

Customer Safety Advisory Notice

To all users of the SIEMENS *syngo* Workflow MLR with version VB30E, VB35 **and** "Portal Radiologist" license.

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Our reference	12-11701-SY-1736
Date	2013-01-18

***syngo* Workflow MLR: Potentially outdated radiological request information displayed in the "current report" area of "Read images work view"**

Dear customer,

This letter is to inform you of a malfunction when using *syngo* Workflow MLR with Portal Radiologist. In a specific workflow it can happen that in the "Read images work view" in the "current report" area the header information displaying the radiological request data (diagnosis and reason) is outdated.


When does this malfunction occur?


A request is created in *syngo* Workflow with one examination. The radiological request data (diagnosis and reason) for this examination is entered and the request is saved. At a later time the user selects this request (still in status "PLAN") and changes the request by update/deleting the examination along with update/change of radiological request data (diagnosis and reason) for this examination. Finally the user completes the examination in *syngo* Workflow and the radiologist will find the examination in Portal Radiologist.

In the "Read images work view" of Portal Radiologist in the "current report" area the header information displays the radiological request data (diagnosis and reason) from the outdated examination instead of the current examination.

The same scenario is applicable also if these steps are performed by an automatic interface e.g. from HIS to RIS as long as the request is still in status "PLAN".

What steps can the user take to avoid this issue?

Pressing the  button in the upper right corner of the "current report" area enables modifications and additions to the request diagnosis and reason for the selected request. The dialog box which opens for editing the request diagnosis and reason shows the correct data instead of the outdated.

Until a final solution is available we strongly recommend to advise the users of Portal Radiologist to verify the request diagnosis and reason information by using this button .

How will the issue finally be resolved?

The issue will be solved in a Software update for VB30E (UI number SY047/13/S) and VB35 (UI number SY049/13/S) customers in Q2/2013.

For planning these updates your local Siemens Service will contact you.

We appreciate your understanding and cooperation with this safety advisory and ask you to immediately instruct your personnel accordingly. Please ensure that this safety advisory is placed in the system's instructions for use. Your personnel should maintain awareness until your system is installed with the above mentioned SW Update.

If you have sold this device/equipment and it is no longer in your possession, we kindly ask that you forward this safety notice to the new owner of this device/equipment. Please inform us about the new owner of the device/equipment.

Sincerely yours,

Date / Dr. Kaindl, Arthur
SYNGO CEO

Date / Reiter, Eva-Maria
SYNGO Vice President Quality