

Health Care Home Risk Stratification Tool

Telstra Communicare Installation Guide
Draft

Version 5.11.0

© Precedence Health Care (2018)

Contents

Requirements.....	Page 3
Install Precedence Connector: Standalone Mode.....	Page 4
Install Precedence Connector: Terminal Server Mode or Citrix.....	Page 6
Install Precedence Connector: Server/Client Mode.....	Page 7
Clinical Software Configuration.....	Page 9
Configure User Settings.....	Page 13
Configure Extension Report Access.....	Page 14
Configure Certificate Download.....	Page 15
Testing the Risk Stratification Tool.....	Page 19
Support Contact Information	Page 20

Requirements

It is recommended that each practice engage with their IT support staff to install the RST Tool and contact Precedence Support with any queries. Completion of each step of the installation is essential to enable functionality of the tool

Precedence Connector

The Risk Stratification Tool requires the installation and configuration of the Precedence Connector

Internet Connection

The Risk Stratification Tool requires an internet connection for the completion of each Patient Eligibility Certificate

The minimum recommended internet speeds for the risk stratification tool are:

- Download speed: 3 Mbps
- Upload speed: 0.5 Mbps

Recommended Windows Operating Systems

- Windows 7 or higher
- Windows Server 2008 R2 or Higher

Microsoft .Net Framework 3.5 must be installed prior to installing Precedence Connector for Windows Server 2008 R2.

<https://www.microsoft.com/en-au/download/details.aspx?id=21>

Recommended Internet Browsers

- Google Chrome version 39 (or higher)
- Firefox version 34 (or higher)
- Safari
- Microsoft Edge
- Internet Explorer 10 (or higher)

Communicare Installation Checklist

- Communicare user account with system administrator privilege
- Access to Communicare Server with administrator rights
- Access to work stations that requires Risk Stratification Tool to be installed

Install Precedence Connector: Standalone Mode

Precedence Connector can be downloaded from the Precedence Health Care website:

1. Navigate to <http://cdm.net.au/help>
2. Select **Downloads** and then **cdmNet Desktop Software**
3. Click on **Run** to launch the Precedence Connector Wizard
4. Click on **Install** to start the installation (Fig 1)

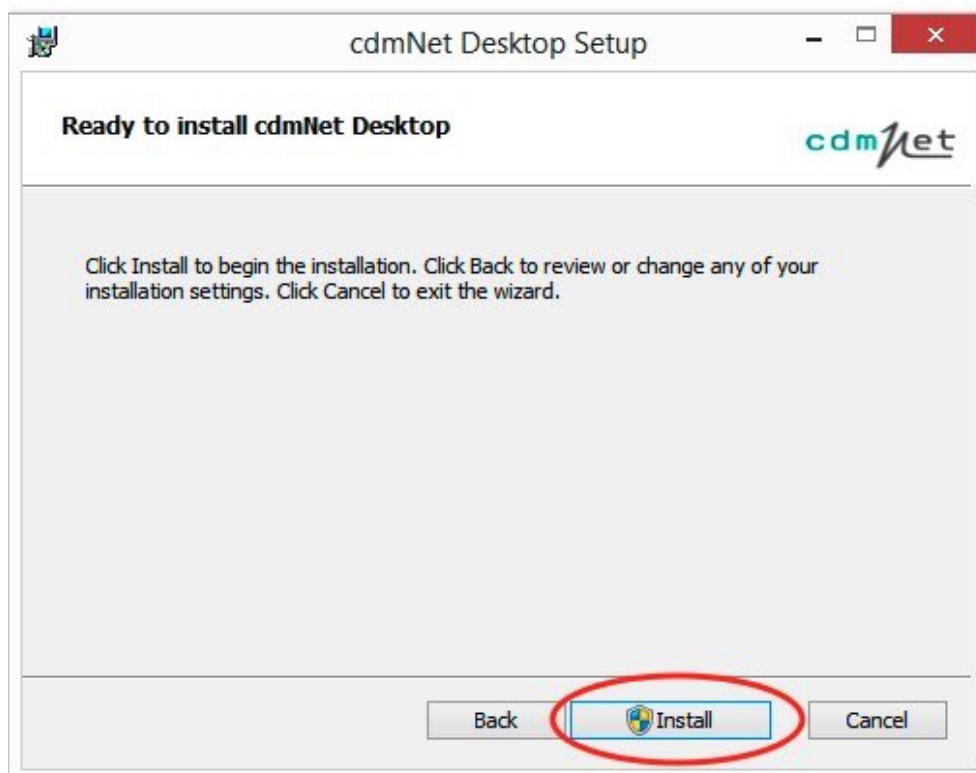


Figure 1: Click Install to start the installation

5. Tick the box to accept the Terms of Use and click **Next**

6. Select the option **Install just for you** if you do not have Administrator privileges or **Install for all users of this machine** if you have Administrator privileges (Fig 2)

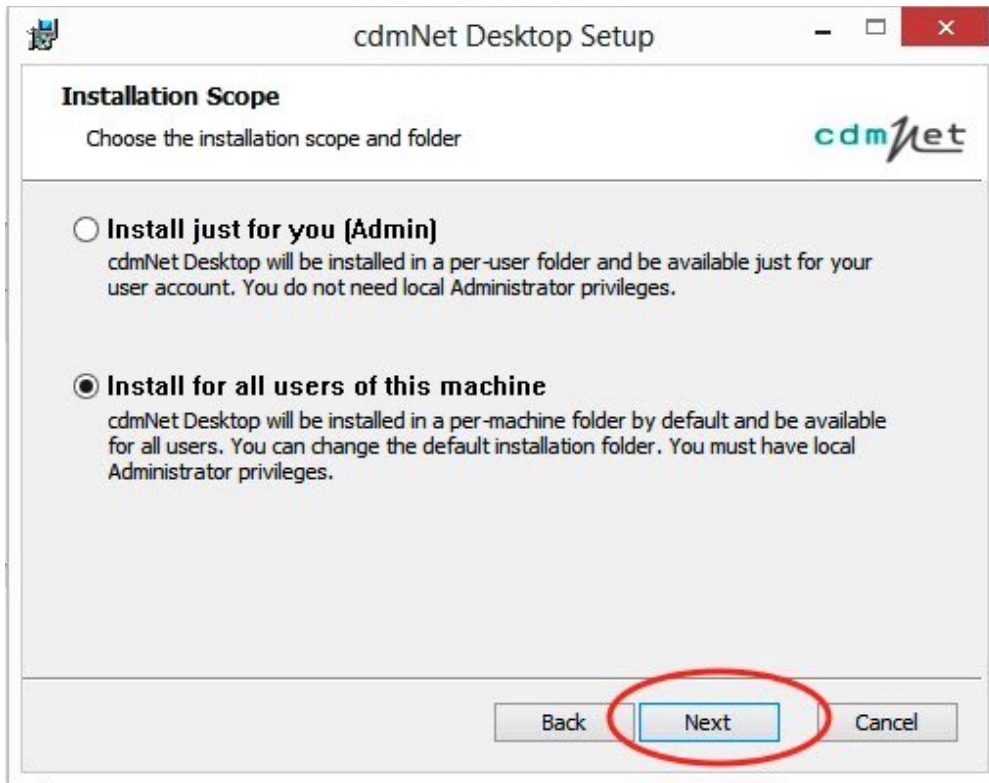


Figure 2: Click next to continue with installation

7. Accept the default folder location or change to another folder location
8. Click on **Install** and then click on **Finish** to complete the installation process

Install Precedence Connector: Terminal Server or Citrix

Terminal Server with separate database server

1. Follow the steps [Install Precedence Connector: Server Mode](#) to install precedence connector to database server and complete user credentials settings on database server (page 7)
2. Follow the steps [Install Precedence Connector: Client Mode](#) to install Precedence Connector on the Terminal Server for all users.

Terminal Server with NO separate database server

1. Follow the steps [Install Precedence Connector: Standalone Mode](#) to install Precedence Connector on terminal server for all users
2. Complete user settings for each terminal server user profile.

Citrix Environment

1. Follow the steps [Install Precedence Connector: Standalone Mode](#) to all Communicare Citrix Application servers and publish Precedence connector the same way as Communicare for all users
2. Complete user settings for each Citrix user profile

Install Precedence Connector: Server / Client Mode

The Precedence Connector can be installed on the server. Clients can then connect to, and store, the server settings. Please ensure you have the IP address of the designated server machine

Server Mode Configuration

1. Follow the steps **Install Precedence Connector: Standalone Mode** to install the Precedence Connector on the designated server machine
2. Click on the Precedence Connector application from the tray area and select **Settings** (Fig 3)

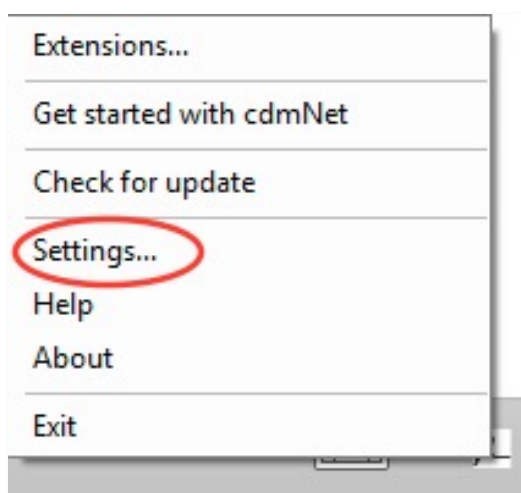


Figure 3: Settings

3. Click on **Advanced** and then **Change Operation Mode** (Fig 4)

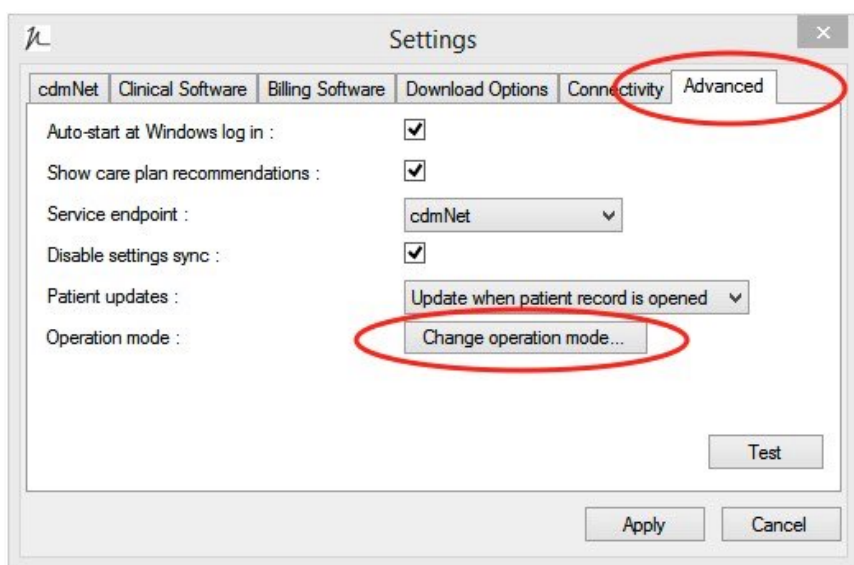


Figure 4: Change operation mode

4. Change to **Server Mode** and click on **Close** (Fig 5)

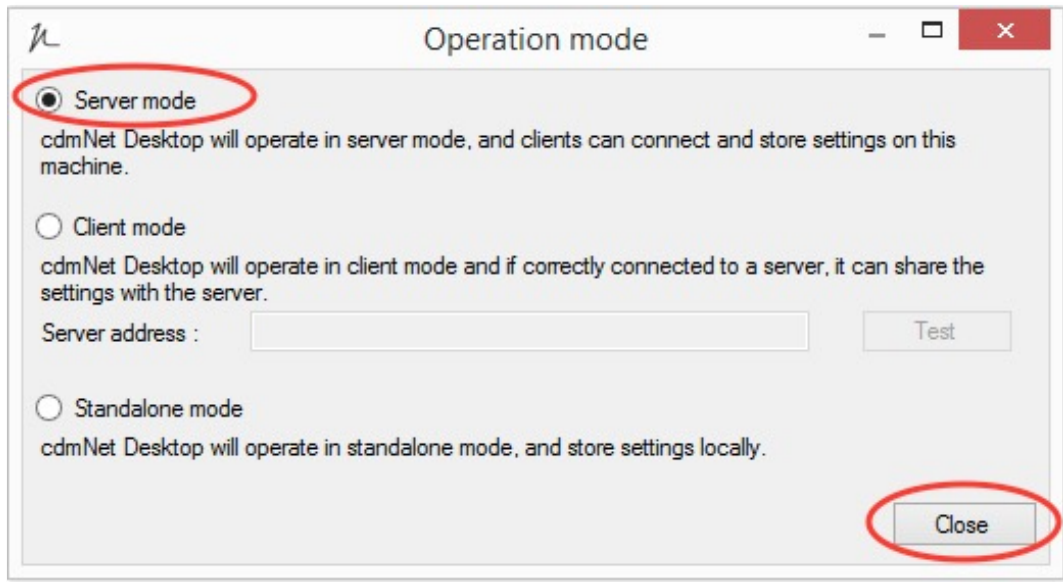


Figure 5: Change to Server mode

Client Mode Configuration

1. Repeat the steps to **Install Precedence Connector: Standalone Mode** on any client machines
2. Click on the Precedence Connector application from the tray area and select **Settings** (Figure 3)
3. Click on **Advanced** and then **Change Operation Mode** (Fig 4)
4. Change to **Client Mode** and enter the ServerName or server IP address
5. Click on **Test** and if correct click on **Close** (Fig 6)

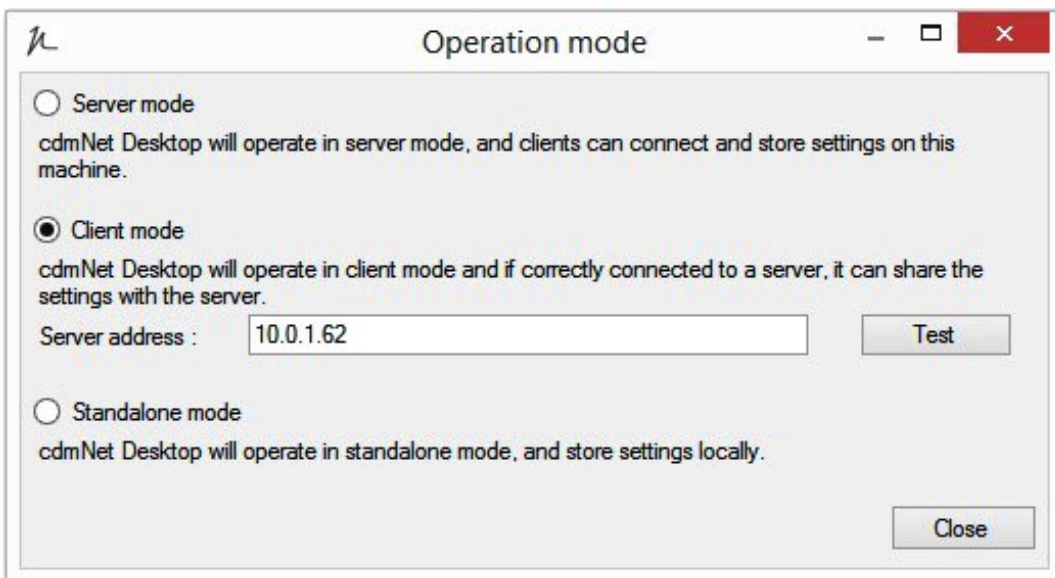


Figure 6: Change to Client mode and enter the Server NAME

Clinical Software Configuration

To allow the Precedence Connector to integrate with Communicare, the following information must be configured in your Precedence Connector

Create a new user for Communicare database access

1. Log into Communicare with user who has system administrator privilege
2. Click on Top menu bar **File - User Groups**
3. Click **+** icon to add new user group "**Precedence Health Care**" and tick "**Provider**" (Fig 7)

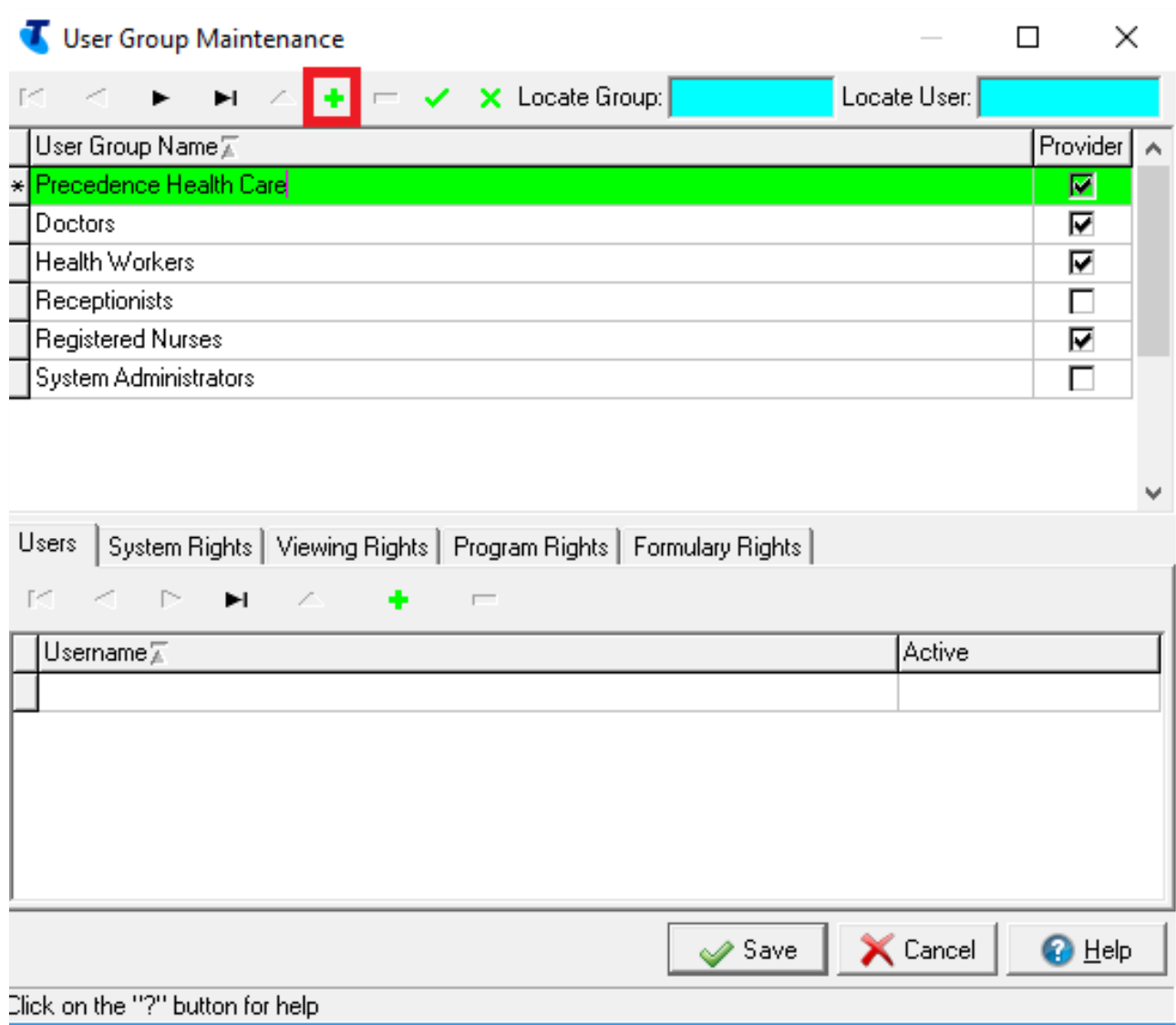


Figure 7: Add new user group to Communicare

4. Select User Group **Precedence Health Care** and click **+** to add new user PHC_USER
5. Tick '**Active**' for user PHC_USER (Fig 8)

6. Set **Password** for new user PHC_USER. Please note down the password as this is required for clinical software configuration (Fig 8)

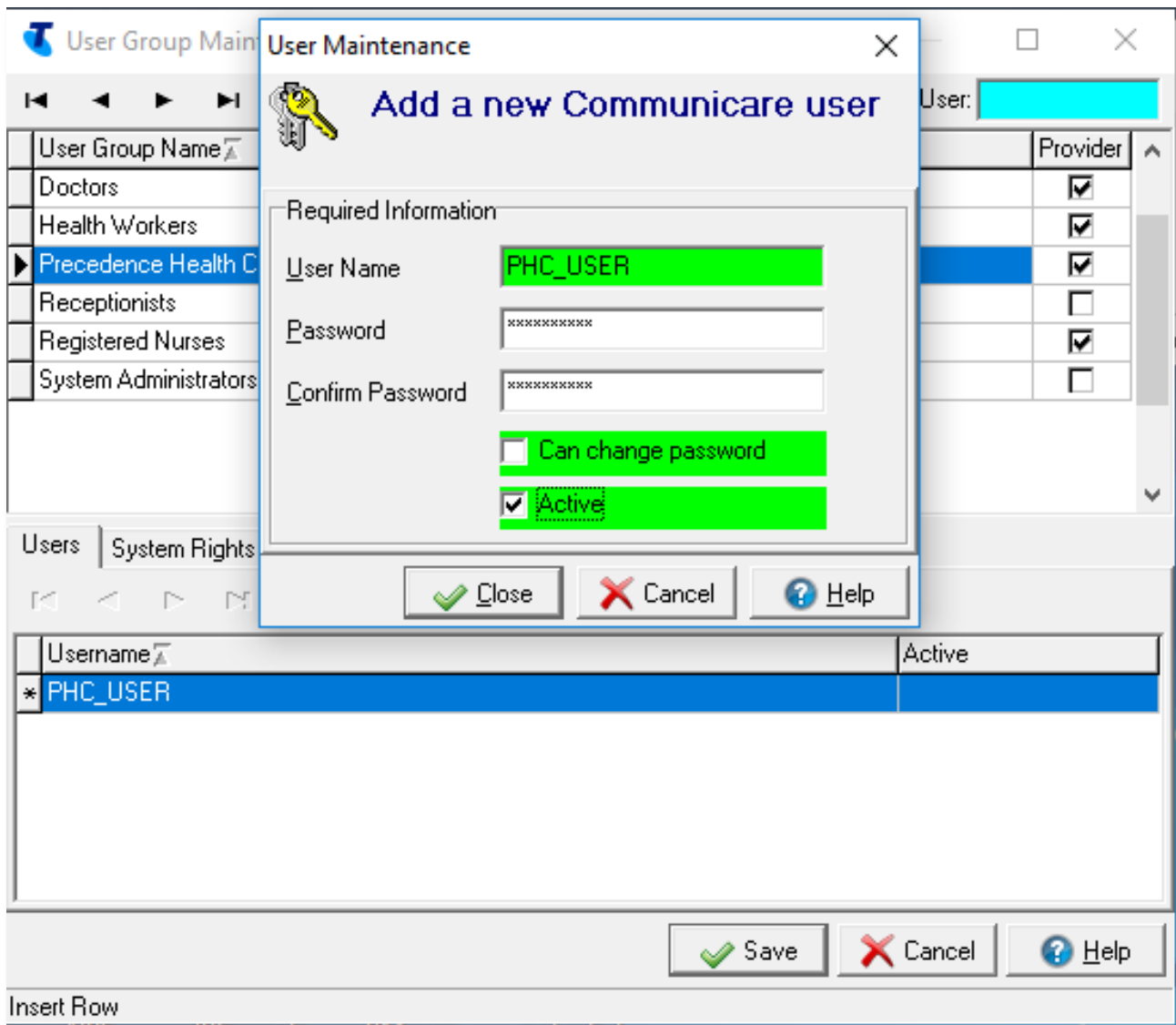


Figure 8: Add new user "PHC_USER" to user group Precedence Health Care

7. Configure access rights for PHC_USER. Under **System Rights**, tick **Medication View**

8. Under **Viewing Rights**, tick **Care Plan, Common, Home and Community Care, Investigations View, Psychological** and **Social Problems** (Fig 9)

9. Under **Program Rights**, tick **all options**

10. Under **Formulary Rights**, tick **All Products** and **Save**

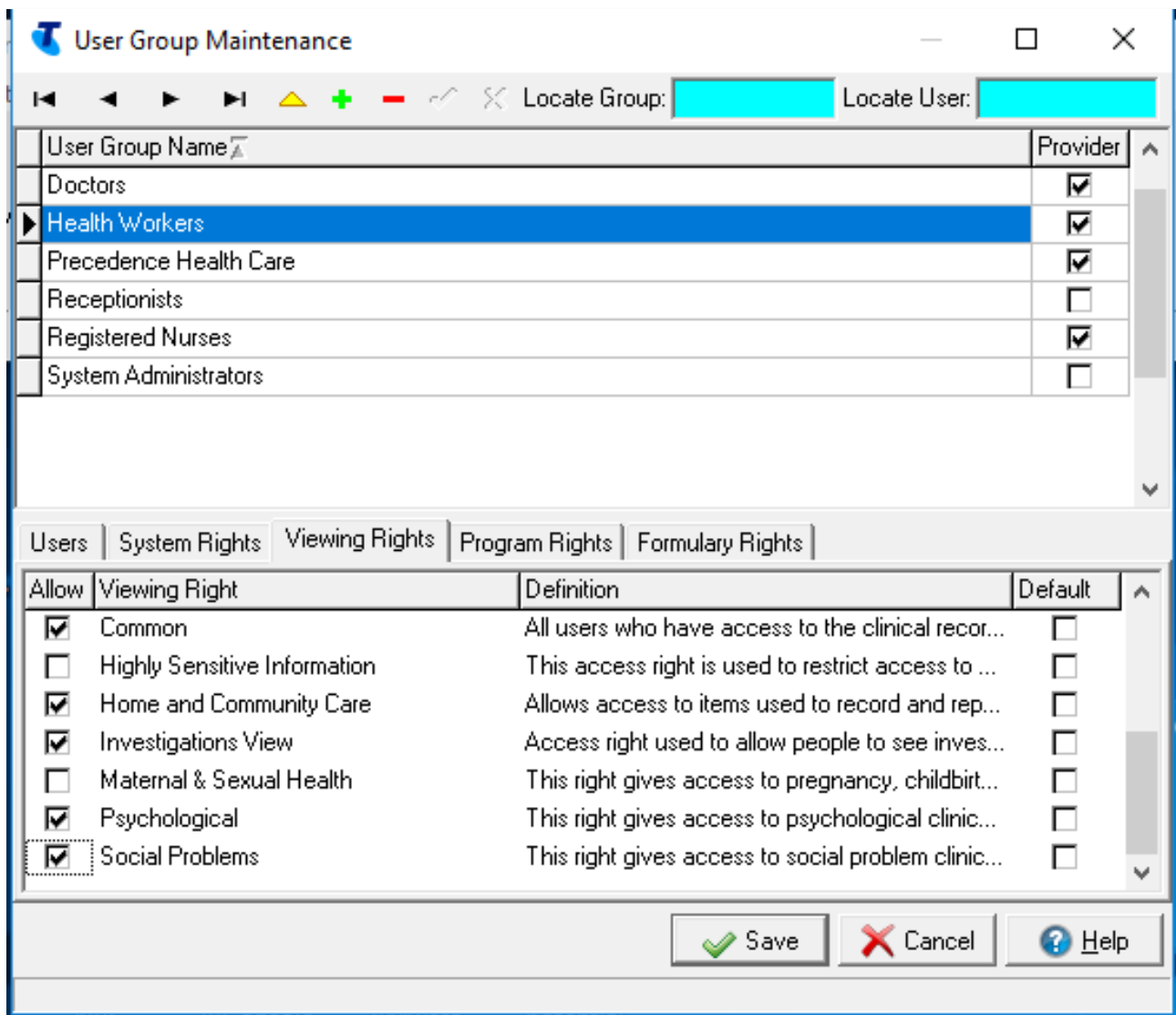


Figure 9: Grant access rights for "PHC_USER"

Configure Clinical Software Settings

1. Click on Precedence Connector application from the system tray area and select **Settings**
2. Click on **Clinical Software**
3. Select **Communicare** from the drop down list
4. **Database server instance:** Communicare SERVER NAME or IP address
If localhost is showing as the default value for database server instance, change it to database server domain name or IP address
5. **Database username:** enter the user name created "PHC_USER"
6. **Database Password:** Enter the PHC_USER's password

7. **Database Folder:** enter "ccare"

8. Click **Test** to test the database connection (Fig 10)

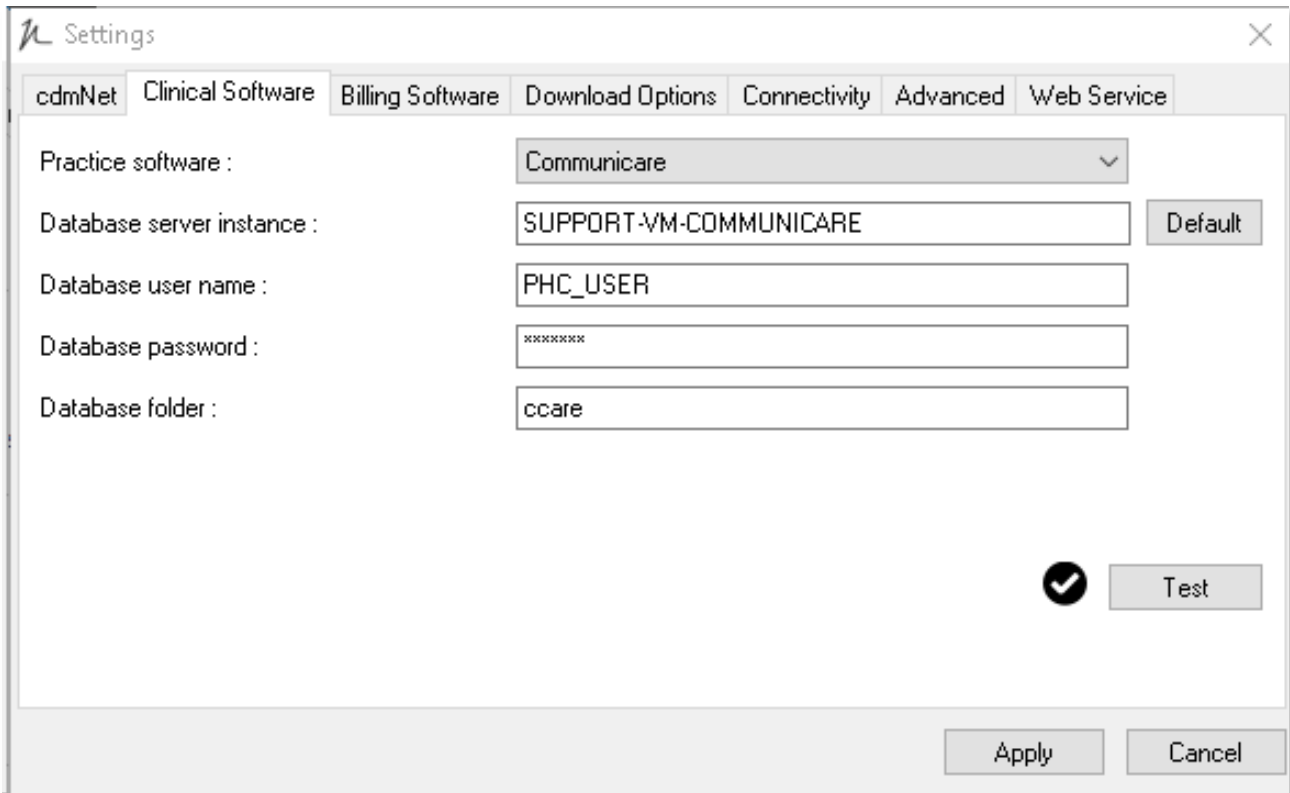


Figure 10: Clinical Software settings

Configure User Settings

Once the Precedence Connector has been installed and the clinical software settings have been configured, please login to your clinical software.

1. Click on the Precedence Connector from the tray area and select **Settings**
2. Navigate to the **cdmNet** tab
3. Select the relevant user in the list clinical software user accounts
4. Click **Edit**
5. Enter the username a password provided in the Health Care Homes registration form
6. **Save** and **Apply**
7. Repeat steps 3-6 until all user credentials have been saved in the connector (Fig 11)

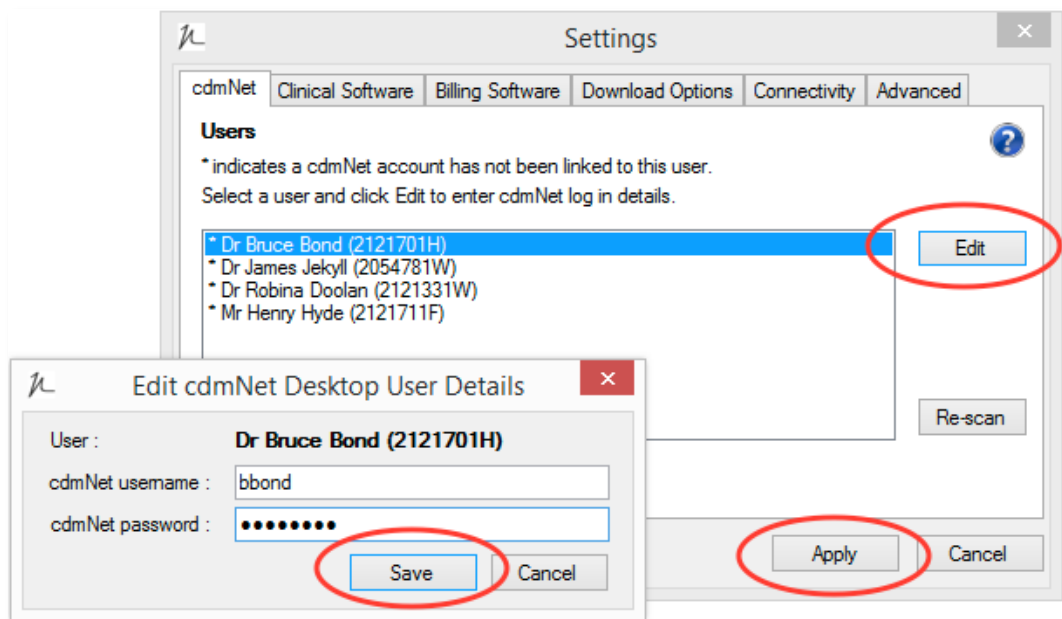


Figure 11: Save user credentials

Configure Report Access

The Risk Stratification Report access needs to be configured via Extension feature

1. Click on the small Precedence Connector icon in the task bar and select **Extensions**
2. Select **Configure...** next to Health Care Home Risk Stratification (Fig 12)
3. Enter your user credentials, provided in the Health Care Homes registration form and **Save**. These credentials must first be configured in the users settings (Fig 13).

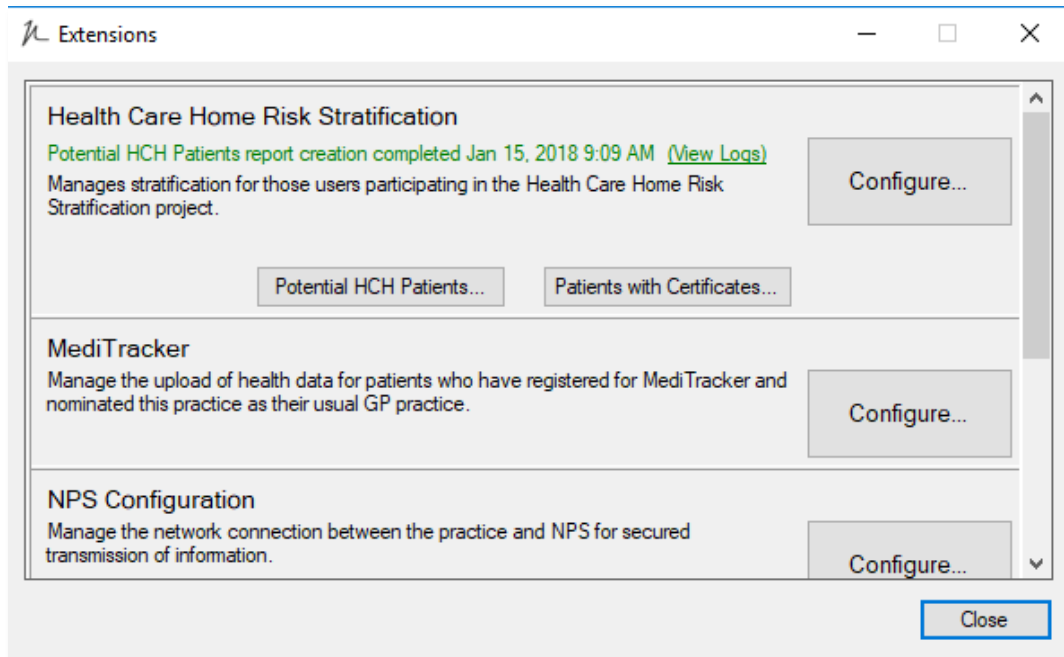


Figure 12: configure Health Care Home Risk Stratification Extension

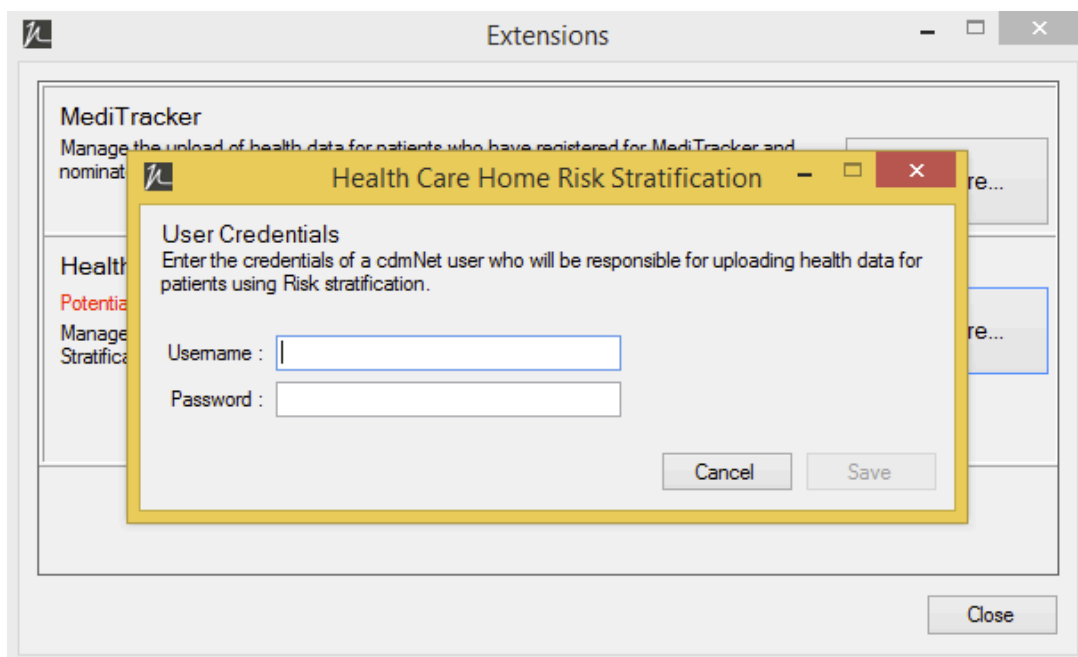


Figure 13: Enter user credentials

Configure Certificate Download

The Health Care Home Certificate can be downloaded to Results Import folder to be imported back into Communicare automatically.

1. Click on the Precedence Connector from the tray area and select **Settings** (Fig 3)
2. Click into **Download Options** and tick option "**MD/BP/Communicare/Zedmed**"
3. Open **Services.ini** file from Communicare Server Communicare Directory
4. Search word **ResultFilePath** in Service.ini to locate the Result import path. Note down the folder path and close the ini file without making changes (Fig 14)

```
[CCareIIMS]
ResultFilePath=C:\Program Files (x86)\Communicare\Results
ResultFileProcessedPath=C:\Program Files (x86)\Communicare\ResultsProcessed
ResultFileAckPath=C:\Program Files (x86)\Communicare\ResultsAck
ResultHL7ErrorPath=C:\Program Files (x86)\Communicare\ResultsHL7Error
ResultFileMask=*.*
```

Figure 14: Service.ini file, ResultFilePath Tab

5. Browser to Result file Path. In above example the result path is set to **C:\Program Files (x86)\Communicare\Results** (Fig 15)

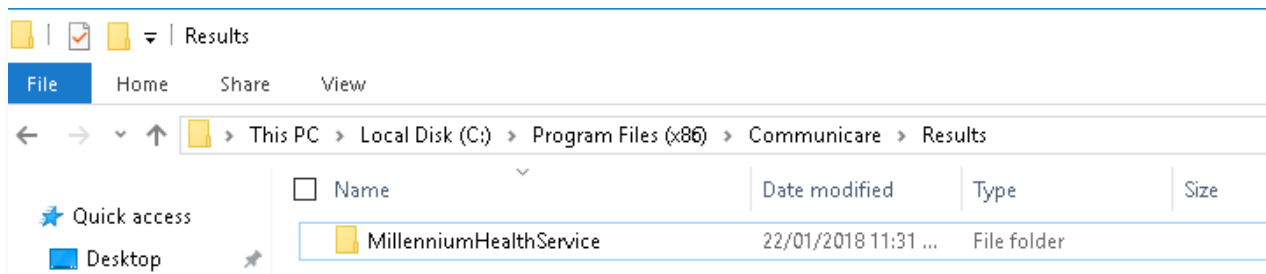


Figure 15: Result import path

6. Click into **Result** folder and check if the sub-folder is shared. If Result **sub folder** has already been shared on the network, right click the folder -> Properties -> Sharing -> Advanced Sharing -> add a new shared name of "**cdmNetResults**" and grant everyone full access to the folder (Fig 16)

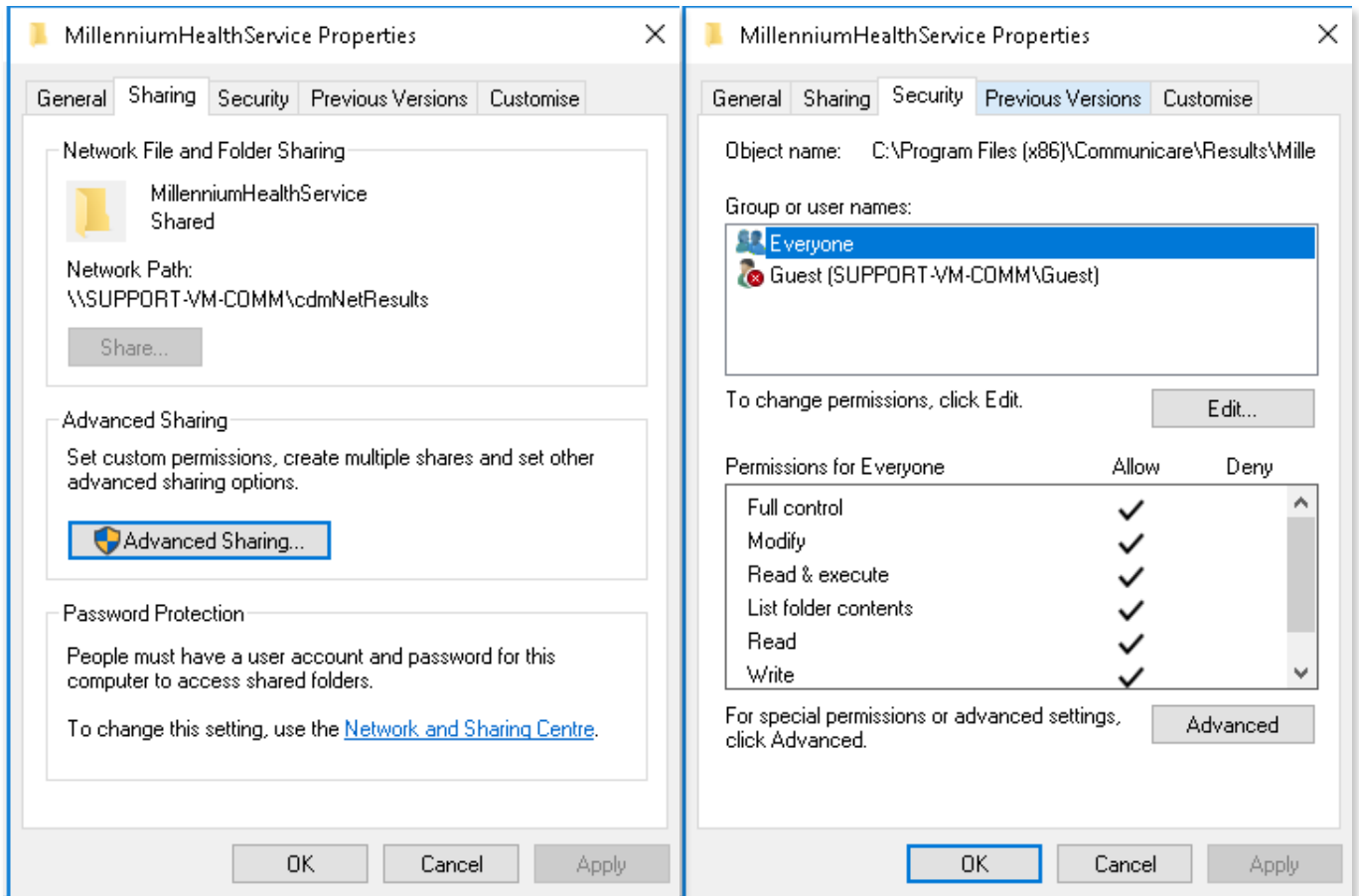


Figure 16: Create new shared name for Result sub folder

7. Once the certificate has been downloaded via the Precedence Connector, it can be found in the relevant practitioner’s **Documents and Results - Received Documents**, where it need to be reviewed and added to the patient clinical record (Fig 17)

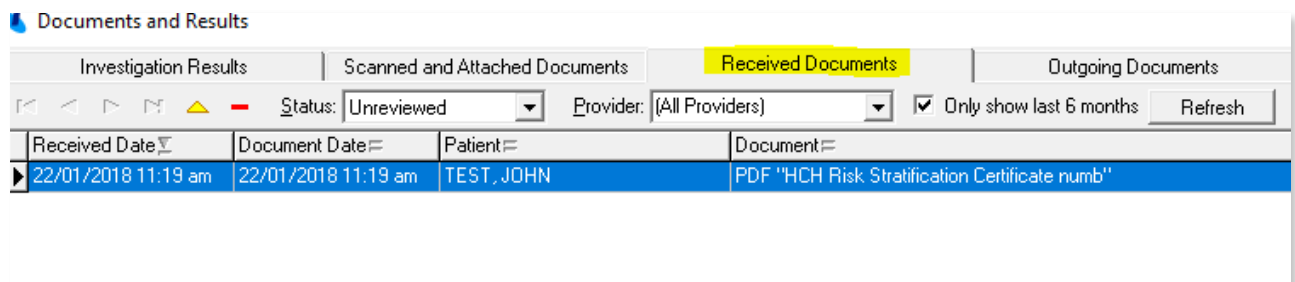


Figure 17: Communicare Document and Results

Alternatively, the Practice can choose to download the Health Care Home Certificate to a local/shared folder as a PDF document, then imported manually into the patient Communicare record.

1. Click on the Precedence Connector from the tray area and select **Settings** (Fig 3)
2. Click into **Download Options** and tick option "A folder: ..." and select a folder for storing PDF downloads (Fig 18)

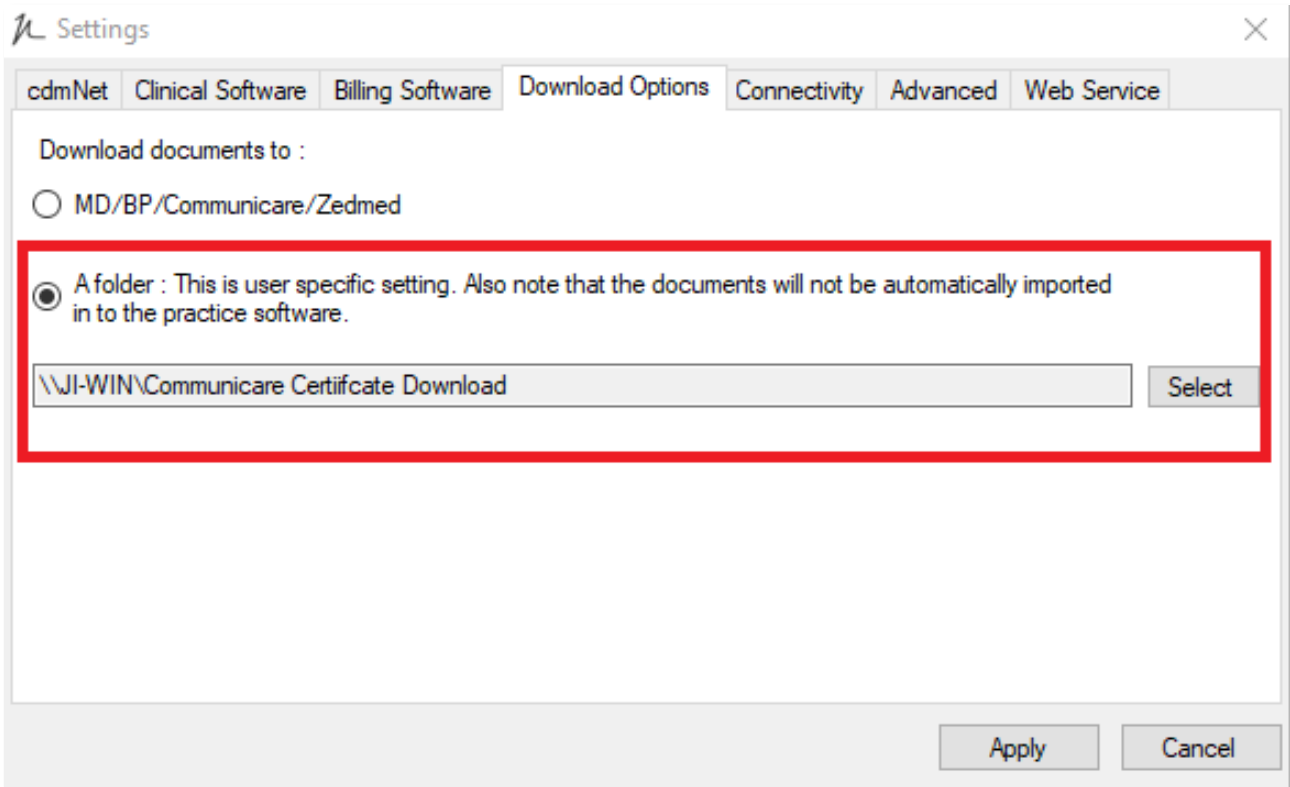


Figure 18: Download options

3. Once the certificate is downloaded, open the patient record in Communicare, click **Attachment** and browse to the folder to import the Health Care Homes Certificate.

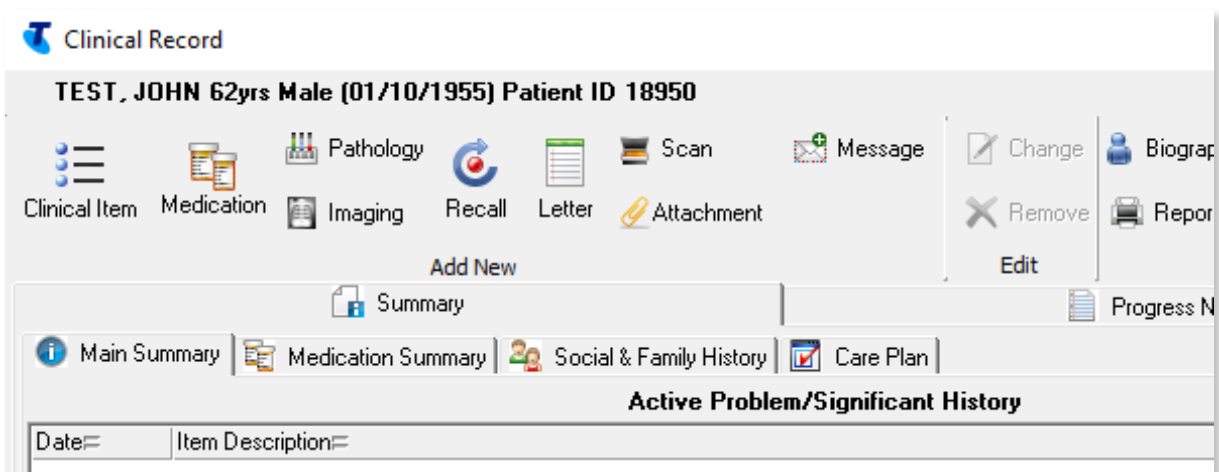


Figure 19:

4. Tick **Reviewed** and Save the PDF certificate to patient record (Fig 20)

Add PDF Attachment

PDF Viewer

Print Previous Next Find Zoom Out Zoom In Zoom

File Navigation Zoom

Health Care Home Risk Stratification Certificate

Certificate Number: 0000000000066792094

Creation: 17-Jan-2018

Expiry: 17-Jan-2019

Hide Details

Incoming

Patient TEST, JOHN 62yrs Date of Birth 01/10/1955 Date 17/01/2018

To Jacob Barbour

Reviewed

Place holder Eastern Branch Clinic (Aboriginal Health Service) Viewing Right Common

Reviewed by Jacob Barbour at 17/01/2018 11:57 am by PRECEDENCE Topic General & Unspecified

Comment HCH Risk Stratification Certificate numb Program [No program selected]

Figure 20: Communicare PDF attachment

Testing

Once installation and set up is complete, please email Precedence Support (details below) to organise a remote access session to test the Risk Stratification Tool is working correctly. You will need to register one of the below listed test patients in your clinical software for the purpose of the test.

Name: John Test

DoB: 1st October 1955

Gender: Male

Medicare number: 3068 28021 1 /1

Name: Susie Test

DoB: 1st September 1960

Gender: Female

Medicare number: 4862 16089 1 / 1

Precedence Support

For further assistance or technical support please contact the Precedence Help Desk.

Phone: 1300 236 638 between 8.30am and 8.00pm (AEST Monday to Friday)

Email: support@precedencehealthcare.com