



Upload (for Patients)

Upload gives patients a simple way to upload images while automating the intake process for secure inbound imaging.

Built on SMART on FHIR standards, Upload (for Patients) functions as an extension of your organization's existing patient portal. Patients access the tool directly from their charts where it can be deployed using a button or link within an app menu, upcoming appointment details, or in a secure message.

After patients approve access to their charts, the app retrieves demographics and appointment details directly from the EHR. It then guides patients through selecting imaging studies from downloaded folders, discs, or cloud storage and automatically updates patient demographics. Finally, Medicom's Cloud securely uploads and processes the studies according to your organization's workflow rules. Depending on your setup, images can be stored directly to an enterprise archive (with or without an order generated by Medicom) or held in Medicom Checkpoint for staff to review and process manually.

Patient Benefits

Upload empowers patients to share imaging studies from their patient portal:

01

Pre-Appointment Uploads

Patients can submit imaging before an appointment, allowing care teams to receive relevant historical data before the patient arrives.

02

Mobile Convenience

The application is mobile-responsive, allowing individuals to upload directly from their smartphones or tablets.

03

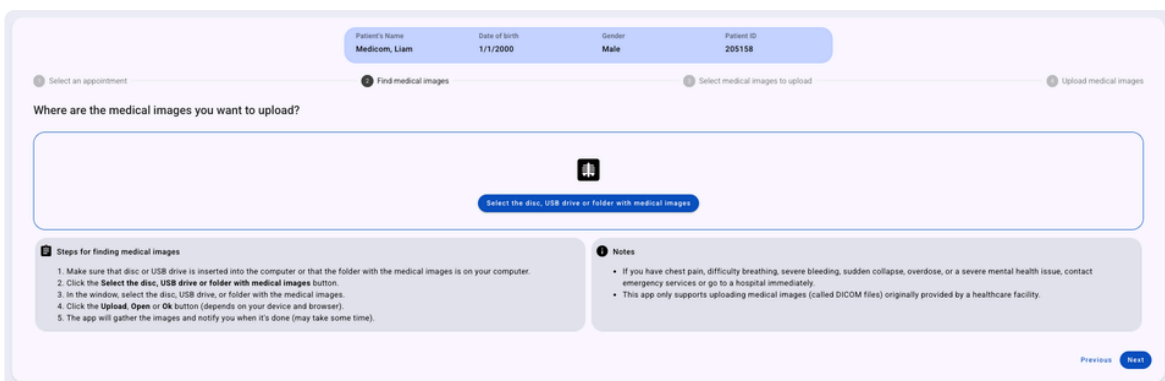
No New Logins or Passwords

Thanks to SMART on FHIR, patients can access Medicom's apps and securely share health information without creating a new account. A one-time authorization grants the app access, and the patient portal handles the rest.

04

Proxy and Family Coordination

In certain EHRs, parents, legal guardians, or adult children can simplify care logistics by directly uploading imaging on behalf of a family member if they have proxy access to a patient's chart.



The screenshot shows the 'Find medical images' step of the upload process. At the top, patient information is displayed: Patient's Name (Medicom, Liam), Date of birth (1/1/2000), Gender (Male), and Patient ID (205158). Below this is a progress bar with four steps: 'Select an appointment', 'Find medical images' (current step), 'Select medical images to upload', and 'Upload medical images'. The main question is 'Where are the medical images you want to upload?'. Below this is a large text input field with a placeholder icon and a button labeled 'Select the disc, USB drive or folder with medical images'. At the bottom, there are two sections: 'Steps for finding medical images' and 'Notes'. The 'Steps' section lists five instructions: 1. Make sure that disc or USB drive is inserted into the computer or that the folder with the medical images is on your computer. 2. Click the Select the disc, USB drive or folder with medical images button. 3. In the window, select the disc, USB drive, or folder with the medical images. 4. Click the Upload, Open or OK button (depends on your device and browser). 5. The app will gather the images and notify you when it's done (may take some time). The 'Notes' section contains two bullet points: 'If you have chest pain, difficulty breathing, severe bleeding, sudden collapse, overdose, or a severe mental health issue, contact emergency services or go to a hospital immediately.' and 'This app only supports uploading medical images (called DICOM files) originally provided by a healthcare facility.' At the bottom right, there are 'Previous' and 'Next' buttons.

Patient's Name
Medicom, Liam

Date of birth
1/1/2000

Gender
Male

Patient ID
205158

1 Select an appointment 2 Find medical images 3 Select medical images to upload 4 Upload medical images

Where are the medical images you want to upload?

Select the disc, USB drive or folder with medical images

Steps for finding medical images

1. Make sure that disc or USB drive is inserted into the computer or that the folder with the medical images is on your computer.
2. Click the Select the disc, USB drive or folder with medical images button.
3. In the window, select the disc, USB drive, or folder with the medical images.
4. Click the Upload, Open or OK button (depends on your device and browser).
5. The app will gather the images and notify you when it's done (may take some time).

Notes

- If you have chest pain, difficulty breathing, severe bleeding, sudden collapse, overdose, or a severe mental health issue, contact emergency services or go to a hospital immediately.
- This app only supports uploading medical images (called DICOM files) originally provided by a healthcare facility.

Previous Next

Technical and Clinical Benefits

HIM, IT, and PACS teams benefit from eliminating administrative disorganization, manual processing, and security exposure associated with physical media.

Infrastructure Protection and Capacity Management

-  **Network Security Gatekeeping**
Every external study is scanned for malware in Medicom's Cloud before processing. Malicious data is blocked at the perimeter, meaning it never makes it to customer-controlled systems.
-  **PACS Bloat and Orphaned Orders**
Automated duplication checks prevent reingesting studies already in the enterprise archive, which optimizes storage and reduces costs. This also prevents orphaned imaging orders, which without validation, could leave unassociated orders in the patient's chart requiring manual cleanup.
-  **Automated Identity Reconciliation**
To ensure data integrity, an administrative review is triggered when a date of birth mismatch occurs between the uploaded study and the patient's EHR demographics. Other variations, like a name change, may flag a warning but won't block the upload. If a study was previously imported under a different patient, the system blocks the upload and displays an error instructing the user to contact the healthcare organization.

Clinical Automation and Workflow Efficiency

-  **Prior Imaging Verification**
On launch, the app captures appointment context automatically or via patient selection, retrieving data like the CSN. For Epic customers, the API Connector app can separately update a SmartData element on the DAR using Epic's SetSmartDataValues API, letting staff manually check if a patient has uploaded prior imaging.

-  **Workflow Flexibility**
Administrators have the ability to configure flexible incoming routing rules to streamline reconciliation and storage. Users can configure the system to either hold incoming data for staff review in Checkpoint or allow it to flow seamlessly to an enterprise archive (with or without an order generated by Medicom).

Ecosystem Flexibility and Support Logistics

-  **Unified Product Family**
Upload works in tandem with Medicom's suite of patient- and provider-facing solutions, including Share (for Patients)*, Data Import, and Checkpoint.

Ready to streamline image ingestion?

[Talk to a Medicom](#) expert to learn how Upload integrates into your existing patient portal using SMART on FHIR.

