



Requesting an X-ray on Demand (XOD)

IRON MOUNTAIN CONNECT™ RECORDS MANAGEMENT

C4.2 10.16

About X-ray on Demand (XOD)

X-ray on Demand (XOD) is a scanning and digitization service that electronically delivers a copy of an x-ray via a picture archiving and communication system (PACS).

After you have searched for and located files stored at Iron Mountain, you request an XOD as part of a retrieval order.

XOD functionality is available to radiology customers that store analog films (x-rays) with Iron Mountain and that specifically contract for this time- and cost-saving service.

Use this guide to learn how to:

- Request an XOD from a file
- Request an XOD from an unlisted file
- Request an XOD from an unlisted open shelf file
- Edit and remove XOD requests

Requesting an XOD from a File

The screenshot displays the Iron Mountain Connect interface for Records Management. The top navigation bar includes the logo, 'RECORDS MANAGEMENT', and user information: 'Welcome rc2jen', 'USA', 'SUPPORT', and 'LOG OUT'. The main content area is divided into a search sidebar on the left and a search results area on the right. The sidebar contains filters for Record Type (All, Boxes, Files), Customer (RC2M8), Division (A/P), Department (EAST/COAST), Status (All), and File Group (All). A 'Search' button is located at the bottom of the sidebar. The search results area shows a search for 'Accounting' and a 'Retrievals (9)' cart icon. Three callouts provide instructions: 1. 'Select Search, Retrieve.' with a note to use the left-side navigation bar. 2. 'Search for the files containing the documents to be scanned.' with a reference to the 'Searching How To' document. 3. 'An XOD is created as part of a retrieval order. XOD functionality is accessible from the Search Results screen and the Retrieval Order Cart Items screen.' with a note that customers must contract with Iron Mountain for XOD functionality.

1 Select Search, Retrieve.

Use the left-side navigation bar to move within the different functional areas in Iron Mountain Connect Records Management.

2 Search for the files containing the documents to be scanned.

Refer to the *Searching How To* document for more detailed information on using the Search functionality.

i An XOD is created as part of a retrieval order. XOD functionality is accessible from the Search Results screen and the Retrieval Order Cart Items screen.

Customers must contract with Iron Mountain for XOD functionality.

Requesting an XOD from a File

IRON MOUNTAIN CONNECT

RECORDS MANAGEMENT

Welcome rc2jen USA SUPPORT LOG OUT

5,000 Results of 66,475

Search [] Search Tools []

Record Type: All, Boxes, Files

Customer: ABC [ABC-FOR RC CALC PROJ DO NOT CHAN]

Department: All

Status: All

File Group: All

Search []

Action [] Request Unlisted Open Shelf File

Your search results returned 66,475 records, which exceeds the 5,000 record limit. Please narrow your search or view the 5,000 records in the grid below.

Item Type	SKP Barcode	Custo...	Division	Depar...	Rec	Customer	Item	Status	Action
FILE	Type here then click	Type here	Type here	Type her	Type he				Filter
FILE	20020020002-14	ABC [ABC-FOR RC CALC PROJ DO NOT	Customer Not Division-Enabled	123213 [PRATAP]					Add to Cart Action
FILE	20020020002-15	ABC [ABC-FOR RC CALC PROJ DO NOT	Customer Not Division-Enabled	123213 [PRATAP]	202020			At Iron Mountain	Add to Cart Action
FILE	20020020002-16	ABC [ABC-FOR RC CALC PROJ DO NOT	Customer Not Division-Enabled	123213 [PRATAP]	202020			At Iron Mountain	Add to Cart Action
FILE	20020020002-20	ABC [ABC-FOR RC CALC PROJ DO NOT	Customer Not Division-Enabled	DAWN1 [DAWN'S DEPARTM	100				View Details Edit Request IOD Request XOD Action
FILE	20020020002-17	ABC [ABC-FOR RC CALC PROJ DO NOT	Customer Not Division-Enabled	123213 [PRATAP]					Add to Cart
FILE	20020020002-19	ABC [ABC-FOR RC CALC PROJ DO NOT	Customer Not Division-Enabled	12345678 [MAXIMILIAN]					Add to Cart

Page 1 of 500 Per Page: 10

Displaying 1 - 10 of 5000

Retrievals (18) Reset View Export

1 To create an XOD from an unlisted open shelf file, refer to [Requesting an XOD from an Unlisted Open Shelf File](#).

2 To create an XOD from an unlisted file, refer to [Requesting an XOD from an Unlisted File](#).

3 Select Request XOD from the Action dropdown. You also have the option to add a file to the cart and then request an XOD later in the retrieval process from within the cart.

Requesting an XOD from a File

4 Enter information to create the XOD request:

- Accession number
- Study name, date and time
- Patient birth date
- A description of the study

5 Click Save to List.

6 An XOD line item is created.

7 Click Add to Cart. The XOD request is created and the number of items in the cart is incremented by one (multiple line items are grouped to form a single XOD request).

8 Follow the steps in [Retrieving Records](#) to continue processing this retrieval order with the XOD request.

i Edit and remove XOD requests.

i Repeat steps 4 and 5 as necessary to request multiple XOD documents from within the same file.

Request X-ray on Demand for File 20020020002-14

Request an image of an x-ray that is stored at Iron Mountain. Enter identifying study information to locate the x-ray, then click Save to List. Once saved, use the edit and delete buttons to modify the XOD request.

*Accession Number (lock) 20150102 *Study Name (lock) JSmith Tibia 2 *Study Information (lock) Anterior Tibia Fracture Study 2 12/15/2015 Dr. Lloyd

*Study Date (lock) 12/15/2015 *Time (lock) 01:02:12 AM *Patient Birth Date (lock) 12/15/2001

Accession Number	Study Name	Study Date	Study Time	Patient Birth Date	Study Information	Action
20150101	JSmith Tibia	12/15/2015	01:01:34 AM	12/15/2001	Anterior Tibia Fracture 12/15/2015 Dr. Lloyd	

5,000 Results of 66,779

Retrievals (18)

Search, Retrieve Pickups, Add Re Order Supplies Administration Track Orders

Page 1 of 500 Per Page: 10

Calc PROJ DO NOT Enabled Customer 123213 (PRATAP) 202020

Requesting an XOD from an Unlisted File

1 Search for the files containing the documents to be imaged. Refer to the *Searching How To* document for more detailed information on using the Search functionality.

2 Select Request Unlisted File from the Action dropdown of the box you need to retrieve an unlisted file(s) from.

An unlisted file is a file that is stored in a box and does not yet have an associated file record.

When requesting an XOD from an unlisted file, you must first request the unlisted file. Next request an XOD from within that request.

Records Management

76 Search Results

Request Unlisted Open Shelf File

Item Type	SKP Barcode	Customer	Department	Division	Record Code	Customer Box	Status	Action
BOX	12028	JSRC2 [SRVC CF,BC=B,RMT=5]	LAW [DIVISION ONE, LAW FORMAT]	DIVONE [DIVISION ONE]		12028	At Iron Mountain	View Details Edit Request Unlisted File Add to Cart Action
BOX	12029	JSRC2 [SRVC CF,BC=B,RMT=5]	LAW [DIVISION ONE, LAW FORMAT]				Iron Mountain	Add to Cart Action
BOX	12030	JSRC2 [SRVC CF,BC=B,RMT=5]	LAW [DIVISION ONE, LAW FORMAT]				Iron Mountain	Add to Cart Action
BOX	12041	JSRC2 [SRVC CF,BC=B,RMT=5]	INS2 [DIV TWO, INS 2 FORMAT]	DIVTWO [DIVISION TWO]		12041	At Iron Mountain	Add to Cart Action

Page 1 of 8 | Per Page: 10 | Displaying 1 - 10 of 76

Requesting an XOD from an Unlisted File

The screenshot displays the 'Edit Unlisted File(s) from Box 50040' interface. It includes a search bar with '1197 Search Results', a left sidebar with filters (Record Type, Customer, Division, Department, Status, File Group), and a main content area with form fields and a table. Callout 3 points to the 'File Description 1' and 'File Description 2' fields. Callout 4 points to the 'Save to List' button. Callout 5 points to the 'Update Cart' button. A table below the form shows one unlisted file request with columns for 'File Description 1', 'File Description 2', and 'Action'. The 'Action' column contains edit and delete icons. A right sidebar shows a list of 'Unlisted File Requests (1)' with 'Add to Cart', 'Remove', and 'Action' buttons. A status bar at the bottom shows 'Page 1 of 120' and 'Per Page: 10'.

3 Enter descriptive information that will help Iron Mountain locate the unlisted file.

4 Click Save to List. You are able to enter multiple requests for different unlisted files in the same box.

5 Click Update Cart.

i Edit and remove unlisted file requests.

File Description 1	File Description 2	Action
JSmith	Audit 2015 Bangor office	 

Requesting an XOD from an Unlisted File

IRON MOUNTAIN CONNECT

Welcome Geraldine Conlan PROFILE  ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

Search Search Tools 1197 Search Results Help Retrievals (4)

Action Request Unlisted Open Shelf File

Record Type: All (selected), Boxes, Files

Customer: All

Division: All

Department: All

Status: All

File Group: Select

Search

Item Type	Customer	Division	Department			
BOX	RC2T1 [RC2 TRAINING CUSTOMER 1]	10030 [EDUCATION]	501 [CAREER DEVELOPMENT]			
FILE	RC2T1 [RC2 TRAINING CUSTOMER 1]	10030 [EDUCATION]	501 [CAREER DEVELOPMENT]	500400322-2	At Iron Mountain	Remove Action
FILE	RC2T1 [RC2 TRAINING CUSTOMER 1]	10030 [EDUCATION]	501 [CAREER DEVELOPMENT]	500400322-18	At Iron Mountain	Add to Cart Add to Cart
FILE	RC2T1 [RC2 TRAINING CUSTOMER 1]	10030 [EDUCATION]	501 [CAREER DEVELOPMENT]	500400322-4	At Iron Mountain	Add to Cart Action
FILE	RC2T1 [RC2 TRAINING CUSTOMER 1]	10030 [EDUCATION]	501 [CAREER DEVELOPMENT]	500400322-21	At Iron Mountain	Add to Cart Action
FILE	RC2T1 [RC2 TRAINING CUSTOMER 1]	10030 [EDUCATION]	501 [CAREER DEVELOPMENT]	500400322-22	At Iron Mountain	Add to Cart Action
FILE	RC2T1 [RC2 TRAINING CUSTOMER 1]	10030 [EDUCATION]	501 [CAREER DEVELOPMENT]	500400322-24	At Iron Mountain	Add to Cart Action

Unlisted File Requests (1)

Page 1 of 120 Per Page: 10

Displaying 1 - 10 of 1197

6 Click the Retrievals cart. You must place unlisted file XOD requests from within the Retrieval Order Cart Items screen.

Requesting an XOD from an Unlisted File

IRON MOUNTAIN CONNECT

Welcome Geraldine Conlan PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

Cart Retrieval Cart

Cart: (4) Items Retrieval Details Order Complete

Review retrieval order items and specify internal billing information. Update order as necessary.

Select All Deselect All Empty Cart Add More Records Next >

Customer: RC2T1 [RC2 TRAINING CUSTOMER 1] Line Items (3)

*Bill To Division: Select *PO Number: [input field]

*Bill To Department: Select

Instructions:

<input checked="" type="checkbox"/> Smith, Robert	At Iron Mountain	Remove More >>
Requested for Conlan, Geraldine Change User	Item Instructions [input field]	Retrieval Method Checkout
<input checked="" type="checkbox"/> *	Unlisted File Requested from 500400322	Remove More >>
Requested for Conlan, Geraldine Change User	Item Instructions [input field]	Retrieval Method Checkout Checkout Permanently Withdraw Photocopy Fax Request IOD Request XOD Fax & Checkout

7 Select Request XOD from the Retrieval Method dropdown. The X-ray on Demand for File screen opens.

Search, Retrieve
Pickups, Add Records
Order Supplies
Administration
Track Orders

Requesting an XOD from an Unlisted File

8 Enter information to create the XOD request:

- Accession number
- Study name, date and time
- Patient birth date
- A description of the study

9 Click Save to List.

10 An XOD line item is created.

11 Click Save. The XOD request is created and you are returned to Retrieval Order Cart Item screen where the request displays.

i Edit and remove XOD requests.

i Repeat steps 6 and 7 as necessary to request multiple XOD documents from within the same unlisted file.

Accession Number	Study Name	Study Date	Study Time	Patient Birth Date	Study Information	Action
102015	JSmith 12/12/2015	12/15/2015	02:10:12 AM	12/15/2001	AP Mortise View	

Requesting an XOD from an Unlisted File

IRON MOUNTAIN CONNECT

Welcome Geraldine Conlan PROFILE  10 ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

Cart Retrieval Cart

Cart: (4) Items Retrieval Details Order Complete

Review retrieval order items and specify internal billing information. Update order as necessary.

Select All Deselect All Empty Cart

Customer: RC2T1 [RC2 TRAINING CUSTOMER 1]

Customer: RC2T1 [RC2 TRAINING CUSTOMER 1]

*Bill To Division: Select *PO Number:

*Bill To Department: Select

Instructions: Open Shelf

* Unlisted File Requested from RC2 FG1 Remove More >>

Requested for Conlan, Geraldine Change User

Item Instructions

Retrieval Method Request XOD

XOD Studies (1) Edit/Review Unlisted File Request

* Unlisted Open Shelf File Requested from RC2 FG1 Remove More >>

Requested for Conlan, Geraldine Change User

Item Instructions

Retrieval Method Request XOD

XOD Studies (1) Edit/Review Unlisted Open Shelf File Request

13 Follow the steps in [Retrieving Records](#) to continue processing this retrieval order with the XOD request.

12 The XOD request that you created is displayed.

Search, Retrieve

Pickups, Add Records

Order Supplies

Administration

Track Orders

Requesting an XOD from an Unlisted Open Shelf File

The screenshot displays the Iron Mountain Connect Records Management interface. At the top, the header includes the logo, 'Welcome rc2jen', 'USA', 'SUPPORT', and 'LOG OUT'. Below the header, the 'RECORDS MANAGEMENT' section is active. The search results show '5,000 Results of 83,852'. A callout box labeled '2' points to the 'Request Unlisted Open Shelf File' button. Another callout box labeled '1' points to the search results area, stating that the search results exceed the 5,000 record limit. A third callout box labeled '1' points to the search filters on the left, advising to refer to the 'Searching How To' document for more details. A fourth callout box labeled 'i' points to the 'Add to Cart' button, explaining that an XOD must be requested from an unlisted open shelf file. A fifth callout box labeled 'i' points to the 'At Iron Mountain' status, explaining that an unlisted open shelf file is a file stored on a shelf without an associated file record. The interface includes a search bar, filters for Record Type, Customer, Division, Department, Status, and File Group, and a table of search results with columns for Department, Record Code, Customer Box Number, Status, and Action.

2 Select Request Unlisted Open Shelf File.

1 Search for the files containing the documents to be scanned. Refer to the *Searching How To* document for more detailed information on using the Search functionality.

1 When requesting an XOD from an unlisted open shelf file, you must first request the unlisted open shelf file. Next request an XOD from within the cart.

i An unlisted open shelf file is a file that is stored on a shelf and does not yet have an associated file record.

Department	Record Code	Customer Box Number	Status	Action
[1122]			All	Filter
Customer Not Division-Enabled [DEPARTMENT 2446]	RC2M2 [RC2M2]	2446		Action
Customer Not Division-Enabled [DEPARTMENT 2446]	RC2M2 [RC2M2]	54	At Iron Mountain	Add to Cart
Customer Not Division-Enabled [DEPARTMENT 2446]	RC2M2 [RC2M2]	2446		Action
Customer Not Division-Enabled MASTER DEPARTMENT	RC2M2 [RC2M2]	56	At Iron Mountain	Add to Cart

Page 1 of 500 | Per Page: 10 | Displaying 1 - 10 of 5000

Requesting an XOD from an Unlisted Open Shelf File

3 Select a Customer.

4 Select one or more File Groups.

5 Enter descriptive information to help Iron Mountain locate the file. Note that File Description 1 defaults from the Keyword field in your search.

6 Click Save to List. Repeat steps 3 through 5 to enter multiple requests.

7 Click Add to Cart. Your unlisted open shelf file request is added to the cart and you return to the Search Results screen.

8 Click the Cart button from the Search Results screen to open the Retrieval Order Cart Items screen.

i Edit and remove unlisted open shelf file requests.

Request Unlisted Open Shelf File

Request an unlisted file that is stored at Iron Mountain. Enter identifying information to locate the unlisted file, then click Save to List. Once saved, use the edit and delete buttons to modify the request.

Customer (lock)
ABC [ABC-FOR RC CALC PROJ DO NOT CHANGE]

File Group (multiple selections allowed) (lock)
STD GROUP, OTHERS

File Description 1
Medical

***File Description 2 (lock)**
Bob Stevers mri 2013

(2) Unlisted File Request

Customer	File Group	File Description 1	File Description 2	Action
ABC	OTHERS	Medical	Bob Stevers cat scan 2013	
ABC	STD GROUP	Medical	Bob Stevers x-ray 2013	

Add to Cart **Cancel**

Search Results: At Iron Mountain, Inactive Account, View

Page 1 of 8 Per Page: 10

Displaying 1 - 10 of 78 Change zoom level 100%

Requesting an XOD from an Unlisted Open Shelf File

IRON MOUNTAIN CONNECT

Welcome Geraldine Conlan PROFILE 10 ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT

Cart << Retrieval Cart ? Help

Cart: (4) Items Retrieval Details Order Complete

Review retrieval order items and specify internal billing information. Update order as necessary.

Select All Deselect All Empty Cart Add More Records Next >

Customer: RC2T1 [RC2 TRAINING CUSTOMER 1] Line Items (3)

*Bill To Division: Select *PO Number:

*Bill To Department: Select

Instructions:

<input checked="" type="checkbox"/> Smith, Robert	At Iron Mountain	Remove More >>
Requested for Conlan, Geraldine Change User	Item Instructions <input type="text"/>	Retrieval Method Checkout
<input checked="" type="checkbox"/> *	Unlisted Open Shelf File Requested from RC2 FG1	Remove More >>
Requested for Conlan, Geraldine Change User	Item Instructions <input type="text"/>	Retrieval Method Checkout Checkout Permanently Withdraw Photocopy Fax Request IOD Request XOD Fax & Checkout
<input checked="" type="checkbox"/> Smithson and Associates	Requested for Conlan, Geraldine Change User	

Search, Retrieve
Pickups, Add Records
Order Supplies
Administration
Track Orders

9 Select Request XOD from the Retrieval Method dropdown and follow steps 6 through 13 in [Requesting an XOD from an Unlisted File](#).

Editing and Removing XOD Requests

IRON MOUNTAIN CONNECT

RECORDS MANAGEMENT

Welcome rc2jen USA SUPPORT LOG OUT

Cart Retrieval Cart

Cart: (17) Items Retrieval Details Order Complete

Review retrieval order items and specify internal billing information. Update order as necessary.

Select All Deselect All Empty Cart Add More Records Next >

Customer: ABC [ABC-FOR RC CALC PROJ DO NOT CHANGE] Line Items (3)

*Bill To Department: Select Apply Chargeback: Apply to All

Instructions: *PO Number:

Item	Description	At Iron Mountain	Remove	More >>
<input checked="" type="checkbox"/>	Requested for Stackhouse, Jen	WO	Remove	More >>
<input checked="" type="checkbox"/>	Requested for Stackhouse, Jen	Medical	Remove	More >>
<input checked="" type="checkbox"/>	Requested for Stackhouse, Jen	999	Remove	More >>

FOR ALL FILE TYPES from Retrieval Order Cart Items screen:

Click the XOD Studies link. The XOD Request screen opens. Click Edit or Remove.

You are also able to click the Remove button on the line item and remove the entire item, including the XOD request.

Customer: ABC [ABC-FOR RC CALC PROJ DO NOT CHANGE] Line Items (12)

Customer: ABC [ABC-FOR RC CALC PROJ DO NOT CHANGE] Line Items (2)

Search, Retrieve
Pickups, Add Records
Order Supplies
Administration
Track Orders