

Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation.

The screenshot shows the Cisco WebEx Event Center interface. The main window displays a presentation slide with the title "Embrace the new world of healthcare" and the Galen Healthcare Solutions logo. The slide content is divided into three sections: "PROFESSIONAL Services", "Implementation Services", and "Connecting Community Healthcare".

PROFESSIONAL Services

Project Assessment

Galen can leverage its extensive EHR experience to appraise the condition of your EHR rollout. Drawing on its history of leading successful EHR deployments, Galen will identify areas of weakness to mitigate risk and put the project back on track.

- Evaluate Current State
- Review Organizational Goals
- Create Road Map to Success

Project Management

Galen provides project management solutions to help ensure your EHR rollout success. Galen will provide your organization with the experience necessary to identify, reduce and eliminate project risks.

- Implementation Management
- Resource Management
- Project Plan Design and Execution
- Site Preparation

Implementation Services

Galen's keen understanding of EHR functionality and technical infrastructure uniquely positions it to positively impact every aspect of the EHR implementation process.

- Review and Document Current State Workflows
- Evaluate Design Requirements
- Develop Future State Design

Connecting Community Healthcare

Galen understands the challenges that come with extending your EHR to physicians outside of your organization. Whether you're taking advantage of Stark Relaxation or just trying to provide a way for community physicians to get a complete view of their patients, Galen can help you through the process. Together, we can review your unique situation and help structure an EHR that creates a seamless community connection.

The Q&A panel on the right side of the interface is highlighted with a red box and a red arrow. It contains a "Collapse the panel" button, a "Mute" button, and a "Send" button. The "Ask:" dropdown menu is set to "All Panelists".

Allscripts Enterprise EHR Message Servers

Systems Maintenance

Agenda

- Message Server Functions
- Core Connectivity Characteristics
- Message Flow
- Changes in Message Server Role in 11.4
- AHS CSS Configuration Manager
- TWAdmin Printing Workspaces
- Delta Application

Message Server Functions

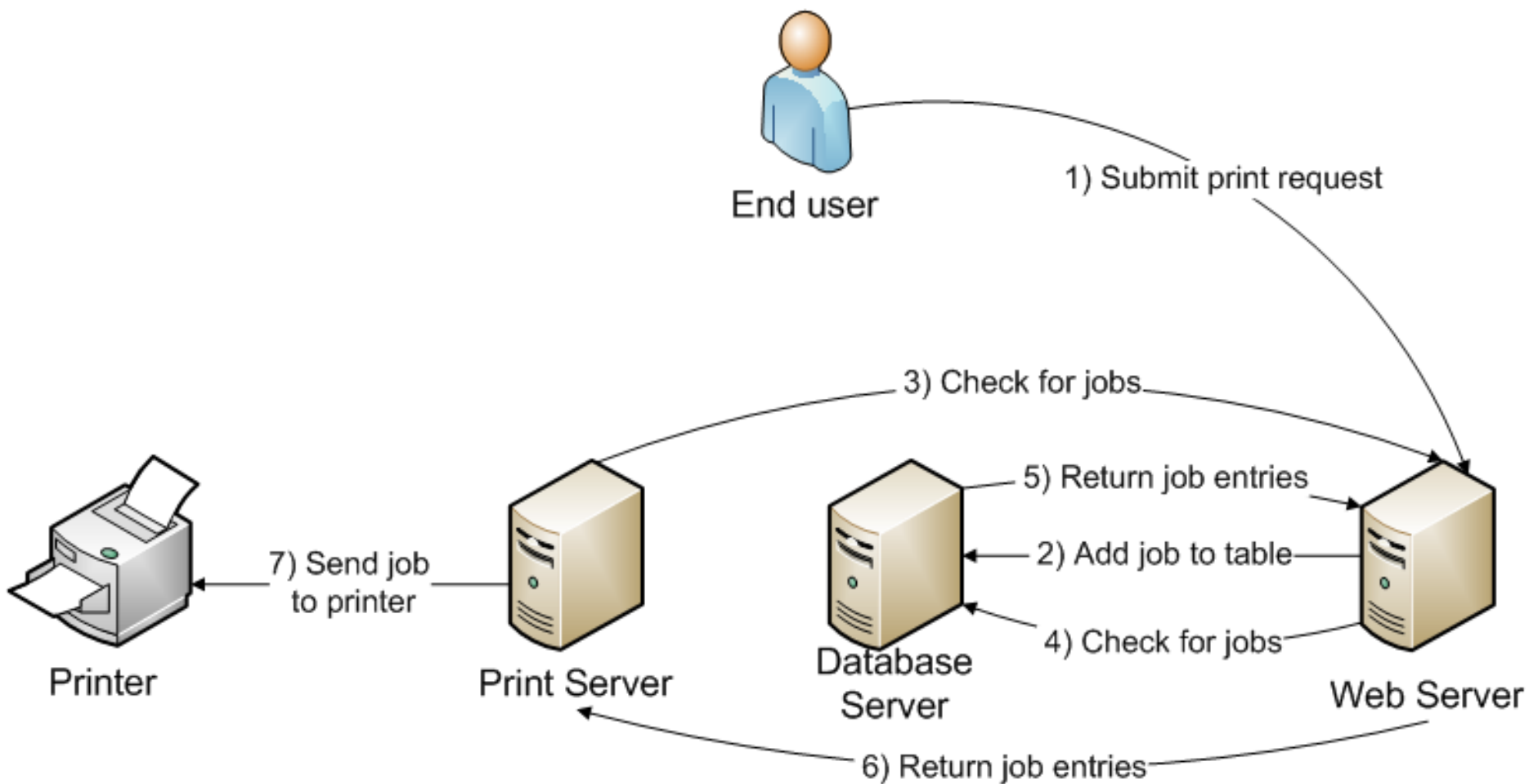
- Print Jobs
- Fax Jobs
- Script Jobs
- Eligibility Jobs
- Event Bus Message Jobs
- Delta Process

Core Connectivity Characteristics

- Print Spoolers point at web servers
 - Load balancer ability
- Web Server provides database connectivity

Core Connectivity Characteristics

- Multiple servers can be configured for individual functions
- Uses TWCSS Spooler service
 - Service account



Allscripts Enterprise Print Jobs

User requests printout or auto-print default is triggered

Then

- Job placed in queue
- Spooler takes next job in queue
- Sends data to printer

Allscripts Enterprise Fax Jobs

User requests fax job or auto-print default is triggered

Then

- Job placed in queue
- Spooler takes next job in queue
- Sends data to modem/RightFax

Allscripts Enterprise Script Jobs

Outbound:

- Medication prescribed/renewed with a pharmacy setup for SureScripts
- Job placed in queue
- Spooler takes next job in queue
- Sends data to script switch at Allscripts

Allscripts Enterprise Script Jobs

Inbound:

- Polling Job runs on SQL Server
- Retrieves inbound data from script switch
- Relevant medications and tasks are created

Allscripts Enterprise Eligibility Jobs

Inbound:

- Polling Job runs on SQL Server
- Retrieves inbound data from eligibility switch
- Relevant patient pharmacy benefit information updated

Allscripts Enterprise EHR Event Bus Message Jobs

- Inbound Message Processing
- Create Outbound Messages
- Publish Outbound Messages

Changes to Message Server in 11.4

DRAFT SES

- Hardware requirements unchanged
- OS:
 - 11.2: 2003 SP2 x86 / 2008 x86
 - 11.4: 2003 SP2 x86 / 2008 x86 or x64 / 2008 R2 x64

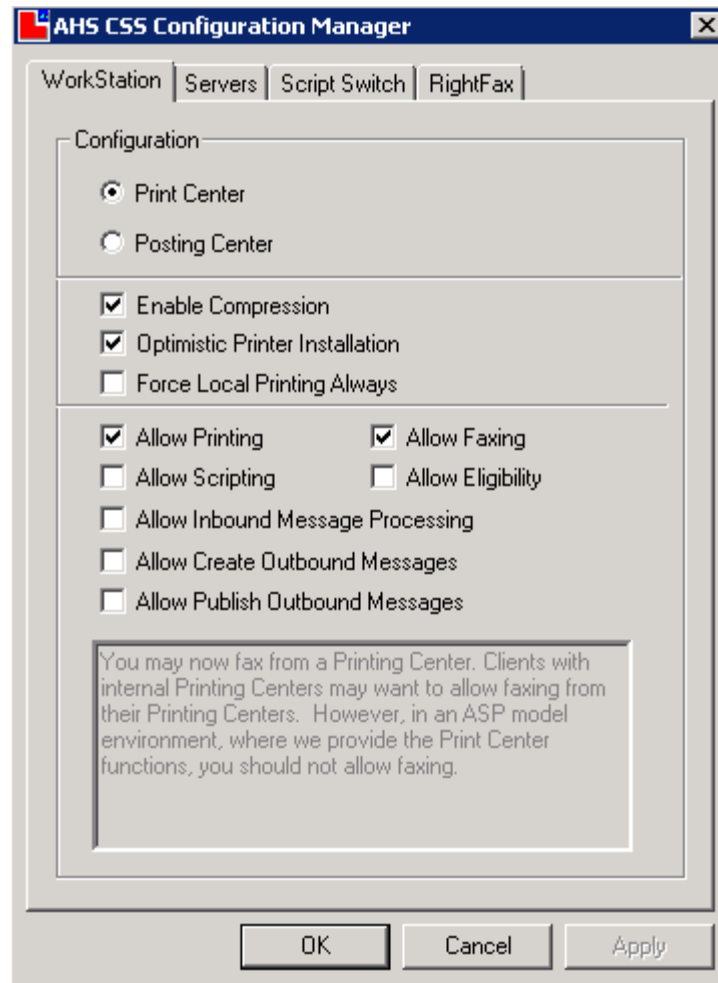
Changes to Message Server in 11.4

DRAFT SES

- Software prerequisites
 - 11.2: IIS, .NET 2.0 SP2 and 3.5 SP1, MDAC 2.8, Crystal 2008 Redistributable, SQL Server Client Tools
 - 11.4: IIS, .NET 4.0, Visual C++ 2010 Redistributable Package, SQL Server Client Tools

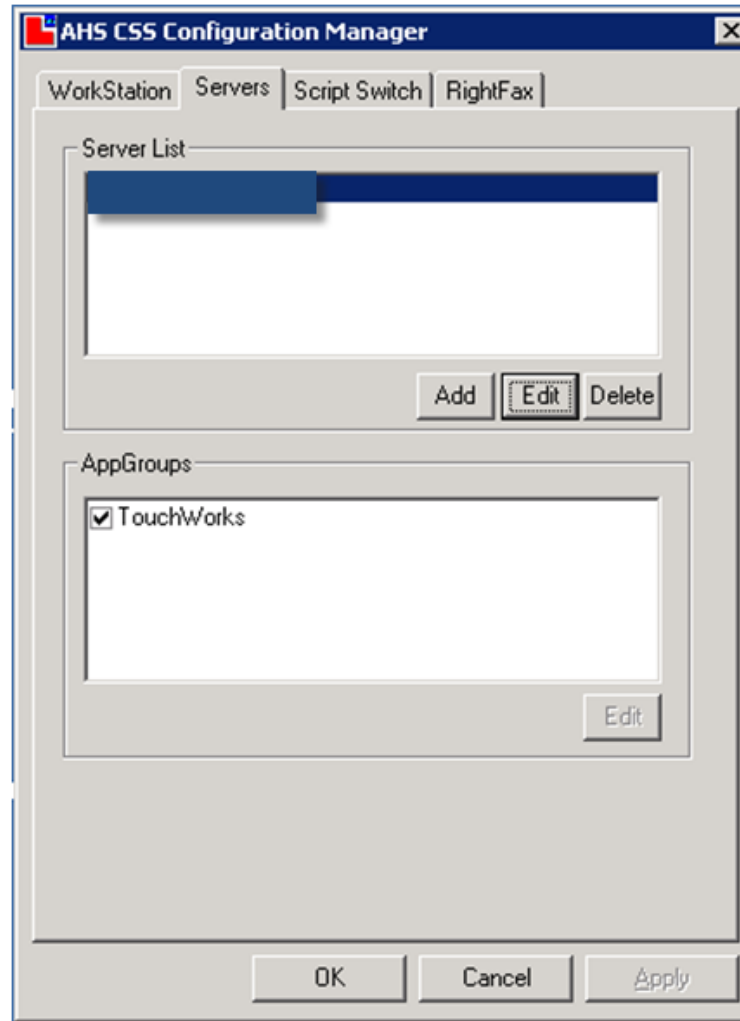
AHS CSS Configuration Manager

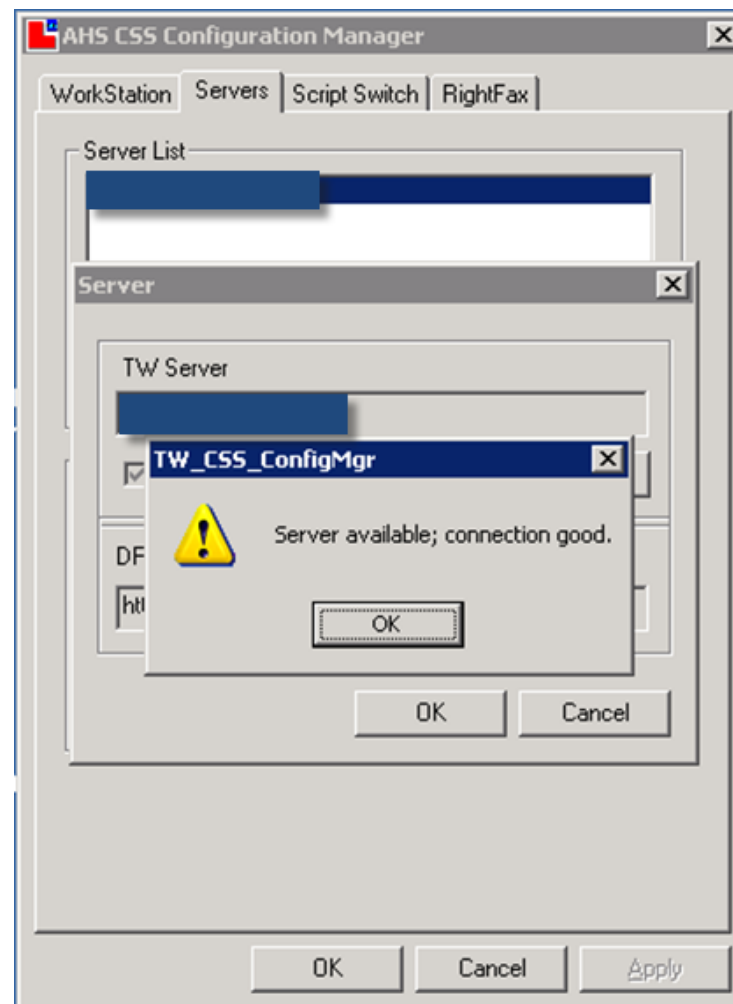
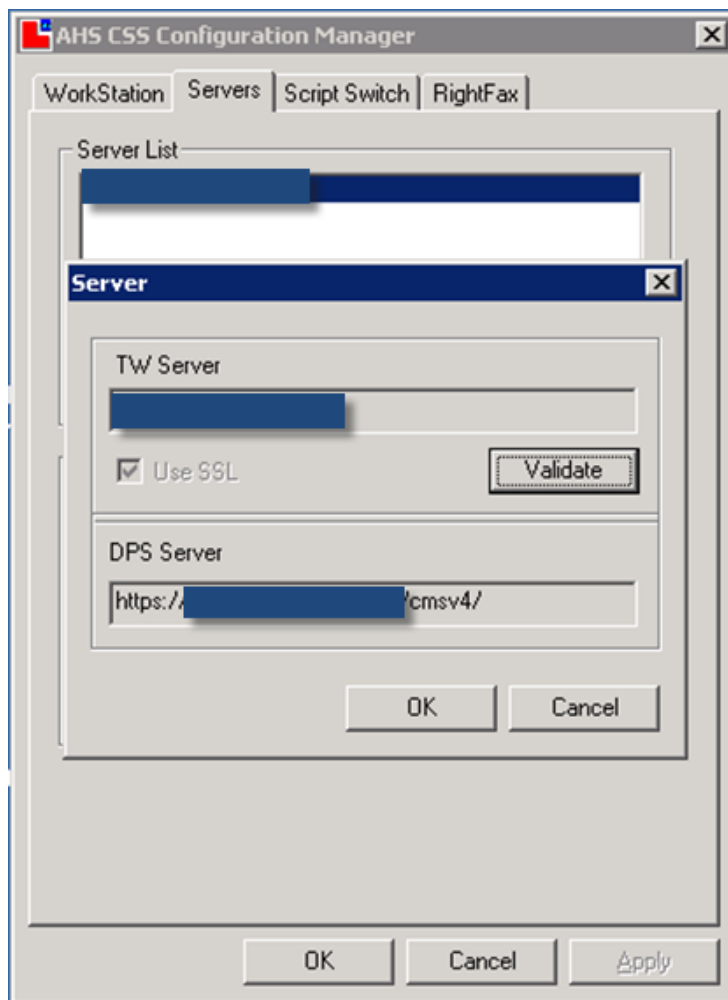
- CSS - Communication SubSystem
- Control Panel
- RightFax integration possible
- Run as service account
 - Used when printing scanned images

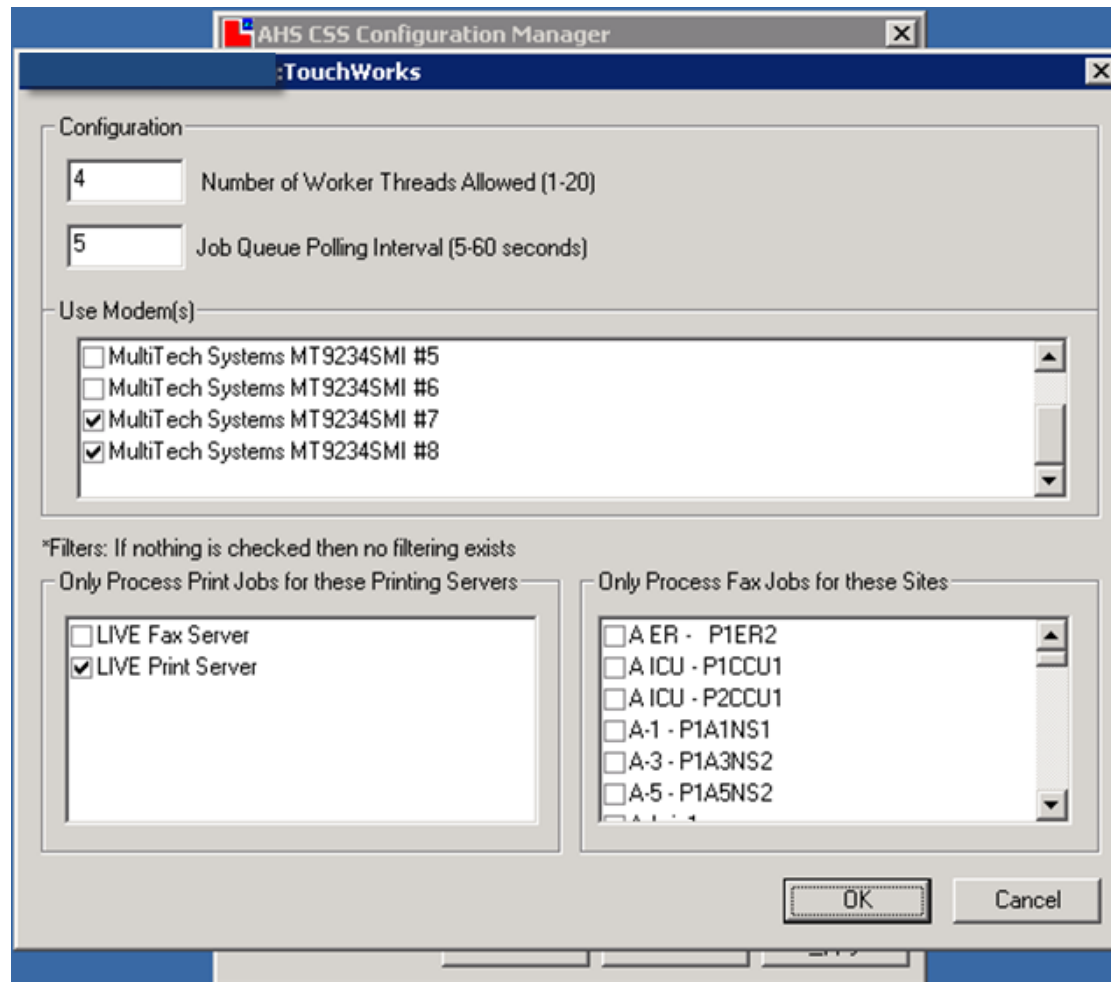


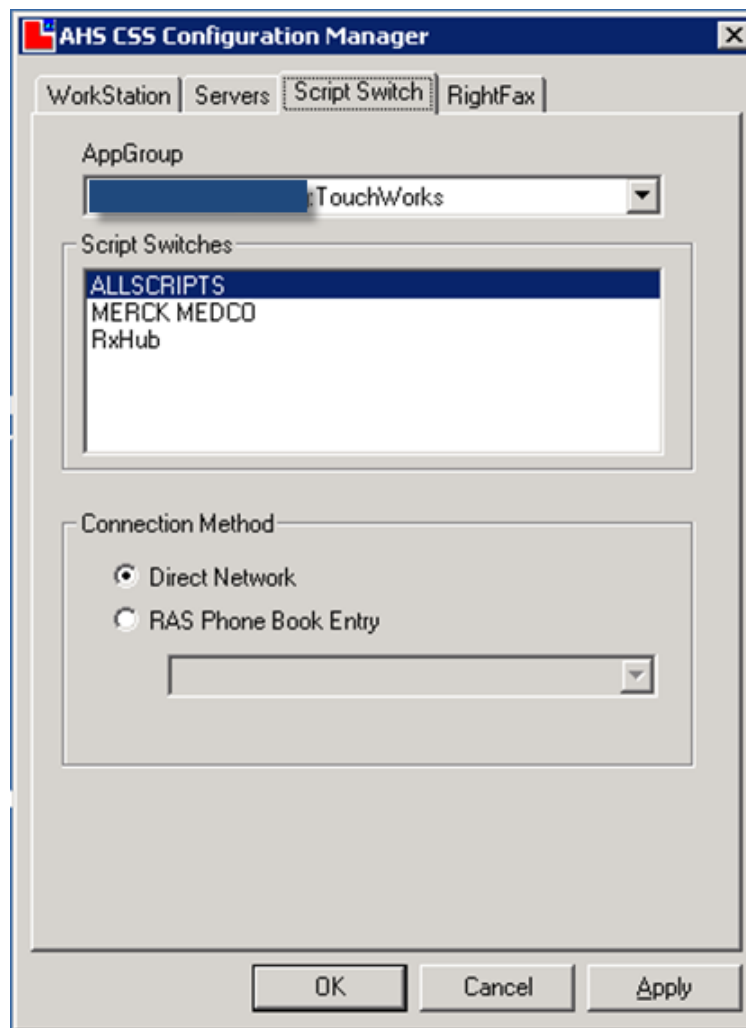
AHS CSS Configuration Manager Options

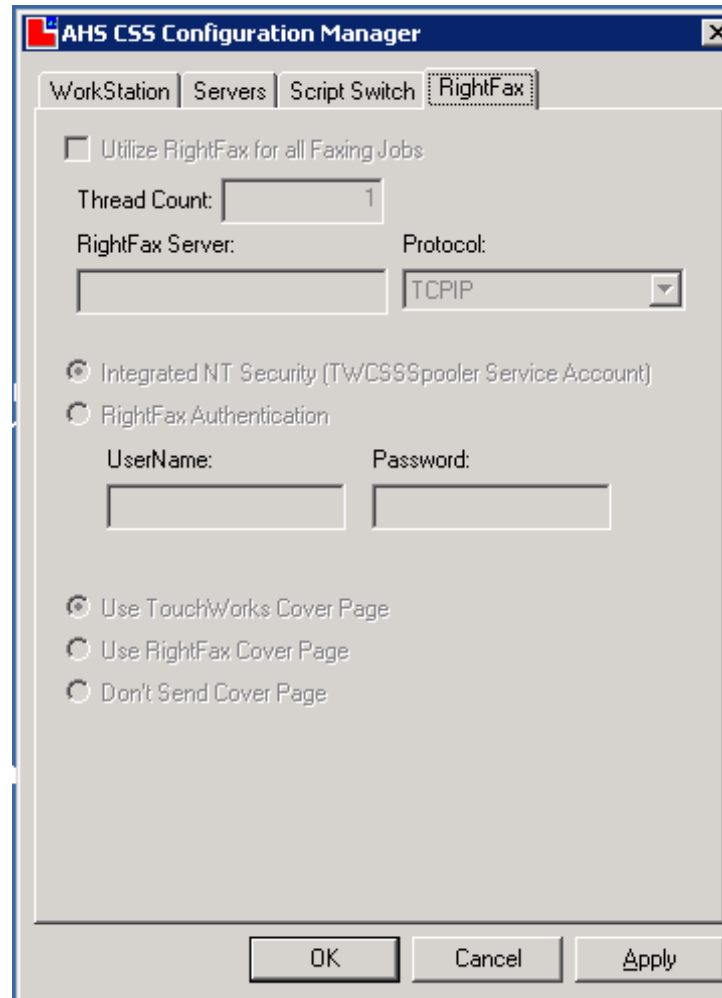
- Compression
 - Reduces size of messages
- Optimistic Printer Installation
 - Assumes every printer is connected to server
- Force local printing
 - Used when multiple print servers in use
 - Not used when printers spanning both servers not identical











AHS CSS Configuration Manager

WorkStation Servers Script Switch **RightFax**

Utilize RightFax for all Faxing Jobs

Thread Count:

RightFax Server: Protocol:

Integrated NT Security (TWCSSSpooler Service Account)

RightFax Authentication

UserName: Password:

Use TouchWorks Cover Page

Use RightFax Cover Page

Don't Send Cover Page

OK Cancel Apply

TWAdmin Printing Workspaces

- Print Queue
 - Shows all jobs: previewed, printed, faxed, etc.
 - Filter display
 - Personalize vs. Search
 - Tailored for each login

TWAdmin Printing Workspaces

- Print Queue
 - Jobs archives daily at 7 am
 - SQL job CH Printing Queue Purge - Works

TWAdmin - Print Queue

TW Admin Hide VTB Tools Help Lock Logout

Queue Admin Message Queue Print Queue Print Servers AutoPrint Defaults Portal System Setup Portal Message Queue

CareGuide Admin
Charge Admin
Chart Admin
Cons Admin
Concept Mapping
Dictate Admin
Dictionaries
Document Admin
Group Admin
Note Admin
Org Setup
PHS Comp Admin
PHS Sec Admin
Pop Health Mgmt
Preferences
Queue Admin
Provider Admin
Results Admin
PI List Admin
Report Admin
Security Admin
Task Admin
TWUser Admin
Utilities
YLD Note Admin
Work Def Admin

Job Queue (All) - 334 Items Personalize
Sites (All) Current Queue

Queued	Failed	Cancelled	Idle	On-Hold	Active	Posted	Complete												
Time	Type	Destination	Patient	SSN	MRN	User	Status	Progress	#'s										
9/21 11:11 AM	PVIEW		TESTELEVEN, LABPATIENT11		3158857		Complete	Job Completed Successfully	0										
9/21 11:08 AM	PVIEW		TESTELEVEN, LABPATIENT11		3158857		Complete	Job Completed Successfully	0										
9/21 10:55 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:55 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:55 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:55 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:55 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:55 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:54 AM	PVIEW		TESTELEVEN, LABPATIENT11		3158857		Complete	Job Completed Successfully	0										
9/21 10:48 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:48 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:47 AM	OUT_MSG_CR					SYSTEM	Idle	Job Submitted into Queue	0										
9/21 10:40 AM	PVIEW		TESTELEVEN, LABPATIENT11		3158857		Complete	Job Completed Successfully	0										
9/21 09:51 AM	PRINT	BuildTeam317	TESTING, ALDISCC		3126632		Complete	Job Completed Successfully	0										
9/21 09:46 AM	PVIEW		TESTELEVEN, LABPATIENT11		3158857		Complete	Job Completed Successfully	0										
9/21 09:28 AM	SCRIPT	AHS Report	TEST, APG3		3160061		Idle	Job Submitted into Queue	0										
9/21 09:28 AM	PRINT	BuildTeam317	TEST, APG3		3160061		Complete	Job Completed Successfully	0										
9/21 09:26 AM	SCRIPT	AHS Report	TEST, APG3		3160061		Idle	Job Submitted into Queue	0										
9/21 09:26 AM	PRINT	BuildTeam315	TEST, APG3		3160061		Complete	Job Completed Successfully	0										
9/21 09:25 AM	SCRIPT	AHS Report	TEST, APG3		3160061		Idle	Job Submitted into Queue	0										
9/21 09:25 AM	PRINT	BuildTeam315	TEST, APG3		3160061		Complete	Job Completed Successfully	0										
9/21 08:53 AM	PVIEW		TESTELEVEN, LABPATIENT11		3158857		Complete	Job Completed Successfully	0										
9/19 11:51 AM	SCRIPT	AHS Report	OCONNOR, AOB		3161621		Idle	Job Submitted into Queue	0										
9/19 11:51 AM	SCRIPT	AHS Report	OCONNOR, AOB		3161621		Idle	Job Submitted into Queue	0										
9/14 11:24 AM	SCRIPT	AHS Report	TEST, AGAIN		9146571		Idle	Job Submitted into Queue	0										
9/2 03:44 PM	SCRIPT	AHS Report	TEST, DAVID		3146571		Idle	Job Submitted into Queue	0										
9/2 03:41 PM	SCRIPT	AHS Report	TEST, DAVID		3146571		Idle	Job Submitted into Queue	0										

Details... View... View Count... Requeue... Resubmit... Cancel... Search

User: IDAdmin Done

TWAdmin Printing Workspaces (cont.)

- Print Servers
 - Configure print/fax servers
 - Set up virtual print server listings
- AutoPrint Defaults
 - Defines actions for distribution and printing

TWAdmin - Print Servers

TW Admin Hide VTB Tools ? Help Lock Logoff

Queue Admin Message Queue Print Queue **Print Servers** AutoPrint Defaults Portal System Setup Portal Message Queue

CareGuide Admin
Charge Admin
Chart Admin
Comm Admin
Concept Mapping
Dictate Admin
Dictionaries
Document Admin
Group Admin
Note Admin
Org Setup
PHB Comp Admin
PHB Sec Admin
Pop Health Mgmt
Preferences

Print Servers

Display Name	Print/Fax Server Name	Posting Center IP Address	Type	Organization	ID
AHSTEST1V	AHSTEST1V		PRT		1

Queue Admin
Provider Admin
Results Admin
Pt List Admin
Report Admin
Security Admin
Task Admin
TWUser Admin
Utilities
V10 Note Admin
Work Def Admin

New... Edit... Print Test Page... De...

Allscripts TEST

User: IDXadmin

Edit Print Server -- Webpage Dialog

Spooler Settings

1 Printing Center 2 Posting Center Enable Faxing

Display Name: AHSTEST1V

Print/Fax Server Name: AHSTEST1V

Organization: [Dropdown]

Printer Settings

Active	Name	Status	Organization	Delete
<input checked="" type="checkbox"/>	ATC_1st Floor Providers Offices	Idle	[Dropdown]	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ATC_1st Floor Reception	Idle	[Dropdown]	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ATC_2nd Floor Back Office	Idle	[Dropdown]	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ATC_2nd Floor Front Office	Idle	[Dropdown]	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ATC_Casemanager	Idle	[Dropdown]	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ATC_Nurse Station	Idle	[Dropdown]	<input type="checkbox"/>

Refresh Printers OK Cancel

Done

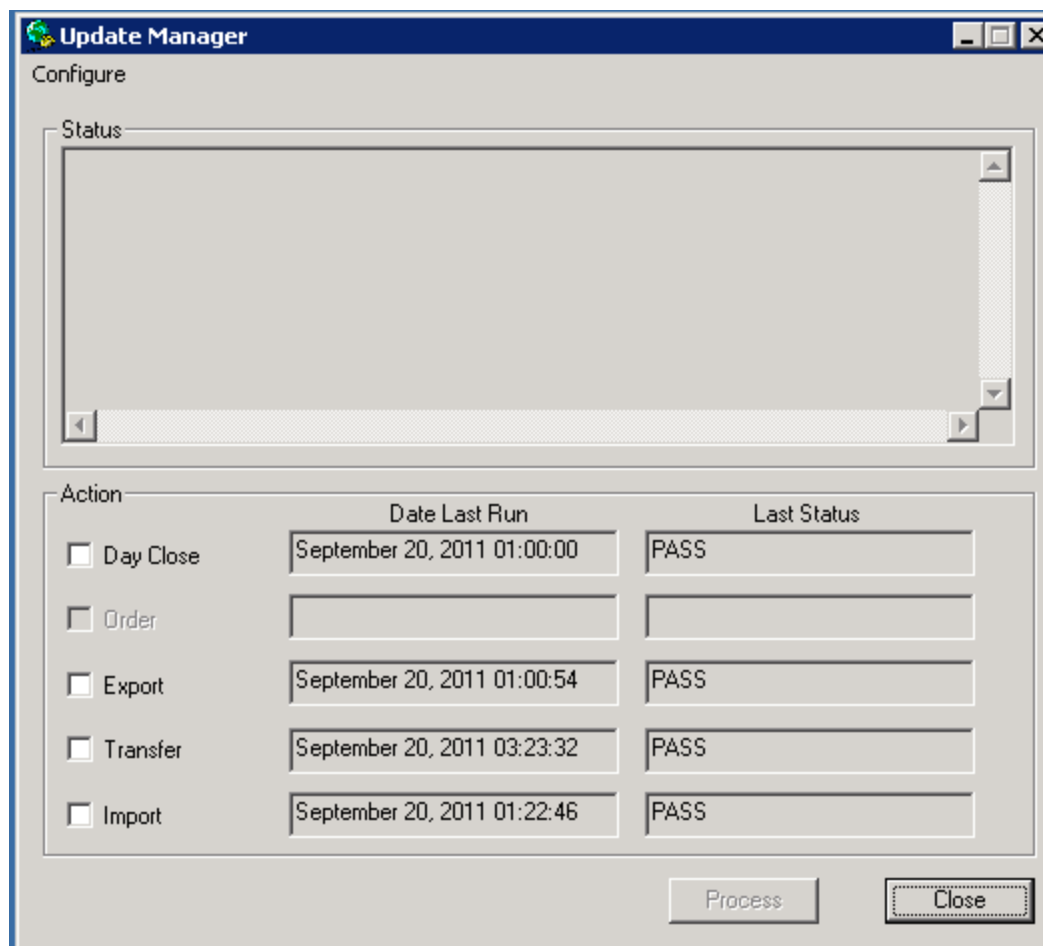
TWAdmin - AutoPrint Defaults

The screenshot shows the TWAdmin interface for configuring AutoPrint Defaults. The main window is titled "Printing Setup" and is divided into several sections:

- Navigation:** A left sidebar lists various administrative tasks, with "Queue Admin" selected.
- Filters:** At the top, "Type" is set to "Requisitions", "Copy Type" is "Original", and "View" is "Providers Only".
- Tree View:** A hierarchical tree on the left shows the selection path: AHS - Department of Medicine.
- Configuration Panel:**
 - Document Type:** Requisition
 - @ Site:** Department of Medicine
 - Print/Fax:** Buttons for "Print" and "Fax".
 - Print Server:** AHSTEST1V
 - Printer:** BuildTeam317
 - Print Template:** Lab Order Requisition
 - Printer Tray for first page:** Automatically Select
 - Printer Tray for remaining pages:** Automatically Select
 - Number of Copies:** 1
 - Checkboxes:**
 - Create Print Requisition Task
 - Create Requisition Print Job
 - Print Requisition First time order has status of Active
 - Print Requisition First time order has status of Canceled
 - Print Requisition First time order has status of Discontinued
 - Print Requisition First time order has status of Invalidated
 - Print Requisition First time order has status of On Hold
 - Print Requisition Subsequent times order has status of Active
 - Print Requisition Subsequent times order has status of On Hold
- Footer:** Includes "Allscripts TEST" logo, "User: IDXadmin", and "Done" button.

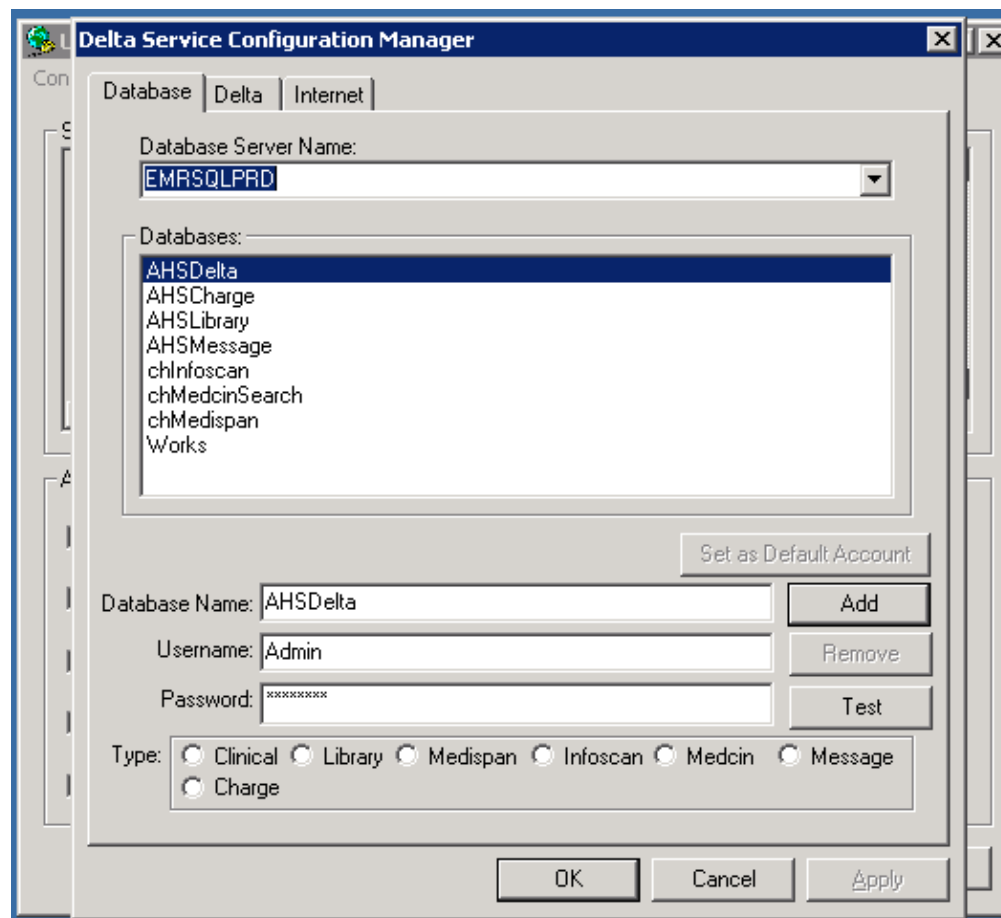
Delta Application

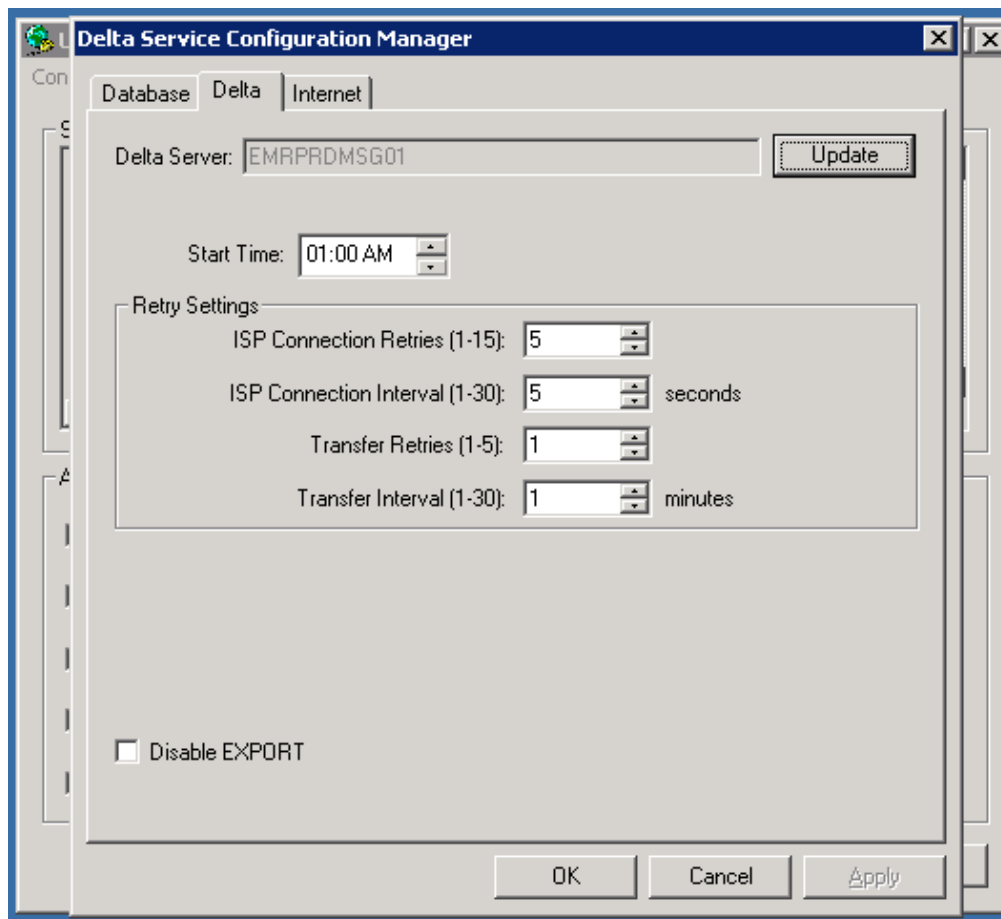
- Handles transfer of information between client and Allscripts
 - SSL
- One Delta process per environment
- New Delta released in version 11.2.2

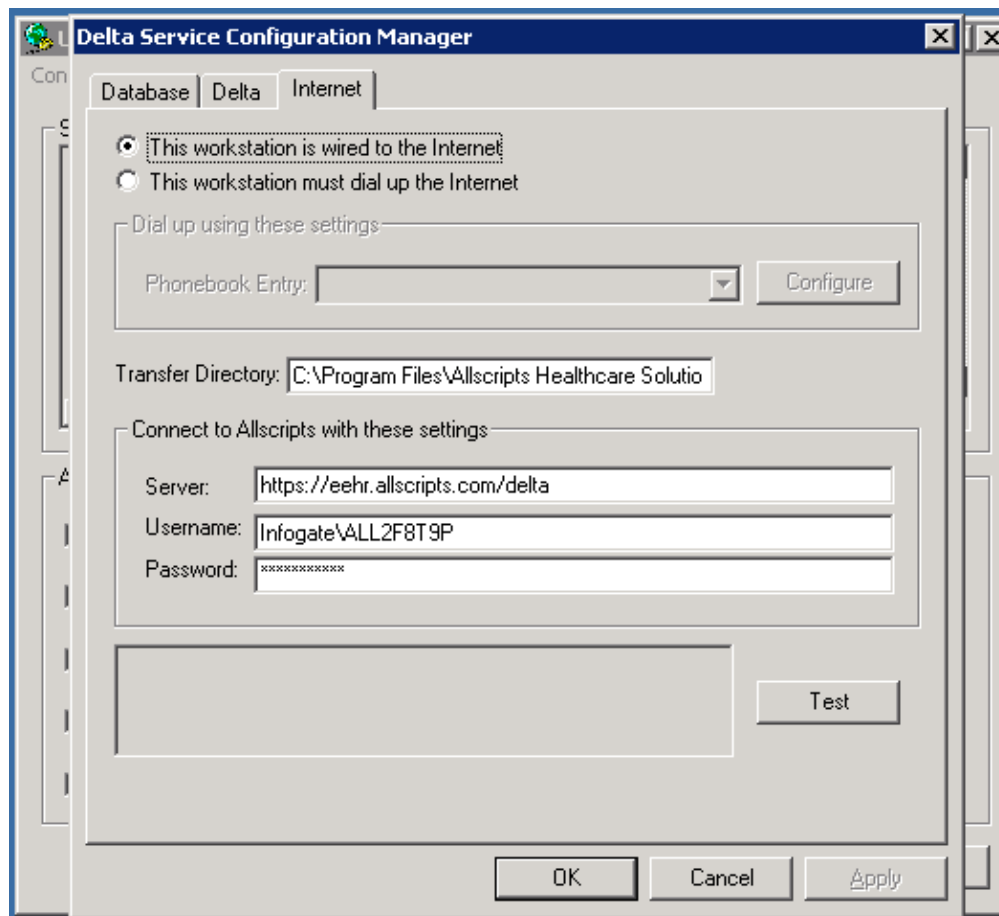


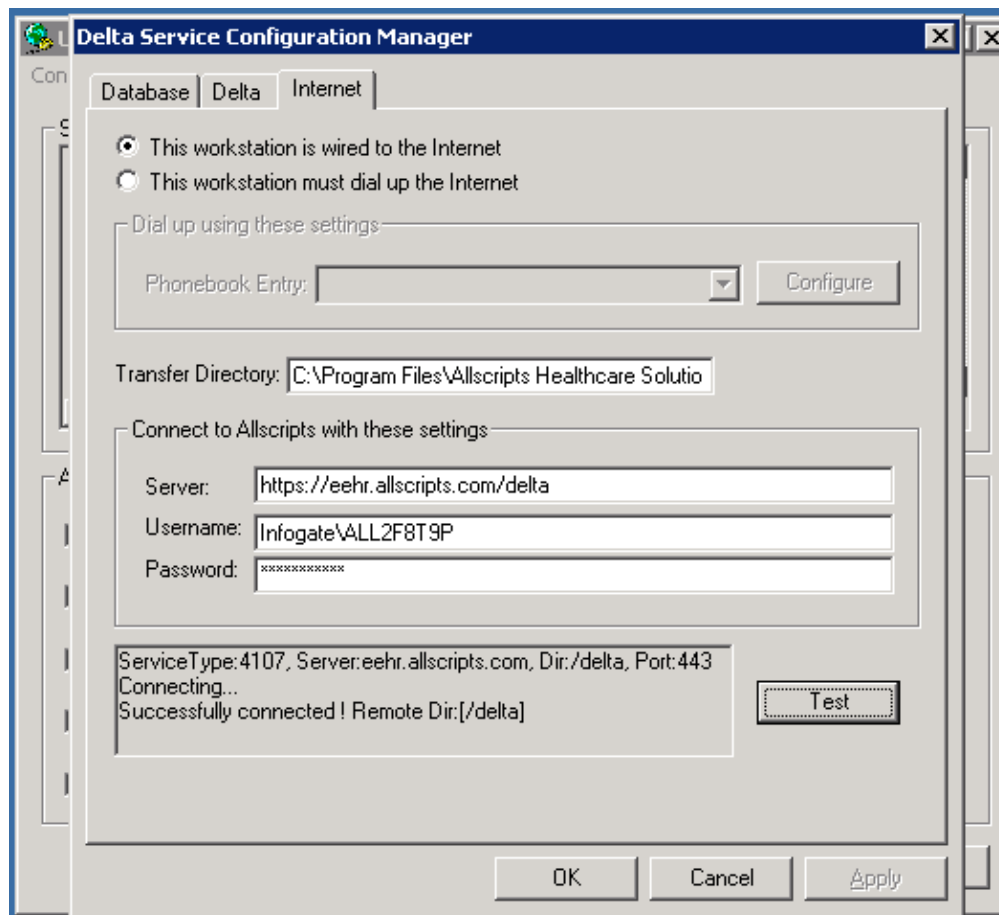
Delta Application

- Verify PASS daily
 - Day Close
 - Export (production only)
 - Transfer
 - Import



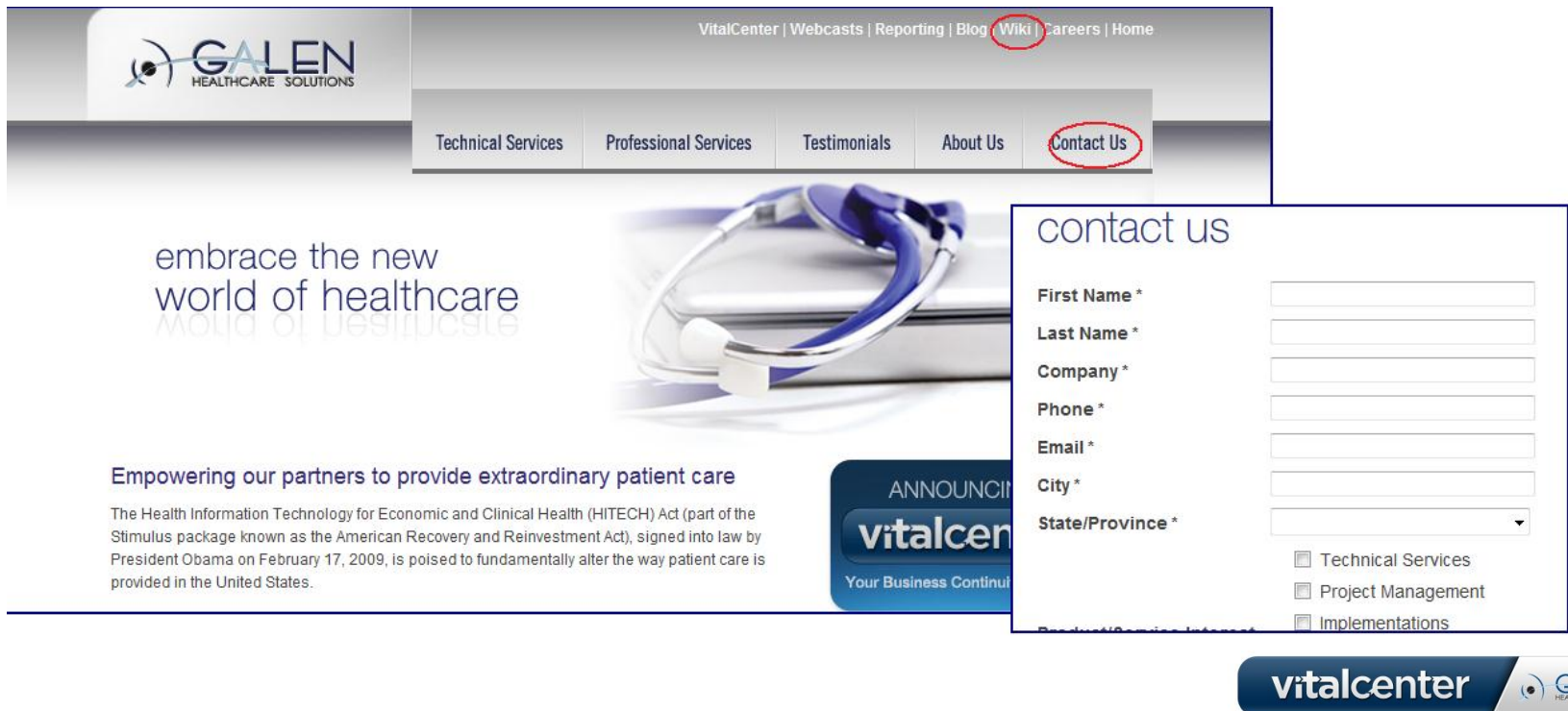






Thank you for joining us today. For additional assistance:

You can contact us through our website at www.galenhealthcare.com



The screenshot displays the Galen Healthcare Solutions website. The top navigation bar includes links for VitalCenter, Webcasts, Reporting, Blog, Wiki, Careers, and Home. A secondary menu below features Technical Services, Professional Services, Testimonials, About Us, and Contact Us. The main content area features the slogan "embrace the new world of healthcare" and a section titled "Empowering our partners to provide extraordinary patient care" with text about the HITECH Act. A "vitalcenter" logo is also present. A contact form overlay is positioned on the right side of the page, titled "contact us".

contact us

First Name *

Last Name *

Company *

Phone *

Email *

City *

State/Province *

Technical Services

Project Management

Implementations

vitalcenter 