



Scottish Care Information

SCI Store

Exceptions Management Guide

For SCI Store Release 8.3

29/02/2013

SCI-DPUG-012

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1 Introduction

1.1 Purpose

The purpose of this document is to provide a summary of the exceptions management functionality within the SCI Store application.

1.1 Intended Audience

This document is intended for the SCI Store Administrator role who will use the exceptions management functions in SCI Store.

1.2 Scope

The document provides a description of the SCI Store exceptions management functions.

2 Uploaded files search

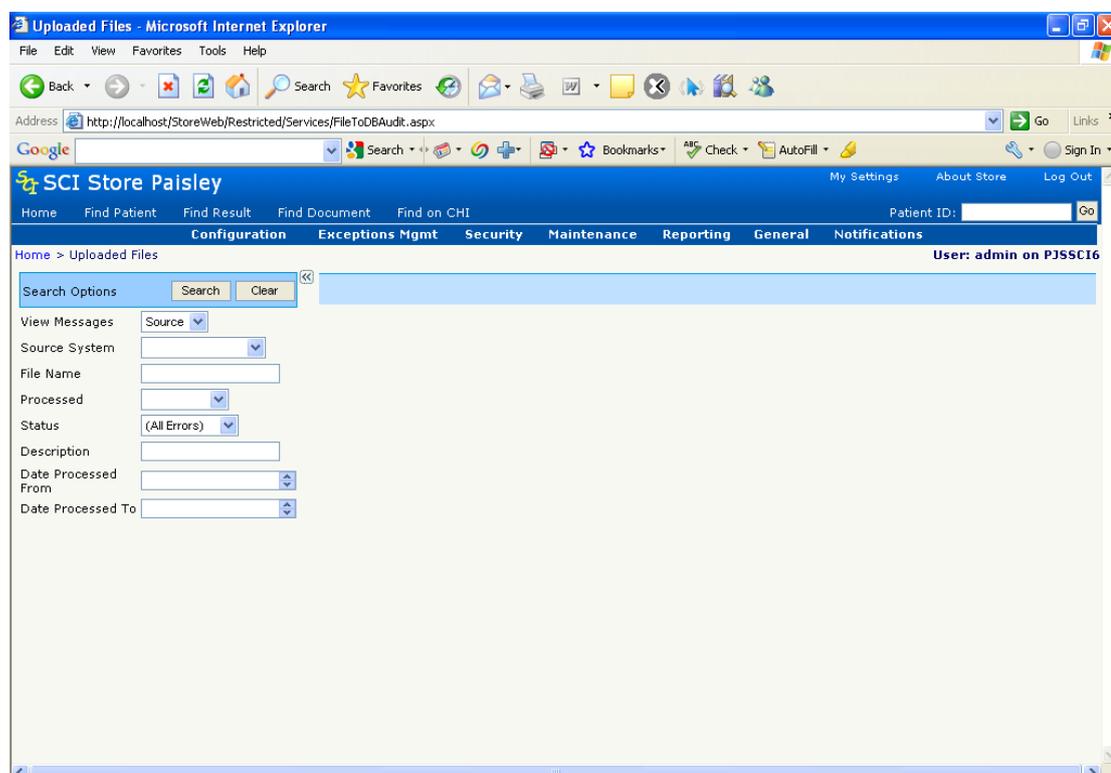
2.1 Overview

The **Uploaded Files** search screen is accessed by navigating to the **Exceptions Management** menu and selecting **Uploaded Files**.

This function allows the user to search for and display messages that have been processed by the various FiletoDatabase services that have been set-up in SCI Store. This means that an administrator user can inspect the various messages for errors and for auditing purposes.

If an interface uploads a file into Store that contains a batch of messages, then this will create a single Source message. This Source message will then be processed into the relevant number of Split messages.

If an interface uploads a file into SCI Store that contains a single message, then this will create a single Split message. In this scenario no Source message will exist for this file.



2.2 Searching

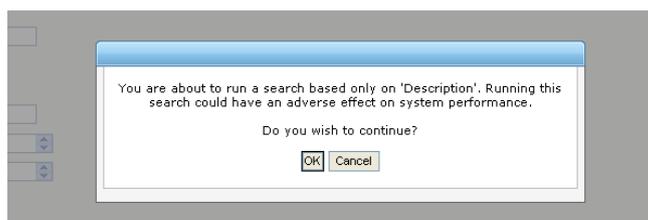
To conduct a search, enter some of the following selection criteria and click **Search**:

- View messages – select whether to search on Source messages (pre-split) or Split messages (post-split)
- Source System – select which interface to search against
- File Name – enter the file name

- Processed – indicates the stage of processing that is relevant; not processed (New), processed (OK) or pending (Processing)
- Status – indicates the status of the record after processing (Actioned, All Errors, New, OK, Parse Error and System Error – see [Appendix A](#) for definitions)
- Description – searches the message description field
- Date Processed From – date to search from
- Date Processed To – date to search to

When performing a search it is advised that other than the “View Messages” and “Description” fields at least one other search criteria should be provided. Running a search based on these two fields alone is likely to have an adverse effect on the overall performance of SCI Store. This type of search will result in a dialog box being displayed informing the user of this and prompting them to continue by clicking on OK or stopping the search by clicking on Cancel.

Note: If this occurs it is advised that you should select Cancel and amend your search criteria.



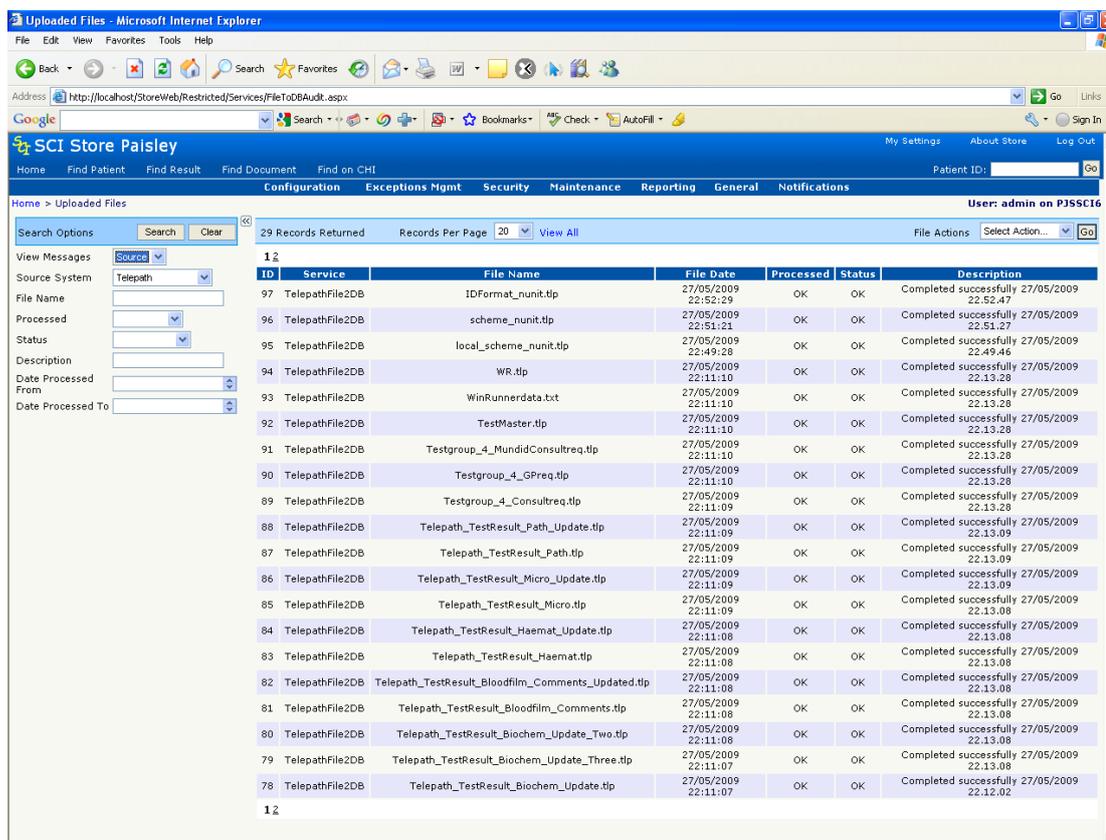
Once a successful search has been completed, the results are displayed in a grid as shown over the page.

2.3 Actions

Various actions can be carried out on these messages by selecting the relevant action from the File Actions drop down list and clicking on Go. The available actions are as follows:

- **Export:** This exports the messages returned to an Excel spreadsheet.
- **Flag as Actioned:** This assumes some sort of user action has been carried out. For example, the user has viewed the record and concluded that there is nothing that can be done to the file and therefore should not be considered as an “Exception”. This action can only be carried out on messages that do not have a status of “OK”.
- Performing this action on messages with a status of “OK” will result in the following message being displayed, “nn files have been processed previously”. The status of these messages will not change.
- **Flag as New:** The message will be processed by the FileToDatabase service again.

- **Printer Friendly:** Will display the messages returned in a printer friendly format.



Clicking on the **Clear** button will clear the search results and criteria and restore the search defaults.

Two types of search can be run on this page:

- Searching on pre-split messages, by selecting the “Source” option from the “View Messages” dropdown list.
- Searching on split messages, by selecting the “Split” option from the “View Messages” dropdown list.

When a user clicks on one of the messages returned by a search depending on the type of search performed they will be redirected to:

- The “File To Db Details” page (shown over the page), for a “Source” message search; or
- The “Split File To Db Details” page, for a “Split” message search.

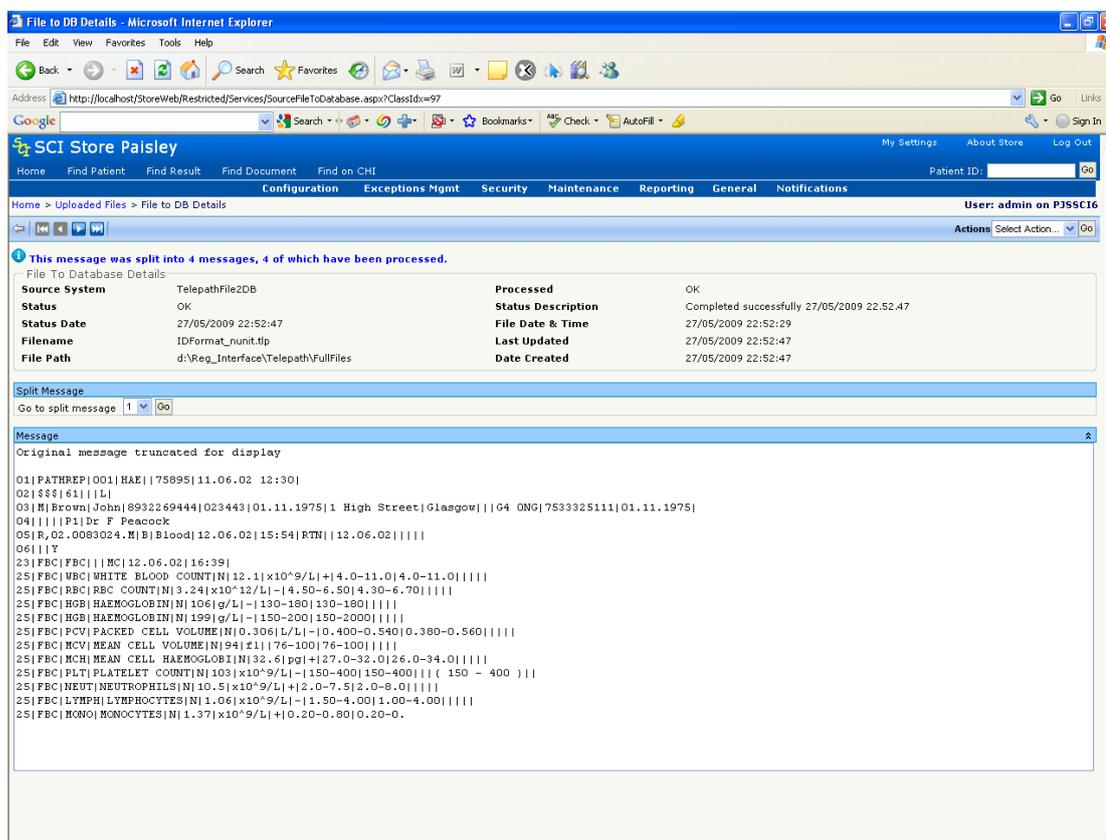
2.3.1 File to Db Details (Source message screen)

On the **File To Db Details** page a range of information is displayed including the status of the source file, how many messages it was split into and how many of those have been processed. In addition, if the file has been split, it is possible to navigate to individual split messages by selecting the relevant message from the **Go to split message** dropdown list and clicking on the **Go** button.

If more than one message has been returned by a search, a user can navigate between the source files that were returned by using the standard navigation icons at the top left of the screen.

It is also possible to perform the following actions on an individual source file, by selecting the relevant action from the **Actions** dropdown list and clicking on **Go**:

- **Flag as actioned:** This can be performed on any source file that doesn't have a Status of "OK", giving the message a status of "User Actioned".
- **Flag as new:** The message will be flagged with the **Status of New** and then processed by the FileToDatabase service again.
- **Split Message:** The source file will be split manually; this option is only available for messages that have not been split previously.



As mentioned previously, to navigate to a split message, select the appropriate number from the **Go to split message** dropdown list and click **Go**. The screen which follows will then be displayed. This same screen will be displayed when a "Split" message search is carried out on the "Uploaded Files" search screen.

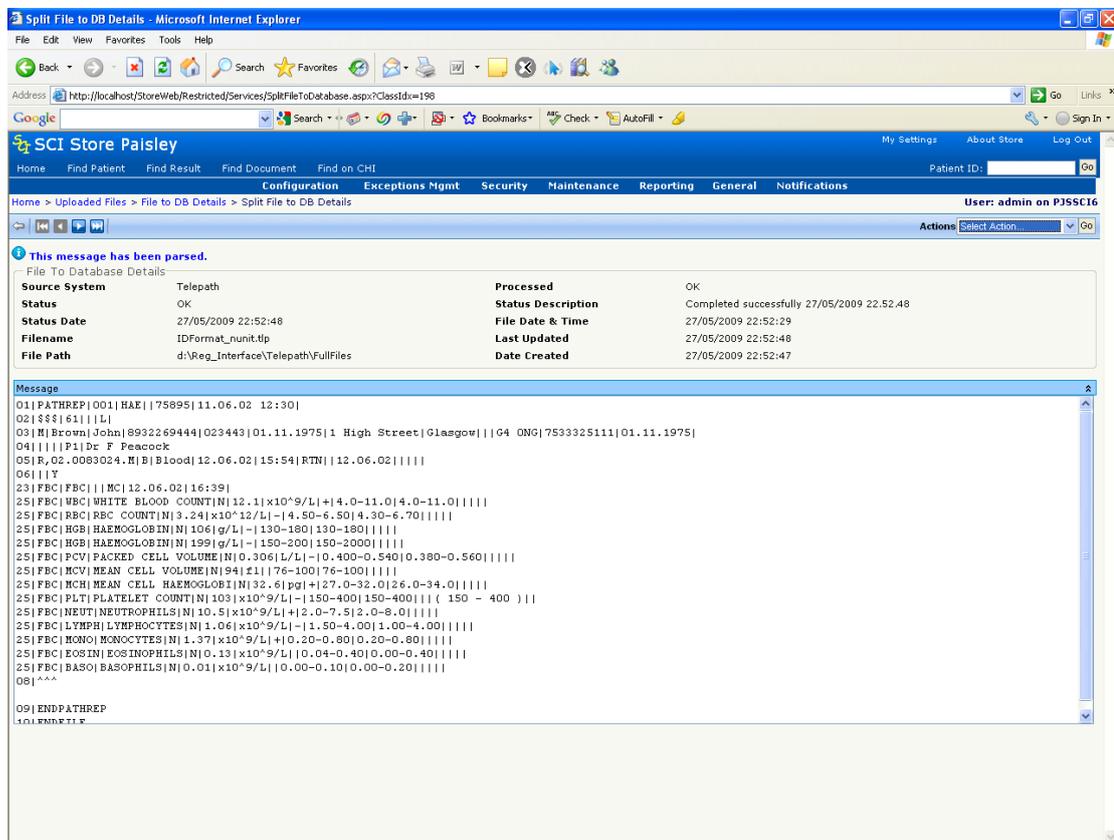
2.3.2 Split File to Db Details (Split message screen)

This screen tells the user if a message has been parsed, along with other details such as the current message status, the original file name and message source

system. As with the “File To Db Details” screen, if more than one split message exists for a source file, the user can navigate through the split records using the standard navigation controls.

Using the **Actions** list the user can perform the following actions:

- **Flag as actioned:** This can be performed on any source file that doesn't have a Status of “OK”, giving the message a status of “User Actioned”.
- **Flag as new:** The message will be flagged with the **Status of New** and then processed by the FileToDatabase service again.
- **Go To Parsed Message:** Allows the user to navigate to the associated parsed message. The parsed message screen is explained in more detail in section 2.1.2.
- **Parse Message:** Parses the message (i.e. processes the message into Store).



3 Parsed Files Search (Parse From DB)

3.1 Overview

The **Parsed Files Search** screen allows the user to search for and display the messages that have been processed by the various TranslatorFromDatabase services that have been set-up in Store. These messages can then be inspected for errors as well as for auditing purposes.

ID	Service Name	Source System	Patient	CHI	Report Id	Status	Description	Transaction Date
257	TelepathTranslator	Telepath	John Brown	7533325111	R,02.0083024.M	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:55:01
256	TelepathTranslator	Telepath	John Brown	7533325111	R,02.0083024.M	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:53:19
255	TelepathTranslator	Telepath	Sarah Paterson	3656472444	R,02.0087145.Y	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:35:02
254	TelepathTranslator	Telepath	David Preece	3639462333	R,02.0087145.Y	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:35:01
253	TelepathTranslator	Telepath	Alison Black	7830135222	R,02.0083024.M	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:35:01
252	TelepathTranslator	Telepath	John Brown	7533325111	R,02.0083024.M	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:35:01
251	TelepathTranslator	Telepath	Sarah Paterson	3656472444	R,02.0087145.Y	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:34:41
250	TelepathTranslator	Telepath	David Preece	3639462333	R,02.0087145.Y	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:34:41
249	TelepathTranslator	Telepath	Alison Black	7830135222	R,02.0083024.M	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:34:41
248	TelepathTranslator	Telepath	John Brown	7533325111	R,02.0083024.M	Patient Error	Patient Error: More than one Patient Match found	28/05/2009 14:34:41
247	TelepathTranslator	Telepath	Chris Smith	3110805812	R,02.0087024.M	Match Error	Match Error: Exception Rule Match Satisfied	28/05/2009 10:42:50
241	TelepathTranslator	Telepath	Chris Smith	3110805812	R,02.0087024.M	OK	Processing Completed Successfully	28/05/2009 01:02:40
236	TelepathTranslator	Telepath	Chris Smith	3110805812	R,02.0087024.M	User Actioned	User Actioned	28/05/2009 00:47:22
234	TelepathTranslator	Telepath	Alan Brown	3112198012	R,02.0083024.M	OK	Processing Completed Successfully	28/05/2009 00:34:58
233	TelepathTranslator	Telepath	Alan Brown	3112198012	R,02.0083024.M	New		28/05/2009 00:33:56
232	TelepathTranslator	Telepath	Alan Brown	3112198012	R,02.0083024.M	New		28/05/2009 00:32:54
230	TelepathTranslator	Telepath	Alan Brown	3112198012	R,02.0083024.M	New		28/05/2009 00:30:48
197	TelepathTranslator	Telepath	Sarah Paterson	3656472444	R,02.0087145.Y	OK	Processing Completed Successfully	27/05/2009 22:52:49
196	TelepathTranslator	Telepath	David Preece	3639462333	R,02.0087145.Y	OK	Processing Completed Successfully	27/05/2009 22:52:49
195	TelepathTranslator	Telepath	Alison Black	7830135222	R,02.0083024.M	OK	Processing Completed Successfully	27/05/2009 22:52:48

3.2 Searching

As with the Uploaded Files screen, to conduct a search, enter some of the following selection criteria and click **Search**:

- Source system – select which interface to search against
- Status – status of the message (Actioned, All Errors, CHI Match Error, New, OK, Mapping Error, Match Error, Parse Error, Patient Error, Report Error or System Error – See Appendix A for definitions)
- Description – search contents of the message description field
- Transaction Date From – date to search from
- Transaction Date To – date to search to
- Match Rule – which matching rules were used in patient matching
- Match Action – which action occurred then the record came into Store (Insert, Update, Add alias etc.)
- Discipline – Biochemistry, Haematology etc.
- Requestor
- Requesting Organisation

- Report Id
- Patient ID – SCI Store ID number
- Surname
- Forename
- Date of Birth
- Postcode
- CHI
- PAS
- Other Patient ID

As in the **Uploaded Files** screen (section 2.2) running searches with no criteria or based only on “Description” is not recommended. This type of search is likely to have adverse effects on the overall performance of the SCI Store application.

3.3 Actions

Various actions can be carried out on these messages by selecting the relevant action from the **File Actions** drop down list and clicking on Go. The available actions are as follows:

- **Flag as Actioned:** This assumes some sort of user action has been carried out. For example, the user has viewed the record and concluded that there is nothing that can be done to the file, or a mapping has been added to the patient, or it has been matched manually and therefore should not be considered as an “Exception”. This action can only be carried out on messages that do not have a status of “OK”.
- Performing this action on messages with a status of “OK” will result in the following message being displayed, “nn files have been processed previously”. The status of these messages will not change.
- **Flag as New:** These messages will be **flagged** as **New** and processed by the TranslatorFromDatabase service again.
- **Parse Messages:** Will attempt to process all messages returned by the search into Store.

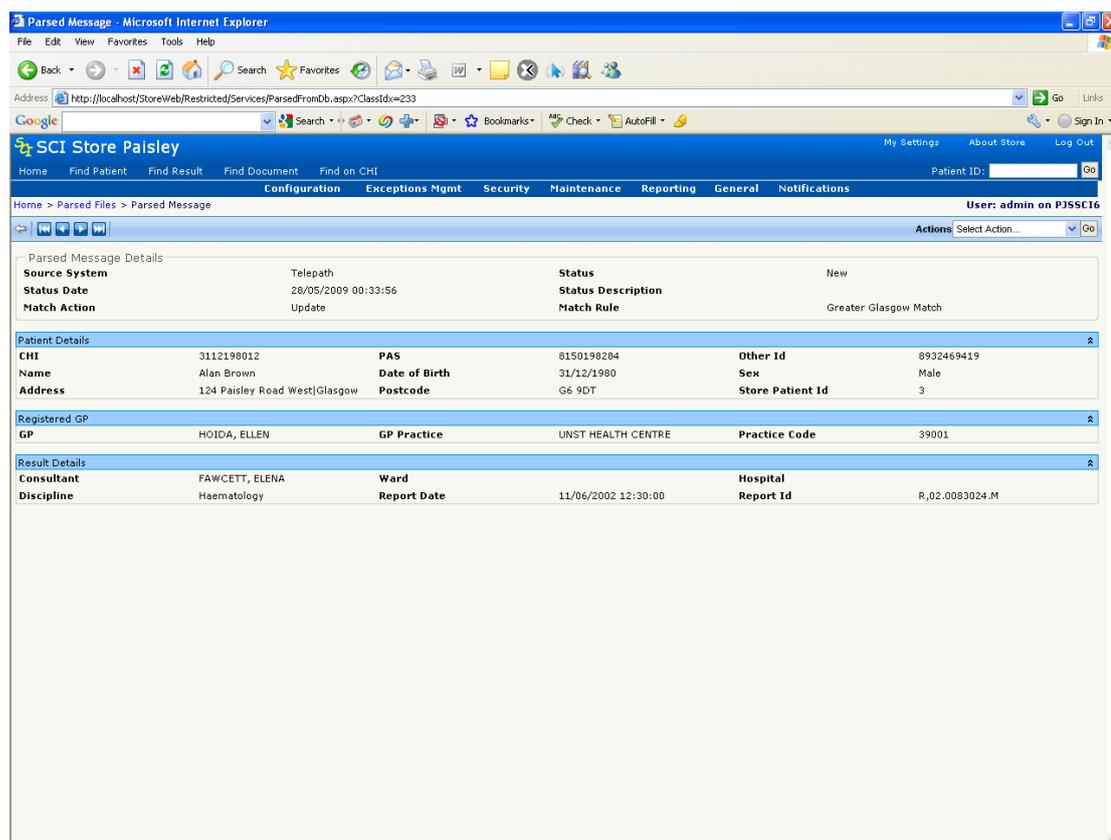
3.4 Parsed Message Screen

Clicking on one of the messages returned will display the screen over the page.

From here all the details for the messages that have been sent into Store can be viewed. It is also possible to carry out the following actions:

- **View Patient:** View the patient record, only available if the Store Patient ID exists.
- **Go To Split Record:** Returns the user to the split record
- **Parse Message:** Parses the message, only available if the message status is “New” or “Error”.
- **Flag as Actioned:** Flag the message as “Actioned”, only available if the message status is not “OK”.

- **Flag as New:** Flags the message as “New”, for either automatic processing or for manual processing.
- **Merge Patient:** Navigates to the Manage Duplicates screen so that patient records can be merged; only available if an “Error” has occurred.
- **Manual Match:** Navigates to the Manual Match screen so that patient records can be matched (only available if the status flag is “Match Error” or “Patient Error”). Explained in more detail in section 6.



If more than one record has been returned by the original search, the user can navigate through the list of Parsed messages using the standard navigation toolbar in the top left of the screen.

4 ACSC Registration Search

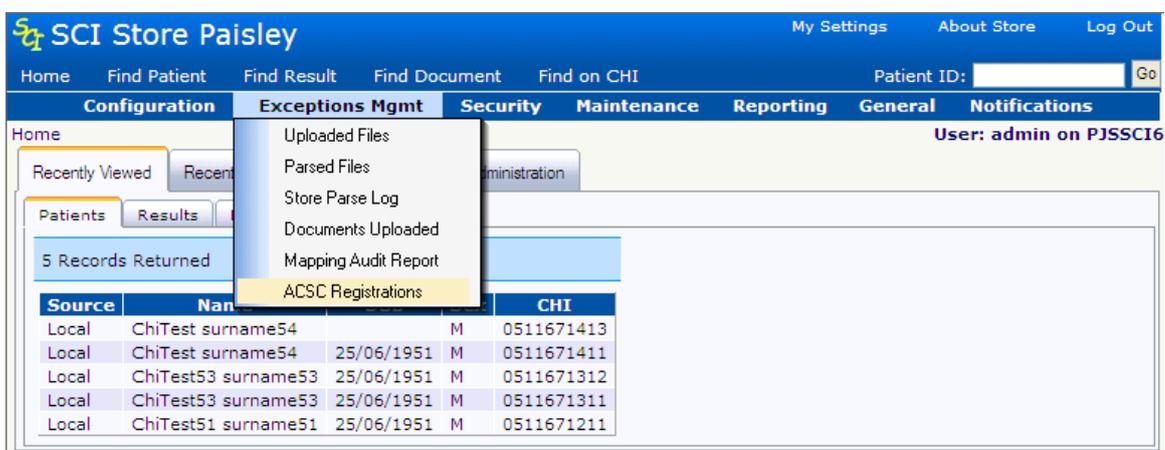
4.1 Overview

The ACSC Registration Search screen allows the user to check if a particular patient (s) in SCI Store has been registered on the CHI Mainframe to be included in the Daily Broadcast Files.

4.2 Accessing the ACSC search page

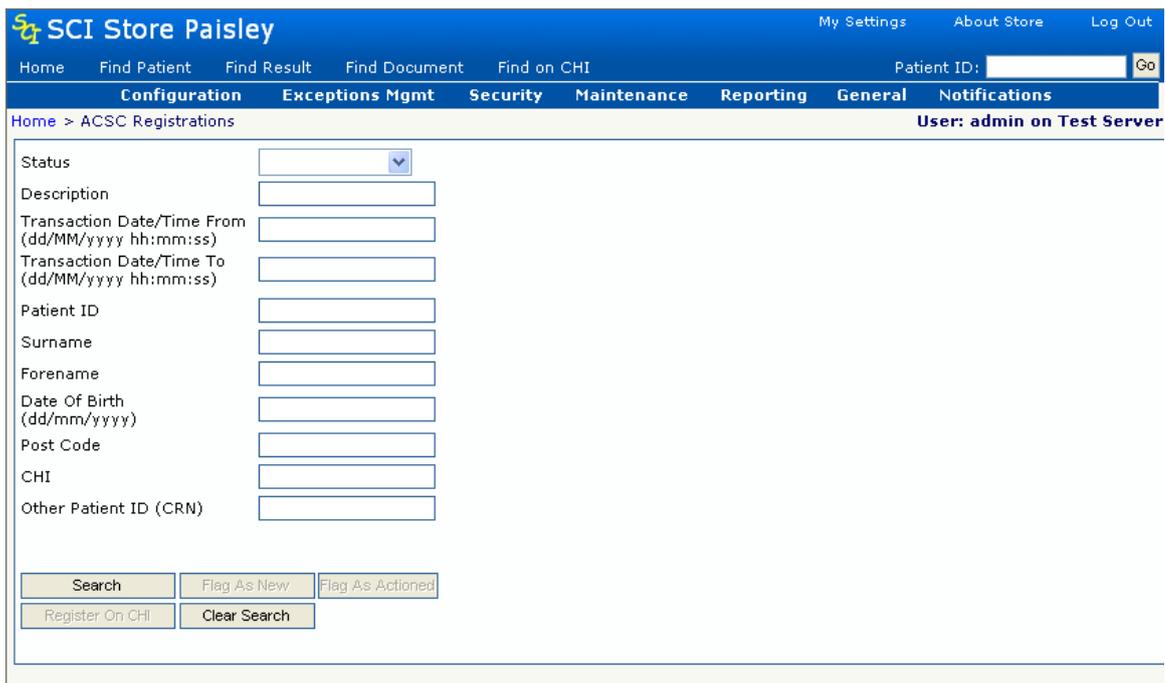
The ACSC Registration search can be accessed from the following menu option

- Exceptions Management
⇒ ACSC Registrations



4.3 Search form functions

This search form allows users to check if a particular Patient(s) in the SCI Store has been marked on the CHI Mainframe to be included in Daily Broadcast Files.



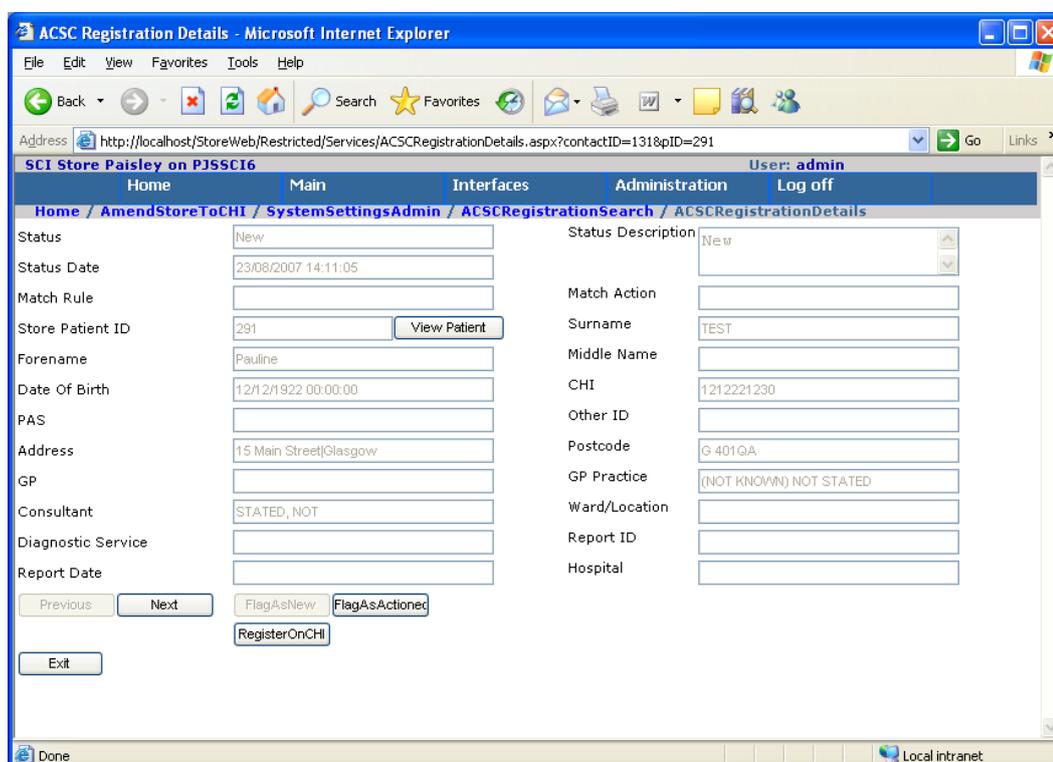
4.4 Actions

The following table details the actions that can be performed from this Web Page:

Button	Description
Search	Conducts a search against the table “ACSCRegistration” based on the supplied search criteria.
Flag As New	Flags the records returned by the search as “New” in the “ACSCRegistration” table. If a message has been flagged as “New”, it will be processed by the ACSC Registration service again.
Flag As Actioned	Flags the records returned by the search as as “Actioned” in the “ACSCRegistration” table. If a message has been flagged as “Actioned” it is assumed that some sort of user action has been carried out.
Register On CHI	Will register the Patient(s) returned by the search on the CHI Mainframe using the designated ACS Code.
Clear Search	Clears the search criteria and search results.

4.5 ACSC Registration Details Screen

Selecting a record from the search results displays the ACSC Registration Details Web Page as follows:



The Web Page provides additional information with regard to the Patient record that was selected from the ACSC Registration Search screen.

4.6 Actions

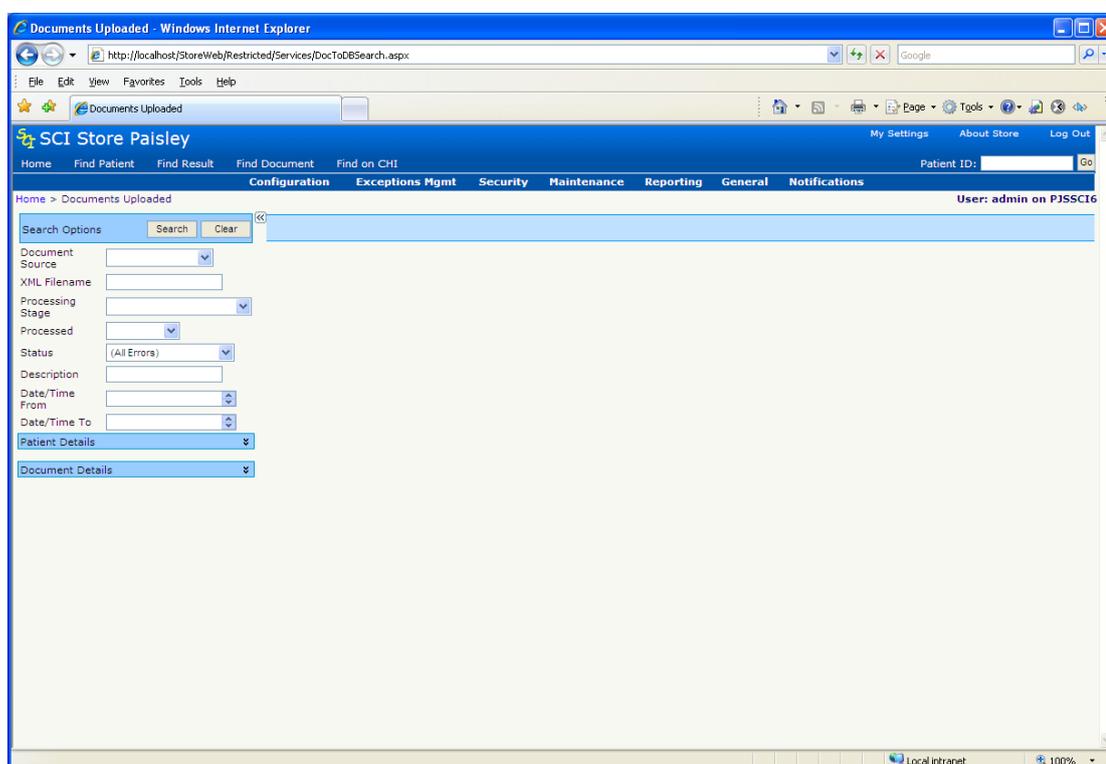
The following table details the various actions that can be performed from this screen:

Button	Description
Previous	Displays the previous record in the search results result-set.
Next	Displays the next record in the search results result-set.
Flag As New	Flags the patient record in the table "ACSCRegistration" as "New". If a message has been flagged as "New", it will be processed by the ACSC Registration service again (If enabled).
Flag As Actioned	Flags the patient record in the table "ACSCRegistration" as "Actioned". If a message has been flagged as "Actioned" it is assumed that some sort of user action has been carried out (If enabled).
Register On CHI	Registers the selected Patient on the CHI Mainframe (If enabled).
Exit	Returns the user to the ACSC Registration search screen.

5 Documents Uploaded (DocToDB)

5.1 Overview

The Documents Uploaded search screen allows the user to check the status of any documents that are uploaded and manage any exceptions that occur.



5.2 Searching

To conduct a search, enter one or more of the following search criteria and click the “search” button.

- Document Source (Name of the Document to Database interface)
- XML Filename
- Processing Stage (detailed in Appendix B)
- Processed
- Status
- Description (Content of the message associated with the status of the uploaded document e.g. Completed successfully)
- Date/Time From (Date/Time Processed From)
- Date/Time To (Date/Time Processed To)
- Patient Details Criteria (All values taken from XML Metadata file):
 - ⇒ CHI
 - ⇒ Other ID
 - ⇒ Other ID Type
 - ⇒ Surname
 - ⇒ Forename
 - ⇒ Date of Birth

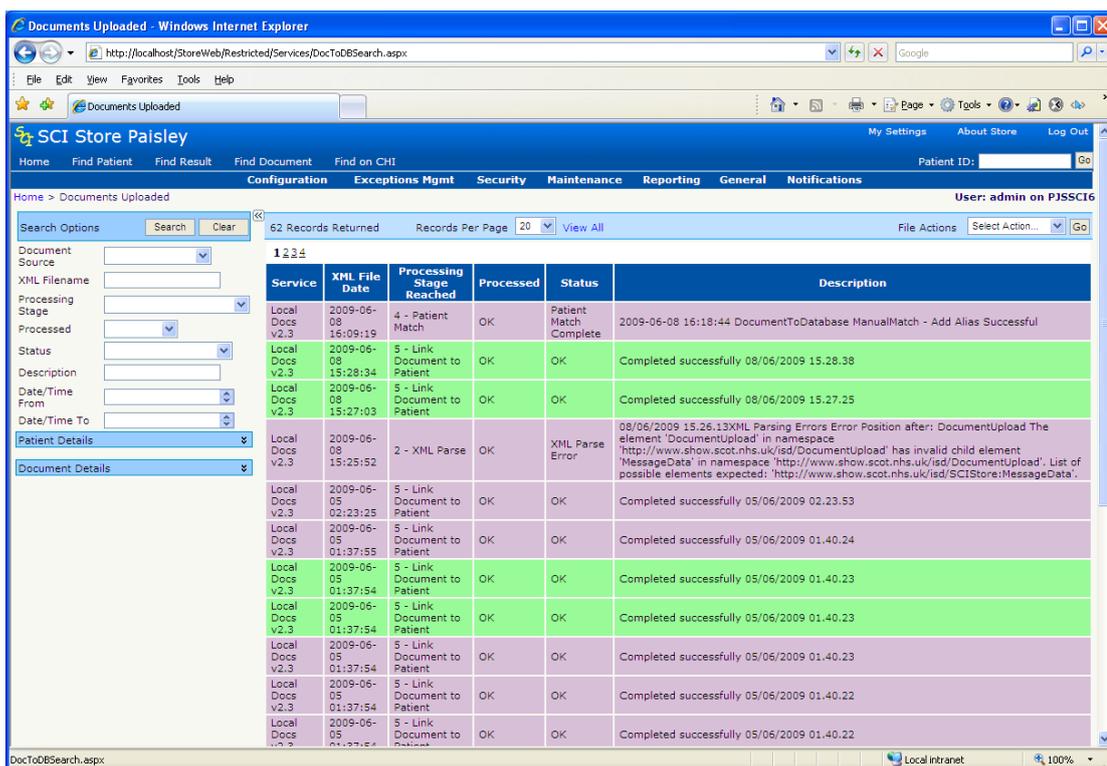
⇒ Postcode

- Document Details Criteria (All values taken from XML Metadata file):

- ⇒ Document Identifier
- ⇒ Document Category
- ⇒ Document Title
- ⇒ Additional Text
- ⇒ Document Specialty
- ⇒ Document Organisation
- ⇒ Organisation Type
- ⇒ Originating HCP
- ⇒ Attesting HCP
- ⇒ Receiving HCP
- ⇒ Copied HCP

Note. If no search criteria are entered, all the results in the database will be returned (depending on whether the “SearchLimit” system setting has been set).

The search results will then be returned as follows:



Clicking on the **Clear** button will clear the search results and criteria and restore the search defaults.

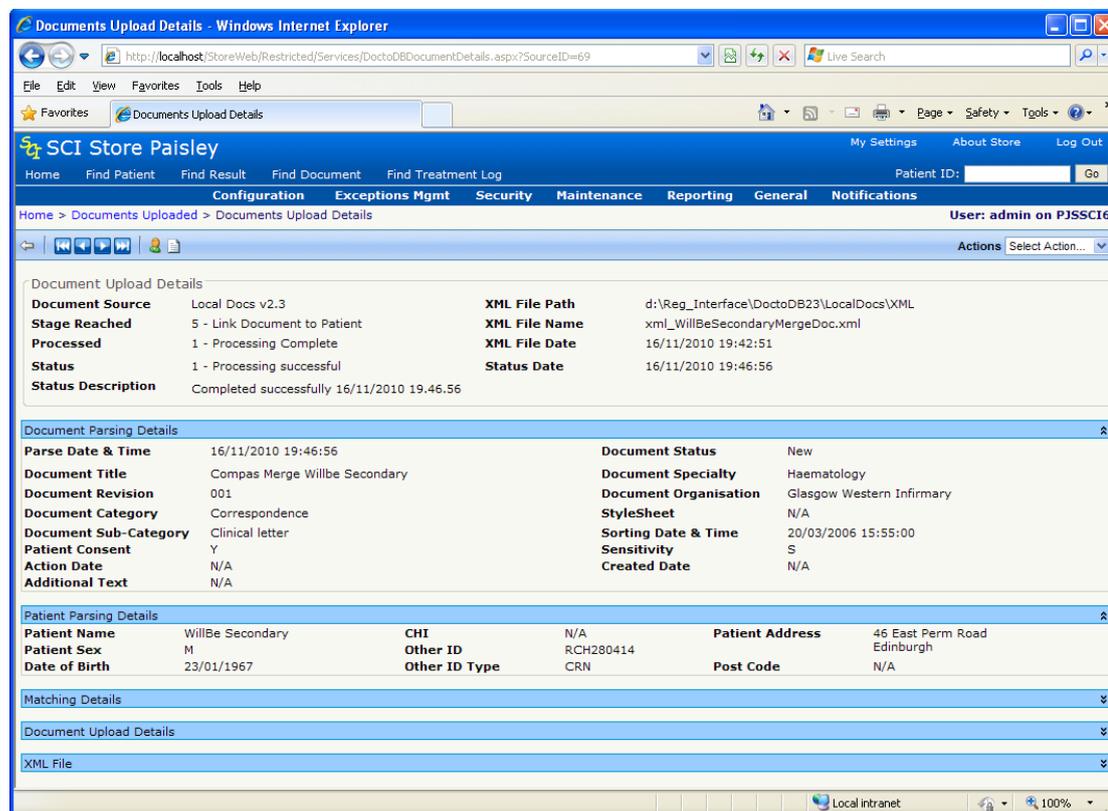
5.3 Actions

As per the Uploaded Files and Parsed Files Search screens, the messages that the search returns can then be flagged as “Actioned” by selecting “Flag As Actioned” option from the Actions drop down and clicking “OK”

By flagging as “Actioned” it is assumed that some sort of user action has been carried out, for example, the user has viewed the record and concluded that there is nothing that can be done to the file.

5.4 Document Upload Details Screen

Clicking on one of the messages returned will then display the following screen:



This screen displays details relating to the progress of the Document Upload process for the selected record. This includes details of the document upload stage & status, document and patient information parsed from the XML metadata file, as well as mapping and matching information. It is also possible to view the XML metadata file that has been uploaded.

The Document Upload process occurs in 5 separate stages:

1. XML Upload
2. XML Parse
3. Document Upload
4. Patient Match
5. Link Document to Patient

Exceptions can occur at any of these stages. Details of the types of exceptions can be found in Appendix B. This screen allows the user to manage any exceptions that occurred to the selected record. The following actions can be performed from this page

- **Flag as Actioned:** Flag the message as “Actioned”, only available if the record has not been successfully processed.
- **Manual Match:** Navigates to the Manual Match screen so that records can be matched to a patient
 - ⇒ Only available if the status flag is “PatientMatch Error”, “CHI Match Error” or “Duplicate Patient”.
 - ⇒ Explained in more detail in section 6
- **Reprocess Document From Current Stage:** The system will attempt to re-process the record from its current state. This action should be undertaken after the user has fixed the original cause of the exception e.g. after
 - ⇒ fixing any mapping issues
 - ⇒ manually matching the record to a patient.
 - ⇒ copying a missing document into the correct directory

If the record is processed successfully the user will also be able to:

- **View Patient:** View the patient record
- **View Document:** View the uploaded document, unless the document has been deleted

If more than one record has been returned by the original search, the user can navigate through the list of Document Upload records using the standard navigation toolbar in the top left of the screen.

5.5 Manual Document Upload

Documents uploaded through a Manual Document Upload interface are not handled any differently in exceptions management although there are some notable distinctions:

- A manually uploaded document has no associated XML metadata filename, therefore any reference to XML on the Document Upload Details page will not be displayed or will display as ‘N/A’.
- The processing stage will only ever be ‘5 – Link Document to Patient’. When a user uploads a document manually an error will result in the upload being rejected completely.
- The ‘Processed’ stage will only be ‘1 – Processing Complete’
- The ‘Status’ value will only be ‘1 – Processing Successful’.

6 Manual Matching

6.1 Overview

SCI Store provides facilities for input of various types of data. As part of this data, patient demographic information is supplied and compared with existing patient demographic information in SCI Store, using a set of rules which may be configured for each Interface separately at a site.

Application of these rules may result in exceptions being reported. Typically these may arise because:

- One or more mandatory items in the patient demographic dataset is missing
- The given patient demographic information does not match with any existing patient (and the matching rules specify that a New patient is not created in these circumstances)
- There is more than one possible match when the rules are applied

In these circumstances manual intervention is required to assess the data provided and determine what action should be taken.

The Manual Match facility provides options to create a new Demographics record in SCI Store, to Update, to Attach or add an Alias to an existing record, by selecting one of a set of potential matching records (according to the matching rules) as being the one to be matched with on this occasion.

Also, with the right permissions, the Manual Match facility also allows the user to search for the patient on the CHI system and import a patients demographics before applying the matching rule selected above to the imported patient.

6.2 Displaying the List of Matches

Manual Matching can be invoked from two separate pages:

- for Patient Demographic or Lab Results interfaces it is invoked from the menu via Exceptions Management/Parsed Message (see section 3)
- for Document Upload it is invoked from the menu via Exceptions Management/Documents Uploaded (see section 5)

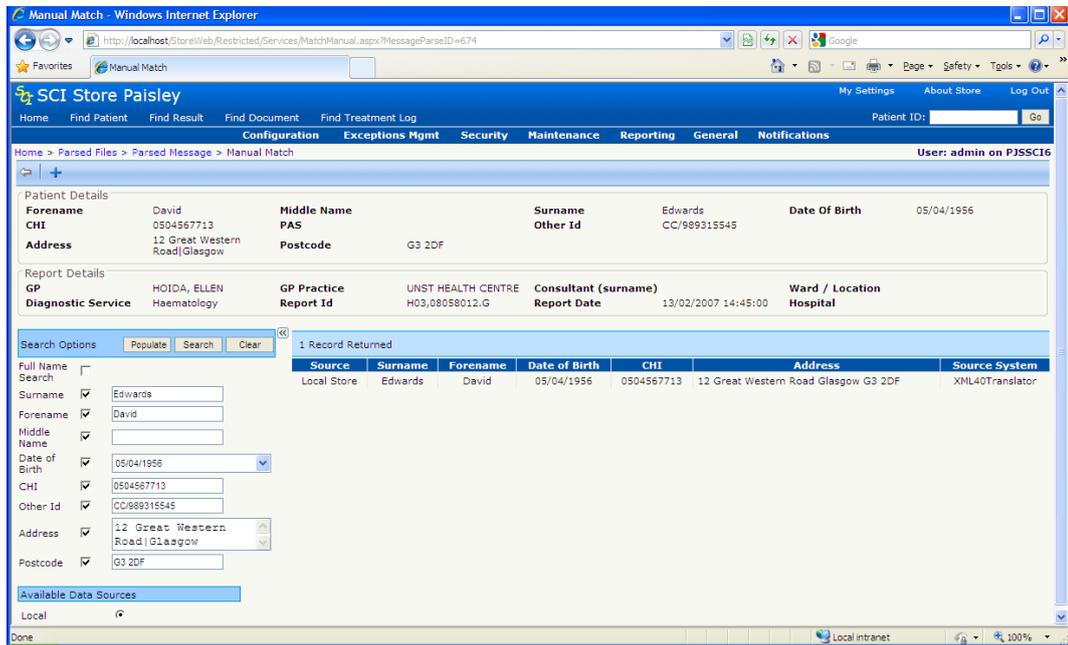
As noted previously, the Manual Match facility can be invoked when a variety of circumstances cause a Patient Match exception. These include both no patient matched and more than one match (with the current set of patient matching rules.)

On entry to the Manual Match screen, the match process is invoked using all the demographics data fields available. If this default search does not retrieve the required results, the user can alter the criteria being searched on to return a list of potentially matching patients. This can be done by selecting/deselecting the desired criteria, or changing the values within the criteria text boxes.

6.3 Result Interfaces

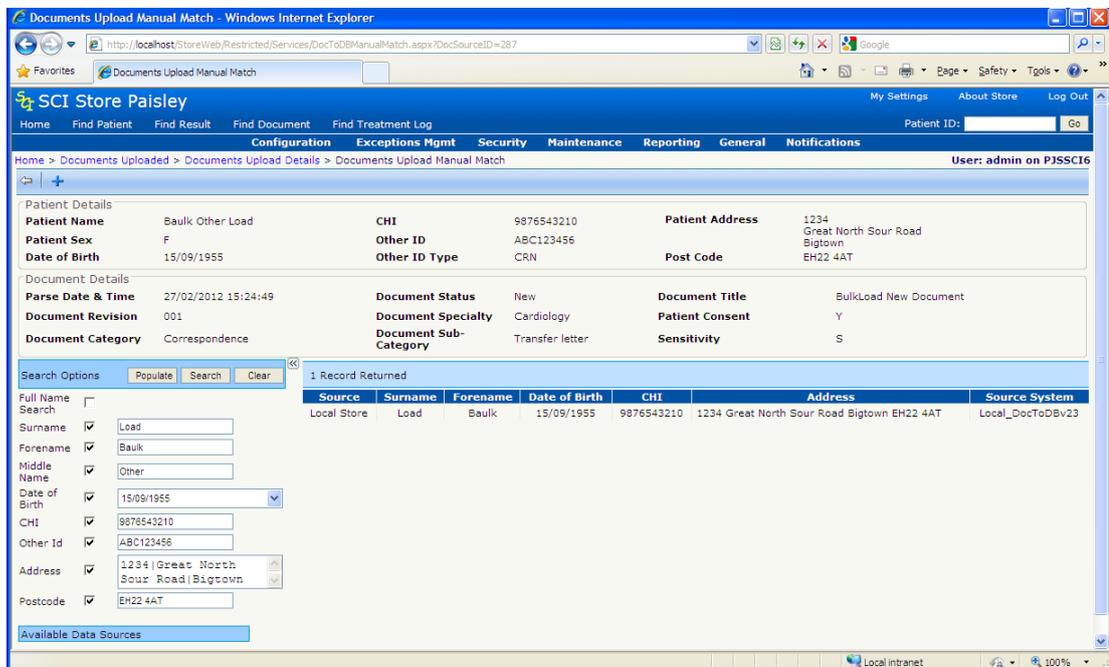
The following page is displayed when the “Manual Match” action is selected from the Exceptions Management\Parsed Message page. When the page first loads all

criteria fields are selected and a search is performed based on patient information existing within the underlying “Parsed Message”. Patient and report details and manual match search criteria are also populated based on this information.



6.4 Document Interfaces

The page below is displayed when the “Manual Match” button is clicked on from within the Exceptions Management/Documents Upload Details page. This screen differs slightly in content from that used for the Results interface; however the search functionality is similar between both functions.



6.5 Search Considerations

The search criteria will be populated initially by the details supplied through the interface. All criteria will be selected when initially accessing the page.

The user has the option to change the selection and values held in these search fields and re-run the search by clicking on the **Search** button. If the user wishes to remove all search criteria that has been entered they can click on the **Clear** button and then re-enter new criteria from scratch. The clear button will not have an effect on the what criteria is selected via the criteria selection checkboxes.

Alternatively a user may refill the search fields with their original search criteria by clicking on the **Populate** button. This will re-populate these fields but will not change the selection checkbox against the field

Checking the Full Name Search checkbox will affect the results returned whenever any name based search criteria is included.

The scenario outlined below explains the significance of the Full Name checkbox:

	<u>Forename</u>	<u>Middle Name</u>	<u>Surname</u>
Patient 1	Sarah	Jane	Watson
Patient 2	Sarah-Jane		Watson

Example 1: Full Name checkbox unchecked and search criteria of middle name = “Jane”.

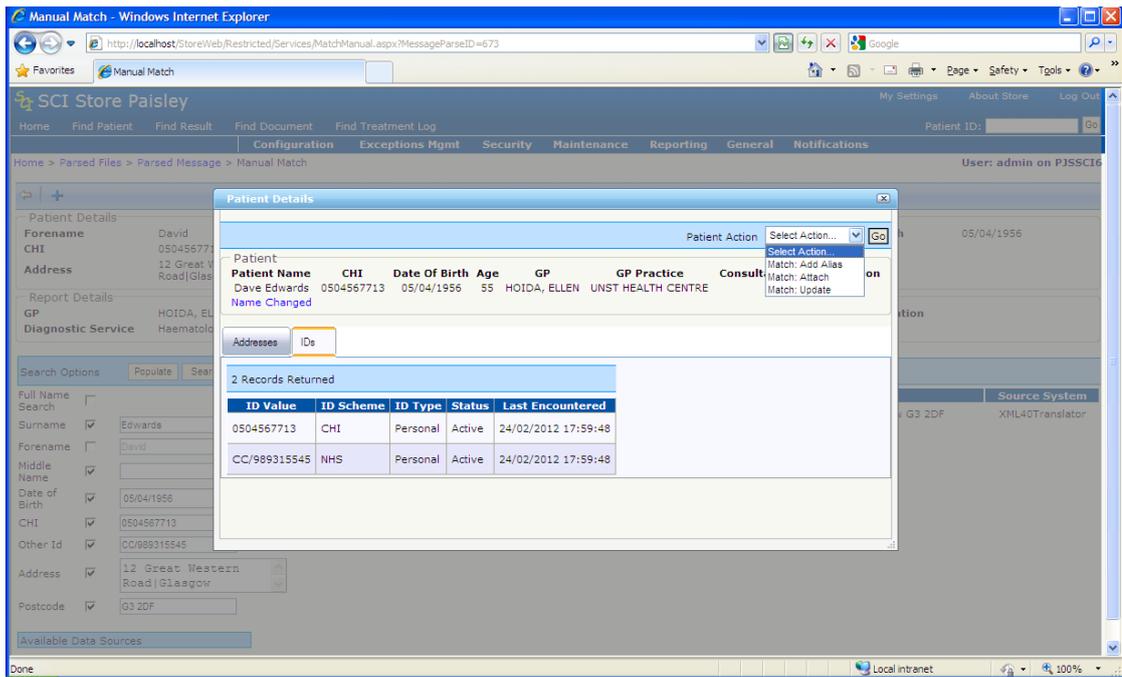
This will return results for patients with a middle name of “Jane” (i.e. Patient 1 only)

Example 2: Full Name checkbox checked and search criteria of middle name = “Jane”.

This will return results for patients who contain “Jane” within any part of their name (i.e. Patient 1 & 2).

When a search is run and matches exist, results are displayed in a grid on the page. From the results returned, the user must identify the correct record to match, by **clicking** the appropriate row in the grid.

This in turn will show the **Patient Details popup**, which contains basic patient information along with the patients’ addresses and Ids. It also contains the **Patient Action** dropdown list, allowing the user to **select a Match Action**. Sections 2.4.6, 2.4.7, 2.4.8 and 2.4.9 explain these actions in further detail.

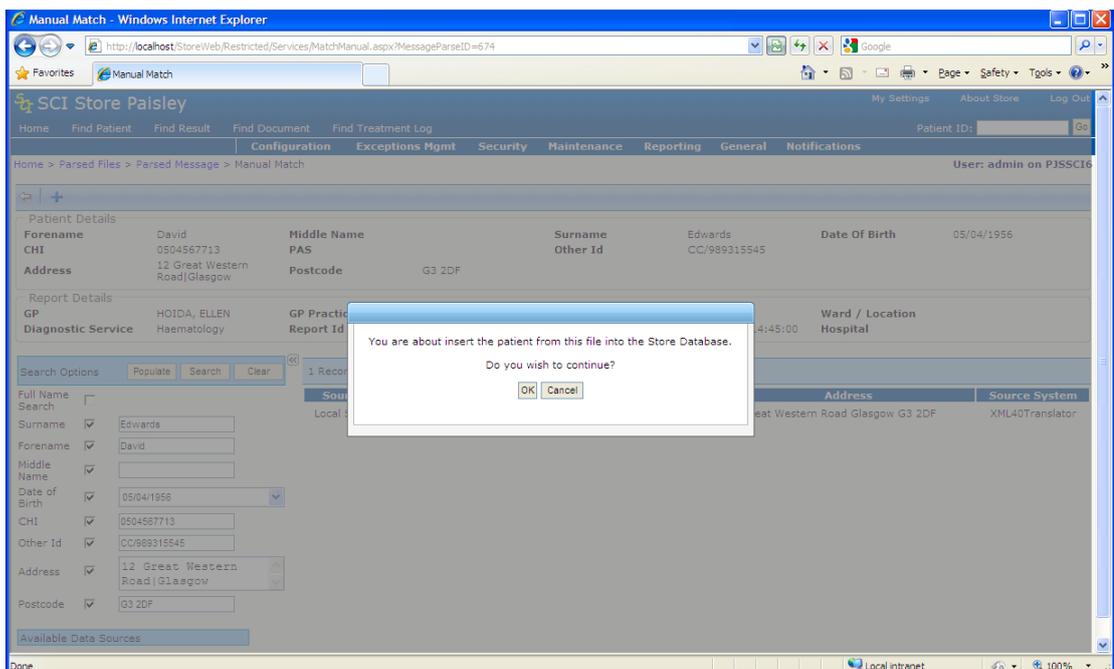


Once a “Patient Action” has been performed the user will be redirected to the relevant “Parsed Message” or “Document Upload Details” screen, where the message “Manual match completed successfully” should appear.

6.6 Insert a New Record into SCI Store

If after examining the possible matches for a patient it is determined that no existing patient matches the new patient details, the User may elect to “Insert” a new Demographics record. In this case, select the  button from the toolbar.

Before the action is finalised a confirmation popup will be displayed.

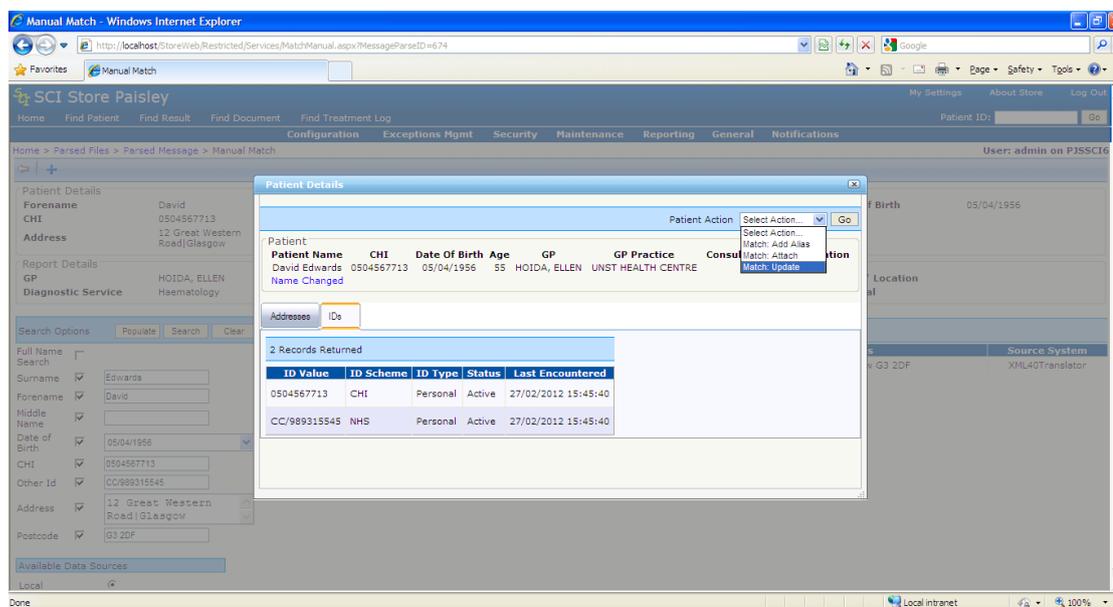


Once completed successfully the following message will be displayed “Manual match completed successfully”.

6.7 Updating an Existing Record in SCI Store

From the list of patients displayed, click the **row** corresponding to the patient required. The **Patient Details Popup** will be displayed, including the **Patient Action** dropdown list. Select the **Match: Update** option and click on the **Go** button.

Once completed successfully the following message will be displayed “Manual match completed successfully”.



6.8 Adding an Alias for an Existing Record in SCI Store

In some circumstances we want to update the clinical information for the patient (i.e. results, documents etc) but apart from inserting any new patient identifiers, we do not want to update the demographic information. We can use the Add Alias action to achieve this.

In this case, select **Match: Add Alias** from the dropdown list and click on the **Go** button.

Once completed successfully the following message will be displayed:

- “Manual match completed successfully”.

6.9 Attaching a Name to an Existing Record in SCI Store

In some circumstances we want to update the clinical information for the patient (i.e. results, documents etc) and in addition we want to attach the patient name to the record so that any future files passed into Store containing this name will match with the correct patient. We can use the Attach action to achieve this.

In this case, select **Match: Attach** from the dropdown list and click on the **Go** button.

Once completed successfully the following message will be displayed:

- “Manual match completed successfully”.

6.10 Searching on CHI

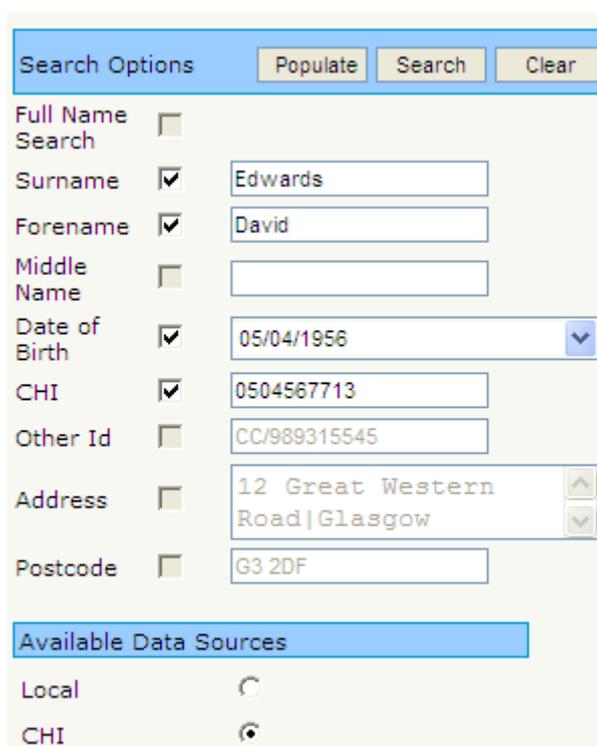
The Manual Matching facility now has the ability to allow the user to search for patients on the CHI system and import them into Store, before matching the current record to them. This functionality exists on both manual match pages

Only users who allowed access to CHI via the **Remote Data Sources** functionality will be able to search on CHI.

A user will be able to select whether to search on CHI or search the local database using the Remote Data Sources selection at the bottom of the page search criteria.

6.11 CHI Search Criteria

If a user selects to search on CHI then the search criteria will be automatically restricted to **Surname, Forename, Date of Birth and CHI**. All other search criteria will be deselected and disabled. To enable a search to be performed either the **CHI** number or the **Date of Birth** must be populated.



The screenshot shows a search form with the following fields and values:

- Search Options:** Populate, Search, Clear
- Full Name Search:**
- Surname:** Edwards
- Forename:** David
- Middle Name:**
- Date of Birth:** 05/04/1956
- CHI:** 0504567713
- Other Id:** CC/989315545
- Address:** 12 Great Western Road|Glasgow
- Postcode:** G3 2DF
- Available Data Sources:**
 - Local:
 - CHI:

6.12 CHI Search Results & Matching

As with a local search, matches found on CHI are displayed in a grid to the right of the search criteria. When the desired match is clicked the **Patient Details Popup** will be displayed, this time populated with details from the CHI system.

Again the **Match Action** drop down will be shown however with slightly different options to a local search. The user will instead be presented with the following options:

- **Test Match**
 - Performs a test match to current patients in Store. The matching rules used are those defined in the **CHI Lookup** interface type. The result of the test match will be displayed in the popup.
- **Save & Match: Update**
 - Saves the CHI patient into Store and performs a Match: Update action as described in section 6.7 above
- **Save & Match: Add Alias**
 - Saves the CHI patient into Store and performs a Match: Add alias action as described in section 6.8 above
- **Save & Match: Attach**
 - Saves the CHI patient into Store and performs a Match: Attach action as described in section 6.9 above

Appendix A: Search status definitions for Uploaded Files and Parsed Files

Uploaded Files Search

Status	Definition
Actioned	File actioned by the user.
All Errors	All error message types.
New	Files with a status of New, i.e. waiting to be split\parsed.
OK	Processing successful.
Parse Error	File could not be split or parsed. Possibly due to corrupt data.
System Error	Unexpected error with SCI Store e.g. Missing stored procedure, session timeout, database unavailable.

Parsed Files Search

Status	Definition
Actioned	File actioned by the user.
All Errors	All error message types.
CHI Match Error	Exception match rule has not been satisfied
New	Files with a status of New, i.e. waiting to be parsed.
OK	Processing successful.
Mapping Error	A required mapping code is missing e.g. missing GP code.
Match Error	Exception match rule has been satisfied e.g. Mandatory data missing
Parse Error	File could not be split or parsed. Possibly due to corrupt data.
Patient Error	More than one patient to match against has been found.
Report Error	More than one matching report has been found.
System Error	Unexpected error with SCI Store e.g. Missing stored procedure, session timeout, database unavailable.

Appendix B: Document Upload exception status definitions

Documents Uploaded

Status	Definition
Actioned by User	File actioned by the user.
All Errors	All error message types.
CHI Match Error	Exception match rule has been satisfied
OK	Processing successful.
Unexpected Error	An unexpected error occurred during the document upload process
Parse Error	The XML metadata could not be parsed. Possibly due to corrupt data.
Document Error	An error occurred while uploading the document. Possible causes include the document not existing in the document upload folder
Duplicate Patient	More than 1 patient match has been found
Mapping Error	A required mapping code is missing e.g. missing GP code.
Patient Match Exception	Exception match rule has been satisfied e.g. Mandatory data missing
Patient Match Complete	A record is given this status after the user has Manually Matched the record. The user must then Reprocess the record.

Document Control

Document Information

Document Identity:	SCI Store – Exceptions Management Guide
Issue:	2.0
Location:	Linwood
Document Number:	SCI-DPUG-012
Filename:	SCI Store - Exceptions Management Guide.doc
Format:	Microsoft Office Word 2003
Owner:	Campbell Roberts
Status	Final
Distribution:	http://www.sci.scot.nhs.uk/products/store/

Change Log

Issue:	1
Date:	29/02/12
Changed by:	Andrew Johnston
Details:	Initial version for V8.1 of SCI Store