

Release Notes (Internal)



Care360 Hub Information Services

Release 10.2

November 2010



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Release Summary

This document covers the release notes for the Care360 Hub Information Services (Hub) release 10.2. It provides a description of the functional changes that have been implemented since the previous release, Hub 10.1.

A summary of the features and updates for this Hub 10.2 release are listed below. Details on major features and updates are included in the following section, "Functional Changes/Enhancements."

- **HITECH Security for Hub Administration User Accounts.** User ID and password restrictions have been added to Hub Administration user accounts to support the Health Information Technology for Economic and Clinical Health Act (HITECH Act) initiative.
- **Hub Account and Provider Account Configuration.** A *Configuration* page has been added to the *Hub Account* and *Provider Account* pages to allow configuration of custom connectivity properties for Hub and Provider accounts.
- **Hub Account and Provider Account Workflow Enhancements.** Hub Account and Provider Account pages have been updated to allow you to navigate directly to related user account or Hub account information. In addition, an *Edit* button has been added to the *Provider Accounts Search* page.
- **Hub Support for the Direct Project.** Hub Accounts can now be configured to support the Direct Project, allowing the Hub to route lab results to Hub Direct and then directly to Direct addresses (similar to e-mail addresses). For example, lab results could be sent to ordering providers with Direct addresses.
- **PDF Delivery.** A Hub Account configuration option now determines the type of PDF (clinical, enhanced, or both) that is delivered with results via HL7 Queuing (Lab Results Web service providing embedded PDFs) or Observation Result Queuing (Observation Result Web service providing embedded or bundled PDFs).
- **Hub Provider Registry.** In advance support of the Hub Provider Registry feature, Provider Registry pages have been added to Hub Administration. The pages cannot be used and will not be documented until the official release of Hub Provider Registry, tentatively scheduled for the Hub 11.1 release.
- **Surescripts SPI.** Hub Administrators with security levels of 6, 7, 8, or 9 can now update SPIs (Surescripts Provider IDs) via the Hub Administration user interface when an SPI needs to be updated for a given prescriber.
- **PSC Hold Orders.** Add, change, and cancel order functionality has been added to PSC (Patient Service Center) hold orders to support Care360 Lab Orders and Results 2010.3. It is no longer necessary to create a new order when an existing order needs to be updated.
- **Generic Order Echo.** The Hub now supports order echo receipt, validation, and processing for generic lab orders (that is, lab orders submitted from Care360 Labs & Meds to non-Quest Diagnostics labs that are not part of the Care360 system). This feature allows copies of the generic lab orders to be sent back to partner applications.
- **Delivered Status.** There is now a *Delivered* status for document routing. This status was added for the Document Upload Re-Architecture feature and will be turned on when Care360 Lab & Meds 2010.2 is deployed.

- **First Mile / Last Mile (FMLM) Phase 1 maintenance.** The FMLM project is an initiative to improve the delivery path between the First Mile (performing sites, labs, and Clinical Portal) and the Last Mile (EMRs) for seamless sharing of clinical data. The maintenance updates include the following:
 - **Transcribed Document HL7 Specification.** A Hub HL7 Transcribed Document specification is now available. This Hub HL7 Transcribed Document specification will be used for Clinical Portal installations where the Hub is involved. For Clinical Portal installations where there is no Hub involvement, the Clinical Portal specification will still be used. (The Hub has tighter restrictions on some fields, so using the Clinical Portal Transcribed Document specification will ensure that those messages continue to be passed through Clinical Portal successfully.)
 - **OBR.14 validation.** OBR.14 must be populated and in this format: YYYYMMDDHHMMSS, where SS (seconds) are always 00. This is for FMLM incoming lab results *except* textual.
 - **Textual results.** Elimination of duplication and obsolete checking for textual results so that the Hub is not responsible for determining which results get forwarded.
- **HL7 Specifications.**
 - **Orders HL7 Specification and Results HL7 Specification.** The column size for OBR.18 (Placer field 1) and OBR.19 (Placer field 2) store and forward fields has been expanded from 60 to 2000. The column expansion is for orders coming from Impact. *This specification change is for internal use only and is not to be published in the customer-facing Programmer Reference manuals.*
 - **Orders HL7 Specification.** The following updates have been made to support ULOR orders from Care360 Lab Orders and Results. These changes do not apply to third-party orders or orders submitted with the order echo feature enabled.
 - ORB.28 (Result Copies To) has been changed from Not Supported (NS) to Optional (O).
 - OBR.44 through OBR.50 have been added.
 - DG1.03 (Diagnosis Code) no longer has a restriction on decimal places. Thus, orders that contain a decimal place in the diagnosis code are no longer rejected.
 - **Orders HL7 Specification.** The following updates were made to support generic order echo.
 - PID.04 (Alternate Patient ID) has been changed from Not Supported (NS) to Optional (O).
 - PID.18 (Patient Account Number) has been changed from Not Supported (NS) to Optional (O) in support of the generic order feature.
 - NTE.02 (Source of Comment) has been updated with expanded values in support of the generic order feature.
 - **Orders HL7 Specification.** GT1 (Guarantor) segment is no longer required when IN1.47 (Bill Type) = P (Patient Bill).
 - **Orders HL7 Specification.** The data type for GT1.41 was changed from IS to CE to reflect an update to the Hub. This change has no effect on existing orders using the IS data type.

- **Orders HL7 Specification.** The following updates have been made to support orders coming from Care360 to be delivered to a third-party lab system:
 - ORB.28 (Result Copies To) has been changed from Not Supported (NS) to Optional (O).
 - OBR.44 through OBR.53 have been added.
 - DG1.03 (Diagnosis Code) no longer has a restriction on decimal places. Thus, orders that contain a decimal place in the diagnosis code are no longer rejected.
- **Results HL7 Specification.** OBR.14 (Specimen Received Date/Time) is now required and validated for all incoming lab results except textual.
- **Results HL7 Specification.** The PV1 (Patient Visit Data Segment) was removed.
- **Results HL7 Specification.** OBR.21 was changed to a repeating field and OBX.15 was changed to pass through (no validation).
- **Textual Results HL7 Specification.** OBR.24 (Diagnostic Serv Sect ID) has been changed from Not Supported (NS) to Optional (O), and a list of the valid values has been added.

Functional Changes/Enhancements

The Care360 Hub Information Services 10.2 release includes the new functionality enumerated in the following sections. Most of the sections provide a reference to one of the Hub manuals for more information.

Hub Administration Security Changes

Summary

The Care360 Hub Information Services 10.2 release includes new functionality in support of the Health Information Technology for Economic and Clinical Health Act (known as the HITECH Act): The HITECH Act is part of the American Recovery and Reinvestment Act of 2009 (ARRA). ARRA contains incentives related to health care information technology in general (for example, creation of a national health care infrastructure) and contains specific incentives designed to accelerate the adoption of electronic health record (EHR) systems among providers. Because this legislation anticipates a massive expansion in the exchange of electronic protected health information (ePHI), the HITECH Act also widens the scope of privacy and security protections available under HIPAA; it increases the potential legal liability for non-compliance; and it provides for more enforcement.

The Quest Diagnostics compliance team reviewed the HITECH Act and identified several areas that must be adhered to. For Hub Administration, these areas translate into an increase in security, particularly related to user IDs and passwords. This Care360 Hub Information Services 10.2 release addresses several of the increased security requirements; the remaining areas will be addressed in Care360 Hub Information Services 11.1.

Detail

For a summary of changes that you will notice immediately, see “Logging in to Hub Administration with the Security Changes” below. For a comprehensive list of changes, see “Hub Administration Security Changes for HITECH” later in this document.

Logging in to Hub Administration with the Security Changes

As a user of Hub Administration, the changes you will notice first are as follows:

- You will have to change your password within eight days from the date Hub 10.2 is deployed. (After that, your password will expire every 90 days.)
- You will not be allowed to re-use your existing password. Instead, you must create a new one. (For subsequent password changes, you will also be required to create a new password. None of your last seven passwords can be re-used.)

When you log in to Hub Administration shortly after the Hub 10.2 release has been deployed, a screen similar to the following will appear:

MedPlus Hub Information Services — Administration

Your Password will expire on: 10/06/2010. You may [change it now](#) or [continue without changing](#).

To change your password now

1. Click the *change it now* link.

The *Change Password* page appears.



2. Complete the *Change Password* page as follows:
 - a. At *Old Password*, type your current password.
 - b. At *New Password*, type a new password that conforms to the following guidelines:
 - It must be at least eight characters long.
 - It must contain at least one alphabetic and one numeric or special character.
 - It must not equal your user ID.
 - It must be different from your current password.
 - Reminder:** Passwords are case-sensitive.
 - c. At *Verify Password*, retype your new password.
3. Click *Update*.

A message appears that your password was changed successfully. You can access any of the Hub Administration features as you usually would.

Notes:

- Your password will expire in 90 days (or sooner, if a MedPlus Administrator forces it to expire).
- Your user account will be disabled if you unsuccessfully attempt to log in five times in a row.

To change your password later

1. Click the *continue without changing* link.

The Hub Administration user interface will appear, but note the following:

- Your password will expire on the date displayed on your screen.
- The password expiration message will appear each time you log in until your password expires.
- When your password has expired, you will be forced to change it when you attempt to login. Instead of the password expiration prompt, the *Change Password* page will appear.

Hub Administration Security Changes for HITECH

The changes listed below affect Hub Administrator and Certification Suite user accounts. These changes do not apply to HORI or AutoReceive (service user) accounts except for additional information displayed on the User Summary screen.

- All user IDs must now be at least eight characters and contain alpha and numeric characters.
Note: Existing administrative user IDs (created in the Hub 10.1 release or earlier) will remain the same.
- Administrative users must change new or reset passwords at their first log in.
- Administrative users cannot re-use any of their last seven passwords.
- Administrative user passwords are now automatically forced to expire 90 days from creation. (MedPlus can manually expire the password for an account, forcing you to create a new password. Otherwise, the date the password expires is displayed on the User Summary screen.)
- Five consecutive failed login attempts now results in the user account being disabled. The user account must be reset by MedPlus before the user can log in again.
- Administrative user accounts that are inactive for 90 days are now automatically disabled. The user account must be reset by MedPlus before the user can log in again.
- Administrative user accounts can be set to expire at a future date, prohibiting any access to Hub Administration starting on that date. After the user account is expired, it must be reset by MedPlus before the user can log in again.

Selected User (Admin) [Edit](#)

| | |
|---|---|
| User ID: HITECHUSER3 | Phone: 513-333-4444 |
| Name: Test HITECH3 | E-mail: HITECHUSER3@EMAIL.COM |
| Address: 4690 Parkway Drive, Mason, OH 45040 | Status: Active |
| | Admin User: Level 3 |
| | Certification Suite User: No |

Created: 10/06/2010 02:33:47 PM
Last Modified: 10/25/2010 02:49:57 PM

Last Login: 10/25/2010 02:49:57 PM **Failed Logins:** 0

Future Deactivation: 10/27/2010

Password Expires: 01/23/2011 **Password Last Changed:** 10/25/2010

Comment: [Delete](#)

Access Permissions

| Permission Description | Action | Target | Target Type |
|------------------------|-----------------|-------------|-------------|
| User Permission | Change Password | HITECHUSER3 | User ID |
| All Permission | N/A | * | All |

Summary of Log In, User ID, and Password Requirements

User ID and password requirements are different for administrative users (including Certification Suite users) and service users, as summarized in the following table.

| Account Type | Log In | User ID | Password |
|--|---|--|---|
| <p>Hub Administration Users and Certification Suite Users</p> | <p>Five consecutive failed login attempts results in a disabled account. The account must be enabled by MedPlus before the user can log in again.</p> <p>Ninety consecutive days of inactivity results in a disabled account. The account must be enabled by MedPlus before the user can log in again.</p> <p>Note: The number of failed login attempts appears on the <i>User Summary</i> page as in the example screen capture on the previous page.</p> | <p>Must be at least eight characters in length.</p> <p>Must contain both alphabetic and numeric characters.</p> <p>Can be scheduled to expire at a future date.</p> <p>Note: User IDs created prior to Hub 10.2 were not required to contain numeric characters. Those user IDs remain as is.</p> | <p>Must be at least eight characters in length.</p> <p>Must contain at least one alphabetic and one numeric or special character.</p> <p>Is case-sensitive.</p> <p>Must not equal the User ID.</p> <p>Must be different from any of the last seven passwords for the user.</p> <p>Expires ninety days after creation.</p> <p>Note: The date the password was last changed appears on the <i>User Summary</i> page as in the example screen capture on the previous page.</p> |
| <p>HORI and AutoReceive (also called <i>service users</i>)</p> | <p>After five consecutive failed login attempts, the account is temporarily disabled for thirty minutes. After thirty minutes, the account is automatically reactivated.</p> <p>Note: The number of failed login attempts appears on the <i>User Summary</i> page as in the example screen capture on the previous page.</p> | <p>Must be at least eight characters in length.</p> | <p>Must be at least eight characters in length.</p> <p>Must contain at least one alphabetic and one numeric or special character.</p> <p>Is case-sensitive.</p> <p>Must not equal the User ID.</p> <p>Passwords can be re-used.</p> <p>Does not expire.</p> <p>Note: The date the password was last changed appears on the <i>User Summary</i> page as in the example screen capture on the previous page.</p> |

Hub Account and Provider Account Configuration

Summary

A *Configuration* page has been added to the *Hub Account* and *Provider Account* pages to allow configuration of custom connectivity properties for Hub and Provider accounts.

Detail

This is a process improvement feature that eliminates the need for PSG to create service desk tickets for direct database updates. Previously, customer-specific custom connectivity configurations required applications team or development involvement to create a database script to set the appropriate properties for the Hub or Provider Hub account.

Hub Account properties can be configured for the following:

- Rx Echo
- Outbound Demographics
- Result Push (including Hub Direct Push)
- POCT Results

Provider Account properties can be configured for the following:

- Order Routing Connectivity Configuration
- POCT Results

This feature is available for Hub Administrators with a security level of 9.

To access the Hub account or Provider account properties:

1. For a selected Hub Account or Provider Account, click *Configuration*.

Hub Account

| | | | | | | | | |
|---------------------|---------------------|---------------------|-------------------------|------------------|-------------|-----------------------|---------------|---------------|
| Hub Account Summary | Hub Account Details | Hub Account Routing | Assigned Provider Accts | User Permissions | Prescribers | Assigned POCT Devices | Manage Queues | Configuration |
|---------------------|---------------------|---------------------|-------------------------|------------------|-------------|-----------------------|---------------|---------------|

2. On the *Configuration* page select a service from the *Service* drop-down list.

The database properties that can be configured vary depending on the service that is selected. All changes are captured in the audit log that contains the before and after values.

The example below is for Hub Account database properties.

Hub Account ?

| Hub Account Summary | Hub Account Details | Hub Account Routing | Assigned Provider Accts | User Permissions | Prescribers | Assigned POCT Devices | Manage Queues | Configuration |
|--|---------------------|---|----------------------------|------------------------|------------------------------|--|---------------|---------------|
| Hub Account Name: Account Last Modified: 09/16/2010 12:57:36 PM | | Services: Results | Vendor Name: Vendor | Status: Enabled | Hub Account ID: 21303 | Created: 09/16/2010 12:41:02 PM | | |
| Service: Results | | Property: <div style="border: 1px solid black; padding: 5px;"> BROKER_DELIVERY_METHOD CONNECTION_FACTORY DELIVERY_BROKER_INSTANCE DM_DELIVERY_METHOD DM_JMS_CONNECTION_FACTORY DM_JMS_CREDENTIALS DM_JMS_INITIAL_CONTEXT_FACTORY DM_JMS_PRINCIPAL DM_JMS_PROVIDER_URL DM_JMS_QUEUE_NAME ENABLE_TEMPLATE_TRANSFORMATION FTP_END_POINT FTP_LOGIN_NAME FTP_LOGIN_PASSWORD INITIAL_CONTEXT_FACTORY JMS_PROVIDER_NAME JMS_PROVIDER_URL JMS_QUEUE_NAME JMS_USER_NAME JMS_USER_PASSWORD MLLP_END_POINT NHIN_DIRECT_TO_ADDRESS NUM_DELIVERY_THREAD PRODUCT_ID SENT_DOCUMENT_TYPES TRANS_TEMPLATE_ID </div> | | | | | | |

CAUTION! Incorrectly setting a property can cause the service to be unusable. Consult the documentation and always verify that you've typed the property value correctly before you save changes.

Details for configuring the properties are available on the MedPlus Wiki in the "Connectivity Configuration" article (https://wiki.corp.medplus.com/wiki/Connectivity_Configuration).

Otherwise, see "Configuring Database Properties for a Hub Account" or "Configuring Database Properties for a Provider" in the *Hub Information Services Administration Manual*.

Hub Account and Provider Account Workflow Enhancements

Summary

Provider Account and Hub Account pages have been updated to allow you to navigate directly to related Hub account or user account information. This is a Hub workflow enhancement that eliminates navigating to Hub or user account pages and manually entering the account you want to view.

In addition, an *Edit* button has been added to the *Provider Accounts Search* page.

Detail

Hub Account and User Account Links

On the *Provider Accounts Search* page, the links appear in the *Hub Accounts Assigned To* section. Clicking a Hub account name link displays the *Hub Account Summary* page.

| Hub Accounts Assigned To | |
|--------------------------------------|--|
| Search Results (9) Displaying all 9. | |
| | |
| Name | |
| QA_HubAcct_5 | |
| QA_OERDB_SM_1 | |
| test_hub1 | |
| QA_OERDB_2ACCT_1 | |
| QA_OERDB_3_ACCT_1 | |
| Formulary | |
| Pharmacy | |
| 1020_Account | |
| test001 | |

On the *Hub Account Summary* page, the links appear in the *User Permissions* section. Clicking a user login link displays the *User Summary* page.

| User Permissions | |
|-------------------------------|----------------------------|
| User Login | Action |
| Test NPI User | Update Hub Account Details |
| Test NPI User | CDC WebDav |
| Test NPI User | Check Eligibility |
| Test NPI User | Check Formulary |
| Test NPI User | Submit Prescription |
| Test NPI User | Receive Results |
| Test NPI User | Delete Hub Account |
| Test NPI User | Submit Lab Order |
| Test NPI User | Create Hub Account |
| Test NPI User | Validate Lab Order |

Edit Button on Provider Accounts Search Page

On the *Provider Accounts Search* page, the *Edit* button is available when you click a provider account from the search results. The *Edit* button is available to Hub administration users with security level 6, 7, 8, or 9.

The screenshot shows the 'Provider Accounts Search' interface. At the top, there are tabs for 'Provider Accounts Search' and 'Provider Accounts Details'. Below the tabs, a header bar displays: 'Provider Name: AHL', 'Status: Enabled', 'Provider ID: 2166', 'Provider Acct ID: 11295', 'Created: 02/09/2006 02:08:31 PM', and 'Last Modified: 02/09/2006 07:08:31 PM'. The main content area is divided into three columns. The left column contains search filters for Provider Name, Account, Description, and Service, with a 'Search' button. The middle column, titled 'Selected Provider Account', shows details for Provider Account 22487813, including Description, Contact, Phone, E-mail, Address, and Comments. An 'Edit' button is highlighted with a red circle. The right column, titled 'Provider', shows details for Provider 2166, including Description, Contact, Phone, E-mail, Address, and Comments. Below the main content area, there are two sections: 'Search Results (13,391) Displaying 51 to 60.' and 'Hub Accounts Assigned To'. The 'Search Results' section shows a list of provider accounts with their IDs and names. The 'Hub Accounts Assigned To' section shows a list of hub accounts with their names and IDs.

For instructions on using the new *Edit* button, see “Managing Providers and Provider Accounts” in the *Hub Information Services Administration Manual*.

Hub Support for the Direct Project

Summary

Hub accounts can now be configured to support the Direct Project, allowing the Hub to route lab results to Hub Direct and then directly to Direct addresses (similar to e-mail addresses). For example, lab results could be sent to ordering providers with Direct addresses.

Note: This feature is dependent on the new Hub Direct release, which will not be available until January 2011.

Detail

A Direct message (similar to an email message) can contain lab results and be routed to the Direct address (similar to an email address) designated by the Hub account. For example, clinical content can be delivered from labs to ordering providers (physicians) in the form of a Direct message. To support this routing and delivery for an ordering provider, each ordering provider would need a Hub account configured for Hub Direct routing with a Direct address.

There can be only one Direct address per Hub account. For example, if two physicians within the same office want lab results to be routed to them individually, a unique Hub account and Direct address must be created for each of them.

The procedure for setting up a Hub account for routing to Hub Direct involves two main steps:

- Create the Hub account (requires assigned security level of 6, 7, or 9), and configure it for HL7 queuing, HL7 version, and push delivery of results.

| Property | Value |
|------------------------------------|-------------------------------------|
| Results | <input checked="" type="checkbox"/> |
| Document Queuing Enabled | <input type="checkbox"/> |
| HL7 Queuing Enabled | <input type="checkbox"/> |
| Push Delivery Enabled | <input checked="" type="checkbox"/> |
| Observation Result Queuing Enabled | <input checked="" type="checkbox"/> |
| Support Lab Result | <input checked="" type="checkbox"/> |
| HL7 Version | 2.3 |

- Configure specific Hub Direct properties for that Hub Account (requires assigned security level of 9).

BROKER_DELIVERY_METHOD

DELIVERY_BROKER_INSTANCE

HUB_DIRECT_TO_ADDRESS

For step-by-step instructions and details, see “Setting Up a Hub Account for the Direct Project” in the *Hub Information Services Administration Manual*

PDF Delivery

Summary

A Hub Account configuration option now determines the type of PDF (clinical, enhanced, or both) that is delivered with results via HL7 Queuing (Lab Results Web service providing embedded PDFs) or Observation Result Queuing (Observation Result Web service providing embedded or bundled PDFs).

Detail

All existing HORI (Hub Orders and Results Interface) Accounts with the Results Service will be defaulted to *Both* for *Send Document Types*.

Note: The *Send Document Types* options does not apply to AutoReceive accounts. AutoReceive accounts will continue to receive all PDF types.

Send Document Types can be configured on the *Hub Account Details* page and viewed on the *Hub Account Summary* page.

The screenshot shows a configuration window titled "Results". It contains several settings:

- Results
- Document Queuing Enabled
- HL7 Queuing Enabled
- Push Delivery Enabled
- Observation Result Queuing Enabled
- Support Lab Result HL7 Version: 2.3
- Support Textual Result
- Support Transcribed Document
- POCT Default Provider Account: [Dropdown]
- Send Document Types: Both (highlighted with a red arrow)

Below the "Results" section is a "Transformations" section:

- Use Transformation Template
- Default Template: [Text Field]
- Specific Template: [Dropdown]

For more information, see “Adding or Modifying Hub Accounts” in *Hub Information Services Administrator Manual*.

Hub Provider Registry

Summary

In advance support of the Hub Provider Registry feature, Provider Registry pages have been added to Hub Administration. The pages cannot be used and will not be documented until the official release of the Hub Provider Registry, tentatively scheduled for the Hub 11.1 release.

Detail

The *Provider Registry* option that is now available on the *Hub Account Details* page is reserved for future use. **Do not select this option**; doing so may result in error messages due to LDAP server unavailability.

For reference only, below is an example of the new Provider Registry pages

The screenshot shows the 'Provider Registry' web application interface. At the top is a navigation menu with items like 'User', 'Hub Account', 'Provider', 'Provider Acct', 'Vendor', 'Prescriber', 'Order Management', 'Results', 'Provider Transaction', 'Rx Transaction', 'Demographics Transaction', 'Clinical Query Transaction', 'Client Status', and 'CDC Transaction'. The 'Provider Registry' link is highlighted. Below the navigation is a breadcrumb trail: 'Transaction Summary' > 'Transaction Details' > 'Search Provider' > 'Provider Details'. The main content area is divided into several sections: 1. 'Hub Account Search' with input fields for 'Hub Account Name', 'Hub Account ID', and 'Vendor Name', and a 'Search' button. 2. 'Provider Search' with input fields for 'Provider Name', 'Provider Description', and 'Provider ID', and a 'Search' button. 3. 'Selected Hub Account Details' showing fields for 'Hub Account Name', 'Vendor Name', 'Hub Account ID', 'Contact', 'Phone', 'E-mail', 'Address', and 'Comments'. 4. 'Selected Provider Details' showing fields for 'Provider Name', 'Provider ID', 'Description', 'Contact', 'Phone', 'E-mail', 'Address', and 'Status'. 5. A search filter section with 'Start Date' and 'End Date' (both set to 12:00 AM), 'Transaction Types', 'Transaction Status', and checkboxes for 'Individual' and 'Organization'. Below these are input fields for 'Individual First Name', 'Individual Last Name', and 'Organization Name'. 6. A 'Required Field' section with 'Search' and 'Reset' buttons.

Surescripts SPI

Summary

Hub Administrators with security levels of 9, 8, 7, or 6 can now update SPIs (Surescripts Provider IDs) via the Hub Administration user interface when an SPI needs to be updated for a given prescriber.

Detail

This is a process improvement solution that allows PSG to update prescriber SPIs instead of creating requests for the applications team to perform the update.

The SPI can be updated on the Prescriber page.

CAUTION! There is no validation of the IDs entered in this field. To avoid mistakes, be sure to copy the Surescripts ID from the Surescripts console rather than re-typing it. There is also no check for duplicate IDs, so check to ensure that you are copying the correct ID.

| Selected Prescriber | |
|--|--|
| Prescriber ID: 70657 | Status: Active |
| Name: DR MANUAL A BASIC MD | Clinic Name: HUB QA CLINIC |
| Address: PRESCRIBER STREET ADDRESS1 PRESCRIBER STREET ADDRESS2, PRESCRIBER CITY, UT 11111 | Specialty Code: A |
| Created By: QA_PRRS_MANUAL_USER | Created Date: 02/02/2010 04:14:21 PM |
| Modified By: QA_PRRS_MANUAL_USER | Modified Date: 05/06/2010 11:05:27 PM |
| Prescriber Contact Information | |
| Contact Type | Contact Number |
| Fax | 5132223333 |
| Telephone | 5138761231 |
| Prescriber Reference Numbers | |
| Reference Type | Reference Number |
| SURESCRIPT Internal ID | <input type="text" value="6504820080007"/> |
| DEA | PRRS00026 |
| National Provider Identifier | 0030000265 |
| RXHUB Internal ID | 70657 |
| Save Changes | |
| Prescriber Supported Transactions | |
| Supported Transaction | |
| New Prescription | |
| Prescription Change | |
| Prescription Renewal | |

For step-by-step instructions, see “Update Surescripts SPI (Surescripts Provider ID)” in *Hub Information Services Administrator Manual*.

PSC Hold Orders

Summary

Add, change, and cancel order functionality has been added to PSC (Patient Service Center) hold orders to support Care360 Lab Orders and Results 2010.3. It is no longer necessary to create a new order when an existing order needs to be updated.

Detail

Below is a list of the order types for ORC.01 (Order Control) supported for add/change/cancel order functionality:

- NW – New order/service
- CA – Cancel order/service request
- HD – Hold order request
- RP – Order service replace request
- RO – Replacement order
- OC – Order/service canceled
- XO – Change order/service request

For orders with the same set of identifying data, MSH.13 will be used for sequence numbers. The order control code will appear on the *Order Transaction Audit* page, as in the example below:

* Start Date(mm/dd/yyyy): 10/13/2010 12:00 AM

* End Date(mm/dd/yyyy): 11/12/10 12:00 AM

EMR Order Id:

Transaction Status:

Patient Last Name:

Patient First Name:

* Required Field

Search Results (815) Displaying 1 to 40.

| Transaction Id | EMR Order Id | Order Control Code | Patient Id | Patient Name | Provider Account | Provider | Order Received |
|-----------------------------------|--------------|--------------------|----------------|-------------------|------------------|-------------|---------------------|
| a3f4ad3eac1234640a30353019a3e2c5 | 9876001 | NW | 12345678912345 | Abcdef Ghijklmnop | PA1ALL | FM1HA | 10/13/2010 04:59:02 |
| a3f4b764ac1234640a3035305d3863ac | 12345001 | NW | 12345678912345 | Abcdef Ghijklmnop | PA1ALL | FM1HA | 10/13/2010 04:59:05 |
| a3f4habbac1234650b1cd727527e51d8 | 12345002 | NW | 12345678912345 | Abcdef Ghijklmnop | PA1ALL | FM1HA | 10/13/2010 04:59:08 |
| a3f4he3bac1234640a3035309c94135d | 12345003 | NW | 12345678912345 | Abcdef Ghijklmnop | PA1ALL | FM1HA | 10/13/2010 04:59:07 |
| a3f4e1b7ac1234650b1cd72739ad3092d | 12345004 | NW | 12345678912345 | Abcdef Ghijklmnop | PA1ALL | FM1HA | 10/13/2010 04:59:08 |
| a3f4c539ac1234640a303530e401d122 | 12345005 | NW | 12345678912345 | Abcdef Ghijklmnop | PA1ALL | FM1HA | 10/13/2010 04:59:08 |
| a3f4ces2ac1234640a3035303e8701fa | 11111001 | NW | 12345678912345 | Abcdef Ghijklmnop | 00001 | FM-MORE | 10/13/2010 04:59:11 |
| a3f4d1f2ac1234650b1cd7272872a895 | 22222002 | NW | 12345678912345 | Abcdef Ghijklmnop | 00001 | FM-MORE | 10/13/2010 04:59:12 |
| a3f4d598ac1234640a303530f6d210c1 | 33333001 | NW | 12345678912345 | Abcdef Ghijklmnop | DUPPA | FM-MULTI-HA | 10/13/2010 04:59:13 |

The order control code and sequence number will appear on the *Order Transaction Details* page, as in the example on the following page:

Order Management

| | | | | | | | |
|-------------------------|---------------------------|---------------------------|--------------------|-------------------|----------------|-----------------------|----------------------|
| Order Transaction Audit | Failed Order Transactions | Order Transaction Details | Order Echo Summary | Order Echo Detail | Pending Orders | Order Request Summary | Order Request Detail |
|-------------------------|---------------------------|---------------------------|--------------------|-------------------|----------------|-----------------------|----------------------|

Transaction ID:

Order Transaction Details:

| | |
|--------------------------------|---|
| HUB Order ID: 185946 | Date Order Received: 10/13/2010 04:59:02 AM |
| EMR Order ID: 9876001 | User ID: EMR-ALLTYPES_USER |
| Order Control Code: NW | HUB Account ID: 18892 |
| Sequence Number: | Hub Account Name: EMR-ALLTYPES |
| Patient Name: GHIJKMnop Abcdef | File Name: |
| Physician Name: | |

For more information on ORC.01, see Chapter 3, “Care360 Order HL7 Specification” of *Universal Lab Orders and Results Programmer Reference 3.4*.

Generic Order Echo

Summary

The Hub now supports order echo receipt, validation, and processing for generic lab orders (that is, lab orders submitted from Care360 Labs & Meds to non-Quest Diagnostics labs that are not part of the Care360 system). This feature allows copies of the generic lab orders to be sent back to partner applications.

Detail

In support of order echo for non-integrated labs, the Care360 order HL7 specification has been updated for generic lab, generic client, lab reference number, generic carrier name, generic comments, and generic AOE (Ask at Order Entry):

- **Generic lab and generic client.** PID.18 (Patient Account Number) has been changed from Not Supported (NS) to Optional (O). PID.18 contains the generic lab and generic client information in subfields PID.18.04 (lab name) and PID.18.06 (client name or identifier).
- **Lab reference number.** PID.04 (Alternate Patient ID) has been changed from Not Supported (NS) to Optional (O) and is used to “echo back” the lab reference number.
- **Generic carrier name.** IN1.04 (Insurance Company Name) is used for generic carriers (insurance companies) that have no insurance company ID (which would normally be populated in IN1.03 (Insurance Company ID)).
- **Generic comments.** NTE.02 (Source of Comment) supports the following expanded values:
 - L = Ancillary (filler) department is source of comment.
 - P = Orderer (placer) is source of comment. This is required for generic orders with comments when using the generic order echo feature.
 - O = Other system is source of comment.

Format for generic comment:

```
NTE|1|P|Text comment
```

Example for generic comment:

```
NTE|1|P|PATIENT HAS DIFFICULTY WITH NEEDLES AND HAS REQUESTED TO BE ANESTHETIZED BEFORE DRAWING BLOOD|
```

- **Generic AOE.** OBX.03.05 is used for generic order AOE (Ask at Order Entry).

Sample Non-Integrated Lab Order Message

This message contains a report, internal comments, general comments, and a generic AOE.

```
MSH|^~\&|C360|17606|WEBCL|QTE|20100223120037||ORM^O01||T|2.3|||
```


Document Routing Delivered Status

Summary




There is now a *Delivered* status for document routing. This status was added for the Document Upload Re-Architecture feature and will be turned on when Care360 Lab & Meds 2010.2 is deployed.

Detail

When the Document Upload Re-Architecture feature is turned on, the existing JMS routing will be disabled, and the *Delivered* status can be viewed on the *Document Routing Transactions* page, *Transaction Search* tab.

User | Hub Account | Provider | Provider Acct | Vendor | Prescriber | Order Management | Results | Provider Transaction | Rx Transaction Transaction | Client Status | CDC Transaction | Pharmacy | Provider Registry | Document Routing | Transformations | Help | About | Logout (

Document Routing Transactions

| Transaction Search | Transaction Details | | | | | |
|---|---------------------|--|--|------------------|----------------|---------------|
| **Hub Account Search Hub Account Name: <input type="text" value="HAARDOCUPLD"/> Hub Account Id: <input type="text"/> Vendor Name: <input type="text"/> Search | | One Search Result found.  HAARDOCUPLD TEST TSET, NE 12345 | Selected Hub Account Details Hub Account Name: HAARDOCUPLD Hub Account ID: 17729 Contact: TEST Address: TEST, TSET, NE 12345 Comments: | | | |
| **Provider Account Search Provider: <input type="text"/> Search Provider Account Name: <input type="text"/> Search | | | | | | |
| ** Required, Mutually Exclusive Field | | | | | | |
| *Start Date (mm/dd/yy): <input type="text" value="9/1/10"/> <input type="text" value="12:00 AM"/> <input type="checkbox"/> Exclude Successful Transactions *End Date (mm/dd/yy): <input type="text" value="10/01/10"/> <input type="text" value="12:00 AM"/> Search Reset | | | | | | |
| * Required Field | | | | | | |
| Search Results (3) Displaying all 3.  | | | | | | |
| Transaction ID | Current Status | Transaction Date (UTC Time) | Hub Account | Provider Account | File Name | Document Type |
| 10d4e6efac12346515284f5418bb5add | Queued for Delivery | 09/14/2010 03:20:09 PM | HAARDOCUPLD | PAARDOCUPLD | test2.txt | UploadFile |
| 15b096b5ac12346412fc1099b2950027 | Delivered | 09/15/2010 01:58:36 PM | HAARDOCUPLD | PAARDOCUPLD | SCR47257.txt | UploadFile |
| 15b1b0b5ac12346515284f543762bb77 | Delivered | 09/15/2010 01:59:48 PM | HAARDOCUPLD | PAARDOCUPLD | SCR47257_1.txt | UploadFile |
| Search Results (3) Displaying all 3.  | | | | | | |

For information on accessing the *Document Routing Transactions* page, see “Document Routing Transaction Search” in *Hub Information Services Administrator Manual*.

Defect Fixes

Care360 Hub Information Services 10.2 also contains fixes for the following SCRs:

Subset

| ID | Module | Problem and Resolution |
|-------|---------------------|---|
| 45671 | Observation Results | <p>Problem. If a Hub account that accepts HL7 v2.3.1 with a non-AR vendor tries to retrieve a v2.3 observation result, the observation result stays in the queue and the HL7 result is deleted.</p> <p>Resolution. The HL7 result is no longer deleted.</p> |
| 45730 | Observation Results | <p>Problem. When a transcribed document result is ACK'd, Hub returns an exception.</p> <p>Resolution. Transcribed documents can now be retrieved without error.</p> |
| 45979 | Observation Results | <p>Problem. The observation queue for AutoReceive Hub accounts is queued with results that do not have an associated PDF (both LMFH results and those submitted through the Certification Suite can have HL7 results without PDF). AR gives a Download Failure error for Printable Subscription.</p> <p>Resolution. HL7 results with no associated PDF are no longer sent to the observation queue.</p> |
| 46032 | Observation Results | <p>Problem. If a Hub account is inactive but still configured for push delivery, all results delivered are still being queued/pushed.</p> <p>Resolution. Results are no longer queued/pushed for inactive Hub accounts.</p> |
| 46814 | Observation Results | <p>Problem. A SOAP exception is occurring when retrieving from the Observation Web Service and maxMessages = null.</p> <p>Resolution. The SOAP exception no longer occurs. If MaxMessages = null, then the maximum observation result batch value is being used.</p> |
| 46905 | Observation Results | <p>Problem. When attempting to retrieve both obsolete and partials HL7 v2.3 results for a Hub account configured for HL7 v2.3, an error similar to the following appears:</p> <pre>Cannot translate HL7 Error: cannot find original version of HL7: provider account id: 24997, message control id: REPRINTRESEND001</pre> <p>Resolution. Obsolete results are now correctly returned per the ResultsRequest retrieveObsoleteResults attribute.</p> |

| ID | Module | Problem and Resolution |
|-------|-----------------------|---|
| 45898 | Results Customization | <p>Problem. A rule can be created with an apostrophe or quote in its name, but after searching for and selecting the rule, it will not display.</p> <p>Resolution. Rules with apostrophes or quotes in the name are now supported and display correctly when selected.</p> |
| 45912 | Results Customization | <p>Problem. No confirmation message appears when a rule or template is deleted.</p> <p>Resolution. A confirmation messages now appears when a rule or template is deleted.</p> |
| 45921 | Results Customization | <p>Problem. If a rule is created that contains a condition without an operation, a SQLException error message appears.</p> <p>Resolution. A rule that contains a condition without an operation can no longer be created. Instead, if the condition is added but no operation selected, a message appears and the operation must be selected before the rule will be created.</p> |
| 45926 | Results Customization | <p>Problem. A run-time error appears when clicking the <i>Rule Detail</i> page or clicking <i>Transformations > Rule Summary > New</i>. (The run-time error message is visible only if the browser debug option is enabled. Otherwise, an icon appears in the browser status bar indicating that there is an error.)</p> <p>Resolution. The run-time error no longer occurs when using the <i>Rule Detail</i> page or clicking <i>Transformations > Rule Summary > New</i>.</p> |
| 46016 | Results Customization | <p>Problem. The <i>Rule Delete</i> action is displayed incorrectly in the <i>Defined Action</i> field when an action is added and then removed followed by adding the <i>Delete</i> action.</p> <p>Resolution. The <i>Defined Action</i> field has been updated so that it no longer displays the displays the previous action.</p> |
| 46049 | Results Customization | <p>Problem. Results with the EPDF (Embedded PDF) transformation template applied are not appearing in ACK'd observation results. The same results retrieved using AutoReceive do appear.</p> <p>Resolution. Results with the EPDF transformation template applied now appear in ACK'd observation results.</p> |
| 46067 | Results Customization | <p>Problem. In the HL7 result message, OBR and OBX fields are missing after the embedded PDF when the RT_V23_UPIN_EPDF transformation template is applied.</p> <p>Resolution. The OBR and OBX fields are no longer missing in the HL7 message when the RT_V23_UPIN_EPDF transformation template is applied.</p> |
| 46060 | Results Customization | <p>Problem. If a change is made to a Hub account when changing templates, the template name in the <i>Summary</i> section is blank after the Hub account is saved.</p> <p>Resolution. The template name is now always populated in the <i>Summary</i> section.</p> |

| ID | Module | Problem and Resolution |
|-------|-----------------------|---|
| 46071 | Results Customization | <p>Problem. A NullPointerException occurs when selecting a template that contains rules that have been deleted. The template can still be edited and the deleted rule(s) still appear as Selected Rules.</p> <p>Resolution. Rules can no longer be deleted if they are still assigned to a template.</p> |
| 46077 | Results Customization | <p>Problem. Templates can be saved with incomplete rules and conditions. For example, if a condition or rule is missing a parameter, the template can still be saved.</p> <p>Resolution. Rule actions and conditions are now validated when the selected rule or condition is moved to the <i>Defined Actions and Conditions</i> section.</p> |
| 46364 | Results Customization | <p>Problem. Rules can be changed in Hub Administration after they have been imported to production, but the change is not reflected in production.</p> <p>Resolution. All rules that are assigned to templates that have been imported into production are marked as such and can no longer be edited in Hub Administration.</p> |
| 45924 | Hub Administration | <p>Problem. Queue results do not appear on the <i>Manage Queues</i> page when shortcuts are used in the date fields.</p> <p>Resolution. The queue results now appear on the <i>Manage Queues</i> page when the date shortcuts M(onth), T(oday), and Y(esterday) are used in the date fields.</p> |
| 45927 | Hub Administration | <p>Problem. On the <i>Manage Queues</i> pages, an error message does not appear when out-of-range dates (> 30 days) are entered.</p> <p>Resolution. Out-of-range dates entered on the <i>Manage Queues</i> pages now result in an error message.</p> |
| 45973 | Hub Administration | <p>Problem. The results <i>Request Detail</i> page is not showing enhanced PDFs retrieved via the Observation Result Web service for a Hub account with a non-AutoReceive vendor and with <i>Send documents with messages</i> set to EMBEDDED.</p> <p>Resolution. The enhanced PDFs now appear as retrieved on the <i>Request Details</i> page (<i>Retrieved Documents</i> column).</p> |
| 45985 | Hub Administration | <p>Problem. Requeue results are not being returned when a wildcard is used in the <i>Accession Number</i> field.</p> <p>Resolution. Requeue results are now correctly returned when wildcards are used in the <i>Accession Number</i> field.</p> |
| 45998 | Hub Administration | <p>Problem. The Demographics <i>Outbound Push</i> checkbox is not defaulting correctly. When the Demographics service is selected for a Hub account, the <i>Outbound Push</i> checkbox should be unchecked by default.</p> <p>Resolution. The <i>Outbound Push</i> checkbox is now unchecked by default</p> |

| ID | Module | Problem and Resolution |
|-------|------------------------|--|
| 46002 | Hub Administration | <p>Problem. The error message when associating a Hub account with itself for document routing has a misspelling and does not appear in red as other error messages do.</p> <p>Resolution. The misspelling has been corrected and the error message now appears in red.</p> |
| 46055 | Hub Administration | <p>Problem. On the <i>Request Detail</i> page, the same message appears multiple times when the message is ACK'd multiple times for the same Request ID.</p> <p>Resolution. Duplicated messages no longer appear on the <i>Request Detail</i> page.</p> |
| 46059 | Hub Administration | <p>Problem. The results <i>Request Detail</i> page is not showing the Message ID for ACK'd document results retrieved via the Printable Results Web service. However, the <i>Results Search Message Details</i> do show documents as having been retrieved and ACK'd.</p> <p>Resolution. The Message ID for ACK'd document results retrieved via the Printable Results Web service now correctly appear on the <i>Request Detail</i> page.</p> |
| 46089 | Hub Administration | <p>Problem. On the <i>Result Detail</i> page, an old transformation (Remove PV1 Fields, Remove PID.03 Fields) is appearing for the Observation Result Web service for AutoReceive vendors.</p> <p>Resolution. The correct transformation (Overwrite LOINC) is now appearing on the <i>Result Detail</i> page.</p> |
| 46121 | Hub Administration | <p>Problem. <i>Result Detail > Delivery Transactions</i> always shows the time as 12:00AM.</p> <p>Resolution. The time on the <i>Delivery Transactions</i> page now appears correctly.</p> |
| 47215 | Medical Reconciliation | <p>Problem. Invalid XML file is generated by Hub because the ID XML element is missing a terminating character (end tag).</p> <p>Resolution. The terminating character is fixed for the ID XML element and the Hub now generates valid XML.</p> |
| 46043 | Orders | <p>Problem. If an order is submitted with an escaped character, the Hub converts it to the real character and then rejects.</p> <p>Resolution. The NTE segment validation has been updated to allow special characters to be entered as an escape sequence.</p> |
| 45984 | Radiology Results | <p>Problem. Duplicate and obsolete checking needs to be removed from radiology results. This checking was inherited from other result processing but the expected behavior is to deliver all results sent.</p> <p>Resolution. Duplicate and obsolete checking logic for incoming radiology results has been removed.</p> |

| ID | Module | Problem and Resolution |
|-------|-------------------|--|
| 46120 | Radiology Results | <p>Problem. The Delivery Broker is adding extra control characters when delivering radiology results. These radiology results are not accepted by Care360 Labs & Meds, but they appear as delivered in Hub Administration.</p> <p>Resolution. A database script for Delivery Manager / Delivery Broker settings eliminates the extra control characters.</p> |

Known Issues

There are no known issues in this Care360 Hub Information Services 10.2 release.