

Teleradiology Troubleshooting Guide

1. I forgot the website for the VetRocket site.
 - a. **osurdvmpacs.vet.ohio-state.edu**
2. I forgot my username/password.
 - a. If you cannot find your welcome email from cloud@vetrocket.com, reach out to Radiology (614-292-1040, M-F 8am-4pm EST).
3. I can't log into the VetRocket site.
 - a. Are you using Internet Explorer? If so, switch to another browser, preferably Chrome as the site will not work with Internet Explorer.
4. I don't see my images in the list in VetRocket.
 - a. Confirm you sent the images from the radiographic equipment.
 - b. Are you using the correct AE title, IP address, and port #?
 - i. Your AE title is in the welcome email but should be OSU_USERNAME (specific to the clinic).
 - ii. IP address (hostname) 140.254.66.216, and port 104.
5. I haven't received a report for my images.
 - a. Look at your study list in VetRocket.
 - i. If report icon is blank, click on the icon, fill out the history section, and click Submit at the bottom.
 - ii. If report icon has an R, the radiologists are aware and will get to it today, if submitted before 3pm EST, or tomorrow, if submitted after 3pm EST.
 - iii. If the report icon has an R and a pencil, a draft report is available for you to look at, but it has not been finalized by faculty.
 - iv. If the report icon has a green check mark, it has been finalized and you should be able to read it. If you did not get an email with the report, you can email the report to yourself by clicking in the report and entering the email at the bottom. If this happens frequently, call Radiology (614-292-1040, M-F 8am-4pm EST) to confirm that we have the correct email for your clinic.
6. I want to cancel my request for an interpretation.
 - a. Look at your study list in VetRocket.
 - i. If the report icon is blank, you need not do anything.

- ii. If the report icon has a red R, click on the report and click Unsubmit at the bottom. This does not delete any history information and you can resubmit the request later if you change your mind.
- iii. If the report icon has a red R and a pencil, a draft has been created. Call Radiology (614-292-1040, M-F 8am-4pm EST) and request that the request be canceled.
- iv. If the report icon has a green check mark, it has already been finalized and you will be billed.

7. I need to add more information to my request.

- a. If the report icon is blank, you can go in and add the information and click Submit.
- b. If the report icon has a red R, you can go into the report and click Unsubmit. You can then add your information and resubmit.
- c. If the report icon has a red R and a pencil, a draft report has been created and no more information can be added. Call Radiology (614-292-1040, M-F 8am-4pm EST) and we will pass on any additional information to the resident reading teleradiology cases that day.
- d. If the report icon has a green check mark, call Radiology (614-292-1040, M-F 8am-4pm EST) and relay the additional information. The radiologist can add an addendum to the report, if necessary.

8. How long do you save my images and reports?

- a. The images are saved for roughly 3 months. You should see them in your list when you log into VetRocket.
- b. If you need a report, find the study in your list and click on the report icon. You can enter an email at the bottom of the report and can get another copy sent to you.
- c. If the study is no longer on your list, call Radiology (614-292-1040, M-F 8am-4pm EST) and we can email you another copy within 24 hours.

9. Other questions?

- a. Consult our FAQ page [Telerad FAQ page](#)