

Allscripts PM Interface Engine – Basic Setup and Monitoring

June 2012

Agenda

- **Overview of AIE Components**
- **Common AIE Interfaces**
- **AIE Interface Development**
- **AIE Monitoring**

AIE Overview

- **APM – Allscripts Practice Management**
- **AIE – Allscripts Interface Engine**
- **AEHR – Allscripts Enterprise EHR**
- **APM and AIE are installed in the same database.**
- **APM and AIE use Windows services, COM+ component services, and database integration.**
- **APM databases are installed one per organization and one per environment (ie. Test, Live, Training)**

AIE Overview

- **APM integrates with AEHR to provide PM to EHR registration, scheduling, and financial processing.**
- **Reg/Sched, Dictionary, and Charge interfaces are installed for full integration.**
- **An additional charge format class and format must be created to account for non-appointment charges.**
- **The default APM – AEHR interfaces can be installed via a SQL script.**

L1: Information Broker Format Class Maintenance

- **This folder facilitates basic information that is used for several interfaces.**
- **It has the closest correlation to a System Definition in ConnectR.**

L2: Information Broker Format Maintenance

Tab 1: Broker Format

- **This Folder/Tab facilitates core configuration of the individual interfaces**
 - Trigger used generates a message
 - Translation file used
 - Connectivity information
 - And more...
- **It has the closest correlation to Message Definition in ConnectR.**

L2: Information Broker Format Maintenance

Tab 2: Import Links

- **This tab allows for configuration of inbound linking that is to take place (i.e. insurance, provider).**
- **This functions similar to the Form parameters in a ConnectR stored procedure.**

L2: Information Broker Format Maintenance

Tab 3: Import Options

- **This tab facilitates configuration for the behavior of the inbound interface including insurance handling (primary, secondary, tertiary), whether or not the imported record can be exported, and update of existing demographics (for an inbound registration interface):**

L2: Information Broker Format Maintenance

Tab 4: Import Fields

- **This tab allows for specification of which fields should be imported.**

L2: Information Broker Format Maintenance

Tab 5: Export Filters

- **Allows for filtering of the messages that are sent outbound based on certain criteria.**
- **Criteria differs depending on the type of interface.**

Stop/Start Services for Changes to Take Effect

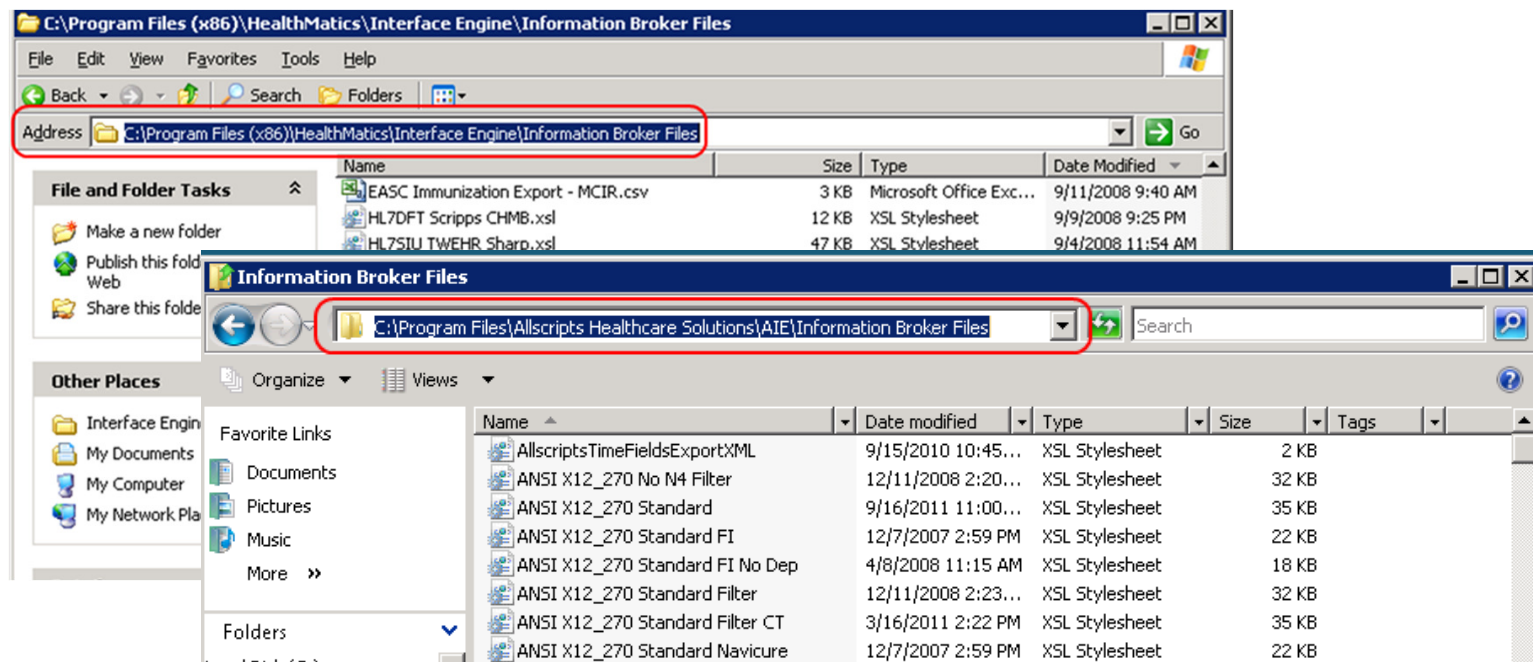
- **Changes made to anything in AIE will require the services to be cycled to take effect (similar to ConnectR).**
- **We do that from the Data Exchange Administration folder.**
- **There is no concept of a 'cycle' so everything will have to be stopped/started.**
- **You'll see the statuses go to 'Stopping'. The screen will refresh about every 30 seconds, or you can click another maintenance folder and then back on the exchange to force a refresh. Once they have stopped, repeat the process with the Start button.**
- **Be aware that this stops all interfaces on the server!**

Service Configuration

- **Separate application that determines which databases are subscribed to which interface services.**
- **Changes here also require the services to be cycled.**

XSL Repository

- The XSL file performs the translation to and from HL7 format. The repository for these files will be similar to the following:



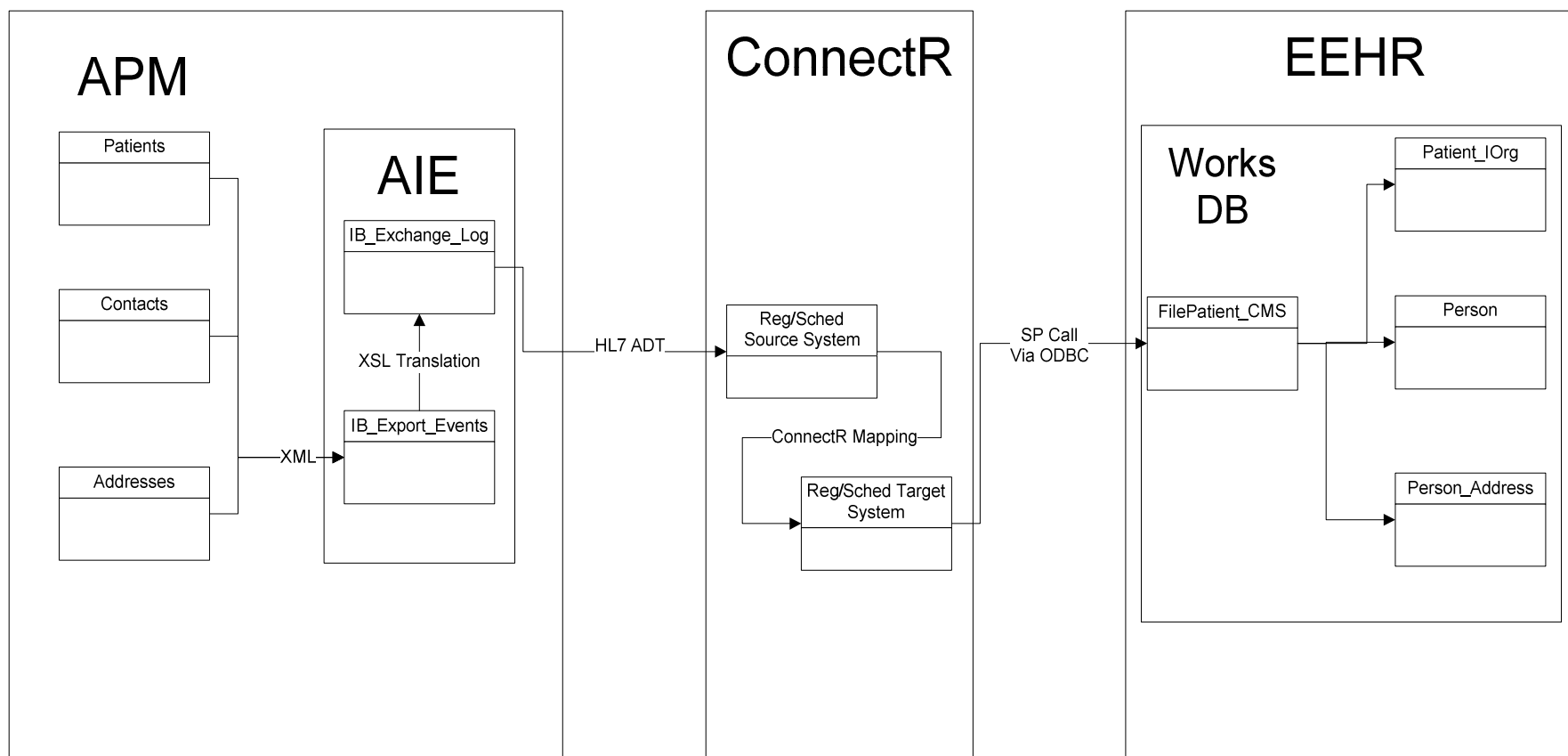
Common AIE Interfaces

- **Registration/Scheduling**
- **Inbound Charge**
- **Real-time Eligibility**
- **Dictionary**
 - Provider
 - Referring Provider
 - Procedure
 - Scheduling Location
 - Insurance

Registration Interface Workshop

- **Create outbound registration interface.**
 - Info Broker Class – File based
 - Info Broker Format for New Patient
 - Info Broker Format for Patient Update
 - If TCP/IP, Info Broker Format for ACK
- **Register new patient**
- **Update patient address**

End-to-End New Patient Registration



AIE Monitoring

- **AIE does not have great built-in monitoring capabilities**
- **Dashboard like functionality that gives limited monitoring capabilities**
- **There is not a message log function in the application like ConnectR**
- **Message log data can only be found by querying database**

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AIE Monitoring

Allscripts Interface Engine - Data Exchange Administration - Data Exchange

Data Exchange Status

Description	Total Unprocessed	Processed Today	Errors Today
Import Events	0	439	0
Charge Imports	17	0	0
Eligibility Imports	0	0	1
Patient Imports	0	104	0
Export Events	0	334	0
Format Class: Export from HS to Mirror	0	104	0
Format Class: Import from Mirror to HS	0	104	0
Format Class: TouchWorks Interface	0	230	0

Activity Log Info

☒ Show All Entries

Date Time	Description	Category
11/23/2011 12:00:07 AM	hiencIBSvr.IBQueryIBSyncByMessageControlID Failed for Message Control ID: 0 and	Fatal
11/23/2011 12:00:07 AM	An Inbound Eligibility Response was received for Patient:[.], Pat Member#:[Informational
11/23/2011 12:00:07 AM	An Inbound Eligibility Response was received for Patient:[.], Pat Member#:[Informational
11/23/2011 12:00:07 AM	An Inbound Eligibility Response was received for Patient:[.], Pat Member#:[Informational
11/23/2011 12:00:07 AM	An Inbound Eligibility Response was received for Patient:[.], Pat Member#:[Informational
11/23/2011 12:00:07 AM	hiencIBSvr.IBQueryIBSyncByMessageControlID Failed for Message Control ID: 0 and	Fatal
11/23/2011 12:00:06 AM	An Inbound Eligibility Response was received for Patient:[.], Pat Member#:[Informational
11/23/2011 12:00:06 AM	An Inbound Eligibility Response was received for Patient:[.], Pat Member#:[Informational

Windows Service Statuses

Export Events: Started Message Events: Started Auto Import: Started
Import Events: Started Import Linking: Started Scheduled Events: Started

Data Exchange Event Log

11/23/2011 8:32 AM

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AIE Monitoring

- **The Activity Log in the dashboard shows a limited amount**
- **IB_Activity_Log table will show more records**

AIE Monitoring

- **An alternative to clicking through each interface within AIE is to view the interfaces from an SQL query**
- **All the details about the interfaces for a single database can found in IB_Formats table.**
- **Quickly view IP/Ports and translation files being used**

AIE Monitoring

- **Message log data is stored among several different database tables**
- **Outbound messages are stored in the following tables**
 - HIE_PM.IB_Export_Events
 - HIE_PM.IB_Exchange_Log

AIE Monitoring

- **Inbound messages are stored in the following tables**
 - HIE_PM.IB_Import_Events
 - HIE_PM.IB_Exchange_Log
 - HIE_PM.IB_XXXX_Info
- **XXXX represents the type of data, commonly Patient or Charge**

AIE Monitoring

- **Message log data via SQL query for New Registration Interface**
 - XML
 - HL7
 - Source and Target
- **Message log data for inbound interface**

Enum References

- **Values found in AIE tables that mean nothing without a reference**
- **Status of messages**
- **Export/Import Event Types**
- **Trigger Event Types**
- **Common Enum References**

Galen Community & Solutions

Allscripts Interface Developers Network:

<http://interfaces.galenhealthcare.com>



Clinical Conversion Toolkit:

<http://blog.galenhealthcare.com/2011/04/06/clinical-conversion-toolkit/>



Solutions Store:

<http://solutions.galenhealthcare.com>

Featured Solutions:

- Order Cleanup
- Task Cleanup
- Worklist Cleanup



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You can contact us through our website at
www.galenhealthcare.com

The screenshot shows the GALEN Healthcare Solutions website. The top navigation bar includes links for VitalCenter, Webcasts, Reporting, Blog, Wiki, Careers, and Home. The Wiki link is circled in red. Below this is a secondary navigation bar with links for Technical Services, Professional Services, Testimonials, About Us, and Contact Us. The Contact Us link is also circled in red. The main content area features the tagline "embrace the new world of healthcare" and a stethoscope image. A text block discusses the HITECH Act. A "vitalcenter" announcement is visible. A "contact us" form is overlaid on the right side of the page, containing fields for First Name, Last Name, Company, Phone, Email, City, and State/Province. Below these fields are checkboxes for Technical Services, Project Management, and Implementations.

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