



IndiviCare HRM Guide

The Hospital Report Manager (HRM) is an OMD solution that enables sending facilities (hospitals or Independent Health Facilities - IHFs) to electronically transmit patient reports to a clinician's EMR for follow-up care. HRM sends Medical Record (MR), Diagnostic Imaging (DI) and Cardio Respiratory Therapy (CRT) reports in a common format to be consumed by the EMR for all recipient providers within the clinic registered with HRM.

In IndiviCare, the HRM component is a value-added service for clinicians who are enrolled and registered with HRM. After the *HRM Adoption Process* (from OMD), the clinician's IndiviCare EMR is connected to the HRM server to start fetching reports, to which the clinician is a recipient. The received reports are integrated into the patient's record and the clinician's inbox for review and sign-off.

See the OMD website for more information: https://www.ontariomd.ca/portal/server.pt/community/hospital_report_manager.

Setting Up HRM in IndiviCare

Important

Before using HRM in IndiviCare, you must contact [Indivica Support](#) to enable the HRM module in your IndiviCare EMR.

Adding HRM Credentials

In IndiviCare, go to the **Admin > Hospital Report Manager (HRM) Preferences** screen and specify the following (found in the credentials document that OMD provides to the participating clinics):

Host Name	Specify the HRM host address.
Port	Specify the port to use for SFTP.
User Name	Specify the username provided by HRM.
SFTP Remote Download Folder	Specify the HRM remote download folder to use (specified in the HRM credentials document provided by OMD)
Decryption Key	Specify the decryption key for the downloaded HRM files.

Auto Polling

Slide to right to enable auto-polling.

Auto Polling Interval

Specify the interval time in between automated HRM fetches (in minutes). The default time is 30 minutes, if nothing is specified.

Hospital Report Manager Preferences

Host Name:	<input type="text" value="207.219.74.198"/>
Port:	<input type="text" value="22"/>
User Name:	<input type="text" value="aspindivica01v"/>
SFTP Remote Download folder:	<input type="text" value="/Clinic1/Test"/>
Private Key	<div><input type="text" value="/srv/oscar/tomcat/webapps/OscarDocument"/><div>Upload Private Key Delete Private Key</div></div>
Decryption Key	<input type="text" value="E48198E8400D9603A7B542C"/>
Auto Polling	<input type="checkbox"/>
Auto Polling Interval	<input type="text" value="30"/>

Submit

Warning

Make sure all the **HRM Preferences** are specified before attempting to download reports from HRM.

Setting Up Categories

Clinicians can set up categories for automatic filing of HRM documents based on subclass(specific report type) and sending facility. This is a way of organizing the incoming HRM documents for clinicians to easily search and review the reports they are waiting for. For example, you can set up an "*Hospital ABC Discharge Reports*" category to group all the discharge reports coming from hospital ABC, so that if you are looking for a discharge report for patient, *John Smith*, you can quickly see the report in the "*Hospital ABC Discharge Reports*" category from *John Smith's* chart.

Adding a Category

1. Click **Admin > Hospital Report Manager (HRM) Categories**.
2. Specify a *Category Name* (this is a one-to-many relationship: one category can be mapped to many sending facility subclass).

HRM Categories

Category Name

Add

ID	CategoryName	Action
1	General Oscar Lab	<button>Update</button> <button>Delete</button>
2	Oscar HRM Category CT:ABDW	<button>Update</button> <button>Delete</button>
3	Oscar HRM Category RAD:CSP5	<button>Update</button> <button>Delete</button>
4	Oscar HRM Category NM:THYSAN	<button>Update</button> <button>Delete</button>
5	Oscar HRM Category NM:BLDPOL	<button>Update</button> <button>Delete</button>
6	Oscar HRM Category US:ABDC	<button>Update</button> <button>Delete</button>

Mapping a Subclass and Sending Facility

After the **Category** is created, you can map a *subclass* and *sending facility* to the category. For example, if you map subclass=*Consultation* and sending facility=*5318* (facility code for a local hospital) to *Consult* category, then all HRM reports coming in with subclass=*Consultation* and sending facility=*5318* will automatically have the *Consult* categorization when you view the HRM Inbox or the patient's chart.

Keep in mind that you can map many subclass and sending facilities to one category. For example, you can map consultations (subclass=Con^Consultation) from any sending facility to one "*Medical Record Consult*" category.

Navigate to **Admin > Hospital Report Manager (HRM) Class Mappings** to view the *HRM Class Mappings* screen:

Hospital Report Manager Class Mappings

Add Mapping

Sending Facility Id	Class Name	Accompanying Sub-Class	Accompanying Mnemonic	Accompanying Description	Category	
4192	Diagnostic Imaging Report	BD	CANR	CANCELLED BY RADIOLOGIST	CANCELLED DI BONDENSITY	Edit Delete
3987	Cardio Respiratory Therapy Report	ECG	ECG	ELECTROCARDIOGRAPHY	CRT ELECTRO	Edit Delete
4192	Diagnostic Imaging Report	CT	ABDC	CT ABDOMEN WITH CONTRAST	CT ABDOMEN	Edit Delete
1040	Diagnostic Imaging Report	U	U-AXL	Axilla Lt	DI AXILLA	Edit Delete
4192	Diagnostic Imaging Report	BD	BDBL	BONE DENSITY BASELINE 2 SITES	DI BONDENSITY	Edit Delete
3987	Diagnostic Imaging Report	RAD	HIPB	BILATERAL HIPS	DI CAT1 B.HIPS	Edit Delete
3987	Diagnostic Imaging Report	PELVIS	P1V	PELVIS 1 VIEW - ROUTINE	DI CAT2 PVIEW1	Edit Delete
1040	Diagnostic Imaging Report	VASCULAR STUDIES	Graft	Graft doppler	DI Graft	Edit Delete
1060	Diagnostic Imaging Report	MAMMO	3	Mammogram	DI Mammogram	Edit Delete

Adding a Class Mapping

1. Click **Admin > Hospital Report Manager (HRM) Class Mappings**.
2. Click **Add Mapping** to open up the *Hospital Report Manager Category Definition*.
3. Select a **Category Name** (categories were created previously).
4. Specify the **Class** (Medical Record, Diagnostic Imaging Report, Cardio Respiratory Therapy Report, etc.)
5. Specify the **Sending Facility ID** (add a new one, if the desired *Sending Facility ID* is not in the drop-down list).
6. Specify the *Class*-specific fields:

Field

Description

- Class
- Medical Record Report
 - Consultant Report
 - Lab Report
 - Other Report

Subclass Specify the Subclass for the Medical Record to be mapped to the category.

Hospital Report Manager Category Definition

Category Name
MR CONSULT

Class
Medical Records Report

Sending Facility ID
Select Sending Facility ID

Sub-Class

Save **Close**

Field

Description

Class

- Diagnostic Imaging Report
- Cardio Respiratory Therapy Report

Accompanying Subclass Specify the Accompanying Subclass.

Accompanying Mnemonic Specify the Accompanying Mnemonic.

Accompanying Description Specify the Accompanying Description.

Hospital Report Manager Category Definition

Category Name
Unmatched Category

Class
Diagnostic Imaging Report

Sending Facility ID
Select Sending Facility ID

Accompanying Sub-Class

Accompanying Mnemonic

Accompanying Description

Save **Close**

Configuring HRM Admin Users

EMR users with administrative privileges can enable the **HRM Admin** property via the **Admin > Search/Edit/Delete Provider** panel. Setting this property allows you to receive HRM auto-polling alert Messages to view HRM fetch failures as well as other notifications, such as duplicate or change reports detected. (See HRM Alert Messages for details on HRM notifications.)

You don't need **HRM Admin** enabled to use the HRM module, it is simply an HRM alert mechanism. Any IndiviCare user with administrative privileges can download and view HRM documents sent to them.

Group Billing #	<input type="text"/>
Practitioner Number Type	<input type="text" value="CPSO"/>
CPSO	<input type="text"/>
Default SLI Code	<input type="text" value="Not Applicable"/>
Bill Center	<input type="text"/>
Account Settings	
Status	<input type="text" value="Active"/>
HRM Admin:	<input checked="" type="checkbox"/>
Self Learning Username	<input type="text"/>
Self Learning Password	<input type="text"/>
Confidentiality Agreement	<input type="text"/>
<input type="button" value="Update Record"/>	

Note

The EMR user that initiates a manual ad-hoc HRM fetch will receive alert Messages for that activity, regardless if they are configured as **HRM Admin**.

Configuring the Confidentiality Statement

The *IndiviCare HRM module* supports a Medical Practice's confidentiality statement on printed HRM reports. To configure the confidentiality statement, go to the **Admin > Hospital Report Manager (HRM) Status** screen, and type your statement:

Hospital Report Manager Status

HRM Status:

Idle

Auto Polling is currently: Disabled

Last Auto Fetch: 2015-12-07 11:06

Fetch New Data from HRM

Clinic Confidentiality Statement:

General Clinic Confidential

Save Statement

Prevent further HRM outage messages for this outage instance

Outage messages for this outage instance are disabled for the following providers:

The confidentiality statement is clinic-wide and is printed in the footer of all HRM text reports, as well as all HRM binary reports that can be viewed in the *HRM Document* screen (embedded links do not have the confidentiality statements added).

Fetching HRM Documents

Setting up the *IndiviCare HRM* component to retrieve reports from the *OMD HRM server* is done via the **Admin > Hospital Report Manager (HRM) Preferences** panel (see Adding HRM Credentials).

There are two methods to retrieve HRM reports:

- Auto-polling retrieval
- Manual ad-hoc retrieval

The retrieved HRM reports are automatically parsed and inserted into the EMR database in the auto-polling or manual ad-hoc fetch process. The HRM reports are automatically matched to patients and providers in the EMR. You can view the HRM reports via the HRM Inbox or in the patient's (demographic) Echart. See HRM Inbox for details.

Auto-Polling (Automatic HRM Report Fetch)

Once HRM auto-polling is configured, the *IndiviCare HRM* component will auto-poll (automatically retrieve) reports from the *OMD HRM server*, at regular intervals (based on the **auto-polling interval** configured). This is the typical configuration for clinics receiving HRM reports on an ongoing basis.

The next fetch will occur after the last fetch completion time + *auto-poll interval* minutes. The default auto-polling interval is 30 minutes, therefore if the auto-polling interval field is empty and auto-polling is enabled, the system will use 30 minutes.

Fetch failure notifications are found in your *Message Inbox*, if **HRM Admin** is enabled in your profile.

You can turn off auto-polling in the **Admin > Hospital Report Manager (HRM) Preferences** panel.

Manual (Ad-Hoc HRM Report Fetch)

You can manually retrieve reports on an ad-hoc basis via the **Admin > Hospital Report Manager (HRM) Status** panel. Click on the **Fetch Next Data from HRM** button to initiate a manual download.

EMR users with administrative privileges are able to perform an HRM manual fetch (this includes doctors and nurses). The manual fetch process does not interfere with the auto-polling process (it does not change the timing or the interval for the next auto-poll fetch). However, if you perform a manual fetch while an HRM auto-poll fetch is processing, then the manual fetch will initiate after that auto-poll process is completed.

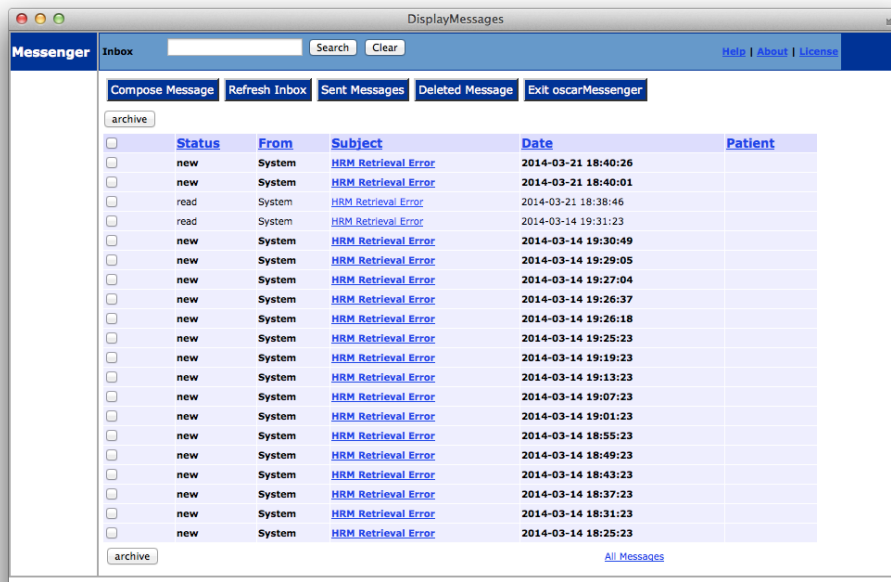
HRM manual fetch issue notifications (alerts) are sent to the EMR user's *Messenger Inbox* (as well as to EMR users with **HRM Admin** enabled).

HRM Alert Messages

The IndiviCare HRM component uses the *IndiviCare Messenger Inbox* to alert EMR users of HRM significant concerns, such as:

- SFTP connection issues (unable to connect to the HRM server due to connectivity or authentication failures)
- Incorrect HRM directory configuration (therefore, no HRM documents are downloaded)
- Unable to decrypt the downloaded HRM document
- Parse errors (errors deciphering the HRM document)
- Duplicate HRM document detection
- Changed HRM report detection

These alerts are sent to the user that initiated the HRM manual fetch process. Auto-polling alerts are sent to EMR users with **HRM Admin** enabled.



Suppressing HRM Alert Messages

Once the initial *HRM Retrieval Error* message is received, the HRM administrator can choose to not receive further notifications for that outage. To suppress future notifications of the same type of outage, go to the **Admin > Hospital Report Manager (HRM) Status** screen and click on the **Prevent further HRM outage message for this outage instance** button. The current EMR user is shown on the *disabled outage message* list:

Hospital Report Manager Status

HRM Status:

Idle

Auto Polling is currently: Disabled

Last Auto Fetch: 2015-12-01 16:15

Clinic Confidentiality Statement:

Outage messages for this outage instance are disabled for the following providers:

ithream z_indivica - 999998

The *disabled outage message* list is cleared once a successful SFTP fetch has been performed (or when the IndiviCare server is restarted).

Viewing the Retrieved HRM Reports

After the HRM reports are downloaded into the IndiviCare EMR, you can view the HRM reports from the **Inbox > HRM Inbox**:

Inbox
Workqueue
HRM Inbox

Views

Unclaimed

Claimed

Duplicate

Results

All demographic no. From: YYYY-MM-DD To: YYYY-MM-DD Search

HRM Reports									
Report No.	Health Number	Patient Name	Sex	Report Date	Date Received	Category	Source Status	Deliver To	EMR Sign-offs
▲ K.HREC20150119-0001	5333333333	BARBER, ANNE	F	2015-01-19 14:55:00.0	2015-12-17 17:17:54.0	Unmatched Category	Signed	*	0
▲ TH222376	1000000701	PTLASTONE, PTFIRSTONE	M	2015-06-04 12:29:00.0	2015-12-17 17:17:54.0	Unmatched Category	Signed	*	0
MR-520767	1000000206	PS, PTFIRSTSIX	U	2015-09-06 13:29:00.0	2015-12-17 17:17:53.0	Unmatched Category	Signed	*	0
K.HREC20150120-216-1	5333333333	BARBER, ANNE	F	2015-01-20 14:39:00.0	2015-12-17 17:17:53.0	Unmatched Category	Signed	*	0
HR20141003-CANON	1000000602	PTLASTTWO, PTFIRSTTWO	M	2015-06-15 10:23:00.0	2015-12-17 17:17:53.0	Unmatched Category	Signed	*	0
243162333	1000000503	PTLASTTHREE, PTFIRSTTHREE	M	2015-02-01 14:50:00.0	2015-12-17 17:17:53.0	Unmatched Category	Signed	*	0
HR20141003-UTF8HIGH	1000000602	PTLASTTWO, PTFIRSTTWO	M	2015-06-15 10:23:00.0	2015-12-17 17:17:52.0	Unmatched Category	Signed	*	0
10058.JPG	1000000305	PT Last Five, PT First Five	F	2015-02-26 14:32:00.0	2015-12-17 17:17:52.0	Unmatched Category	Signed	*	0
▲ HR20141003-212A	1000000602	PTLASTTWO, PTFIRSTTWO	M	2015-06-15 10:23:00.0	2015-12-17 17:17:52.0	Unmatched Category	Signed	*	0

Only HRM reports are visible in the *HRM Inbox*.

Matching HRM Report to Patient

The HRM report is automatically matched to a patient in the EMR (a demographic record) with exactly **all** of following information:

- health card number
- gender
- date of birth
- patient's last name

HRM reports that are matched to patients can also be access through their chart. See E-Chart > HRM Documents.

If there is no patient in the EMR that matches the HRM report's profile, the report will be highlighted in the *HRM Inbox*. You can manually match or un-match an HRM report to an existing patient via the *HRM Document* screen. See HRM Document below.

Matching HRM Report to Provider

The HRM report is automatically matched to a provider in the EMR by their CPSO or by their CNO number (matched HRM reports are called “*claimed*” reports in IndiviCare). Ensure that the provider has their **CPSO** or **CNO** number configured, and that the **Practitioner Number Type** is configured accordingly in their *Provider Profile*:


Practitioner Number Type	CNO
CNO	80000001
Default SLI Code	Not Applicable
Bill Center	
Account Settings	
Status	Active
HRM Admin:	<input type="checkbox"/>
Self Learning Username	
Self Learning Password	
Confidentiality Agreement	
<input type="button" value="Update Record"/>	

The HRM reports, that are matched to a provider in the EMR, are displayed in the provider's *HRM Inbox* for review (*Provider-Claimed* view). You can manually match or un-match an HRM report to an existing provider via the *HRM Document* screen. See HRM Document below.

HRM Inbox

Go to the **Inbox > HRM Inbox** screen to see the list of HRM reports downloaded to the EMR.

The *HRM Inbox* is a list of HRM reports with the following displayed columns:

Column	Description
	An indicator is shown when a change report has been detected. See Changed Reports below.
Report No.	This is the report number assigned by the source facility.
Health Card Number	The health card number of the patient in the HRM Report. If the HRM report is matched to a demographic in the EMR, then the health card number of the matched demographic is displayed.
Patient Name	Display the patient name from the demographic record that is matched to this HRM document. If no patient is matched, the patient name from the HRM report is displayed, and the entire HRM report row is highlighted.

Sex Display the patient's sex from the patient matched to this HRM document.
If no patient is matched, the sex of the patient from the HRM report is displayed.

Report Date Display the "message date" from the HRM document (taken from the message unique ID). This is the date the report was created from the source facility.

Received Date This is the timestamp when the HRM report was received (downloaded from HRM) in the EMR.

Category The category to which the HRM report belongs to based on pre-defined subclass mappings.
An HRM report can have one to many HRM categories assigned to it.

Source Status This is the "Result Status" from the source facility in the HRM document. For example, "Signed" or "Cancelled", etc.

This is the provider that the HRM document was matched to. For unmatched HRM documents, a "*" is displayed (in IndiviCare, unmatched report to provider are called "**Unclaimed**" reports). There could be many recipients for a particular HRM document.

The data displayed in this column is dependent on the filter and view you choose.

HRM Document Filters:

- Delivered To
- **Provider** Filter:
 - **ALL** shows all HRM documents (except duplicates) for all providers. "Delivered To" has a list of providers that this lab is matched to (comma delimited list).
 - **Specific Provider** Filter: Only HRM documents routed to the current provider is displayed. Of these documents, the "Delivered To" column should display all the matched providers.
 - **Demographic** Filter: Displays the HRM documents only for the demographic number specified.
 - **Date Range** Filter: Displays the HRM documents, based on the **Report Date** within the specified date range.

You can see specific views, based on the HRM filters:

- **Unclaimed** View: Display the unclaimed HRM documents (documents not matched to a provider in the EMR) based on **ALL** or **Provider** filter. The "Delivered To" column displays "*", plus any other providers that was matched to this report.
- **Claimed** View: Display the claimed HRM documents (documents matched to a provider in the EMR) based on **ALL** or **Provider** filter. Of these documents, the "Delivered To" column should display all the matched providers.

- The red triangle () indicates that the report has been changed. The most recent changed HRM report will be displayed, however, you can access all the changed report versions when you open the HRM report.
- Green highlighted entries implies that the report is new and has not been viewed by the current logged in EMR user.
- **Report Date** is the date that the report was created from the source facility.
- **Date Received** is the date that the HRM report was downloaded from the HRM server into this EMR.

HRM Document

The HRM Document contains the content of the report, as well as the associated meta-data for the document at the side and bottom of the document:

This report has been flagged by the system as a changed report.

The following is a list of reports in this document's family of reports:

[4073 - Message Date: 2015-01-19 14:55:00.0, Received Date: 2015-12-17 17:17:48]

[4073 - Message Date: 2015-01-19 14:55:00.0, Received Date: 2015-12-17 17:17:54]

Peterborough Regional Health Centre,
1 Hospital Drive,
Peterborough, Ontario K9J 7C6
(705) 743-2121

First MR Test case

Report Content

Physical Notes

I'm saying all the things that I know you'll like, Makin' good conversation! gotta handle you just right, You know what I mean! took you to an intimate restaurant, Then to a suggestive movie There's nothin' left to talk about, Unless it's horizontally Let's get physical, physical, I wanna get physical, let's get into physical Let me hear your body talk, Your body talk, let me hear your body talk I've been patient, I've been good, Tried to keep my hands on the table! it's gettin' hard this holdin' back, You know what I mean! I'm sure you'll understand my point of view, We know each other mentally You gotta know that you're bringin' out The animal in me Let's get animal, animal, I wanna get animal, let's get into animal Let me hear your body talk, Your body talk, let me hear your body talk

JOB#

Report Date 2015-01-19 14:55:00

Report Received For Marcus Welby at: 2015-12-18 13:15:16

Demographic Info PTLASTONE, PTFIRSTONE
1 FIRST AVENUE
NORTH YORK

Linked with Demographic BARBER, ANNE F 42 years Remove

Assigned Providers Marcus Welby Remove

Assign a Provider

Report Class Medical Records Report

Subclass CONX^CONSULT/HISTORY /PROGRESS NOTE

Category Unmatched Category Edit

Observation Date 2015-01-19 14:51:00

Sign-Off Status Marcus Welby: Not Signed-Off

Print Sign-Off

Changed and Duplicate Report Information

Report Identification Meta Data

Add a comment to this report:

Provider Comments

Add Comment

Displaying 0 comments

Report Source Information



Message Unique ID	20150120083124755^60226^4073^DI^K.HREC20150119-0001^201501191455^T^F^KO0000611/14^25
Sending Facility ID	4073
Sending Facility Report No.	K.HREC20150119-0001
Report Created	Mon Jan 19 14:51:00 EST 2015
Result Status	Signed

Report Content

Texted-based HRM report content is shown in the middle of the HRM Document page. For binary-based HRM report content that cannot be rendered inline, a link is provided to download the file to be opened in a third-party application (i.e., RTF or PDF files).

Report Identification

The report identification section contains the following details:

Report Date This is when the message was created from the HRM. It is the 6th component from the Message Unique ID.

Report Received The date when the HRM report was received into the EMR.

Demographic Info The patient identified in the HRM report.

The demographic record that is linked to the HRM report. Demographic records are automatically linked based on the patient identification in the HRM report. See Matching HRM Report To Patient for details.

Linked with Demographic If there is no demographic linked to the HRM report, you can manually link the report to an existing demographic record in the EMR. To do this, type the demographic name in the **Not currently linked** text box.

In addition, you can manually override a demographic record that is already linked to an HRM report. To do this, click **Remove** from the *Linked to Demographic* section, and add another demographic name to link the HRM report to.

Assigned Providers The provider that is assigned to the HRM report is based on the CPSO or the CNO number of the HRM report recipient. See Matching HRM Report

to Provider. If there is no provider linked to the HRM report, you can manually link the report to an existing provider in the EMR. In addition, you can add links to other providers in the EMR (or remove them). When you link a provider to an HRM report, that provider will see the HRM report in their **HRM Inbox**.

Report Class The Report Class identified in the HRM report.
Subclass The report Subclass identified in the HRM report

The EMR defined category that is matched based on the Report Class and Subclass from the HRM report.

Category Click **Edit**, to manually assign a *Category* to the HRM document. You can override the existing assigned category or assign a new one if there is an unmatched category. For multiple subclass reports, you can assign a category for each subclass provided.

Observation Date The observation date from the HRM report Subclass data.

Accompanying Information For DI and CRT report class, the Accompanying Subclass, Mnemonic and Description from the HRM report is displayed.

Sign-off status of the HRM report.

HRM reports that are signed-off by a provider are removed from that provider's **HRM Inbox**.

Sign-off Status There is also an option to revoke sign-off of an HRM report. By revoking the sign-off of the HRM document, the document is re-displayed in the provider's HRM Inbox.

Signed-off reports are displayed in the **All** filter.

Report Comments

Comments can be added for the HRM report. The comment date and provider will be displayed.

Report Source Information

The source information from the HRM report:

Message Unique ID The unique message ID provided by HRM.

Sending Facility ID The ID of the sending facility.

Sending Facility Report No. The report number of the HRM report from the sending facility.

Report Created	The date the report was created. This is the same as the Observation Date for DI and CRT class reports, and Event Date for MR class reports.
Result Status	The result status of the report from the sending facility.

Changed and Duplicate Report Information

The blue box at the top of the HRM Document is where changed or duplicate information is displayed:

The system has received 1 duplicate of this report.

This report has been flagged by the system as a changed report.

The following is a list of reports in this document's family of reports:

[060 - Message Date: 2015-05-30 12:29:00.0, Received Date: 2015-12-17 17:17:50]
 [060 - Message Date: 2015-05-31 12:29:00.0, Received Date: 2015-12-17 17:17:49]
 [060 - Message Date: 2015-06-02 12:29:00.0, Received Date: 2015-12-17 17:17:51]
 [060 - Message Date: 2015-06-04 00:00:00.0, Received Date: 2015-12-17 17:17:42]
 [060 - Message Date: 2015-06-04 12:29:00.0, Received Date: 2015-12-17 17:17:54]

Note: The report order may be out of sequence.

- A counter for the number times a duplicate has been received is displayed. See Duplicate Reports.
- If a changed report is detected, the list of reports belong to the family of changed reports is displayed. See Changed Reports
- The current report opened is in the list of changed report without a link.
- If the reports were received out of sequence with the *Message Date*, then, the following note is displayed:

Note: The report order may be out of sequence.

Changed Reports

Reports coming from the same *Source Facility* with the same *Report Number* are flagged as **Changed Reports** if their contents are different. All the changed reports are collated together as a *Family of Changed Reports*, with the latest **Message Date** (the date the report was created from the source facility) report displayed from the **HRM Inbox** and **HRM Document**. You can navigate to the various versions of the changed reports from within the HRM Document, in the top blue header:

The system has received 1 duplicate of this report.

This report has been flagged by the system as a changed report.

The following is a list of reports in this document's family of reports:

[1060 - Message Date: 2015-05-30 12:29:00.0, Received Date: 2015-12-17 17:17:50]

[1060 - Message Date: 2015-05-31 12:29:00.0, Received Date: 2015-12-17 17:17:49]

[1060 - Message Date: 2015-06-02 12:29:00.0, Received Date: 2015-12-17 17:17:51]

[1060 - Message Date: 2015-06-04 00:00:00.0, Received Date: 2015-12-17 17:17:42]

[1060 - Message Date: 2015-06-04 12:29:00.0, Received Date: 2015-12-17 17:17:54]

Note: The report order may be out of sequence.

The HRM Inbox will have a red triangle to indicate that the report was changed. In addition, a *Messenger alert* is sent to the HRM admin users, informing them of a detected changed HRM report.

Duplicate Reports

The IndiviCare HRM module detects HRM reports that are an exact duplicate of another HRM report that was previously downloaded. These reports are flagged as **Duplicate**, and can be viewed in the **HRM Inbox > Duplicate** view. Duplicate reports are not shown in the **Claimed/Unclaimed** views.

Inbox Workqueue **HRM Inbox**

Views

Unclaimed
Claimed
Duplicate

Results

All demographic no. From: YYYY-MM-DD To: YYYY-MM-DD Search

Report No.	Health Number	Patient Name	Sex	Report Date	Date Received	Category	Source Status	Deliver To	EMR Sign-offs
TH222376	1000000701	PTLASTONE, PTFIRSTONE	M	2015-05-31 12:29:00.0	2015-12-17 17:17:53.0	Unmatched Category	Signed	*Marcus Welby	0
HR20141003-0010	1000000701	PTLASTONE, PTFIRSTONE	M	2015-10-04 11:15:00.0	2015-12-17 17:17:51.0	Unmatched Category	Signed	*	0

In addition, a *Messenger alert* is sent to the HRM admin users, informing them of a detected duplicate HRM report. If there is a high number of duplicate reports, please contact the EMR vendor and the HRM support line.

Messenger View Message Help | About | License

Compose Message Print Back To Inbox Exit Messenger

From: System
To: David Doltie, Donald Doless, Ken Kimble, Leo Livingstone, Simon Samson, New Trainee, Marcus Welby, Julie Care, Nancy Nurse, Lisa Greeting, Sally Scheduler, Alan Administrator.
Subject: HRM Duplicate Warning
Date: 2015-12-17 17:17:53
Time: Thu Dec 17 17:17:53 EST 2015.
Event Description: Duplicate HRM document found.
Notes: File: /srv/oscar/tomcat/webapps/OscarDocument/oscar_mcmaster/hrm/sftp_downloads/toProcess/file241b-3_20150601123042768_134290166_1060_DI_TH222376_201505311229_T__F_TH222376_1_030001.xml, Report #: TH222376, Sending facility: 1060
[Click here to open document.](#)
Reply Reply All Forward Delete

Link this message to ... Search Demographic

Selected Demographic: none Link to demographic Clear selected demographic

Demographic(s) linked to this message

You can click on **Duplicate** view from the *HRM Inbox* to see all the duplicate reports for the specified provider filter. Duplicate reports are not linked to any demographic record (even if the report's patient information matches a demographic record in the EMR). However, duplicate reports are linked to providers in the EMR which match the recipient provider from the HRM

report. This is done so that when an EMR provider opens their HRM Inbox and goes to the Duplicate section, they will see all duplicates reports that were sent to them.

Clearing Duplicate Reports in the Provider's Queue

When a provider goes to their **HRM Inbox > Duplicate** view, they will see a list of duplicate reports that were sent to them.

The screenshot shows the HRM Inbox interface. At the top, there are three tabs: 'Inbox', 'Workqueue', and 'HRM Inbox', with 'HRM Inbox' being the active tab. Below the tabs, there are two sections: 'Views' and 'Results'. The 'Views' section has three buttons: 'Unclaimed', 'Claimed', and 'Duplicate', with 'Duplicate' being the active button. The 'Results' section has a search bar with a dropdown menu showing 'Welby, Marcus', a text input for 'demographic no.', and date pickers for 'From' and 'To'. Below the search bar is a table titled 'HRM Reports'.

Report No.	Health Number	Patient Name	Sex	Report Date	Date Received	Category	Source Status	Deliver To	EMR Sign-offs
TH222376	1000000701	PTLASTONE, PTFIRSTONE	M	2015-05-31 12:29:00.0	2015-12-21 14:35:53.0	Unmatched Category	Signed	Marcus Welby	0

When you open the duplicate report, the contents of the duplicate HRM report is displayed and the top blue information box indicates that it is a duplicate report, with a link to the original report that was previously downloaded.

This report has been flagged by the system as a duplicate report.

The following is the original copy received for this report:

[060 - Message Date: 2015-05-31 12:29:00.0, Received Date: 2015-12-17 17:17:49]

To clear the duplicate queue from the provider's **HRM Inbox > Duplicate** view, the provider will need to "**Sign-Off**" on the duplicate report. After the duplicate report has been signed-off by the provider, it will no longer be shown in the provider's HRM Inbox (it is also good practice to write a comment about the duplicated report). However, you can always search for all duplicate reports by filtering for **All** providers and selecting the **Duplicate** view.

[Close Window](#)