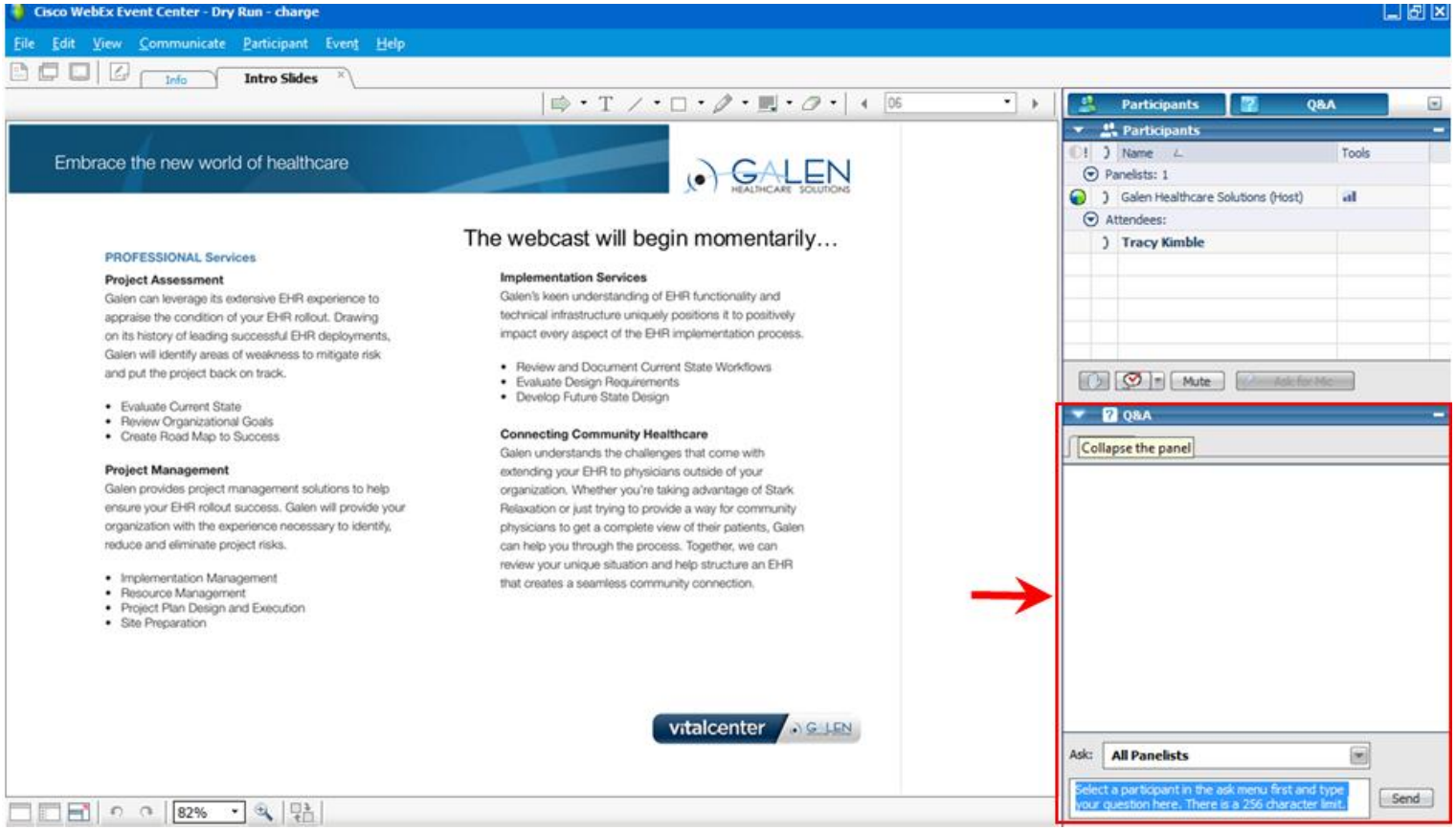
Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation.



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

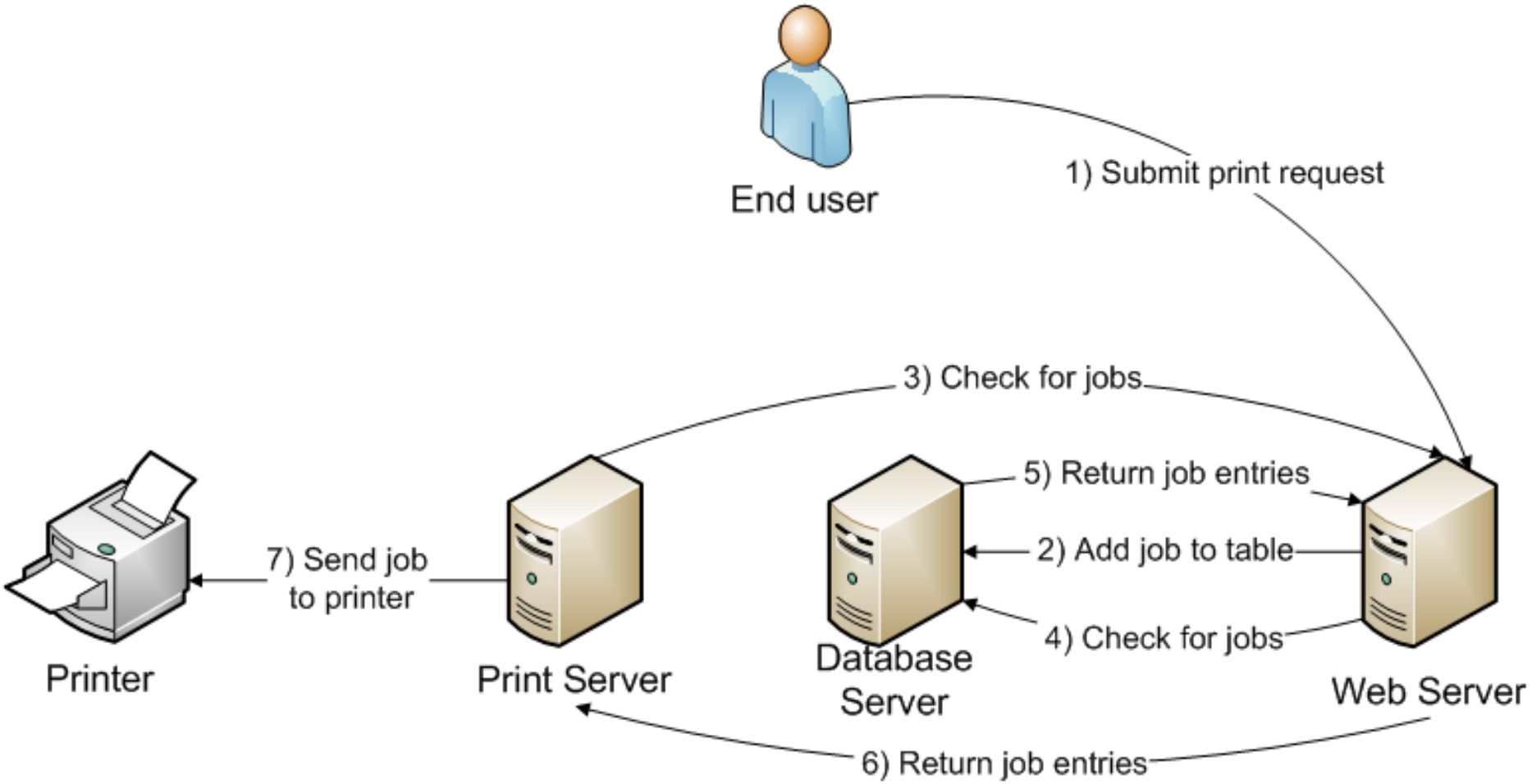
- Print Jobs
- Fax Jobs
- Script Jobs
- Eligibility Jobs
- Event Bus Message Jobs
- Delta Process

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


End user
1) Submit print request
3) Check for jobs
5) Return job entries
2) Add job to table
4) Check for jobs
7) Send job to printer
Printer
Print Server
Database Server
Web Server
6) Return job entries

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

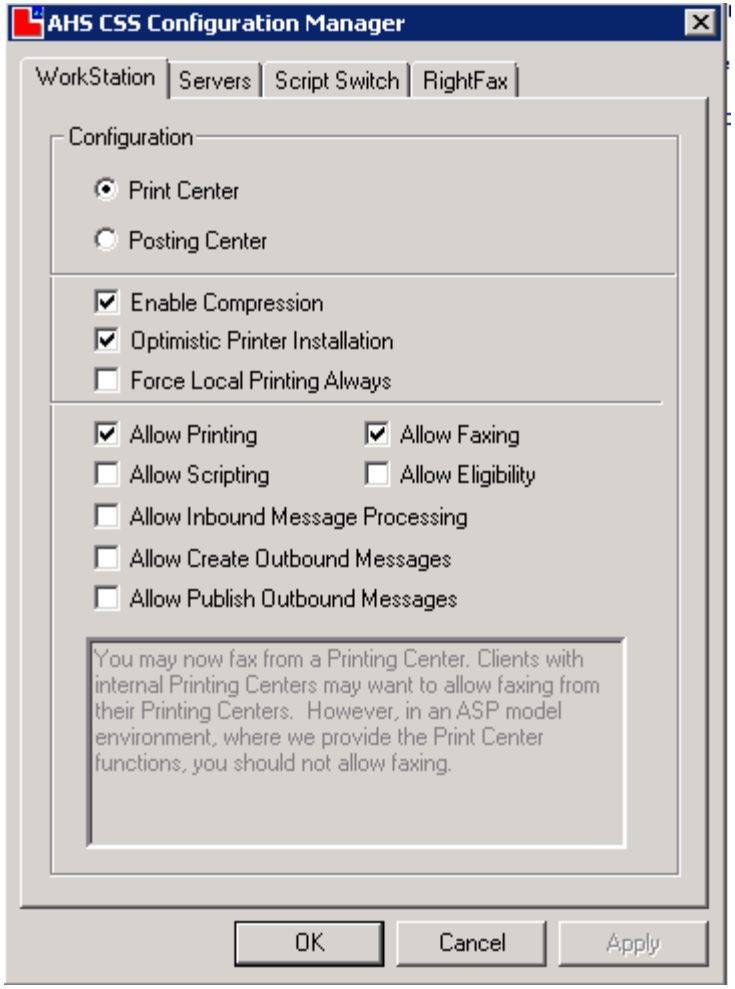
- Hardware requirements unchanged
- OS:
  - 11.2: 2003 SP2 x86 / 2008 x86
  - 11.4: 2003 SP2 x86 / 2008 x86 or x64 / 2008 R2 x64

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

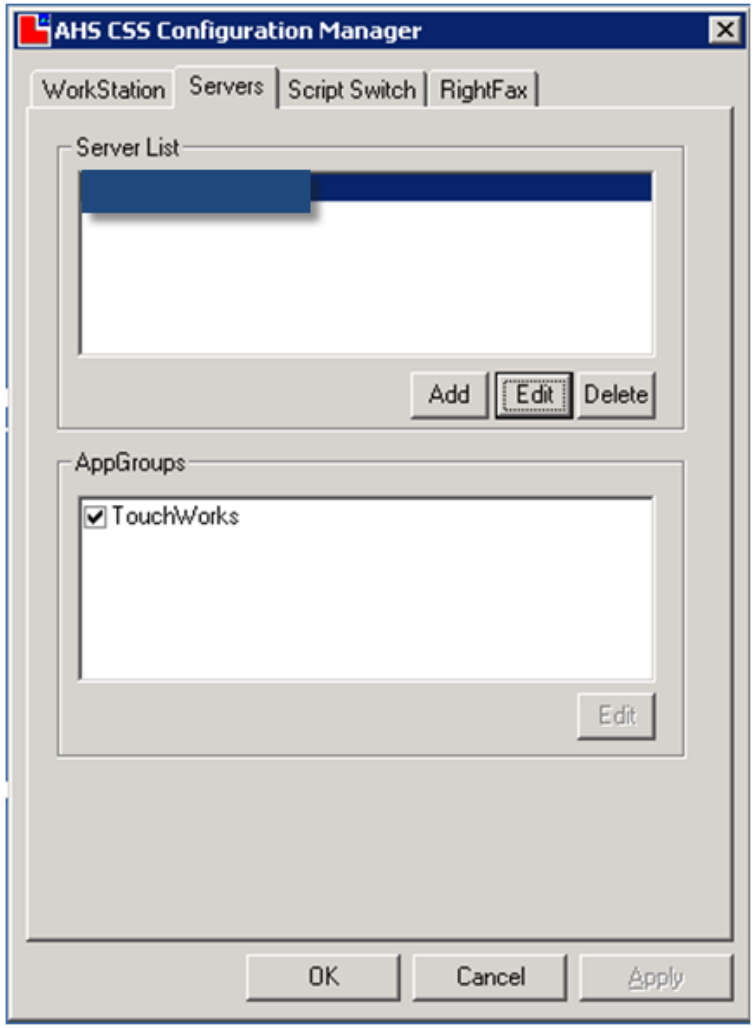
AHS CSS Configuration Manager

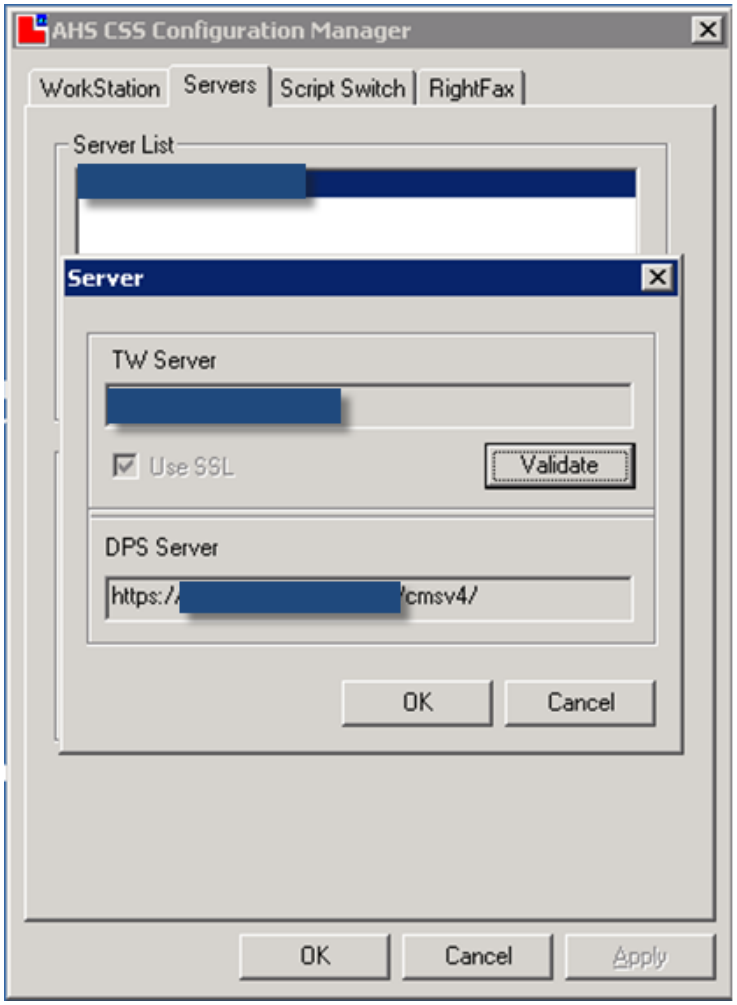
- CSS - Communication SubSystem
- Control Panel
- RightFax integration possible
- Run as service account
  - Used when printing scanned images

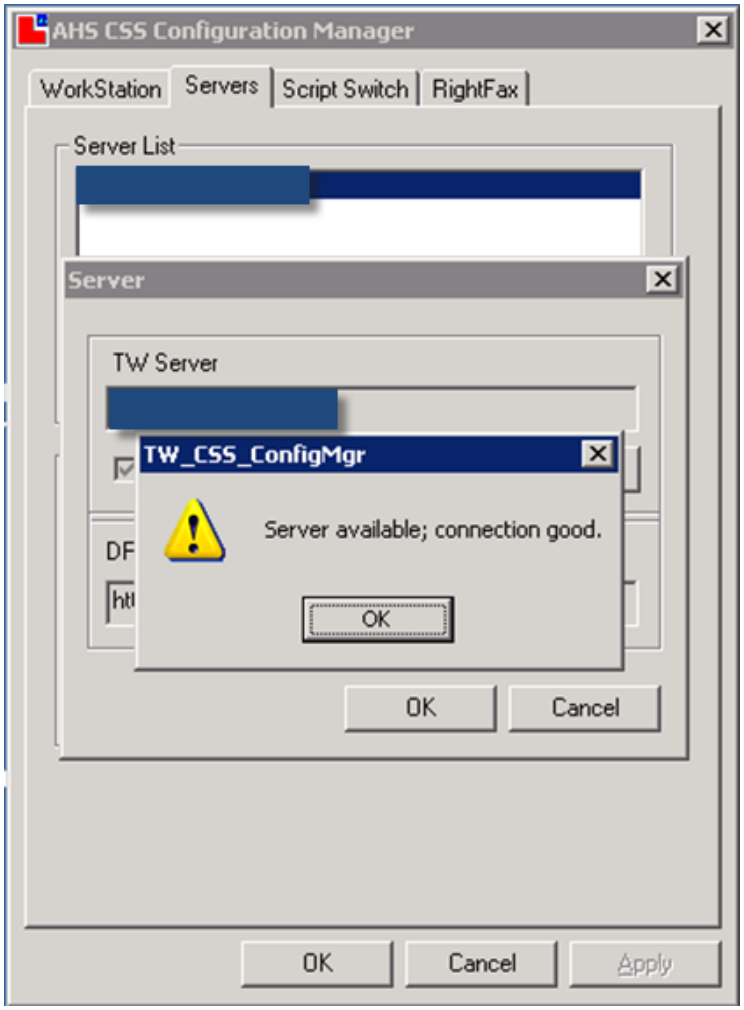

AHS CSS Configuration Manager
WorkStation
Servers
Script Switch
RightFax
Configuration
Print Center
Posting Center
Enable Compression
Optimistic Printer Installation
Force Local Printing Always
Allow Printing
Allow Faxing
Allow Scripting
Allow Eligibility
Allow Inbound Message Processing
Allow Create Outbound Messages
Allow Publish Outbound Messages
You may now fax from a Printing Center. Clients with internal Printing Centers may want to allow faxing from their Printing Centers. However, in an ASP model environment, where we provide the Print Center functions, you should not allow faxing.
OK
Cancel
Apply

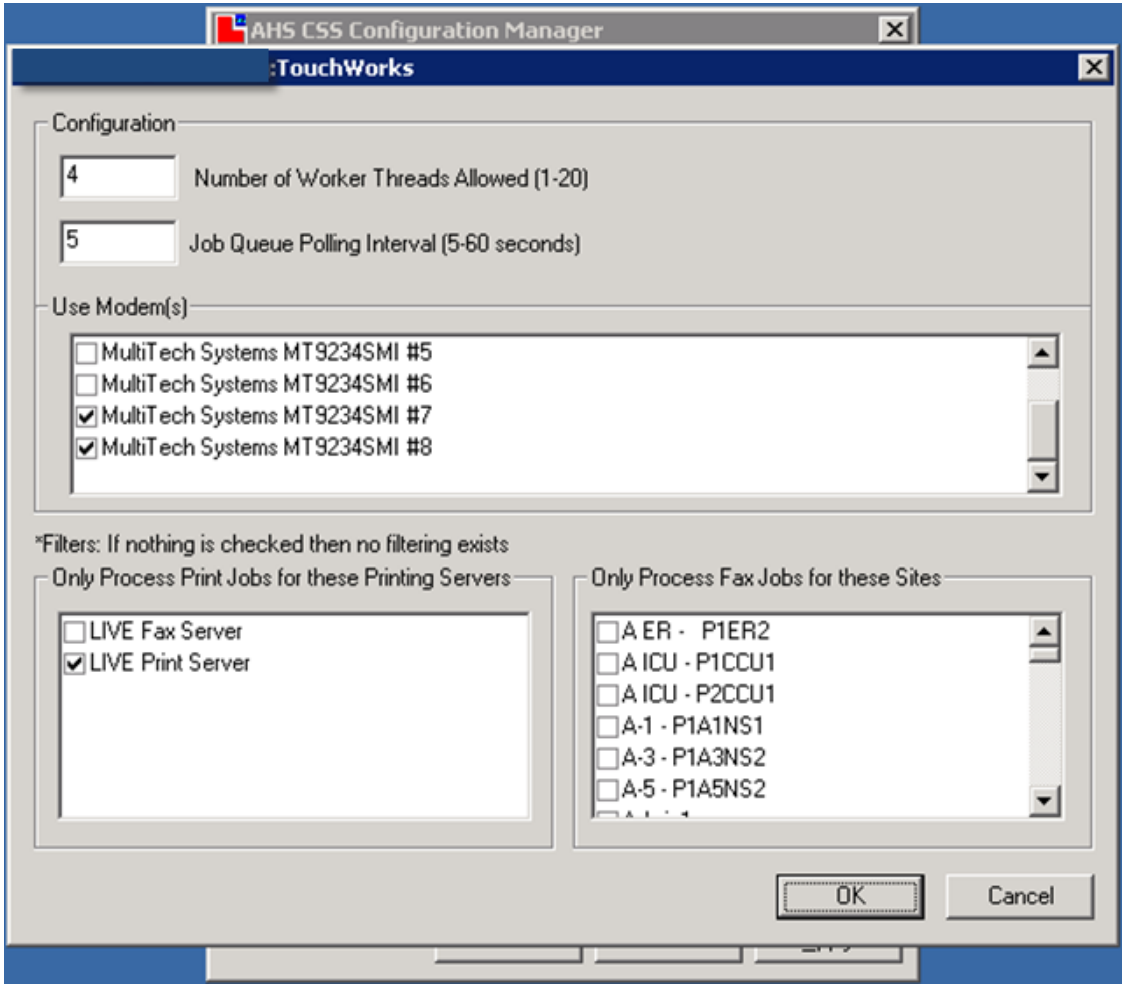
AHS CSS Configuration Manager Options

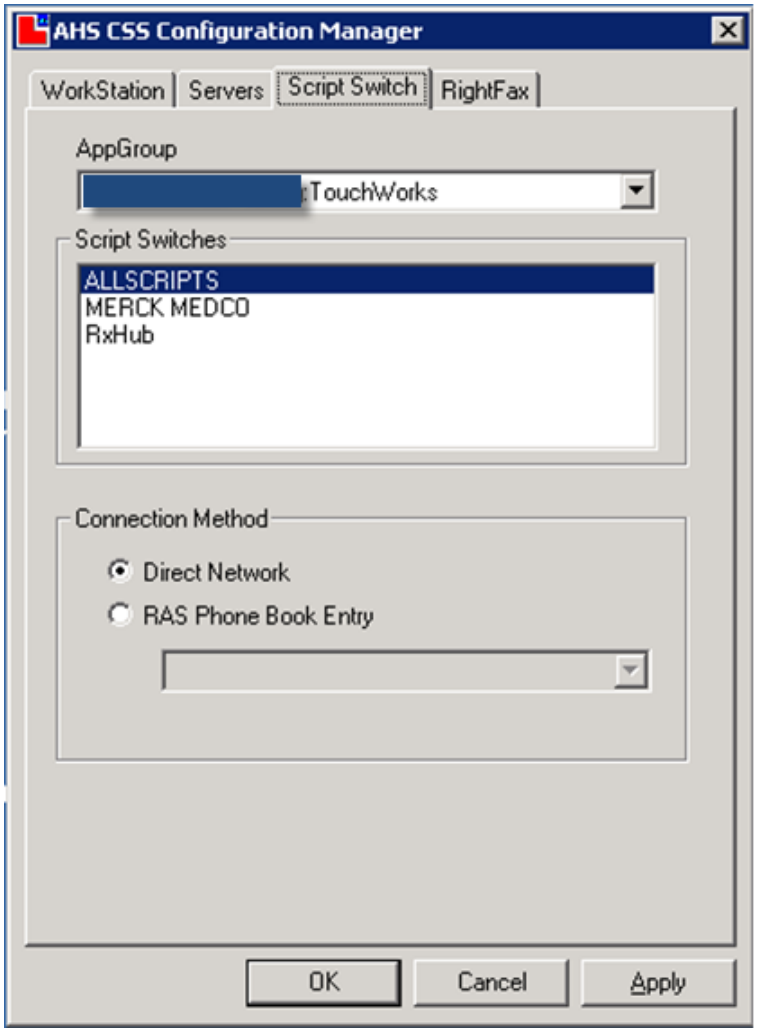
- Compression
  - Reduces size of messages
- Optimistic Printer Installation
  - Assumes every printer is connected to server
- Force local printing
  - Used when multiple print servers in use
  - Not used when printers spanning both servers not identical

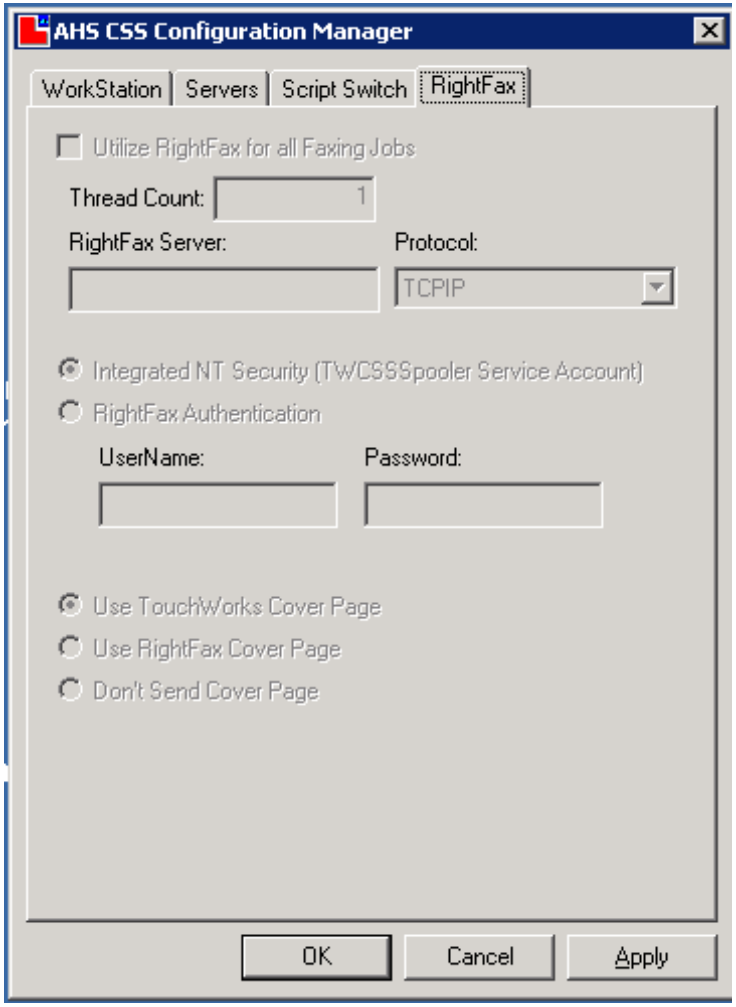

AHS CSS Configuration Manager
WorkStation
Servers
Script Switch
RightFax
Server List
Add
Edit
Delete
AppGroups
TouchWorks
Edit
OK
Cancel
Apply


AHS CSS Configuration Manager
WorkStation
Servers
Script Switch
RightFax
Server List
Server
TW Server
Use SSL
Validate
DPS Server
https:/
/cmsv4/
OK
Cancel
OK
Cancel
Apply


AHS CSS Configuration Manager
WorkStation
Servers
Script Switch
RightFax
Server List
Server
TW Server
TW_CSS_ConfigMgr
Server available; connection good.
OK
OK
Cancel
OK
Cancel
Apply


AHS CSS Configuration Manager
:TouchWorks
Configuration
4
Number of Worker Threads Allowed (1-20)
5
Job Queue Polling Interval (5-60 seconds)
Use Modem(s)
MultiTech Systems MT9234SMI #5
MultiTech Systems MT9234SMI #6
MultiTech Systems MT9234SMI #7
MultiTech Systems MT9234SMI #8
*Filters: If nothing is checked then no filtering exists
Only Process Print Jobs for these Printing Servers
LIVE Fax Server
LIVE Print Server
Only Process Fax Jobs for these Sites
A ER - P1ER2
A ICU - P1CCU1
A ICU - P2CCU1
A-1 - P1A1NS1
A-3 - P1A3NS2
A-5 - P1A5NS2
OK
Cancel


AHS CSS Configuration Manager
WorkStation
Servers
Script Switch
RightFax
AppGroup
TouchWorks
Script Switches
ALLSCRIPTS
MERCK MEDCO
RxHub
Connection Method
Direct Network
RAS Phone Book Entry
OK
Cancel
Apply


AHS CSS Configuration Manager
WorkStation
Servers
Script Switch
RightFax
Utilize RightFax for all Faxing Jobs
Thread Count:
1
RightFax Server:
Protocol:
TCPIP
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

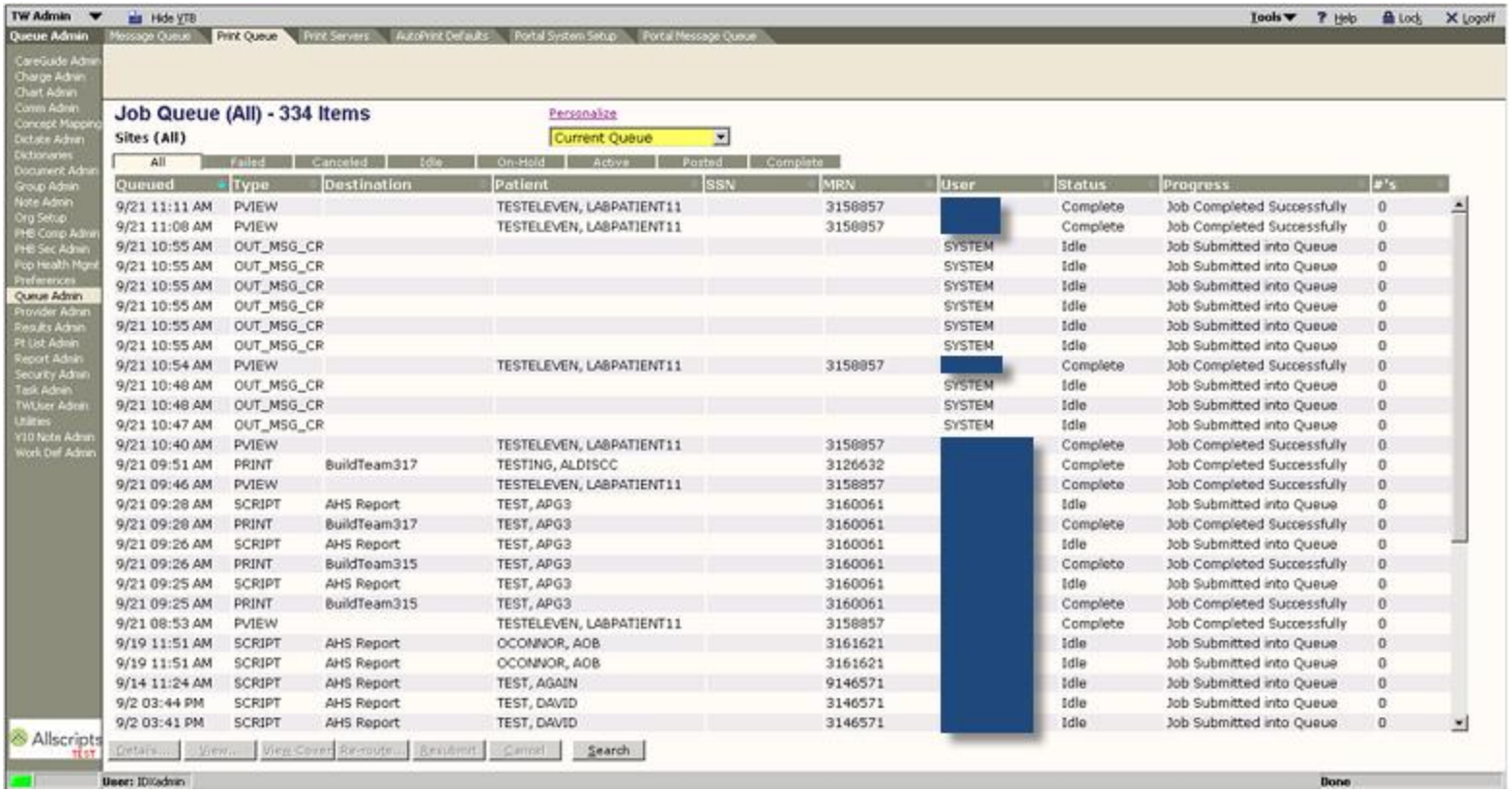
TWAdmin Printing Workspaces

- 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

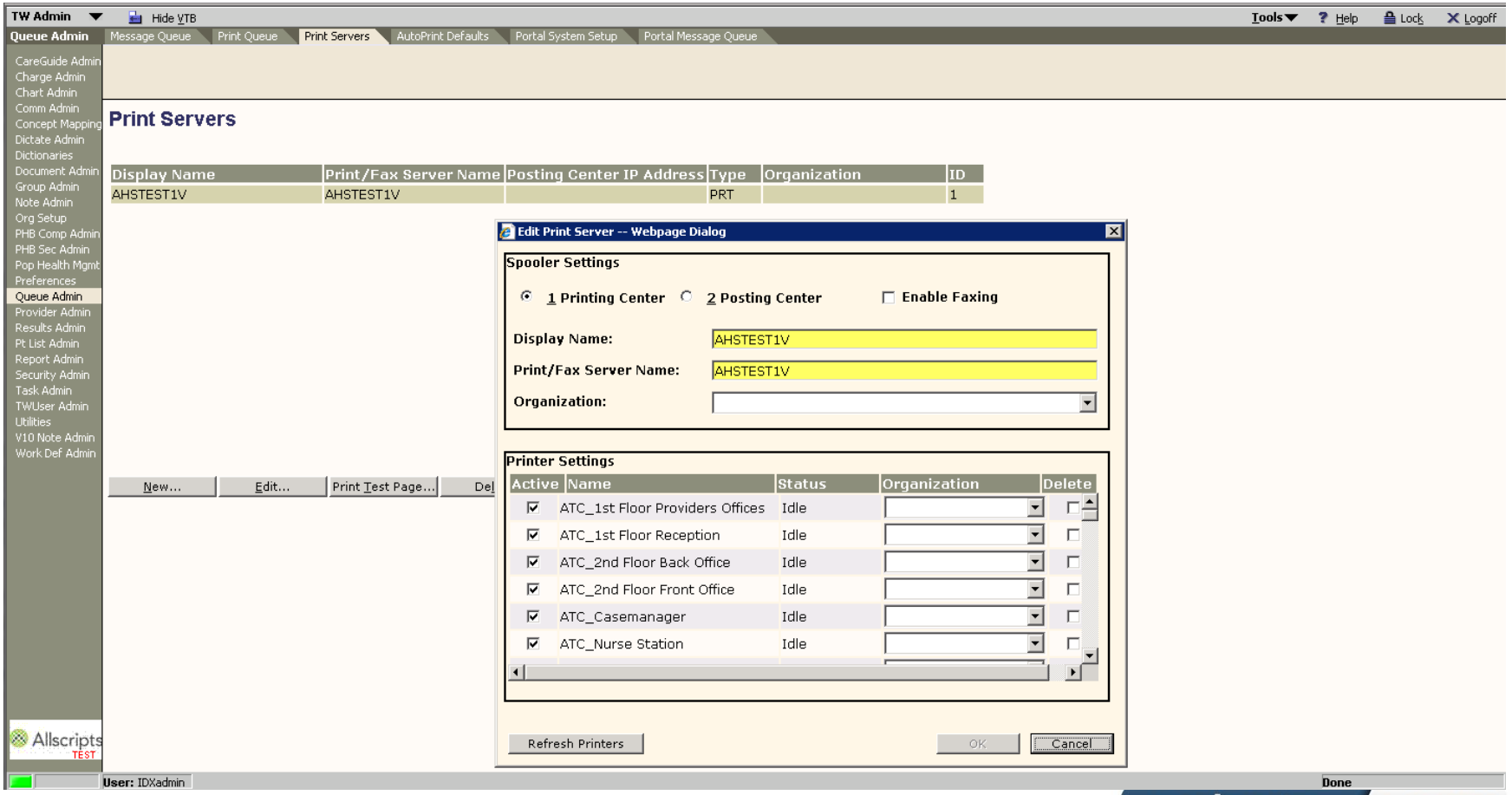
TWAdmin - Print Queue



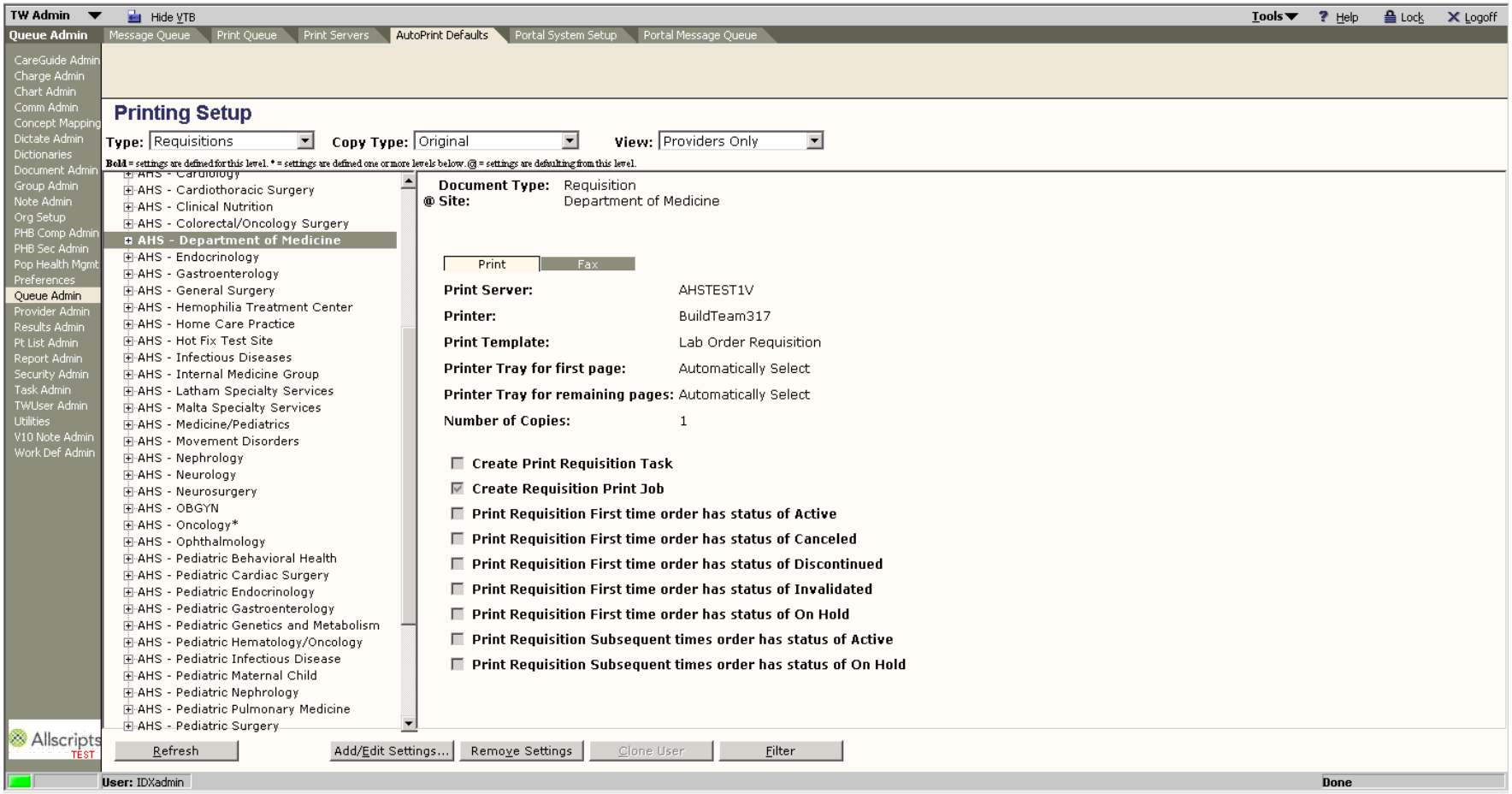
TWAdmin Printing Workspaces (cont.)

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

TWAdmin - Print Servers

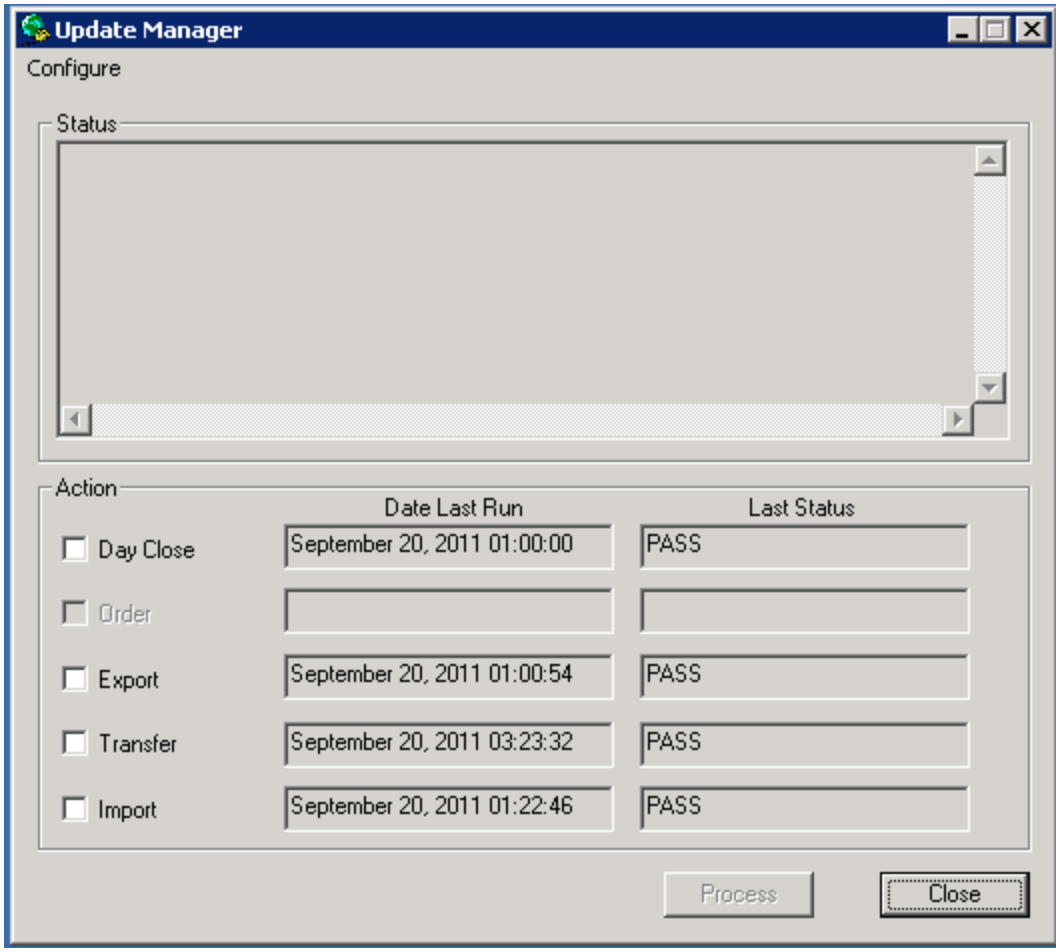


TWAdmin - AutoPrint Defaults



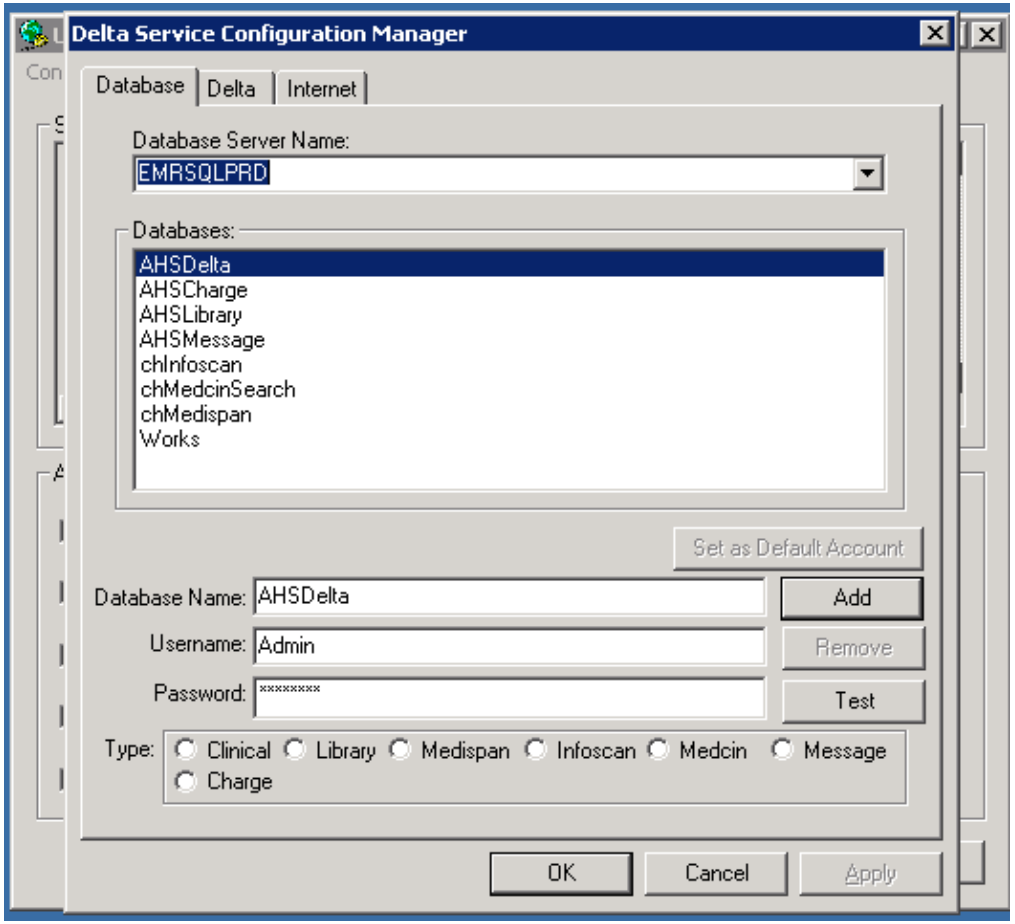
Delta Application

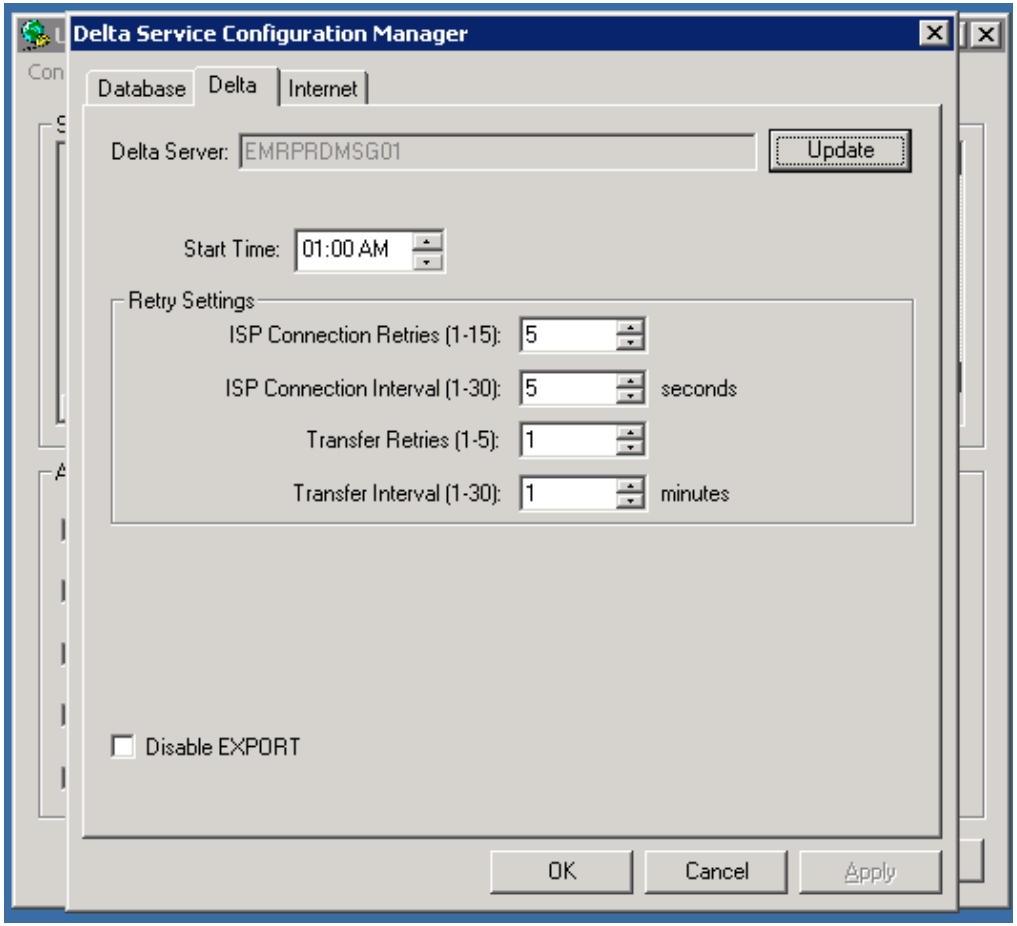
- Handles transfer of information between client and Allscripts
  - SSL
- One Delta process per environment
- New Delta released in version 11.2.2

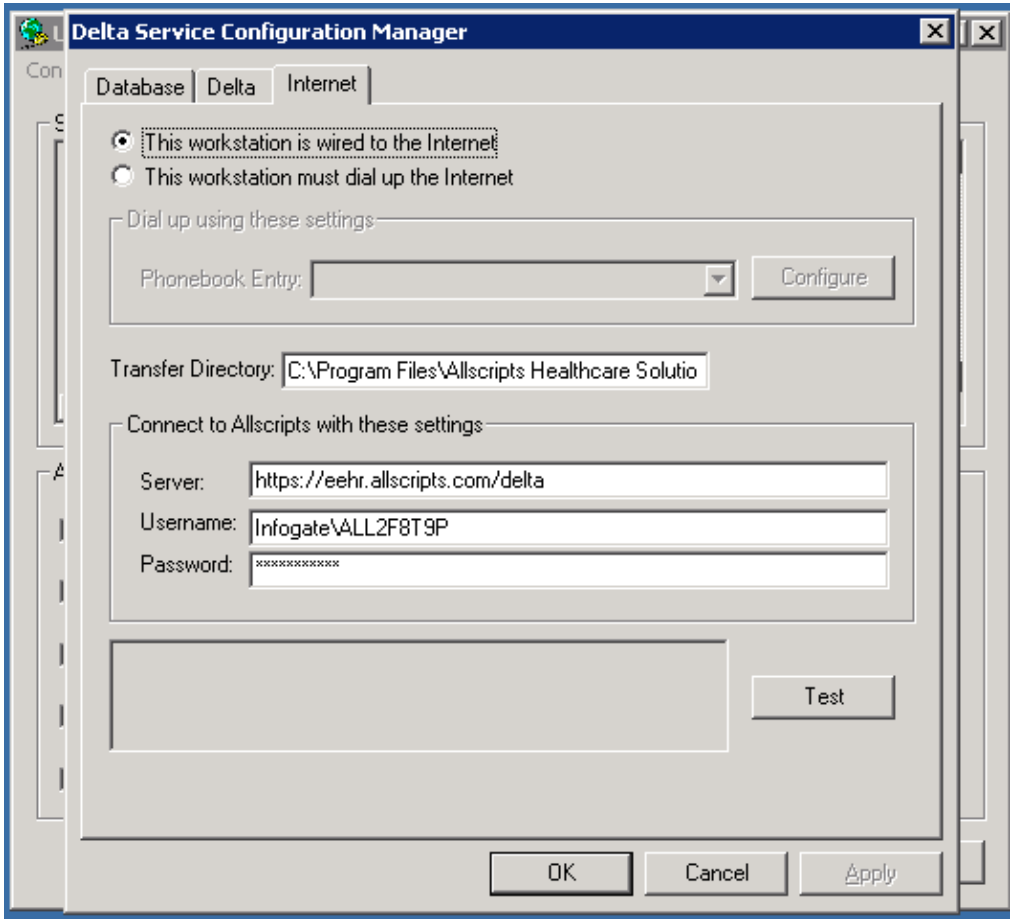

Update Manager
Configure
Status
Action
Date Last Run
Last Status
Day Close
September 20, 2011 01:00:00
PASS
Order
Export
September 20, 2011 01:00:54
PASS
Transfer
September 20, 2011 03:23:32
PASS
Import
September 20, 2011 01:22:46
PASS
Process
Close

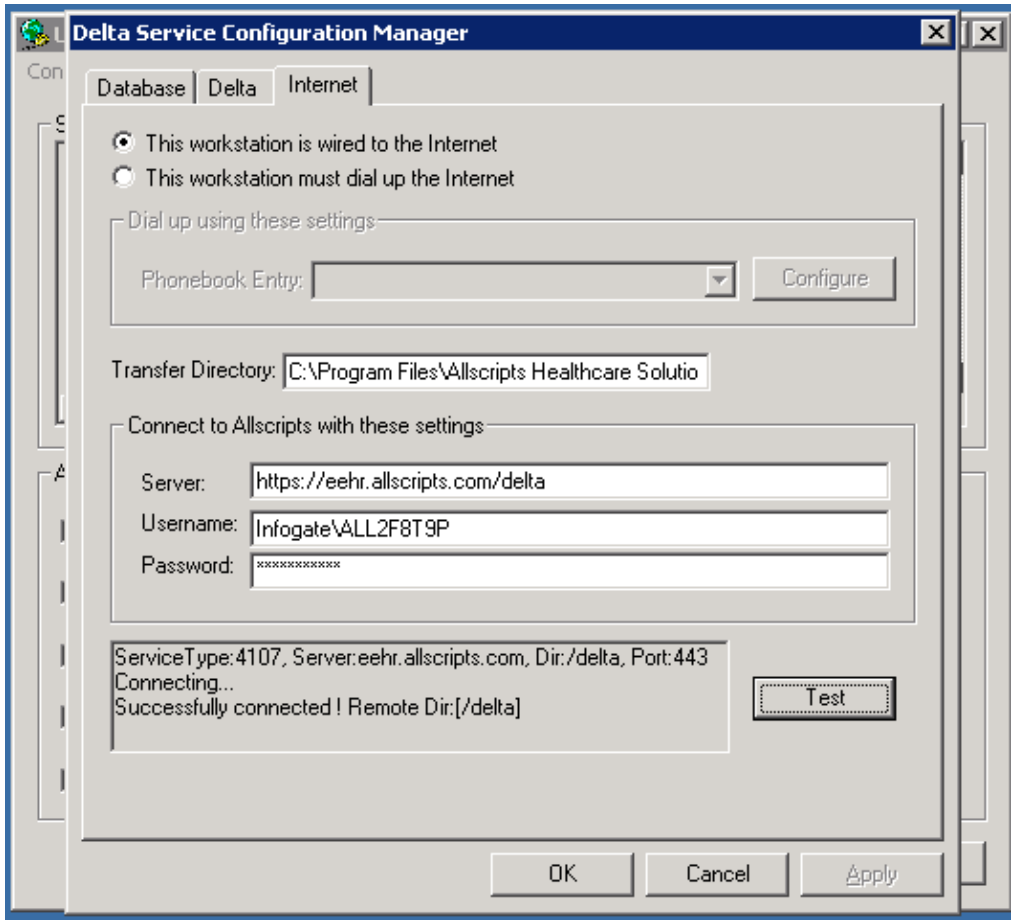
Delta Application

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

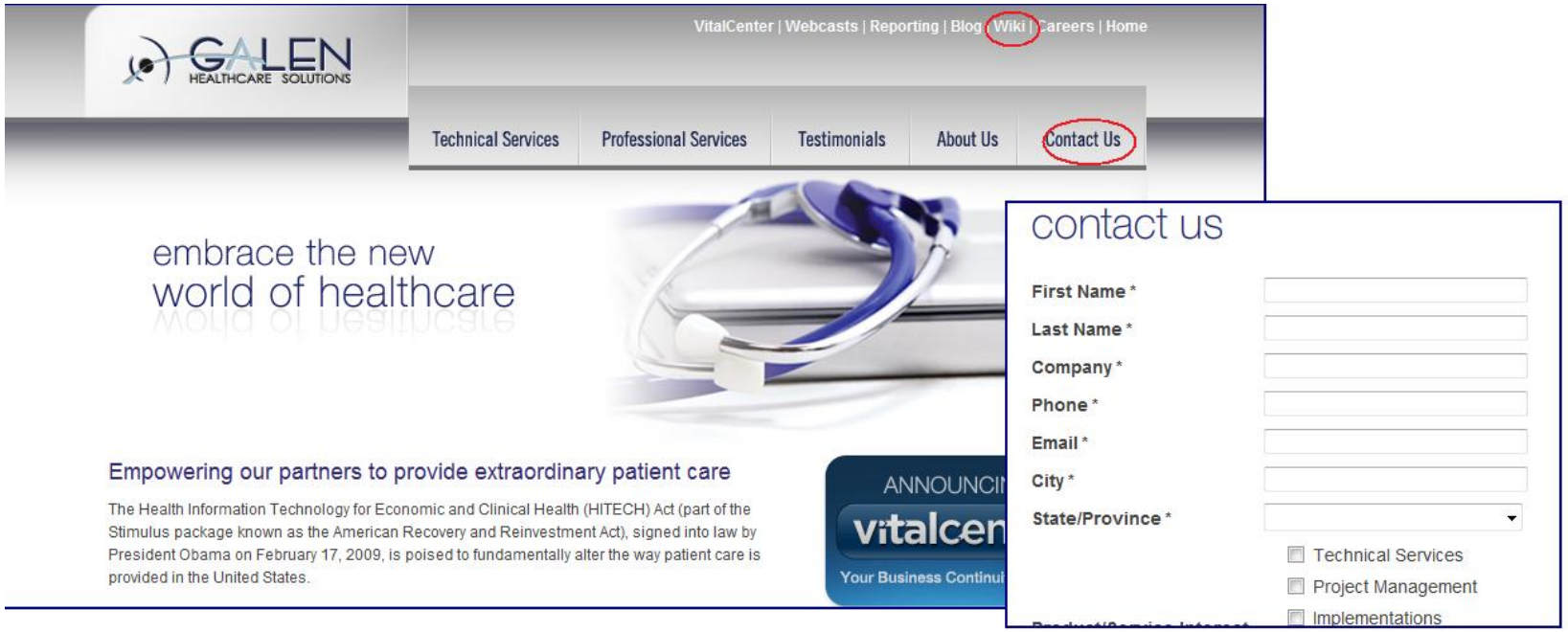

Delta Service Configuration Manager
Database
Delta
Internet
Database Server Name:
EMRSQLPRD
Databases:
AHSDelta
AHSCharge
AHSLibrary
AHSMessage
chInfoscan
chMedcinSearch
chMedispan
Works
Set as Default Account
Database Name:
AHSDelta
Add
Username:
Admin
Remove
Password:
****
Test
Type:
Clinical
Library
Medispan
Infoscan
Medcin
Message
Charge
OK
Cancel
Apply


Delta Service Configuration Manager
Database
Delta
Internet
Delta Server:
EMRPRDMSG01
Update
Start Time:
01:00 AM
Retry Settings
ISP Connection Retries (1-15):
5
ISP Connection Interval (1-30):
5
seconds
Transfer Retries (1-5):
1
Transfer Interval (1-30):
1
minutes
Disable EXPORT
OK
Cancel
Apply


Delta Service Configuration Manager
Database
Delta
Internet
This workstation is wired to the Internet
This workstation must dial up the Internet
Dial up using these settings
Phonebook Entry:
Configure
Transfer Directory:
C:\Program Files\Allscripts Healthcare Solutio
Connect to Allscripts with these settings
Server:
https://eehr.allscripts.com/delta
Username:
Infogate\ALL2F8T9P
Password:
Test
OK
Cancel
Apply


Delta Service Configuration Manager
Database
Delta
Internet
This workstation is wired to the Internet
This workstation must dial up the Internet
Dial up using these settings
Phonebook Entry:
Configure
Transfer Directory:
C:\Program Files\Allscripts Healthcare Solutio
Connect to Allscripts with these settings
Server:
https://eehr.allscripts.com/delta
Username:
Infogate\ALL2F8T9P
Password:
ServiceType:4107, Server:eehr.allscripts.com, Dir:/delta, Port:443
Connecting...
Successfully connected ! Remote Dir:[/delta]
Test
OK
Cancel
Apply

Thank you for joining us today. For additional assistance:

You can contact us through our website at

www.galenhealthcare.com