

ConnectR Interface Webcast Series

Advanced Troubleshooting

Empowering Extraordinary Patient Care

vitalcenter

Welcome

- **Types of Interface Errors**
- **Dictionary Errors – Dictionary Interfaces**
- **EIT – Reporting & Bulk Refile**
- **Where are my messages?!?!**
- **Interface Troubleshooting Tools**
- **IE settings: Best Practices**
- **Autonotification**
- **Q&A – Chat and Live**

Types of Interface Errors

- **Errors returned from AE-EHR API (stored procedures)**
 - http://wiki.galenhealthcare.com/Categorized_Common_ConnectR_Errors
 - Dictionary Errors
 - Interface type-specific errors
 - *“Invalid External Visit Number”*

Dictionary Errors

- **Manual Resolution**
 - Add corresponding entry (item, provider, appointment type, where performed) to dictionary and re-file erroneous message
- **Automatic Resolution**
 - Implementation of AE-EHR dictionary interfaces
 - SetWherePerformed
 - FileProvider
 - http://wiki.galenhealthcare.com/Item_Dictionary_Synchronization

Enterprise Interface Tools (EIT)

- **EIT is a collection of utilities designed to assist EEHR clients maintain their interfaces. Each utility is called a module.**
 - Patient Bridge
 - Patient Merge
 - Error List

Error List

- **Accessed via <http://localhost/eit/>**
- **Provides the ability to run error reports for specific errors on individual messages types in a particular interface.**
- **Generate reports on select hl7 fields**
- **Trigger bulk refile from EIT once the error is resolved.**

Where are my messages?!?!

- **Commonly seen when bringing up new ConnectR environments and performing a restore of an existing ConnectR DB.**
- **Mostly found with outbound interfaces**
- **Also, can be found in the superset**

Interface Troubleshooting Tools

- http://wiki.galenhealthcare.com/ConnectR_Interface_Troubleshooting
- **sp_idxgenspcall**
- **sp_idxstringsearch**
- **Stored Procedure Test Flags**

IE Settings

- **IE versioning**
 - IE version 7 is preferred
 - Versions higher require a code change
 - http://wiki.galenhealthcare.com/ConnectR_on_IE7,_IE8_and_greater
 - Limitations
 - Not able to create new definitions or rename
- **Calendar Widget Not Displaying**
 - http://wiki.galenhealthcare.com/ConnectR_Calendar_Widget
 - Enable Scriptlets in IE Security

Autonotification

- **Allows email paging of any system error**
 - User definable text
- **Utilized for Critical Notification**
 - *“Interface Terminated”*
 - *“Connection Broken”*
- **Utilized for Maintenance**
 - Notification of any error that needs to be fixed
 - *“Error Threshold Exceeded”*
 - *“Inactivity Threshold Exceeded”*
 - *“Queue Threshold Exceeded”*

Galen Interface Offerings

- **Design and Deployment:** Expertise to help you connect your EHR to other sources of data.
- **Training:** The tools you need to implement and maintain your interfaces.
- **Support:** Expert advice when you need it
- **Mentoring:** Allows organizations to develop their own interface expertise by providing as-needed assistance to projects: on-site and remote webcast models

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Thank you for joining us today, for additional assistance.....

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

The screenshot shows the website's navigation menu with 'Contact Us' circled in red. Below the navigation is a banner with the text 'embrace the new world of healthcare' and an image of a stethoscope. A 'contact us' form is overlaid on the right side of the banner. The form includes fields for First Name, Last Name, Company, Phone, Email, City, and State/Province. Below these fields are three checkboxes for 'Technical Services', 'Project Management', and 'Implementations'. A 'vitalcenter' logo is visible at the bottom of the banner area.

