

PACS and RIS Diligence Checklist

Use this checklist during procurement and governance review to reduce handover risk and clarify ownership.

1) Clinical Workflow and Scope

- Confirm all in-scope sites, modalities, reading rooms, and remote reporting endpoints.
- Confirm whether teleradiology and home reporting are included in support scope.
- Confirm peak study volumes and expected retrieval patterns for priors.

2) Integration Ownership

- List HL7, FHIR, and DICOM interface endpoints with source-of-truth ownership.
- Define severity levels and paging rules for interface failures.
- Confirm who owns remediation when failures cross app, storage, and network layers.

3) Storage, Retention, and Recovery

- Document active tier, archive tier, and retention policy by study class.
- Define legal hold and deletion exception workflow with approvers.
- Validate restore tests against agreed RTO and RPO at realistic study volumes.

4) Security and Network Controls

- Confirm segmentation between clinical, office, and guest networks.
- Confirm modality and reading workstation access control model.
- Confirm incident response ownership for imaging-connected assets.

5) Support and Escalation Model

- Define named escalation paths for RIS, PACS, storage, and network incidents.
- Confirm support windows, on-call expectations, and response targets.
- Confirm runbooks exist for common failure modes and post-change validation.

6) Governance and Evidence

- Confirm change records, review cadence, and service reporting format.
- Confirm compliance and assurance evidence required by leadership or insurers.
- Confirm handover artefacts: diagrams, inventory, runbooks, and ownership matrix.