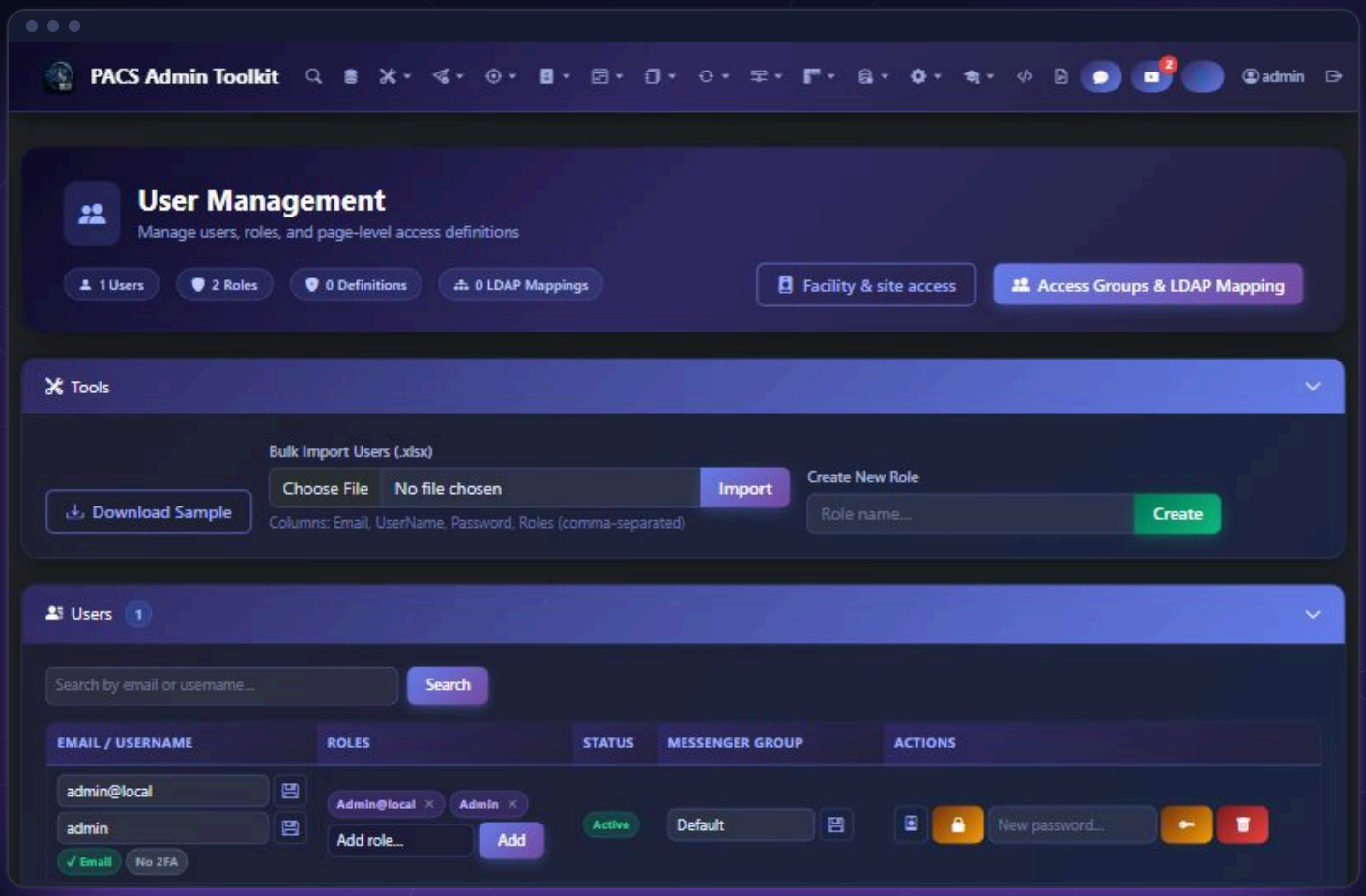
Platform & Integration | ✦ Leads with Transform

Messenger

Real-time chat, presence and study links for everyone who works in PATK.



Built-in instant messaging with live presence, so technologists, PACS administrators and IT reach each other without phone tag. A study link opens the exact study being discussed.

0
chat servers or clients to install

4
presence states: online, away, do not disturb, offline

1 click
from a message to the study it is about

Replaces: **Separate chat tool, phone calls and pagers**

License module `MESSENGER`

THE CHALLENGE

Why it matters

A technologist has a study that didn't route, a wrong patient name or a modality that can't find its worklist. The PACS administrator is somewhere else in the building. What follows is a phone call that goes to voicemail, a page, a call back, and then reading an accession number aloud, letter by letter.

General-purpose chat tools help, but they sit outside the imaging workflow: nobody knows who is at which workstation, and pasting a patient name into a consumer chat app is not something the privacy office wants to see.

> IN SHORT
>
> Built-in instant messaging with live presence, so technologists, PACS administrators and IT reach each other without phone tag. A study link opens the exact study being discussed.

CAPABILITIES

What it does

- **Live presence**
  Everyone appears as online, away, do not disturb or offline; people go to away after 10 minutes idle, and do not disturb stays until they change it.
- **Know who is where**
  Each person can show a label such as their workstation or room, and the roster is grouped by team (Messenger groups set by an administrator).
- **One-to-one chat in the app**
  Chat windows float over whatever page you are on, can be moved and resized, and up to four stay open at once.
- **Nothing missed**
  Messages are kept, so people who were offline find them on return; unread counts show on the top-bar button and per person, with the recent history in each window.
- **Study links**
  Insert one of your recently opened studies as a link; the recipient clicks it and the study opens in the Local Database Browser.
- **Show, don't describe**
  Paste a screenshot straight into a message; images are resized before sending and open full size with one click.
- **Make urgent things stand out**
  Bold, italic, underline, colour, font and size, plus a one-click red bold style for urgent notes.
- **Respects facility privacy**
  With Access Topology enforced for Messenger, people see and can message only colleagues who share a facility with them (plus Global staff), and study links only list studies the sender can see.

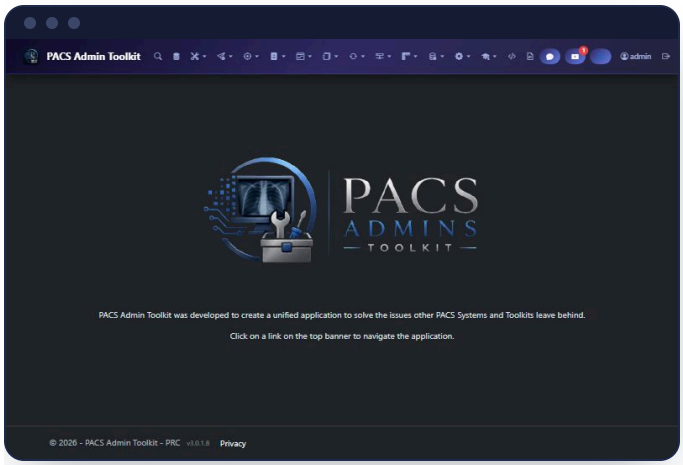
WORKFLOW

How it works

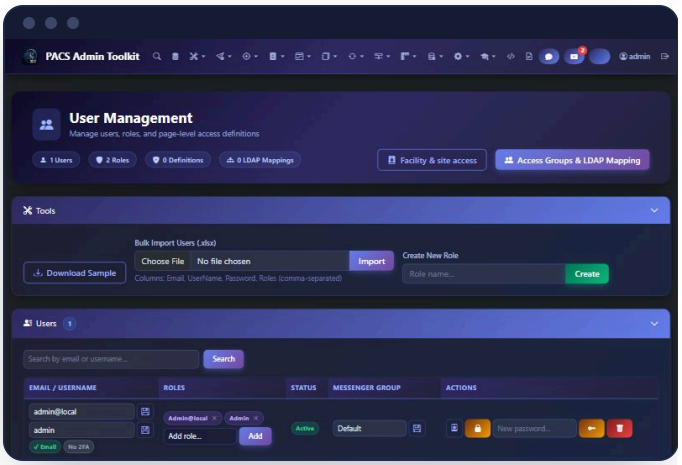
1. **Sign in**
   Messenger connects in the background on every page of PATK.
2. **Presence shared**
   Status and workstation label update live for the people who can see you.
3. **Message sent**
   The message is stored and delivered at once, or waits for the recipient to return.
4. **Study linked**
   A recent study goes in as a link that opens the study itself.

IN THE PRODUCT

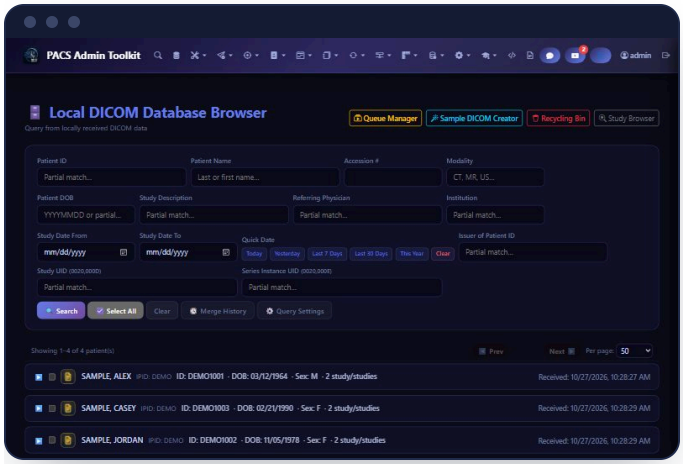
See it in action



The Messenger button sits in the top bar of every page, with an unread count



Administrators place people in Messenger groups on User Management



Studies opened in the Local Database Browser can be sent as links in a chat

USE CASES

Where it pays off

Technologist to PACS administrator

CHALLENGE	A CT technologist sees that a study did not reach the PACS and can't leave the scanner to find anyone.
WITH PATK	They see the PACS administrator is online, send the study as a link with a screenshot of the error, and keep scanning.
OUTCOME	**The administrator opens the exact study from the message and starts on it, with no phone tag and no accession read aloud.**

Night shift across several sites

CHALLENGE	One PACS administrator covers three sites overnight; staff don't know whether to call, page or wait.
WITH PATK	Workstation labels and presence show who is on and where; do not disturb is visible while the administrator is on a long task.
OUTCOME	**Requests arrive in one place, in writing, and wait safely until they can be handled.**

A shared PACS for several hospitals

CHALLENGE	Two hospitals share one PATK installation, and staff of one hospital must not browse the other's staff or patients.
WITH PATK	With Messenger enforced under Access Topology, each hospital's staff see their own colleagues and the central Global team only.
OUTCOME	**Everyday chat with the central PACS team, with each facility's privacy kept.**

3T

Trust · Truth · Transform

Trust

Messages stay inside your own installation and database, behind the same sign-in, and follow facility boundaries when Access Topology is enforced.

Truth

Live presence and workstation labels show who is available and where, and a study link points at the exact study, not a description of it.

Transform

Phone tag, pages and spelled-out accession numbers become a quick written message with a link the recipient can act on.

VALUE MODEL

What it can be worth

An example imaging department with 60 people using PATK across technologists, PACS administrators and IT.

People using Messenger	60
Messages per day that replace a phone call, page or walk	40
Time saved per message compared with phone tag	3 minutes
Working days per year	250
Staff hours saved per year	500
Blended staff cost per hour	$45

$22,500

Estimated yearly value

Illustrative example. Your volumes, staffing and costs will differ; we will build this model with your own numbers.

DIFFERENTIATORS

Why it stands out

Inside the workflow
Chat lives in the same tool where studies, routes and worklists are fixed, rather than in a separate chat application.

Study-aware
Links open the study itself, which general chat tools can't do.

Nothing extra to run
No chat server, client install or separate accounts; people use their existing PATK sign-in.

Privacy by facility
Follows the same facility and site model as the rest of PATK when Access Topology is licensed.

SPECIFICATIONS

At a glance

Messaging	One-to-one chat, stored messages, unread counts, recent history per conversation
Presence	Online, away (10 minutes idle), do not disturb, offline; workstation label; roster groups
Content	Formatted text, pasted images (resized, full-size view), links to recently opened studies
Interface	Floating, movable and resizable windows, up to four at once, on every page
Scoping	Facility-based roster and study links when Access Topology enforces Messenger
Delivery	Real-time push inside the PATK web application; no separate client

See Messenger with your own data

Ask for a guided demo or a trial license. PACS Admin Toolkit installs on your own Windows server in under an hour, and every module comes with step-by-step guides and in-app guided tours.

sales@3tconsults.com | support@3tconsults.com | +1 (612) 564-9194 | www.3tconsults.com

Not a medical device. PACS Admin Toolkit is not FDA-cleared or CE-marked and is not intended for primary diagnosis. It manages imaging and reporting data and workflows around the clinical systems that do.

Other product and company names may be trademarks of their respective owners. Screenshots show sample data. Value models are illustrative estimates, not guarantees. © 2026 3T Consults and Coaching.