BHS v4.0 Troubleshooting Guide

Issue	Cause	Correction
Behavioral Health System (BHS) won't work.	Unknown	• Ask user to provide more detail including graphical user interface (GUI) or roll-and-scroll version • Ask user to submit screen shot of the ABOUT information, if GUI issue
Can't Log On	• Server internet provider (IP) address incorrect • Expired verify code • Missing security keys • Missing secondary menus • Listener hasn't been turned on	• Edit connection (server drop down box). • You will be prompted to change your verify code. If you cannot remember your existing verify code, you will need to see site manager to reset verify code. • See manager or supervisor to get approval for security keys. • User File in Resource and Patient Management System (RPMS) needs to be updated with BMXRPC and AMHGRPC secondary menus. • Ask the site manager to turn on BMX listener.
I can't log on and when I try I get a String Timeout Error message.	• The DNS IP field is being populated by the KERNEL SYSTEM PARAMETERS file.	• Remove the IP address from the DNS IP field.
Can't select all *locations* I use, or Can't see visits from other locations, or Can only enter visits for one location	• UU, Update Locations a User Can See list on the Manager Utilities menu has been altered for the user, limiting the locations they can use.	• Work with supervisor to determine if limiting to selected locations is appropriate • If additional sites are needed, ask supervisor to approve those locations • If user should have access to any location, entries on the UU list need to be removed using standard RPMS procedure (@)
I get an error when I try to view a *Health Summary, Face Sheet*, or when I try to print a record and the error mentions crystal reports.	• The application was installed using the .msi file instead of the setup file. This causes the install to skip the prerequisites and crystal reports does not get installed.	• Uninstall the application and reinstall it using the setup file instead of the .msi file.
I can't see *other providers' entries* for my patient	• User's name has not been added to the Site Parameters option called Update Those Allowed to See all Records	• Contact supervisor or manager to request that name be added to this list.
I save a form but it takes a long time before it shows on the list view.	• The List View is repopulated every time a document is saved. If it appears to be taking a long time this might be because it is trying to retrieve a large number of records.	• Advise the user to change the Start Date of the List View to 1 month, or 1 day from the End Date. Fewer records will be retrieved and it will load more quickly.

Issue	Cause	Correction
Where are the *Visit Types*?	• Visit types were removed in the new software	• The application contains one visit type only. Use only those fields needed to complete the encounter documentation.
Why am I being asked for an *Electronic Signature* when saving an encounter record? or Why am I asked for an electronic signature when I enter an Intake?	• Electronic signature is now required before an encounter record can pass to the Patient Care Component (PCC).	• If the user doesn't have an established RPMS electronic signature, one needs to be set up in the roll-and-scroll version. • If the user does not want to user electronic signature but wants their encounter records to pass to PCC, the user must consult with their supervisor who can approve addition of the user's name to the E Sig Exception list on the BHS v4.0 Site Parameters menu.
Visits aren't passing to PCC.	• Some or all providers have been entered on the E Sig Exception list and the visits are not passing.	• This issue is due to a bug that was found after the release of BHS v4.0 and is being fixed in Patch 1. Please contact the BHS development team so a ticket can be opened and assistance provided.
Visits aren't passing to PCC.	• If providers have been instructed to use their electronic signature, visits will not pass to PCC until the encounter notes are signed.	• If it appears that the visit contains codes that should pass to PCC, check to see if the provider has signed the record. Unsigned records will not pass to PCC until signed. The solution is to have the provider sign the record.
Providers are signing their notes but some visits aren't passing to PCC.	• Some visits are not passed to PCC because of the coding used by the provider. Administrative and Community Activity entries are never passed to PCC. • Providers may not be selecting a NEW visit option when presented with the **PCC Visit** window.	• If it appears that the visit contains codes that should pass to PCC, check with the provider to see if he or she is clicking on the X in the right corner of the **Select PCC Visit** window. Providers should always highlight a visit and click **OK** or click **NEW** to create a new record. It was discovered recently that clicking on the X will prevent a PCC visit from being created. Because the visits were created in BHS and it appeared that the provider did not want to pass it to PCC, please contact the BHS development team so a ticket can be opened and assistance provided to move the visits across. After this process is complete, providers should be cautioned about "Xing" out of the window.