DYNAMIC TIPS

An in-depth look at our RadPlus product

Interface Info

Is there a way to resend a transaction across an interface?

There is a very usable function available starting with RadPlus 4.5. It is a simple way to resend a transaction across an interface. The function is "Interface Force Transmission."

In RadPlus, click: the Setup icon, "Interface Items" folder and double click "Interface Force Transmission." The user will be prompted for three fields:

- "What To Send." Click the drop down menu to select what data you would like to send. If a selection is not available, although we recommend sending only results, contact the Help Desk at (800) 353-4348 to build the appropriate "Interface Request Dictionary" record.
- "Interface." Select the appropriate interface.
- "Data Entry." This field is dependent on what was selected in the "What to Send" field. For example, it may prompt for a procedure ID, encounter number, or a patient name /MRN. Select the data that needs to be sent.

After clicking the "Send" button, the transaction is sent to the appropriate interface.

Support Issues

We've just changed our modem phone number. Who should we contact at Dynamic?

Dynamic utilizes NT Remote Access Service (RAS) with modems and/or the Internet along with PC Anywhere to access your servers and certain workstations in order to provide technical support.

Changes to RAS, workstation logon and PC Anywhere passwords as well as RAS modem phone numbers associated with our technical support must be communicated to our Help Desk at (800) 353-4348 before they are put into effect.

Changing any of these items without notifying Dynamic will prevent us from providing technical support to you and can greatly extend the time it takes to resolve technical issues on your system.

Dictionary Info

In Scheduling, is there a way to schedule an appointment if the time slot indicates that it is unavailable?

Although no one can override an appointment if the schedule says that the office is closed, there are 3 different privileges that allow overriding scheduling limitations.

Go to the "Permission Group Dictionary" and select the dictionary entry you would like to modify. Click the "Permissions" tab, click "Miscellaneous Privileges" (and deselect any other permission types to display only "Miscellaneous Privileges"), and scroll through the Available Permission box. There are 3 privileges related to scheduling:

> Scheduling – allow overbooking
> Scheduling – allow unavailable
> Scheduling – allow constraints

Click the appropriate activities from the "Available Permissions" window to move the permissions to the "Selected Permissions" window. Click "Save." The person who has this modified Permission Group in their related Person Dictionary will now have privileges to override the unavailable appointment slot.

Welcome to *'Dynamic Tips'*
- a quarterly publication that contains helpful information
for our RadPlus users

Systems Info

What should we be doing with the Sybase Error Log?

Keep an eye on your Sybase Error Log!

Each time you start SQL Server, messages in the error log provide information on the success (or failure) of the start and the recovery of each database on the server. Subsequent fatal error messages and all kernel error messages are appended to the error log file.

The file is usually located on your RadPlus Server in the \sybase\install directory - named either "sql_err" or "errorlog." Your Database Administrator should be reviewing this error log periodically to ensure SQL Server has not encountered any problems.

Please do not open this file with notepad until you have viewed the size of the file. Trying to open an enormous file could bring down your server!

Warning! This sql_err (or error log) file can grow to the physical size of your disk. If the file is large in size, you will need to stop SQL Server (via Sybase Central), delete (or rename) the file in the sybase/install directory and then restart SQL Server. When SQL initializes, it will create a new Sybase error file.

Please contact Dynamic's Support Help Desk if you have any questions.

Dynamic Holiday Schedule For 2000

The following are holidays for the remainder of the 2000 year:

Thanksgiving Day - November 23
Thanksgiving Friday - November 24
Christmas - December 25

Although these days are designated holidays for Dynamic, please know that we are available for off-hour support. However, Support will handle only critical issues on the holidays.

Update on 3rd party software versions supported by RadPlus

Dynamic's client/server systems integrate many industry-leading software packages into one solution for your radiology information and workflow needs. This requires constant testing and updating by Dynamic to ensure that all pieces of the puzzle work together. Here is an update on the major 3rd party software packages supported by RadPlus.

Operating System
NT 4.0 (recommend SP-4 or SP-6a) for database server, agent machines, and workstations
AIX 4.3.3 for database server
Windows 95/98 for workstations only

Windows 2000 is not yet supported, as our 3rd party faxing software does not yet support this platform. Dynamic is working closely with IMECOM to test their Windows 2000 beta release, and we hope to support this platform by the end of the year. Sybase and PowerBuilder are also not yet officially supported under Windows 2000, though we have found no problems in these areas.

Database
Sybase 11.0.3 or 11.9.2

Roll out of 11.9 to all RadPlus customers has been put on hold, pending a fix from Sybase to a slowdown of backups using DLT tape drives on NT Servers. Sybase has agreed to continue support to 11.0 for RadPlus customers in the meantime.

Word Processor
Visual Writer (new version is called TX Text Control in RadPlus) or Microsoft Office 97 Professional SR-2

Dynamic has tested Office 2000 Professional, and found it to be acceptable except that the RadPlus client installation program does not yet support its new registry structure. The installation program is currently being enhanced to support this. Initially, users of Office 2000 may be required to run with macro security set to "low."

If your site is a candidate for the new and improved "Binderless" form of printing of batches, you may be able to load just MS Word, rather than the Office or Office Professional suite. Dynamic hopes to support this option by the end of this year.

Fax Server Software
Most RadPlus sites are running version 6.2 of the fax server software from IMECOM. Recently installed sites have a newer 6.41 SP-1 release. We have found the newer release to be more robust. There is no need for sites that have reliable faxing today to switch in the short term. Over time, however, all sites will be converted to the 6.41 SP-1 release in order to stay current. The conversion will require several hours of downtime for the fax server, but will not affect the rest of the RadPlus system. If you are experiencing faxing problems on a 6.2 system, contact your Dynamic representative to schedule an upgrade.

Dynamic is constantly testing new 3rd party software and evaluating what works with what. The large number of combinations of components makes this a large and ongoing task, and occasionally dictates that we limit the number of configuration variations that we support. Our goal is to provide our customers with the most dependable configurations possible.

How can I change the date / time format of an object?

Generally, to change the format of an object, in Design view, right click to go to Properties. Then go to the Format tab. For date/time columns, we usually use [shortdate] hh:mm. Using hh:mm will display the time in military (24 hour) format. If you want to change the time format, you can choose from the following:

hh:mm	displays as 21:45
hhmm	displays as 2145
h:mm AM/PM	displays as 9:45 PM
hh:mm A/P	displays as 09:45 P
h:mm am/pm	displays as 9:45 pm

Can you explain how to create retrieval arguments?

Providing a selection criteria (or retrieval arguments) to users will minimize creating multiple reports.

For example, someone in the CT Department needs a report displaying the CT procedures for the last week. However, someone in the MRI Department would like the same report, but displaying the MRI procedures for the last month. To prevent creating two different reports, the report writer can provide the users a selection criteria thereby developing only one report.

Here's how to do it:

1. In SQL mode of an InfoMaker report, click Design, Retrieval Arguments and enter the selection criteria as needed. Use the Retrieval Argument list found in RadPlus to create all arguments except dates. This list can be found under the Setup icon, Dynamic Customizer folder, Folder and Items folder, and InfoMaker Wizard Retrieval Argument.

   For example, to allow the user to select the date range and procedure status, enter the following:

2. In the Where clause at the bottom of the screen, select the column that is associated to the retrieval argument. For example, if the user would like to display results that have an arrived status, the column to be used is p_special_proc.sprostatus_id. For the Operator, use "like" to be able to preview all results using the % sign in InfoMaker's retrieval arguments. Right click the Value field and select Arguments; highlight the procedure_status that was created in step 1. Click Paste.

3. Return to Design Mode and insert a computed object by going to the text menu, clicking Objects, Computed Field, and clicking the cursor in the header area. In the Expression field, enter the retrieval name using the following example:

   "@retrieval_name@"

   This will display the selection criteria on the report and is recommended for your own troubleshooting purposes. Place a text object in front of the computed object to create a label for the selection criteria.

4. Elongate the computed field objects to allow the entire selection criteria to be displayed. For example, if the procedure status includes Completed, Arrived, and Procedure Begun, then the field will need to be long enough for the user's selection criteria. Click Save.

5. Click Preview. Since you used "like" as the Operator in step 2, a percentage sign (%) can be inserted in the value field of the popup window. Note the procedure status will not be displayed on the InfoMaker report until it is incorporated into RadPlus.

Hint: if you would like to create a date range, such as for a procedure date, follow the steps listed above. However, in step 1, enter "from" and "to" in front of the same date name. When entering the Value field in the Where clause in step 2, the "from" and "to" retrieval arguments can be used in the same Where clause separated by "and." For example, using procedure dates, the Value field would appear as:

   :from_procedure_date and :to_procedure_date

Specify Retrieval Arguments

Position	Name	Type
1	from_procedure_date	Date
2	to_procedure_date	Date
3	procedure_status	String

OK
Cancel
Help
Add
Insert
Delete

Is there a website to help me with InfoMaker?

For those of you that are InfoMaker junkies, here's a site that has on-line help. Once you are at this webpage, making it a bookmark/favorite on your Internet browser will provide easy access the next time you need it.

   http://manuals.sybase.com/onlinebooks/group-im/imcore/@Generic__CollectionView
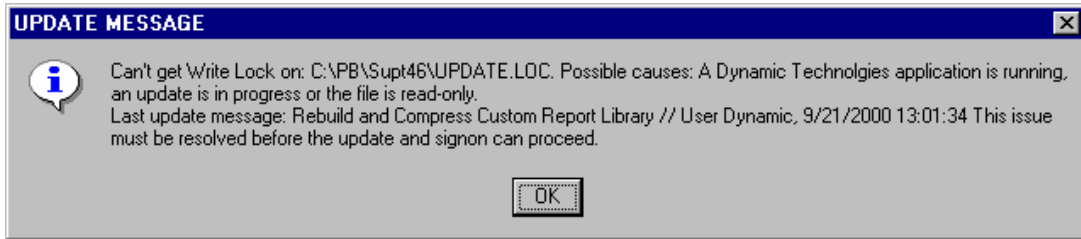
RSNA - November 26-30
86th Scientific Assembly and Annual Meeting of the Radiological Society of North America

Known internationally as the largest medical meeting in the world, the whole community of radiology is represented at RSNA – technologists, scientists, practicing radiologists and healthcare administrators. Over 600 exhibitors participate and total attendance is typically 60,000+. RSNA's location is Chicago's McCormick Place and Dynamic's booth number is 3118 - South Building, Hall A.
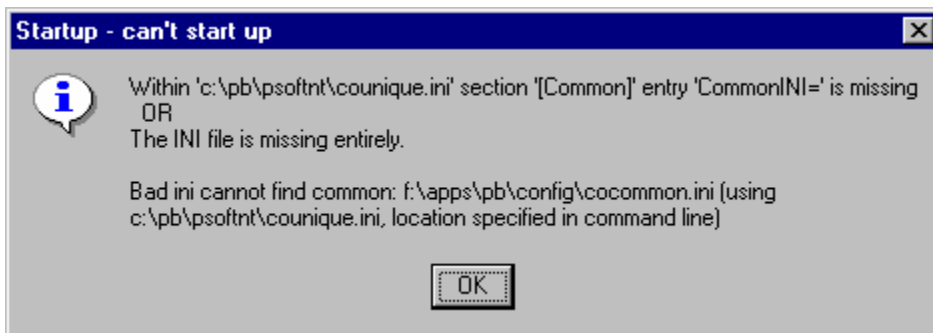
***** Message Board *****

Informational Message:

```
UPDATE MESSAGE                                                    [x]

 (i)   Can't get Write Lock on: C:\PB\Supt46\UPDATE.LOC. Possible causes: A Dynamic Technolgies application is running,
       an update is in progress or the file is read-only.
       Last update message: Rebuild and Compress Custom Report Library // User Dynamic, 9/21/2000 13:01:34 This issue
       must be resolved before the update and signon can proceed.

                                    [ OK ]
```

Resolution: The updater cannot run simultaneously with any RadPlus jobs: the "sunshine" icon, interface jobs, scheduled reports, conversions, etc. If any of these are active, they should be shut down by right clicking and selecting Close from all jobs except interface jobs. Use the Interface Manager to shut down interface processors and I/O Handlers. Check with your System Manager prior to shutting anything down or wait until the scheduler is not active.

Informational Message:

```
Startup - can't start up                                         [x]

 (i)   Within 'c:\pb\psoftnt\counique.ini' section '[Common]' entry 'CommonINI=' is missing
         OR
       The INI file is missing entirely.

       Bad ini cannot find common: f:\apps\pb\config\cocommon.ini (using
       c:\pb\psoftnt\counique.ini, location specified in command line)

                                    [ OK ]
```

Resolution: The client workstation is unable to find the Central File Repository (CFR), which is where the cocommon.ini file is located. This could be due to the CFR machine being "down." However, it is more likely attributed to no, or intermittent, network connectivity to the CFR. Contact your System Manager to troubleshoot any network related issues.

Alert Message:

```
*sql_error_title*                                                [x]

 STOP   *sql_error_block_msg*☐Select error: ct_cmd_alloc(): user api
        layer: external error: The connection has been marked dead.

              [ OK ]                          [ Details... ]
```
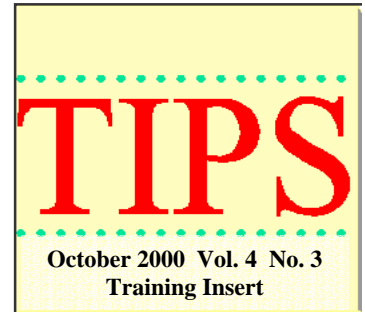
Resolution: Although you were previously working in RadPlus, there is no longer a network connection from the client workstation to the database server. You can still navigate through the menus, but cannot access the data. Contact your System Manager to troubleshoot any network related issues.

DYNAMIC
HEALTHCARE TECHNOLOGIES

TRAINING

Training Information and Preparation Sessions

RadPlus "Getting Started" Sybase Administrator Class

NEW !!!   This 2 day class is designed for the Database Administrator who will be responsible for supporting and maintaining Sybase SQL.   This workshop will be focused on:

- Overview of ASE Environment
- Allocating Resources
- Space Management
- Creating Databases/Devices
- Refining Disk Resource Allocation
- Transaction Management
- Backing Up Databases and Transaction Logs
- Recovery
- Troubleshooting "Basics"

This class can be held in our Lake Mary office or, if the RadPlus server is installed, can be taught at your site. Call your Customer Service Executive at (800) 832-3020 for more information on this class!

Dynamic Training Update

We have listened to your suggestions and have improved our training curriculum. Instead of traveling to Lake Mary, FL on 3 different occasions for training, the classes are now structured for 2 visits of 5 days each. The following modifications were made:

- Customizer is now divided into 2 classes - Window Painting and Patient Report Painting.

- Dictionary training is now taught during the same week as Patient Report Painting.

- InfoMaker is now held during the same week as Window Painting.

- System Manager is now divided into 2 sessions. First, the application portion of System Manager will be taught at your site. Second, the system portion will either be taught remotely using PCAnywhere or during the technical site visit.

To accommodate the clients that have already taken all but the Customizer class, we will be offering this class until 12/11/2000.

Upcoming Classes

Dictionary and RadPlus Functionality
A 3 day course that explains how to create and modify RadPlus dictionaries. This course will define the concept of dictionaries in RadPlus and how dictionaries provide one of the foundations that make RadPlus a powerful, efficient, and easy-to-use system. Also included in this course is training in the functionality of RadPlus for the end users.

October 23 – 25, 2000
December 4 – 6, 2000

RadPlus InfoMaker
A 3 day course that explains how to create and modify management report formats.   This course will demonstrate the InfoMaker features and functionality that is required when writing and editing RadPlus management reports.

October 11 – 13, 2000
November 15 – 17, 2000
December 20 – 22, 2000

RadPlus Customizer
A 3 day course that instructs users on how to create and modify patient report formats and application windows. This course provides in-depth training on the use of the Dynamic system tailoring tools of Patient Report Painter   and   Window   Painter.

Visual Writer	*MS Word*
October 2 – 4, 2000	October 3 – 5, 2000
October 16 – 18, 2000	October 17 – 19, 2000
November 6 – 8, 2000	November 7 – 9, 2000
December 11 – 13, 2000	December 12 – 14, 2000

RadPlus Window Painting
A 1-1/2 day course that instructs users on how to create and modify application windows. This course provides in-depth training on the use of one of Dynamic's system tailoring tools - Window Painter.

October 9 – 10, 2000
November 13 – 14, 2000
December 18 – 19, 2000

RadPlus Patient Report Painting
A 1 day course that instructs users on how to create and modify patient report formats. This course provides in-depth training on the one of Dynamic's system tailoring tools - Patient Report Painter - to create and modify diagnostic report formats.

Visual Writer	*MS Word*
October 26, 2000	October 27, 2000
December 7, 2000	December 8, 2000

Dictionary/RadPlus Functionality - 3 day course

> January 8, 2001
> February 12, 2001
> April 2, 2001
> June 4, 2001
> July 16, 2001
> August 27, 2001
> October 8, 2001
> December 10, 2001

RadPlus InfoMaker - 3 day course

> January 22, 2001
> March 5, 2001
> April 23, 2001
> June 18, 2001
> July 30, 2001
> September 10, 2001
> October 22, 2001
> December 17, 2001

RadPlus Patient Report Painting - 1 day course

Visual Writer	*MS Word*
January 11, 2001	January 12, 2001
February 15, 2001	February 16, 2001
April 5, 2001	April 6, 2001
June 7, 2001	June 8, 2001
July 19, 2001	July 20, 2001
August 30, 2001	August 31, 2001
October 11, 2001	October 12, 2001
December 13, 2001	December 14, 2001

RadPlus Window Painting - 1 1/2 day course

> January 25, 2001
> March 8, 2001
> April 26, 2001
> June 21, 2001
> August 2, 2001
> September 13, 2001
> October 25, 2001
> December 20, 2001

Training and Consulting Packages

Dynamic is now offering a variety of training and consulting packages. All work included in the following packages are performed remotely; i.e., students communicate with the instructor via a computer using PCAnywhere and a telephone. Training times can be flexible to accommodate busy schedules. Call your CSE at (800) 832-3020 to receive a detailed fact sheet on each of the services we offer or to sign up!

NEW !!! **InfoMaker Prerequisite Training Package**

This is Dynamic's cost-effective, timesaving option for fulfilling the InfoMaker prerequisite requirement. Individual one-on-one training with one of Dynamic's InfoMaker consultants consists of three one-hour training sessions highlighting key components of the management report training. Topics could include RadPlus database, discussion of key tables used in InfoMaker training, introduction to SQL, table joins, and InfoMaker basics. A self-study outline is provided to further help prepare for the InfoMaker class.

NEW !!! **RadPlus InfoMaker Refresher Package**

This package is designed for customers who have attended Dynamic's InfoMaker course but need to revisit the topics. Individual one-on-one training with one of Dynamic's InfoMaker experts consists of four one-hour training sessions reviewing key components of InfoMaker. Topics could include RadPlus database and discussion of key tables, SQL review, theory of table joins, and InfoMaker options such as duplicate and modify, retrieval arguments, and nested reports.

NEW !!! **RadPlus InfoMaker Consulting Packages**

Develop an InfoMaker management report library post-live with consulting services from Dynamic. Dynamic's consultants can assist you with changes to existing reports as well as the creation of new reports. In addition, time can be used for consulting or to cover education-related questions. These packages are bundled in 10, 20, or 30 hour packages and are specifically designed for the number of consulting hours indicated. Dynamic will perform as much work as possible using the available hours in the package.