GE PACS EXCEPTION WORKFLOW

An 'Exception' occurs when images are sent to GE PACS, but there is no order for them to link to automatically. This can happen for a variety of reasons:

- Worklist was not used on the modality. Patient information was manually typed in.
- No order placed in the EMR. This would result in no worklist on the modality.
- Duplicate orders placed in EMR and therefore 2 orders in PACS. Modality worklist is used and in meantime order that was pulled up on modality is canceled in EMR/PACS by staff. Results in mismatched accession numbers.
- Additional images are sent from modality, but exam is NOT in 'Arrived' status.

In summary, the images do not have a matching order to auto-associate with (based on Accession #).

RESOLVING AN EXCEPTION

- Find the exception images under the 'Exceptions' worklist. This should be a pinned worklist for quick access.
- Make sure there is an EMR-originated order for the study in GE PACS.
- Make sure the order is in either 'Ordered' or 'Arrived' status. If in 'Verified', right-click and change to 'Arrived' status.
- Right-click the exception images in 'Exceptions' worklist. Select 'Merge Study'.
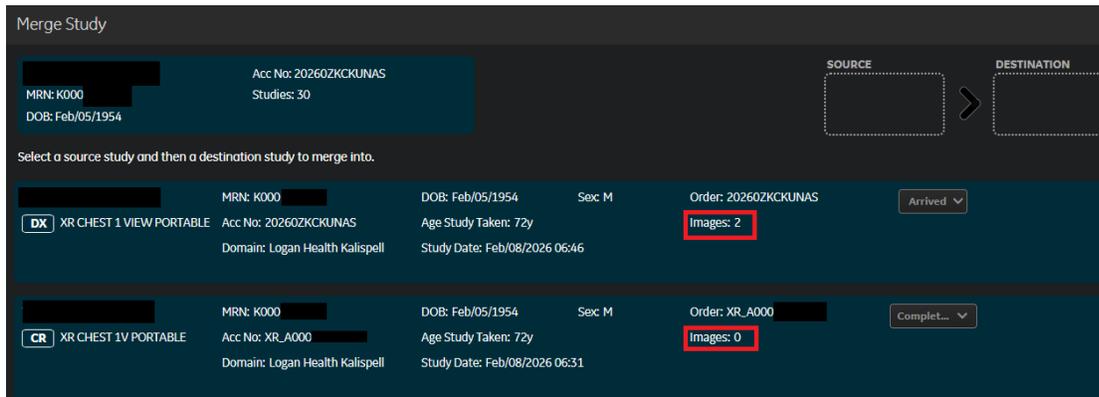
Search the patient's name in the 'Exception' worklist by using the three dots next to 'Patient Name':
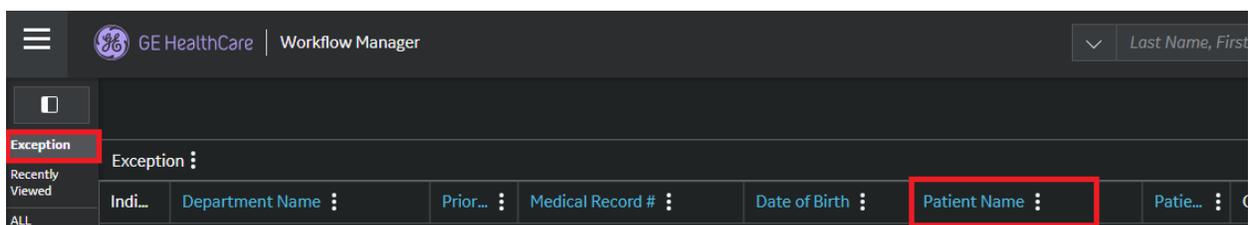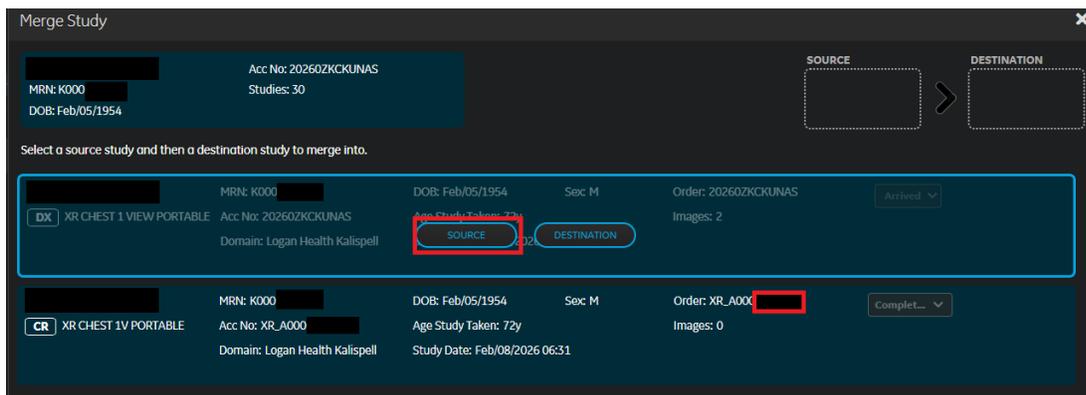
Right-click the selection and 'Merge Study'
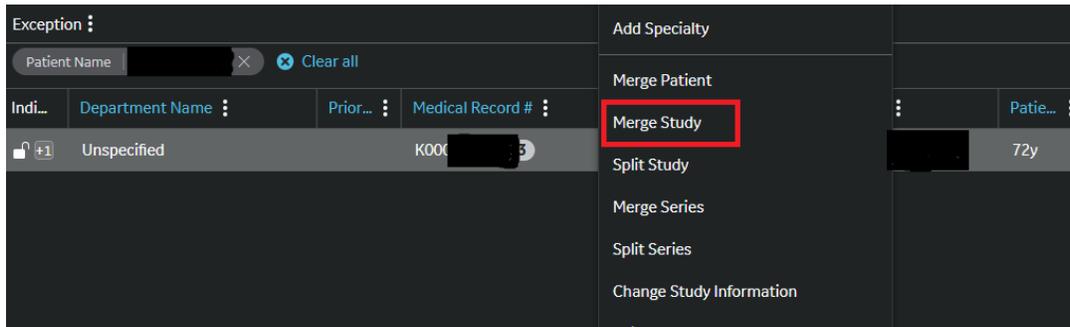
You now need to merge the 'Source' images with the 'Destination' order. Typically, the destination order will have zero images, and the source images will have an image count. In the example below, 2 images:

Click each blue area separately to assign each to either 'Source' or 'Destination':

The source is the selection with the images, and the destination is the order with no images, because we need to associate the images with the actual EMR-based order.

Once merged, the study will be in 'Arrived' status on your worklist. It is ready for Q/C.