

Patient Sharing

When a study is sent to a patient, they receive a link to their own unique "landing page." This link is sent using the email address and/or phone number entered in the imaging system during the exam.

From their landing page, patients can view and download their images. Tricefy will remove identifiable information from DICOM (medical) images before delivering them to the patient (we call this "anonymization.")

- If something in the study cannot be anonymized, such as a report, the patient will be prompted to request a password before viewing the landing page. Anyone who visits this page will have to enter the password.
- Your clinic can require a password for all patient links by entering a password into the **Patient Link Code** field within your Account Settings

To send images to a patient, select the study (or specify thumbnails within a study), and choose **Send to Patient** from the **Send To** Menu. A pop-up will display for specifying where to send the images.

If the examination was sent before (and the patient requested it be sent again), you can select **Resend** to re-send the link using the same patient-contact information. To resend the images using different contact information, continue with the steps below.

If the patient link is expired, the link cannot be resent; an error will display. In this situation, send the study again using the following steps:

(1) Enter the patient's contact information:

- Entering an email address will send the patient a link to their images via email
- Entering a phone number will send the patient a link to their images via text message
- Entering both an email address and phone number will send the patient the same link via email and text message
 - Type the email address and phone number separated by a comma
 - Trice recommends not sending only a text message; including an email address will help ensure delivery

Note: If sending internationally, enter + followed by the country code (ex: +11) before the phone number

(2) Select your images

The patient will receive the images that are selected on the Studies screen.

(3) Send your images

Select **Send to Patient** and your patient will enjoy their images within seconds. You will see a message that confirms the link was sent.

Resending Images

If a patient is unable to view images, most likely the link has expired. Attempts to use the link after this time results in an error message for the patient.

To send a new link:

- Access the patient's study on the Studies screen - use the search feature at the top of the screen to find studies for a specific patient.
- The side information panel (Shares tab) displays the last time the study was sent
- Select **Resend** to the send the patient link again using the same contact information
 - If the **Resend** option is grayed out, it means the link has expired

You can also resend images to a patient by selecting the study and choosing **Send to Patient** from the **Send To** menu at the top of the screen.

This method will also send the same link to the same contact information. A similar error message will display if the link is expired and cannot be sent.

Resending studies is common when patients accidentally delete their link, but it is important to note that resending a link does refresh or reset its lifespan.

If your patient's link is expired, soon-to-be-expired, or needs to be sent to a different email address or phone number, send a new link instead.

If a patient did not receive their link, confirm the contact information was entered correctly. If a patient link was sent to the wrong address, the link can be deleted in Tricefy (to avoid it being resent again).

There is not an additional cost to resend studies.