



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.

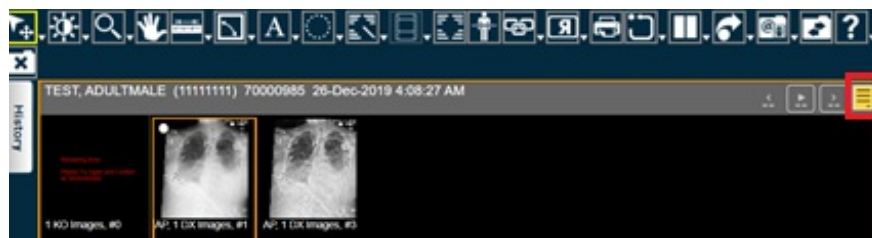


Figure 1. Report button

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.

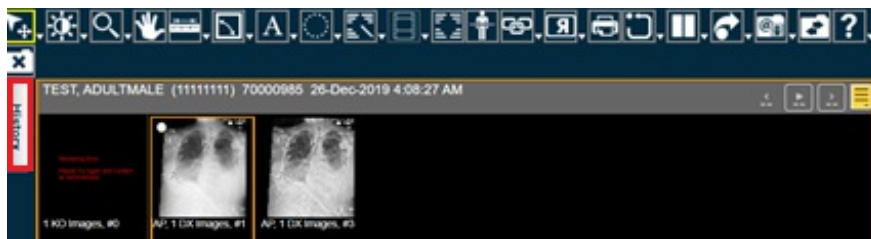


Figure 2. History button

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).

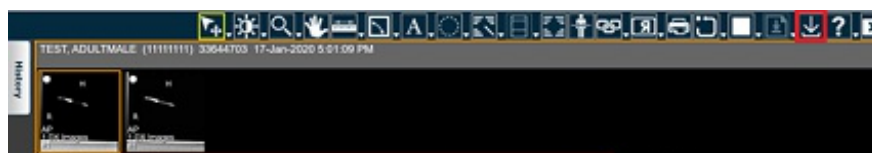


Figure 3. Download Study button

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

“Download.”

Download

You are about to download:

Patient Name	Patient ID	Study ID	Accession #	Study Date Time
TEST, ADULTMALE,	11111111	1 VIEW ABDOMEN	33644703	17-Jan-2020

You can also download these related studies, please select the studies to add to download:

Searching for related studies.

Select All

Download to:

Local System

Download Status Cancel 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

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
Middle Name		→	
Last Name	TEST	→	TEST
Prefix		→	
Suffix		→	
Patient Id	11111111	→	11111111
Issuer of Patient ID	MSKCC	→	MSKCC
Study ID		→	
Study Description	1 VIEW ABDOMEN	→	1 VIEW ABDOMEN
Accession No.	33644703	→	33644703

Undo All

Cancel Submit

Figure 5. Submit button

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

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

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