



Why Imaging Provider Portals Fail Clinicians & How You Can Provide a Better Alternative

In this white paper, we will explore the shortcomings of individual imaging provider portals, examine how they negatively impact both clinicians and imaging providers, and demonstrate how Aurabox's unified imaging network overcomes these challenges by automating access, improving efficiency, and enhancing collaboration.

The Limitations of Traditional Imaging Provider Portals

For years, imaging providers have relied on individual online portals to give clinicians access to medical imaging. While these portals were intended to streamline access, they have instead created inefficiencies, increased frustration, and placed administrative burdens on both clinicians and imaging providers.

1. Fragmented Portals Create a Poor Experience for Clinicians

Each imaging provider typically maintains its own portal, requiring clinicians to log into multiple systems to access patient imaging. This leads to significant inefficiencies:

- **Multiple Logins & Interfaces** – Clinicians must remember multiple usernames, passwords, and workflows for different providers.
- **Time-Consuming Searches** – Each portal requires clinicians to manually search for patient imaging, adding unnecessary steps and delays.
- **Access Delays & Restrictions** – Some portals require manual approvals or additional authentication, further slowing workflows.

- **Inconsistent Functionality** – Some portals offer limited viewing capabilities, forcing clinicians to download imaging and re-upload it into their own systems. Many (like IntelConnect) don't even have downloading.
- **No Cross-Provider View** – Imaging is siloed within each provider's system, making it difficult for clinicians to compare studies from multiple sources, including inconsistent measurements and quantification.

2. Imaging is Needed in Hospital Systems, Not in a Portal

For many specialties, particularly oncology, surgery, and so on, imaging is required inside hospital PACS and treatment systems, not in an external web portal.

- **Portals do not integrate with hospital systems**, requiring clinicians to manually download and transfer imaging files.
- **Manual transfers are inefficient** and lead to delays in urgent decision-making.

3. Portals Exclude Non-Referring Clinicians & Allied Health Professionals

Most imaging portals only release imaging to the original referring clinician, ignoring other providers who have a legitimate need for access. This negatively impacts:

- **Imaging-intensive specialities** – Often need imaging ordered by GPs or other specialists but cannot retrieve it easily.
- **Allied Health Professionals** – Physiotherapists, radiation therapists and other specialists rely on imaging but are frequently denied access.
- **Multidisciplinary Teams (MDTs)** – Modern healthcare relies on collaboration, but portals restrict imaging access to a single clinician, breaking team-based workflows.

These access restrictions lead to delays, unnecessary repeat scans, and inefficiencies in patient care.

4. Poor Clinician Experience Leads to Lost Referrals for Imaging Providers

When clinicians struggle to access imaging, they will choose other imaging providers that offer easier workflows. The consequences for imaging providers include:

- **Clinicians Prefer Competitors** – Difficult access drives clinicians to refer patients elsewhere.
- **Higher Administrative Burdens** – Imaging providers must handle constant login issues, access requests, and manual approvals.
- **Delayed Follow-Ups & Duplicate Scans** – When imaging is hard to access, clinicians may request unnecessary repeat scans.
- **Limited Provider Visibility** – Imaging providers become just another portal login rather than a valued clinical partner.

Traditional portals don't just inconvenience clinicians—they harm the imaging provider's reputation, efficiency, and revenue.

The Aurabox Solution: A Unified, Automated Imaging Network

Aurabox eliminates these issues by providing a single, secure, and automated imaging network that ensures imaging is accessible exactly where and when it's needed—without manual effort or frustrating portals.

Direct Transfers to Hospital Systems

- Imaging can be delivered directly into hospital PACS, eliminating manual downloads.
- Clinicians no longer need to manually transfer imaging into their systems.
- No compatibility issues—imaging is where it's needed, when it's needed.

Automated Imaging Retrieval Without Manual Searching

- Clinicians don't need to log into multiple portals or request access—Aurabox

retrieves imaging automatically based on patient records. [\[coming soon\]](#)

- Imaging is released only under provider-controlled conditions, ensuring security and compliance.
- Faster access means better patient outcomes and improved clinician satisfaction.

Controlled Access for All Clinicians Who Need Imaging

- Imaging providers define access rules to ensure the right clinicians get imaging, not just the referrer. [\[coming soon\]](#)

- Oncologists, surgeons, MDT members, and allied health professionals can access imaging when needed, improving collaboration and patient care.
- Clinicians no longer have to waste time submitting access requests.

Reduced Administrative Costs & Overhead

- No more manual approvals—imaging is released automatically under controlled conditions. [coming soon]
- Fewer login issues and support calls, freeing up staff time.
- Less duplication of imaging—clinicians can find existing imaging instead of ordering unnecessary scans.
- Identity, credentialing and consent is all handled by Aurabox, reducing administrative burden

Increased Referrals & Provider Preference

- Clinicians prefer imaging providers that make their jobs easier.
- Stronger provider relationships result in more referrals and better business growth.
- Imaging providers become trusted clinical partners, not just another login portal.

The Future of Imaging Access is a Shared Network, Not Isolated Portals. Portals fragment access, create inefficiencies, and frustrate clinicians. In contrast, a unified, automated imaging network like Aurabox removes these barriers, ensuring imaging is delivered quickly, securely, and seamlessly.

By moving beyond outdated provider-specific portals to a shared network, imaging providers improve efficiency, reduce costs, and strengthen their relationships with clinicians—ultimately leading to better patient care and increased business success.



Aurabox is dedicated to transforming medical imaging interoperability through innovation and a commitment to excellence. Our team of experts in healthcare technology, data security, and patient engagement works tirelessly to develop solutions that meet the complex needs of modern healthcare.

For more information about Aurabox and how it can benefit your organisation, please visit our website or contact us directly.

<https://aurabox.cloud>