

**iCare Version 2 Troubleshooting/FAQ**  
**Last Updated: 12 October 2010**

**Connecting to RPMS Server:**

Problem	Solution
<p>User receives the message "Unable to connect to RPMS. No connection could be made because the target machine actively refused it" when attempting to connect with the iCare GUI to an RPMS server.</p>	<p>Double check the IP address and the port number for the RPMS server. Some RPMS servers may run more than one BMXNet listener, and therefore it is important to enter the port number that applies to the appropriate environment. For example, port number 10501 may be the live system and 10502 may be a training server.</p> <p>The BMXNet listener may not be running. Ask the site manager to check BMXNet and restart the listener if necessary for the specific port that the user is trying to connect to. See Appendix A for more detail.</p>
<p>User received the message "Unable to connect to RPMS. User {Username} does not have access to option BMXRPC."</p>	<p>All iCare users must have the BMXRPC and BQIRPC menu option assigned to their RPMS menus to allow connection with the iCare GUI.</p>
<p>User receives the message "A problem was encountered while attempting to connect to the RPMS Server: User {Username} does not have access to option BQIRPC."</p>	<p>This error may indicate that the RPMS server that was specified on the connection info screen has not yet had the RPMS KIDS file portion of the iCare application installed. Please contact the site manager and ask them to install the iCare KIDS patch on the RPMS system.</p> <p>If iCare has been installed on the server, then the user account will need to have the option BQIRPC assigned to their RPMS menus in order to gain access via the iCare application.</p>
<p>User is not prompted for ACCESS/VERIFY codes when iCare is started after the first time.</p>	<p>The application is actually working properly and is taking advantage of the "integrated security" feature of BMXNet. When this feature is enabled, BMXNet will "trust" the MS Windows authentication and automatically sign the user into iCare as the last RPMS user that was accessed by that Windows account.</p> <p>If the site administrator would prefer to force the users to sign in with an ACCESS/VERIFY code each time the application is started, this can be configured through BMXNet settings. See Appendix B for details on changing this setting.</p>
<p>User receives a message indicating that their client version does not match the version of iCare installed on the RPMS server.</p>	<p>Locate and install the proper version of the iCare GUI client as indicated by the warning message that appears.</p> <p>In order to avoid a disruption of iCare availability, it is recommended that newer released versions of the iCare GUI client should be installed on the workstation machines prior to installing the RPMS kids update. Multiple versions of the iCare client may be installed at the same time, so users would be able to continue using the older client until the RPMS server software is updated, at which time they would be able to use the new matching client version.</p>

**Using iCare Application:**

Problem	Solution
Question: Are there any ways to deploy the iCare client in an automated fashion?	The IHS OIT office has determined that the iCare client should utilize the existing automated deployment mechanisms that are in place for administrators. Currently the two main methods used are unattended installation via Active Directory and SMS. iCare is published using a standard Microsoft Installation package (.msi) which is compatible with automated deployment solutions.
User initiates a background panel repopulation, but the clock icon next to the panel does not clear.	Ask the site manager to check that Taskman is running on the RPMS server.  Check RPMS error log for errors that may have occurred while populating, and report any errors to IHS support.
The master flag list on the main iCare screen does not finish updating.	Check that Taskman is running on the RPMS server.  Check RPMS error log for errors that may have occurred while retrieving the list of flags.
User notices that the last update date/time is more than 24 hours ago for National Measures and Flags.	Ask the site manager to check the nightly iCare Taskman job (BQI NIGHTLY BACKGROUND) to ensure that it is scheduled to run nightly and that it is not stopping with an error. Users may also check the "Auto-Populate" tab of any panel definition screen to view the current schedule for the iCare nightly background job. See Appendix C for more detail related to checking the status of nightly jobs.
User experiences problems displaying the Health Summary, Wellness Summary or patient reminders with the patient view form. Reports may error display an error, or return no results.	This problem has usually only occurred with test systems which are copies of other systems, and has been caused by one of two issues. The first potential issue is that a field in the KERNEL SYSTEM PARAMETERS file is not set correctly. The second possible cause is that there are multiple "P-OTHER" terminal types defined in the TERMINAL TYPE file. Please refer to Appendix D for instructions for correcting these issues.
User receives a connection timeout message when opening very large panels.	iCare currently has a limit of 15 minutes that it will wait for the RPMS system to return the data to open panels. Some large panels (>10,000 patients) may exceed this limit for some systems and therefore may experience a timeout while opening. We are working to address this limitation in a future version of iCare, but in the meantime the user may try to open the panel again when the system is under less stress. If iCare still times out, then the panel may need to be divided into smaller panels through the use of different panel search criteria.

Problem	Solution
Panels reported as locked by the current user or other users that do not have the panels open, or are not signed onto the system.	Users may occasionally be disconnected from the RPMS server unexpectedly, e. g. when a network connection drops or an unexpected error occurs in the application. Sometimes when this happens the RPMS server may not immediately recognize that the connection has been lost and will continue to hold a user's session open for a period of time, sometimes as long as a few days. These sessions may hold locks open until they eventually "time out" and stop. These sessions may be cleared by asking the site manager to terminate the corresponding BMXNet listener processes on the RPMS server, or by using the BMX MONITOR STOP/BMX MONITOR START options to restart all of the BMXNet listener processes.
User entered two characters for a panel name and received the following message: 'Complete the required information in the highlighted field(s)	FileMan (RPMS) requires the panel name to be at least three characters.
What does the (*) mean when it is appended to a patient's HRN	The HRN(*) indicates inactive HRN, and not (necessarily) deceased patients.
When refreshing the Master Flag View the flags tab grayed out but the cursor did not change to an hourglass to let the user know it was refreshing.	The cursor only changes when the user is actually waiting for something. In this case, the user does not need to wait for this to happen, they can continue to work, etc. while 'Refresh' occurs in the background.
Patients marked as sensitive in the system will display with an indicator in the patient list/lookup screen.	When a sensitive patient is selected to be viewed, a standard warning is displayed to the user and the option to cancel is provided. If the user continues, then the patient view is logged to the standard RPMS audit for these activities, as if they had opened from with RPMS.
Why do I receive a message that prevents the deletion of panels that are used as filters?	One of the search options available for panels is to limit the results of the panel search to the list of patients in another panel. It is therefore necessary to prevent users from deleting panels that are being used as a filter for another panel so that it does not cause problems for the dependant panels. In order to delete these panels, all dependant panels must be deleted or changed to not use the panel as a filter any more.
User is unable to find a specific location in the location list when attempting to add a PCC Event.	iCare has been designed to exclude locations that have been assigned a "local" status. The "missing" location may have been assigned this status. Please report the problem to IHS support and they will be provided with the instructions for removing the status. Once the status has been removed, the location will then be available to iCare.

Problem	Solution
User has deceased patients in their panel.	<p>iCare typically does not calculate information (reminders, flags, diagnostic tags) for deceased patients. However, deceased patients may be included in an iCare panel for one of the following two reasons:</p> <ol style="list-style-type: none"> <li>1. The patient's date of death could have been added after the patient was placed on the panel. This patient will not be removed from the panel until it the panel is repopulated.</li> <li>2. iCare does not prevent a user from manually adding a deceased patient to a panel. If the user repopulates the panel the manually added patients will be retained unless the user enters 'No' in response to the "Do you want to keep your manual changes while repopulating" prompt.</li> </ol>
Since iCare version 1.1 was installed, patients with inactive HRNs are no longer included in my panels.	As part of iCare version 1.1 inactive patients will be excluded when populating panels. Specifically patients with inactive HRNs across facilities as well as patients who have not had a visit in the last three years will not be included in iCare panels.
I am not getting any Abnormal Lab or Unanticipated ER Returns or Hospital Admission Flags on my Flag List tab.	<p>Abnormal Labs are generated from Kernel Alerts. If the ABNORMAL LAB RESULT (INFO) is not enabled, then the nightly job is unable to find any Kernel Alerts for Abnormal Labs. See Appendix E for information on how this can be turned on at your facility.</p> <p>Unanticipated ER Returns are generated from the ERS Emergency Room System only when the VISIT TYPE is UNSCHEDULED REVISIT, the clinic type is EMERGENCY MEDICINE, and the emergency room visit has been dispositioned.</p> <p>Hospital Admissions are generated when a patient has been discharged and if the admission and discharge were not on the same day.</p>
User receives following message when clicking on 'Add Event' in PCC tab in Patient View. "Unable to determine if this is an outside location."	<p>User's default site is defined as a "local" site (piece 11 of the zero node in File #4). System Manager is the only one who can correct this. It cannot be done via FileManager but must be done with a hard-set.</p> <pre>&gt;W \$P(^DIC(4,DUZ(2),0),"^",11) L &gt;S \$P(^DIC(4,DUZ(2),0),"^",11)="N"</pre>

**Error Messages:**

Problem	Solution
User receives an error message that reads "Recording that an error occurred", and the iCare application closes.	This message indicates that an error occurred while doing some processing on the RPMS system. Check the RPMS system error log and report the problem to IHS support.
User receives an error message indicating that "An unhandled exception has occurred" and	An unexpected error was encountered in the iCare GUI. Please note the action that caused this to happen and

the iCare application closes.	report the problem to IHS support.
User receives other error messages such as "Key not found", "Null Object Reference", etc.	An unexpected error was encountered in the iCare GUI. Please note the action that caused this to happen and report the problem to IHS support.

## Appendix A – Checking/Restarting the BMXNet Listener

You can check to see if BMXNet is running by performing a System Status:

```
TEST2>D ^%SS
```

```
Cache System Status: 11:06 am 09 Jul 2007
```

Process	Devices	KB	Namespace	Routine	CPU,Glob	Pri	UIC	Location
1716		%SYS		0,0	7 0,0			CONTROL
1724		%SYS		382296,25898412	8 0,0			WRDMDN
1732		%SYS		0,0	7 0,0			GARCOL
1740		%SYS		1807218,1284771	7 0,0			JRNMDN
1756		%SYS		0,0	7 0,0			EXPMDN
2216	/// nul	62	%SYS	TASKMGR	11255723,2168364	7	0,0	
1344	/// nul	47	%SYS	LMFMON	2933480,22	7	0,0	LMFMON
3096	/// nul	95	DEV	%ZTMS1	55583678,21936065	7	0,0	
2052	TCP 1972	59	%SYS	%cmtP	4700,676	7	0,0	
3284	/// nul	57	DEV1	%ZTM	70543601,10885002	7	0,0	
4376*	-	123	TEST2	%SS	342334,74952	7	0,0	
	TNT DBRUN-GX280:1248 4376							
3552	TCP 10511	48	DEV1	BMXMON	12942,392	7	0,0	
3588	/// nul	63	TEST1	%ZTM	48318556,8462226	7	0,0	
4840	/// nul	47	TEST2	%ZTMS1	1295201,316608	7	0,0	
3892	/// nul	102	DEV1	%ZTMS1	3727826559,1747441341	7	0,0	
5888*	-	77	DEV		1646,312	7	0,0	
	TNT 10.217.4.25:1341 5888							

Press Q or q to quit, any other character to continue.

Process	Devices	KB	Namespace	Routine	CPU,Glob	Pri	UIC	Location
436	TCP 10512	48	TEST1	BMXMON	2305,141	7	0,0	
3336	/// nul	99	DEV1	XMTDT	18607378,3404960	7	0,0	
4064	/// nul	134	TEST2	DIC1	1341025514,2377568771	7	0,0	
944	/// nul	95	DEV	%ZTMS1	53636716,21460128	7	0,0	
3428	/// nul	91	DEV1	XMKPLQ	37505020,10217777	7	0,0	
3592	/// nul	53	TEST2	%ZTM	28056962,4882207	7	0,0	
2416	/// nul	53	%SYS	%ooCSP.Daemon.1	1847132,231021	7	0,0	
6100	/// nul	96	TEST1	BIXCALL	36696119,5504287	7	0,0	
3728	TCP 1972	105	DEV	%CDSrv0	33087,6704	7	0,0	
2844	/// nul	52	DEV	%ZTM	15435225,2894152	7	0,0	
5824	/// nul	47	TEST1	%ZTMS1	1841006,450027	7	0,0	
464	/// nul	63	TEST1	XMKPLQ	23380847,6375726	7	0,0	
3164	/// nul	101	DEV2	%ZTMS1	3219900019,3549950142	7	0,0	
3120	/// nul	64	TEST1	XMTDT	11514736,2092950	7	0,0	

22 user, 9 system, 16 mb global/8 mb routine cache

As you can see in the previous example, BMXNet is running on port 10511 for namespace DEV1 and on port 10512 for namespace TEST1.

If you find that BMXNet is not running for a particular environment, you can start it as follows:

Select OPTION NAME: BMX

- 1 BMX MONITOR EDIT Add/Edit BMXNet Monitor Entries
- 2 BMX MONITOR START Start All BMXNet Monitors
- 3 BMX MONITOR STOP Stop All BMXNet Monitors
- 4 BMXMENU BMXNet Management
- 5 BMXRPC BMX Procedure Calls

CHOOSE 1-5: 2 **BMX MONITOR START** Start All BMXNet Monitors  
Start All BMXNet Monitors

You can then confirm that is running by performing a system status:

DEV>D ^%SS

Cache System Status: 11:43 am 09 Jul 2007

Process	Devices	KB	Namespace	Routine	CPU,Glob	Pri	UIC	Location
1716		%SYS		0,0 7 0,0	CONTROL			
1724		%SYS		382395,25905235 8 0,0	WRTDMN			
1732		%SYS		0,0 7 0,0	GARCOL			
1740		%SYS		1811355,1288959 7 0,0	JRNDMN			
1756		%SYS		0,0 7 0,0	EXPDMN			
2216	./.nul	62 %SYS		TASKMGR 11264788,2170108 7 0,0				
1344	./.nul	47 %SYS		LMFMON 2935848,22 7 0,0	LMFMON			
3096	./.nul	95 DEV		%ZTMS1 55633448,21948231 7 0,0				
2052	TCP 1972	59 %SYS		%cmtP 4700,676 7 0,0				
3284	./.nul	57 DEV1		%ZTM 70610596,10895341 7 0,0				
4376*	-	107 DEV		%SS 364521,77965 7 0,0				
	TNT DBURN-GX280:1248 4376							
3552	TCP 10511	48 DEV1		BMXMON 12963,394 7 0,0				
3588	./.nul	63 TEST1		%ZTM 48391856,8475026 7 0,0				
4840	./.nul	47 TEST2		%ZTMS1 1361621,332844 7 0,0				
3892	./.nul	89 DEV1		%ZTMS1 3727902980,1747460121 7 0,0				
3916	TCP 10511	93 DEV1		BMXMON 5958234,1071469 7 0,0				

Press Q or q to quit, any other character to continue.

Process	Devices	KB	Namespace	Routine	CPU,Glob	Pri	UIC	Location
436	TCP 10512	48 TEST1		BMXMON 2305,141 7 0,0				
3336	./.nul	99 DEV1		XMTDT 18624898,3408298 7 0,0				
4576	TCP 10501	48 DEV		BMXMON 72,19 7 0,0				
944	./.nul	95 DEV		%ZTMS1 53686891,21472393 7 0,0				
3428	./.nul	91 DEV1		XMKPLQ 37540630,10227608 7 0,0				
3592	./.nul	53 TEST2		%ZTM 28130076,4894862 7 0,0				
2416	./.nul	53 %SYS		%ooCSP.Daemon.1 1848900,231242 7 0,0				
2844	./.nul	52 DEV		%ZTM 15502996,2906844 7 0,0				
5824	./.nul	47 TEST1		%ZTMS1 1908056,466417 7 0,0				
464	./.nul	63 TEST1		XMKPLQ 23416457,6385550 7 0,0				
3164	./.nul	101 DEV2		%ZTMS1 3219965764,3549966213 7 0,0				
3120	./.nul	64 TEST1		XMTDT 11532387,2096320 7 0,0				
3600	./.nul	52 DEV2		%ZTM 28398762,4342517 7 0,0				

21 user, 8 system, 16 mb global/8 mb routine cache

BMXNet is now running on port 10501 for namespace DEV.

## Appendix B – Enabling or Disabling Integrated Security in BMXNet

BMXNet is the RPMS package that is used to allow connectivity and authentication between the RPMS server and non-RPMS client applications.

When “Integrated Security” is enabled, the BMXNet application will allow a trust relationship with the Windows authentication to allow for a “single-sign on” mechanism. Before you can connect to iCare, you sign on to your workstation with a Windows network username and password. The first time you connect to iCare, it will prompt for an ACCESS/VERIFY code. Once you have successfully signed on to RPMS, BMXNet will associate your specific Windows login with that RPMS user, and will automatically sign in as that user. If the user needs to switch to another user account, there is an option “File-> Change RPMS User..” that will prompt for a new ACCESS/VERIFY code.

If the site administrator wishes to force users to sign on with ACCESS/VERIFY codes each time they start iCare, BMXNet can be configured to do that as well.

Here is a screen capture that shows the option to change this setting:

Select OPTION NAME: BMX

- 1 BMX MONITOR EDIT Add/Edit BMXNet Monitor Entries
- 2 BMX MONITOR START Start All BMXNet Monitors
- 3 BMX MONITOR STOP Stop All BMXNet Monitors
- 4 BMXMENU BMXNet Management
- 5 BMXRPC BMX Procedure Calls

CHOOSE 1-5: **1 BMX MONITOR EDIT** Add/Edit BMXNet Monitor Entries  
Add/Edit BMXNet Monitor Entries

Select BMXNET MONITOR PORT: ?

Answer with BMXNET MONITOR PORT:  
10511

You may enter a new BMXNET MONITOR, if you wish  
Type a Number between 1000 and 99999, 0 Decimal Digits

Select BMXNET MONITOR PORT: **10511** {Select a port number defined at your site}

PORT: 10511//

ENABLED: YES//

INTEGRATED SECURITY: YES// ?

ANSWER YES IF INTEGRATED SECURITY ENABLED

Choose from:

1 YES

0 NO

INTEGRATED SECURITY: YES//

## Appendix C – Checking the iCare Background Tasks

To examine the current status of the nightly (BQI NIGHTLY BACKGROUND Nightly Background Job for iCare) and update (BQI UPDATE TASK iCare Update Task) jobs:

```
TEST2>D Q^DI
```

VA FileMan 22.0

Select OPTION: **INQUIRE TO FILE ENTRIES**

OUTPUT FROM WHAT FILE: KERNEL SYSTEM PARAMETERS// **ICARE SITE PARAMETERS**  
(1 entry)

Select ICARE SITE PARAMETERS HOME SITE: DEMO HOSPITAL HEADQUARTERS WEST  
ANOTHER ONE:

STANDARD CAPTIONED OUTPUT? Yes// (Yes)

Include COMPUTED fields: (N/Y/R/B): NO// - No record number (IEN), no Computes

HOME SITE: DEMO HOSPITAL

DATE/TIME FLAG STARTED: MAY 18, 2008@18:58:49

DATE/TIME FLAG STOPPED: MAY 18, 2008@18:59:24

DATE/TIME GPRA STARTED: MAY 18, 2008@19:03:02

DATE/TIME GPRA STOPPED: MAY 18, 2008@19:03:04

DATE/TIME DXN CATEGORY STARTED: MAY 18, 2008@19:03:02

DATE/TIME DXN CATEGORY STOPPED: MAY 18, 2008@19:03:02

GUI VERSION: 1.1.33 RPMS VERSION: 1.1.T33

NIGHTLY TASK: 3631958

UPDATE STATUS: **Running**

DATE/TIME REMINDERS STARTED: MAY 18, 2008@19:03:04

DATE/TIME REMINDERS STOPPED: MAY 18, 2008@19:03:05

DATE/TIME GPRA UPDATE STARTED: APR 04, 2008@20:00:02

DATE/TIME GPRA UPDATE STOPPED: **MAR 28, 2008@08:38:51**

REMINDER UPDATE STARTED: APR 02, 2008@14:00:02

REMINDER UPDATE STOPPED: APR 03, 2008@05:12:04

DX CAT UPDATE STARTED: APR 02, 2008@17:20:38

DX CAT UPDATE STOPPED: APR 02, 2008@21:02:33

As you can see in the above example, the nightly Flag, Diagnosis Category, National Measures (aka GPRA) and Reminders runs have completed (please note that the stop date and times follow the start date and times). However the update process is still running as you can see from the UPDATE STATUS. You can also determine that it is currently calculating the National Measures as the DATE/TIME GPRA UPDATE STARTED is more recent than the DATE/TIME GPRA UPDATE STOPPED.

## Appendix D – Correcting problems with viewing RPMS reports via iCare

This section addresses problems when accessing the Health Summary, Wellness Summary, or Reminders tabs in on the Patient Cover Sheet screen. Symptoms include either an error or no results displayed.

All previously reported instances of this problem were found to be caused by one of two issues.

The first issue is that a field in the KERNEL SYSTEM PARAMETERS file is not set correctly. This problem has usually only occurred with test systems which are copies of other systems. Be sure that the DEFAULT DIRECTORY FOR HFS field contains a valid directory path for your system.

```
DEV2>D Q^DI
```

```
VA FileMan 22.0
```

```
Select OPTION: 1 ENTER OR EDIT FILE ENTRIES
```

```
INPUT TO WHAT FILE: ICARE SITE PARAMETERS// KERNEL SYSTEM PARAMETERS (1 entry)
```

```
EDIT WHICH FIELD: ALL// DEFAULT DIRECTORY FOR HFS
```

```
THEN EDIT FIELD:
```

```
Select KERNEL SYSTEM PARAMETERS DOMAIN NAME: `1 DEMO-HO.IHS.GOV
```

```
DEFAULT DIRECTORY FOR HFS: D:\public//
```

The second issue is that multiple versions of Terminal Type P-OTHER80 have been found in the TERMINAL TYPE file. The device handler program only looks at the first one defined in the system. If there are more than one P-OTHER80 terminal types, be sure that the first entry is defined as the standard P-OTHER80 definition.

For example, here are two entries in the file.

```
Global ^%ZIS(2,"B","P-OTHER80"  
^%ZIS(2,"B","P-OTHER80",118)=  
121)=
```

```
Global ^%ZIS(2,118  
^%ZIS(2,118,0)=P-OTHER80  
1)=80^#^55^$C(8)  
2)=C IO H 3 O IO  
3)=C IO  
9)=General 80 column printer
```

```
Global ^%ZIS(2,121  
^%ZIS(2,121,0)=P-OTHER80  
1)=80^#^64^$C(8)  
9)=General 80 column printer
```

The first one (IEN=118) is the non-standard P-OTHER80 definition. The second one (IEN=121) is the standard definition.

```
Select OPTION: INQUIRE TO FILE ENTRIES
```

```
OUTPUT FROM WHAT FILE: KERNEL SYSTEM PARAMETERS// TERMINAL TYPE
```

(149 entries)

Select TERMINAL TYPE NAME: P-OTHER80    General 80 column printer

ANOTHER ONE:

STANDARD CAPTIONED OUTPUT? Yes// (Yes)

Include COMPUTED fields: (N/Y/R/B): NO// - No record number (IEN), no Computes

NAME: P-OTHER80

RIGHT MARGIN: 80

FORM FEED: #

PAGE LENGTH: 64

BACK SPACE: \$C(8)

DESCRIPTION: General 80 column printer

## Appendix E – Notification Management Options

It may be necessary to have your site manager give you the following menu, ORB NOT MENU. This allows you to manage your own Kernel Alerts.

```
NAME: ORB NOT MENU                MENU TEXT: Notification Mgmt Menu
TYPE: menu                        CREATOR:
DESCRIPTION:  This is a menu option which manages or directs users to options
              adding or removing notifications to those they will receive.  Users access
              this option to turn on or off notifications.  Users may review the
              notifications they should be currently receiving.  A user may also remove all
              of his/her existing notifications via a purge option.
```

Used by each user to set and define their own notifications

```
ORB NOT MENU      Notification Mgmt Menu

 1      Enable/Disable My Notifications
 2      Erase All of My Notifications
 3      Set Notification Display Sort Method (GUI)
 4      Send me a MailMan bulletin for Flagged Orders
 5      Show Me the Notifications I Can Receive
```

Select Notification Mgmt Menu Option: 5 Show Me the Notifications I Can Receive

```
Would you like help understanding the list of notifications? No// (No)
DEVICE: HOME//
```

Notification List for ACORD,ARLIS L Page: 1

```
Notifications is disabled. No notifications will be processed or delivered.
- End of Report -
```

Press RETURN to continue:

Select Notification Mgmt Menu Option: 1 Enable/Disable My Notifications

Enable/Disable My Notifications

```
----- Setting for User: ACORD,ARLIS L -----
Select Notification: ?
```

There are currently no entries for Notification.

Answer with OE/RR NOTIFICATIONS NUMBER, or NAME, or PACKAGE ID, or  
MESSAGE TEXT

Do you want the entire 52-Entry OE/RR NOTIFICATIONS List? Y (Yes)

Choose from:

- 3 LAB RESULTS
- 5 ORDER REQUIRES CHART SIGNATURE
- 6 FLAG ORDER FOR CLARIFICATION
- 12 ORDER REQUIRES ELEC SIGNATURE
- 14 ABNORMAL LAB RESULTS (ACTION)
- 18 ADMISSION

19 UNSCHEDULED VISIT  
 20 DECEASED PATIENT  
 21 IMAGING PATIENT EXAMINED  
 22 IMAGING RESULTS  
 23 CONSULT/REQUEST RESOLUTION  
 24 CRITICAL LAB RESULT (INFO)  
 25 ABNORMAL IMAGING RESULTS  
 26 IMAGING REQUEST CANCEL/HELD  
 27 NEW SERVICE CONSULT/REQUEST  
 28 SERVICE ORDER REQ CHART SIGN  
 30 CONSULT/REQUEST CANCEL/HOLD  
 31 NPO DIET MORE THAN 72 HRS  
 32 FLAGGED OI RESULTS - INPT  
 33 ORDERER-FLAGGED RESULTS

'^' TO STOP:

Enable/Disable My Notifications

----- Setting for User: ACORD,ARLIS L -----

Select Notification: ABNORMAL

- 1 ABNORMAL IMAGING RESULTS
- 2 ABNORMAL LAB RESULT (INFO)
- 3 ABNORMAL LAB RESULTS (ACTION)

CHOOSE 1-3:

CHOOSE 1-3: 2 ABNORMAL LAB RESULT (INFO)

Are you adding ABNORMAL LAB RESULT (INFO) as a new Notification? Yes// YES

Notification: ABNORMAL LAB RESULT (INFO)// ABNORMAL LAB RESULT (INFO) ABNORMAL LAB RESULT (INFO)

Value: ?

Code indicating processing flag for the entity and notification.

Select one of the following:

- M Mandatory
- E Enabled
- D Disabled

Value: Enabled

Select Notification:

Manager of Notifications

ORB NOT MGR MENU Notification Mgmt Menu

- 1 Enable/Disable Notifications
- 2 Erase Notifications
- 3 Set Urgency for Notifications (GUI)
- 4 Set Deletion Parameters for Notifications
- 5 Set Default Recipient(s) for Notifications
- 6 Set Default Recipient Device(s) for Notifications
- 7 Set Provider Recipients for Notifications
- 8 Flag Orderable Item(s) to Send Notifications
- 9 Archive(delete) after <x> Days
- 10 Forward Notifications ...
- 11 Set Delays for Unverified Orders ...
- 12 Set Notification Display Sort Method (GUI)
- 13 Send Flagged Orders Bulletin
- 14 Determine Recipients for a Notification
- 15 Display Patient Alerts and Alert Recipients

- 16 Enable or Disable Notification System
- 17 Display the Notifications a User Can Receive

Select Notification Mgmt Menu Option: 16 Enable or Disable Notification System

Enable or Disable Notification System

Enable or disable notifications. may be set for the following:

- 1 Division DIV [DEMO INDIAN HOSPITAL]
- 2 System SYS [DEMO.OKLAHOMA.IHS.GOV]
- 3 Package PKG [ORDER ENTRY/RESULTS REPORTING]

Enter selection: 1 Division DEMO INDIAN HOSPITAL

Setting Enable or disable notifications. for Division: DEMO INDIAN HOSPITAL  
Value: Enable//

Select Notification Mgmt Menu Option: 7 Set Provider Recipients for Notifications

Set PROVIDER RECIPIENTS Parameters for Notifications

Provider Recipients may be set for the following:

- 1 Division DIV [DEMO INDIAN HOSPITAL]
- 2 System SYS [DEMO.OKLAHOMA.IHS.GOV]
- 3 Package PKG [ORDER ENTRY/RESULTS REPORTING]

Enter selection: 1 Division DEMO INDIAN HOSPITAL

----- Setting Provider Recipients for Division: DEMO INDIAN HOSPITAL -----

Select Notification: ABNORMAL

- 1 ABNORMAL IMAGING RESULTS
- 2 ABNORMAL LAB RESULT (INFO)
- 3 ABNORMAL LAB RESULTS (ACTION)

CHOOSE 1-3: 2 ABNORMAL LAB RESULT (INFO)

Are you adding ABNORMAL LAB RESULT (INFO) as a new Notification? Yes// YES

Notification: ABNORMAL LAB RESULT (INFO)// ABNORMAL LAB RESULT (INFO) ABNORM  
AL LAB RESULT (INFO)

Value: ?

Any one or combination of 'P', 'A', 'T', 'O', 'M', 'E', 'R', and/or 'S'.

Value: ??

Set of codes indicating default provider recipients of a notification by their title or relationship to the patient. Notifications can be set up with any or all of the following codes:

- P (Primary Provider): deliver notification to the patient's Primary Provider.
- A (Attending Physician): deliver notification to the patient's Attending Physician.
- T (Patient Care Team): deliver notification to the patient's primary care Team.
- O (Ordering Provider): deliver notification to the provider who placed the order which trigger the notification.
- M (PCMM Team): deliver notification to users/providers linked to the patient via PCMM Team Position assignments.
- E (Entering User): deliver notification to the user/provider who entered the order's most recent activity.
- R (PCMM Primary Care Practitioner): deliver notification to the patient's PCMM Primary Care Practitioner.

S (PCMM Associate Provider): deliver notification to the patient's PCMM Associate Provider.

The providers, physicians and teams must be set up properly and accurately for the correct individuals to receive the notification.

Value: P  
Select Notification:

Select Notification Mgmt Menu Option: 5 Set Default Recipient(s) for Notifications  
Set REGULAR (DEFAULT) RECIPIENTS Parameters for Notifications

Notification Regular Recipients may be set for the following:

- 1 User USR [choose from NEW PERSON]
- 2 Team (OE/RR) OTL [choose from OE/RR LIST]

Enter selection: 1 User NEW PERSON

Select NEW PERSON NAME: AD

- 1 ADAIR,ALISA L
- 2 ADAIR,AUDREY S
- 3 ADAIR,CAROLYN S
- 4 ADAIR,LISA M
- 5 ADAIR,RHONDA A

Press <RETURN> to see more, '^' to exit this list, OR  
CHOOSE 1-5:

- 6 ADAM,ADAM
- 7 ADAMS,MELISSA L

Press <RETURN> to see more, '^' to exit this list, OR  
CHOOSE 1-10: 6 ADAM,ADAM

----- Setting Notification Regular Recipients for User: ADAM,ADAM -----

Select Notification: ABNORMAL

- 1 ABNORMAL IMAGING RESULTS
- 2 ABNORMAL LAB RESULT (INFO)
- 3 ABNORMAL LAB RESULTS (ACTION)

CHOOSE 1-3: 2 ABNORMAL LAB RESULT (INFO)

Are you adding ABNORMAL LAB RESULT (INFO) as a new Notification? Yes// YES

Notification: ABNORMAL LAB RESULT (INFO)// ABNORMAL LAB RESULT (INFO) ABNORMAL LAB  
RESULT (INFO)

Value: ?

Enter 'yes' if this person or team should always receive the  
notification.

Value: YES  
Select Notification: