

# eMaxx Troubleshooting Guide

## eMaxx Tier 1 Troubleshooting Resources

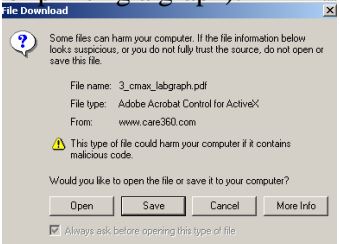
1. Access to Demo CareSite (specifically user for ePrescribing)
2. Ability to imitate production user/visibility into production CareSite (this will not have access to ePre)
3. Delegated Admin access – CareSite & user configuration
4. MedPlus Customer Center
5. eMaxx online help and user manual
6. eMaxx Troubleshooting Guide

## Requests/Issues to NOT escalate to MedPlus Support:





- LOR functionality
- Ordering/Requisitions
- Label printer
- Bridge
- Physician/UPIN additions/changes in LOR
- Ordering menu display issues


Issue/Request	Troubleshooting Steps/Answer
User cannot access eMaxx	<ul style="list-style-type: none"> <li>➤ Verify user at correct login page (not at LOR login, not trying to use eMaxx login at Windows login prompt, etc)</li> <li>➤ If account/password incorrect – verify use of caps lock, num lock, validate credentials via DA &amp; change password</li> <li>➤ If “user is already logged in from another location” – conference in MedPlus Support to end user session</li> <li>➤ If user cannot access login page               <ul style="list-style-type: none"> <li>○ Confirm internet connectivity - have user trace cables if necessary</li> <li>○ Confirm IE settings - Privacy settings - to Medium-high (IE Tools, options, privacy tab), 128k bit encryption (IE Help), IE pages not refreshing - check for newer versions of stored pages automatically (IE Tools, options, general tab, click settings)</li> </ul> </li> </ul>
User cannot access LOR	<ul style="list-style-type: none"> <li>➤ Intrusion Alert – User may be trying to log into eMaxx at the LOR login screen. Verify or direct user to eMaxx. Reset LOR password to clear intrusion alert and prevent LOR login screen from appearing at Lab Orders tab.</li> <li>➤ Verify UUID is in LOR user record (obtain UUID via DA access if necessary)</li> <li>➤ Verify no spaces at beginning or end of UUID</li> <li>➤ Verify UUID is all uppercase</li> <li>➤ Tools, IE Options, click settings, Newer versions of stored pages is set to “every visit to page” (possibly Remote Auth error)</li> <li>➤ Client must be using IE 5.5 or higher</li> <li>➤ If still an issue, validate user’s login – borrow it and try on your own workstation. If it doesn’t work, conference MedPlus Support; if it does work, workstation is expected to be the culprit. If Quest hardware, send tech onsite.</li> </ul>


	➤ Tools, IE Options, click Security tab, click trusted sites, add <a href="http://www.care360.com/eMaxx">www.care360.com/eMaxx</a> . <u>OR</u> Tools, IE Options, click Privacy tab, must be set to medium or lower
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Issue/Request	Troubleshooting Steps/Answer
User cannot see account number	<ul style="list-style-type: none"> <li>➤ Verify WHERE user cannot see account number, i.e. orders or results</li> <li>➤ If issue is in orders, use LOR to resolve</li> <li>➤ If issue is in results, verify eMaxx vs. AutoReceive, if eMaxx use DA (and SOP) to investigate and resolve</li> </ul>
User does not see specific portlet or permission	<ul style="list-style-type: none"> <li>➤ Is the user on Quest Hardware? If yes, many features are not available on Quest Hardware. For example, ePrescribing, Tevix, Add, Scan and Resource Links. For a full description of what is available on Quest Hardware see page 6 of the eMaxx user manual.</li> <li>➤ User may not have access to this premium permission. Check their user record in DA for a restriction on the permission. If the user is not restricted, then the permission is not available to this CareSite. The user needs to contact their sales rep.</li> </ul>
Accidentally removed new results	<ul style="list-style-type: none"> <li>➤ If user is looking for a specific result, direct user to find result via patient chart search and then print</li> <li>➤ If user is looking for a time range of results, direct user to find results via search in LOR. (If user doesn't have access to results in LOR, modify their access appropriately.)</li> </ul>
The result count in the Items Needing Action portlet doesn't match the actual new results	<ul style="list-style-type: none"> <li>➤ Verify what the user is defining as the "results counter" and the "list of new results" Be aware the user may be looking at data on the LOR tab.</li> <li>➤ The Items Needing Action count includes ALL caresites to which the user has access, as opposed to totaling only those results in the currently logged in CareSite</li> <li>➤ Have the user refresh the results in the New Results tab</li> <li>➤ If the count is showing as -1, conference in MedPlus Support</li> <li>➤ Otherwise, conference in MedPlus Support</li> </ul>
User cannot print from within eMaxx	<ul style="list-style-type: none"> <li>➤ Verify the printer is on and connected and there are no printer errors</li> <li>➤ Verify they are printing to correct printer</li> <li>➤ Verify they have Adobe Reader installed - version 5.1 or higher</li> <li>➤ When printing multiple results from new results verify they are printing once the result request has processed in the NEW window</li> <li>➤ If user is getting a print to file message box, uncheck "print to file" option in the printer dialog box of adobe reader.</li> <li>➤ If user is stuck at "print job is being processed" window, try to print yourself from same BU (same client or other), if you can reproduce issue, then conference in MedPlus Support</li> <li>➤ If user is receiving File Download error (either printing from New Results or printing a graph): <ul style="list-style-type: none"> <li>In Internet Explorer select:</li> <li>* Tools</li> <li>* Internet Options</li> <li>* Advanced (tab)</li> <li>* Scroll down to the Security section</li> <li>* Un-Select – Do not save encrypted pages to disk</li> </ul> </li> </ul> 

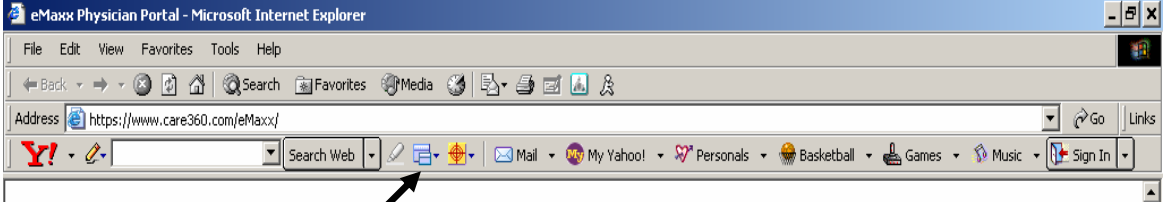
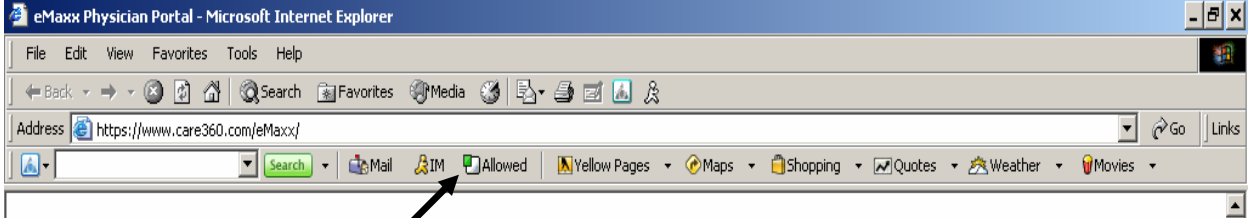
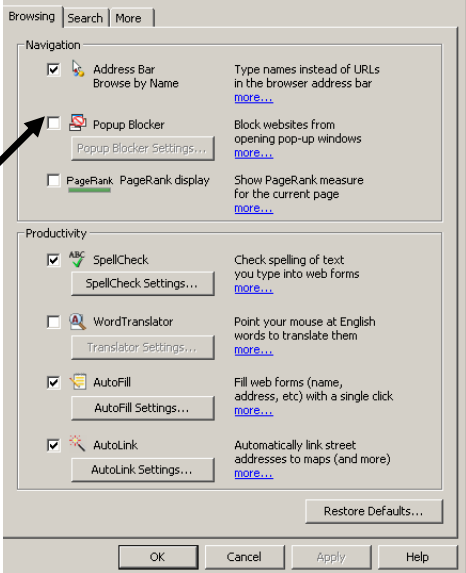
	<ul style="list-style-type: none"> <li>* Click Apply</li> <li>* Click OK</li> </ul>
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Issue/Request	Troubleshooting Steps/Answer
<p>“How do I print one result from the New Results tab?”</p>	<ul style="list-style-type: none"> <li>➤ Direct the user with one of the following methods: <ul style="list-style-type: none"> <li>○ Click on <b>general laboratory</b> next to the patient result you want to print. <ul style="list-style-type: none"> <li>▪ Click on the result in the right hand pane</li> <li>▪ Hold down the “CTRL” key and press the “P” key</li> <li>▪ When the printer properties/print page comes up, verify the correct printer and the number of copies and click <b>OK</b></li> </ul> </li> <li>○ Click on <b>general laboratory</b> next to the patient result you want to print. <ul style="list-style-type: none"> <li>▪ Click on the result in the right hand pane</li> <li>▪ In the upper left hand corner of your Internet Explorer window click on <b>File</b> then click on <b>Print</b></li> <li>▪ When the printer properties/print page comes up, verify the correct printer and the number of copies and click <b>OK</b></li> </ul> </li> <li>○ Click on <b>general laboratory</b> next to the patient result you want to print. <ul style="list-style-type: none"> <li>▪ Click the <b>printer icon</b>  just above the result in the upper left hand side of the window.</li> <li>▪ When the printer properties/print page comes up, verify the correct printer &amp; number of copies and click <b>OK</b></li> </ul> </li> </ul> </li> </ul>
<p>“How do I print multiple results from the New Results tab?”</p>	<ul style="list-style-type: none"> <li>➤ Direct the user with one of the following methods: <ul style="list-style-type: none"> <li>○ Put a check in the boxes to the left of the patients you want to print. <ul style="list-style-type: none"> <li>▪ Click on the print <b>preview selected button</b>  note* (this will open another window to process your request and may take a little time to process)</li> <li>▪ Click on the result</li> <li>▪ Hold down the “CTRL” key and press the “P” key</li> <li>▪ When the printer properties/print page comes up, verify the correct printer and the number of copies and click <b>OK</b></li> </ul> </li> <li>○ Put a check in the boxes to the left of the patients you want to print. <ul style="list-style-type: none"> <li>▪ Click on the print <b>preview selected button</b>  note* (this will open another window to process your request and may take a little time to process)</li> <li>▪ Click on the result</li> <li>▪ In the upper left hand corner of your Internet Explorer window click on <b>File</b> then click on <b>Print</b></li> <li>▪ When the printer properties/print page comes up, verify the correct printer and the number of copies and click <b>OK</b></li> </ul> </li> <li>○ Put a check in the boxes to the left of the patients you want to print. <ul style="list-style-type: none"> <li>▪ Click on the print <b>preview selected button</b>  note* (this will open another window to process your request and may take a little time to process)</li> </ul> </li> </ul> </li> </ul>

	<p>process your request and may take a little time to process)</p> <ul style="list-style-type: none"> <li>▪ Click the <b>printer icon</b>  just above the result in the upper left hand side of the window.</li> <li>▪ When the printer properties/print page comes up, verify the correct printer &amp; number of copies and click <b>OK</b></li> </ul>
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Issue/Request	Troubleshooting Steps/Answer
How do I print a result from the Patient Chart?"	<ul style="list-style-type: none"> <li>➤ Direct the user with one of the following methods: <ul style="list-style-type: none"> <li>○ Click on <b>general laboratory</b> to bring the result into the right hand pane. <ul style="list-style-type: none"> <li>▪ Click on the result in the right hand pane</li> <li>▪ Hold down the “CTRL” key and press the “P” key</li> <li>▪ When the printer properties/print page comes up, verify the correct printer and the number of copies and click <b>OK</b></li> </ul> </li> <li>○ Click on <b>general laboratory</b> to bring the result into the right hand pane. <ul style="list-style-type: none"> <li>▪ Click on the result</li> <li>▪ In the upper left hand corner of your Internet Explorer window click on <b>File</b> then click on <b>Print</b></li> <li>▪ When the printer properties/print page comes up, verify the correct printer and the number of copies and click <b>OK</b></li> </ul> </li> <li>○ Click on <b>general laboratory</b> to bring the result into the right hand pane.</li> <li>○ Click the <b>printer icon</b>  just above the result in the upper left hand side of the window. When the printer properties/print page comes up, verify the correct printer &amp; number of copies click <b>OK</b></li> </ul> </li> </ul>
User cannot find specific result	<ul style="list-style-type: none"> <li>➤ Validate user behavior – search criteria (try searching using less info, is the first and last name possibly switched?), mechanism for look-up, where user is looking. Have customer explain specific steps taken.</li> <li>➤ Confirm results have been released from the LIS. If a patient has been seen prior to having eMaxx installed, the results <b>MUST</b> be migrated for their results to be found in eMaxx patient searches.</li> <li>➤ Confirm LOR has received results (check LIS setup to ensure account is pointed to LOR)</li> <li>➤ Is the result a partial? Confirm customer is set up to receive partials.</li> <li>➤ Confirm results have crossed over to eMaxx (use the LOR report view audit log)</li> <li>➤ Double check timing of released result to ensure user should be able to access result</li> <li>➤ Direct user to refresh New Results summary</li> </ul>
User cannot find recent results	<ul style="list-style-type: none"> <li>➤ Check all of the above</li> <li>➤ Confirm account setup in LIS and LOR</li> <li>➤ Confirm account setup in eMaxx via DA</li> <li>➤ Confirm user setup in eMaxx via DA – user belongs to CareSite and user has “View New Results” flag enabled</li> </ul>
User cannot find results for a specific account number or doctor	<ul style="list-style-type: none"> <li>➤ Check all of the above</li> </ul>

User has not received any results	<ul style="list-style-type: none"> <li>➤ Verify “View Results for CareSite” is selected in DA</li> <li>➤ Check all of the above</li> </ul>
User sees some of patient’s test results but not all of them	<ul style="list-style-type: none"> <li>➤ Check QLS for Re-report Previous value. If set to No then user will only see the latest information on an accession.</li> </ul> <p><u>Example of Re-report previous set to No:</u>  Partial – Lipid Panel  Partial – CBC  Final - TSH  Because only the most current version persists, the user will not see the Lipid Panel and CBC when the Final comes in.</p> <p><u>Example of Re-report previous set to Yes:</u>  Partial: Lipid Panel  Partial: Lipid Panel, CBC  Final: Lipid Panel, CBC, TSH  The user will see all 3 tests on each release of the result.</p>
User cannot display or view result	<ul style="list-style-type: none"> <li>➤ Validate issue is with displaying or viewing the PDF</li> <li>➤ Ensure Adobe is installed and supported version is in use – only one installation of Adobe</li> <li>➤ Imitate user to rule out or confirm workstation issue, data issue, user issue</li> </ul>
User is complaining about time it takes to conduct a Patient Chart search	<ul style="list-style-type: none"> <li>➤ Is user using advanced search? If so, verify criteria used for patient chart search: <ul style="list-style-type: none"> <li>○ CareSite selection should NOT be “all”! When all is chosen, the system is searching across the entire instance prior to returning the results to the user. This can literally take 8 minutes plus.</li> <li>○ Ensure criteria is placed in both the beginning and ending values for Last Name Range</li> </ul> </li> <li>➤ If user is not using advanced search, then imitate the user’s actions with your login to define if the slowness is attributed to their physical site, their CareSite, or the same BU. If the issue is not their physical site, conference in MedPlus Support.</li> </ul>
User cannot view graphs	<ul style="list-style-type: none"> <li>➤ Check for and install SVG viewer</li> <li>➤ If SVG viewer installation fails, confirm IE is the default browser</li> </ul>
User scans/adds document into patient chart, when the document is viewed in the chart, it is a negative image or not viewable	<ul style="list-style-type: none"> <li>➤ Check for and install AlternaTIFF (IE Tools, options, settings, view object, check displayed list)</li> </ul>

Issue/Request	Troubleshooting Steps/Answer
<p>Script doesn't print</p>	<ul style="list-style-type: none"> <li>➤ Pop up blockers must be disabled</li> <li>➤ Tools, IE Options, Content, uncheck popup blocker</li> <li>➤ Yahoo Toolbar</li> </ul>  <ul style="list-style-type: none"> <li>➤ AOL Toolbar</li> </ul>  <ul style="list-style-type: none"> <li>➤ Google Toolbar, Options, uncheck popup blocker</li> </ul> 

Issue/Request	Troubleshooting Steps/Answer
Not finding pharmacies when searching	<ul style="list-style-type: none"> <li>➤ User needs to have the state setup in their user preferences</li> <li>➤ Go to Administration, Pharmacy State search</li> </ul>
“Can you order supplies such as diabetics strips?”	<ul style="list-style-type: none"> <li>➤ No, however suggest to customer they can put them in the notes field if they are writing a script with other medications.</li> </ul>
Red X's appear in eMaxx when working with eprescribing (instead of expected graphics)	<ul style="list-style-type: none"> <li>➤ Issue has only been found to occur on workstations with XP SP2.</li> <li>➤ Go to IE, change the Setting under IE Options, Security, Trusted Sites, Custom Level for "Web site in less privileged web content zone can navigate into this zone" to be Allow (prompt does not work).</li> </ul>
Why are we receiving faxed renewals? We are supposed to get them electronically.	<ul style="list-style-type: none"> <li>➤ Ask the client: Is the drug possibly a scheduled II drug (controlled substance)? If so, the scheduled II drugs cannot be sent electronically. Pharmacies commonly fax these renewals instead.</li> <li>➤ Otherwise, conference in MedPlus Support</li> </ul>
Why did the script fax instead of sending electronically?	<ul style="list-style-type: none"> <li>➤ Ask the client: What is the drug name and dosage? If the drug name and dosage is over 35 characters it must be sent via fax.</li> <li>➤ Ask the client: What is the value in the dispense field? If there is a non-numeric character it must be sent via fax.</li> <li>➤ Ask the client? Is the drug a scheduled drug (controlled substance)? If it is scheduled 2 it must be handwritten (data only). If it is scheduled 3, 4 or 5 it cannot go electronically, the system will automatically fax.</li> <li>➤ Otherwise, conference in MedPlus Support</li> </ul>
Why can't I submit this script to a pharmacy?	<ul style="list-style-type: none"> <li>➤ Ask the client: Is the drug possibly a scheduled II drug (controlled substance)? If so, they scheduled II drugs cannot be sent electronically or via fax. They must be printed out handed directly to the patient/pharmacy.</li> <li>➤ Otherwise, conference in MedPlus Support</li> </ul>

Issue/Request	Troubleshooting Steps/Answer
<p>Patient's results are displaying in multiple charts (instead of only one)</p>	<p>➤ Multiple charts are the result of incomplete or inconsistent demographic records at time of order entry. When the results are received, the system cannot conclusively determine the results are for the same person, hence a separate chart is created. The amount of patient charts that are similar weigh into the calculation to determine if a new patient chart must be created.</p> <p>➤ Direct the user to merge the charts into one complete patient record</p> <ul style="list-style-type: none"> <li>○ Access Office Admin Tab</li> <li>○ Click on CareSite Name under Merge Patient Encounters portlet (If user doesn't have access to this portlet, they will not see it – it will be missing. Check their user record in DA and remove the restriction if it exists. If the user is not restricted, conference in MedPlus Support to grant permission.)</li> <li>○ Note* - Review Queue Size references the amount of records in the system that need to be merged or defined as new patient records</li> <li>○ Two workflows support this activity: Review New Patients Tab and Search Patient Records. Review New Patients is best when conducting merges as a batch, housekeeping activity. Search Patient Records is best when specifically altering one patient's set of charts.</li> <li>○ When multiple charts are merged for patient, only the most recent release of an accession will persist in the final patient chart. All results however, will remain in the New Results summary until removed or expired.</li> </ul> <p><u>Review New Patients Tab</u></p> <ul style="list-style-type: none"> <li>● To review a patient for merge, select the patient record by clicking on the radio button to the left of the patient name.</li> <li>● Click on the   &gt;&gt; button to retrieve the possible matches for the patient. The possible matches should be displayed in the Patients to be Merged Column.</li> <li>● If these are the patient record that are to be merged into one chart, select one to be the primary chart. The primary chart is record with the correct demographic information ie. address, DOB, or SSN. Note*- you can only select one Primary chart.</li> <li>● Select the rest of the charts to be Secondary. These are the charts that will merged into the primary chart.</li> <li>● Click the merge button. You will have to confirm the merge several times because once a document is merged, you are unable to change the charts to their previous settings.</li> </ul> <p><u>Search Patient Records Tab</u></p> <ul style="list-style-type: none"> <li>● Click on the Search Patient Records Tab.</li> <li>● Click on the Advanced Search Button</li> <li>● Locate the MPI field on the right side of the search screen</li> <li>● Enter MPI number of patient you wish to merge and click search</li> <li>● That should place that record in the patients to merged column</li> <li>● Since you wish to merge this patient in with another chart, select the record by clicking on the radio button to the left of the name and click on the   &gt;&gt; button to move to the patients to merged column</li> <li>● Search for another patient chart using the MPI detailed above to get the successive charts that you wish to merge. To merge, select the primary and secondary charts and click the merge button.</li> </ul>