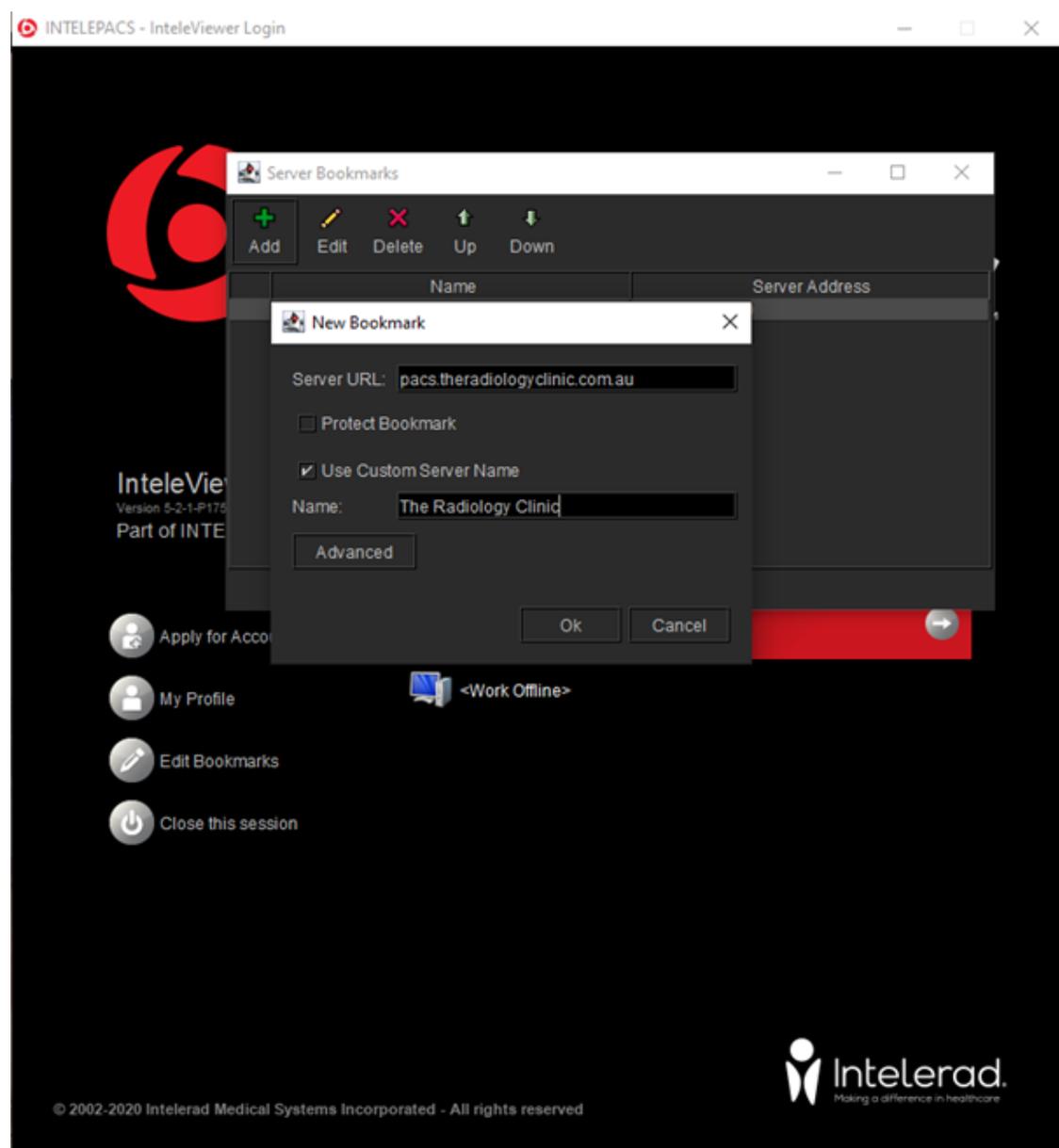
**Server URL: pacs.theradiologyclinic.com.au**

✓ Use Custom Server Name

Name: The Radiology Clinic

5. Click OK to save to Bookmark

6. You are now ready to enter your username and password.



# Installing Intelviewer for the first time

1. Go to [pacs.theradiologyclinic.com.au/IntelViewer/](https://pacs.theradiologyclinic.com.au/IntelViewer/)
2. Click on the relevant download link for your system.

If you are unsure whether your PC is 32-bit or 64-bit, open your settings which is found in the start menu. Select “system” and then “about” to look up the “system type”

3. Read and agree to terms and conditions and accept default settings.
4. The IntelViewer icon should now appear on your desktop. Double click to launch.
5. The first time you open it, there will be no server bookmarks saved.

A server bookmark is a quick link to an organisation’s PACS system. This means you only need to download IntelViewer once onto your system where you can bookmark multiple organisations PACS servers.

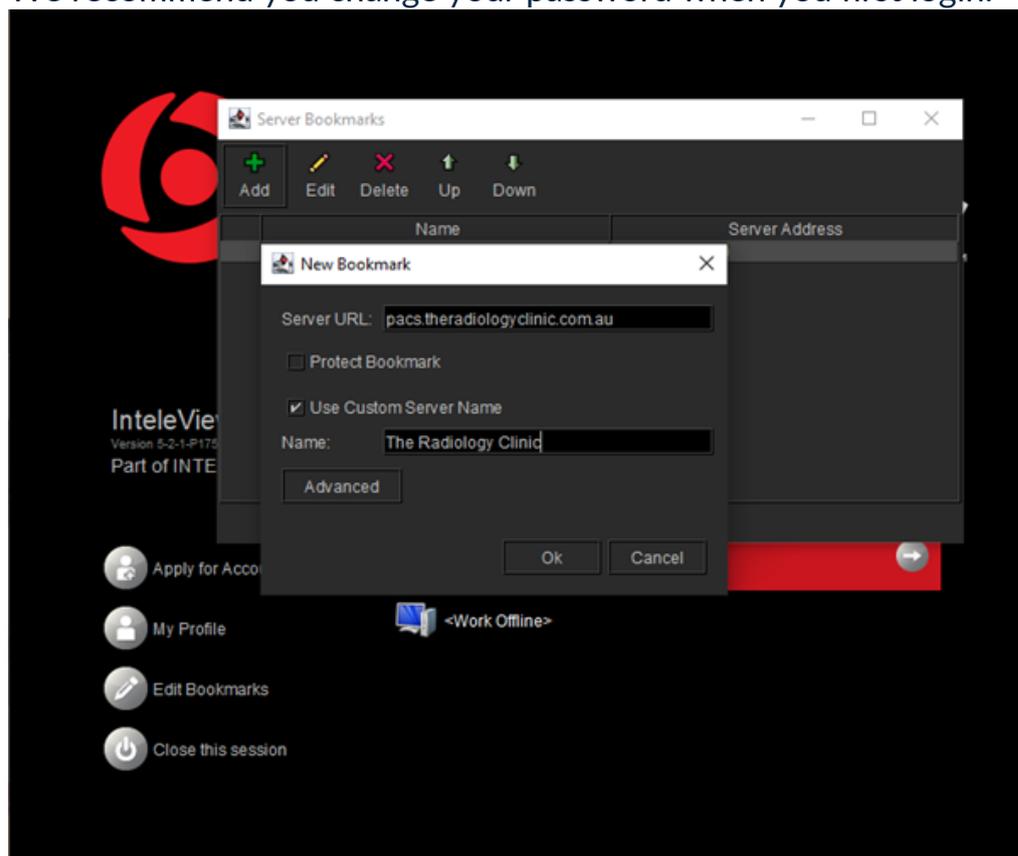
6. Select “enter a new server” and complete the fields as below, then click OK.

Server URL: [pacs.theradiologyclinic.com.au](https://pacs.theradiologyclinic.com.au)

✓ Use Custom Server Name

Name: The Radiology Clinic

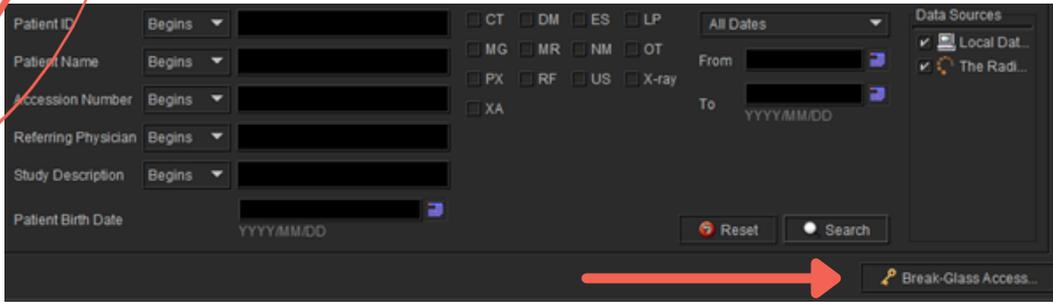
7. You are now ready to enter your username and password.  
We recommend you change your password when you first login.



Please note: the first time you logon, you will be asked to accept terms and conditions. **This must be done via the online portal.** If you are having difficulty gaining access, please check at the bottom of your screen that you have “accepted”.



# Break-Glass Feature



The 'Break-Glass' feature is an instant way to access patient images and reports without being the original requesting practitioner. This is available on both the IntelViewer and IntelConnect portals.

## IntelViewer Breakglass:

1. Open IntelViewer on your computer and login to The Radiology Clinic's bookmark.
2. On the right, click "Break-Glass access"
3. Read and accept the terms of confidentiality
4. Search for the patient as you normally would. This can be the patient's name AND date of birth OR The Radiology Clinics patient ID number if this is known.
5. Then click "search".

If the patient exists on our database, they will appear.

6. Click "Access Patient Studies". This may take a few moments, then the examinations for the patient should appear.

**Break-Glass Access**

This feature allows you to view studies for which you were not granted automatic access.

I understand that I am about to access information for a patient for whom I am not the primary referring physician on record. I acknowledge that I am doing so only for medical reasons and for the sole benefit of the patient, and in doing so am bound to keep this information private and confidential.

**Note:** This feature allows you to view only studies currently available on the PACS. You do not have access to studies for this patient that are acquired at a later date.

I acknowledge and accept the terms of this confidentiality agreement.

Search patients by  Patient ID  Patient name AND date of birth

AND

Last, First, Middle ? YYYYMMDD

## Intelbrowser Breakglass:

1. Go to the IntelConnect webportal (<https://pacs.theradiologyclinic.com.au>) and login
2. Click on the padlock icon to the right of the search bar
3. Read and accept the terms of confidentiality
4. Enter the patient's name and date of birth, or The Radiology Clinic patient ID number
5. Click "Check Patient"  
If the patient exists on our database, they will appear below.
6. Click "Access Patient Studies"  
This may take a few moments, then the examinations for the patient should appear.

Access restricted studies

This feature allows you to view studies for which you were not granted automatic access.

I understand that I am about to access information for a patient for whom I am not the primary referring physician on record. I acknowledge that I am doing so only for medical reasons and for the sole benefit of the patient, and in doing so am bound to keep this information private and confidential.

**Note:** This feature allows you to view only studies currently available on the PACS. You do not have access to studies for this patient that are acquired at a later date.

Please allow a few minutes for the studies to become available.

I acknowledge and accept the terms of this confidentiality agreement.

Provide the full patient ID

Or

Provide the full patient name and the date of birth

<input type="text"/>	<input type="text"/>
<small>Last name, first name</small>	<small>YYYYMMDD</small>

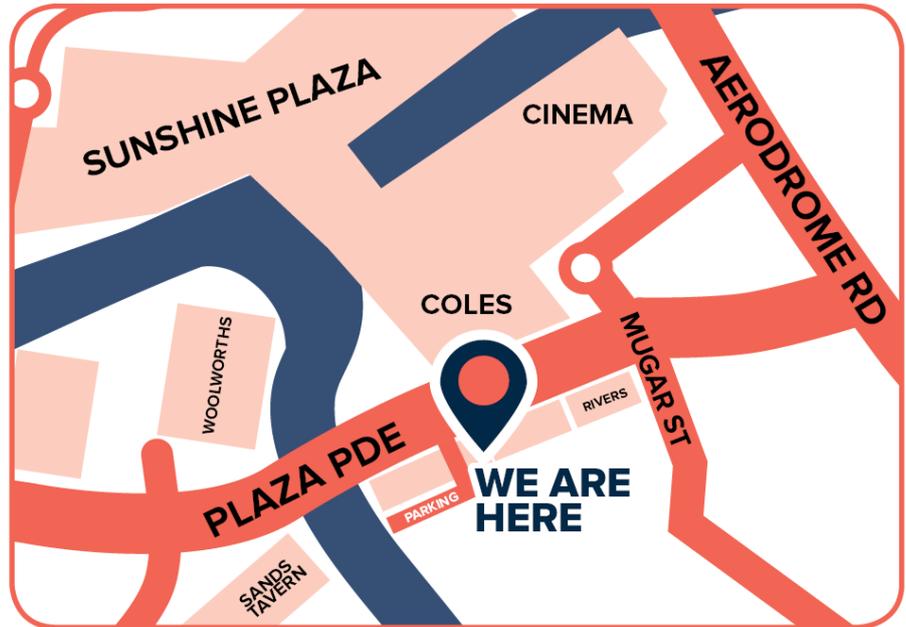


If you need any additional assistance, please do not hesitate to contact our clinic.

e [reception@theradiologyclinic.com.au](mailto:reception@theradiologyclinic.com.au)

t 07 5391 0366

f 075227 8410



31 Plaza Parade  
Maroochydore Q 4558