

## Synapse Mobility web viewer

### What is Mobility viewer?

Mobility is a web-based viewer for radiology images held in PACS. It has the same functionality as the normal Synapse viewer but without the need for a client to be installed on the PC.

### Where to access

- Button on PowerChart (similar to WinDIP) <sup>(A)</sup>
- Button on FirstNet (similar to WinDIP) <sup>(B)</sup>
- RECAP
- Icon on remote desktop
- <https://ruhmobilitypacs.ruh.nhs.uk:8443/pureweb/server/login.jsp>

(A) Only staff with Clinical Practitioner role can see the button

(B) All FN users will can see the button but only users with access to PACS will be able to view images; other users will be prompted for AD credentials for Mobility

### Prime intended use

Mobility is designed to be used as an image viewer that can be directly launched from Millennium (PowerChart and FirstNet) when clinicians, typically outside Radiology, want to see the images associated with a radiology report in Millennium.

It is also the viewer that has been put as an icon on the remote desktop for clinicians working off site and without access to a Trust laptop. In such scenarios, it is the only way to view radiology images.

No immediate plans to remove main Synapse PACS viewer from desktops. Users can use either.

### Likely issues

**Concurrency limit:** We are only licenced (and the hardware can only support) 100 concurrent users (CCUs). User 101 will receive a pop-up advising that all sessions are being utilised.

**Note:** It is possible for a user to be holding multiple sessions when using Mobility from Millennium if that user does not close down the first viewing session before launching for the next patient. Open sessions appear as separate tabs in IE. Millennium users not able to gain access due to CCU limit should check for redundant sessions that can be closed. Remote / RECAP users of Mobility can only have one session open at a time.

**Link not working:** System uses an intermediary app called “Mobilityredirector” developed by Andy Ballantine to remap the address from Millennium to one that Synapse can use. If link not working, this app might have stopped.

**No images showing using Mobility link:** User has to select a patient first in PowerChart or FirstNet

### User guides

System should be intuitive for existing Synapse full client users but user support material is available on intranet (webpage is the second item that comes up in intranet search for “Mobility”).

[https://webserver.ruh-bath.nhs.uk/Training/Prospectus/Clinical\\_systems/PACS/mobility\\_pacs.asp?](https://webserver.ruh-bath.nhs.uk/Training/Prospectus/Clinical_systems/PACS/mobility_pacs.asp?)