



DIAMOND-L Guidelines

DIAMOND User Group Listserv

DIAMOND-L is a benefit of membership in DIAMOND, the Dynamic Imaging Associated Members Organized for Networking & Discussion. DIAMOND is a self-governed user group, affiliated with SIIM, the Society for Imaging Informatics in Medicine. DIAMOND is not affiliated with GE Healthcare, however GE Healthcare does support the DIAMOND user group.

The DIAMOND-L listserv provides Centricity PACS-IW users a convenient way to share information and can at times be an invaluable resource. Regardless of your background or experience, the ability to ask a question, whether simple or complex, and receive feedback almost immediately is the primary benefit of DIAMOND-L.

Another not so obvious benefit of membership on the list is that GE Healthcare listens to what you have to say about their product. GE Healthcare will not, as a general rule, post messages on the list however they do have representation on the list. They may respond *directly* to the DIAMOND member that posts a question, or to a member of the DIAMOND Executive Committee, so that we can facilitate an answer.

If you have a question about setup, functionality, hardware setup, etc., you can be certain that there is someone else that has already 'gone through' what you are experiencing, and they're willing to help you.

There are some guidelines for the use of 'DIAMOND-L'. They are not hard to follow or remember; however, they are important.

The Guidelines:

1. Subscription to the 'DIAMOND-L' listserv is limited to registered members of DIAMOND (a membership application must be on file in the SIIM office) and you must be a GE Healthcare Centricity PACS-IW customer. The first year's membership is free. After the first year, you'll no doubt realize the value of this resource, and pay your dues.
2. Because the listserv is 'for members only', it has to be maintained by 'list owners'. Each addition must be made manually, so each DIAMOND member institution will be allowed five 'subscriptions' to the listserv. (Exceptions to this rule can be made, dependant on the size of your site, etc.) Please use the 'Membership Update Form' (found under the membership link) to make any deletions or additions to the listserv. Please, no FLAMES allowed. Also, try to avoid expounding on personality differences. Messages posted to the list go to everyone on the list.

3. Please **do not** discuss your opinion of your GE Healthcare, Dynamic Imaging Solutions service representative or Help Desk, good or bad, on the list. There is a vehicle for stating your satisfaction or dissatisfaction with support through the GE Healthcare Dynamic Imaging Solutions Global Support Center (e.g., the GEHC-DIS Help Desk). Your contact at the Global Support Center is Gary Schultz, Help Desk Manager, gary.schultz@ge.com or 1-888-303-7227 ext. 10332. We want to avoid creating any heroes or villains on the list.
4. Each Centricity PACS-IW site is different. When it comes to pricing of the Centricity PACS-IW family of products, we **do not** discuss particulars. Your price may vary slightly from another site, but there are many factors that influence price, and we **do not** pretend to know them and we **don't** discuss pricing on DIAMOND-L. *This refers to contract terms as well.*
5. **PLEASE**, when you use an auto-responder (i.e. out of office message) on your email application **temporarily unsubscribe** from DIAMOND-L (or any listserv you may be on.) Auto-responders can exponentially produce duplicate emails for every message that is posted and send them to everyone that is on the list. If you forget we will unsubscribe you. You will have to email the DIAMOND office and request reinstatement.
6. If you leave your present job or change your e-mail address, you must notify the DIAMOND office of the change, DIAMOND@siimweb.org. This will insure accurately updated records in the DIAMOND office and the change requests will be forwarded to the list owners.
7. When posting questions about specific applications, PLEASE mention the version that you are using. This will minimize confusion, since the products may likely have functional differences.
8. Related job offerings or consultant recommendations may be posted on the 'list'.
9. Remember, this is a private list. We maintain it and use it for our advantage. Please DO NOT cross-post on other lists, messages contained within.
10. And finally we reserve the right to remove you from the list for non-compliance with these guidelines.

Send DIAMOND-L mailing list submissions to DIAMOND-L@home.ease.lsoft.com

Thank you for taking the time to read the guidelines.