

PCC+ (Plus) FAQs

Customizable Encounter Form / Health Summary

FREQUENTLY ASKED QUESTIONS (FAQS) ABOUT PCC+

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General

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GENERAL QUESTIONS

Symptom/Question	Answers/Suggested Actions
<i>Does PCC+ link with Viking?</i>	PCC+ does not link directly to Viking and it depends on the Viking/PCC interface to capture pharmacy data. This interface supports updates of the V files but not the Prescription file. As a result, Viking users do not have access to a few PCC+ features; e.g., the chronic med filter isn't available because chronic med status is stored in the Prescription file.

PCC+ CHECK IN PROCESS

Symptom/Question	Answers/Suggested Actions
<i>Why are duplicate visits being generated?</i>	If a patient checks into a clinic more than once within a six hour period, all additional check-ins should be treated as duplicates and no additional visits will be created. First, be sure that the patient is indeed being repeatedly checked in to the exact same clinic. If this is true, then there is a problem with the VEN EHP QUEUE file. The dup checker uses the information in this file to identify duplicate PCC+ requests. The most likely problem is that there is no queue type for the designated clinic, so no entry will be made in the VEN QUEUE file. Check field 1.1 (DESTINATION QUEUE TYPE) in the VEN EHP CLINIC file to be sure that there is an entry in this field for the clinic in question.
<i>What is the best way to teach new users about the check in process without creating a visit?</i>	Use the DEMO option on the VEN_PRINT menu. This enables you to run through the entire CIP and print documents without creating a visit. However, you are not be able to edit patient demographics in DEMO mode.
<i>How do I monitor the check in process?</i>	Select the option QUEUE to view the current check-in queue. You can also directly run the routine ^VENPCCMF. To exit the routine, type the up-arrow and “Enter”.



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<i>The check-in process does not allow me to edit demographic data.</i>	Be sure the configuration parameter EDIT DEMOG DURING CKIN is set to "YES." Remember that this functionality is not available in DEMO Mode.
<i>The check-in process does not allow me to select a clinic.</i>	At sites where only one clinic is using PCC+, this question may be bypassed. Check the PCC+ configuration parameter UNIQUE CLINIC.
<i>The check in process does not ask me if I want to print an outguide.</i>	If the user selects the option VEN PRINT HEALTH SUMMARY, or if the configuration parameter ASK TO PULL CHART is set to "NO," the outguide question will be bypassed.
<i>The encounter form I requested got lost or failed to print clearly. What do I do now?</i>	Just repeat the check in process. As long as you repeat the process within 6 hours of the initial request, a new visit will not be created. Visits are not created if the same patient is checked in to the same clinic within a six-hour period.
<i>The check-in process seemed to go OK, but no forms were printed.</i>	The most likely cause is a printer problem: printer out of paper, printer out of toner, printer (or its host computer) have been turned off or disconnected, cables are loose. Check these obvious things first.
	The next most likely cause is a network problem. Try printing a test page on the printer. On the Print Server click Start > Settings > Printers. Then right click the printer in question and click test page. If this fails, reboot the print server and turn the printer off then on again.
	Another possibility is a data extraction error. These are recorded in the PCC+ Error Log file VEN EHP ERROR LOG
	The last possibility is a Print Service problem. Try running Word on both machines. Check the Services log on both machines to be sure that ILC Forms Print Service is marked "Started." Check both event logs. As a last resort, check the error log of the M operating system(for Micronetics systems D ^%ER).
	A corrupt data file that cannot be merged may cause repeated Print Service failures. If the Print Service continues to lock up, you have to clean out the print folder on the PRMS Server. This is accomplished by running the subroutine, RESTART^VENPCCMX. All data files are stored in c:\program files\ilc\ilc forms print service\data\ . If the Mail Merge process is successful, the data file is automatically deleted from this folder. If the process is unsuccessful, the data file is retained in the folder for debugging purposes.
<i>How do I print forms outside of the check-in process?</i>	Occasionally, providers, and nurses need to print Encounter Forms and Health Summaries on an ad hoc basis outside of the clinic. For example, a physician may want to print an Encounter Form in his/her office to record the results of a telephone encounter. Use the options on the PCC+ Encounter Form/Health Summary print menu (EF,HS, and OG) to print individual documents without running the CIP. Clerks may call these same options if an individual document fails to print properly.
<i>PCC + health maintenance reminder displays different than health summary</i>	PCC+ always prints the last dates and values for these non- immunization items. It does not do forecasting nor does pay any attention to display "intervals" like the health summary does. The last values will always appear in PCC+ - but not necessarily on the health summary because of the interval filters. When items do appear on both documents, the dates and values should be identical.

PRINT SERVICE AND PRINTERS (includes information from section 3.4.3 PCC+ Technical Manual, v. 1.1)

Symptom/Question	Answers/Suggested Actions
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<i>After I boot the Print Server, how do I start the PCC+ Print Service?</i>	The PCC+ Print Service is an “official” Windows 2000 Service, so it starts automatically whenever the Print Server boots up. Nothing more is required. Also note that the Print Service runs in background even if no one is logged in.
<i>I can't seem to access PCC+ resources on the Print Server.</i>	Did you log on as the PRINT_SERVICE_MGR? If not, you are denied access to these resources.
<i>How do I stop the PCC+ Print Service?</i>	Log on as PRINT_SERVICE_MGR. Click Start > Settings > Control Panel > Administrative Tools > Services. Right click on ILC Forms Print Service and finally click Stop.
<i>The Print Service stopped working and I can't seem to get it started again.</i>	<p>The major causes of Print Service failure include:</p> <ul style="list-style-type: none"> ▪ The Print Group name passed in the data file must match a Print Group name registered in the Print Service ▪ The IP address of the target printer registered in the Print Service must be valid. ▪ The network must be functioning properly ▪ The network connection to the printer must be functioning properly ▪ The printer must be on-line. ▪ The printer must not be out of paper or toner. <p>Of these, only the first three or four causes are likely to lock up the Print Service.</p>
	One reason that the Print Service locks up is that the PCC+ Mail Merge Process does not run in the foreground. If Word code encounters an error during mail merge, the error is not handled gracefully and the mail merge process locks up. Once this happens, Word is unusable as either a foreground or background job. The only way to restart Word is to reboot the Print Server
	Also, a corrupt data file that cannot be merged may cause repeated Print Service failures. If the Print Service continues to lock up, you have to clean out the print folder on the PRMS Server. This is accomplished by running the subroutine, RESTART^VENPCCMX. All data files are stored in c:\program files\ilc\ilc forms print service\data\. If the Mail Merge process is successful, the data file is automatically deleted from this folder. If the process is unsuccessful, the data file is retained in the folder for debugging purposes.
<i>I was able to restart the Print Service after it locked up. Is there anything else I need to do?</i>	If you are using a backup Print Server, the Print Daemon will have redirected all jobs to this machine in an attempt to circumvent the problem. To utilize the primary Print Server again, stop the Print Daemon and then Restart it using the menu options VEN STOP PRINT DAEMON and VEN STRAT PRINT DAEMON on the VEN_MGR menu.
<i>One day, out of the blue, a particular data file seemed to break the Print Service. After rebooting and clearing the file, everything seemed to work fine.</i>	Corrupt data files are rare, but they do occasionally occur. The corrupt file is retained in the data directory and is given a new name beginning with the prefix “RAD.” Tech support will probably want to access this file for debugging purposes. Please notify them about the problem.

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<i>The printer was out of paper but the check-in clerk received no error message.</i>	The “Out of paper” and “Out of toner” error messages are sent back to the device where the check-in process originated for that encounter. If that device is off line, no message will be seen by anyone unless they check the PCC+ error log.
<i>Everything was working well, but suddenly we got the error message, “Unable to access one of the print servers (xxx.xxx.xxx.xxx)”.</i>	Check the network connection to the offending machine, then reboot it and check the event log. This should get things going again and provide some clues for troubleshooting.
<i>Suddenly, all documents stopped printing. What is the best approach?</i>	When Encounter Forms stop printing, invoke your back up plan. Most sites have a supply of “generic” forms available in the clinic. Once you have started using your back up plan, follow these steps. Gather as much information as you can before calling Tech Support.
	<ul style="list-style-type: none"> • Check the obvious things first. If only one printer is affected, make sure that the printer is on, not jammed, has plenty of paper and toner, and that all of the printer cables are connected.
	<ul style="list-style-type: none"> • Then monitor the Print Daemon and check the PCC+ error log, VEN EHP ERROR LOG.
	<ul style="list-style-type: none"> • If the RPMS program seems to be OK, then check both Print Servers. Are they both running normally and do they have functioning network connections?
	<ul style="list-style-type: none"> • Try running Word on both machines.
	<ul style="list-style-type: none"> • Check the Services log on both machines to be sure that ILC Forms Print Service is marked “Started.”
	<ul style="list-style-type: none"> • Check both event logs.
	<ul style="list-style-type: none"> • There may be a problem with the TCP connection between the RPMS Server and one or both of the Print Servers. This would be reflected in the error log
	Once the problem is fixed, you have the choice of starting PCC+ (menu option VEN START PRINT DAEMON) or restarting PCC+ (DO RESTART^VENPCCMX). Starting PCC+ preserves all files in the print folder; i.e., all of them will print out on the appropriate printer. Restarting PCC+ flushes the document buffer, and all documents in the print queue are deleted
<i>Forms are printing out intermittently</i>	Verify that form is installed on both print servers. Verify connectivity of both print servers. If one print server is unresponsive, take it out of the VEN EHP CONFIGURATION file and re-point it to the functional print server until the connectivity can be re-established.
<i>Forms are not printing out in duplex format</i>	Verify that the printer is set to print duplex in printer properties and/or on the printer .

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<i>New printer installed. I can print a test page from windows, but not a PCC+ form.</i>	Review printer setup. HP Jet direct software when installed on print servers doesn't work. A test page will print the encounter form wont print. Look at event log. To resolve this, put the jet direct software on a different computer and administer the ip address. Use the standard tcpip printer install from the print servers. Uninstall the jet direct software.
<i>Zero dependent entry list is lengthy</i>	Verify that the print queue has been setup for this template and is specified in the VEN EHP CLINIC file. PCC Data entry needs to use the PCC+ visit as the parent visit.

PRINT DAEMON (from section 3.3.3 PCC+ Technical Manual, v. 1.1)

The Check-in process, the Data Extraction Process, the Print Daemon and the Print Service are four separate processes that communicate with each other. The Print Daemon serves as an intermediary between the Data Extraction process and the Print Service. If a problem occurs during the Check-in Process, the user is immediately notified. The other three processes operate in the background. If an error occurs in any of them, the error is filed in the PCC+ error log. At the same time, an error message is passed via the ^TMP("VEN TASK", \$J) global to PCC+'s only live, foreground process, the check-in dialogue where it is displayed to the user.

Symptom/Question	Answers/Suggested Actions
<i>How do I start the Print Daemon?</i>	If the Print Daemon is not running, it starts automatically whenever a patient is checked in. You can also start the Print Daemon manually with the menu options VEN MONITOR PRINT DAEMON or VEN START PRINT DAEMON. You can also do a direct calls from the M prompt: D ^VENPCCMX or D START^VENPCCMX
<i>How do I stop the Print Daemon?</i>	The Print Daemon can be stopped with the menu option VEN STOP PRINT DAEMON
<i>How do I disable the Print Daemon?</i>	For test purposes, the Print Daemon can be indefinitely disabled so that it is not automatically restarted by the Check-in Process. Set the configuration parameter BYPASS PRINTING to "YES." Be aware that if you set this parameter, the Check-in Process may continue to load data files into the <i>print</i> folder, and a significant backlog of files may develop.
<i>How do I debug the Print Daemon process?</i>	First, stop the Print Daemon as shown above. Then set the BYPASS Printing configuration parameter to "YES." Look in the RPMS Server's print folder to make sure at least one text file is waiting to be printed. If not, check in a DEMO patient. Next run the routine ^VENPCCP in debug mode.



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	<p>The following tags are useful for debugging.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">VENPCCP TAG</th> <th>DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td>INIT</td> <td>The Print Daemon is initialized. The IP address of the Print Server and the TCP socket are defined</td> </tr> <tr> <td>OPEN</td> <td>The TCP socket is opened. POP will have a numeric value if the opening was unsuccessful</td> </tr> <tr> <td>CHK</td> <td>If two Print Servers are used, this code splits the workload between them for purposes of load balancing. If a Print server is not functioning properly, the entire load is shifted to the active Print Server.</td> </tr> <tr> <td>TRY</td> <td>Establish contact with the Print Service. POP will have a numeric value if the contact was unsuccessful</td> </tr> <tr> <td>START</td> <td>Send a "START" message to the Print Service. The ACK (acknowledgement) local variable will = 1 if Print Service startup was successful. If ACK is not set to "1," the Print Daemon files an error message and quits.</td> </tr> <tr> <td>LOOP</td> <td>Each piece of the data file is sent to the Print Service. After each successful transmission of a piece, the Print Service sets the ACK variable to "1." If ACK is not set to "1," the Print Daemon files an error message and quits.</td> </tr> <tr> <td>MERGE</td> <td>After all pieces of the data file have been successfully transmitted to the Print Service, the Print Daemon transmits the word "STOP" and waits for an acknowledgement. If ACK = "0" the mail merge and printing was successful. This is the most likely point of failure. Error messages other than "0" are shown in the table below</td> </tr> </tbody> </table>	VENPCCP TAG	DESCRIPTION	INIT	The Print Daemon is initialized. The IP address of the Print Server and the TCP socket are defined	OPEN	The TCP socket is opened. POP will have a numeric value if the opening was unsuccessful	CHK	If two Print Servers are used, this code splits the workload between them for purposes of load balancing. If a Print server is not functioning properly, the entire load is shifted to the active Print Server.	TRY	Establish contact with the Print Service. POP will have a numeric value if the contact was unsuccessful	START	Send a "START" message to the Print Service. The ACK (acknowledgement) local variable will = 1 if Print Service startup was successful. If ACK is not set to "1," the Print Daemon files an error message and quits.	LOOP	Each piece of the data file is sent to the Print Service. After each successful transmission of a piece, the Print Service sets the ACK variable to "1." If ACK is not set to "1," the Print Daemon files an error message and quits.	MERGE	After all pieces of the data file have been successfully transmitted to the Print Service, the Print Daemon transmits the word "STOP" and waits for an acknowledgement. If ACK = "0" the mail merge and printing was successful. This is the most likely point of failure. Error messages other than "0" are shown in the table below								
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<i>How do I restart the Print Daemon if PCC+ errors out?</i>	<p>The Print Daemon serves as an intermediary between the Data Extraction Process and the Print Service. Failure of either of these two processes causes the Print Daemon to file an error message and stop cycling.</p> <p>If the data extraction process fails, no data file is created.</p> <p>If the Print Service Process fails, the data file is stuck in the print folder. For example, if the Print Daemon encounters a minor problem, e.g., the printer is out of paper, it sends an error message to the check-in clerk, but it allows the check in process to keep running. <i>Repeated Print Service failures may cause a major backlog in the print folder.</i> The Print Service does not catch-up (i.e., documents waiting to be printed stack up in the print folder) until the problem is corrected.</p>
	<p>If the Print Daemon has been out of commission for an extended period from a network or Print Server failure, the best approach is to fix the problem that cause the error and then directly call the line <code>RESTART^VENPCCMX</code> from the M prompt. This call not only restarts the Print Daemon, but it deletes all of the expired data files that have been stuck in the print folder.</p>
	<p>If you want to print all the files that are stuck in the print folder, take the following approach. First, correct whatever problem caused the Print Daemon to stop. Then select the menu option <code>VEN STOP PRINT DAEMON</code>. Finally, then select <code>VEN START PRINT DAEMON</code>. This will reset/restart the Print Daemon without loss of any files</p>
<i>When I monitor the Print Daemon, it seems to be stuck on one cycle number.</i>	<p>This means that the Print Daemon has stopped unexpectedly. Run the Stop and Start options to get rolling again.</p>

