Frequently Asked Questions | Physician

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For Physicians and Healthcare Organizations

What is mymedicalimages for healthcare providers?

mymedicalimages helps healthcare organizations receive, review, manage, and share diagnostic imaging electronically.

It can reduce dependence on patient-carried CDs, mailed discs, fragmented portals, and manual file-transfer workflows.

How can mymedicalimages improve our intake process?

Practices can give patients a secure way to submit imaging before an appointment. This can help staff:

- Identify missing studies earlier.
- Reduce time spent handling CDs.
- Confirm image availability before the patient arrives.
- Route imaging to the appropriate clinical team.
- Support remote consultations and second opinions.
- Reduce appointment delays caused by inaccessible imaging.

The exact workflow depends on the organization’s account configuration.

What is the Uploader Button?

The Uploader Button is a website-based intake tool that allows patients to upload medical imaging directly to an organization’s mymedicalimages account.

It can be placed on a practice website, patient instruction page, appointment-preparation page, or other digital location. This gives patients a defined destination for submitting imaging before their visit.

Does the patient need to create an account to use the Uploader Button?

Yes, the patient will need to create an account; however, when uploading through your Uploader Button or Request for Images link, the patient is able to send their images to your clinic for free, without the need for a subscription.

The patient should follow the prompts presented by the uploader. The receiving organization can provide instructions specific to its process.

Can we receive images before the patient's appointment?

Yes. Pre-visit image collection is one of the primary uses of mymedicalimages.

Organizations should incorporate the platform into a defined intake process that includes:

- Sending upload instructions.
- Monitoring incoming studies.
- Confirming patient identity.
- Matching the study to the correct appointment.
- Checking whether the correct body part, modality, and study date were received.
- Confirming whether a radiology report is also needed.

Can providers view studies on a tablet or mobile device?

Studies may be accessed through supported devices and browsers, subject to the organization's security policies and the capabilities of the viewer.

Mobile access can be useful for quickly locating, sharing, or reviewing imaging. Diagnostic interpretation should be performed using equipment and conditions appropriate for the clinical purpose.

Can images be downloaded or imported into our PACS?

Yes, you can export, download, and upload images to your PACS. Certain functionalities may be limited based on your account type.

Because the platform works with DICOM imaging, studies may be compatible with standard imaging systems. Technical validation should be completed before relying on an automated clinical workflow.

Contact mymedicalimages to discuss your PACS, DICOM receiver, routing requirements, and preferred workflow.

Does mymedicalimages integrate with our EHR or PACS?

Integration options depend on the systems involved and the organization’s requirements.

Potential workflows may include DICOM transfer, image download and import, secure links, embedded upload tools, or customized integrations. Confirm compatibility with mymedicalimages and your internal IT, PACS, and compliance teams.

Can we send studies to outside specialists?

Authorized users can securely share imaging with appropriate recipients, subject to the organization’s permissions, policies, and applicable law.

Before sharing, verify:

- The patient’s identity.
- The intended recipient.
- That the recipient is authorized to receive the information.
- That the correct study was selected.
- Whether the radiology report or other records must also be included.
- How quickly are uploaded studies available?
- Uploaded studies are available immediately.

Organizations should not assume that an upload is complete until the study is visible and has been verified.

Does mymedicalimages notify our team when images arrive?

Notification and routing options depend on the organization’s configuration.

Organizations should define who monitors incoming studies, how notifications are handled, and what happens when an upload is incomplete, incorrectly labeled, or received outside business hours.

Can multiple staff members use the same organization account?

Organizations are able to provide access to multiple authorized users via Profiles.

Each profile can have its own login credentials and permissions.

Access should be based on job responsibilities, and permissions should be reviewed when employees change roles or leave the organization.

Can we control user permissions?

Administrative and permission features depend on the organization’s account type.

Where available, role-based access should be used to limit each user to the functions and information required for their work.

Is mymedicalimages a diagnostic viewer?

mymedicalimages provides tools for accessing and viewing medical imaging, but whether a particular device, display, or workflow is appropriate for primary diagnostic interpretation depends on applicable regulations, organizational policy, clinical requirements, and the intended use.

Providers are responsible for using appropriate diagnostic systems when making clinical decisions.

Does mymedicalimages replace our PACS?

Not necessarily. mymedicalimages can complement an existing PACS by improving external image intake, patient image access, and secure sharing.

The appropriate role of the platform depends on the organization’s imaging volume, clinical workflow, storage requirements, and existing infrastructure.

Can mymedicalimages help with second opinions and remote consultations?

Yes. Secure electronic image sharing can help specialists receive the original imaging before a remote consultation or second-opinion review.

The receiving organization should confirm that it has all necessary information, including:

- The complete imaging study.
- The radiology report, when required.
- Relevant clinical records.
- Patient identification and contact information.
- Required consent and authorization.

What happens when a patient uploads the wrong study?

The organization should contact the patient and request the correct examination. Staff should verify the modality, body part, study date, imaging facility, and patient identity before using the images clinically.

An uploaded study should not be assumed to be correct solely because it appears under a patient's name.

Can our organization add mymedicalimages to its website?

Yes. The Uploader Button or another approved upload link may be incorporated into a practice website.

Coordinate implementation with mymedicalimages and your website administrator. The page should clearly explain:

- What the patient should upload.
- When the upload should be completed.
- Whether a radiology report is also required.
- Who to contact with questions.
- That uploading does not confirm clinical review.

How should staff instruct patients to submit images?

Give patients clear, consistent instructions:

- Use the organization's approved upload link.
- Upload the original imaging files, not screenshots.
- Include the requested study and examination date.
- Keep the original CD until receipt is confirmed.
- Submit the radiology report separately if requested.
- Contact the office to confirm completion when instructed.

Organizations should avoid asking patients to send DICOM files through ordinary email.

Who should we contact for implementation or technical support?

Contact the mymedicalimages team for help with account setup, the Uploader Button, user access, DICOM transfer, PACS workflows, staff training, or technical troubleshooting.

Include the organization name and a general description of the issue, but do not send protected health information through an unsecured channel.

Security, Privacy, and Account Access

Is my information secure?

mymedicalimages uses safeguards intended to protect medical imaging and account information during storage, access, and transfer.

Security also depends on how users manage their accounts. Use a strong, unique password, protect access to your email and phone, sign out of shared devices, and share imaging only with intended recipients.

Internal review required: Add verified details about encryption, hosting, monitoring, certifications, audits, and other specific safeguards.

Is mymedicalimages HIPAA compliant?

mymedicalimages is designed for the secure handling of medical information and for use in healthcare workflows.

However, HIPAA compliance depends on more than a software product. It also depends on how a healthcare organization configures and uses the service, manages access, trains staff, and fulfills its legal responsibilities.

Internal review required: Replace this answer with approved compliance language and clarify Business Associate Agreement availability.

Who owns the medical images?

The rights and responsibilities associated with medical records vary by jurisdiction and circumstance. The imaging facility generally maintains its official medical record, while patients have legal rights to access copies of their health information.

Uploading a copy to mymedicalimages does not necessarily replace the official record held by the provider or imaging facility.

Who can see my images?

Your images should only be accessible to you, people you authorize, and authorized personnel involved in providing or supporting the service, subject to applicable policies and law.

Anyone who receives an active sharing link may be able to access the shared information. Verify the recipient before sending a link, and do not post a sharing link publicly.

Internal review required: Add verified information about link expiration, authentication, access logs, revocation, and administrator access.

Can I stop sharing a study?

Available controls may allow you to disable or revoke access to a shared study. Revoking a link may prevent future access through that link, but it cannot remove copies already downloaded, imported, or retained by an authorized recipient.

Check the sharing controls in your account or contact support.

How long are my images stored?

Storage and retention periods depend on mymedicalimages' current policies, the user's account, contractual requirements, and applicable law.

Internal review required: Insert the approved retention period, plan-specific limits, and procedures following account closure.

What should I do if I shared images with the wrong person?

Revoke or disable the sharing link immediately. Then contact mymedicalimages support.

Healthcare organization users should also follow their internal privacy and incident-response procedures.

What should I do if I cannot log in?

Try the password-reset option using the email address associated with your account. Also check your spam or junk folder for the reset message.

If you no longer have access to the email address or phone number connected to the account, contact support. Additional identity verification may be required before access can be restored.

Why did my sharing link expire or stop working?

A link may expire or be revoked. Ask the sender to create a new link if necessary.

Do not forward a private sharing link without the patient's or sender's authorization.

Which browsers and devices are supported?

Use a current version of a commonly supported browser and keep your operating system updated. Browser extensions, pop-up blockers, network restrictions, or outdated software may interfere with

uploading or viewing.

Supported Software and Browsers: Mac IOS, Windows, Linux, Google Chrome, Firefox, Safari

What internet connection do I need?

A stable broadband connection is recommended. Medical imaging studies can be large, particularly CT and MRI examinations.

Upload time depends on the study size and your upload speed. Keep the browser open and the computer connected until the system confirms that the upload is complete.

What information should I provide when contacting support?

Provide:

- Your name and account email.
- Whether you are a patient or healthcare organization user.
- The type of device and browser being used.
- A description of the problem.
- The approximate date and time it occurred.
- Any error message displayed.

Do not send passwords, full Social Security numbers, or unrequested medical information.

Billing and Plans

Is mymedicalimages free for patients?

mymedicalimages is a subscription based service that allows patients to upload, organize, and share their medical images.

If you are fulfilling a Request from your doctor, you will be able to create a free account through their link; however, to upload additional images for personal use, you will need a subscription.

How much does an account cost for a healthcare organization?

mymedicalimages is currently free for physicians and clinics.

Can I cancel a paid plan?

Yes, you can cancel your subscription at any time within your account settings or by contacting our support team.

Refunds are available for users who cancel within the allotted 30 day time frame.

Still Need Help?

Patients should contact their healthcare provider for medical questions, imaging results, appointment requirements, and clinical advice.

For account access, uploads, sharing, technical problems, or organizational implementation, contact mymedicalimages support via phone, email, or web chat.

Do not use mymedicalimages support for emergencies or urgent medical advice.