



SOUTH EAST
RADIOLOGY

Zed.

**South East Radiology
Referrer Results
FAQ's**

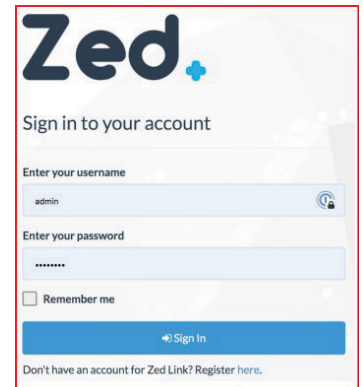
Support

Referrer Support	admin@serad.com.au Please call support 02 44292340
Portal login	referrer.southeastradiology.com.au

How do I sign in?

You can access images and reports via the link in the report or sign into the portal referrer.southeastradiology.com.au. This is 'web based' which means you will always have access to the latest version immediately after an upgrade is performed. This is particularly important when critical updates are loaded.

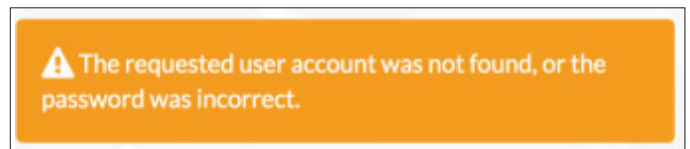
When you access the system, you will be presented with a sign in page. Due to cybersecurity reasons, signing in requires you to have a valid and enabled account. South East Radiology is responsible for managing user accounts. Please contact admin@serad.com.au or call: 02 44292340.



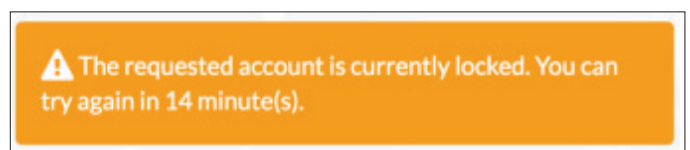
Common sign-in errors

Occasionally, the following errors may be encountered when a user signs into Zed Link.

This error implies that the account details were not found. You should ensure the username or email address and password were entered correctly. If the issue persists, please contact South East Radiology for further assistance.



This error arises if you enter an incorrect username/ password combination more than the permitted number of times. This imposes a lockout period. South East Radiology can also unlock the account before the lockout period has elapsed.

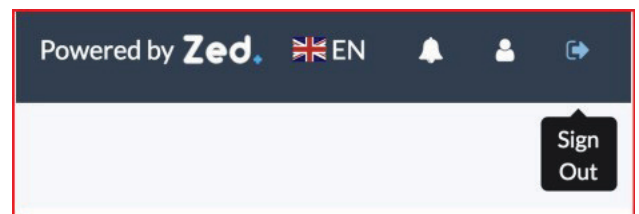


How do I sign out?

If you are using a shared workstation/computer, you should always ensure you correctly sign out of Zed Link. To sign out of Zed Link, move your cursor to the top right of the page. Simply click on "Sign Out" (shown below) and your session will end. You will be taken back to the sign in page.

Please email: admin@serad.com.au

Phone: 02 44292340

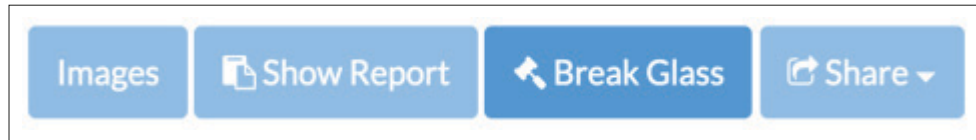


Break Glass - How do I access a study for a patient I did not refer?

Data access rules (DARS) are configured to ensure that authorised users can only access studies of the patients they are managing. This ensures that patient confidentiality is always maintained.

In some cases, you might need to access a study for a patient they did not refer. The break glass function allows you to by-pass the DARS and access a study.

The **Break Glass** button appears at the top of the list of patients, along with view, show report, and so on.

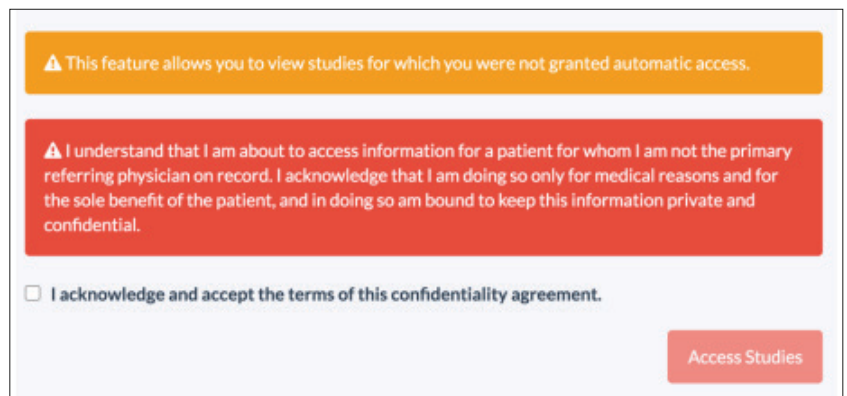


You should be aware of some important facts when using Break Glass:

- When Break Glass is used, the study will be available immediately, however you may need to wait a few moments if the study needs to be retrieved from PACS
- Break Glass studies will appear in your study list
- By default, Break Glass access will expire after 7 days. Expired studies will no longer be displayed on your study list.
- System administrators at the radiology clinic can audit and revoke access

How to use Break Glass?

1. From the Studies page, click **Break Glass**. This will display the Break Glass Request screen.
2. Tick the 'acknowledge' option to enable use of the option.
3. Complete the access details:
 - Select access by either patient ID or surname and date of birth
 - Provide a reason for accessing the study
4. Click **Access Studies**. This will display the Break Glass Confirm page.
5. On the Break Glass Confirm page, select the study you wish to access, and click Confirm

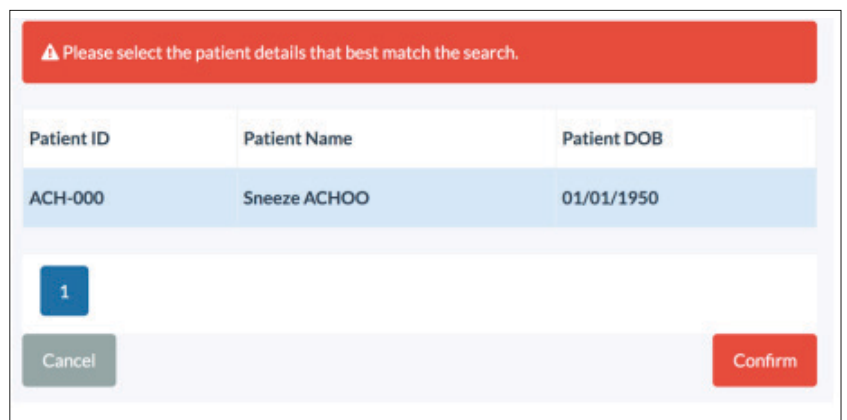


⚠ This feature allows you to view studies for which you were not granted automatic access.

⚠ 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.

I acknowledge and accept the terms of this confidentiality agreement.

Access Studies



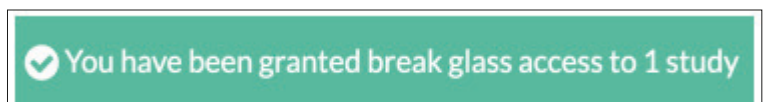
⚠ Please select the patient details that best match the search.

Patient ID	Patient Name	Patient DOB
ACH-000	Sneeze ACHOO	01/01/1950

1

Cancel Confirm

When you access a study using break glass function, you will see the following notification.



How do I share studies?

Zed Link provides authorised users with a number of options when sharing studies.

- Via link
- Via email
- With another user
- Patient
- Report only

How do I share via a link?

The 'share via a link' option will generate a share link which can be given to another person. The link gives temporary access to the images via Zed's HTML5 viewer.

When you select this option, you must set an expiration date for the link, after which the link will no longer be active. The default period is 7 days. You can leave the **Set Expiration** field blank to provide a permanent share. You can also check or uncheck the **Include Report** tick-box depending on whether you wish to include the report.

When you click **Share**, a share link will be generated.

Below is the share link to access the study:

[https://doctor03.zed.link/viewer/share?](https://doctor03.zed.link/viewer/share?code=13ac374d931206c899bc46659a742fadf2db622aef894b6a6cbb0e3a48d878530d3e0dd96cb273e7d15996cdcd5f480d4a9251612b6e80f43ea2b5d73aec42)

`code=13ac374d931206c899bc46659a742fadf2db622aef894b6a6cbb0e3a48d878530d3e0dd96cb273e7d15996cdcd5f480d4a9251612b6e80f43ea2b5d73aec42`

How do I share via email?

The 'share via a email' option will generate a share link which can be sent via email. In addition to specifying expiration date and whether you wish to include the report, you will be required to specify the recipient's email address. You also have the option to add a note for the recipient.

When you click **Share**, a share link will be generated. The recipient will receive an email containing the link and study details.


The selected study has successfully been shared with samuel@zedtechnologies.com.au!

Please [click here](#) or find below the share link to access the study:

[https://doctor03.zed.link/viewer/share?](https://doctor03.zed.link/viewer/share?code=7192d3be4450765f066885a3b338e1f5d5ca3ac0fe05ea0490b1da8b33c721e4ccddfcacd11f61b5ce6b952e1f74bfa3d4c66d774dca7c6e2ce1b816513453)

`code=7192d3be4450765f066885a3b338e1f5d5ca3ac0fe05ea0490b1da8b33c721e4ccddfcacd11f61b5ce6b952e1f74bfa3d4c66d774dca7c6e2ce1b816513453`

Zed Link has shared a study with you Inbox x 🖨️ 📄

 **no-reply@zedtechnologies.com.au** 9:20 AM (2 minutes ago) ☆ ↶ ⋮
to me ▾

English | [Vietnamese](#)

Admin Test wants to share the following study with you.

Patient Name ANONYMISED, PATIENT
Patient ID pt-1611047101
Accession ac-875555431
Study Date 02/10/2019
Study Description US Baby Hips

Note:
Email study share

Click [here](#) to view the study. Alternatively, copy the link below:

<https://doctor03.zed.link/viewer/share?code=7192d3be4450765f066885a3b338e1f5d5ca3ac0fe05ea0490b1da8b33c721e4ccddfcacd11f61b5ce6b952e1f74bfa3d4c66d774dca7c6e2ce1b816513453>

Access to this share will expire on **02/06/2020 23:59**.

Images are best viewed in a desktop internet browser.

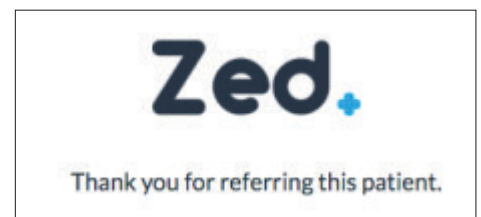
How do I share a study with another Zed user?

This option allows you to share the study with another Zed Doctor user in the same system. For example, a GP may want to share a study with a specialist. In this case the study will automatically appear on the specialist's study list, and there is no need to issue any share link.

When sharing with another user, you can specify the recipient(s) in the *Select users you would like to share the study with* field.

How do I share with a patient?

In some instances, a patient may have many studies that need to be shared at the same time. Patient share allows users to share all studies for the selected patient. Patient share works in the same manner as Sharing via Email, however the link generated will produce a list of studies for the patient. Recipients can view each study as required.



Available Studies

Select a study from the list below and click on view. Alternatively, double-click on a study to open the viewer.

Patient Name	Patient ID	D.O.B.	Accession No.	Study Date	Study Time	Description	Series	Images	Modality	Referring Physician	
ANONYMISED, PATIENT	pt-102	01/01/2001	ac-512662877	04/07/2019	08:33	Lymphatic Scan	6	157	CT,NM	UNKNOWN, UNKNOWN	●
ANONYMISED, PATIENT	pt-102	01/01/2001	ac-90B604649	04/07/2019	08:16	Lymphatic Scan	2	50	CT,NM	UNKNOWN, UNKNOWN	●

[View](#)

How do I share the report only?

The 'share report only' option allows you to share just the report for the selected study.

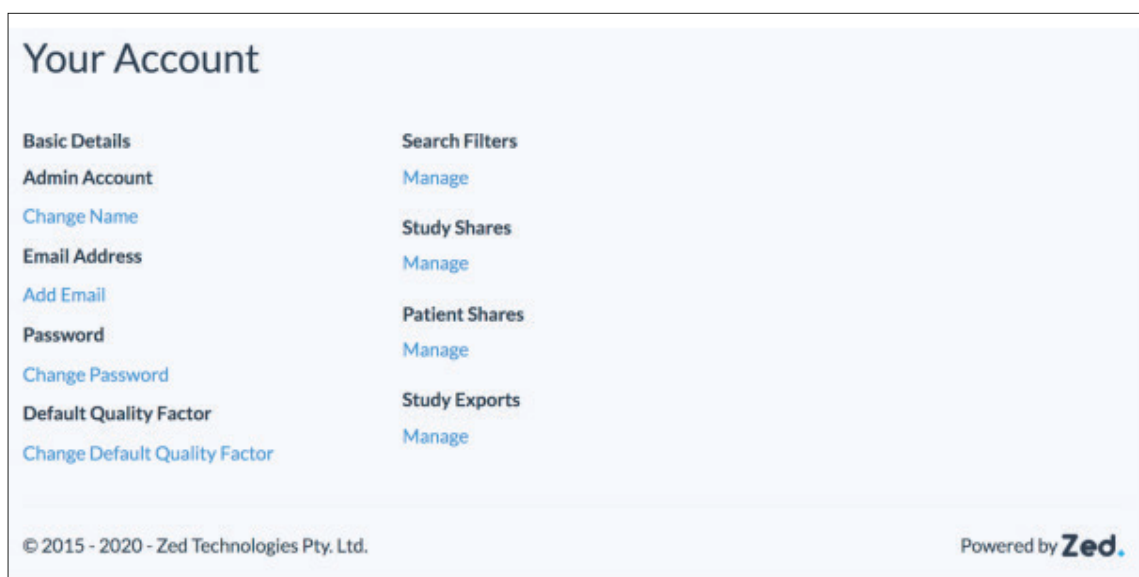
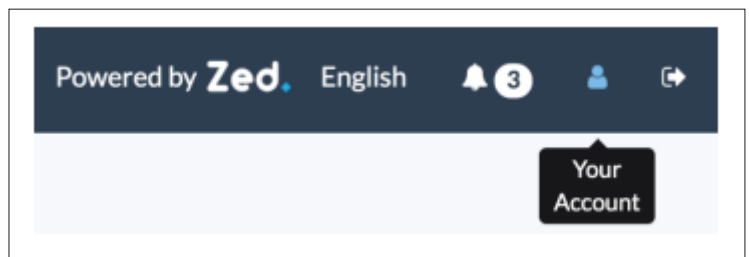
Report only share works in the same manner as **Sharing via Email**, however the link generated will only display the report for the study. Recipients have the option to view or download the report.

How do I manage my account settings?

Zed Doctor allows you to manage your account settings. Click the Your Account button at the top-right of the screen to manage your account settings.

From here you can manage settings such as:

- Account name
- Email address
- Password
- Default quality factor
- Search filters
- Study share
- Patient shares
- Export settings



How do I change my account name?

You can change your first and last name at any time in Zed Link.

When you change your name, you will see two text boxes pre-filled with your first and last name. Simply enter a new first and last name and click **Update**.

The 'Change Name' form features a blue header with the title 'Change Name' and a link '< Return to Your Account'. Below the header are two text input fields: 'First Name' (containing 'Admin') and 'Last Name' (containing 'Test'). At the bottom, there are two buttons: a grey 'Cancel' button and a blue 'Update' button.

How do I update my email address?

You can change your email at any time in Zed Link.

Simply enter a new email address and the account password and click **Update**.

The 'Change Email' form has a blue header with the title 'Change Email' and a link '< Return to Your Account'. It contains an 'Email Address' field with 'admin@gmail.com' and a 'Current Password' field with masked characters. Below the fields are instructions: 'Please enter your new email address above.' and 'Please enter your current password above.'. At the bottom are 'Cancel' and 'Update' buttons.

How do I change my password?

You can change your password at any time in Zed Link.

Simply enter the current password, new password and re-enter the new password in the 'Confirm Password' textbox and click **Update**.

The 'Change Password' form has a blue header with the title 'Change Password' and a link '< Return to Your Account'. It includes three password fields: 'Current Password', 'New Password', and 'Confirm Password'. The 'New Password' field has a note: 'Please note the following are requirements: • The password must be a minimum of 5 character(s) long.' Below the fields are instructions: 'Please enter your current password above.', 'Please enter your new password above.', and 'Please confirm the password by entering it again.'. At the bottom are 'Cancel' and 'Update' buttons.

How do I change the default quality factor?

The quality factor determines the resolution used to display images in the Zed viewer. The higher the quality factor, the higher the resolution.

Enter a value between 0 and 101 and click **Update**. Note: higher quality requires a good internet service. Zed recommends a default value of 80.

The 'Change Default QualityFactor' form has a blue header with the title 'Change Default QualityFactor' and a link '< Return to Your Account'. It features a text input field for the quality factor, with the value '0' entered. Below the field is the instruction: 'Please enter your new default quality factor. Enter 0 to go use the system default value of 80.'. At the bottom are 'Cancel' and 'Update' buttons.