Improving Patient Image Access and Workflow Efficiency Through a Mychart Imaging Results Link: Operational, Financial, and Regulatory Impact

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Introduction

Access and exchange of medical imaging remain challenging in U.S. healthcare, with patients frequently relying on manual Release-of-Information (ROI) processes to obtain imaging studies. These workflows create administrative burden, delay access, and increase costs. The 21st Century Cures Act further mandates timely electronic patient access to health information, increasing pressure on radiology departments to deliver scalable, compliant, and patient-centered imaging access.

Hypothesis

We hypothesized that implementation of a patient-facing MyChart Imaging Results link would significantly increase patient self-service access to imaging studies and reduce manual ROI image requests. We further hypothesized that bidirectional, Query-Retrieve(QR)-enabled image exchange would demonstrate sustained adoption over time, improving workflow efficiency, reducing staffing burden, and supporting regulatory compliance.

Methods

In December 2024, our institution conducted a non-human subjects retrospective review evaluating the impact of two workflow changes to the imaging exchange platform. The first intervention enabled a MyChart Imaging Results link, allowing patients to directly view and download their imaging studies on demand through the EHR portal. The second intervention implemented a bidirectional QR workflow with a neighboring healthcare partner responsible for more than 10,000 image transfers annually. For both interventions, access and ROI request volumes were reviewed for six months before and after implementation. Secondary measures included portal activations, patient image requests, ROI staffing requirements, and financial impact.

Results

Following implementation of the MyChart Imaging Results link, monthly portal activations increased from 18,065 in December 2024 to 41,000-44,000 by August 2025, demonstrating rapid adoption. During the same period, patient-initiated image requests decreased by approximately 40-50% (from 1,527 to 728-932 per month), while legal requests remained stable. Reduced manual processing enabled reallocation of approximately 1.0 ROI FTE, resulting in measurable

labor cost savings. QR-based image exchange increased from 55 studies per month at launch to a peak of 180 studies per month, with sustained increased volumes throughout the remainder of the study period.

Conclusion

Embedding a patient-facing imaging access solution within MyChart significantly reduced manual ROI workload, improved workflow efficiency, and lowered institutional costs while supporting compliance with federal interoperability and patient-access requirements, including the 21st Century Cures Act. The bidirectional query-retrieve workflow further enhanced interinstitutional collaboration and reduced delays in patient care. This project demonstrates how informatics-driven solutions can enhance patient engagement while improving efficiency and financial sustainability in radiology operations.

Figure(s)

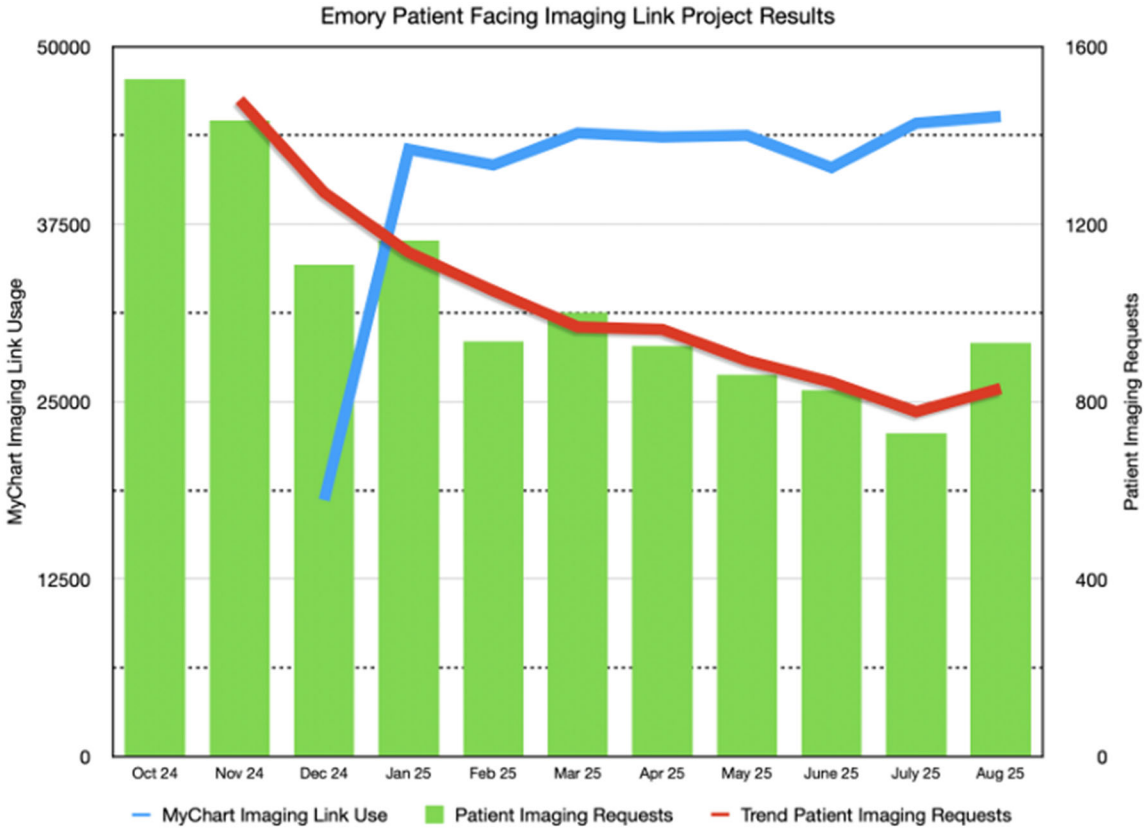

Figure 1. Trends in MyChart imaging results link usage (blue line) and patient-initiated imaging requests (green bars) from October 2024 through August 2025. Rapid adoption of patient self-service image access corresponds with a 40-50% reduction in manual imaging requests over time.

Keywords

Administration & Operations; Clinical Workflow & Productivity; Enterprise Imaging; Patient/Family Experience