

-Frequently Asked Questions-

Q.) What is -EVUE?

A.) -EVUE is the very latest technology for viewing, sharing and securing your medical images. -EVUE is built off of a platform called HTML-5. This platform allows users to view and share their medical imaging data (images) through any web browser and on any device. There are no plug-ins or downloads.

Q.) Who is Efferent Health?

A.) Efferent Health, LLC is a medical informatics company that specializes in bringing digital imaging solutions to private office-based clinics, hospitals and organizations. Adhering to the industry standards, our team of engineers have developed specific solutions addressing the pressing issues of interoperability in healthcare all at a low cost.

Q.) What is cloud computing?

A.) "What's the cloud?" "Where is the cloud?" "Are we in the cloud now?!" These are all questions you've probably heard or even asked yourself. The term "cloud computing" is everywhere. In the simplest terms, cloud computing means storing and accessing data (images) and software programs over the Internet instead of your computer's hard drive. The cloud is just a metaphor for the Internet.

Cloud computing has been referred to as an architecture, a platform, an operating system, or a service, and in some sense it's all of these. It is applications (software), data (images), hardware, and/or services provided over the internet. Where, when and in which format you need images depends upon where you are.

The diagnostic quality of DICOM is important to have in your clinic, but the speed of JPEGs are much more practical as a reference from home or in the OR. VUE provides both. -EVUE captures the essence of cloud computing by providing an environment that allows you to capture your images (x-ray, MRI, Ultrasound, CT, etc...) once and move up to the cloud allowing you and others to view many times all without moving the data (images).

Q.) Why is the cloud becoming so popular?

A.) Private practice reimbursements are continuing to be cut and they must continue finding ways to reduce expenses. In addition, practices are getting tired of maintaining and having to pay for and replace hardware every 3-4 years and paying an I.T. professional his/her professional services. -EVUE can address all of the above issues by not having to maintain any more hardware or support any more software.

Q.) How long are my images stored up in the cloud?

A.) Your images will be stored for as long as you like or legally required. You can view and distribute your images as many times as needed while utilizing the -EVUE Hybrid / Cloud based subscription.

Q.) What happens to my images after a certain time frame has passed? Where do my images go?

A.) There are several options available. However, we recommend one of the following; 1.) You can retain them in the cloud. 2.) You can move (off-load) them to a cost effective storage solution and still have immediate access to your images.

Q.) What are the immediate financial benefits of using -EVUE ?

A.) No more expensive VPN lines to maintain and pay for, no more PACS server to maintain and lowers your I.T. costs. No more software licenses to renew.

Q.) What about HIPAA security?

A.) During the transfer of images up to -EVUE, we utilize secure HTTPS using SSL and TLS algorithms. When your data is at rest up in the cloud, we use a combination of industry-standard RSA-1024 (asymmetric) and AES-256 (symmetric) security algorithms.

Q.) What is involved with getting set up?

A.) First, we set up a specific -EVUE account in the cloud. Second, our trained engineers work with your I.T. professional to establish connectivity from your practice to the -EVUE Vue Link. Third, together we test the transmission of images to -EVUE . Finally, set up training then Go Live.

Q.) What about customer support?

A.) Being RESPONSIVE is not just a Customer Support function — it is the cornerstone of Efferent Health and White Mountain Imaging's success, and is clearly a core principle for both organizations. We understand the healthcare environment and the importance of getting your system back up and running because of emergency situations and the cost to your practice. To respond to your urgent needs, we have telephone support, where you will be connected to a "live" engineer who will work on your urgent matter in real-time. We offer an e-mail support option which is handled on a first-in, first-out basis and is picked up by the next available support person and with the support of our local distributors we can dispatch on-site help if needed.