Introduction

Overview

The purpose of this document is to supply the facility with information to aid in the customer support effort concerning the EPF (McKesson HPF) application. The terms “EPF” and “HPF” may be used interchangeably throughout this document.

The Tenet/Perot Service Desk will be the first point of contact for problem management. They can be reached at 800-639-7575. The user should select Option 5 - Patient Management and Patient Accounting Applications, followed by option 5 – McKesson Applications, and then option 2 - Horizon Patient Folder. Urgent issues should be reported via this option. Specific preparation actions and information prior to contacting the Tenet/Perot Service Desk will be noted below.

Another option to report minor issues or request enhancements is the generic mailbox. Email can be sent to PSC-TENETHPFSupport@ps.net. The mailbox will be monitored Monday through Friday from 7:00 AM – 7:00 PM Central time. Each issue or enhancement will be assigned a Remedy ticket number and will be conveyed back to the sender.
Common HPF Issues

Problems with Printing

**Why can’t I print from within the HPF Application?**

**Areas to Check:**

- What is the user trying to print (HPF Report, HPF log, etc) and on what type of printer?
- There should normally be only 2 printer types available to HPF users – one is a local Windows workstation printer (may be on the local network), and the other is an HPF-specific printer.
- If it is an HPF Census list or HPF Queue list from within the HPF application, it is printed to a local/network printer (Administrative or Workgroup LaserJet, for example), which is set-up like any other TCP/IP printer within Windows.

**Action:** If the problem is with the printer or local workstation (out of toner/ out of paper/ not turned on/ printer driver deleted, etc) then On-Site Support (OSS) for the appropriate site should be notified. If the issue appears to be with the HPF-specific printer, open a Remedy Problem Management ticket for the Tenet HPF Support Team.

**Why can’t I print a copy of this lab result?**

If the HPF user is attempting to print scanned clinical documents within HPF, then these documents will be printing on the **HPF-specific printer**. This is different from the standard Windows printer attached to the remote workstation.

**Action:** If the above action does not resolve the problem, note the Users name, location, phone number and description of the incident. A Remedy ticket should be opened for the Tenet HPF Support Team.

**Important:** Printers are assigned to individual user accounts. HPF printers have one user assigned when the printer is initially created within the HPF application by the HPF Support Team.
(one user HAS to be assigned, as usually this printer is physically connected to the user’s workstation), but the site’s HIM manager adds/changes/removes (additional) users and is responsible for user-list maintenance for their facility. The HPF-specific printer is only used to print scanned clinical documents from within the HPF application.

### Documents Lost or Missing in HPF

**Why can’t I see my documents within HPF?**

**Action:** Note the Medical Record number, Patient Account Number, and the Batch number of the missing documents. A Remedy ticket should be opened for the Tenet HPF Support Team.

### User Profiles and User Management

**Why can’t I log into HPF?**

**Action:** Note the HPF User ID. A Remedy ticket should be opened for the Tenet HPF Support Team.

### DCS/QCI Windows Errors

*I keep getting “knocked out” of my DCS/QCI workstation with a “windows error” when I go to review documents.*

(For example, the Medical Records Dept. of a facility will call and say that an error message has appeared, “DCSQCI.exe has generated an error and will be closed by Windows.” This is usually when the user is trying to gain access to a scanner for VI (Visual Info).

**Areas to Check:**

- Do you get this error when launching the application or when starting a batch within the DCS/QCI Application? If it’s when launching DCS/QCI – It’s probably...
a DCS/QCI User Profile issue (the User Profile has been corrupted/ deleted/ or not set-up).

**Action (for when the Windows error appears upon Launching DCS/QCI):** Open a Remedy ticket for the HPF Support Team, noting the Users DCS/QCI Login ID, Users Name, Location, phone number and description of the incident.

- or -

**Action (for when the Windows error message appears AFTER logging-in to the DCS/QCI application):** This common problem is an error condition caused by users “NOT CREATING A BATCH” (entering the uniquely identifying information for the batch) before attempting to scan and view documents that are to be contained within that batch. Within the DCS/QCI application, there is a tool-bar that contains a button labeled “FORMS”. Clicking on this “FORMS” button will bring up an EPRS (Electronic Patient Registration System) icon that can be clicked on. Upon clicking this button, a screen appears to the right of the “FORMS” button that contains a number of fields that must be entered and saved by clicking the “SUBMIT” button. Mandatory fields include: Encounter#, MRN (Medical Record Number) and Admit Date. These are the REQUIRED fields that have to be filled in. The remaining fields on the screen are optional, and are used to help further uniquely identify the batch being created.

(McKesson HPF) Application Support – Generic Information

If a Hospital's Director of Medical Records or their designate is calling to request a Doctor or Doctors to be added to the HPF Cross Reference file for MedQuist dictation reports please make sure and get the Doctor or Doctors HPF User Id & their corresponding MedQuist doctor Dictation Code number.

Make sure and get user's PC Workstation Object number if opening a ticket.

If any users call requesting an HPF user ID or they are having a HPF user ID password problem DO NOT OPEN A TICKET. Refer them to the Director of their hospitals Medical Records dept. Application security is given out & controlled by each hospitals Director of Medical records or their designate.

Any training or education questions should be referred to their hospitals Medical Records dept. Training & education is the responsibility of each hospitals Medical Records dept.

If a user does not see the icon they are looking for on their desktop (either HPF DCS/QCI or QCI) or cannot get to where they put their HPF user ID & password after clicking on the icon the ticket should be assigned to the users location On Site Support (OSS) group.

**Defining Deficiency Decline Reasons**

The Deficiency Decline Reasons function allows you to add to, delete from, or update the list of default reasons for a physician to decline a deficiency. The reasons in this table populate the list box on the Decline Reasons dialog box when a physician declines a deficiency.
To add deficiency rejection reasons, follow these steps:

1. From the Maintenance menu, click on the Deficiency Decline Reasons menu item. The system displays the Deficiency Decline Reasons dialog box with any reasons currently defined in the system.

2. Click on the Add button. The system adds a new line to the list. Focus is in the Reason field.

3. Enter the text for the reason. This field is a maximum of 260 alphanumeric characters.

**Note:** Do not use the following special characters: apostrophes ('), quotes ("), backslashes (\), or parentheses ( ).

**Caution** In HPF Workstation, you cannot search with or enter data using the following special characters:
- Apostrophes (’)
- Quotes ("
- Backslashes (\)
- Forward slashes (/)
- Parentheses ( )

For example, enter the name O’Connor as OConnor.

### Key Words

Keywords are helpful for the user to use when reporting problems to the Tenet/Perot Service Desk. The following keywords are specific for this application.

- **HPF** – *Horizon Patient Folder* – McKesson’s name for their HPF software.
- **DCS - Document Capture Station** – The scanning station used to image-capture the clinical documents.
- **QCI - Quality Control Indexing** – Verification of the scanned clinical documents before they get written to the database.
- **MedQuist** – Medical Transcription service provider