

# Nuance PowerShare Network

## Online access to your medical images

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### Questions / Answers

#### **Will my images come to my email address?**

No, you will get an email from Nuance that contains a link. (Please check in your spam folder if you do not see an email.) You will need to click on that link and follow the instructions to register for their web site. You will then see your images on their secure site.

#### **I have images at another facility. Can other hospitals share through the Nuance website?**

Maybe, most hospitals are now connecting to this system, even facilities in other states.

Exception – VA hospitals are not yet connected to this network. Nuance is working to make this happen soon.

#### **Can my images be sent to a different doctor of hospital?**

Yes, The Imaging Center will do it for free. Call Medical Records (970-282-2924) to let them know where you would like your images sent. Office hours for medical records requests are M-F 8:30-4:00.

#### **The images are only available for 45 days; can I make a copy for myself?**

Yes, you can save your images to a CD, thumb drive or computer.

#### **Can I get a copy of my child's x-rays electronically?**

In accordance with the laws of Colorado we can send electronically any records that you are legally entitled to view as the parent or custodian of a minor. Check to see that you have the appropriate proxy in your child's file.

#### **Can I register on my phone?**

Due to the differences in the phone apps we recommend that you register on your home computer then log into the Nuance web App on your phone to view your images.

#### **How long does it take to see my images on the Nuance web site?**

We ask that you allow 24-48 hours to give the Radiologist a chance to read the images and attach their report. The report will then be attached to your images.