



PATIENT & CAREGIVER EDUCATION

Frequently Asked Questions About Viewing Your Radiology Images

This information answers some frequently asked questions about viewing and downloading your radiology images from your doctor at Memorial Sloan Kettering (MSK).

About Uploading Your Viewing Images

When your radiology images are ready, your MSK doctor will upload your images to the iConnect Access system. It's a software platform that's easy to use, and lets you see and share images. You can view images and download them from the iConnect Access system.

We will send you 2 emails to help you view your images:

- An email with a link to your images in our iConnect Access system.
- An email with your PIN code. This is the code you need to access our iConnect Access system.

Frequently Asked Questions About Viewing Your Radiology Images

What browser should I use to view my radiology images?

You will need to use one of the following web browsers to view your radiology images using our iConnect Access system:

- Google Chrome 64 or later
- Microsoft Edge 41.16299 or later
- Mozilla Firefox 58 or later
- Apple Safari 10 or later for Apple computers

How to I view the results from my exam?

If your results are ready, you will see a yellow report button on the top right of your screen (see Figure 1). Click the button to see your exam results.

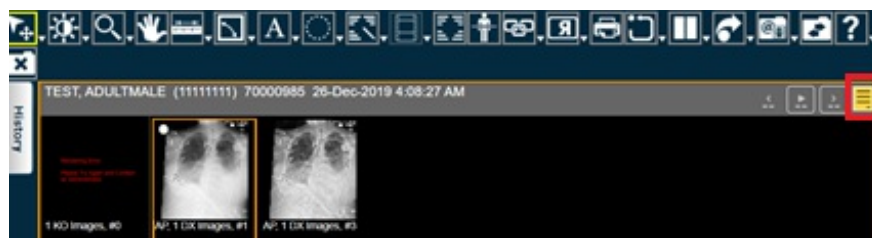


Figure 1. Report button

How do I view the images from all the exams I requested?

To view images from different exams, click the “History” button on the top left side of your screen (see Figure 2). Once you click it, you will see a list of all your exams. Click the exam name to view your images and results. You can also look at images from 2 exams at once. After selecting a second exam, it will display next to the exam that was already viewable.

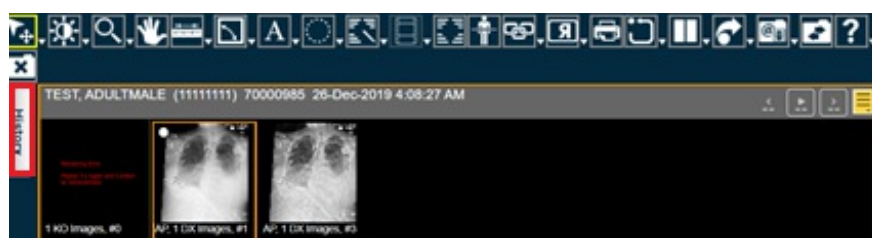


Figure 2. History button

How do I download my radiology images?

You can download your radiology images and save them to your computer by following these steps:

1. Click the “Download Study” button on the top right of your screen (see Figure 3).

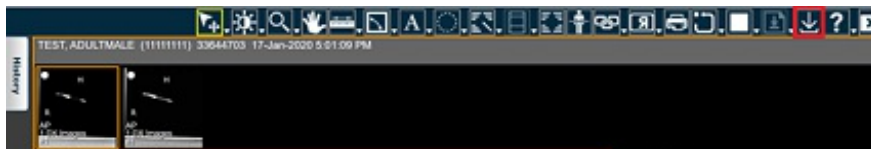


Figure 3. Download Study button

2. On the next screen, select “Local System” under the “Download to” section (see Figure 4). Then, click “Download.”

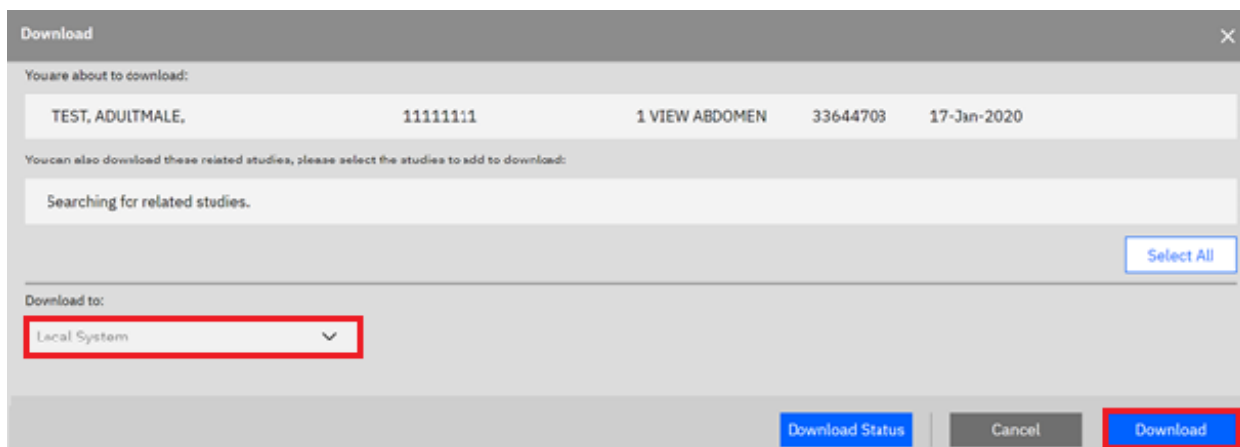


Figure 4. Download button

3. Review your information and click “Submit” (see Figure 5).

Patient Name	Patient ID	Study ID	Description	Accession #	Study Date Time	QC
TEST, ADULTMALE,	11111111	1 VIEW ABDOMEN	33644703	17-Jan-2020		<input type="checkbox"/>

☒ Copy patient attributes to related studies

Patient / Study Information

	Current Value		New Value
First Name	ADULTMALE	→	ADULTMALE <input type="text"/>
Middle Name		→	<input type="text"/>
Last Name	TEST	→	TEST <input type="text"/>
Prefix		→	<input type="text"/>
Suffix		→	<input type="text"/>
Patient Id	11111111	→	11111111 <input type="text"/>
Issuer of Patient ID	MSKCC	→	MSKCC <input type="text"/>
Study ID		→	<input type="text"/>
Study Description	1 VIEW ABDOMEN	→	1 VIEW ABDOMEN <input type="text"/>
Accession No.	33644703	→	33644703 <input type="text"/>

Figure 5. Submit button

If you have any questions, contact a member of your care team directly. If you're a patient at MSK and you need to reach a provider after 5 p.m., during the weekend, or on a holiday, call 212-639-2000.

For more resources, visit www.mskcc.org/pe to search our virtual library.

Frequently Asked Questions About Viewing Your Radiology Images - Last updated on January 4, 2021

All rights owned and reserved by Memorial Sloan Kettering Cancer Center