

# NEW PROVIDER PORTAL RAYUS SYNAPSE



WE BRING BRILLIANCE TO HEALTH & WELLNESS

## FREQUENTLY ASKED QUESTIONS

### Q WHY IS THE PORTAL CHANGING?

A As RAYUS continues to grow and evolve, it is becoming more critical for our IT ecosystem to evolve in support of our business. To continue providing best-in-class patient care, we moved away from our current Fusion RIS platform to the FUJI Synapse RIS platform (RAYUS Synapse), which drives provider and patient portal results.

### Q WILL I STILL HAVE ACCESS TO [WWW.INSIDERAYUS.COM](http://WWW.INSIDERAYUS.COM)?

A Yes, but only for a limited time. To avoid disruption in accessing your patients' reports, we encourage that you contact your Account Executive right away to assist in setting up your new account on the RAYUS Synapse portal.

### Q WILL MY USERNAME AND PASSWORD CHANGE?

A You can keep your existing username and password if it is not already taken by another user in the new system. However, it will not automatically transfer from the previous portal. Please contact your Account Executive to create a new profile in the RAYUS Synapse portal.

### Q WILL I STILL BE ABLE TO VIEW IMAGES & REPORTS FOR MY PATIENTS AND PATIENTS THAT I DID NOT REFER?

A Yes, you will still be able to view images and reports for your patients. For patients that have had imaging or injections ordered by another provider, but are now under your care, there is an option to gain immediate access via a prompt that will require you to submit a reason to proceed. Please reference the Provider Portal Quick Reference Guide for more details.



Bookmark the NEW Provider Portal  
[ProviderPortal.RAYUSradiology.com](http://ProviderPortal.RAYUSradiology.com)

### Q CAN I STILL EXPORT IMAGES DIRECTLY FROM THE PORTAL?

A Great news! The portal viewer (NilRead) is not changing, so this functionality will remain the same.

### Q WILL I STILL BE ABLE TO ACCESS THIS ON ANY DEVICE WITHOUT DOWNLOADING AN APP?

A Yes, it will be viewable via web browser. We suggest using Google Chrome or Microsoft Edge.

### Q WHO CAN I CALL IF I HAVE QUESTIONS ABOUT EXTENDED FEATURES OR ISSUES WITH THE PORTAL?

A Contact Customer Support at 888-201-5920 (6:00 am - 7:00 pm CST)

### Q WILL I BE ABLE TO VIEW THE IMAGES BEFORE THE REPORT IS COMPLETED?

A Yes, your patients' images will be available once submitted by the technologist.

## QUESTIONS

### CONTACT YOUR LOCAL ACCOUNT EXECUTIVE

Contact customer support for technical difficulties  
6 AM - 7 PM CST

CALL 888.201.5920

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