Vision 3

SCI Pathology User Guide- Scotland

INPS

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SCI Pathology in Vision

SCI Pathology User Guide

This user Guide details how to set up to receive Scottish pathology messages into Vision Mail Manager via SCI Stores, and how to manage the incoming results.

Note - When it is first run, Vision will only collect results added to the SCI Store in the previous 24 hours.

A detailed description of the display, functions and applications of Mail Manager are described in the **Mail Manager on-screen help**. You can also download Mail Manager Quick Reference guides from the INPS website www.inps.co.uk.

What's New

DLM 320

- **Other Lab Result** - The new SDA entity "Other Lab Result information" is introduced from DLM 320. This Read code accommodates incoming SCI pathology messages which use Read codes outside of the bounded Read code list and are not in Read chapter 4 or 5.
- **Batch Header Filing** - From DLM 320, batch headings for single result messages which have the same Read code as the pathology result and have no attached comment, will not be displayed in the message pane or filed into Consultation Manager.

DLM 310

- **System date For Filing -** The Use System Date for filing menu item under the Options menu is no longer available. This is to enable accurate matching of test results that are already filed in Vision. All pathology messages will now be filed using the date of collection (ie the result date) not the system date.
- **Duplicate Pathology cannot be re-filed -** Duplicate results that have previously been filed will now display greyed out within the Results tab. You are not able to re-file this data. Any unfiled pathology date is unaffected.

DLM 280

- If a **SCI Pathology message** cannot be filed by automatic filing, for example, if the message is unallocated or unassigned, then the words *Filing failed* are shown against it. Manual filing is then required once the remedy for failed filing (allocating or assigning) has been carried out.
- SCI-Pathology messages with Read codes not in chapter 4 or 5 or the unbounded Read code list can now be filed into Vision in 9b04 Comment note.
- For SCI-Pathology users, GMP code can now be mapped to any member of staff in Mail Manager - Tools - Local IDs (see Adding Local Identifiers on page 13).
- New Requestor Details section on Results tab of a pathology message for matching result to GP. See How the pathology messages will match on page 20.

SCI Stores

SCI Stores (Scottish Care Information Stores) is used to deliver pathology messages using an **XML message** type of Test Report. This replaces both ASTM and NHS002 messages in Scotland only.

Change from old Mailbox/Mail Administrator

The XML messages are received, translated and the results viewed in Vision **Mail Manager**.

If you received electronic pathology results previously in Vision Mailbox/Mail Administrator, this has involved you changing the Vision module you use to view and action test results. You must use the new Mail Manager application to receive XML messages.

SCI Pathology Transmissions

SCI Pathology transmissions are controlled by the Clinical Scheduler, or polling, in GPC. Mail Gateway is used as a clinical scheduler for Mail Manager. At regular intervals, Vision automatically retrieves the latest pathology test results and sends them to Mail Manager as XML messages. SCI test results store the date/time they were input into the SCI Store. Vision stores the date/time of the most recent result extracted from the SCI Store, and uses this as the basis of the next request (i.e. retrieves all results added since this date).

Your SCI Store Administrator controls the data filter for your SCI Store user account. If you are getting too many results, or are missing some you expected contact your SCI Store Administrator.

> **Note** - The GPC workstation MUST be running **Windows XP**, which is also a pre-requisite of switching to SOAP. Although Mail Manager can be used simultaneously on different workstations, only <u>one</u> workstation will be able to access the SCI Stores at a time. This prevents the possibility of receiving duplicate test results.
>
> **Note** too that it is recommended that each PC running Mail Manager should have a minimum of 512 Mb memory.

Setting up SCI Stores in Control Panel

There are at least 16 SCI Stores in Scotland, each one covering one or more laboratories/trusts. Each lab transmits to a local SCI Store. A single practice may have to link to one or more of these stores, depending on its location, to receive all test results.

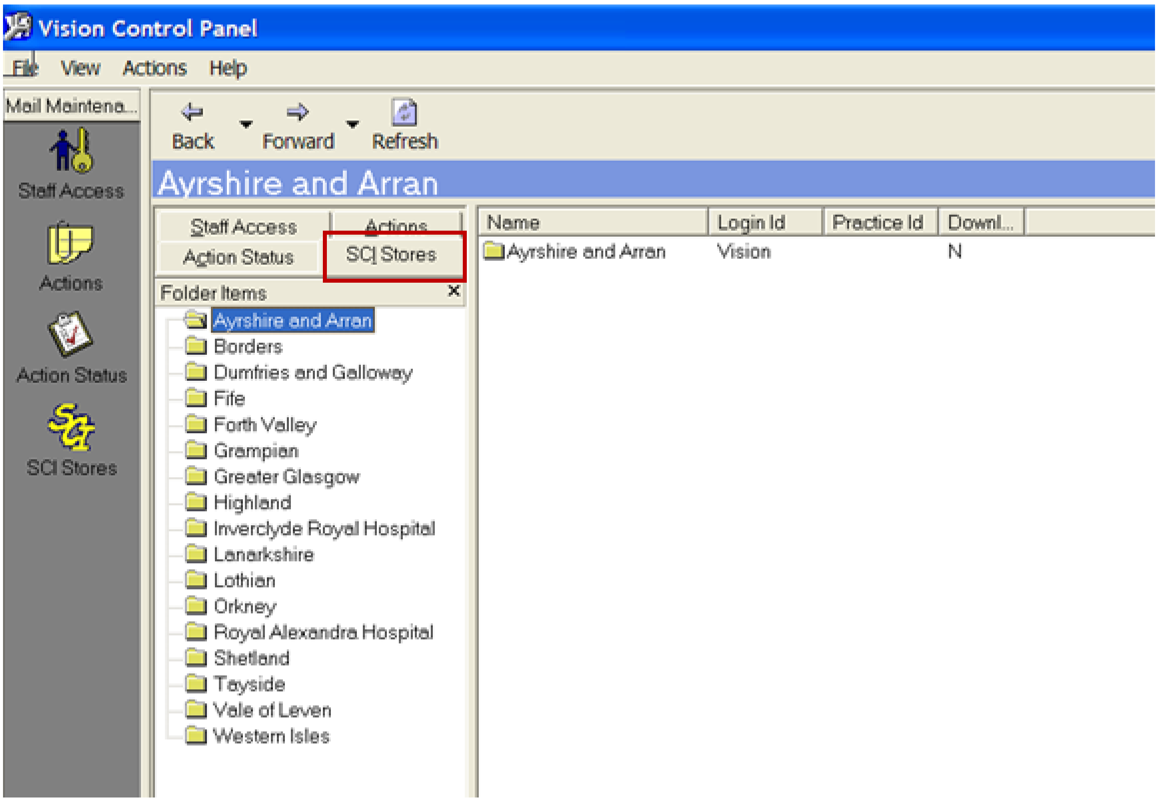
SCI Store login

Each SCI Store sets up a Vision login account. Once you have confirmation that your SCI Store is ready:

- You need to enter the Login ID and in some cases, the SCI Practice ID, in **Control Panel**. These IDs are obtainable by Local SCI Store administrators at each Health Board.
- You need to select the SCI Stores from which they wish to retrieve results in **Mail Manager - Tools - Options - SCI Stores**.

Setting up your login and password for your SCI Store in Control Panel

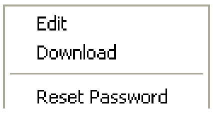
In **Control Panel - Mail Maintenance**, there is a tab **SCI Stores**, which only appears for Scottish sites.



Control Panel – Mail Maintenance – SCI Stores tab highlighted

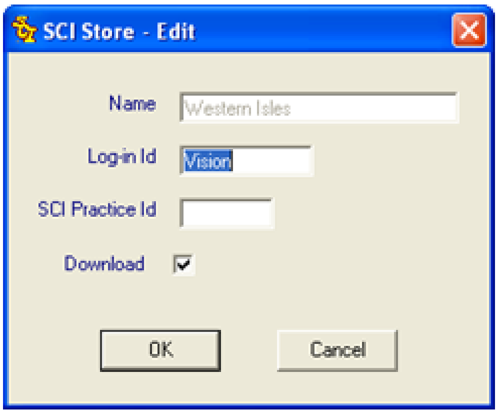
The left-hand pane displays the SCI Stores in alphabetical order. The right-hand pane displays details of the selected SCI Store: Name, Login Id, Practice Id, and Download.

A right click menu on a relevant SCI Store (either pane) that has three options: Edit, Download, and Reset Password.



Right click menu options

Edit



SCI Store Edit screen

- **Name** - The name of the SCI Store, which is not editable.
- **Login Id** - This will be specified by the Local SCI Store administrator at each Health Board. Once set up, it is not anticipated that this field Id will ever change.
- **SCI Practice Id** - Some SCI Stores are using the National Practice Identifier to identify practices, in which case this field must be left blank.

  Other SCI Stores will use their own internal Id for identifying practices. Where this is the case, the individual Local SCI Store administrator will be responsible for informing each practice of their practice Id.
- **Download** - This checkbox determines whether pathology test results will be retrieved from the SCI Store during the Mail Gateway process.

Download

The download menu item toggles the Download status without the need of having to go into the Edit dialog box.

Reset Password

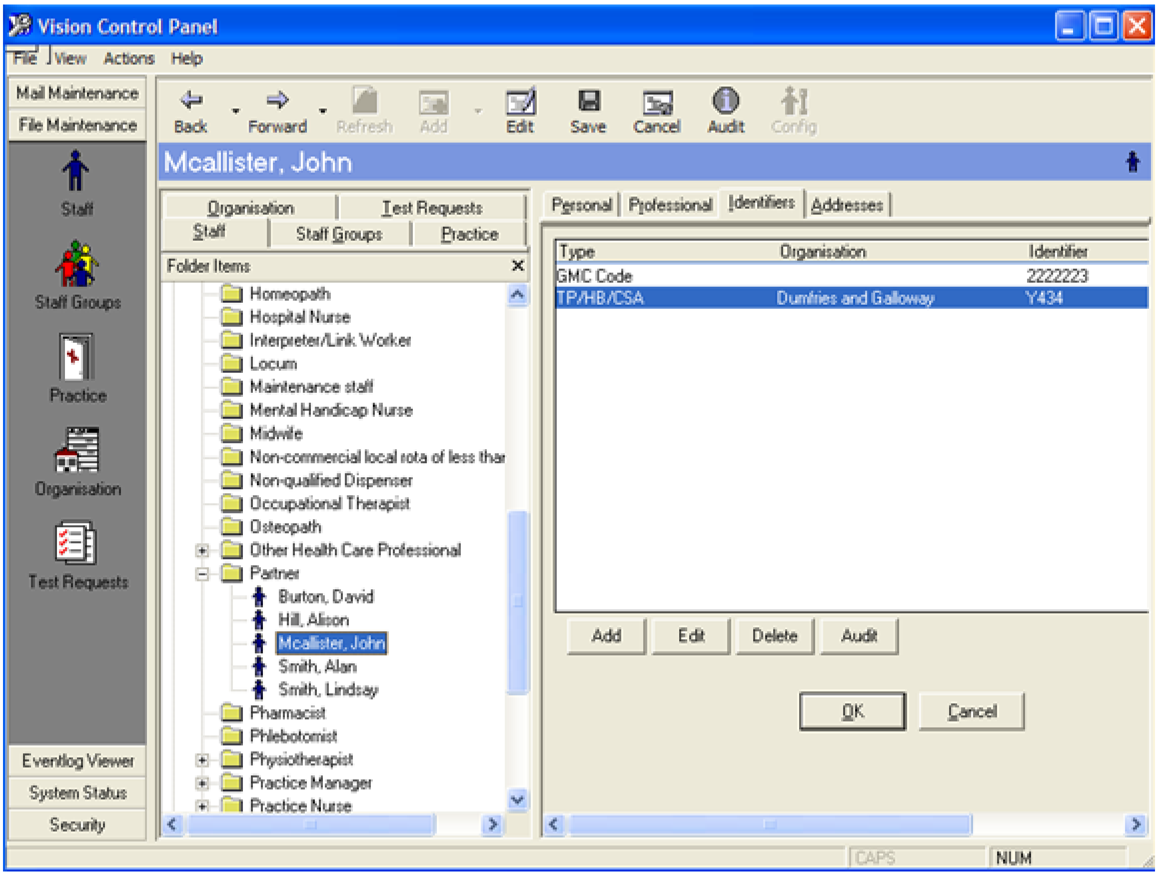
Selecting **Reset Password** displays the following dialog box:

SCI Store – Reset Password screen

- **Login Password** will be specified by each Local SCI Store administrator for each Health Board, for each practice. Once set up, it is not anticipated that the password will ever change.
- **Confirm Password** - The password must be entered twice before it will be saved. Characters will not be displayed in the password fields (as is the case with the Vision login screen).

GMC Code

Make sure each clinician has their GMC code entered in **Control Panel - File Maintenance - Staff - Identifiers**.



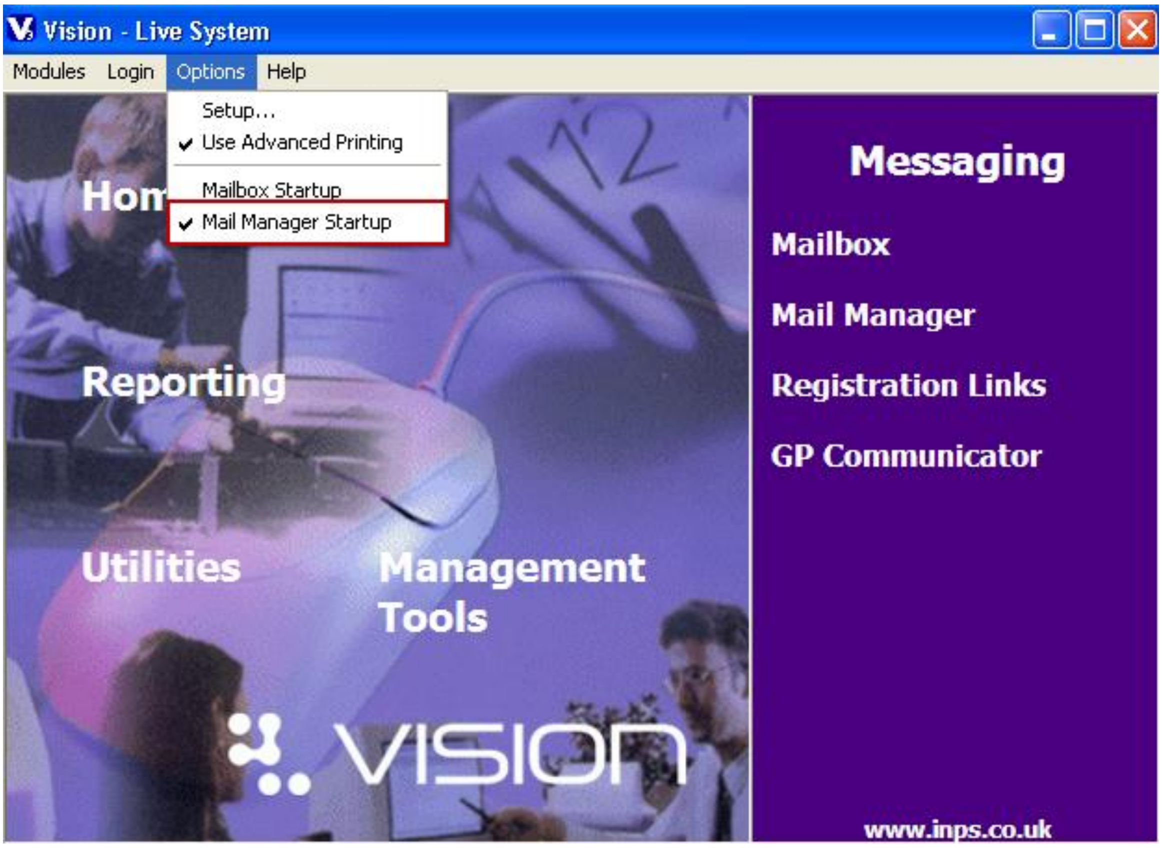
Control Panel – File Maintenance – Staff – Identifiers – Example GMC Code

Setting up SCI Stores in Mail Manager

Accessing and starting up Mail Manager

You can access Mail Manager from the Vision front menu under **Messaging**.

There is a **Mail Manager Startup** option on the Vision front menu under **Options** which if ticked, will automatically launch **Mail Manager** when you go into Vision.



Vision front menu with Options selected and Mail Manager Startup highlighted

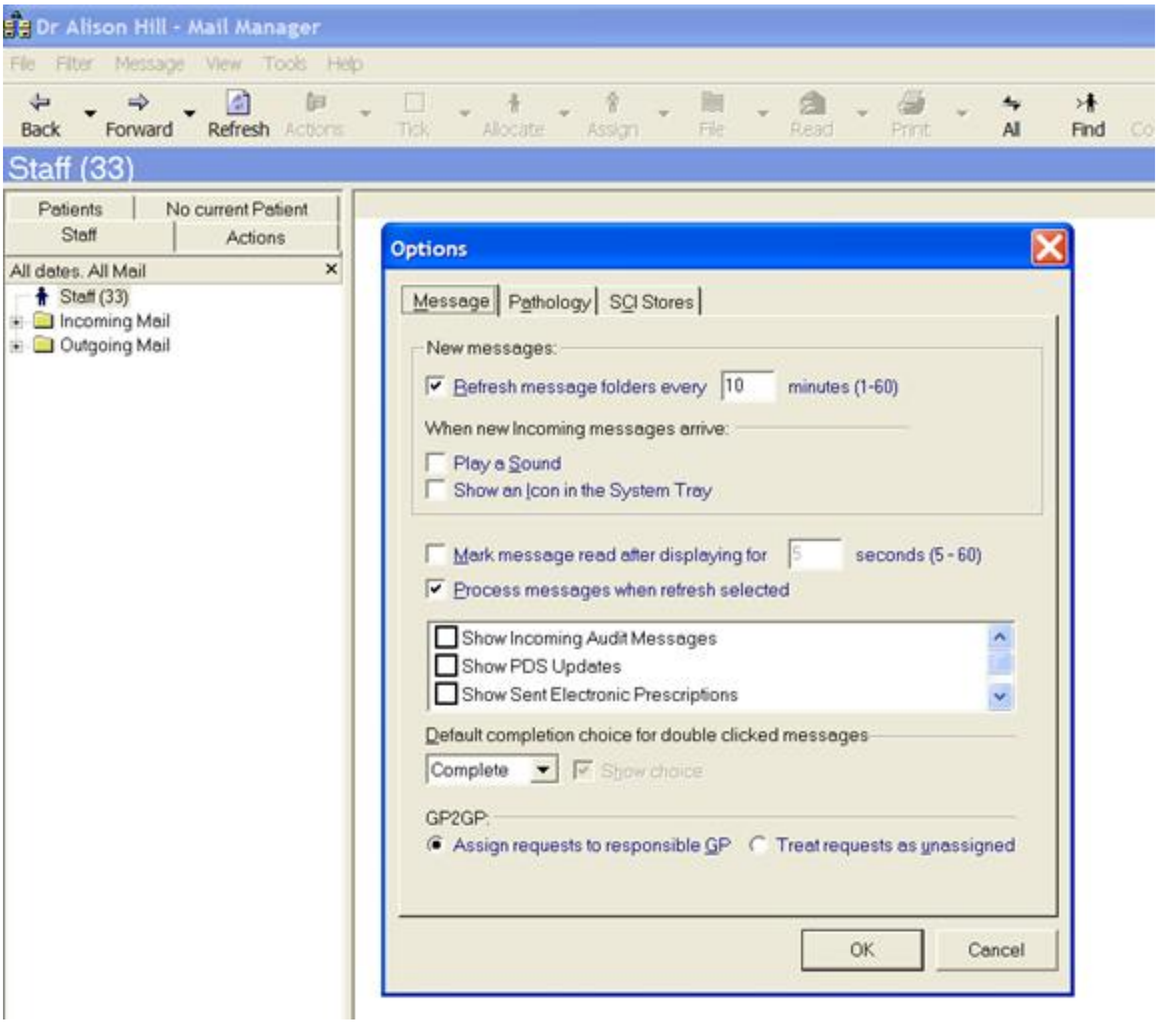
Options (Tools)

In Mail Manager under **Tools** – **Options**:

- Select SCI Stores from which to retrieve results (SCI Stores tab)
- Decide message options (Message tab)
- Decide filing options such as autofiling

Within Mail Manager, various set-up options are available from **Tools** - **Options**.

Initially, only the **Message** tab is enabled. The **Pathology** tab and SCI Stores tabs are displayed once SCI Pathology is switched on. The Autofiling tab is not relevant for SCI Pathology – autofiling SCI Pathology messages is determined under the Pathology tab.

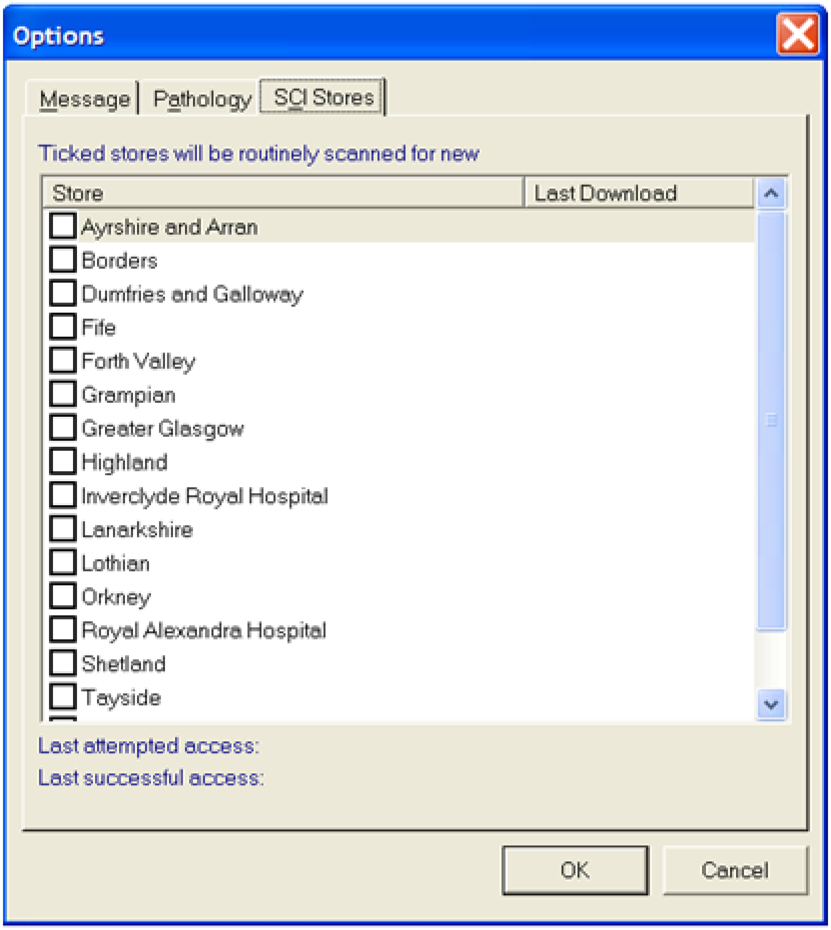


Mail Manager – Tools – Options

SCI Stores tab on Tools Options

Scottish practices can select the **SCI Stores** from which they wish to retrieve test results.

Click on the **SCI Stores** tab from **Mail Manager - Tools – Options**:



Mail Manager – Tools – Options – SCI Stores tab

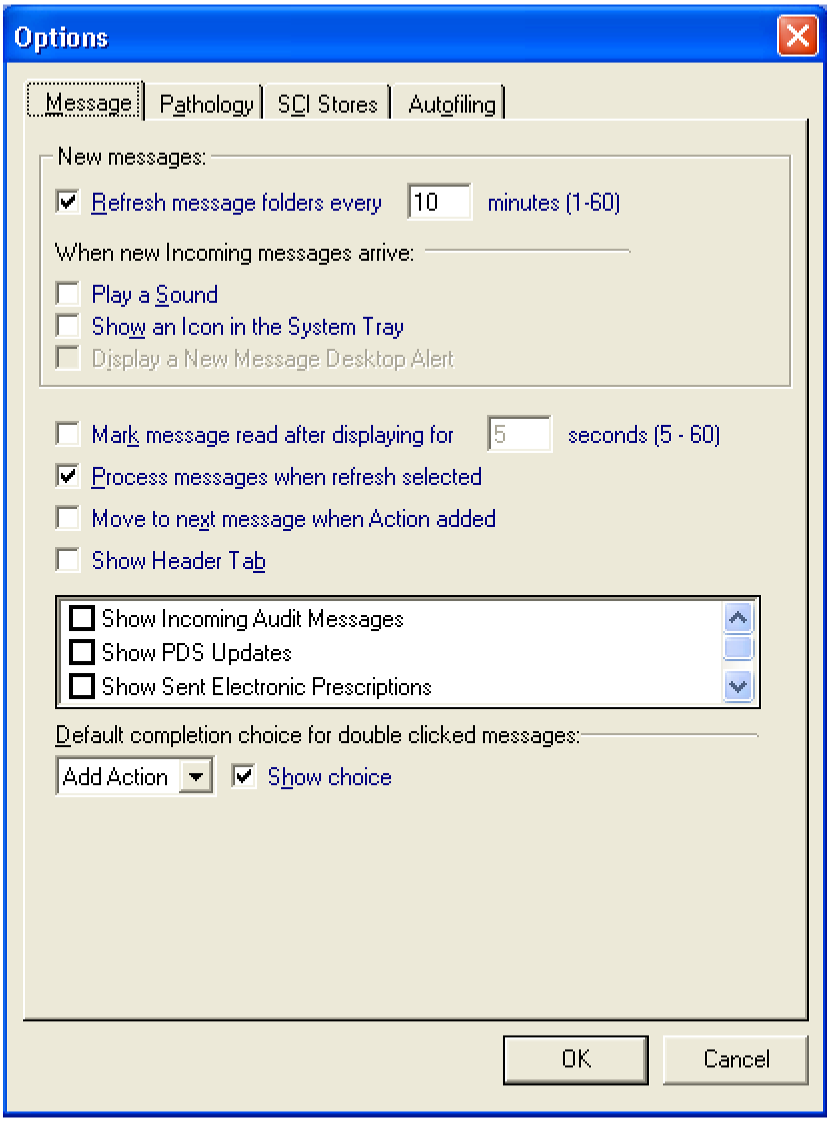
The SCI Store list only appears on Vision systems with a country flag set to Scotland.

Check the box or boxes of the stores which you want regularly scanned for new messages.

You can revisit this screen for information about the date and time of the Last Download.

Note - Each SCI Store sets up a Vision login account. Once you have confirmation that your SCI Store is ready, you need to enter the Login ID and in some cases, the SCI Practice ID, in **Control Panel - Mail Maintenance**. These IDs are obtainable from the Local SCI Store administrator at the Health Board.

Message tab on Tools - Options



Mail Manager – Tools – Options – Message tab

The Message tab from **Tools - Options** has the following options:

New Messages

- **Refresh Message folders every [n] minutes [1-60**] - This processes any new incoming messages. The default is 10 minutes. Select between 1 minute and 60 minutes.

When new Incoming messages arrive:

- **Play a sound** - The default is unchecked.
- **Show an Icon in the System Tray** - The default is unchecked.

Mark message as read

- **Mark message read after displaying for [n] seconds [5-60]** - the default is 5 seconds if this option is checked. You can change the time period between 5 and 60 seconds. If the highlight is on a message in Message List view (so that the details of the message are displayed in the bottom Message Details pane), and remains there for that period of time, the message line is read, and the line loses its bold formatting. If left unchecked, then in order to mark messages as read, you will either tick in the *Read* column on Message List, or right click and *Mark as Read*.

Note - We generally advise against using the option to **Mark as Read** automatically. This is because anyone who has access rights to a message can mark the message as read, irrespective of staff role. So if admin staff are given access rights to clinicians' mail in Mail Manager, the option to mark messages as read automatically should not be used. If, however, admin staff always access test results in Consultation Manager and not in Mail Manager, then the option could be considered.

Process messages with Refresh

- **Process messages when refresh selected** - The default is checked. Outgoing and incoming messages will be processed when you press Refresh.

Filtering messages

- **Show incoming Audit Messages** - Tick this option to display any incoming QMAS audit messages (England and Scotland only). Unticked, the messages will be hidden.
- **Show PDS Updates, Show Sent Electronic Prescriptions, Show GP Summary messages** - Relevant for England only.

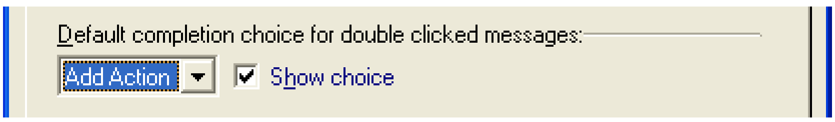
Note - You can also filter the display of messages from the Filter menu (by date and type of mail) and View menu or Active/All icon (completed or sent messages).

Default completion choice for double clicked messages

Double clicking on a message takes you through a whole pathway of functions - filing, marking the message as read, adding an action, completing an action, etc. For a single function, the advice is to use the right click menu as a quicker option. However, for those who prefer to double click on the message, there is an option in **Tools - Options - Message** which can be set per user. This allows you to decide whether the default focus is on **Complete** (the message) or **Add an action**.

An additional Show Choice tickbox allows the user the option to swap from their usual choice to the alternative when double clicking on the message.

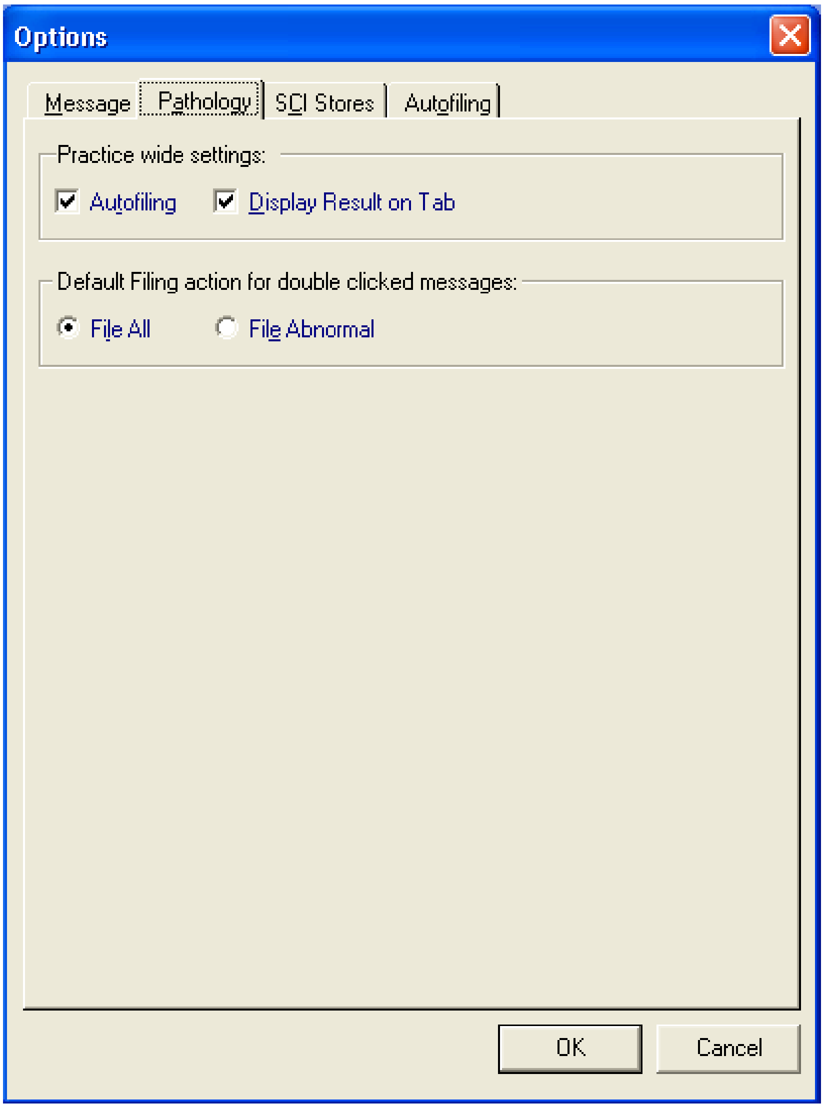
- Selecting **Complete** means the default focus will be on the **Complete** button on the screen *Do you wish to mark this message as complete or add an action?*
- Selecting **Add Action** and with **Show Choice** ticked, the focus is on the **Add Action** button
- Selecting **Add Action** with **Show Choice** unticked leads straight to the **Add Action** screen



Default completion choice for double clicked messages section

Pathology tab on Tools Options

The Pathology tab from **Tools - Options** relates to XML pathology. Only a system manager can make changes here.



Mail Manager – Tools – Options – Pathology tab

Practice wide settings

Both **Autofiling** and **Display Result on Tab** are greyed out if the user is not a system manager (set in **Control Panel - Security**).

- **Autofiling -** Autofiling is a global option, not user specific. Check the **Autofiling** box if you want results filed automatically into the patients' records in Consultation Manager which we would recommend. Pathology messages are filed using the date of collection (ie the result date) not the system date. The mail items can be viewed, marked as read and actioned in Mail Manager. If autofiling fails, a status of *Filing failed* is shown by the message  and the message has to be filed manually

Note - Pathology results will be autofiled to the records of transferred out patients and the result will remain unread in the patient's file

- **Display Result on Tab** - For incoming results, this allows you to choose what labels display on the results tab: if **Display Result on tab** is ticked, then the tab title takes the first result line. If unticked, then the specimen header is displayed (eg Blood, Urine etc). Switching this option on or off does not affect results already in the system. This option is greyed out if the user is not a system manager

Default filing action for double clicked messages:

- **File All** - File all result lines in a message (recommended)
- **File Abnormal** - File only those result lines with an abnormal flag within a message. Abnormal result lines are marked by the laboratory with either a red triangle (abnormal and outside normal range) or a red question mark (potentially abnormal)

Note – It is the Laboratory's responsibility to mark results as Abnormal. There are some circumstances where results you would consider abnormal are not marked as such by the laboratory.

Adding Local Identifiers

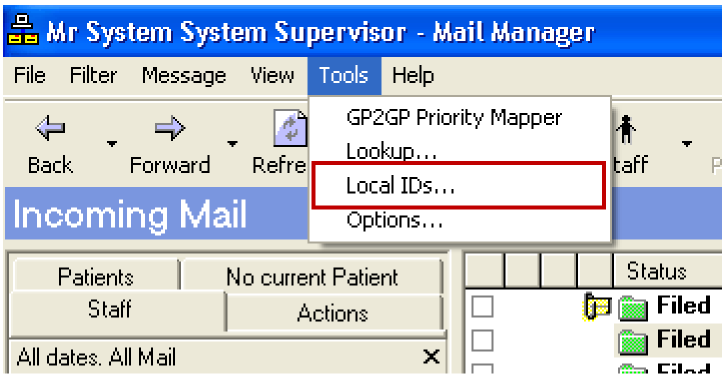
In Scotland, the GMC code is used to match the message to a GP for Scottish pathology.

When a pathology test is ordered by a nurse, locum or any member of staff receiving pathology results who do not have their own GMC code, a local identifier is allocated by the laboratory. When the result comes back, you need to find the local identifier in the message and add it to the Local ID mapping tool, using Tools - Local IDs, so that for future messages results will be directed to the person with the corresponding Local Identifier.

There is a Requestor Details section on the Results tab of a message. Mail Manager will attempt to match one of the (Requestor) Identifier codes with a Vision GP's GMC code. If this fails, it will attempt to match the (Requestor) Name with a Vision Local Id. If no matches are found, the patient's Usual GP is used.

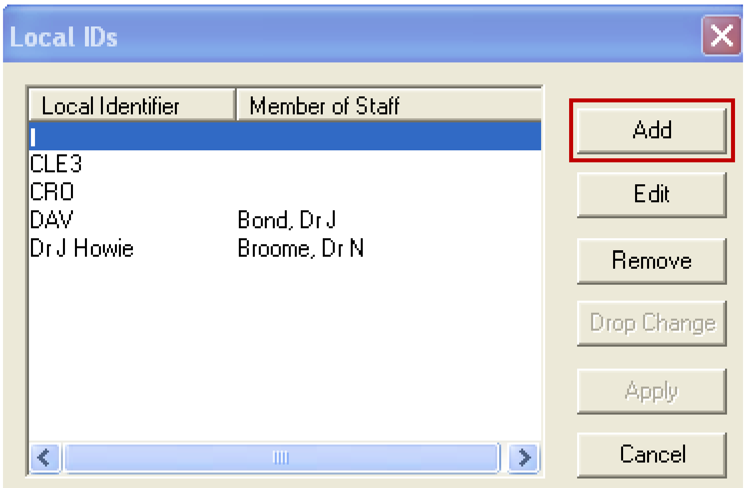
Tools - **Local Ids** is where you can set up such a local identifier. A Local Identifier can only relate to one staff member at a time.

1. In Mail Manager, select **Tools - Local IDs**.



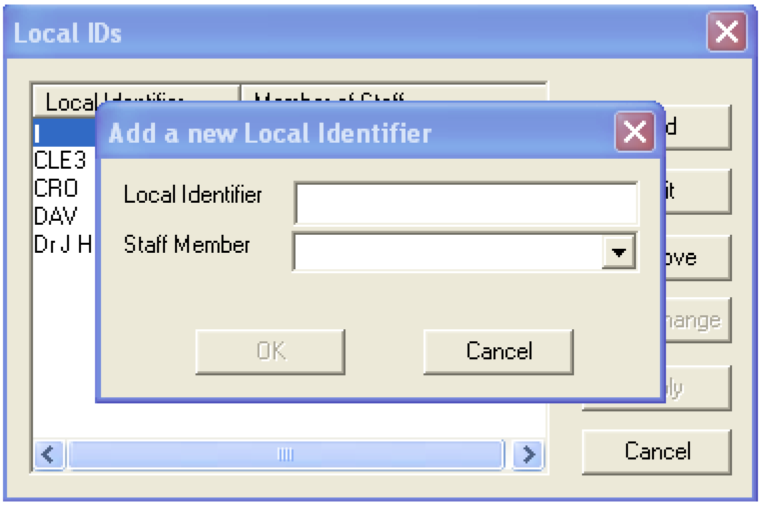
Mail Manager – Tools menu – Local ID's highlighted

2. To add a Local Identifier, click on **Add**.

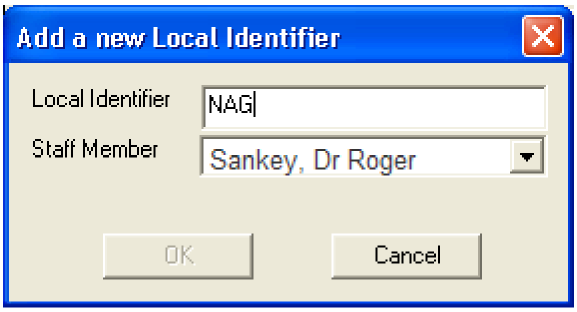


Local ID's with Add button highlighted

3. Enter the Local ID for the nurse or locum in **Local Identifier** (in the example screenshot below, the Local ID is NAG), and select the staff member from the picklist under **Staff Member** (in the example, Dr Roger Sankey). The user must already be in the list of staff in **Control Panel - File Maintenance - Staff**.



Add a new Local Identifier screen



Example completed Add a new Local Identifier

4. Click **OK**.
5. Highlighting the local identifier you have just added, click on **Apply**.

Scottish pathology results in Mail Manager

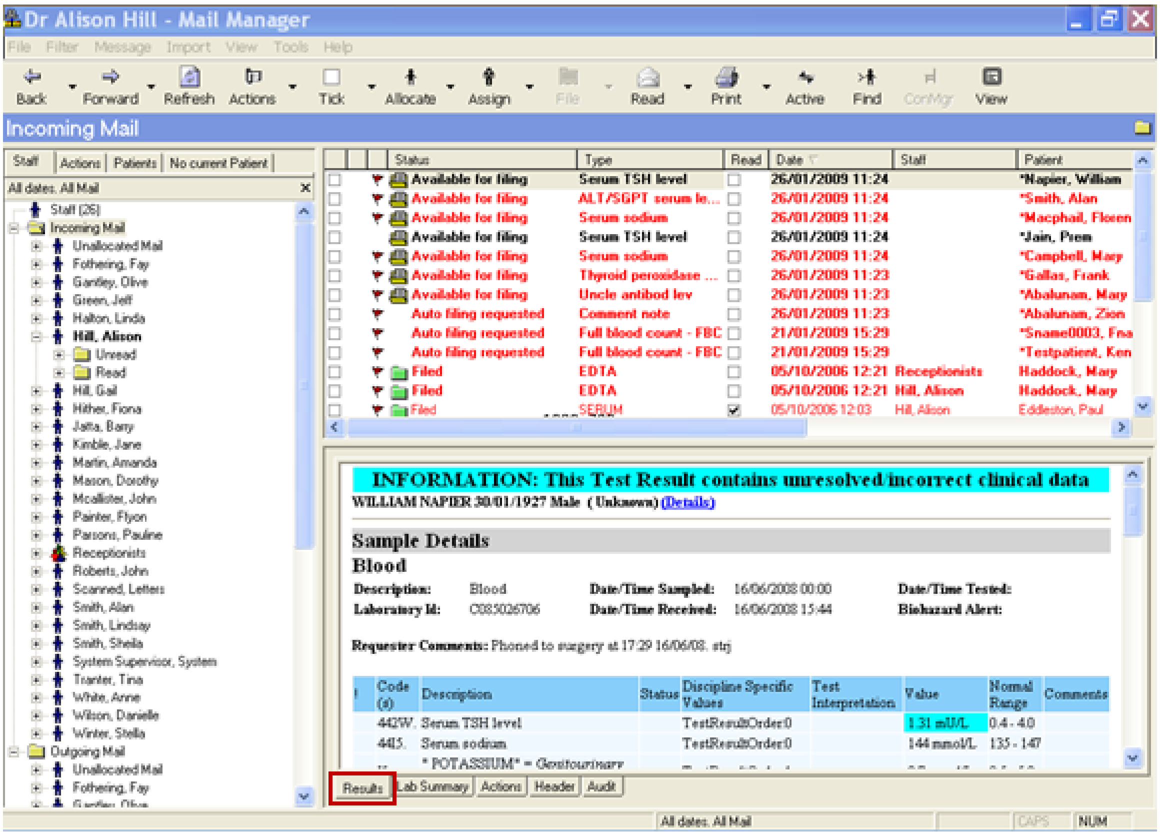
The Mail Manager display

The results obtained from the SCI Stores appear in Mail Manager, in exactly the same manner as any other incoming message.

> **Note** - When it is first run, it will only collect results added to the SCI Store in the previous 24 hours.

Within Mail Manager, it is possible to display the test results from the tab **Results** highlight an incoming message and click on the Results tab at the bottom of the screen.

> **Note** - If you were previously using Vision Mailbox, any older ASTM/EDIFACT pathology messages will remain in Vision Mailbox module for viewing; they are not transferred to Mail Manager.



Mail Manager with Results tab highlighted

In the above screenshot of Mail Manager:

- The messages with *asterisks against the patient names are unassigned, ie they do not match a patient on your practice database
- Messages in red indicate they contain an "abnormal" result, outside the normal range

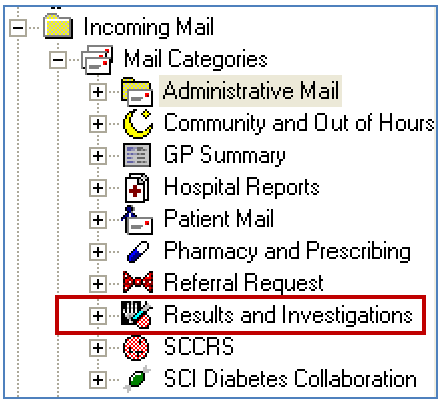
- Autofiling has been switched off so messages are "Available for filing". We recommend Autofiling is switched on.
- The bottom pane shows the details of the pathology result. The test illustrated has either Read code(s) or unit(s) unrecognised by Vision, but you can map these (see Lookup Maintenance - Assigning Read Codes and invalid units on page 21) before you can file the results in the patient's record.

The **Lab Summary** tab is next to the Result tab. This is a pared down version of the information displayed on the Results tab. This view does not include the battery header information so any comments added there will not be displayed here. It is therefore recommended that you **always use the Results** tab.

Mail Category Filters

In the Mail Manager **Staff** and **Patients** tabs, within the **Incoming** and **Outgoing** Mail folders, we have introduced a **Mail Categories filter**. This allows you to view messages by message type e.g. you can click on Hospital Reports to display Discharge Summaries only for all mailboxes which you have access rights to:

Note – Scottish practices have additional SCCRS and SCI-DC mail categories



Incoming Mail – Mail Categories with pathology results highlighted

Managing SCI-Pathology messages

The pathology test results act just as any other incoming message – e.g. it is possible to assign actions to them, or re-assign them to different staff members.

The test results can be automatically filed into Vision. Mail Manager has a link to launch Consultation Manager and automatically display the selected test result.

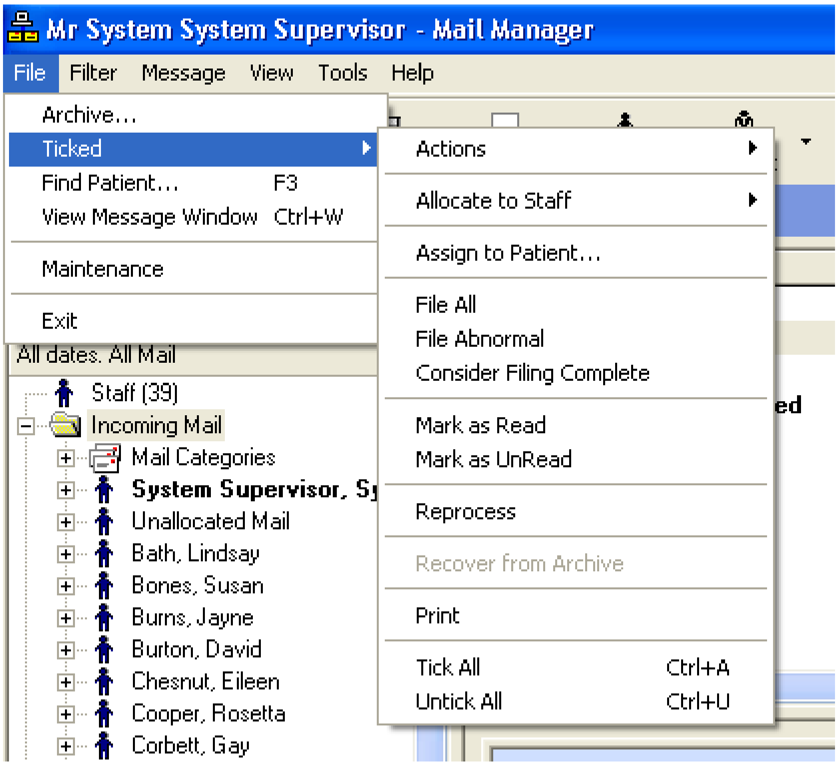
Messages need to be completed before being archived (how to archive messages is explained in the Mail Manager on-screen help).

Follow these six steps for dealing with messages - these can be split between administrative staff and clinicians:

Processing messages	Carried out by	What to do
1. Assigned to a patient	Administrative staff	If unassigned, right click on message and Assign to patient in your practice
2. Allocated to the relevant member of staff	Administrative staff	If unallocated, right click and Allocate to clinician
3. Filed	If Manual filing, admin staff	We advise Autofiling which is automatic (set in Tools - Options). To file manually, right click on message and **File All.**
4. Marked as Read	Clinician	Right click and Mark as Read. For multi-specimen messages with more than one tab, each tab must be viewed before the message can be marked as Read.
5. Actioned	Clinician Administrative Staff	Optionally, right click and **Add Action**.
	Administrative Staff	If an added action is outstanding, right click and Complete Action.
6. Completed	Clinician or Admin	A message is complete if assigned to a patient, allocated to a clinician, marked as read, filed (and actioned, if necessary).

Dealing with multiple messages at one time

- Click on the messages to select them, then use the **File - Ticked** menu options.



File – Ticked menu options

Filing

We recommend that you use **autofiling**, so that the result is automatically filed in the patient's record in Consultation Manager (switch autofiling on in **Tools - Options - Pathology** tab - see page 12). An autofiled message will still appear in the incoming mail list, waiting to be Marked as Read, actioned, and marked as complete.

If automatic filing fails, for example, if the message is unallocated or unassigned, then you will see **Filing failed**. After assigning or allocating the message, you will then need to file the message manually - right click on the message and **File All**.

SCI-Pathology messages with Read codes not in chapter 4 or 5 or the unbounded Read code list are filed into the **Other Lab Result Information** SDA.

Batch Header Filing

Batch headings for single result messages which have the same Read code as the pathology result and have no attached comment, will not be displayed in the message pane or filed into Consultation Manager.

System Date for Filing

From DLM 310, the Use System Date for filing menu item under the Options menu is no longer available. All pathology messages will now be filed using the date of collection of the specimen.

Duplicate Pathology Messages

From DLM 310, pathology message data in Mail Manager that has previously been filed will now display greyed out within the Results tab. You are also not able to re-file this data. Any unfiled pathology data is unaffected.

IMPORTANT – Duplicate Results are only displayed in the RESULTS tab, they are not viewable from the LAB SUMMARY tab.

Cancel/Supersede

An original SCI Pathology message can be marked as Cancel/Supersede from the right mouse menu, if a subsequent message has updated the original. This option can also be selected from the Message menu.

Cancel/Supersede is available providing

- The message is not a copy message
- The message is an incoming message
- The message is not an archived message
- The message filing status is not already cancelled or a withdrawn message
- The Staff has rights to the message

Cancel / Supersede will

- Delete all copy messages for the selected message
- Set the filing status to Cancelled / Superseded
- Mark the message as read
- Mark the message as actioned and not as outstanding Action
- A Cancelled / Superseded message that has been read with no outstanding Action will be treated as completed message (regardless of whether it has a staff or patient allocated)

Although the message is marked as complete, if the user amends the message so that it is no longer actioned (e.g. Mark as unread), then the message will no longer be deemed complete.

The following options are available for messages that have been marked with Cancel / Supersede:

- Actions
- Alerts
- Allocate to Staff
- Assign to Patient
- Mark as Read or Mark as Unread
- View Message for Patient
- View Original
- Patient details
- Copy Message
- Delete Copy
- Print

- Archive
- Recover from Archive

Active and completed messages

A message remains active when:

- It is not allocated to a staff member
- It is not assigned to a patient
- It has not been read
- It has not been filed (if filing is appropriate)
- It has not been actioned or at least one action is still outstanding

Once a message has been read and any actions on it completed, the message is no longer considered active. To view it, you would need to make sure you have the All icon 

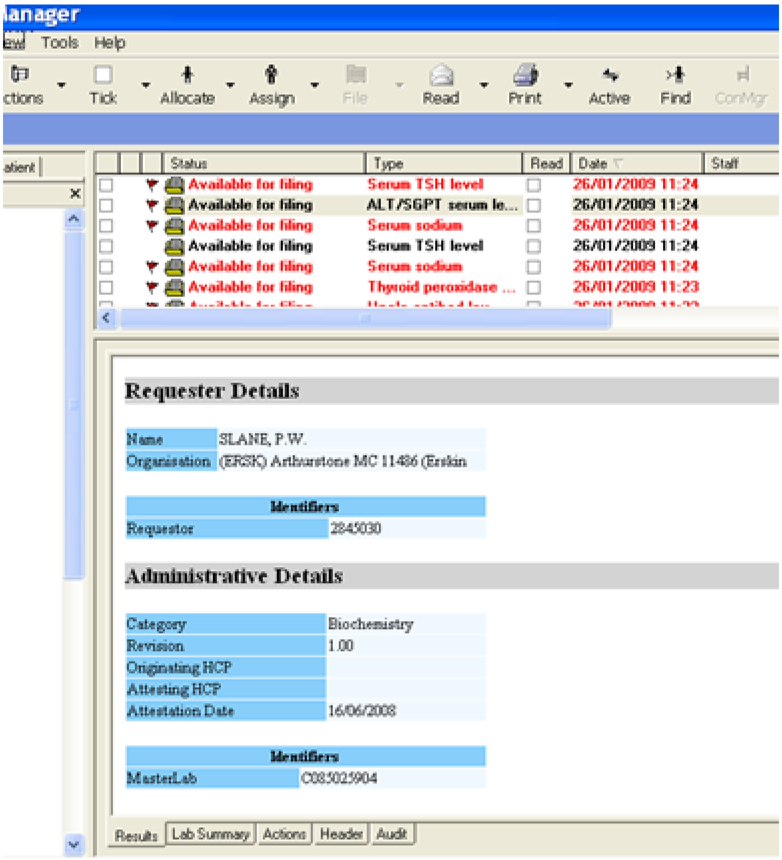
displayed on the toolbar, and not the 

icon.

How the pathology messages will match

The pathology messages will be matched to patients by CHI number. If there is no CHI number in the patient detail, then it will try to match on NHS number.

Note - The Requestor Details section on the Results tab (you may need to scroll down to see this) If no matches are found, the patient's Usual GP is used.



Results tab of an example pathology result

Queries about results

It is worth noting that Vision is merely picking up the XML messages from the SCI Stores. These arrive in Mail Manager as raw data and no translation is needed as was the case for EDIFACT messages in Mailbox/Mail Administrator. For this reason, clinical queries about the content of messages should be made directly to the SCI Store or pathology laboratory concerned.

Check with SCI Stores

Note - We strongly recommend that practices check with their SCI-Store(s) if ALL patient results will be downloaded. A previous issue left 10% of patients on the SCI-Store system where no registered GP/Practice ID was recorded.

Scotland messaging and Mail Manager

In Scotland, Mail Manager need not be open for message processing for SCI pathology, SCI Gateway, eAMS and other Scottish messaging. Make sure in Tools - Options that the Refresh tick box, on the Message tab, is ticked and the interval set to 10 minutes. Also tick the Process messages when Refresh selection option.

Lookup Maintenance - Assigning Read Codes and invalid units

If you are a practice that is already receiving pathology results in the old format, then you will probably have built up a list of mapped Read codes in Lookup Maintenance (Mail Administrator) for results that have arrived without a Read code. This list will remain valid when you switch to SCI Stores pathology.

If SCI Store results arrive without a Read code or with an invalid unit, then map Read codes using Tools - Lookup, then either Assign Read codes and Assign Valid Units.

Once mapped, any message with an invalid Read code or unit will change status to Ready for Action or Available for Filing.

Note - Read codes not in chapter 4 or 5 or the unbounded Read code list can be filed into Vision with 9b04 Comment note

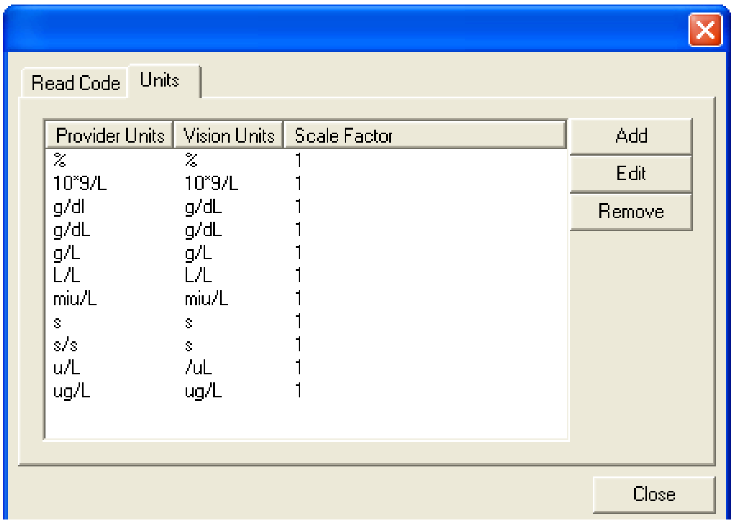
Mapping Units (Cyan/Blue Highlight on Result)

Results with invalid units which need mapping are usually headed on the Results tab with a message: *This Test Result contains unresolved Units of Measure and/or Arithmetic Operators*.

Unresolved Units of Measure and/or Arithmetic Operators message on the Results tab

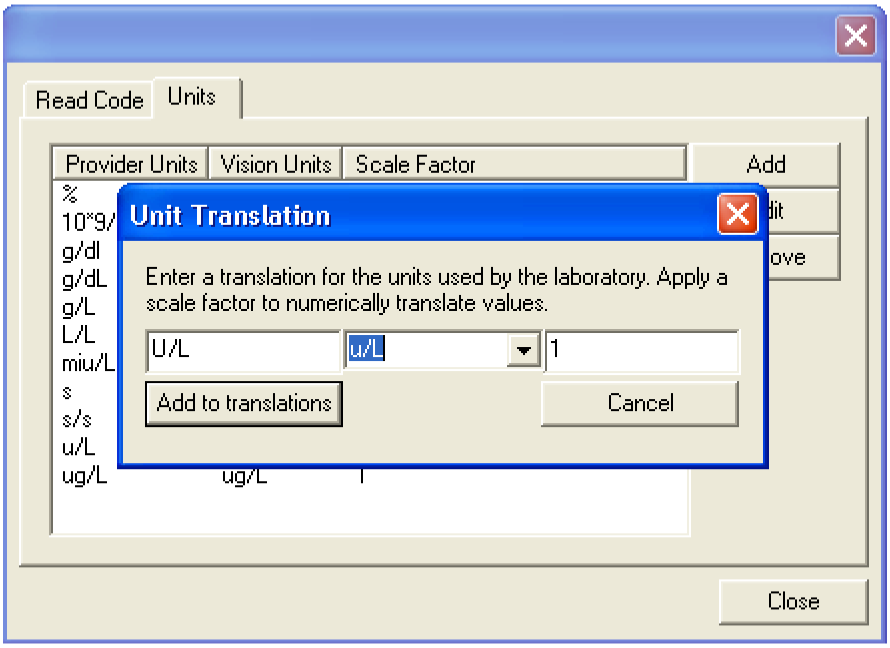
In the screenshot below, the result shows that the lab has used U/L whereas Vision uses u/L. You need to map the new unit to a Vision unit.

1. Click on **Tools – Lookup**.
2. Click on the **Units** tab.



Tools – Lookup – Units tab

3. Click on **Add**.



Unit Translation screen

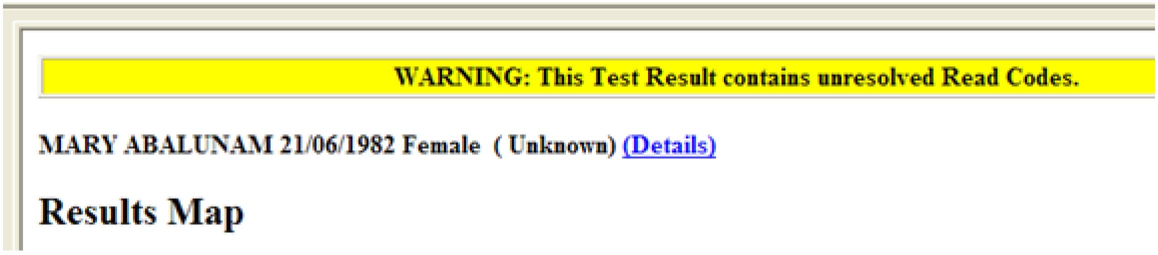
4. Type in the unit from the lab that currently does not match, eg U/L.
5. In the next field, select the Vision unit from the picklist.
6. Click on **Add to translations**. This adds the new unit to the Vision picklist.
7. Click on **Close**.

Mapping Read codes (Yellow or Orange Highlight on Result)

If a message has a non-existent Read-code, then the code will be highlighted in yellow and have a yellow warning banner in Mail Manager – you cannot file such codes.

Messages with an orange banner (and codes highlighted in orange) are codes that belong to a non-Read clinical code scheme. These codes can be mapped onto Read codes and filed.

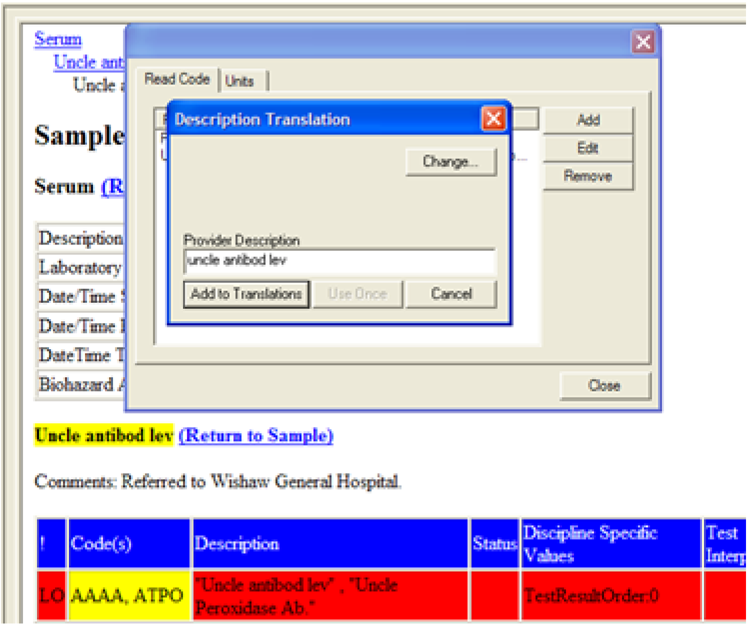
Results with invalid Read codes are headed on the Results tab with a message:
WARNING: This Test Result contains unresolved Read Codes.



WARNING: This Result contains unresolved Read Codes message on the Results tab

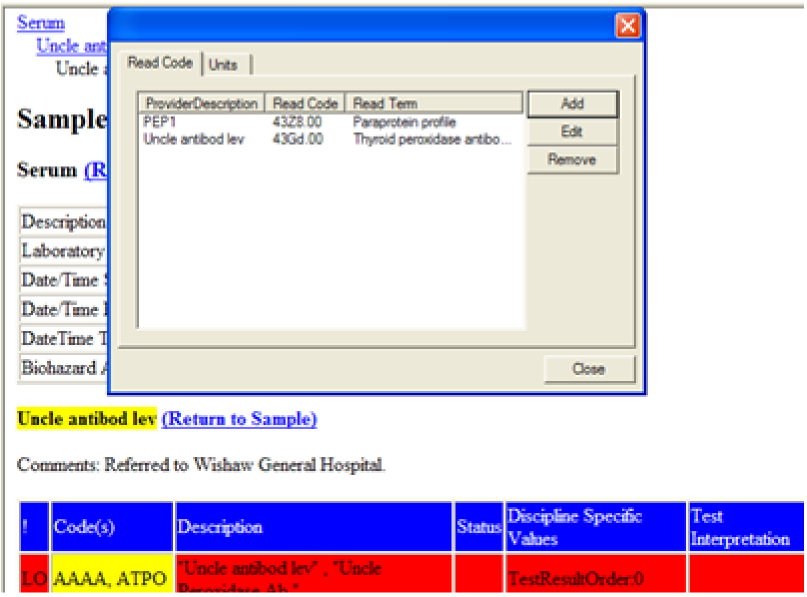
To map the Read code on a result highlighted in orange:

1. Click on **Tools – Lookup**.
2. From the Read code tab, click on **Add**.
3. Type in the Provider Description.



Description Transaction screen

4. Click on **Add to Translations**.
5. Select the Read code from the Read dictionary that matches the Provider Description the closest.
6. Click on **OK**.
7. Click on **Close**.



New translation added

In Consultation Manager

Unread Mail Alert in Consultation Manager

For those receiving mail through Mail Manager, there will be an unread mail alert in Consultation Manager  on a patient's record (or the no mail icon). Click on this to view the incoming Mail Manager messages on the Current Mail screen.

You can filter messages by:

- **All** messages
- **Unread** messages
- **Read** messages
- Those with **Outstanding Actions**
- Those with **Completed Actions**
- **Archived** messages
- **Unarchived** messages
- **Unfiled** messages

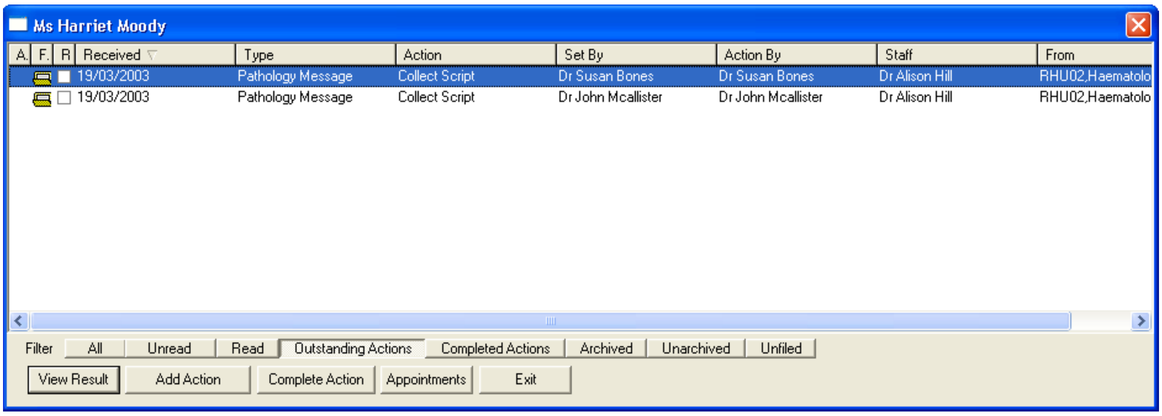
The three Status columns at the top left are:

- **A** to denote there is an action for this message
- **F** for Filed
- **R** (with tick box) to indicate whether the message has been read

From this screen, you can:

- **View Result**
- **Add Action** to a message
- **Complete Action** on a message

- Check for future **Appointments**



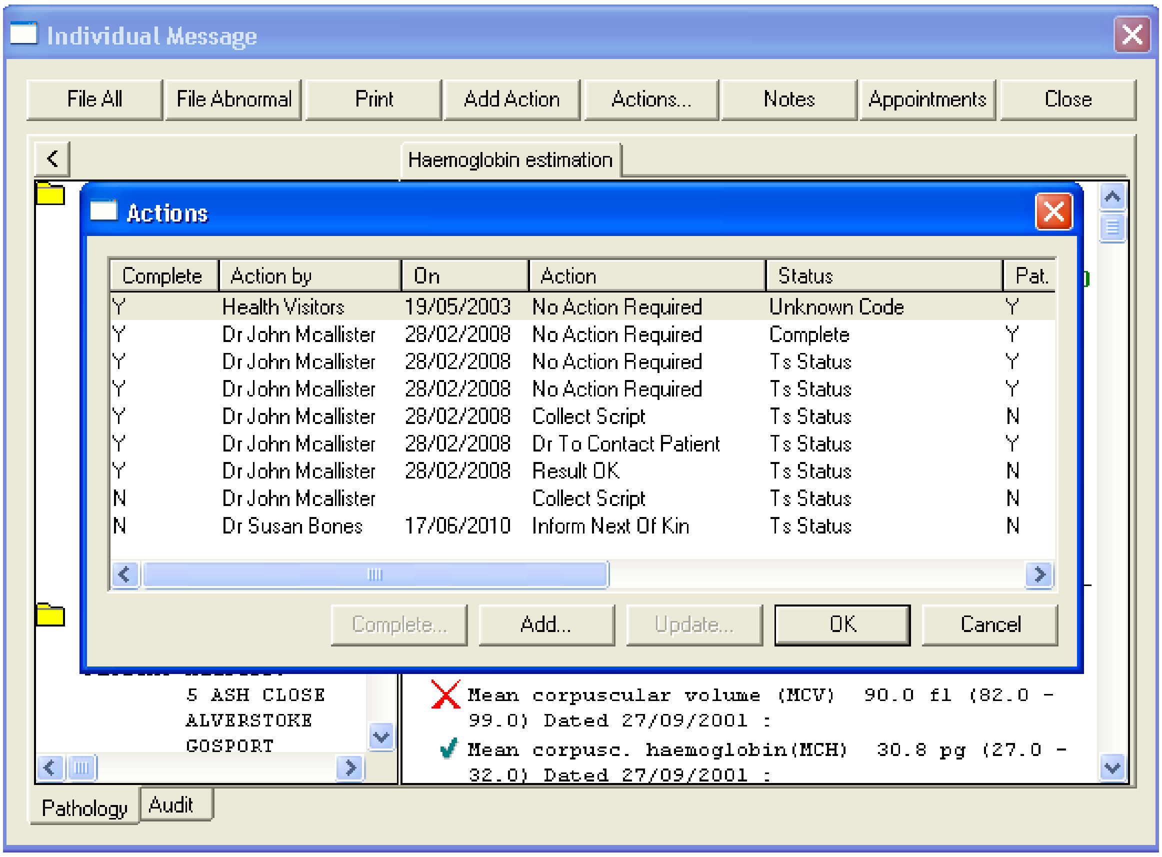
View Mail for Patient screen

The **Complete Action** button lets you complete an action; but be aware that while clicking on this completes any action on the currently highlighted message, you will be unable to read any extra free text that the person setting the action might have added. This text can only be read by using **View Result**.

Either double click on the line or highlight a line and click on **View Result** to see the original message in detail.

The options from here are **File All**, **File Abnormal**, **Print**, **Add Actions**, **Notes**, **Appointments** and **Close**. The **Pathology** tab shows details of the transmission, and the **Audit** tab shows the sequence of events.

From this screen you can view and add a new action to a message, print the result, add a note, check on booked appointments and file a message manually.



Individual Message – Actions option

FAQ

Why are our abnormal results not highlighted?

It is the laboratory's responsibility to highlight abnormal values on a result. There are occasions when a lab clinician believes a result which is outside the normal range should not be considered abnormal, conversely, there may be some circumstances where a lab clinician believes a result which is within the normal range should be considered abnormal.

Why do lab comments appear on the Results view, but not the Lab Summary view?

The **Lab Summary** view is a pared down display of the information contained within the result. It has been included so that you can compare the full message details (on the **Results** view) with a format you are more familiar with.

The **Lab Summary** view does not display the battery header information (which does get filed). Some labs add clinical information to the comments of battery headers. As the **Lab Summary** does not display battery headers, these comments are not visible in this view.

We recommend that you always use the **Results** tab to view the message details – the **Lab Summary** is simply there for reference.

Why are the messages with results highlighted in yellow not auto-filing?

Results that have a status of **Ready for Action** and a yellow banner at the top of the **Results** tab can never be filed into Vision.

The usual cause of this problem is that the message contains a clinical code that claims to be a Read code but is not actually valid. The result(s) causing the problem are also highlighted in yellow. A less frequent cause of this problem is where the result contains a blank or 'undefined' clinical code. It is considered a clinical risk to allow users to map a clinical code of unknown origin to a Read code.

You should inform the lab of the problem so they can amend the result and make it re-available for downloading into Mail Manager.

Why are messages with results highlighted in orange not auto-filing?

Results that have a status of **Available for filing** or **Auto filing requested** and an orange banner at the top of the **Results** tab can have their clinical code(s) mapped to Read code(s). The clinical codes that are available for remapping are highlighted in orange.

From DLM 320 onwards, the battery header clinical code will be displayed in brackets immediately after the battery header description. It is this code that must be mapped to a Read code, and <u>not</u> the battery header description (occasionally labs send a code as the description).

The clinical codes are allocated to Read codes from **Mail Manager – Tools – Lookup – Read codes tab – Add**.

Why are messages with results highlighted in cyan (blue) not auto-filing?

Results that have a status of **Auto filing requested** and a cyan banner at the top of the results tab contain incorrect units of measure. The results are affected by the problem are also highlighted in cyan.

The usual cause of the problem is that the unit of measure do not have the precise upper/lower case required by Vision. You can manually file these results, and you will be prompted to enter the correct unit of measure for each problem result. However, we advise you set up permanent Vision mappings for the units of measure. This prevents the problem from occurring in the future.

The units of measure are mapped from **Mail Manager – Tools – Lookup – Units tab – Add**.

Why are expected results not appearing in Mail Manager?

Prior to DLM 310, only messages that belong to patients registered at your practice were downloaded, this resulted in some practices not getting all the messages they expected. We have removed the check that caused this from DLM 310 onwards.

If, however, this results in you receiving far more results than expected, you must contact your SCI Store Administrator and ask for an appropriate filter to be set up for your SCI Store user account.

Why do some results contain an unformatted area of text?

Some laboratories include clinical information as a string of free-text which can appear in various places in the result – the test result value, the test result comments, the battery header comments, the requestor comments, etc.

The format of the text is not consistent between result types or labs (sometimes it is semi-colon delimited, sometimes it is pipe delimited, sometimes it is html) therefore until there is consistency with the text, and INPS are sent requirements on how to format the text, Mail Manager can only display the text in its raw form. This can make reading the messages difficult, but unfortunately we are unable to improve upon it at this time.

Why are lab clinical code descriptions not filing?

Test result messages often arrive with two clinical codes associated with each individual battery header/test result.

If one of these clinical codes is a Read code, the details of this code are displayed and filed. The other clinical code is completely ignored.

If the Read code description in the message differs from the official Read code description in Vision, Mail Manager will display both the message Read code description (in quotes) and the Vision Read code description (in italics). When filed, Consultation Manager will display the official Vision Read code description, and the (unofficial) message Read code description will be filed (and displayed) in the Notes field of the Vision entity.

If none of the clinical codes in the message battery header/test result are Read codes, but they have been mapped to Vision Read codes by the practice, Mail Manager will display both the message clinical code description (in quotes) and the Vision Read code description (in italics). When filed, only the official Vision Read code description will appear in Consultation Manager – the message description is not filed in the Notes field of the Vision entity. This is to be rectified in a future DLM release.

Why is clinical data shown in Mail Manager not filed into Consultation Manager?

The **Results** tab displays all the clinical data that is contained within the result. A result is automatically recorded against the most appropriate SDA (Structured Data Area) in **Consultation Manager**.

Occasionally the SDA chosen does not display all the data that is included in the test result. E.g. the SDA used for the 'Drug Levels' entity only displays a normalcy indicator and free-text notes. If the test result in the message included a value and a normalcy range, these details are lost when filed in **Consultation Manager**. This is to be rectified in a future DLM release.