University Hospitals of Leicester NHS

NHS Trust

UHL Policy for the Management and Recovery from ViewPoint Downtime

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Board Director Lead:	Chief Digital Information Officer
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REVIEW DATES AND DETAILS OF CHANGES MADE DURING THE REVIEW

Title amended to better reflect content of policy.

1st Revew May 2021 Moved to new policy format template.

Embedded images changed to remove PID.

2025 Review no changes.

KEY WORDS

ViewPoint, ultrasound image storage, obstetric ultrasound reports, Downtime

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1   INTRODUCTION AND OVERVIEW

1.1.   This document sets out the University Hospitals of Leicester (UHL) NHS Trusts Policy and Procedures for the process for ensuring reports and images are correctly stored in ViewPoint.

1.2.   It covers daily good practice and what to do during and after an episode of ViewPoint downtime and who has responsibility for the different processes.

1.3.   In addition it covers the processes for operating the ultrasound (US) machine with regard to this issue.

2   POLICY SCOPE

2.1.   This policy applies to all Sonographers, Midwife Sonographers, Fetal Medicine Consultants and Obstetricians performing obstetric ultrasound scans.

2.2.   In this document the term ultrasound practitioner will refer to any one of the above who performs obstetric ultrasound examinations.

3   DEFINITIONS AND ABBREVIATIONS

3.2.   *ViewPoint* - reporting and image archiving system used for obstetric ultrasound scans.

3.3.   *Ultrasound practitioner* – Sonographers, Midwife Sonographers, Fetal Medicine Consultants and Obstetricians including any locum staff

3.4.   *FASP* - Fetal Anomaly Screening Program. The NHS fetal anomaly screening programme FASP is one of the antenatal and newborn NHS population screening programmes

FASP offers screening for pregnant women to check the baby for fetal anomalies, Down's, Edwards' and Patau's syndromes.

3.5.   *SSS/Deputy SSS* – Screening Support Sonographer. Roles required by the National Screening Committee for FASP to deliver a high quality screening programme

3.6.   *Worklist* – Electronically generated list of patients who have been scheduled for their ultrasound examination on a certain day. Use of this ensures images of the examination can be correctly stored in the Picture Archiving and Communication System (PACS)

4   ROLES

4.1.   The Chief Digital Information Officer is the Trust Board Lead for this Policy

4.2.   The Maternity Management Team and Imaging Operational Group are responsible for identifying a Screening Support Sonographer and Deputy

4.3.   The Digital and Data department (working in conjustion with suppliers) are responsible for technical support and administration of ViewPoint when downtime occurs to rectify the issue causing the downtime.

4.4.   All ultrasound practitioners performing obstetric ultrasound scans are required to follow this policy in the event of downtime.

4.5.   The maternity management team and SSS will have responsibility to ensure the policy is followed.

5.   POLICY IMPLEMENTATION AND ASSOCIATED DOCUMENTS –WHAT TO DO AND HOW TO DO IT

5.1   Ultrasound Practitioner

a)   At every examination when writing the report, the US practitioner must check that the images have transferred correctly. This can be done by checking the number of images assigned to the examination or by pressing F3 in ViewPoint to view the images

b)   Any issues escalate to the SSS and/or Digital and Data as required

c)   Follow ViewPoint Downtime pathway (Appendix 1) when required

5.2   Screening Support Sonographer (SSS) and Deputy SSS monthly checks

a)   Check the spooler on maternity ultrasound machines for any unsent images and resend

b)   Complete ViewPoint Monthly Checklist in shared FASP drive which is where all FASP related documents are stored

c)   Lock any images in the Archive that can't be sent from the spooler as this will prevent them from being deleted before they have been stored

d)   Delete images from Archive when spooler is empty whilst maintaining 1 years' worth of examinations in the archive. In rooms where video clips are stored this may be considerably less due to size of examinations stored. Ensure no less than 25% capacity is available to prevent archive becoming overfull which will affect machine function

e)   Check new/unassigned images in ViewPoint study section to ensure there are no 'orphan' images for which an examination and report has not been entered. If any found, contact ultrasound practitioner who performed the scan to add attendance and report as soon as possible. If these are not corrected then the maternity management team should be informed.

5.3.   Process for checking the spooler on the ultrasound machine, resending images, locking images and deleting from the archive

a)   Press the 'spooler' option found on the keyboard F keys on the ultrasound machine

b)   All examinations not sent to ViewPoint will be found here. Once the system has received a virtual handshake from ViewPoint to say it has been received it will drop off this list automatically

c)   To resend click **Resend All** and this should resend any images on the spoiler. You do not need to be logged into the examination on ViewPoint to do this

d)   If any images remain on the spooler then they are to be opened and the details obtained so they can be locked in the archive to prevent accidental deletion

e)   If when these images are opened there is no identifying information on them then they can be deleted

f)   This should be performed monthly to ensure the storage on ultrasound machine does not get full and cause the machine to shut down.

g)   If the spooler is empty then all images have been sent and examinations can be deleted from the archive

h)   To lock examinations you need to go to 'archive' on the ultrasound machine and highlight the required examination. Press the closed padlock key to lock this examination and prevent it being batch deleted from the system

i)   To delete examinations from the ultrasound machines go into 'archive' and select the examination(s) to be deleted. Multiple examinations can be selected using the shift key

j)   Once all desired examinations are selected then click the 'delete' button on the right hand side of the monitor

Images are only to be deleted when it has been confirmed they have transferred correctly.

5.4.1   ViewPoint Downtime Pathway (see Appendix 1)

a)   At the time of the scan if the worklist is not working then it is essential that the patient's details are entered onto the ultrasound machine carefully

b)   Delete the number beginning with **E** and enter the **S number** as shown below. We also require the first name and surname to be entered correctly into the ultrasound machine
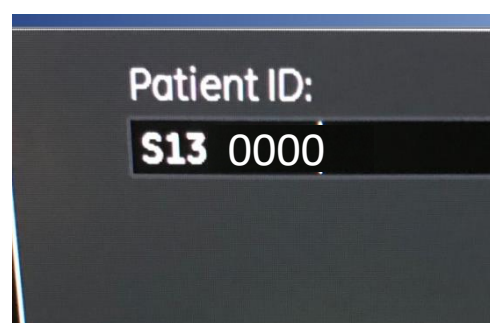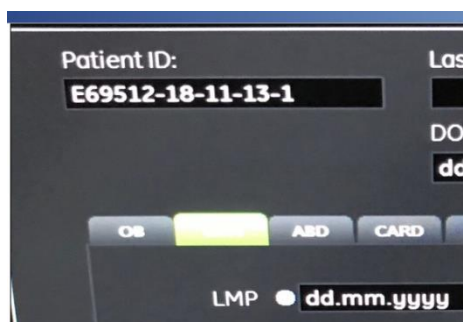
c) If you cannot access ViewPoint, check that the network connection is working. You can do this by checking the communications boxes in the bottom right of the computer screen. If either is red, exit ViewPoint and restart the application

d) If this doesn't work, contact other scan rooms in your area to see if this is specific to your computer

e) If it affects other users contact IT helpdesk Ext 8000 and state that ViewPoint is down for all users. This is a priority 1 call

f) If it only affects your computer, contact IT helpdesk Ext 8000 and state ViewPoint is down for your computer. Give them your IP address (from your desktop screen - bottom right). This is a priority 2

g) Keep note of the IT reference number and forward IT email to SSS for filing in case of any issues in the future. This will be recorded in the FASP drive

h) Contact ViewPoint IT specialist on 2329, if available, to help escalate – you will need the IT reference number first

i) Complete the Downtime logbook for each patient using an ID label. See Appendix 2

j) It is important to lock the examinations in the Archive to ensure that they are not deleted before ensuring that they have transferred to ViewPoint when the system is working again. To lock examinations – go to 'archive' and highlight the required examination. Press the closed padlock key to lock the examination

k) All reports are to be retrospectively entered onto ViewPoint – ensuring the dates of the examination are correct
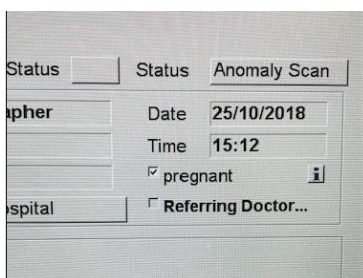
a) When ViewPoint is working again all images are to be resent by going into the spooler on the ultrasound machine and resending them

b) Once images have been sent and the transfer confirmed by checking in ViewPoint then the examination can be unlocked in the archive

c) SSS to file IT reference number email in ViewPoint Downtime folder in the Imaging FASP drive for future reference. A note of the incident is to be added to the ViewPoint Monthly Checklist in FASP drive

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d)   SSS/deputy SSS to check the Downtime images and reports have been added and saved correctly. Then scan the Downtime logbook into the Imaging FASP drive for future reference.

5.4.2 There are 2 types of ViewPoint Downtime:

a)   Viewpoint Downtime 1 - No Connection between the Ultrasound Machine and Viewpoint. No connection to ViewPoint, but able to write reports and print them. Images not stored. No work list.

- For each patient the fetal measurements obtained will need to be added manually to ViewPoint report

- Print reports and place in handheld notes that the woman brings to every scan and put the copy for filing in hospital notes in the tray provided for this purpose

- Lock images on the ultrasound machine, to ensure they do not get deleted

- Complete the Viewpoint Downtime log book kept in the ViewPoint Downtime Folder in the maternity ultrasound department for each patient scanned using a patient ID label

- The images for each patient must be transferred from the machine to Viewpoint at the earliest possible opportunity; this is the sonographer performing the scan's responsibility. If they are on leave the SSS/ Deputy SS will ensure images have been transferred. Once the images have been confirmed as correctly transferred then unlock the examination images

- When this has been completed put all the logs together and complete a Downtime header sheet kept in the ViewPoint Downtime folder in maternity ultrasound and forward to the SSS

b)   Viewpoint Downtime 2 – Viewpoint not working. No connection to ViewPoint, no work list and unable to write reports. Images not stored.

- Until ViewPoint is back up all relevant images on the ultrasound machine should be locked and reports written using the printed template sheets for each scan performed. These are available by the printer at LRI and in the scan office at LGH

- If relevant please ensure you plot the estimated fetal weight on the customised growth chart in the woman's handheld notes using the weight given by the ultrasound machine

- Two copies of each report are required. One for the patient to take with them, and one to keep. Inform the patient a printed report will be sent to them once Viewpoint is working again. Keep a thermal print of the report screen from the ultrasound machine, with second copy of the handwritten report with the ViewPoint Downtime log in the Viewpoint Downtime folder

- Once the report has been added to ViewPoint then print off a copy to send to the patient and a copy for the hospital notes. The Antenatal clinic co-ordinators will send the report out. Ensure state in the report 'ViewPoint down – report added later'

- Complete the Downtime log book for each patient as above and forward to SSS

- The images for each patient must be transferred from the machine to Viewpoint at the earliest possible opportunity by the sonographer performing the scan or the SSS/Deputy SSS. Once the images have been confirmed as correctly transferred then unlock the examination images

6 EDUCATION AND TRAINING REQUIREMENTS

All clinical staff new to the department must undertake orientation of the department including information regarding this policy.

All UHL staff performing obstetric ultrasound should have appropriate guidance and training in using ViewPoint and the ultrasound machines during their departmental induction. This induction and training is performed by a senior sonographer and a copy of the completed and signed check list is stored in the Ultrasound Management Drive.

7 PROCESS FOR MONITORING COMPLIANCE

Element to be monitored	Lead	Tool	Frequency	Reporting arrangements Who or what committee will the completed report go to.
Patient's images not sent to Viewpoint	SSS or Deputy SSS	At every examination when writing the report, the US practitioner must check that the images have transferred correctly.	At the end of each examination	Notify the Screening Support Sonographer (SSS) and Deputy Screening Support Sonographer Notify IM&T for investigation
Check of Spoolers on US machines for unsent messages	SSS or Duputy SSS	Physical check of spoolers	Monthly Audit	Results will be recorded in Imaging FASP drive. Episodes of unsent images will be logged with IM&T
Check of unassigned images in ViewPoint	SSS or Duputy SSS	Check in ViewPoint	Monthly Audit	Results will be recorded in Imaging FASP drive. Episodes of unassigned images will be logged with IM&T

8 EQUALITY IMPACT ASSESSMENT

The Trust recognises the diversity of the local community it serves. Our aim therefore is to provide a safe environment free from discrimination and treat all individuals fairly with dignity and appropriately according to their needs.

As part of its development, this policy and its impact on equality have been reviewed and no detriment was identified.

9 SUPPORTING REFERENCES, EVIDENCE BASE AND RELATED POLICIES

UHL Business Continuity Management Policy

Fetal anomaly screening standards valid for data collected from 1 April 2022 (Updated 28 September 2021) NHS England

Fetal anomaly screening programme handbook (Last updated 10 December 2021) NHS England

10 PROCESS FOR VERSION CONTROL, DOCUMENT ARCHIVING AND REVIEW

This document will be uploaded onto SharePoint and available for access by Staff through INsite. It will be stored and archived through this system.

The policy will be reviewed by the author every three years or sooner in response to clinical or risk issues.

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Appendix 1

ViewPoint Downtime Pathway

- Check network connection working. If not working try restarting ViewPoint and/or computer

- Check other scan rooms to see if specific to one computer or not

- Contact IT helpdesk 18000 and report ViewPoint down. Log call number and forward email to SSS

- Enter details correctly on ultrasound machine – **first name, surname and S number**


- Complete ViewPoint Downtime logbook using ID label

- Lock all examinations in image archive on ultrasound machine

- Forward ViewPoint Downtime logbook to SSS when reports and images transferred

ViewPoint Downtime 1 Pathway – No connection between ultrasound machine and ViewPoint
Able to write reports, no worklist, images not stored.

- Add biometry manually to report

- Add statement to report **ViewPoint Down**. Print report as normal.

- Transfer images from spooler at earliest opportunity

ViewPoint Downtime 2 Pathway – ViewPoint not working
Unable to write report, no worklist, images not stored

- Reports – use printed template sheets to generate report. 2 copies required – 1 for

  handheld notes and 1 to use later to put report on.

- Keep a thermal print out of report screen with 2nd report.

- Add report when ViewPoint working ensuring correct examination date is used
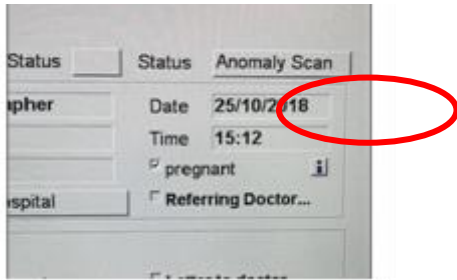
- Add statement to report **ViewPoint Down, report added later**

- Print 2 copies of report– 1 to send to woman and 1 for hospital notes.

Then transfer images from spooler. Check images with examination.

Appendix 2 Downtime Logbook

Date……………   IT Ref………………

Patient ID Sticker	Patient ID Sticker
Exam type	Exam type
Sonographer	Sonographer
Room/Site	Room/Site
Images locked **Yes / No**	Images locked **Yes / No**
Images on Viewpoint **Yes / No**	Images on Viewpoint **Yes / No**
Report on ViewPoint **Yes / No**	Report on ViewPoint **Yes / No**
Comments	Comments
For SSS use only Downtime complete	For SSS use only Downtime complete
Patient ID Sticker	Patient ID Sticker
Exam type	Exam type
Sonographer	Sonographer
Room/Site	Room/Site
Images locked **Yes / No**	Images locked **Yes / No**
Images on Viewpoint **Yes / No**	Images on Viewpoint **Yes / No**
Report on ViewPoint **Yes / No**	Report on ViewPoint **Yes / No**
Comments	Comments
For SSS use only Downtime complete	For SSS use only Downtime complete