

Nightingale on Demand
OntarioMD
Hospital Report Manager
User Guide

Confidentiality

By accepting receipt of this document, recipients acknowledge Nightingale's exclusive right, title and interest in and to all intellectual property rights in the attached document created by Nightingale including, without limitation, design, concept, source code, object code, inventions, and trade secrets, copyright and other proprietary rights("the Intellectual Property").The Recipient agrees that the Intellectual Property is and shall remain the sole and exclusive property of Nightingale and that the Recipient has and will hereby acquire no rights in any of the Intellectual Property. The Recipient specifically acknowledges that its use of the Intellectual Property shall not create for the Recipient any right, title or interest in the Intellectual Property. The Recipient also acknowledges that the attached Nightingale Confidential Information received is the valuable property of Nightingale and may include ideas and inventions which are, or will be, the subject of patent applications or trade secrets. Unauthorized disclosures of Nightingale Confidential Information can irreparably damage Nightingale. Such information and inventions will be kept confidential by the Recipient, used for the intended purpose, and not disclosed to others until or unless the Recipient receives permission in writing from Nightingale to make specified disclosures to third parties. No further use of the Nightingale Confidential Information will be made by the Recipient, or any related parties, without the express authorization in writing from Nightingale.

Copyright © 2013-2014 Nightingale Informatix Corporation. All rights reserved

Table of Contents

1. Purpose of Hospital Report Manager (“HRM”).....	4
2. Setting up User Permissions for HRM in NOD	4
3. Setting up Providers Identifiers	4
4. Viewing Reports in NOD	5
4.1 Dashboard Module	5
4.2 Patients Module	5
4.3 Office Actions	5
5. Managing Duplicate and Amended Reports	5
6. Viewing Reports	6
7. Report Status	6
8. Unmatched Providers.....	7
9. Managing Unmatched Patient Reports	8
10. Unprocessed Messages.....	8
11. Re-filing Reports	8
12. Alternate Labels for HRM Mappings	9
13. Confidentiality Statement	9
14. Managing Alerts	10
15. Manual Download	11

1. Purpose of Hospital Report Manager (“HRM”)

The purpose of the OntarioMD Hospital Report Manager (HRM) is to deliver Diagnostic Images (DI) and Correspondence Reports from hospitals automatically into Nightingale on Demand (NOD).

2. Setting up User Permissions for HRM in NOD

In order for users to have permission to access HRM, they need to have permissions. Please follow the steps below in order for users to have HRM functionality.

1. Log into NOD
2. In the Enterprise Module, select the User
3. Select the *User Roles* Menu
4. Select the *User Role*
5. Select the *Office Actions*
6. Select *Administration*
7. Make a check mark beside the following two items:
 - a. HRM Alerts
 - b. HRM Manual Downloads
8. Select *Enterprise* Module
9. Select *Mapping* and make a checkmark beside the following:
 - a. HRM Mapping
 - b. Unmatched Providers
10. Select *Save*

3. Setting up Providers Identifiers

In order for Providers to receive HRM reports, two identifiers will need to be configured; Lab Codes and Dictation ID. If the identifiers are not configured, the Provider will not receive reports.

1. Select *Enterprise* Module
2. Select *Provider*
3. Scroll down and select Add Provider Identifier to add an identifier number for the provider. The Identifiers screen displays
4. Select *Lab Codes* in the Group drop down field
5. Select “OMD HRM” in Type drop down field
6. Enter provider’s CPSO number
7. Select *Add*
8. The CPSO number displays in the identifier section
9. Select *Dictation ID* in the Group drop down
10. Select *OMD HRM* as the type
11. Enter in the Provider’s CPSO or CNO number in the Provider Identifier
12. Select *Add*
13. Repeat steps 3-12 but select ‘Dictation ID’ in step 4
14. Select “Save” to save the HRM Provider setup.

4. Viewing Reports in NOD

There are three ways that DI and Correspondence Reports can be viewed in NOD.

1. Dashboard Module
2. Patients Module
3. Office Actions

4.1 Dashboard Module

1. From the task and reminders section on the dashboard, select either *Correspondence* or *Diagnostic Imaging*
2. The list of Unsigned Correspondence or Diagnostic Imaging will be displayed
3. Select the patient's name hyperlink to open the report
4. Select Sign and File

4.2 Patients Module

1. Select the patient from the search screen
2. Select *Report Menu*
3. Select *Correspondence* or *Diagnostic Imaging*
4. Select the patients name hyperlink to open the report
5. Select Sign and File

4.3 Office Actions

1. Select the *Office Actions* Module
2. Select *Administration Menu*
3. Select *Review Reports*
4. Select the Provider from the drop down menu
5. Select the patients name hyperlink to open the report
6. Select Sign and File

5. Managing Duplicate and Amended Reports

When the reports are received through the HRM, there are criteria for matching reports which are, if the sending facility, Report Number and Deliver to UserID match to a report that already exists in NOD, then the report will be checked for content.

1. If the report is determined to be a duplicate based on the above criteria (no content has been changed, then the report will be discarded and not shown in the providers work queue or the patients chart.
2. If the report content has changed, the following checks will be done:
If the patient is different from the original one, the report will be created for the new patient with a message indicating that this was delivered to another patient, This will apply to DI and Correspondence.
3. If the patient is the same but the message, date portion of the message is older than the existing report the report will come into the provider's box for review. A message will display on the report that a new version of this report and this will report will be added to the history of the report once signed off.

When a DI or Correspondence Report is selected for viewing and that report has received a new version there will be an *HX* button displayed on the report. This will allow the provider to review all the iterations of this report, for the same patient.

6. Viewing Reports

When reviewing reports in NOD as shown below with the DI report, the information displayed is as follows: the Provider Information, Author of Report, Patients Information, Accession Number, Date of Service and Report Status.

CPP		Encounter		TORONTO EAST GENERAL		status: Not Filed		OPTIONS ↓	
Provider:	MDLastOne, MDOne	Patient name:	PTLastOne, PTOne	ACCESSION NUMBER					
Radiologist:	GLICKMAN, AARON	Birthdate:	May 1, 1911 102 years	5411685					
		Sex:	F	Date of service: Jul 31 2013 08:20					
		Health Number:	1234567897 ZE	Date of filing: Nov 27 2013 13:42					
		Phone:	(416)555-1234	REPORT STATUS: Signed					
Comments:									

When reviewing reports in NOD as the Correspondence report below the information displays as follows with the Provider Information, Dictated By, Patients Information, Accession Number, Date of Service and Report Status.

TORONTO EAST GENERAL		status: Not Filed	
Provider :	MDLastOne, MDOne	Patient name :	PTLastFour, PTFour
Not Filed		Birthdate :	May 4 1944 69 years
		Sex :	M
		Health Number :	4567891017
		Phone :	(416)555-4567
		Report Number :	101031 Hx
		Date of service :	Aug 8 2013
		Date of filing :	Nov 27 2013
		Report Type :	06^Discharge Summary
		Report Status :	Signed
Dictated by : MDLastOne,MDOne			

7. Report Status

There are two statuses that are provided by the Hospital Report Manager when they are delivered into NOD. The status will appear on the right hand side of the report. The two statuses are as follows:

Signed: This status means it has been signed by the responsible author and released by Health Records.

Cancelled: The report is null and void

8. Unmatched Providers

The enterprise may receive reports that cannot be matched to a provider because the provider was not setup correctly or the report was delivered in error. The reports can be reviewed and matched through the Enterprise Module.

1. Select the *Enterprise* Module
2. Select *Mapping*
3. Select *Unmatched Providers*
4. Select the Provider
5. Click the radio “match” button
6. Select the appropriate provider from the drop down list
7. Select “Ok”

The screenshot shows the Nightingale software interface. At the top, there are 'Match' and 'Delete' buttons, with 'Match' circled in red. Below this is a table titled 'HRM Reports - Unmatched Providers'. The table has the following columns: Provider, Patient, Report Number, Service Date, Location, and Type. The 'Enterprise' module is selected in the left sidebar. The 'Data Miner' section is also visible, with a red circle around the first row's provider information.

<input type="checkbox"/>	Provider	Patient	Report Number	Service Date	Location	Type
<input type="checkbox"/>	Chamma, Louay (98879)	TEST, Male	Test_QA02M_STG	Oct 13, 2009	HRM-OMD HOSPITAL	DI
<input type="checkbox"/>	Adams, Roger (200002)	PTLastFour, PTFour	11111002	Sep 6, 2013	COLLINGWOOD GENERAL	DI
<input type="checkbox"/>	Chamma, Louay (98879)	TEST, Male	Test_QA02M_STG	Oct 13, 2009	HRM-OMD HOSPITAL	DI
<input type="checkbox"/>	MDLastThree, MDThree (20003)	PTLASTSEVEN, PTSEVEN	5411678	Jul 29, 2013	TORONTO EAST GENERAL	DI
<input type="checkbox"/>	Chamma, Louay (98879)	TEST, Male	Test_QA02M_STG	Oct 13, 2009	HRM-OMD HOSPITAL	DI
<input type="checkbox"/>	MDLastThree, MDThree (20003)	PTLASTSEVEN, PTSEVEN	101019	Jul 31, 2013	TORONTO EAST GENERAL	Correspondence
<input type="checkbox"/>	Adams, Roger (200002)	PTLastTwo, PTTwo	11111002	Oct 6, 2012	ROYAL VICTRIA BARRIE	Correspondence
<input type="checkbox"/>	Adams, Roger (200002)	PTLASTFOUR, PTFOUR	101031	Aug 8, 2013	TORONTO EAST GENERAL	Correspondence
<input type="checkbox"/>	Adams, Roger (200002)	PTLASTFOUR, PTFOUR	101037	Aug 8, 2013	TORONTO EAST GENERAL	Correspondence

9. Managing Unmatched Patient Reports

Due to inconsistencies in the patient's name recorded in Nightingale and the patient name recorded on reports, that are electronically received they sometimes cannot be matched to the patient chart. When this occurs, office staff has to manually associate the lab report with the patient chart.

1. In the Office Actions module, click the Administration menu.
2. Click Review and click the link in the upper-right side of the screen.
3. Click the patient name link; the correspondence or Diagnostic Imaging report displays
4. Click *File to Chart*; the patient search screen displays
5. In the Last Name field, type the patients last name and click search; Click the Search Across locations button to search all patients records in the enterprise.
6. In the Patients field, select the patients' name and click select. If the patient is not yet registered click the New Patient button to register the patient.
7. Click *OK* on the box that says Are you sure you want to export the Laboratory Test Data

The report is exported to the patient's chart and can be viewed from both the Review Report section in the Office Actions module as well as in the Diagnostic Imaging or Correspondence section in the Patients module.

10. Unprocessed Messages

A system generated email will go to the administrator advising them that there was a report delivered to a provider that was not part of the enterprise. The message will be moved to a backup folder.

11. Re-filing Reports

Reports received by NOD from the HRM reports may contain incorrect HRM Class and Subclass values. In order to have the reports filed with the correct information and in the correct categories, reports can be re-filed. Diagnostic Imaging and Correspondence Reports delivered through the HRM have a re-file button.

In order to re-file the report, follow the steps outlined below:

1. View the reports from either the *Dashboard*, *Patients* Module or *Office Actions* Module
2. Select the report to re-file
3. Select the *re-file* button
4. A webpage dialog will display offering the user a choice to change the report category (i.e. Correspondence or DI), or to change the report class, or to leave it as is.
5. Select one of the two radio buttons to change the category or subclass; If the current report is Correspondence and you want to change the report to a DI report, select the radio button labelled "Re-file Report as DI Report". If you choose to change the subclass of the report, select the radio button labelled "Change Correspondence Type to the following":
6. Select the drop down box for the selected radio button to select a specific class, subclass and descriptions.
7. Select *Ok* to confirm the changes or close if no changes are required.

12. Alternate Labels for HRM Mappings

Users are able to generate alternate labels for HRM reports.

1. Select the *Enterprise* Module
2. Select *Mapping*
3. Select *HRM Mapping*
4. Select *Facility* from the Drop Down Menu
5. Input all or just the first part of an existing received report description.
6. Select Correspondence or Diagnostic Imaging from the drop down menu
7. Select *Search*
8. All report descriptions with the search criteria will display.
9. A clinic can create an alternate description for a report. Type it in the new test name in the alternate description area.
10. Select *Tab*
11. Once the Alternate Description has been added for the Correspondence or DI type then all of these related reports will be updated.
12. Repeat steps 4-10 as needed.

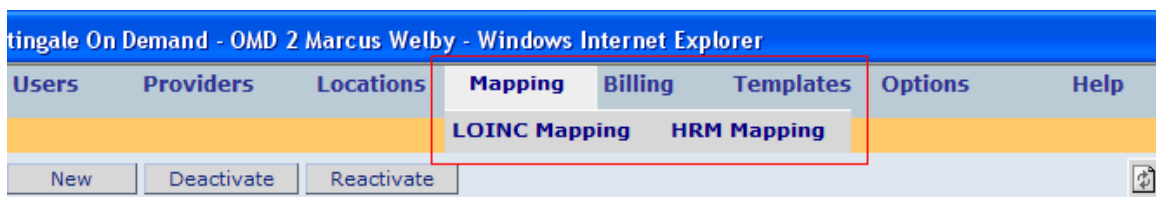


Figure 1: Mapping Menu

Hospital Reports Manager (HRM) Mapping

Only the top 50 matching records will be returned

Facility:

Description: Correspondence

Alternate Description:

Facility	Description	Alternate Description
Etobicoke General Hospital	Bi-Lateral Ultrasound - Knee	Bi-U/S:K
Etobicoke General Hospital	Upper Abdomen Chest X-ray	Upper Ab-CX

13. Confidentiality Statement

NOD displays a default confidentiality statement on printed reports. This statement can be customized per location as follows:

1. Select *System Setup*
2. Select *Practice*
3. Select *Office Information*
4. Enter the Confidentiality Statement
5. Select *Save*

14. Managing Alerts

If reports have not been delivered, there are steps to take in order to confirm that there is a connection between NOD and the HRM interface:

1. Select *Office Actions* Module
2. Select *Review Reports*
3. Select the *Options* Button
4. Select *View HRM Download* status
5. Determine whether the status is "Successful" or "Failed"
 - a) If the status is "Failed", please call the Nightingale Help Desk at 1-888-207-4422 to rectify the problem.

sFTP Download					
sFTP Interface Instance	Status	Last Download (GMT)	Next Download (GMT)	Alert	
ASP_S1_PROD	FAILED	Sep 19, 2013 16:04:12	Sep 20, 2013 16:04:12	ON	GO

When the secure File Transfer Protocol (sFTP) service is running normally, the Status Display field is set to "Successful" and the Alert button is disabled (OFF). Otherwise the Status Display is set to "FAILED" in red and the Alert button is enabled (ON).

If an sFTP manual download fails to execute correctly, the sFTP windows service sends an email to Nightingale Customer Support. If the failure persists, the sFTP windows service will continue to send alert emails to Nightingale Customer Support at the server polling rate, which is typically every 30 minutes.

To avoid the sending of failure alert e-mails to Nightingale Customer Support while the problem is being reported and resolved, users can halt them by clicking the Alert button. Under a failure condition, the Alert button becomes enabled and displays "ON" to indicate that alerts are being sent to Nightingale Customer Support. When a user clicks the Alert button, the display toggles to "OFF" and the email alerts stop. Once the problem is resolved and one manual download runs successfully, the alert function is automatically re-enabled "ON" which means, an alert will be sent on the next failure.

NOTE: A user requires the "HRM Manual Download" and "HRM Alerts" permissions in order to view and operate the Manual sFTP Download page. Reference section "2.Setting up User Permissions for HRM in NOD"

15. Manual Download

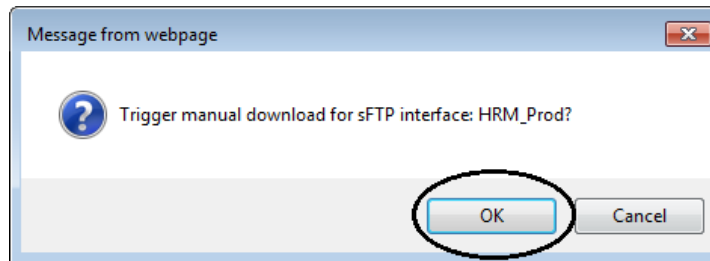
It is the case that some users may not want to wait for the full length of time between downloads. A manual download is available to accommodate this. The client will communicate with the Nightingale Helpdesk to request a manual download at which point the helpdesk staff would login into the NOD Administrator to trigger this download.

If a client has users rights they can select the Go button on the sFTP download and that will trigger a manual download.

sFTP Download

sFTP Interface Instance	Status	Last Download (GMT)	Next Download (GMT)	Alert
HRM_Prod	Successful	Jan 17, 2014 19:59:44	Jan 17, 2014 20:29:44	ON GO

1. You'll receive a message indicating "Trigger manual download for SFTP interface... " Click "OK"



2. The automatic download completes and the time for the Last Download and Next Download is updated.

sFTP Download

sFTP Interface Instance	Status	Last Download (GMT)	Next Download (GMT)	Alert
HRM_Prod	Successful	Jan 17, 2014 20:08:32	Jan 17, 2014 20:29:44	ON GO