Synapse System Administration Course (Level I – Foundation)

NSL-5DAC-SYSADM **Cost: $6,000**

INTENDED AUDIENCE:

This five day course is intended for *new* Synapse PACS Administrators and technical support staff who are unfamiliar with the Synapse product, it's architecture, operational considerations and systems management. While the course content and exercises are primarily targeted to owners of Synapse systems, a majority of the topics presented are fundamental to the administration and management of most PACS and in particular, web-based PACS.

TRAINING MATERIALS:

Each student is provided a USB memory stick with all PowerPoint presentations used during the five days of training and relevant System Administration supporting documents in electronic format. In addition, students are each provided a training computer to use during the five days of instruction. The computers are presented as workstations connected to a live, virtual, current release version of Synapse PACS. The PACS software is installed on a VMware host-based virtualized platform on independent student computers. The patient study database with which the student will work has anonymized studies representing various imaging modalities.

COURSE DESCRIPTION:

This course covers all the basic aspects of Synapse PACS administration and management. It consists of a series of topic lectures supplemented with animated, multimedia presentations and student exercises. The lecture topics include:

- In-depth review of Synapse 5 user interface
- Synapse-related browser considerations
- Synapse 5 system architecture
- Introduction to HL7 protocol and HIIS Monitor
- Introduction to DICOM Protocol
- Backups and Disaster Recovery
- Synapse Clients Settings – e.g., Image Display, Reading Protocols, Workflow, PowerJacket
- SWAT Overview
    - Synapse Administrator level access
    - Dashboard
    - System
    - Workstation
    - Enterprise
- RIS Scheduler
    - Installation
    - Adding/Modifying data
- Identifying and Resolving Synapse Anomalies
- Relating Procedure Codes
- Creating/Managing Reading Protocols
- PACS Administrator Roles and Responsibilities
- Upgrade Planning and Considerations

Synapse System Administration Course (Level I – Foundation) continued

OBJECTIVES

Upon the conclusion of this course, the student should be able to:

- Navigate the Synapse application with confidence and awareness of client settings and their effect on the user experience. This knowledge will translate to supporting end-users with using common features and functions.
- Optimize browser configurations which are more specific to the Synapse PACS product and web browser based applications.
- Configure Synapse Client Settings to satisfy user preferences and support various workflow.
- Configure Synapse PowerJacket display options for displaying patient/study associated data, e.g. Documents, Reports, and Notes.
- Use the Synapse Web Administration Tool (SWAT) to:
    - Create and manage user Roles and Users
    - Manage user access rights to Folders
    - Create Event Based Forwarding (EBF) profiles
    - Create and manage Custom Folders (database views)
    - Configure and manage Event Logs
    - Trace misfiled patient images or series
    - Generate folder based reports
    - Manage and understand database backup strategy
    - Manage other ancillary tables (Body Part Mapping, Related Procedure Codes, Procedure Codes, Commonview Matching Criteria, etc.)
- Articulate the services (programs) and software components that comprise Synapse; and, the dataflow between the various servers and associated clients
- Understand the fundamentals of the HL7 and DICOM protocols.
- Identify and resolve patient study anomalies. Understand how to identify anomaly sources and possible means to minimize or eliminate them. Understand the patient and study matching logic of Synapse.
- Use the *RIS Scheduler* application for scheduling/modifying studies or resolving data inconsistencies in the Synapse database
- Know how to manually monitor system resources and identify potential problems (i.e., running out of storage space, storage servers not archiving, etc.)
- Know how to prepare an individualized daily, weekly, monthly and yearly task schedule (checklist) for prompting and managing periodic operational tasks
- Understand the difference between Disaster Recovery and Business Continuance strategies and contingencies.
- Know how to prepare, communicate and plan for a system upgrade.