

**User Manual:  
IVG Online Teleradiology Services**

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**Phone: (781)305-2285**  
**Email: [Support@InTownOnline.com](mailto:Support@InTownOnline.com)**

## Getting Started:

Type [www.InTownOnline](http://www.InTownOnline) into a web browser.

The screenshot shows the homepage of the InTown Veterinary Group website. At the top, there is a navigation bar with the following links: [Sign in](#), [Account Setup](#), and [Forgot my password](#). Below this, there is a section for **Online Specialty Referral Services**, followed by a **Radiology Portal** section which includes an x-ray image of a dog's chest. A **Feedback** section is also visible. Green callout arrows point from text boxes to the 'Sign in', 'Account Setup', and 'Forgot my password' links.

**Go to [www.InTownOnline.com](http://www.InTownOnline.com) to get started.**

**If you forget your password, click here. You will be able to reset it.**

**Click account setup if you are new to the system & would like to set up an account.**

**In the future you'll click Sign in to log into the system.**

Set up a new account by clicking on Account Setup. You will be asked to fill out several fields with contact information.

The screenshot shows the 'Account Setup' form. At the top, there is a navigation bar with the following links: [Sign in](#), [Account Setup](#), and [Forgot my password](#). Below this, there is a section for **Sign Up Information** with the following fields:

- First Name:
- Last Name:
- Email Address:
- Hospital/Clinic:
- Address:
- Business Phone:

Below the fields, there is a **Sign up** button. At the bottom of the page, there is a footer with the following text: © 2009 InTown Veterinary Group | [about](#) | [contact us](#) | [privacy policy](#) | [terms of use](#)

After you submit the form with your contact information, one of our set up experts will contact you to help in setting up your digital radiography system to communicate with ours. You'll be set up with a username and password and once you sign in you are ready to go. If you have any questions, click on the Support link. There is a series of frequently asked questions that may help. If not, please contact us by phone or email.

For a description of the services offered, click on Services.



[Services](#) | [Support](#) | [About](#)

#### Online Specialty Referral Services

Using our online specialty referral portal you and your clients may now receive additional services without ever making an appointment or driving to another hospital.

If you're ready to start, click login in the upper corner (actual location to be determined) and set up your hospital's account. You may close your account at any time and are under no obligation to do anything at all once you have set up an account.

#### Radiology Portal

Take an x-ray of your patient at your clinic. Our portal will take it from there: select the images that you would like a radiologist to review, write up a brief signalment of the case and hit send. It couldn't be easier.

#### Services

Services available through this portal include:

- Remote Access to a Board Certified Radiologist
- Data Backup and Online Access for all your Uploaded Digital Radiographs

#### Support

Once you have set up your account using our online system, we will give you a call to walk you through the process of linking your digital imaging technology to our servers. We've tried to make this system as user friendly as possible. We hope we have succeeded, but if something is unclear, please do not hesitate to provide us with feedback or send us your comments, both positive and negative.

- User Guide (pdf)
- Frequently Asked Questions (FAQs)

For more information on each of these services and their



X-ray of a dog that had swallowed a toy plastic jaguar

#### Feedback

Do you have a question, concern or additional issue that you would like to have resolved? If so, please feel free to call or email.

Once you have signed in you will have access to all your studies & patients. Click the tabs to move from page to page.

Once you sign in you will be taken directly to your studies page. You may click back on the links at any time to read the content on the home pages, download extra copies of this help manual or contact us.

## Submitting a Study:

Assuming everything has been set up correctly, once you take the radiograph, the images will automatically transfer simultaneously to both your PACS server and InTown's PACS server.

- If you are interested in using the data back up service we provide, your radiographs will be stored for the legally required length of time (as dictated by your state's regulations).
- If you are not interested in the data back up service those radiographs that have not been submitted for interpretation will remain on our servers for a period of 30 days; after which time the files will automatically be deleted. Radiographs on your server will not be affected.
- Should you decide that you want to have deleted files read by a radiologist at InTown, you may manually submit them.

We recommend that you take the time to input patient information into your Digital Radiography (DR) system before you take your radiographs. If you have taken this step, the file will transfer with all of the patient's information already pre-filled out. You will not have to repeat this step and it makes for easier searching of patient files in the future.

www.intownvet.com  
Welcome, Jane Pethugger! (Sign out)

IN TOWN VETERINARY GROUP

Home Studies Patients Profile

All Studies

Patient Studies

< Previous 1 2 3 4 5 6 7 8 9 10 - 88 89 Next >

Patient Name	DVM	Status	Notes	Study Time	Patient DOB	Sex	Series
Mass Vet							
<a href="#">OVERSTREET, SHEENA (93369-003 {RAPIDSTORE96455})</a>		Pending	(0)	06:27 AM 04/01/2009	04/04/1992	F	<a href="#">Series 11</a>
<a href="#">VALIANT BARE (124370-001 {RAPIDSTORE96455})</a>	Pethugger J	Pending	(0)	06:47 AM 04/01/2009	09/01/1997	F	<a href="#">Series 19</a>
<a href="#">MONROE MOOSE (114726-001 {RAPIDSTORE96455})</a>	Foster D	Pending	(0)	05:58 AM 04/01/2009	08/14/2002	M	<a href="#">Series 15</a>
<a href="#">KELLER ROSALITA (122402-001 {RAPIDSTORE96455})</a>		Pending	(0)	07:23 AM 04/01/2009	06/01/1999	F	<a href="#">Series 12</a>
<a href="#">MARRAMA CLEO (78593-001 {RAPIDSTORE96455})</a>		Pending	(0)	05:50 AM 04/01/2009	11/18/1858	O	<a href="#">Series 11</a>
<a href="#">MAKRIS TOBY (125667-001 {RAPIDSTORE96455})</a>	Pethugger J	Pending	(0)	06:45 AM 04/01/2009	11/18/1858	O	<a href="#">Series 11</a>
<a href="#">DIXON ELLIE (5327-002 {RAPIDSTORE96455})</a>		Pending	(0)	06:58 AM 04/01/2009	08/16/2004	F	<a href="#">Series 12</a>
<a href="#">FORDHAM LUCKY (123094-001 {RAPIDSTORE96455})</a>	Pethugger J	Pending	(0)	03:35 AM 04/01/2009	01/13/2006	F	<a href="#">Series 16</a>
<a href="#">GRAMMER MAGGIE (125866-001 {RAPIDSTORE96455})</a>	Foster D	Pending	(0)	06:08 AM 04/01/2009	11/18/1858	O	<a href="#">Series 11</a>
<a href="#">VALIANT BARE (124370-001 {RAPIDSTORE96455})</a>		Pending	(0)	06:25 AM 04/01/2009	09/01/1997	F	<a href="#">Series 13</a>

Under studies you will now see your radiographs sorted by patient information, date, time and status.

If you would like to submit a radiograph to be read by a radiologist, click on the patient's name.

Double check that you are selecting the correct radiographs, fill in the history of the patient and what you would like our radiologists to read for. Then click submit.

Your entry will be time stamped and a note will appear at the bottom of the page.

The screenshot shows the InTown Veterinary Group web interface. At the top, there is a navigation bar with 'Home', 'Studies', 'Patients', and 'Profile' buttons. The main content area is titled 'AZUL LUCKY(115325-001) Radiograph'. Below this, there is a form for adding signalment and history. The 'Current Status' is 'Pending' with a timestamp '(at 02:58 PM 03/02/2009)'. A text area is provided for 'Add Signalment/History' with a note: '\* At least one note is required before study can be submitted to a Radiologist.' A 'Submit to Radiologist' button is located below the text area. Below the form, there are two thumbnails for radiographs: 'R LAT Thorax' and 'VD Thorax'. A larger 'Selected Image' view is shown below the thumbnails, displaying a thoracic radiograph. Green arrows point from explanatory text to the text area, the submit button, the radiograph thumbnails, and the selected image.

Type in the signalment, history or provide clarifying information about the case.

Click the button to submit.

The radiographs you have taken can be easily viewed once you click on the patient.

The status of your study will now change from “Pending” to “Submitted” on the studies page.

Once a radiologist claims your study for reading, the status will change to “Accepted”. You will see a time stamp showing the time your study was claimed.


When the study has been read and finalized by an InTown radiologist, the status will change to “Final” and a report icon will appear above it – Click the graphic to view your report. You can save the file to your paperless hospital information system, email it to your client, or simply print it out to keep in your patient’s file.

Home Studies Patients Profile

All Studies

Patient Studies

« Previous 1 2 ... 78 79 80 81 82 83 84 85 86 87 88 89 Next »

Patient Name	DVM	Status	Notes	Study Time	Patient DOB	Sex	Series
<a href="#">Mass Vet</a>							
<a href="#">MESERVE, CLOVER (122455-001)</a>		Pending	(0)	04:17 AM 02/14/2009	06/21/2008	F	<a href="#">Series (2)</a>
<a href="#">AZUL LUCKY (115325-001)</a>	Pethugger J	Final	 (2)	04:13 AM 02/14/2009	09/16/1993	M	<a href="#">Series (2)</a>
<a href="#">CREEDON KERZ (116827-001)</a>	Foster D	Pending	(0)	10:49 PM 02/13/2009	11/18/1858	O	<a href="#">Series (2)</a>
<a href="#">CAPILLO JAKE (117565-001)</a>	Pethugger J	Pending	(0)	04:51 PM 02/13/2009	11/18/1858	O	<a href="#">Series (2)</a>
<a href="#">FORZIATI BORIS (78143-002)</a>		Pending	(0)	03:52 PM 02/13/2009	02/15/2003	M	<a href="#">Series (6)</a>
<a href="#">PATTERSON SAMMY (123558-001)</a>	Pethugger J	Pending	(0)	02:47 PM 02/13/2009	10/18/2007	M	<a href="#">Series (2)</a>
<a href="#">COTTRILL KEILA (93487-006)</a>		Pending	(0)	02:10 PM 02/13/2009	11/18/1858	O	<a href="#">Series (1)</a>
<a href="#">PETRONE CHOPPER (85616-001)</a>		Pending	(0)	01:54 PM 02/13/2009	09/09/9999	O	<a href="#">Series (2)</a>
<a href="#">CARROLL RILEY (80451-001)</a>	Foster D	Pending	(0)	08:44 AM 02/13/2009	09/09/9999	O	<a href="#">Series (2)</a>

Click on the report to read the radiologist's final report, save the file or print it out.

It will also remain in our system, linked to your patient if you choose the data back up option. If not, it will be treated as a medical record and deleted after five years, per Commonwealth of Massachusetts regulations.

## Editing your Account Information:

All of current information on your clinic can be found by clicking on the Profile tab. If you need to change your password, or edit any of your information, click on Edit Profile.

www.intownvet.com  
Welcome, Jane Pethugger! (Sign out)

INTOWN VETERINARY GROUP

Home Studies Patients Profile

My Profile Edit Profile

### My Profile

#### Personal information

Email Address: J\_Pethugger@anyclinic.com  
First Name: Jane  
Last Name: Pethugger

#### Institution information

Hospital/Clinic: Any Clinic  
AE Title Name: AE\_123\_anyclinic  
This is the name (AE Title) of your Dicom server, which is expected to be universally unique.  
Address: 12 Rufus Road  
City: Acity  
State/Province: HI  
Zip Code/Postal Code: 96738  
Country: USA  
Business Phone: (808) 886-1738  
Fax:

Internet

## Software/Hardware Requirements:

- Access to the Internet and a browser (Internet Explorer, Firefox, Safari, and others).
- Adobe Acrobat Reader. You may download it from our site, or go to [www.adobe.com](http://www.adobe.com). It is a free download.
- Our telemedicine system works with most DR models that follow a DICOM protocol. If you are unsure of whether your system is compatible, please give us a call. We may know the answer.