

Subject: Viewing medical images via Citrix

In the UW Health there are multiple ways to access medical images that are stored on the McKesson Enterprise Image Archive System (also know as PACS, HMI 11D, WebGX or ALI), in the past all access methods ran the program on the local PC. With the introduction of HealthLink several methods now rely on a Citrix terminal server or a WinTerm, these include the following: WinTerm terminals in clinics at UWMF, Citrix access to HealthLink via the UConnect web site, remote access outside of the UW campus using the Citrix server (<https://citrix.uwhealth.org>) and the link to WISCR-IT that is launched from within the previously listed environments. Images that are viewed in these environments must never be used for diagnostic interpretations or for making patient care decisions as there are several artifacts that can be introduced by the Citrix environment.

The first type of artifact is due to lossy image compression, there is no way to determine when this may occur as the Citrix server does not notify the user when lossy compression has been applied. The exam types that are most easily effected by this type of artifact are head CT scans where there are small subarachnoid or subdural blood collections.

The second type of artifact is seen when the Citrix server displays images with less than 24-bit color, in this case it isn't possible to render the required 256 levels of grey and the artifact resembles "contour" lines seen on a map. The exam types that are most effected by this are computed radiography (CR / plain film) exams where this may simulate a pneumothorax or a small fracture line.

Please make sure to use the medical image review application loaded on a local PC if you need to do diagnostic interpretation or make patient care decisions based on medical imaging. This PACS application is available throughout the UWHC and UWMF environment on shared workstations supplied by the respective ITS staff and it also available on medical school PC's where it can be installed by medical school departmental computer support personnel (these systems can also be used for off campus image access via NetScreen).

If you have questions related to these potential artifacts please email me at [GWendt@UWHealth.org](mailto:GWendt@UWHealth.org) or Wally Peppler, PhD, Medical Physics at [WPeppler@UWHealth.org](mailto:WPeppler@UWHealth.org)

For questions related to the PACS imaging application on shared workstations please contact the respective UWHC or UWMF helpdesk or email me or Wally Peppler.

For questions about medical school PC's please contact your departmental computer support staff (if they need additional training they can contact the Enterprise Imaging group).

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