



**MASTER PATIENT INDEX/PATIENT
DEMOGRAPHICS (MPI/PD) VISTA
EXCEPTION HANDLING**

Version 1.0

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Department of Veterans Affairs
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Revision History

Documentation Revision History

The following table displays the revision history for this document. Revisions to the documentation are based on continuous dialog with the Common Services (CS) Technical Writers and evolving industry standards and styles.

Date	Description	Author
12/2001	MPI/PD VistA Exception Handling	Dianne Barker, Silver Spring OIFO
11/2002	Updates to screen captures and minor changes to text.	Lauren Hardeen, Bay Pines OIFO
6/2003	Updates to screen captures and minor changes to text	Lauren Hardeen, Bay Pines OIFO; Susan Strack, Oakland OIFO
12/2003	Updates to documentation based on Patche RG*1*29.	Susan Strack, Oakland OIFO; Lauren Hardeen, Bay Pines OIFO
5/2004	MPI/PD VistA Version 1.0 User Manual released in conjunction with patches MPIF*1*33, RG*1*35 and DG*5.3*589 to support the MPI Changes Iteration 2 project.	Susan Strack, Oakland OIFO; Christine Chesney, Oakland OIFO; Christine Link, Birmingham OIFO; Paulette Davis, Birmingham OIFO
12/2004	Implemented new conventions for displaying TEST data. See Orientation section for details.	Susan Strack, Oakland OIFO
4/2006	Updates to documentation based on Patches MPIF*1*43 and RG*1*43, which comprise the changes to the MPI/PD software resulting from the Health Eligibility Center (HEC) Enumeration to the Master Patient Index (MPI).	Susan Strack, Oakland OIFO; Christine Chesney, Birmingham OIFO; Paulette Davis, Birmingham OIFO; Dan Soraoka, Oakland OIFO, Project Manager
1/2007	As of Patches MPIF*1*44 the concept of a "CMOR facility" is being phased out and will be replaced by the Primary View when Patch MPI*1*40 is installed on the Austin MPI. VistA Patch MPIF*1*44 sets all VistA options related to "CMOR" out of order, rendering them obsolete. The OUT OF ORDER MESSAGE field for these options is marked as "Obsolete with Patch MPIF*1*44."	Susan Strack, Oakland OIFO; Danny Reed, Birmingham OIFO; Paulette Davis, Birmingham OIFO;

Revision History

		Chris Chesney, Birmingham OIFO; Dan Ihlenfeld, Birmingham OIFO; Dan Soraoka, Oakland OIFO, Project Manager
3/2007	<p>As of Patches MPIF*1*46 and RG*1*44, this documentation has been updated to reflect the following:</p> <p>Patch MPIF*1*46:</p> <ul style="list-style-type: none"> • Updated screening to prevent Primary View Reject exceptions from entering the Potential Matches Returned logic. • Changed exception text for the new Primary View Reject exception. <p>Patch RG*1*44:</p> <ul style="list-style-type: none"> • Functionality incorporated into the MPI/PD Exception Handling RG EXCEPTION HANDLING option to automatically process the "Primary View Reject" exceptions. Name change for exception action that processes reject exceptions "PVR View PV Rej Detail." • MPI/PD Exception Purge process updated. For every date that an exception occurs for a patient, the exception occurs in the Exception Handler for review. However, if more than one active Primary View Reject exception occurs during the same day for the same patient, the purge will remove the duplicate occurrences, leaving only the most recent. 	Susan Strack, Oakland OIFO; Danny Reed, Birmingham OIFO; Paulette Davis, Birmingham OIFO; Chris Chesney, Birmingham OIFO; Dan Ihlenfeld, Birmingham OIFO; Dan Soraoka, Oakland OIFO, Project Manager
8/2007	<p>Documentation updates for the Patches RG*1*48 and MPIF*1*48, including functionality from Patch DG*5.3*756, which is part of the Master Patient Index (MPI) Changes Project, Iteration 4.</p> <ul style="list-style-type: none"> • VA facilities now have the ability to remotely view Primary View patient identity fields on the Master Patient Index (MPI). This information is available on the MPI in the MPI Patient Data Inquiry [MPI DATA MGT PDAT MPI] option. The report generated by this option displays the current activity scores for individual patient identity fields (i.e., Primary View of the MPI). • The CIRN HL7 EXCEPTION LOG file (#991.1) has been modified to record VA facility personnel who use the MPI/PD Exception Handling option to resolved exceptions and the date/time the resolution occurred. Patch RG*1*48 adds the following new fields to File #991.1: <ul style="list-style-type: none"> - DATE/TIME PROCESSED field (#7) - WHO MARKED PROCESSED field (#8) <p>This data is now being captured and Identity Management Data Quality (IMDQ) staff will have the capability to view this information.</p> • A change has been made in the MPI/PD EXCEPTION HANDLING [RG EXCEPTION HANDLING] option. Upon selecting the MPI/PD Exception Handling option, instead of being prompted to run the exception purge, you are now notified 	Susan Strack, Oakland OIFO; Danny Reed, Paulette Davis, Chris Chesney, Chris Link, and Dan Ihlenfeld, all from Birmingham OIFO; Dan Soraoka, Oakland OIFO, Project Manager

	<p>when the last purge took place. The purge process runs automatically if it has not run within the past two hours; however, the MPI/PD EXCEPTION PURGE [RG EXCEPTION PURGE] option should be scheduled to run once an hour via Taskman. It can take a few minutes to run, but once the job is finished, you can go back to the Message Exception Menu and choose MPI/PD Exception Handling to view the results of the purge process.</p> <ul style="list-style-type: none"> • A stand-alone option named View VistA Exceptions for Patient [MPI DATA MGT VISTA EXCEPTION] has been implemented on the MPI in Austin for the Identity Management Data Quality (IMDQ) team allowing them to query a VistA site for a selected patient and view all the existing VistA exceptions for a given date range. The VistA side support for this new MPI option came in as part of Patch RG*1*48. 	
12/2007	<p>These are the Release Notes for Patch RG*1*50, which reflects Identity Management Data Quality's (IMDQ) request that the MPI/PD Exception Purge option, [RG EXCEPTION PURGE], be changed to process Primary View Reject exceptions similar to other MPI/PD exception types. Now, the purge job RG EXCEPTION PURGE eliminates duplicate exceptions for the same patient/exception type for <i>all</i> MPI/PD exception types, keeping only the most recent occurrence.</p> <p>ClearQuest Change Request: MPIC_771</p>	<p>Susan Strack, Oakland OIFO; Paulette Davis, Birmingham OIFO; Danila Manapsal, Oakland OIFO, Project Manager</p>
1/2008	<p>A Remote Procedure Call (RPC) sends a request for data to the Master Patient Index (MPI) from VistA for the Primary View Display from MPI [RG PRIMARY VIEW FROM MPI] option, the View PV Rej Detail (PVR) action, and the MPI Primary View (PR) action on the MPI/PD Exception Handling [RG EXCEPTION HANDLING] option. This RPC has been updated Patch RG*1*53 to allow the query to be resent when delays are encountered.</p>	<p>Susan Strack, Oakland OIFO; Paulette Davis, Birmingham OIFO; Danila Manapsal, Oakland OIFO, Project Manager</p>
4/2008	<p>As of Patch RG*1*49 and DG*5.3*766, the Patient Data Review option has been disabled by placing the MPI/PD Patient Admin User Menu Out of order.</p>	<p>Susan Strack, Oakland OIFO; Paulette Davis, Birmingham OIFO; Danila Manapsal, Oakland OIFO, Project Manager</p>
6/2008	<p>Patch RG*1*52 makes the following changes in the MPI/PD software:</p> <ul style="list-style-type: none"> • MPI/PD Patient Admin User Menu Removed The MPI/PD Patient Admin User Menu [RG ADMIN USER MENU] was distributed with patch RG*1.0*49 (released 4/10/08) as obsolete with an Out of Order message. This option is being distributed in this build as DELETE AT SITE in order to remove it from the menu structure. There are other MPI/PD options in the MPIF* and VAFC* namespaces that are also obsolete that will be removed in future MPIF* and DG* patches. • The following Date of Death exceptions in the MPI/PD Exception Handler have been made obsolete: <ul style="list-style-type: none"> - Exception Type: Death Entry on MPI not in VISTA. 	<p>Susan Strack, Oakland OIFO; Paulette Davis, Birmingham OIFO; Danila Manapsal, Oakland OIFO, Project Manager</p>

Revision History

	<p>Description: MPI had Date of Death field populated. Vista did not have Date of Death. Exception number: 215.</p> <ul style="list-style-type: none">- Exception Type: Death Entry on Vista not in MPI. Description: VISTA had Date of Death field populated. MPI did not have Date of Death. Exception number: 216.- Exception Type: Death Entries on MPI and Vista DO NOT Match. Description: MPI and VistA had different dates of death for this patient. Exception number: 217. <ul style="list-style-type: none">• REMOTE DATE OF DEATH INDICATED Bulletin Made Obsolete:<ul style="list-style-type: none">- The Remote Date of Death Indicated notification message generated from the MPI has been made obsolete. This bulletin indicated that the patient had a date of death entered from the sending site but not at the receiving site.• Obsolete Data Removed from the Unresolved Exception Summary report: Data referencing the Patient Data Review and CMOR Requests Status has been removed from the Unresolved Exception Summary report. Those issues were made obsolete in earlier patches.	
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Table i: Documentation Revision History

Patch History

For the current patch history related to this software, please refer to the Patch Module (i.e., Patch User Menu [A1AE USER]) on FORUM.

Contents

Figures and Tables	ix
Orientation	xi
Chapter 1: Introduction	1-1
Chapter 2: Bulletins Sent to the RG CIRN DEMOGRAPHIC ISSUES Mail Group	2-1
Chapter 3: Exception Message Processing	3-1
Use MPI/PD Exception Handling Option to Process/Resolve MPI/PD Exception Messages	3-2
Changes to the MPI Purge Process	3-2
Using the MPI/PD Exception Handling Option to Process MPI/VistA Exceptions	3-3
Use Patient MPI/PD Data Inquiry Option to View Patient Exception Information at Your Site	3-32
Chapter 4: Resolving Exceptions	4-1
MPI/PD Exception Messages Listed on the Exception Handling Option	4-1
MPI/PD Exception Messages <i>Not</i> Listed on the Exception Handling Option	4-3
Glossary	Glossary-1
Appendix A: Why Doesn't a Patient Have a National ICN?	Appendix A-1
Index	Index-1

Contents

Figures and Tables

Table i: Documentation Revision History	vi
Table ii: Documentation Symbol Descriptions	xi
Figure 2-1: Inconsistent Data bulletin.....	2-2
Figure 2-2: Remote Sensitivity Indicated bulletin	2-3
Figure 3-1: Select MPI/PD Exception Handling option on the MPI/PD Patient Admin Coordinator Menu	3-2
Figure 3-2: MPI/PD Exception Purge process	3-3
Figure 3-3: MPI/PD Exception Handling option	3-4
Figure 3-4: View exceptions sorted by date.....	3-5
Figure 3-5: View exceptions sorted by patient name.....	3-5
Figure 3-6: View selected exception type.....	3-6
Table 3-1: MPI/PD Exception Handling actions w/counterpart MPI/PD VistA stand-alone options	3-8
Figure 3-7: MPI/PD Exception Handling option Select Exception action.....	3-9
Figure 3-8: Use PMR action to resolve Potential Matches Returned exceptions, similar to SPI action..	3-11
Figure 3-9: Use the PMR action to match with existing patient on list	3-12
Figure 3-10: Can't Match to ICN when Patient with Exception is Shared.....	3-13
Figure 3-11: MPI/PD Data Inquiry action	3-15
Figure 3-12: Send Remote Query action.....	3-16
Figure 3-13: Check Remote Query action	3-17
Figure 3-14: Display Query Data action	3-19
Figure 3-15: Select MPI/PD Exception Handling option	3-20
Figure 3-16: Select exception on the Exception Handling option	3-21
Figure 3-17: Select new View PV Rej Detail (PVR) action on the Exception Handling option	3-22
Figure 3-18: Sending a Remote Query for this ICN/Exception Date to the Master Patient Index	3-23
Figure 3-19: MPI Primary View Reject Report sent back from the query to the MPI	3-23
Figure 3-20: Resending a Remote Query for this ICN/Exception Date to the Master Patient Index	3-24
Figure 3-21: Query not sent again for this ICN/Exception Date because you are viewing it on the same day.....	3-24
Figure 3-22: Requesting a new remote query to the MPI	3-24
Figure 3-23: This option is ONLY available for Primary View Reject exceptions	3-25
Figure 3-24: Queries to MPI not returned after 30 Seconds displays "Please try again later".....	3-25
Figure 3-25: Select Update to Processed (UPD) action to remove Primary View Reject exception.....	3-27
Figure 3-26: Primary View Reject Exception Status updated to PROCESSED—exception removed ...	3-27

Figures and Tables

Figure 3-27: MPI/PD Exception Handling Action—MPI Primary View3-29

Figure 3-28: Query has never been sent to the MPI PDAT3-30

Figure 3-29: Query has already been sent to the MPI PDAT—Display existing query data.....3-30

Figure 3-30: Query has already been sent to the MPI PDAT—Do not display existing query data.....3-30

Figure 3-31: Resend query to the MPI PDAT for current patient data3-30

Figure 3-32: Query data has NOT returned from the MPI. Please check back later.....3-30

Figure 3-33: Patient MPI/PD Data Inquiry3-33

Figure 3-34: Patient MPI/PD Data Inquiry3-35

Table 4-1: Exception message "Potential Matches Returned" and resolution4-1

Table 4-2: Exception message "Potential Matches Returned" and resolution4-2

Table 4-3: Exception message "Primary View Reject" and resolution.....4-2

Table 4-4: Exception message "Multiple ICNs" and resolution4-3

Orientation

How to Use this Manual

This manual uses several methods to highlight different aspects of the material. The following symbols are used in the manual to alert the reader about special information:

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

Symbol	Description
	Used to inform the reader of general information including references to additional reading material
	Used to caution the reader to take special notice of critical information

Table ii: Documentation Symbol Descriptions

- Descriptive text is presented in a proportional font (as represented by this font).
- "Snapshots" of computer online displays (i.e., character-based screen captures/dialogs) and computer source code are shown in a *non*-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
 - User's responses to online prompts will be boldface type.
 - The "<Enter>" found within these snapshots indicate that the user should press the Enter or Return key on their keyboard.
 - Author's comments are displayed in italics or as "callout" boxes.



Callout boxes refer to labels or descriptions usually enclosed within a box, which point to specific areas of a displayed image.

- All uppercase is reserved for the representation of M code, variable names, or the formal name of options, field and file names, and security keys (e.g., the XUPROGMODE key).
- Conventions for displaying TEST data in this document are as follows:
 - The first three digits (prefix) of any Social Security Numbers (SSN) will begin with either "000" or "666".
 - Patient and user names will be formatted as follows: [Application Name]PATIENT,[N] and [Application Name]USER,[N] respectively, where "Application Name" is defined in the Approved Application Abbreviations document, located on the Web site listed below, and where "N" represents the first name as a number spelled out and incremented with each new entry.

Reference Materials

In order to competently operate this package you must be familiar with the operations of the Vista computer system, in general. This information can be obtained at the following Web site:

<http://vaww.vista.med.va.gov>

Readers who wish to learn more about the Master Patient Index (MPI) / Patient Demographic (PD) software should consult the following Web sites:

- VHA Software Document Library at the following address:

<http://www.va.gov/vdl/application.asp?appid=16>

The MPI/PD Vista product documentation, as found on the VDL, includes the following manuals:

- *Master Patient Index/Patient Demographics (MPI/PD) Vista Release Notes*
- *Master Patient Index/Patient Demographics (MPI/PD) Vista User Manual*
- *Master Patient Index/Patient Demographics (MPI/PD) Vista HL7 Interface Specifications*
- *Master Patient Index/Patient Demographics (MPI/PD) Vista Technical Manual*
- *Master Patient Index/Patient Demographics (MPI/PD) Vista Exception Handling*
- *Master Patient Index/Patient Demographics (MPI/PD) Vista Programmer Manual*
- *Master Patient Index (MPI) Vista Monograph*
- Master Patient Index (MPI) Web site:
<http://vista.med.va.gov/mpi/index.asp>
- Identity Management Data Quality (IMDQ) team at:
http://vista.med.va.gov/mpi_dqmt/
- Security & Other Common Services (S&OCS) at:
<http://vista.med.va.gov/iss/>

Installation Information and Procedures

The Master Patient Index Vista and Patient Demographics (PD) were distributed and installed together. All installation information and procedures involved with the MPI Vista is included in the following MPI/PD Vista document:

- *CIRN Patient Demographics (CIRN-PD) Pre-Installation and Implementation Guide v.5*

Interaction Between MPI/PD and Other Packages

Because of the close interaction between MPI/PD and other packages, you may also find it helpful to review the documentation for the following VistA software:

- VistA *HL7 V. 1.6*
- *PIMS V. 5.3 Admission, Discharge and Transfer (ADT)*

VistA documentation is made available online in Microsoft Word format and in Adobe Acrobat Portable Document Format (PDF). Adobe Acrobat Portable documents *must* be read using the Adobe Acrobat Reader (i.e., ACROREAD.EXE), which is freely distributed by Adobe Systems Incorporated at the following web address:

<http://www.adobe.com/>

VistA documentation and software can also be downloaded from the Enterprise Product Support (EPS) anonymous directories:

- **Preferred Method** **download.vista.med.va.gov**



This method transmits the files from the first available FTP server.

- Albany OIFO ftp.fo-albany.med.va.gov
- Hines OIFO ftp.fo-hines.med.va.gov
- Salt Lake City OIFO ftp.fo-slc.med.va.gov



DISCLAIMER: The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of this VA Intranet Service.

Orientation

Chapter 1: Introduction

This documentation provides Master Patient Index/Patient Demographics (MPI/PD) sites information and assistance on resolving MPI/PD exception messages:

- Chapter 2 documents patient-related and master file update bulletins sent to the RG CIRN DEMOGRAPHIC ISSUES mail group designed to alert Patient Administration of problems related to information processing.
- Chapter 3 provides information on how to use the MPI/PD Exception Handling option to process and resolve exception messages. The Patient MPI/PD Data Inquiry option is also documented as it pertains to exception handling. This option shows you patient information at your site that is useful when dealing with exception messages.
- Chapter 4 provides strategies for resolving the various exception message types, both included and not included in the MPI/PD Exception Handling option.



The MPI/PD Exception Handling option uses a VistA List Manager interface to display exception messages and process the actions involved in resolving them.



As of Patch RG*1*48, the CIRN HL7 EXCEPTION LOG file (#991.1) has been modified to record VA facility personnel who use the MPI/PD Exception Handling option to resolved exceptions and the date/time the resolution occurred. The following new fields have been added to File #991.1:

- DATE/TIME PROCESSED field (#7)
- WHO MARKED PROCESSED field (#8)

This data is now being captured and Identity Management Data Quality (IMDQ) staff will have the capability to view this information.



A stand-alone option named View VistA Exceptions for Patient [MPI DATA MGT VISTA EXCEPTION] has been implemented on the MPI in Austin for the Identity Management Data Quality (IMDQ) team allowing them to query a VistA site for a selected patient and view all the existing VistA exceptions for a given date range. The VistA side support for this new MPI option came in as part of Patch RG*1*48.

Introduction

Chapter 2: Bulletins Sent to the RG CIRN DEMOGRAPHIC ISSUES Mail Group

Several bulletins are sent to the RG CIRN DEMOGRAPHIC ISSUES mail group. These are designed to alert Patient Administration of problems related to information processing. They are:

Patient-Related bulletins:

- Remote Sensitivity Indicated

Master File Update bulletins:

- Patient Not Found (Treating Facility type)
- Inconsistent Data (Treating Facility type)

Patient-Related Bulletins

These messages concern any changes in demographic information for a particular patient. All incoming patient-related messages go through the same validation steps.

1. Do a match on SSN, and Coordinating Master of Record Site (CMOR)

The first step is the check on the incoming HL7 message to insure that certain data in the incoming message matches the information for the patient at the receiving system. This insures that this is the same patient. Data fields that are checked are the ICN and the CMOR. If these fields do not match, an Inconsistent Data bulletin is generated. In addition, the system compares the SSN; if they do not match, the system will still process the HL7 message and update the patient. It will also add the patient to the exception list and fire off this bulletin.

Subj: MPI/PD - INCONSISTENT DATA [#93364] 23 Apr 06 14:23 51 Lines
From: MPI/PD PACKAGE in 'IN' basket. Page 1

The MPI/PD Package has received a message from:
ALBANY, NY --> Site Number: 500
This message contains data that is inconsistent
with your site's data.

Local Name: MPIPATIENT,GLENDA
Local SSN: 666438885
Local ICN: 1000304603
Local CMOR: BATAVIA, NY

Remote Data

FIELD: .01 = MPIPATIENT,GLENDA
FIELD: .02 = FEMALE
FIELD: .03 = 2340512
FIELD: .05 = DIVORCED
FIELD: .08 = ISLAM
FIELD: .09 = 666438885
FIELD: .097 = 2980423
FIELD: .111 = NANCY STREET SENS
FIELD: .1112 = "@"
FIELD: .112 = "@"
FIELD: .113 = "@"
FIELD: .114 = "@"
FIELD: .115 = "@"
FIELD: .117 =
FIELD: .131 = "@"
FIELD: .132 = "@"
FIELD: .211 = "@"
FIELD: .219 = "@"
FIELD: .2403 = "@"
FIELD: .301 = NO
FIELD: .302 = "@"
FIELD: .31115 = "@"
FIELD: .323 = "@"
FIELD: .351 = "@"
FIELD: .361 = EMPLOYEE
FIELD: .3612 = "@"
FIELD: .3615 = "@"
FIELD: 391 = EMPLOYEE
FIELD: 991.01 = 1000304603
FIELD: 991.02 = 842887
FIELD: 991.03 = ALBANY, NY
FIELD: 1901 = NO
FIELD: DFN = 7169753
FIELD: FLD = .111;
FIELD: SENDING SITE = 500
FIELD: SENSITIVITY = "@"
FIELD: SENSITIVITY DATE = "@"
FIELD: SENSITIVITY USER = "@"
FIELD: SITENUM = 500

Figure 2-1: Inconsistent Data bulletin

2. Remote Sensitivity Indicated

Now that you have verified you are working with the correct patient, the system checks the incoming HL7 message to see if the patient is marked as a "Sensitive" patient at the sending site, but not at the receiving site. If this is true, a Remote Sensitivity Indicated bulletin is generated. This is a clue that you may wish to mark the patient's record as "Sensitive" at the receiving site.

```
Subj: Remote Sensitivity Indicated [#93001] 11 Mar 06 13:18 8 Lines
From: MPI/PD PACKAGE in 'IN' basket. Page 1 **NEW**
-----
The MPI/PD Package has received a message from:
ALBANY, NY --> Site Number: 500

This message indicates that Pt. MPIPATIENT,GLENDA is flagged as Sensitive at
the other facility but is not flagged as Sensitive at your facility.
Remote Patient SSN:xxxxxxxxxxxxxxxx
Remote User Who Flagged the Pt as Sensitive: MPIUSER,EMPLOYEE
Date/time remote user Flagged Pt Sensitive: Feb 04, 2006@13:38
```

Figure 2-2: Remote Sensitivity Indicated bulletin

Chapter 3: Exception Message Processing

This chapter provides information and assistance to Master Patient Index/Patient Demographics (MPI/PD) sites on how to use the MPI/PD Exception Handling option to process and resolve MPI/PD exception messages. The Patient MPI/PD Data Inquiry option is also documented as it pertains to exception handling. This option shows you patient information at your site that is useful when dealing with exception messages.

This manual makes no attempt to document all the Message Exception Menu options. The MPI/PD Exception Handling and Patient MPI/PD Data Inquiry options are the primary focus of MPI/PD exception messaging and are documented in detail in this chapter.

The Message Exception Menu options listed below are *not* documented in this manual:

- Remote Patient Data Query Menu ...
- Display Only Query
- Primary View Display from MPI

All options located on the Message Exception Menu are documented in detail in the "Master Patient Index/Patient Demographics (MPI/PD) Vista User Manual" found at the following Web site:

<http://www.va.gov/vdl/Infrastructure.asp?appID=16> .

Use MPI/PD Exception Handling Option to Process/Resolve MPI/PD Exception Messages

The MPI/PD Exception Handling option provides utilities for processing MPI/PD exceptions in the CIRN HL7 EXCEPTION LOG file (#991.1). This List Manager based option displays exceptions and allows the user to choose an exception case for review and resolution.

Select the MPI/PD Exception Handling option on the MPI/PD Patient Admin Coordinator Menu [RG ADMIN COORD MENU] and choose the Message Exception Menu [RG EXCEPTION MENU], Figure 3-1.

```

Select MPI/PD Master Menu Option: COR <Enter> MPI/PD Patient Admin Coordinator Menu

<<----->>
<< You have Primary View Reject exceptions that need to be reviewed using >>
<< the MPI/PD Exception Handling Option on the Message Exception Menu. >>
<<----->>

SP      Site Parameters Edit for CMOR
          **> Out of order: Obsolete with MPIF*1*44.
LOG      Patient Audit Log Reports ...
MSG      Message Exception Menu ...
RPT      Management Reports ...
POC      Add/Edit Point of Contact

Select MPI/PD Patient Admin Coordinator Menu Option: MSG <Enter> Message Exception
Menu

      MPI/PD Exception Handling
      Patient MPI/PD Data Inquiry
      Remote Patient Data Query Menu ...
      Display Only Query
      Primary View Display from MPI

Select Message Exception Menu Option: MPI/PD Exception Handling

```

Figure 3-1: Select MPI/PD Exception Handling option on the MPI/PD Patient Admin Coordinator Menu

Changes to the MPI Purge Process

A change has been made in the MPI/PD EXCEPTION HANDLING [RG EXCEPTION HANDLING] option. Upon selecting the MPI/PD Exception Handling option, instead of the MPI prompting the user if they want to run the exception purge, you are now notified when the last purge took place, Figure 3-2. The purge process runs automatically if it has not run within the past two hours; however, the MPI/PD EXCEPTION PURGE [RG EXCEPTION PURGE] option should be scheduled to run once an hour via Taskman. It can take a few minutes to run, but once the job is finished, you can go back to the Message Exception Menu and choose MPI/PD Exception Handling to view the results of the purge process.

If for any reason the task becomes unscheduled, the time that the purge process last ran will be displayed upon entry into the Exception Handler and this message will be displayed: Please notify IRM if the MPI/PD EXCEPTION PURGE [RG EXCEPTION PURGE] job needs to be rescheduled.



ATTENTION IRM: After patch RG*1*48 has been successfully installed, the MPI/PD Exception Purge [RG EXCEPTION PURGE] option should be scheduled to run once per hour. To do this, use the Schedule/Unschedule Options [XUTM SCHEDULE] option on the Taskman Management [XUTM MGR] menu. In the QUEUED TO RUN AT WHAT TIME field, enter a time that is a few minutes into the future (as soon as possible.) In the RESCHEDULING FREQUENCY field, enter "1H" (1 hour).

```
Select Message Exception Menu Option: MPI/PD Exception Handling
```

```
The MPI/PD Exception Purge process last ran May 29, 2007@18:43:35.
```

```
The MPI/PD Exception Purge process will now run.  
Please come back to this option in five minutes.
```

```
Please contact IRM to verify that the MPI/PD EXCEPTION PURGE  
[RG EXCEPTION PURGE] option is scheduled to run via TaskMan  
with a frequency of once an hour.
```

Figure 3-2: MPI/PD Exception Purge process

The purge process eliminates duplicate exceptions for the same patient/exception type, keeping only the most recent occurrence.

The MPI/PD EXCEPTION PURGE [RG EXCEPTION PURGE] option should be scheduled to run once an hour via Task Manager. Contact Information Resource Management (IRM) to verify that this job is scheduled and running.

Using the MPI/PD Exception Handling Option to Process MPI/VistA Exceptions

The MPI/PD Exception Handling option, allows you to process the following exceptions:

- Potential Matches Returned
- Primary View Reject

The option displays a list of exceptions that have not yet been processed, Figure 3-3. You can sort the list by date (default), patient name, or exception type. You can also choose to view only those of a selected exception type. These first three actions merely change the order that the patients are listed on the screen.

Figure 3-3 shows that the user initiated the MPI/PD Exception Purge process. Once this process is done running, you can go back to the Message Exception Menu and choose the MPI/PD Exception Handling option again to view the results of the purge process.

```
Select Message Exception Menu Option: MPI/PD <Enter> Exception Handling
```

```
...EXCUSE ME, LET ME PUT YOU ON 'HOLD' FOR A SECOND...
```

Exception Message Processing

MPI/PD EXCEPTION HANDLING		Mar 05, 2007@12:11:11		Page: 1 of 2	
MPI/PD Exception Handling					
	Patient	SSN	Dt Rec'd	Exception Type	
1	MPIPATIENT,JOSEPH	666554444	3/05/07	Primary View Reject	
2	MPIPATIENT,CATHERINE	666123456	3/05/07	Primary View Reject	
3	MPIPATIENT,WILLIAM W.	666998877	3/05/07	Primary View Reject	
4	MPIPATIENT,SIYRIS J.	666622789	3/03/07	Potential Matches Returned	
5	MPIPATIENT,RICHARD	666492047	3/03/07	Potential Matches Returned	
6	MPIPATIENT,WILL M.	666274685	3/03/07	Potential Matches Returned	
Enter ?? for more actions					
SD	Sort Exceptions by Date		VT	View Selected Exception Type	
SN	Sort by Patient Name		SE	Select Exception	
ST	Sort by Exception Type				
Select Action:Quit// ??					
The following actions are also available:					
+	Next Screen	FS	First Screen	SL	Search List
-	Previous Screen	LS	Last Screen	ADPL	Auto Display(On/Off)
UP	Up a Line	GO	Go to Page	QU	Quit
DN	Down a Line	RD	Re Display Screen		
>	Shift View to Right	PS	Print Screen		
<	Shift View to Left	PL	Print List		

Figure 3-3: MPI/PD Exception Handling option

The MPI/PD Exception Handling option offers several actions to sort by. You can choose to see only selected exception types, view more detailed information on a particular exception, and perform the actions necessary to process and resolve that exception. These actions are listed below and are documented with screen captures on the following pages:

- SD—Sort Exceptions by Date
- SN—Sort by Patient Name
- ST—Sort by Exception Type
- VT—View Selected Exception Type
- SE—Select Exception

SD—Sort Exceptions by Date

This action allows you to sort exceptions by the date they were received, Figure 3-4.

```
Select Action:Quit// SD <Enter> Sort Exceptions by Date
```

```
SD Sort Exceptions by Date
MPI/PD EXCEPTION HANDLING      Mar 05, 2007@12:11:11      Page: 1 of 1
MPI/PD Exception Handling
```

	Patient	SSN	Dt Rec'd	Exception Type
1	MPIPATIENT,JOSEPH	666554444	3/05/07	Primary View Reject
2	MPIPATIENT,CATHERINE	666123456	3/05/07	Primary View Reject
3	MPIPATIENT,WILLIAM W.	666998877	3/05/07	Primary View Reject
4	MPIPATIENT,SIYRIS J.	666622789	3/03/07	Potential Matches Returned
5	MPIPATIENT,RICHARD	666492047	3/03/07	Potential Matches Returned
6	MPIPATIENT,WILL M.	666274685	3/03/07	Potential Matches Returned

```
Enter ?? for more actions
```

```
SD Sort Exceptions by Date      VT View Selected Exception Type
SN Sort by Patient Name        SE Select Exception
ST Sort by Exception Type
Select Action:Quit// <Enter>
```

Figure 3-4: View exceptions sorted by date

SN—Sort by Patient Name

This action allows you to sort exceptions by patient name, Figure 3-5.

```
Select Action:Quit// SN <Enter> Sort by Patient Name
```

```
SN Sort by Patient Name
MPI/PD EXCEPTION HANDLING      Mar 05, 2007@12:11:11      Page: 1 of 1
MPI/PD Exception Handling
```

	Patient	SSN	Dt Rec'd	Exception Type
1	MPIPATIENT,SIYRIS J.	666622789	3/03/07	Potential Matches Returned
2	MPIPATIENT,RICHARD	666492047	3/03/07	Potential Matches Returned
3	MPIPATIENT,WILL M.	666274685	3/03/07	Potential Matches Returned
4	MPIPATIENT,JOSEPH	666554444	3/05/07	Primary View Reject
5	MPIPATIENT,CATHERINE	666123456	3/05/07	Primary View Reject
6	MPIPATIENT,WILLIAM W.	666998877	3/05/07	Primary View Reject

```
Enter ?? for more actions
```

```
SD Sort Exceptions by Date      VT View Selected Exception Type
SN Sort by Patient Name        SE Select Exception
ST Sort by Exception Type
Select Action:Quit// <Enter>
```

Figure 3-5: View exceptions sorted by patient name

VT—View Selected Exception Type

The View Selected Exception Type action allows you to display all current exceptions by a single exception type, Figure 3-6.

```

Select Action:Quit// VT <Enter> View Selected Exception Type
Enter an exception type to view: ??

      Select one of the following:
          218      Potential Matches Returned
          234      Primary View Reject

Enter an exception type to view: 234

MPI/PD EXCEPTION HANDLING      Mar 05, 2007@12:11:11      Page: 1 of 2
MPI/PD Exception Handling

```

	Patient	SSN	Dt Rec'd	Exception Type
1	MPIPATIENT,JOSEPH	666554444	3/05/07	Primary View Reject
2	MPIPATIENT,CATHERINE	666123456	3/05/07	Primary View Reject
3	MPIPATIENT,WILLIAM W.	666998877	3/05/07	Primary View Reject
+ Enter ?? for more actions				
SD	Sort Exceptions by Date		VT	View Selected Exception Type
SN	Sort by Patient Name		SE	Select Exception
ST	Sort by Exception Type			

```

Select Action:Quit// <Enter>

```

Figure 3-6: View selected exception type

SE—Select Exception action

This action allows you to select a specific exception, providing more detailed information. The following are a list of further actions within the Select Exception action. They allow you to easily check patient data and resolve exceptions without leaving the MPI/PD Exception Handling option.

- **Patient Audit**—Use this action to audit the changes made in the MPI/PD Exception Handling option. The report prints the patient name and DFN, date/time the field was edited, the user who made the change, the field edited, the old value, and the new value. The right margin for this report is 80.
- **Patient Inquiry**—Use this action to do a Patient Inquiry directly from the MPI/PD Exception Handling option. Patient Inquiry is the standard Patient Inquiry option.
- **HINQ Inquiry**—Use this action to do a HINQ Inquiry for a selected patient directly from the MPI/PD Exception Handling option. HINQ Inquiry sends a HINQ Request to the HINQ SUSPENSE file (#39.5). Sites using HINQ Inquiry within the MPI/PD Exception Handling [RG EXCEPTION HANDLING] options, should be sure that the USE HINQ INQUIRY? (#17) field in the MAS PARAMETERS file (#43) is set to YES.

- **MPI Display Only Query**—Use this action to display the information that is on the MPI for a patient directly from the MPI/PD Exception Handling option.



As of VistA Patches MPIF*1*43 and RG*1*43, a change has been made in the Display Only Query [MPIF DISPLAY ONLY QUERY TO MPI] option. It will now return potential matches, even if the patient being queried for is already known on the MPI.

- **Potential Match Rev (PMR)**—Use this action to review and resolve Potential Matches Returned exceptions to the MPI directly from the MPI/PD Exception Handling option. The PMR action has been developed specifically to resolve Potential Matches Returned exceptions by displaying the list of potential matches for site personnel to determine if the patient being processed should be linked to another existing national ICN on the MPI.



As of VistA Patches MPIF*1*43 and RG*1*43, the Potential Match Rev (PMR) action replaces the Single Patient Initialization (SPI) functionality in the MPI/PD software.

For more information on Potential Match Rev (PMR), see the section titled "Changes to Processing of Potential Matches Returned Exceptions" in this documentation.

- **Edit Patient Data**—Use this action to edit patient data directly from the MPI/PD Exception Handling option. This action allows you to edit selected fields on the patient.
- **View PV Rej Detail**—Selecting the PVR action automatically sends a Remote Query to the MPI, automatically initiating the following process:
 - Sends a request to the Master Patient Index for information on the rejected edit to the Primary View for the selected patient at your facility, beginning with the date of the Primary View Reject exception.
 - Reports the various statuses of the query in the interim.
 - Displays a screen showing the Primary View Reject Details Report for that patient, which is also available to the IMDQ staff.
- **Update Status to Processed**—Use this action to update the exception status to Processed directly from the MPI/PD Exception Handling option. This action is only used for resolving the three Death entry exceptions.
- **MPI/PD Data Inquiry**—Use this action to display Master Patient Index/Patient Demographics (MPI/PD) information for the selected patient directly from the MPI/PD Exception Handling option. This action allows you to query any facility at which a selected patient has been seen, check the query, and display the remote patient data that is returned from that site. It is documented in detail elsewhere in this manual, in the section titled "MPI/PD Data Inquiry Action."
- **Edit Note**—Use this action to add/edit notes to the exception directly from the MPI/PD Exception Handling option.
- **MPI Primary View**—Use this action to remotely view Primary View patient identity fields on the Master Patient Index (MPI). The functionality is the same for the Primary View Display from MPI [RG PRIMARY VIEW FROM MPI].



Some of these actions, listed previously, can also be found as stand-alone MPI/PD VistA options, see Table below. The MPI/PD Exception Handling option offers these same options in the form of actions. This is done to make this functionality available and convenient for users to continue working within the MPI/PD Exception Handling option to resolve exceptions.

Action	Counterpart VistA MPI/PD Option
Patient Audit	Single Patient Audit File Print [RGMT AUDIT SINGLE] on the Patient Audit Log Reports [RG TRAN/AUD AUD REP] menu.
Display Only Qry	Display Only Query [MPIF DISPLAY ONLY QUERY TO MPI] on the Message Exception Menu [RG EXCEPTION MENU].
MPI/PD Data Inquiry	<p>This action allows users to get MPI data and remote data. It comprises the following stand-alone MPI/PD option and menu option:</p> <ul style="list-style-type: none"> • MPI data is also available on the Patient MPI/PD Data Inquiry [RG EXCEPTION TF INQUIRY] option. • Remote data can be derived from the three options (Send Remote Patient Data Query, Check Remote Patient Data Query, and Display Remote Patient Data Query) located on the Remote Patient Data Query Menu [RG REMOTE PDAT MENU].
Primary View Display from MPI	The Primary View Display option is located on the Message Exception Menu [RG EXCEPTION MENU]. It is used to remotely view Primary View patient identity fields on the Master Patient Index (MPI). The same functionality as was described in the previous documentation for the MPI/PD Exception Handling action MPI Primary View, applies to this option. They both behave the same. However, the one difference between them is that the Primary View Display from MPI option offers VA facilities the ability to send remote queries to the MPI to view patient identity data regardless if there is an exception logged for the patient.

Table 3-1: MPI/PD Exception Handling actions w/counterpart MPI/PD VistA stand-alone options

The actions in the MPI/PD Exception Handling option are functionally identical to the counterpart stand-alone MPI/PD VistA options with the exception of the Potential Match Review action. It is only available as an action in the MPI/PD Exception Handling option. For more information on MPI/PD VistA stand-alone options, see the "MPI/PD VistA User Manual" located at the following Web site:

<http://www.va.gov/vdl/Infrastructure.asp?appID=16> .

```

MPI/PD EXCEPTION HANDLING      Mar 05, 2007@12:11:11      Page: 1 of 1
MPI/PD Exception Handling

      Patient                SSN                Dt Rec'd      Exception Type
1  MPIPATIENT,SIYRIS J.    666622789    3/03/07      Potential Matches Returned
2  MPIPATIENT,RICHARD     666492047    3/03/07      Potential Matches Returned
3  MPIPATIENT,WILL M.     666274685    3/03/07      Potential Matches Returned
4  MPIPATIENT,JOSEPH     666554444    3/05/07      Primary View Reject
5  MPIPATIENT,CATHERINE   666123456    3/05/07      Primary View Reject
6  MPIPATIENT,WILLIAM W.  666998877    3/05/07      Primary View Reject
Enter ?? for more actions
SD  Sort Exceptions by Date      VT  View Selected Exception Type
SN  Sort by Patient Name        SE  Select Exception
ST  Sort by Exception Type
Select Action:Quit// SE <Enter> Select Exception
Select : (1-14): 3
HI  Hinq Inquiry                ED  Edit Patient Data      NT  Edit Note

MPI/PD EXCEPTION ACTIONS      Jul 24, 2002@10:28:50      Page: 1 of 1
MPI/PD EXCEPTION HANDLING ACTIONS.

Exception Data
Name:  MPIPATIENT,SIYRIS J.
SSN:  666936785
DOB:  OCT 10,1910
DFN:  7169377
ICN:  500000073
Date of Death:
Exception Type:  Potential Matches Returned
Exception Date:  January 15, 2006
Exception Status:  NOT PROCESSED

Exception Notes:

Enter ?? for more actions
AUD Patient Audit            DO  MPI Display Only Qry  UPD Update to Processed
PI  Patient Inquiry          PMR Potential Match Rev  DI  MPI/PD Data Inquiry
HI  Hinq Inquiry            ED  Edit Patient Data      NT  Edit Note
                                PVR View PV Rej Detail  PR  MPI Primary View

Select Action:Quit//

```

Figure 3-7: MPI/PD Exception Handling option Select Exception action

Changes to Processing of Potential Matches Returned Exceptions

Previously, for any entry found through a site query of the MPI that closely matched the registrant patient's identifying information, the MPI/PD software assigned a local ICN and logged a Potential Matches Returned exception at that site. Site personnel responded by using the Single Patient Initialization to MPI (commonly known as SPI) functionality to resolve these exceptions.

As of VistA Patches MPIF*1*43 and RG*1*43, Potential Matches Returned exceptions are still logged at the site; however, all patients are now added directly to the MPI when an exact match isn't found, thus receiving a national ICN. Site personnel now use the PMR action, located on the MPI/PD Exception Handling [RG EXCEPTION HANDLING] option to resolve these exceptions.

New Exception Handler Action "Potential Match Rev (PMR)"

When a patient is presented to the MPI and there is not an exact match for that patient, the patient is added to the MPI and a Potential Matches Returned exception is generated at that local VistA site. Site personnel can use the Potential Match Rev (PMR) action, Figure 3-8, to review and resolve Potential Matches Returned exceptions.



This new action replaces the Single Patient Initialization to MPI (commonly known as SPI) functionality.



The only way to know that there is a potential match to be reviewed is by the Potential Matches Returned exception as viewed in the PMR action.

How the PMR Action Works

The PMR action looks almost identical to the former SPI action, Figure 3-8. For instance, site personnel are still presented with a list of potential matches for the record they are reviewing; however, within the PMR action you cannot add the patient directly to the MPI. This is because the patient has already been added to the MPI, hence has already been assigned a national ICN.

The Potential Match Rev (PMR) action is used only for Potential Matches Returned exceptions that are marked with the exception status NOT PROCESSED. It displays a list of Potential Matches, allowing site personnel to review exceptions and determine if local patient entries should be linked to an existing national ICN.

MPI/PD EXCEPTION HANDLING		Mar 05, 2007@12:11:11		Page: 1 of 1	
MPI/PD Exception Handling					
	Patient	SSN	Dt Rec'd	Exception Type	
1	MPIPATIENT,SIYRIS J.	666622789	3/03/07	Potential Matches Returned	
2	MPIPATIENT,RICHARD	666492047	3/03/07	Potential Matches Returned	
3	MPIPATIENT,WILL M.	666274685	3/03/07	Potential Matches Returned	
4	MPIPATIENT,JOSEPH	666554444	3/05/07	Primary View Reject	
5	MPIPATIENT,CATHERINE	666123456	3/05/07	Primary View Reject	
6	MPIPATIENT,WILLIAM W.	666998877	3/05/07	Primary View Reject	
Enter ?? for more actions					
AUD	Patient Audit	DO	MPI Display Only Qry	UPD	Update to Processed
PI	Patient Inquiry	PMR	Potential Match Rev	DI	MPI/PD Data Inquiry
HI	Hinq Inquiry	ED	Edit Patient Data	NT	Edit Note
		PVR	View PV Rej Detail		
Select Action:Quit// SE <Enter> Select Exception					
Select : (1-3): 3					
MPI/PD EXCEPTION ACTIONS		Mar 05, 2007@12:11:11		Page: 1 of 1	
MPI/PD EXCEPTION HANDLING ACTIONS.					
Exception Data					
Name: MPIPATIENT,SIYRIS J.					
SSN: 666622789					
DOB: DEC 16,1922					
DFN: 100000721					
ICN: 1000000977					
Date of Death:					
Exception Type: Potential Matches Returned					
Exception Date: Dec 16, 2005					
Exception Status: NOT PROCESSED					
Exception Text: Potential matches found, please review via MPI/PD					
Exception Handler					
Exception Notes:					
Enter ?? for more actions					
AUD	Patient Audit	DO	MPI Display Only Qry	UPD	Update to Processed
PI	Patient Inquiry	PMR	Potential Match Rev	DI	MPI/PD Data Inquiry
HI	Hinq Inquiry	ED	Edit Patient Data	NT	Edit Note
		PVR	View PV Rej Detail	PR	MPI Primary View
Select Action:Quit// PMR <Enter> Potential Match Rev					

The Potential Match Rev (PMR) action resolves Potential Matches Returned exceptions.

Figure 3-8: Use PMR action to resolve Potential Matches Returned exceptions, similar to SPI action

Within the PMR action, Figure 3-9, site personnel can perform the following additional actions:

- SE Match with Existing Patient on List
- CMR View patient's info at the CMOR
- MPI View additional demographics on MPI
- HLP Select online help for assistance
- QUIT Quit and do nothing

```
Select Action:Quit// PMR

MPI QUERY RESULTS   Mar 05, 2007@12:11:11   Page: 1 of 1
Possible MPI Matches for Patient: MPIPATIENT,KATHY R.
                SSN: 666498643
                DOB: 3-23-1948
                SEX: FEMALE

Patient          SSN          DOB          CMOR
1  MPIPATIENT,KATIE R.  666498643  3-22-1948  DETROIT

Enter ?? for more actions
SE Match With Existing Pt on List      MPI MPI Data View
CMR CMORs Data View                    HLP HELP
Select Action:Quit// SE <Enter> Match With Existing Pt on List
```

The SE action links the patient record being reviewed to an already existing national ICN on the MPI.

Figure 3-9: Use the PMR action to match with existing patient on list

Figure 3-9 shows that the user has selected the SE action (Match With Existing Pt on List) to link the patient record being reviewed to an existing national ICN on the MPI. The following are possible scenarios that affect the status, PROCESSED or NOT PROCESSED, of Potential Matches Returned exceptions when using the PMR action:

- If the user matches to an entry in the list of potential matches, the exception status automatically changes to PROCESSED.
- If there has been a change to the patient’s record in the VistA site’s PATIENT file (#2), or a change has happened at another VistA site and it has updated on the MPI, it’s possible for the user to see that no potential matches exist any longer. This causes the exception status to automatically change to PROCESSED, requiring no further action from site personnel.
- If site personnel determine that the record being reviewed and the potential matches listed do not match or they are unsure and need time to review the list, they should select the Quit action, which will then prompt them with a choice to change the status of the exception to PROCESSED.



If site personnel are unsure whether the potential matching records being reviewed are in fact a match, the exception should remain in a NOT PROCESSED status. Thus, users should answer "No" to the following prompt "Do you want to mark this exception as processed? NO// <Enter>." Exceptions marked as PROCESSED are removed from the list of active exceptions and cannot be re-activated.



Potential Match Rev (PMR) Action—Information Site Personnel Need to Know

- Users will no longer see the ICN currently assigned to the patient they are reviewing in the list of potential matches. They will only see other potential matches.
- The PMR action can only be used for Potential Matches Returned exceptions that are marked with a status of NOT PROCESSED.
- If there is not a match to be made, the user should quit and mark the exception as processed. If they are not sure if there is a match or not, the exception should remain in a NOT PROCESSED status. If the exception is marked as PROCESSED, it will be removed from the list of active exceptions.

Once an exception is removed from the list of active exceptions, it cannot be re-created. Once it is marked as PROCESSED, site personnel can take no further action.

- The user will only be able to match to one entry on the MPI. If there is more than one entry in a list of potential matches for a patient, site personnel need to contact the Identity Management Data Quality (IMDQ) team to assist in resolving the potential duplicates on the MPI.
- Since patients have already been added to the MPI, hence obtaining national ICN assignments, local ICNs are no longer assigned to patients with the exception of when the real-time connection to the MPI cannot be established or has been lost before the ICN assignment was completed.

Example Scenario—Processing Exceptions for Shared Patients in VistA

If the patient entry being processed is shared with another VistA system, a match cannot be made. If site personnel attempt to try, a message is displayed, Figure 3-10, and an exception message is sent to the Identity Management Data Quality (IMDQ) team for their review and assistance in resolving the potential duplicate on the MPI. Once the exception is sent to the IMDQ team, the exception status at the site automatically changes to PROCESSED. Site personnel need take no further action, unless the IMDQ team contacts them for assistance.

```

MPI QUERY RESULTS           Mar 05, 2007@12:11:11           Page:    1 of    1
Possible MPI Matches for Patient: MPIPATIENT,KATHY R.
                               SSN: 666498643
                               DOB: 3-23-1948
                               SEX: FEMALE

Patient      SSN          DOB          CMOR
1  MPIPATIENT,KATIE R.  666498643   3-23-1948   DETROIT

Enter ?? for more actions
SE Match With Existing Pt on List      MPI MPI Data View
CMR CMORs Data View                    HLP HELP
Select Action:Quit// SE <Enter> Match With Existing Pt on List
Select : (1-1): 1

```

Message displayed at site. Can't match patient record because ICN is known at another VistA system. Exception sent to IMDQ team for resolution.

```

Unable to match these ICNs together as the site patient is now shared.
Exception has been sent to IMDQ team for assistance in resolving this
MPI Duplicate. Local exception has been automatically marked as processed.

```

Figure 3-10: Can't Match to ICN when Patient with Exception is Shared



Should a user who is presented with a list of potential matches find more than one entry is for the same patient, it is recommended that they contact the Identity Management Data Quality (IMDQ) team to assist in the resolution of multiple duplicates on the MPI.

Requests for assistance with duplicate resolution should be sent with the password-protected patient sensitive information related to the duplicate entries via an e-mail message to:

- **MPIF EXCEPTIONS mail group (local VistA)**
- **CIRN EXCEPTION MGT mail group (FORUM)**
- **VHA OI IA MPI DQ Team distribution group on Outlook**



Removal of Single Patient Initialization (SPI) Functionality

VistA Patches MPIF*1*43 and RG*1*43 removed the Single Patient Initialization to MPI (commonly known as SPI) functionality, replacing it with a new action named Potential Match Rev (PMR), located on the MPI/PD Exception Handling option [RG EXCEPTION HANDLING]. SPI functionality was available on the MPI in the following two forms:

- As the action named SPI Single Patient Init on the MPI/PD Exception Handling [RG EXCEPTION HANDLING] option, located on the Message Exception Menu [RG EXCEPTION MENU]
- As the standalone option, Single Patient Initialization to MPI [MPIF IND MPI LOAD] on the MPIF VISTA MENU

MPI/PD Data Inquiry Action

This MPI/PD exception handling action is located in the MPI/PD Exception Handling option. It is helpful in resolving exceptions because it allows you to query any facility at which a selected patient has been seen, check the query, and display the remote patient data that is returned from that site. The remote data fields retrieved include the Integration Control Number (ICN), the Coordinating Master of Record (CMOR) site, MPI/PD Activity Score, Treating Facility list, CMOR History and CMOR Change Request History.

MPI/PD EXCEPTION ACTIONS		Mar 05, 2007@12:11:11	Page: 1 of 1
MPI/PD EXCEPTION HANDLING ACTIONS.			
Exception Data			
Name:	MPIPATIENT,CLIFFORD		
SSN:	666337777		
DOB:			
DFN:	700000		
ICN:	1099999999		
Date of Death:	FEB 3,1999		
Exception Type:	Potential Matches Returned		
Exception Date:	Oct 16, 2001		
Exception Status:	PROCESSED		
Exception Text:			
Exception Notes:			
Enter ?? for more actions			
AUD Patient Audit	DO MPI Display Only Qry	UPD Update to Processed	
PI Patient Inquiry	PMR Potential Match Rev	DI MPI/PD Data Inquiry	
HI Hinq Inquiry	ED Edit Patient Data	NT Edit Note	
	PVR View PV Rej Detail	PR MPI Primary View	
Select Action:Quit// DI <Enter> MPI/PD Data Inquiry			

Figure 3-11: MPI/PD Data Inquiry action

SND—Send Remote Query

MPI/PD PATIENT DATA ACTIONS	Mar 05, 2007@12:11:11	Page: 1 of 4
MPI/PD PATIENT DATA		
Patient Data		
MPI/PD Data for: MPIPATIENT,CLIFFORD (DFN #700000)		
Printed Mar 05, 2007@12:11:11 at ALBANY		
=====		
SSN : 666337777	ICN : 1099999999	
Sex : MALE	CMOR: BATTLE CREEK	
Claim #: 000337777	CMOR Activity Score : None	
Date of Birth:	Subscription Control #: None	
Address: 123 COLLEGE TOWN DR		
SACRAMENTO, CALIFORNIA 95826		
Treating Facilities:	Station:	DT Last Treated
-----	-----	-----
BATTLE CREEK	515	Jun 10, 2006@13:20
PATIENT DISCHARGE		
+ Enter ?? for more actions		
SND Send Remote Query	DSP Display Query Data	
CHK Check Remote Query		
Select Action:Next Screen// SND <Enter> Send Remote Query		
-> For ICN 1099999999		
Query last sent for this ICN on Nov 28, 2001		
Select one or more of the following:		
1. (502) ALEXANDRIA		
2. (504) AMARILLO HCS		
3. (515) BATTLE CREEK		
4. (520) BILOXI		
5. (521) BIRMINGHAM		
6. (526) BRONX		
7. (619) CENTRAL ALABAMA HCS		
8. (674) CENTRAL TEXAS HCS		
9. (537) CHICAGO HCS		
10. (553) DETROIT		
11. (677) EASTERN KANSAS HCS		
12. (437) FARGO VAMROC		
13. (564) FAYETTEVILLE AR		
14. (578) HINES		
15. (ALL)		
Select site(s) 1-14 or 15 for all: 3,6,9-14		
Remote patient data queries will be sent to:		
1. (515) BATTLE CREEK		
2. (526) BRONX		
3. (537) CHICAGO HCS		
4. (553) DETROIT		
5. (677) EASTERN KANSAS HCS		
6. (437) FARGO VAMROC		
7. (564) FAYETTEVILLE AR		
8. (578) HINES		
Do you want to continue? Yes// <Enter> YES		
Sending Remote Query to: 437 FARGO VAMROC		
Sending Remote Query to: 515 BATTLE CREEK		
Sending Remote Query to: 526 BRONX		
Sending Remote Query to: 537 CHICAGO HCS		
Sending Remote Query to: 553 DETROIT		
Sending Remote Query to: 564 FAYETTEVILLE AR		
Sending Remote Query to: 578 HINES		
Sending Remote Query to: 677 EASTERN KANSAS HCS		

Figure 3-12: Send Remote Query action

CHK—Check Remote Query

```

MPI/PD PATIENT DATA ACTIONS   Mar 05, 2007@12:11:11           Page: 1 of 4
MPI/PD PATIENT DATA

Patient Data
-----
MPI/PD Data for: MPIPATIENT,CLIFFORD (DFN #700000)
Printed Mar 05, 2007@12:11:11 at ALBANY
=====
SSN      : 666337777                      ICN : 1099999999
Sex      : MALE                          CMOR: BATTLE CREEK
Claim #: 000337777                      CMOR Activity Score : None
Date of Birth:                          Subscription Control #: None
Address: 123 COLLEGE TOWN DR
                SACRAMENTO, CALIFORNIA 95826

Treating Facilities:  Station:  DT Last Treated  Event Reason
-----
BATTLE CREEK        515        Jun 10, 2006@13:20  PATIENT DISCHARGE

+      Enter ?? for more actions
SND  Send Remote Query                      DSP  Display Query Data
CHK  Check Remote Query
Select Action:Next Screen//  CHK <Enter> Check Remote Query

-> For ICN 1099999999

Select one or more of the following:
1. (515) BATTLE CREEK
2. (526) BRONX
3. (537) CHICAGO HCS
4. (553) DETROIT
5. (677) EASTERN KANSAS HCS
6. (437) FARGO VAMROC
7. (564) FAYETTEVILLE AR
8. (578) HINES
9. (ALL)
Select site(s) 1-8 or 9 for all: 9
  BATTLE CREEK status: (Response Received)
  BRONX status: (Response Received)
  CHICAGO HCS status: (Response Received)
  DETROIT status: (Response Received)
  EASTERN KANSAS HCS status: (Response Received)
  FARGO VAMROC status: (Response Received)
  FAYETTEVILLE AR status: (Response Received)
  HINES status: (Response Received)
    
```

Figure 3-13: Check Remote Query action

DSP—Display Query Data

```

MPI/PD PATIENT DATA ACTIONS   Mar 05, 2007@12:11:11           Page: 1 of 4
MPI/PD PATIENT DATA

Patient Data
-----
MPI/PD Data for: MPIPATIENT,CLIFFORD (DFN #700000)
Printed Mar 05, 2007@12:11:11 at ALBANY
=====
SSN      : 666337777                      ICN : 1099999999
Sex      : MALE                          CMOR: BATTLE CREEK
Claim #: 000337777                      CMOR Activity Score : None
Date of Birth:                          Subscription Control #: None
Address: 123 COLLEGE TOWN DR
              SACRAMENTO, CALIFORNIA 95826

Treating Facilities:  Station:  DT Last Treated      Event Reason
-----
BATTLE CREEK        515          Jun 10, 2006@13:20  PATIENT DISCHARGE

+      Enter ?? for more actions
SND  Send Remote Query                      DSP  Display Query Data
CHK  Check Remote Query
Select Action:Next Screen//  DSP <Enter> Display Query Data

Display data returned from remote patient data queries.

-> For ICN 1001169316

Select one or more of the following:
1. (515) BATTLE CREEK
2. (526) BRONX
3. (537) CHICAGO HCS
4. (553) DETROIT
5. (677) EASTERN KANSAS HCS
6. (437) FARGO VAMROC
7. (564) FAYETTEVILLE AR
8. (578) HINES
9. (ALL)
Select site(s) 1-8 or 9 for all: 1

-----
MPI/PD REMOTE DATA QUERY   Mar 05, 2007@12:11:11           Page:1 of 3
MPI/PD REMOTE PATIENT DATA

REMOTE PATIENT DATA
-> For ICN 1099999999
      BATTLE CREEK status: (Response Received)

Printed Dec 11, 2001@07:39 at BATTLE CREEK
Enter RETURN to continue or '^' to exit: <Enter>

=====
SSN      : 666337777                      ICN : 1099999999
Sex      : MALE                          CMOR: BATTLE CREEK
Claim #: 000337777                      CMOR Activity Score : None
Date of Birth:                          Subscription Control #: None
Address: 123 COLLEGE TOWN DR
              SACRAMENTO, CALIFORNIA 95826
    
```

Treating Facilities:	Station:	DT Last Treated	Event Reason
-----	-----	-----	-----
BATTLE CREEK	515	Jun 10, 2006@13:20	PATIENT DISCHARGE
BRONX	526	Aug 13, 2005@9:45	PATIENT DISCHARGE
CHICAGO HCS	537	Sept 21, 2006@13:00	PATIENT DISCHARGE

Select Action:Next Screen// <Enter>

Figure 3-14: Display Query Data action

Primary View Reject Exception and View PV Rej Detail (PVR) Action on the MPI Exception Handling Option

When patient identity fields are edited at VA facilities and sent to the MPI, those edits *must* meet or exceed the existing authority score and pass the Primary View data rules on a field-by-field basis. If an edit fails to pass both of these tests, the edit to that patient identity field is rejected.

The transition from the Coordinating Master of Record (CMOR) "view" to the Primary View introduces the following new exception type and exception action to the MPI/PD Exception Handling option [RG EXCEPTION HANDLING]:

- **Primary View Reject exception type**—Rejected edits to the Primary View on the MPI generate this exception, which is sent back to the site that attempted the edit.
- **View PV Rej Detail (PVR) exception action**—Site personnel can use the View PV Rej Detail (PVR) action to view more details about rejected data from the MPI in Austin, allowing them to see why their edit(s) were rejected.

After review of the Primary View reject, sites can select the UPD action to change the exception status from NOT PROCESSED to PROCESSED. This clears the reject exception off the MPI/PD Exception Handling option.

If a site determines that the rejected data is a valid edit, the only way to get that data updated on the MPI is to contact the Identity Management Data Quality (IMDQ) team and have them make the edit. IMDQ has the ability to overwrite Primary View data.



For Identity Management Data Quality (IMDQ) contact information, see the section titled "Contact the IMDQ Team if Your Site Determines Rejected Data is Valid" in this documentation.

Upon selection of a reject exception, a remote query is automatically sent to the MPI that will bring back a display of the details allowing sites to see why their edit was rejected.



For a list of all possible reject messages displayed in the Primary View Reject exceptions, see the Primary View Data Rules document at the following address:

http://vista.med.va.gov/mpi/IMDQ_Primary_View_Data_Rules.asp

Exception Message Processing

The following screen captures and descriptive text show the series of events that sites will likely take when reviewing and processing Primary View Reject exceptions.

```
Select OPTION NAME: RGMR <Enter> MPI/PD Master Menu

CORD  MPI/PD Patient Admin Coordinator Menu ...
IRM   MPI/PD IRM Menu ...

Select MPI/PD Master Menu Option: COR <Enter> MPI/PD Patient Admin Coordinator Menu

<<----->>
<< You have Primary View Reject exceptions that need to be reviewed using >>
<< the MPI/PD Exception Handling Option on the Message Exception Menu.   >>
<<----->>

SP    Site Parameters Edit for CMOR
      **> Out of order:  Obsolete with MPIF*1*44.
LOG   Patient Audit Log Reports ...
MSG   Message Exception Menu ...
RPT   Management Reports ...
POC   Add/Edit Point of Contact

Select MPI/PD Patient Admin Coordinator Menu Option: MSG <Enter> Message Exception
Menu

      MPI/PD Exception Handling
      Patient MPI/PD Data Inquiry
      Remote Patient Data Query Menu ...
      Display Only Query
      Primary View Display from MPI

Select Message Exception Menu Option: MPI/PD Exception Handling
```

Figure 3-15: Select MPI/PD Exception Handling option

Figure 3-15 shows the selection of the MPI/PD Exception Handling option, located on the Message Exception Menu.

Selecting a Primary View Reject Exception for Processing

The VistA user selects a patient with an exception type of Primary View Reject on the first screen of the MPI/PD Exception Handling option using the Select Exception action. Enter the exception's row number at the "Select Action:" prompt, Figure 3-16.

MPI/PD EXCEPTION HANDLING Jan 11, 2007@10:22:26				Page: 1 of 4
MPI/PD Exception Handling				
	Patient	SSN	Dt Rec'd	Exception Type
1	MPIPATIENT,ONE	666001928	01/10/07	Primary View Reject
2	MPIPATIENT,TWO	666010123P	01/03/07	Primary View Reject
3	MPIPATIENT,THREE	666022332	01/10/07	Primary View Reject
4	MPIPATIENT,FOUR	666272727	01/10/07	Primary View Reject
5	MPIPATIENT,FIVE	666230333	12/31/06	Primary View Reject
6	MPIPATIENT,SIX	666002221	01/10/07	Primary View Reject
7	MPIPATIENT,SEVEN	666014040	01/09/07	Primary View Reject
8	MPIPATIENT,EIGHT	666043434	01/09/07	Primary View Reject
9	MPIPATIENT,NINE	666010122	01/10/07	Primary View Reject
10	MPIPATIENT,TEN	666702020	01/09/07	Primary View Reject
11	MPIPATIENT,ELEVEN	666082525	01/10/07	Primary View Reject
12	MPIPATIENT,TWELVE	666101023	01/10/07	Primary View Reject
13	MPIPATIENT,THIRTEEN	666272727	01/10/07	Primary View Reject
14	MPIPATIENT,FOURTEEN	666010123P	01/10/07	Primary View Reject
+ Enter ?? for more actions				
SD	Sort Exceptions by Date		VT	View Selected Exception Type
SN	Sort by Patient Name		SE	Select Exception
ST	Sort by Exception Type			
Select Action:Next Screen// SE <Enter> Select Exception				
Select : (1-14): 9				

Figure 3-16: Select exception on the Exception Handling option

To begin processing Primary View Reject exceptions, select the new action View PV Rej Detail (PVR) at the "Select Action:" prompt. Figure 3-17 shows an example of a Primary View Reject exception generated on Jan 10, 2007, with a status of NOT PROCESSED. An edit to one of the patient identity fields caused the error because the authority score was not high enough or it failed a data rule.

MPI/PD EXCEPTION ACTIONS		Jan 11, 2007@10:24:20	Page: 1 of 1
MPI/PD EXCEPTION HANDLING ACTIONS.			
Exception Data			
Name:	MPIPATIENT,NINE		
SSN:	666010122		
DOB:	JAN 1,1922		
DFN:	100001000		
ICN:	1000001627V167209		
Date of Death:			
Exception Type:	Primary View Reject		
Exception Date:	Jan 10, 2007		
Exception Status:	NOT PROCESSED		
Exception Text:	Edits to one or more fields have been rejected for the Primary View on the MPI.		
Exception Notes:			
+ Enter ?? for more actions			
AUD Patient Audit	DO MPI Display Only Qry	UPD Update to Processed	
PI Patient Inquiry	PMR Potential Match Rev	DI MPI/PD Data Inquiry	
HI Hinq Inquiry	ED Edit Patient Data	NT Edit Note	
	PVR View PV Rej Detail	PR MPI Primary View	
Select Action:Quit// PVR <Enter> View PV Rej Detail			

Figure 3-17: Select new View PV Rej Detail (PVR) action on the Exception Handling option

Selecting the View PV Rej Detail Action Automatically Sends a Remote Query to the MPI

Selecting the PVR action automatically initiates the following process:

- Sends a request to the Master Patient Index for information on the rejected edit to the Primary View for the selected patient at your facility, beginning with the date of the Primary View Reject exception.
- Reports the various statuses of the query in the interim.
- Displays a screen showing the Primary View Reject Details Report for that patient.

This process can happen in any of the next four scenarios:

1. Figure 3-18 shows the output if a query has never been sent to the MPI for the Primary View Reject information on this patient (i.e., this is the first time a request is being sent to the MPI).

```
Select Action:Quit// PVR <Enter> View PV Rej Detail
Sending a Remote Query to the Master Patient Index.
This will take some time; please be patient.
```

Figure 3-18: Sending a Remote Query for this ICN/Exception Date to the Master Patient Index

If you have never sent a query to the MPI for this patient before, when the query returns from the MPI, you will get your data back displayed in a new screen in the form of a Primary View Reject Report, Figure 3-19.

```
REMOTE PRIMARY VIEW REJECT   Jan 11, 2007@10:24:20           Page:    1 of    1
MPI PRIMARY VIEW REJECT DISPLAY

      MPI Primary View Reject Display
-----
ICN:          1000001627V167209   Name: MPIPATIENT,NINE
DFN:          100001000           SSN:  666010122

Type of Reject:      Authority Score
Requestor:           Albany
Date/Time of Update: Jan 10, 2007@10:14:59
Date/Time of Reject: Jan 10, 2007@10:15:08

Field: Place of Birth City           Existing Primary View Authority Score
Primary View Value:  JACKSONVILLE   125
Local Edit Value:   JONESVILLE      0

If you believe this edit is valid, contact the IMDQ Team for assistance via
the G.MPIF EXCEPTIONS mailgroup (Vista) or the VHA OI IA MPI DQ TEAM mailgroup
(Outlook). Transmission of patient sensitive data requires PKI encryption.

Select Action:Next Screen// ^
```

Figure 3-19: MPI Primary View Reject Report sent back from the query to the MPI

The Identity Management Data Quality (IMDQ) team views this same information in a form called the Primary View Reject Report

2. Figure 3-20 shows the output if a previous query had already been sent on a prior day to the MPI for this patient with the same exception date.

```
Select Action:Quit// PVR <Enter> View PV Rej Detail
A query was last sent for this ICN/Exception Date on Jan 11, 2007@11:19:08
Previous Query data may be obsolete.
Sending a Remote Query to the Master Patient Index.
This will take some time; please be patient.
Query data has returned from the MPI and is available for review.
```

Figure 3-20: Resending a Remote Query for this ICN/Exception Date to the Master Patient Index



A new query is sent if the reject exception you are reviewing was not generated on the current date (today's date). This is because there can always be the possibility previous query data may be obsolete.

3. Figure 3-21 shows the output if the previous query had been sent to the MPI for this patient with the same exception date on the same day (today's date). In other words, you've reviewed the exception more than once in one day.

```
Select Action:Quit// PVR <Enter> View PV Rej Detail
A query was last sent for this ICN/Exception Date on Jan 11, 2007@11:25:18.
Do you wish to review that existing query data now? YES// <Enter>
```

Figure 3-21: Query not sent again for this ICN/Exception Date because you are viewing it on the same day

Pressing the <Enter> key or entering "Yes" at the "Do you wish to review that existing query data now? YES// " prompt in Figure 3-21 displays the existing Primary View Reject report.

4. As a continuation from scenario #3, if for any reason you want to send a new query, simply reject the default answer and respond with "No." Figure 3-22 shows what you will see:

```
Select Action:Quit// PVR <Enter> View PV Rej Detail
A query was last sent for this ICN/Exception Date on Jan 11, 2007@00:09:14
Do you wish to review that existing query data now? YES// n <Enter> NO
Sending a Remote Query to the Master Patient Index.
This will take some time; please be patient.
Query data has returned from the MPI and is available for review.
```

Figure 3-22: Requesting a new remote query to the MPI

View PV Rej Detail Action Only Works for Primary View Reject Exceptions

All of the standard actions on the MPI/PD Exception Handling options continue to work as usual for all exception types; however, the View PV Rej Detail action only works for Primary View Reject exceptions. Figure 3-23 shows that when trying to use the PVR action on a Potential Matches Returned exception the following message is displayed: "This option is ONLY available for Primary View Reject exceptions.

MPI/PD EXCEPTION ACTIONS		Jan 11, 2007@10:24:20	Page:	1 of	1
MPI/PD EXCEPTION HANDLING ACTIONS.					
Exception Data					
Name:	MPIPATIENT,NINE				
SSN:	666010122				
DOB:	JAN 1,1922				
DFN:	100001000				
ICN:	1000001627V167209				
Date of Death:					
Exception Type:	Potential Matches Returned				
Exception Date:	Jan 09, 2007				
Exception Status:	NOT PROCESSED				
Exception Text:	Potential match(es) found, please review via MPI/PD Exception Handler				
Exception Notes:					
Action is ONLY for PRIMARY VIEW REJECT exceptions!					
AUD Patient Audit	DO MPI Display Only Qry	UPD Update to Processed			
PI Patient Inquiry	PMR Potential Match Rev	DI MPI/PD Data Inquiry			
HI Hinq Inquiry	ED Edit Patient Data	NT Edit Note			
	PVR View PV Rej Detail	PR MPI Primary View			
Select Action:Quit// PVR <Enter> View PV Rej Detail					

Figure 3-23: This option is ONLY available for Primary View Reject exceptions

Queries to MPI Not Returned After 30 Seconds Displays "Please try again later"

If after you've selected the PVR action the system is busy, it might take some time for the query request to return the data from the MPI. The software will try for up to 30 seconds to get a response. If data is not returned within that timeframe, Figure 3-24 shows the message you will see. The query can fail due to network or connectivity issues, just check back at a later time to send another query.

Select Action:Quit// PVR <Enter> View PV Rej Detail
Your query request has NOT returned data from the MPI after trying for 30 seconds. This could be due to network issues. Please try again later.

Figure 3-24: Queries to MPI not returned after 30 Seconds displays "Please try again later"

Contact the IMDQ Team if Your Site Determines Rejected Data is Valid

It is recommended that sites review their rejected data to determine why the reject occurred. This is intended to help determine if local education needs to take place to prevent future data rejects.

VA facilities need to contact the Identity Management Data Quality (IMDQ) team in circumstances where valid edits are rejected on the MPI, because they did not pass the initial validation tests. IMDQ has the ability to overwrite Primary View data on the MPI. Once IMDQ has overwritten a piece of data, the authoritative score for that data jumps to 1000. This is the maximum score that a field can get. Any future edits to this field will never surpass that score and will stop this edit from being rejected again. This functionality is intended to stabilize valid and verified field values, which are agreed upon between IMDQ and the site. If your site determines the edit in question is valid, contact the IMDQ team for assistance via the following e-mail groups:

- MPIF EXCEPTIONS mail group (local VistA)
- CIRN EXCEPTION MGT mail group (FORUM)
- VHA OI IA MPI DQ Team distribution group on Outlook



Transmission of patient sensitive data requires Public Key Infrastructure (PKI) encryption.

Marking Reject Exceptions Complete and Clearing them from the Exception Handler

When this information has been reviewed and is no longer needed, return to the MPI/PD EXCEPTION ACTIONS screen. Mark the exception as finished by using the "UPD Update to Processed" action.

MPI/PD EXCEPTION ACTIONS	Jan 11, 2007@10:24:20	Page:	1 of 1
MPI/PD EXCEPTION HANDLING ACTIONS.			
Exception Data			
Name:	MPIPATIENT,NINE		
SSN:	666010122		
DOB:	JAN 1,1922		
DFN:	100001000		
ICN:	1000001627V167209		
Date of Death:			
Exception Type:	Primary View Reject		
Exception Date:	Jan 10, 2007		
Exception Status:	NOT PROCESSED		
Exception Text:	Edits to one or more fields have been rejected for the Primary View on the MPI.		
Exception Notes:			
Enter ?? for more actions			
	PVR View PV Rej Detail		
Select Action:	Quit// upd <Enter> Update to Processed		
	This option updates the exception status to PROCESSED.		
	After it is processed it will not be listed in the summary.		
	Are you sure you want to change the status? YES// YES <Enter>		
	This option updates the exception status to PROCESSED.		
	After it is processed it will not be listed in the summary.		
	Are you sure you want to change the status? YES// <Enter>		

Figure 3-25: Select Update to Processed (UPD) action to remove Primary View Reject exception

If your site agrees with the data rejection, the exception is no longer needed. Return to the MPI/PD EXCEPTION ACTIONS screen, Figure 3-25, and mark the exception status from NOT PROCESSED to PROCESSED, Figure 3-26, by using the "UPD Update to Processed" action. This will remove the exception off the Exception Handling option.

MPI/PD EXCEPTION ACTIONS		Jan 11, 2007@10:24:20	Page: 1 of 1
MPI/PD EXCEPTION HANDLING ACTIONS.			
Exception Data			
Name:	MPIPATIENT,NINE		
SSN:	666010122		
DOB:	JAN 1,1922		
DFN:	100001000		
ICN:	1000001627V167209		
Date of Death:			
Exception Type:	Primary View Reject		
Exception Date:	Dec 04, 2006		
Exception Status:	PROCESSED		
Exception Text:	Edits to one or more fields have been rejected for the Primary View on the MPI.		
Exception Notes:			
Enter ?? for more actions			
AUD Patient Audit	DO MPI Display Only Qry	UPD Update to Processed	
PI Patient Inquiry	PMR Potential Match Rev	DI MPI/PD Data Inquiry	
HI Hinq Inquiry	ED Edit Patient Data	NT Edit Note	
	PVR View PV Rej Detail	PR MPI Primary View	
Select Action:Quit//			

Figure 3-26: Primary View Reject Exception Status updated to PROCESSED—exception removed



The Remote Primary View Reject action shows one reject per screen.



The IMDQ Team has access to the same information in the Primary View Reject Report, as is shown in the Primary View Reject exception found on the MPI/PD Exception Handling option at the VA facilities. This means that IMDQ can access this same information when requested.

Primary View Authority Score Criteria and Data Rules for Evaluating Data Quality

When patient identity fields are edited at VA facilities and sent to the MPI, they *must* meet or exceed the existing authority score and pass the Primary View business rules on a field-by-field basis. The following are links to two spreadsheets developed by the Identity Management Data Quality (IMDQ) staff for the criteria for computing the Primary View authority scores and the Primary View data rules:

- Scoring of Primary View data is based on criteria captured from patient encounters with VA facilities. These are authority score values, the criteria of which are weighted in such a way that the site's edits to the MPI are measured and calculated on a field-by-field basis. The resulting

value needs to meet or exceed the current authority score to have enough weight to change the Primary View. If not, that edit will be rejected and a Primary View Reject exception will be sent to the sending site. If the site making the edit has activity with the patient, validated based on authority score calculations and criterion matches proving that the patient is being seen at that site, their score will be high enough to make an edit to that identity trait. These events indicate where the patient is actively seen. This is considered the authoritative site.

- The Primary View Data Rules regulate entering data in specific formats for which users *cannot* violate. The goal of which is to improve the quality of data. These conditions that are different for each identity trait have to be met before a patient identity field can be edited.



For more information, see the Primary View Data Rules document at the following address:

http://vista.med.va.gov/mpi/IMDQ_Primary_View_Data_Rules.asp

Example Scenario: Site Corrects First Name Which Generates Reject Exception

"George" is the name of a patient who has been actively seen at a VA facility for a long time. At the time of initial data entry, hospital personnel at George's VA facility transposed two characters in his first name (i.e., "Goerge"). George has had a lot of activity at this site (e.g., he was admitted as a patient at one time, he is currently assigned to a Primary Care Team, he has active prescriptions, and has a future appointment date for care, etc.); hence, he has a high authority score for the FIRST NAME patient identity field.

Later, George made a visit to a different VA facility for care. Hospital personnel at this facility notice the error in his first name and attempt to fix it; but in doing so, the VA facility generated a Primary View Reject exception because the MPI rejected the edit.

Why did this happen? It is because this is his first visit to this other facility (e.g., he has never been admitted as a patient; he is not currently assigned to a Primary Care Team at this new facility; he has no active prescriptions [his prescriptions have not been transferred over from his other VA facility yet], etc.). The authority score that George established for his first visit to this second site did not meet or exceed the current authority score for his FIRST NAME patient identity field. Hence, the edit did not pass the validation tests, which resulted in a reject exception.

VA facilities need to contact the Identity Management Data Quality (IMDQ) team in circumstances where legitimate edits are rejected on the MPI because they did not pass the initial validation tests. IMDQ has the ability to overwrite data on the MPI. Once IMDQ has edited a patient identity field, the authoritative score for that piece of data jumps to 1000; that is the maximum score that a field can get and the site activity score can never reach that level. Hence, the value of the patient identity field can no longer be edited for the patient by any site.

Update to Processed Action Removes Exception Message from List

When the exception has been processed (i.e., meaning that you have verified data, corrected where necessary, and if necessary, you have contacted the Coordinating Master of Record (CMOR) site), use the Update the Status to Processed action to remove it from the exception list. An update status of PROCESSED is used if the patient has already been assigned a nationally ICN.

VA Facilities Can View the Primary View Data on the MPI

VA facilities have the ability to remotely view Primary View patient identity fields on the Master Patient Index (MPI). The report generated by this option displays the current activity scores for individual patient identity fields (i.e., Primary View of the MPI) and the primary view data fields. VA facilities send a remote query to the MPI to view the MPI primary view information. The same capability to examine this data is available in two locations:

- An action named MPI Primary View (PR), which is located on the MPI/PD Exception Handling [RG EXCEPTION HANDLING] option.
- An option named Primary View Display from MPI [RG PRIMARY VIEW FROM MPI], located on the Message Exception Menu [RG EXCEPTION MENU].

There is a difference between the MPI Primary View action on the MPI/PD Exception Handler and the Primary View Display from MPI option. The Primary View Display from MPI option offers VA facilities the ability to send remote queries to the MPI to view patient identity data regardless if there is an exception logged for the patient.

MPI/PD Exception Handling Action: MPI Primary View

The following are instructions for using the MPI Primary View action on the MPI/PD Exception Handling option to remotely view Primary View patient identity fields on the Master Patient Index (MPI). The functionality is the same for the Primary View Display from MPI [RG PRIMARY VIEW FROM MPI].

On the MPI/PD Exception Handling option, choose a patient on the first screen(s) of the Exception Handler using the Select Exception action. Next, select the new action MPI Primary View (PR), Figure 3-28.

AUD Patient Audit	DO MPI Display Only Qry	UPD Update to Processed
PI Patient Inquiry	PMR Potential Match Rev	DI MPI/PD Data Inquiry
HI Hinq Inquiry	ED Edit Patient Data	NT Edit Note
	PVR View PV Rej Detail	PR MPI Primary View
Select Action:Quit// PR (Enter) MPI Primary View		

Figure 3-27: MPI/PD Exception Handling Action—MPI Primary View

Based on the query status of the patient, there are three possible paths that this functionality can take:

1. If a query has *never* been sent to the MPI for this patient, a remote query is sent to the MPI Patient Data Inquiry option for the first time, Figure 3-28.

<p>Sending a Remote Query to the Master Patient Index. This will take some time; please be patient.</p>

Figure 3-28: Query has never been sent to the MPI PDAT

2. If a *previous* query was sent to the MPI for this patient, the following message is shown indicating a query was sent to the MPI and on what date, Figure 3-29. Selecting *the default answer of YES* displays the MPI Patient Data Inquiry (PDAT) information on the next page/screen.

```
A query was last sent for this ICN on <date>.
Do you wish to review that existing query data now? YES// <Enter>
```

Figure 3-29: Query has already been sent to the MPI PDAT—Display existing query data

3. If a *previous* query was sent to the MPI for this patient, the following message is shown indicating a query was sent to the MPI and on what date, Figure 3-30; however, in this case the user selected not to review the previous query.

```
A query was last sent for this ICN on <date>.
Do you wish to review that existing query data now? YES// NO
```

Figure 3-30: Query has already been sent to the MPI PDAT—Do not display existing query data

If for any reason you want to send a new query, simply *reject the default answer and respond NO*. Figure 3-31.

```
Sending a Remote Query to the Master Patient Index.
This will take some time; please be patient.
```

Figure 3-31: Resend query to the MPI PDAT for current patient data

It is possible that it may take some time for the query request to return the data from the MPI. The software will try for up to 30 seconds to get a response. If data is not returned within that timeframe, you might see a message instructing you to check back later to send another query, Figure 3-32.

```
Your query request has NOT returned data from the MPI after trying for
30 seconds. This could be due to network issues. Please try again later.
```

Figure 3-32: Query data has NOT returned from the MPI. Please check back later.

When the query data has returned from the MPI and is available for review, a new page/screen displays the MPI Patient Data Inquiry (PDAT) report.

Why VA Facilities Need to Know the Current Activity Scores for Patient Identity Fields

Patient identity fields in the Primary View of the MPI are evaluated and updated based on scoring and data rules and displayed at the top of the MPI Patient Data Inquiry [MPI DATA MGT PDAT MPI] option.



For a list of the patient identity fields that make up the Primary View on the MPI, see the Appendix titled "Primary View Identity Traits" in the Master Patient Index/Patient Demographics (MPI/PD) VistA User Manual.

Exception Message Processing

The Primary View score is evaluated based on criteria captured from patient encounters at VA facilities (e.g., active prescriptions, admission or registration in the last year, lab test, or radiology exam in the last year) that are sending the inbound update (i.e., data entered by users or sent from a system of interest) to the MPI. The score is calculated from data updates coming from the site. Data is weighed on a field-by-field basis against any differences on the MPI to determine if the score for the inbound edits is equal to or greater than the score for the existing Primary View. Next, the inbound edit is evaluated against Primary View data rules.

Edits to key patient identity fields accepted for the update to the Primary View are broadcasted out to all systems of interest for that patient that do not already have the updated data. Data that does not meet or exceed the current score and pass the data rules generate reject exceptions, which are sent back to the site that attempted the edit. This creates an exception type in the MPI/PD Exception Handling option named View PV Rej Detail (PVR). This exception shows them when their edit was rejected and why.

Site edits to patient identity data that have existing activity scores equal to 1000 will cause those edits to reject. Access to the MPI Patient Data Inquiry [MPI DATA MGT PDAT MPI] option allows sites to see the current activity scores providing an understanding why an edit isn't working and is causing a reject exception.

Use Patient MPI/PD Data Inquiry Option to View Patient Exception Information at Your Site

The Patient MPI/PD Data Inquiry [RG EXCEPTION TF INQUIRY] shows you patient information at your site that is useful when dealing with exceptions and CMOR Change Requests.

Select Message Exception Menu Option: **Patient MPI/PD Data Inquiry**

This report prints MPI/PD Data for a selected patient. The information displayed includes the Integration Control Number (ICN), Coordinating Master of Record (CMOR), MPI/PD Activity Score, Subscription Control Number, Treating Facility list, CMOR History and CMOR Change Request History.

The information is pulled from the Patient (#2) file, Treating Facility List (#391.91) file and MPIF CMOR Request (#984.9) file.

Patient lookup can be done by Patient Name/SSN or by ICN.

Select PATIENT: **MPIPATIENT,MICHAEL J.** <Enter> 01-01-42 666111111 YES SC VETERAN (OTHER) *MULTIPLE BIRTH*

DEVICE: HOME// <Enter>

MPI/PD Data for: MPIPATIENT,MICHAEL J. (DFN #100000105)
Printed Mar 05, 2007@12:11:11 at ALBANY

```
=====
SSN      : 666111111          ICN : 100111111
Sex      : MALE              CMOR: ALBANY
Claim #: 000111111          CMOR Activity Score : None
Date of Birth: Jan 01, 1942  Subscription Control #: None
Multiple Birth Indicator: YES
Address: 1100 MAIN ST
        BUTLER, MARYLAND 16001
=====
```

Treating Facilities:	Station:	DT Last Treated	Event Reason
ALBANY	500	JUN 7,2006@15:00	PATIENT ADMISSION
DETROIT	553	none found	none found

ICN History:

```
-----
AUG 07, 2003 - CMOR changed from ALBANY
FEB 18, 2004 - CMOR changed from DETROIT
```

CMOR History:

```
-----
ALBANY - changed SEP 15,2000@14:12:20
```

CMOR Change Request History:

```
-----
REQUEST #500-38 - SENT OCT 30,2000
  Type of Request: TRANSFER TO DETROIT
  Status          : REQUESTED
```

Additional DPT Data for: MPIPATIENT,MICHAEL J. (DFN #100000105)

```
=====
PLACE OF BIRTH [CITY]      : COLUMBUS
PLACE OF BIRTH [STATE]    : OHIO
=====
```

Exception Message Processing

```
FATHER'S NAME           : MPI,FATHER
MOTHER'S NAME           : MPI,MOTHER
MOTHER'S MAIDEN NAME    : MPIMaidEN
NAME OF PRIMARY NEXT OF KIN : MPI,NEXTOFKIN
NEXT OF KIN PHONE NUMBER : 555-555-1212
NAME OF DESIGNEE       :
EMERGENCY NAME         : MPI,EMERGENCY
MARITAL STATUS         : DIVORCED
RELIGIOUS PREFERENCE   : NO PREFERENCE
PRIMARY ELIGIBILITY CODE : NSC
VETERAN (Y/N)?        : YES
SERVICE BRANCH [LAST] : AIR FORCE
SERVICE NUMBER [LAST] : 000337777
SERVICE CONNECTED PERCENT :
SERVICE ENTRY DATE [LAST] :
SERVICE SEPARATION DATE [LAST] : JAN 24, 1987
PERIOD OF SERVICE      : VIETNAM ERA
DATE ENTERED IN PATIENT FILE : DEC 19, 2000
ETHNICITY INFORMATION  : HISPANIC OR LATINO
RACE INFORMATION (multiple):
```

Figure 3-33: Patient MPI/PD Data Inquiry

Select Message Exception Menu Option: **Patient MPI/PD Data Inquiry**

This report prints MPI/PD Data for a selected patient. The information displayed includes the Integration Control Number (ICN), Coordinating Master of Record (CMOR), MPI/PD Activity Score, Subscription Control Number, Treating Facility list, CMOR History and CMOR Change Request History.

The information is pulled from the Patient (#2) file, Treating Facility List (#391.91) file, and MPIF CMOR Request (#984.9) file.

Patient lookup can be done by Patient Name/SSN or by ICN.

Select PATIENT: **MPIPATIENT,MICHAEL J. <Enter>** 01-01-42 666111111 YES SC
 VETERAN (OTHER)

DEVICE: HOME// **<Enter>**

MPI/PD Data for: MPIPATIENT,MICHAEL J. (DFN #100000105)
 Printed Mar 05, 2007@12:11:11 at ALBANY

```

=====
SSN      : 666111111          ICN : 100111111
Sex      : MALE              CMOR: ALBANY
Claim #  : 000111111          CMOR Activity Score : None
Date of Birth: Jan 01, 1942    Subscription Control #: None
Address: 1100 MAIN ST
        BUTLER, MARYLAND 16001
    
```

Treating Facilities:	Station:	DT Last Treated	Event Reason
ALBANY	500	JUN 7,2006@15:00	PATIENT ADMISSION
DETROIT	553	none found	none found

ICN History:

CMOR History:

ALBANY - changed SEP 15,2000@14:12:20

CMOR Change Request History:

REQUEST #500-38 - SENT OCT 30,2000
 Type of Request: TRANSFER TO DETROIT
 Status : REQUESTED

Additional DPT Data for: MPIPATIENT,MICHAEL J. (DFN #100000105)

```

=====
PLACE OF BIRTH [CITY]      :
PLACE OF BIRTH [STATE]    :
FATHER'S NAME              :
MOTHER'S NAME              :
MOTHER'S MAIDEN NAME      :
NAME OF PRIMARY NEXT OF KIN : MPI,NEXTOFKIN
NEXT OF KIN PHONE NUMBER   : 555-555-1212
NAME OF DESIGNEE           :
EMERGENCY NAME             : MPI,EMERGENCY
MARITAL STATUS             : DIVORCED
RELIGIOUS PREFERENCE       : NO PREFERENCE
    
```

RACE	:
PRIMARY ELIGIBILITY CODE	: NSC
VETERAN (Y/N)?	: YES
SERVICE BRANCH [LAST]	: AIR FORCE
SERVICE NUMBER [LAST]	: 000337777
SERVICE CONNECTED PERCENT	:
SERVICE ENTRY DATE [LAST]	:
SERVICE SEPARATION DATE [LAST]	: JAN 24, 1987
PERIOD OF SERVICE	: VIETNAM ERA
DATE ENTERED IN PATIENT FILE	: DEC 19, 2000

Figure 3-34: Patient MPI/PD Data Inquiry



Exceptions Deleted for Patient Records Following a Duplicate Record Merge

When records were merged using the Kernel Toolkit Duplicate Resolution System [XDR MAIN MENU], there have been cases where exceptions existed for some of these records. When a facility attempted to resolve these exceptions using the MPI/PD Exception Handling option [RG EXCEPTION HANDLING], these exceptions were sent to the MPI.

MPI/PD Patch RG*1*29 corrects this pattern by deleting any existing exceptions on file for a patient record being merged into another record. In addition, users will no longer be restricted from merging records when both records in a duplicate pair have a national ICN. A call to the API A40^MPIFA40 was added to send HL7 messages to the MPI to remove the "FROM" record and send messages to the "FROM" record's Treating Facilities to change ICNs to the "TO" record ICN. These changes address NOIS PUG-0902-51018.

Chapter 4: Resolving Exceptions

This chapter provides strategies for resolving the various exception message types, both included and not included in the MPI/PD Exception Handling option. The information is organized in two sections:

- MPI/PD Exception Messages Listed on the Exception Handling Option
- MPI/PD Exception Messages Not Listed on the Exception Handling Option

Within each section, it's categorized by first listing the exception message itself, then by providing the recommended approach to its resolution.

MPI/PD Exception Messages Listed on the Exception Handling Option

Exception Message	<p>Potential Matches Returned</p> <p>Many of these exceptions are likely to occur. It is very important for the sharing of information between sites, that they be resolved as quickly as possible.</p>
Resolution	<p>Within the MPI/PD Exception Handling option, once you have selected the exception for review, use the Potential Match Rev (PMR) action to review and resolve the Potential Matches Returned exception in the MPI/PD EXCEPTION HANDLING option [RG EXCEPTION HANDLING].</p> <p>NOTE: For more information on the Potential Match Rev (PMR) action, see the section titled "Changes to Processing of Potential Matches Returned Exceptions" in this documentation.</p> <p>NOTE: If site personnel are presented with more than one match that is the same patient (duplicate on the MPI), do not attempt to resolve this. Instead, contact the Identity Management Data Quality (IMDQ) team to assist in the resolution of more than one duplicate on the MPI. You can do this by sending a message to the MPIIF EXCEPTIONS mail group on your local VistA system.</p>

Table 4-1: Exception message "Potential Matches Returned" and resolution

Exception Message	<p>Potential Matches Returned</p> <p>During the ListManager display when presented with a list of potential matches, the following message may also be displayed to the user if this ICN is already in use by another patient:</p> <p style="padding-left: 40px;">You are attempting to assign an ICN that has already been assigned to another patient in your Patient file. An Exception will be recorded noting that these 2 patients need to be reviewed to determine if they are a duplicate.</p> <p style="text-align: center;">ListManager display disclosing an ICN already in use by another patient.</p>
Resolution	<p>This exception message notifies site personnel that there might be a duplicate patient in</p>

	your PATIENT file (#2). These patients should be reviewed and if determined to be the same patient merged together via the Duplicate Record Merge Utilities.
--	--

Table 4-2: Exception message "Potential Matches Returned" and resolution

Exception Message	<p>Primary View Reject</p> <p>Rejected edits to the Primary View on the MPI generate this exception, which is sent back to the site that attempted the edit. Site personnel can use this exception to view more details about rejected data from the MPI in Austin, allowing them to see why their edit was rejected.</p>
Resolution	<p>It is recommended that sites review their rejected data to determine why the reject occurred. This is intended to help determine if local education needs to take place to prevent future data rejects.</p> <p>If your site determines the edit in question is valid, contact the IMDQ team for assistance via the following e-mail groups:</p> <ul style="list-style-type: none"> • MPIF EXCEPTIONS mail group (local VistA) • CIRN EXCEPTION MGT mail group (FORUM) • VHA OI IA MPI DQ Team distribution group on Outlook <p>Marking Reject Exceptions Complete and Clearing them from the Exception Handler</p> <p>When this information has been reviewed and is no longer needed, return to the MPI/PD EXCEPTION ACTIONS screen. Mark the exception as finished by using the "UPD Update to Processed" action.</p>

Table 4-3: Exception message "Primary View Reject" and resolution

MPI/PD Exception Messages *Not* Listed on the Exception Handling Option

Exception Message	<p>Multiple ICNs</p> <p>This message is intended for Patient Administration personnel who are responsible for resolving potential duplicates in the PATIENT file (#2). The message indicates that the MPI identified both of these patients as being the same person. However, MPI/PD Business Rules prevent two or more patients in the same PATIENT file (#2) from having the same ICN.</p> <p>Subj: MPI/PD Exception: Multiple ICNs [#707] 21 Sep 99 02:03 1 Line From: MPI/PD VISTA PACKAGE ----- Multiple ICN Conflict</p> <p>Record for Patient ***** SSN= &&&&& DFN= ##### returned ICN %%%%%%%%% which is already in use by Patient \$\$\$\$\$\$\$ SSN= @@@@ DFN= ^^^^^^. This may indicate duplicate patients on your system. Check pair to determine if a duplicate record exists. If records are found to be duplicates they will need to be merged using the Duplicate Record Merge software.</p> <p>Please log a NOIS or contact the Identity Management Data Quality Team if you are unable to resolve the conflict.</p> <p>Select MESSAGE Action: Ignore (from IN basket)// <Enter></p> <p style="text-align: center;">MPI/PD Exception: Multiple ICNs message</p>
Resolution	<p>To resolve this, it is necessary to look up both of the patients whose DFNs are provided and determine if they are a duplicate pair. If it is a duplicate pair, determine which patient should remain as the "active" entry. The "inactive" patient should be ZZ'd and Duplicate Record Merge scheduled.</p>

Table 4-4: Exception message "Multiple ICNs" and resolution

Glossary

AAC (renamed to CFD)	The Austin Automation Center (AAC) has been renamed the Austin Corporate Franchise Datacenter (CFD).
ABBREVIATED RESPONSE	This feature allows you to enter data by typing only the first few characters for the desired response. This feature will not work unless the information is already stored in the computer.
ACCESS CODE	A code that, along with the Verify code, allows the computer to identify you as a user authorized to gain access to the computer. Your code is greater than 6 and less than 20 characters long; can be numeric, alphabetic, or a combination of both; and is usually assigned by a site manager or application coordinator. It is used by the Kernel's Sign-on/Security system to identify the user (see Verify Code).
ACTIVE PATIENTS	Patients who have been seen at a site within the past three years.
ADPAC	Automated Data Processing Application Coordinator.
ADR	The Administrative Data Repository is a centralized database repository for person (PATIENT [#2] and NEW PERSON [#200] files).
ADT	Admission Discharge and Transfer- Part of the Patient Information Management System (PIMS).
ADT/HL7 PIVOT FILE	Changes to any of the fields of patient information will be recorded and an entry created in the ADT/HL7 PIVOT file (#391.71). When an update to a patient's treating facility occurs, this event is to be added to the ADT/HL7 PIVOT file (#391.71) and marked for transmission. A background job will collect these updates and broadcast the appropriate HL7 message (ADT-A08 Patient Update).
ALERTS	Brief online notices that are issued to users as they complete a cycle through the menu system. Alerts are designed to provide interactive notification of pending computing activities, such as the need to reorder supplies or review a patient's clinical test results. Along with the alert message is an indication that the View Alerts common option should be chosen to take further action.
ANCILLARY REVIEWER	This can be a single person or group of people given the responsibility to conduct reviews of potential duplicate record pairs with data in files other than the PATIENT file (#2). For example, selected personnel in Laboratory, Radiology, and Pharmacy.
ANSI	American National Standards Institute.
ANSI MUMPS	The MUMPS programming language is a standard recognized by the

American National Standard Institute (ANSI). MUMPS stands for Massachusetts Utility Multi-programming System and is abbreviated as M.

API Application Programmer Interface. VistA Application Programmer Interfaces (APIs) are units of programming code provided by a custodial development domain to permit developers outside the custodial domain to accomplish a specified purpose. In some programming languages, APIs are called (sub)routines. APIs in VistA may be defined as extrinsic functions, extrinsic special variables, or label references to routines. VistA APIs fall into the following three categories:

- The first category is "Supported API" These are callable routines, which are supported for general use by all VistA applications.
- The second category is "Controlled Subscription API." These are callable routines for which you must obtain an Integration Agreement (IA - formerly referred to as a DBIA) to use.
- The third category is "Private API," where only a single application is granted permission to use an attribute/function of another VistA package.

These IAs are granted for special cases, transitional problems between versions, and release coordination.

APPLICATION COORDINATOR Designated individuals responsible for user-level management and maintenance of an application package such as IFCAP, Lab, Pharmacy, Mental Health, etc.

ARRAY An arrangement of elements in one or more dimensions. An M array is a set of nodes referenced by subscripts that share the same variable name.

AUTO-UPDATE The term "auto-update" refers to fields that are updated from a central database (i.e., the Master Patient Index).

BATCH ACKNOWLEDGEMENTS The format of a HL7 batch acknowledgement message consists entirely of a group of ACK (acknowledgment) messages. In the case of MPI, batch acknowledgements are returned during the initialization process and during the Local/Missing ICN Resolution job. The background job files the ICN, ICN checksum and CMOR, updates the MPI, and then the associated treating facilities and systems. Data returned from this process constitute the acknowledgment of the batch message.

BATCH MESSAGES There are instances when it is convenient to transfer a batch of HL7 messages. Common examples related to MPI are queries sent to the MPI for an ICN during the initialization process and the resolution of Local or Missing ICNs,. Such a batch could be sent online using a common file transfer protocol. In the case of the MPI, the HL7 Batch Protocol uses the Batch Header Segment (BHS) and Batch Trailer Segment (BTS) message segments to delineate the batch.

BATCH PROTOCOL, Protocol utilized to transmit a batch of HL7 messages. The protocol generally uses File Header Segment (FHS), BHS, BTS, and File Trailer

HL7	Segment (FTS) segments to delineate the batch. In the case of the MPI, the protocol only uses the BHS and BTS segments.
BULLETINS	Electronic mail messages that are automatically delivered by VistA MailMan under certain conditions. For example, a bulletin can be set up to "fire" when database changes occur, such as adding a new Institution in the INSTITUTION file (#4). Bulletins are fired by bulletin-type cross-references.
CALLABLE ENTRY POINT	An authorized programmer call that may be used in any VistA application package. The DBA maintains the list of DBIC-approved entry points.
CAPRI	Compensation & Pension Records Interchange (CAPRI). This Graphical User Interface (GUI) software is used to access veterans' electronic medical records throughout the VA. The Identity Management Data Quality (IMDQ) Team uses CAPRI as a resource for reviewing patient demographic and clinical data.
CARET	A symbol expressed as up caret ("^"), left caret ("<"), or right caret (">"). In many M systems, a right caret is used as a system prompt and an up caret as an exiting tool from an option. Also known as the up-arrow symbol or shift-6 key.
CFD	Austin Corporate Franchise Datacenter (CFD)
CLINICAL PATIENT RECORD SYSTEM (CPRS)	Clinical Patient Record System provides a computer-based patient record and organizes and presents all relevant data on a patient in a way that directly supports clinical decision-making. CPRS integrates the extensive set of clinical and administrative applications available within VistA.
COMMON MENU	These are the options that are available to all users. Entering two question marks at the menu select prompt displays any secondary menu options available to the signed-on user, along with the common options available to all users.
CONTROLLED SUBSCRIPTION INTEGRATION AGREEMENT	This applies where the IA describes attributes/functions that must be controlled in their use. The decision to restrict the IA is based on the maturity of the custodian package. Typically, these IAs are created by the requesting package based on their independent examination of the custodian package's features. For the IA to be approved, the custodian grants permission to other VistA packages to use the attributes/functions of the IA; permission is granted on a one-by-one basis where each is based on a solicitation by the requesting package. An example is the extension of permission to allow a package (e.g., Spinal Cord Dysfunction) to define and update a component that is supported within the Health Summary package file structures.
CROSS REFERENCE	There are several types of cross-references available. Most generally, a VA FileMan cross-reference specifies that some action be performed when the field's value is entered, changed, or deleted. For several types of cross-

references, the action consists of putting the value into a list; an index used when looking-up an entry or when sorting. The regular cross-reference is used for sorting and for lookup; you can limit it to sorting only.

DATA	A representation of facts, concepts, or instructions in a formalized manner for communication, interpretation, or processing by humans or by automatic means. The information you enter for the computer to store and retrieve. Characters stored in the computer system, which are the values of local or global variables. VA FileMan fields hold data values for file entries.
DATA DICTIONARY (DD)	<p>The Data Dictionary is a global containing a description of the kind of data that is stored in the global corresponding to a particular file. VA FileMan uses the data internally for interpreting and processing files.</p> <p>It contains the definitions of a file's elements (fields or data attributes), relationships to other files, and structure or design. Users generally review the definitions of a file's elements or data attributes; programmers review the definitions of a file's internal structure.</p>
DATA DICTIONARY ACCESS	A user's authorization to write/update/edit the data definition for a computer file. Also known as DD Access.
DATABASE	A set of data, consisting of at least one file, that is sufficient for a given purpose. The VistA database is composed of a number of VA FileMan files. A collection of data about a specific subject, such as the PATIENT file (#2); a data collection has different data fields (e.g. patient name, SSN, Date of Birth, and so on). An organized collection of data about a particular topic.
DATABASE MANAGEMENT SYSTEM	A collection of software that handles the storage, retrieval, and updating of records in a database. A Database Management System (DBMS) controls redundancy of records and provides the security, integrity, and data independence of a database.
DBA	Database Administrator, oversees software development with respect to VistA Standards and Conventions (SAC) such as namespacing. In addition, this term refers to the Database Administration function and staff.
DBIA	Database Integration Agreement, see Integration Agreements.
DEFAULT	Response the computer considers the most probable answer to the prompt being given. It is identified by double slash marks (//) immediately following it. This allows you the option of accepting the default answer or entering your own answer. To accept the default you simply press the Enter (or Return) key. To change the default answer, type in your response.
DELIMITER	Special character used to separate a field, record, or string. VA FileMan uses the caret character ("^") as the delimiter within strings.

DEMOGRAPHIC DATA	Identifying descriptive data about a patient, such as: name, sex, date of birth, marital status, religious preference, SSN, address, etc.
DEPARTMENT OF VETERANS AFFAIRS	The Department of Veterans Affairs, formerly called the Veterans Administration.
DEVICE	Peripheral connected to the host computer, such as a printer, terminal, disk drive, modem, and other types of hardware and equipment associated with a computer. The host files of underlying operating systems may be treated like devices in that they may be written to (e.g., for spooling).
DHCP	Decentralized Hospital Computer Program now known as Veterans Health Information Systems and Technology Architecture (VistA).
DIRECT CONNECT	<p>The Direct Connect is a real-time TCP/IP connection to the MPI to allow for an immediate request for an ICN. Direct Connect is activated when using any of the following PIMS options:</p> <ul style="list-style-type: none"> • Register A Patient, • Load/Edit Patient Data, • Electronic 10-10EZ Processing, <p>and when using the:</p> <ul style="list-style-type: none"> • Display Only Query
DIRECT MODE UTILITY	A programmer call that is made when working in direct programmer mode. A direct mode utility is entered at the MUMPS prompt (e.g., >D ^XUP). Calls that are documented as direct mode utilities <i>cannot</i> be used in application software code.
DUPLICATE RECORD MERGE: PATIENT MERGE	<p>Patient Merge is a VistA application that provides an automated method to eliminate duplicate patient records within the VistA database (i.e., the VistA PATIENT file (#2)). It consists of three steps:</p> <ul style="list-style-type: none"> • Search for potential duplicate records pairs • Review, verification, and approval of those pairs • Merge process
DUZ	Local variable holding the user number that identifies the signed-on user.
ELECTRONIC SIGNATURE CODE	Secret password that some users may need to establish in order to sign documents via the computer.
ELIGIBILITY CODES	Codes representing the basis of a patient's eligibility for care.
ENCRYPTION	Scrambling data or messages with a cipher or code so that they are unreadable without a secret key. In some cases encryption algorithms are one directional, that is, they only encode and the resulting data cannot be

Glossary

	unscrambled (e.g. access/verify codes).
ENTRY	VA FileMan record. An internal entry number (IEN, the .001 field) uniquely identifies an entry in a file.
EPS	Enterprise Product Support
ERROR TRAP	A mechanism to capture system errors and record facts about the computing context such as the local symbol table, last global reference, and routine in use. Operating systems provide tools such as the %ER utility. The Kernel provides a generic error trapping mechanism with use of the ^%ZTER global and ^XTER* routines. Errors can be trapped and, when possible, the user is returned to the menu system.
ESR	Enrollment Systems Redesign is a centralized and Reengineered enrollment system.
EVC	Enrollment VistA Changes
EXCEPTION MESSAGE	MPI/PD VistA generates messages and bulletins to alert the user to problems that occur in generating or processing HL7 messages. The MPI/PD Message Exception Menu contains options to manage the problems.
EXTRINSIC FUNCTION	Extrinsic function is an expression that accepts parameters as input and returns a value as output that can be directly assigned.
FACILITY	Geographic location at which VA business is performed.
FIELD	In a record, a specified area used for the value of a data attribute. The data specifications of each VA FileMan field are documented in the file's data dictionary. A field is similar to blanks on forms. It is preceded by words that tell you what information goes in that particular field. The blank, marked by the cursor on your terminal screen, is where you enter the information.
FILE	Set of related records treated as a unit. VA FileMan files maintain a count of the number of entries or records.
FILE MANAGER (VA FILEMAN)	VistA's Database Management System (DBMS). The central component of Kernel that defines the way standard VistA files are structured and manipulated.
FORCED QUEUING	Device attribute indicating that the device can only accept queued tasks. If a job is sent for foreground processing, the device rejects it and prompts the user to queue the task instead.
FORUM	The central E-mail system within the VA. FORUM is used to communicate at a national level. For example, VistA developers use FORUM to discuss programming and other issues. FORUM is located at

	the OI Field Office—Washington, DC (162-2).
FREE TEXT	A DATA TYPE that can contain any printable characters.
GAL	Global Address List.
GLOBAL VARIABLE	Variable that is stored on disk (M usage).
HEALTH LEVEL SEVEN (HL7)	National level standard for data exchange in all healthcare environments regardless of individual computer application systems.
HEC	Health Eligibility Center.
HINQ	Hospital Inquiry- The HINQ module provides the capability to request and obtain veteran eligibility data via the VA national telecommunications network. Individual or group requests are sent from a local computer to a remote Veterans Benefits Administration (VBA) computer where veteran information is stored. The VBA network that supports HINQ is composed of four computer systems located in regional VA payment centers.
HIPAA	Health Insurance Portability and Accountability Act
HL7	Health Level 7 is a standard for electronic data exchange/messaging protocol.
HSD&D (Formerly SD&D—System Design and Development)	Health Systems Design and Development
HSITES	Health Systems Implementation Training and Enterprise Support
ICN	Patients are assigned a unique identifier, known as an Integration Control Number, within the process of being added to the MPI database. This number links patients to their records across VHA systems.
IMDQ	The Identity Management Data Quality Team is a group of Data Management Analysts committed to improving and safeguarding the quality and accessibility of patient data throughout the VA enterprise. They are involved in many data quality initiatives, but their primary role is to assist VHA facilities in all matters related to the MPI.
INPATIENT	Patient who has been admitted to a hospital in order to be treated for a particular condition.
INPUT TEMPLATE	A pre-defined list of fields that together comprise an editing session.
INSTITUTION	A Department of Veterans Affairs (VA) facility assigned a number by headquarters, as defined by Directive 97-058. An entry in the INSTITUTION file (#4) that represents the Veterans Health Administration (VHA).

Glossary

INTEGRATION AGREEMENTS (IA)	Integration Agreements define agreements between two or more VistA software applications to allow access to one development domain by another. VistA software developers are allowed to use internal entry points (APIs) or other software-specific features that are not available to the general programming public. Any software developed for use in the VistA environment is required to adhere to this standard; as such, it applies to vendor products developed within the boundaries of DBA assigned development domains (e.g., MUMPS AudioFax). An IA defines the attributes and functions that specify access. The DBA maintains and records all IAs in the Integration Agreement database on FORUM. Content can be viewed using the DBA menu or the Health Systems Design & Development's Web page.
INTEGRATION CONTROL NUMBER (ICN)	The Integration Control Number is a unique identifier assigned to patients when they are added to the MPI. The ICN follows the ASTM-E1714-95 standard for a universal health identifier. ICNs link patients to their records across VA systems.
INTERNAL ENTRY NUMBER (IEN)	The number used to identify an entry within a file. Every record has a unique internal entry number.
IP	Integration Point
IRA	Initial Request Analysis.
IRM	Information Resource Management. A service at VA medical centers responsible for computer management and system security.
ISO	Information Security Officer.
ISS	Infrastructure and Security Services.
ITAC	Information Technology Approval Committee was established as an advisory committee to the Chief Information Officer to ensure that the Information Technology (IT) program supports VHA goals and to provide guidance concerning priorities for IT initiatives.
KERNEL	VistA software that functions as an intermediary between the host operating system and other VistA software applications so that VistA software can coexist in a standard operating-system-independent computing environment. Kernel provides a standard and consistent user and programmer interface between software applications and the underlying M implementation.
LAN	Local Area Network.
LDAP	Lightweight Directory Access Protocol.
LINK	Non-specific term referring to ways in which files may be related (via pointer links). Files have links into other files.

M (FORMERLY NAMED MUMPS)	Massachusetts General Hospital Utility Multi-Programming System is a software package, which consists of a high level programming language and a built-in database.
MAIL MESSAGE	An entry in the MESSAGE file (#3.9). The VistA electronic mail system (MailMan) supports local and remote networking of messages.
MAILMAN	VistA software that provides a mechanism for handling electronic communication, whether it's user-oriented mail messages, automatic firing of bulletins, or initiation of server-handled data transmissions.
MANAGER ACCOUNT	UCI that can be referenced by non-manager accounts such as production accounts. Like a library, the MGR UCI holds percent routines and globals (e.g., ^%ZOSF) for shared use by other UCIs.
MANDATORY FIELD	Field that requires a value. A null response is not valid.
MASTER PATIENT INDEX (AUSTIN)	The Master Patient Index (MPI) is a database located on a system at the Austin Automation Center in Austin, Texas that holds over 14 million VA Patient entries. The role of the MPI is to uniquely identify a patient and "link" that patient's data throughout Veterans Health Administration (VHA) facility and corporate databases through the Integration Control Number (ICN). The MPI is the authoritative source for a patient's ICN and the ICN is the enterprise-wide identifier for a veteran and the key to accessing a patient's record across multiple databases.
MASTER PATIENT INDEX/PATIENT DEMOGRAPHICS (MPI/PD) VistA	Master Patient Index/Patient Demographics (MPI/PD) software initializes entries in the PATIENT file (#2) with the Master Patient Index, itself. The initialization process assigns an Integration Control Number (ICN), and creates a Treating Facility list of all sites at which the patient has received care. This information is then updated in the PATIENT file (#2) at all sites where the patient has been treated.
MENU TEXT	The descriptive words that appear when a list of option choices is displayed. Specifically, the Menu Text field of the OPTION file (#19). For example, User's Toolbox is the menu text of the XUSERTOOLS option. The option's synonym is TBOX.
MESSAGE SEGMENTS	Each HL7 message is composed of segments. Segments contain logical groupings of data. Segments may be optional or repeatable. A [] indicates the segment is optional, the { } indicates the segment is repeatable. For each message category, there will be a list of HL7 standard segments and/or "Z" segments used for the message.
MPI AUSTIN	The Master Patient Index (MPI) is a database located on a system at the Austin Automation Center in Austin, Texas that holds over 14 million VA Patient entries. The role of the MPI is to uniquely identify a patient and "link" that patient's data throughout Veterans Health Administration (VHA) facility and corporate databases through the Integration Control Number (ICN). The MPI is the authoritative source for a patient's ICN and the ICN is the enterprise-wide identifier for a veteran and the key to accessing a patient's record across multiple databases.

Glossary

MPI/PD	Master Patient Index/Patient Demographics (MPI/PD) software initializes entries in the PATIENT file (#2) with the Master Patient Index, itself. The initialization process assigns an Integration Control Number (ICN), and creates a Treating Facility list of all sites at which the patient has received care. This information is then updated in the PATIENT file (#2) at all sites where the patient has been treated.
MUMPS (ANSI STANDARD)	A programming language recognized by the American National Standards Institute (ANSI). The acronym MUMPS stands for Massachusetts General Hospital Utility Multi-programming System and is abbreviated as M.
NAMESPACE	A convention for naming VistA package elements. The Database Administrator (DBA) assigns unique character strings for package developers to use in naming routines, options, and other package elements so that packages may coexist. The DBA also assigns a separate range of file numbers to each package.
NAMESPACING	Convention for naming VistA software elements. The DBA assigns unique two to four character string prefix for software developers to use in naming routines, options, and other software elements so that software can coexist. The DBA also assigns a separate range of file numbers to each software application.
NDBI	National Database Integration
NODE	In a tree structure, a point at which subordinate items of data originate. An M array element is characterized by a name and a unique subscript. Thus the terms: node, array element, and subscripted variable are synonymous. In a global array, each node might have specific fields or "pieces" reserved for data attributes such as name.
NUMERIC FIELD	Response that is limited to a restricted number of digits. It can be dollar valued or a decimal figure of specified precision.
OIFO	Office of Information Field Office
PACKAGE	Please refer to the Glossary entry for "Software."
PIMS	Patient Information Management System-VistA software package that includes Registration and Scheduling packages.
POINTER	The address at which a data value is stored in computer memory. A relationship between two VA FileMan files, a pointer is a file entry that references another file (forward or backward). Pointers can be an efficient means for applications to access data by referring to the storage location at which the data exists.
PRIMARY KEY	A Data Base Management System construct, where one or more fields uniquely define a record (entry) in a file (table). The fields are required to be populated for every record on the file, and are unique, in combination,

for every record on the file.

PRIMARY VIEW

Patch MPI*1*40 constitutes a change in the business process that updates the patient identity fields across VA facilities referred to as the Primary View of the MPI, overview as follows:

- Primary View is an update to the patient identity fields across VA facilities.
- Primary View creates a centralized view of the patient data aka a Primary View
- Primary View has the best data from any combination of sites for the patient
- Synchronizing the patient identity fields becomes centralized under a new set of business rules on the MPI.
- Primary View is a transition from and *disassociated* with the Coordinating Master of Record (CMOR) view of the MPI.
- Primary View removes the burden placed on sites to process the Patient Data Review (PDR) entries.
- Primary View allows for:
 - VistA sites to continue to edit their own patient data.
 - Patient data is sent to a central system (i.e., the Master Patient Index) to determine validity and quality

This is an enterprise view of the most current data for a patient based on authority scoring and the latest data rules. Edits to patient identity traits are evaluated based on the same. The highest score achieves the best quality of data updates to the Primary View.

PRIVATE INTEGRATION AGREEMENT

Where only a single application is granted permission to use an attribute/function of another VistA package. These IAs are granted for special cases, transitional problems between versions, and release coordination. A Private IA is also created by the requesting package based on their examination of the custodian package's features. Example: one package distributes a patch from another package to ensure smooth installation.

PROTOCOL

Entry in the PROTOCOL file (#101). Used by the Order Entry/Results Reporting (OE/RR) package to support the ordering of medical tests and other activities.

PSEUDO-SSNs

False Social Security Numbers that are calculated internally to VistA and cannot be mistaken for valid SSNs because they end in P.

PSIM

Person Service Identity Management

RECEIVING SITE

Receiving Site- As it relates to HL7 Messages, it is the site that the message was sent to.

RECORD

Set of related data treated as a unit. An entry in a VA FileMan file constitutes a record. A collection of data items that refer to a specific entity

(e.g., in a name-address-phone number file, each record would contain a collection of data relating to one person).

REGISTRATION
PROCESS

During a registration, if a patient does not have an ICN, the patient is checked against the entries in the MPI to determine if the patient already is established or needs to be added. The MPI may return a list of patients who are possible matches. If the patient is truly new and there are no potential matches on the MPI, the MPI will assign an ICN and assigns the requesting site as the CMOR. If the patient is already known at the MPI, the ICN and CMOR is returned and a HL7 message is sent to the CMOR to add this new facility to the list of Treating Facilities for this patient. Registration for patients who already have an ICN at the Facility. At the CMOR site, ADT-A04 Registration HL7 messages are sent to the MPI and the MPI then sends updates to those sites where the patient is known. These messages update the date of last activity and any changes to descriptive data. At a non-CMOR site an ADT-A04 message is sent to the CMOR, via the MPI.

REMOTE PROCEDURE
CALL (RPC)

Remote Procedure Call is a protocol that one program can use to request a service from a program located on another computer network. Essentially M code may take optional parameters to do some work and then return either a single value or an array back to the client application.

REQUESTING SITE

Requesting Site- As is relates to HL7 Messages, it is the site initiating a message to another site requesting some action be taken.

REQUIRED FIELD

A mandatory field, one that must not be left blank. The prompt for such a field will be repeated until the user enters a valid response.

ROUTINE

Program or a sequence of instructions called by a program that may have some general or frequent use. M routines are groups of program lines, which are saved, loaded, and called as a single unit via a specific name.

SAC

Standards and Conventions. Through a process of quality assurance, all VistA software is reviewed with respect to SAC guidelines as set forth by the Standards and Conventions Committee (SACC).

SACC

VistA's Standards and Conventions Committee. This Committee is responsible for maintaining the SAC.

SCHEDULING OPTIONS

The technique of requesting that Task Manager run an option at a given time, perhaps with a given rescheduling frequency.

SCREEN EDITOR

VA FileMan's Screen-oriented text editor. It can be used to enter data into any WORD-PROCESSING field using full-screen editing instead of line-by-line editing.

SCREENMAN FORMS

Screen-oriented display of fields, for editing or simply for reading. VA FileMan's Screen Manager is used to create forms that are stored in the FORM file (#.403) and exported with a software application. Forms are

	composed of blocks (stored in the BLOCK file [#.404]) and can be regular, full screen pages or smaller, "pop-up" pages.
SECURITY KEY	The purpose of Security Keys is to set a layer of protection on the range of computing capabilities available with a particular software package. The availability of options is based on the level of system access granted to each user.
SENSITIVE PATIENT	Patient whose record contains certain information, which may be deemed sensitive by a facility, such as political figures, employees, patients with a particular eligibility or medical condition. If a shared patient is flagged as sensitive at one of the treating sites, a bulletin is sent to the DG SENSITIVITY mail group at each subscribing site telling where, when, and by whom the flag was set. Each site can then review whether the circumstances meet the local criteria for sensitivity flagging.
SHARED PATIENT	Patient who has been seen at more than one site. The CMOR keeps the Treating Facility list updated every time a new facility where the patient has been seen identifies itself to the MPI. The CMOR then broadcasts, through the MPI, the updated lists to all the other facilities that share this patient.
SITE MANGER/IRM CHIEF	At each site, the individual who is responsible for managing computer systems, installing and maintaining new modules, and serving as a liaison to the CIO Field Offices.
SOFTWARE	The set of programs, files, documentation, help prompts, and installation procedures required for a given application (e.g., Laboratory, Pharmacy, and PIMS). A VistA software environment is composed of elements specified via the PACKAGE file (#9.4). Elements include files, associated templates, namespaced routines, and namespaced file entries from the OPTION, HELP FRAME, BULLETIN, and FUNCTION files. As public domain software, VistA software can be requested through the Freedom of Information Act (FOIA).
SPACEBAR RETURN	You can answer a VA FileMan prompt by pressing the spacebar and then the Return key. This indicates to VA FileMan that you would like the last response you were working on at that prompt recalled.
SPECIAL QUEUING	Option attribute indicating that Task Manager should automatically run the option whenever the system reboots.
SSDI	Social Security Death Index (SSDI). The SSDI is a database used for genealogical research as well as enabling users to locate a death certificate, find an obituary, discover cemetery records and track down probate records. The Identity Management Data Quality (IMDQ) Team uses the SSDI (http://ssdi.rootsweb.com/) as a resource for verifying patients' dates of death.
SUBSCRIPT	A symbol that is associated with the name of a set to identify a particular

subset or element. In M, a numeric or string value that: is enclosed in parentheses, is appended to the name of a local or global variable, and identifies a specific node within an array.

SUPPORTED
REFERENCE
INTEGRATION
AGREEMENT

This applies where any VistA application may use the attributes/functions defined by the IA (these are also called "Public "). An example is an IA that describes a standard API such as DIE or VADPT. The package that creates/maintains the Supported Reference must ensure it is recorded as a Supported Reference in the IA database. There is no need for other VistA packages to request an IA to use these references; they are open to all by default.

SYSTEMS OF INTEREST

The term "systems of interest" refers to VA facilities that have seen patients and entered them as entries onto the MPI. This also refers to non-VistA systems that have a registered interest in a patient (e.g., Federal Health Information Exchange [FHIE], HomeTeleHealth, Person Service Identity Management [PSIM], Health Data Repository [HDR], etc).

TASK MANAGER

Kernel module that schedules and processes background tasks (also called TaskMan)

TCP/IP

Transmission Control Protocol/Internet Protocol

TEMPLATE

Means of storing report formats, data entry formats, and sorted entry sequences. A template is a permanent place to store selected fields for use at a later time. Edit sequences are stored in the INPUT TEMPLATE file (#.402), print specifications are stored in the PRINT TEMPLATE file (#.4), and search or sort specifications are stored in the SORT TEMPLATE file (#.401).

TREATING FACILITY

Any facility (VAMC) where a patient has applied for care, or has been added to the local PATIENT file (#2) (regardless of VISN) and has identified this patient to the MPI will be placed in the TREATING FACILITY LIST file (#391.91).

TREATING FACILITY
LIST

Table of institutions at which the patient has received care. This list is used to create subscriptions for the delivery of patient clinical and demographic information between sites.

TRIGGER

A type of VA FileMan cross-reference. Often used to update values in the database given certain conditions (as specified in the trigger logic). For example, whenever an entry is made in a file, a trigger could automatically enter the current date into another field holding the creation date.

TRIGGER EVENTS

An activity in VistA that creates HL7 messages.

UCI

User Class Identification, a computing area. The MGR UCI is typically the Manager's account, while VAH or ROU may be Production accounts.

USER ACCESS

This term is used to refer to a limited level of access, to a computer system, which is sufficient for using/operating a package, but does not

allow programming, modification to data dictionaries, or other operations that require programmer access. Any option, for example, can be locked with the key XUPROGMODE, which means that invoking that option requires programmer access.

The user's access level determines the degree of computer use and the types of computer programs available. The System Manager assigns the user an access level.

VA	Department of Veterans Affairs
VA FILEMAN	VistA's Database Management System (DBMS). The central component that defines the way standard VistA files are structured and manipulated.
VAMC	Veterans Affairs Medical Center
VARIABLE	Character, or group of characters, that refer(s) to a value. M (previously referred to as MUMPS) recognizes 3 types of variables: local variables, global variables, and special variables. Local variables exist in a partition of main memory and disappear at sign-off. A global variable is stored on disk, potentially available to any user. Global variables usually exist as parts of global arrays. The term "global" may refer either to a global variable or a global array. A special variable is defined by systems operations (e.g., \$TEST).
VBA IBBA	VBA Intranet BDN / BIRLS Access (IBBA). This VBA application is designed for Web browser access to veteran information data bases (Currently, Benefits Delivery Network (BDN) and Beneficiary Identification and Resource Locator System (BIRLS) and the Vocational Rehabilitation and Employment master record for an eligibility indicator link). The IMDQ Team uses VBA-IBBA as a resource for verifying patient identity data as well as military information.
VBA SHARE	This is a VBA application which is utilized by the Regional Offices to access BIRLS, C&P, PIF, PHF, Corporate Database, Social Security and COVERS records. The Identity Management Data Quality (IMDQ) Team uses VBA SHARE as a resource for verifying patient identity data as well as military information.
VDSI	VistA Data Systems & Integration.
VERIFY CODE	The Kernel's Sign-on/Security system uses the Verify code to validate the user's identity. This is an additional security precaution used in conjunction with the Access code. Verify codes shall be at least eight characters in length and contain three of the following four kinds of characters: letters (lower- and uppercase), numbers, and, characters that are neither letters nor numbers (e.g., "#", "@" or "\$"). If entered incorrectly, the system does not allow the user to access the computer. To protect the user, both codes are invisible on the terminal screen.

Glossary

VHA	Veterans Health Administration.
VIS	Veterans Information Solution (VIS). This intranet-based application is designed to provide a consolidated view of information about veterans and active service members. The IMDQ Team uses VIS as a resource for verifying patient identity data as well as military information.
VISN	Veterans Integrated Service Network
VISTA	<p>Veterans Health Information Systems and Technology Architecture (VistA) of the Veterans Health Administration (VHA), Department of Veterans Affairs (VA). VistA software, developed by the VA, is used to support clinical and administrative functions at VHA sites nationwide. It is both roll-and-scroll- and GUI-based software that undergoes a quality assurance process to ensure conformity with namespacing and other VistA standards and conventions (see <u>SAC</u>).</p> <p>Server-side code is written in M, and, via Kernel, runs on all major M implementations regardless of vendor. Client-side code is written in Java or Borland Delphi and runs on the Microsoft operating system.</p>
WAN	Wide Area Network.



For a comprehensive list of commonly used infrastructure- and security-related terms and definitions, please visit the S&OCS Glossary Web page at the following Web address:

<http://vista.med.va.gov/iss/glossary.asp>

For a comprehensive list of acronyms, please visit the S&OCS Acronyms Web site at the following Web address:

<http://vista/med/va/gov/iss/acronyms/index.asp>

Appendix A: Why Doesn't a Patient Have a National ICN?

What Causes a Patient Record Not to Have a National ICN Assignment?

Answer:

- If the patient record was not included as part of the initial seeding process to the MPI. When the MPI was first initialized, patient records showing no activity in the last three fiscal years prior to the initialization were not enumerated with an ICN.
- If the patient record has not been edited or has not had clinical activity since approximately 1989, it would not have been sent up to the MPI for an ICN and CMOR assignment during the initial seeding of the index.
- If the patient record has not been processed into the system via any of the following PIMS options: Load/Edit, Register a Patient, or Electronic 10-10EZ Processing since the initial seeding of the index.
- Prior to this patch MPIF*1*33, the following criteria were not sent to the Master Patient Index (MPI) for national ICN assignment:
 - Patient records with last names beginning with ZZ
 - Patient records that have 5 leading zeros for the Social Security Number (SSN)
 - Patients records with last names beginning with "EEE"
 - Patients records with last names beginning with the word "Merging" (This applies to patients in the process of being merged via the Duplicate Record Merge software.)

Patient records having met these criteria were either prevented from being sent to the MPI or were removed. Thus, these records currently exist in sites' PATIENT files (#2) without a national ICN assignment.

- If the patient record had been merged with another.



Vista Patch MPIF*1*33 removed the Inactivate Patient from MPI [MPIF PAT INACT] option from the Master Patient Index Menu [MPIF VISTA MENU]. This option allowed users to inactivate patient records for any reason as long as they were not shared by another Vista system. Patient records having no activity since inactivation do not have national ICN assignments.

What Causes a Patient Record to Have Only a Local ICN Assignment?

Answer:

- If communication can't be established or is lost with the MPI before the ICN assignment process has completed.
- If the site edits an existing or adds a new patient using an option that doesn't directly interact with the MPI (e.g., Vista Lab or VA FileMan).

Appendix A: Why Doesn't a Patient Have a National ICN?

- If the patient is being added to the MPI (via the HL7 ADT-A28 message) as a placeholder until a National ICN is assigned. A local ICN is assigned to prevent processing the patient again on the MPI during that interim period.

Index

A

- Acronyms (ISS)
 - Home Page Web Address, Glossary, 16
- actions
 - Check Remote Query, 3-17
 - Display Query Data, 3-18
 - Edit Note, 3-7
 - Edit Patient Data, 3-7
 - HINQ Inquiry, 3-6
 - MPI Display Only Qry, 3-7
 - MPI Primary View, 3-7, 3-30
 - MPI/PD Data Inquiry, 3-7, 3-15
 - Patient Audit, 3-6
 - Patient Inquiry, 3-6
 - Potential Match Rev, 3-7, 3-9
 - Potential Match Rev (PMR), 3-10
 - Select Exception, 3-4, 3-6
 - Send Remote Query, 3-16
 - Sort by Exception Type, 3-4
 - Sort by Patient Name, 3-4
 - Sort Exceptions by Date, 3-4, 3-5
 - Update Status to Processed, 3-29
 - Update to Processed, 3-7, 3-29
 - View PV Rej Detail, 3-7, 3-19
 - View Selected Exception Type, 3-4, 3-6
- Anonymous Directories, xiii
- Appendix A—Why Doesn't a Patient Have a National ICN?, 1
- assistance with duplicate resolution
 - IMDQ team, 3-13, 3-14
- Authority Score Criteria, 3-28

B

- Bulletins, Patient-Related
 - Do a match on SSN, and Coordinating Master Record Site (CMOR), 2-1
 - Remote Sensitivity Indicated, 2-3

C

- Changes to the MPI Purge Process, 3-2
- Check Remote Query, 3-17
- CIRN EXCEPTION MGT mail group, 3-14, 3-26, 4-2
- Contact the IMDQ if rejected data is valid, 3-26
- Contents, vii

D

- Data Rules, 3-28
- Display Query Data, 3-18

- Documentation Revision History, iii
- Documentation Symbols, xi
- duplicate resolution assistance
 - IMDQ team, 3-13, 3-14

E

- Edit Note (NT) action, 3-7
- Edit Patient Data (ED) action, 3-7
- EPS Anonymous Directories, xiii
- exception handling actions
 - Edit Note, 3-7
 - Edit Patient Data, 3-7
 - HINQ Inquiry, 3-6
 - MPI Display Only Qry, 3-7
 - MPI Primary View, 3-7, 3-30
 - MPI/PD Data Inquiry, 3-7, 3-15
 - Patient Audit, 3-6
 - Patient Inquiry, 3-6
 - Potential Match Rev, 3-7, 3-9
 - Select Exception, 3-4, 3-6
 - Sort by Exception Type, 3-4
 - Sort by Patient Name, 3-4
 - Sort Exceptions by Date, 3-4, 3-5
 - Update to Processed, 3-7, 3-29
 - View PV Rej Detail, 3-7, 3-19
 - View Selected Exception Type, 3-4, 3-6
- Exception Message Processing, 3-1
- exception messages
 - Exception Message Processing, 3-1
- exception status
 - NOT PROCESSED, 3-10
 - PROCESSED, 3-10, 3-12
- Exceptions Deleted, 3-36
- exceptions, resolving, 4-1

F

- FTP directories, xiii

G

- Glossary
 - ISS Home Page Web Address, Glossary, 16

H

- HINQ Inquiry (HI) action, 3-6
- Home Pages
 - ISS
 - Acronyms Home Page Web Address, Glossary, 16

Index

Glossary Home Page Web Address, Glossary, 16

How to Use this Manual, xi

I

ICN assignment

national, 3-10

Identity Management Data Quality (IMDQ) team, 3-13

assistance with duplicate resolution, 3-13, 3-14

CIRN EXCEPTION MGT mail group, 3-14, 3-26, 4-2

VHA OI IA MPI DQ Team distribution group, 3-14

IMDQ

Contact if rejected data is valid, 3-26

Introduction, 1-1

ISS

Acronyms

Home Page Web Address, Glossary, 16

Glossary

Home Page Web Address, Glossary, 16

L

List Manager, 3-2

list of potential matches, 3-10

M

mail groups

CIRN EXCEPTION MGT, 3-14, 3-26, 4-2

VHA OI IA MPI DQ Team distribution, 3-14

Message Exception Menu, 3-3

MPI Display Only Qry (DO) action, 3-7

MPI Patient Data Inquiry [MPI DATA MGT PDAT MPI] option, 3-31

MPI Primary View (PR) action, 3-7, 3-30

MPI Purge Process, Changes to, 3-2

MPI/PD Data Inquiry

CHK- Check Remote Query, 3-17

Display Query Data, 3-18

Send Remote Query, 3-16

MPI/PD Data Inquiry (DI) action, 3-7, 3-15

MPI/PD Exception Handling

Potential Match Rev (PMR), 3-9

Potential Matches Returned exceptions, 3-9

remove exception message from list, 3-29

select exception action, 3-6

MPI/PD Exception Handling actions

Edit Note, 3-7

Edit Patient Data, 3-7

HINQ Inquiry, 3-6

MPI Display Only Qry, 3-7

MPI Primary View, 3-7, 3-30

MPI/PD Data Inquiry, 3-7, 3-15

Patient Audit, 3-6

Patient Inquiry, 3-6

Potential Match Rev, 3-7, 3-9

Select Exception, 3-4, 3-6

Sort by Exception Type, 3-4

Sort by Patient Name, 3-4

Sort Exceptions by Date, 3-4, 3-5

Update to Processed, 3-7, 3-29

View PV Rej Detail, 3-7, 3-19

View Selected Exception Type, 3-4, 3-6

MPI/PD Exception Handling option, 3-2

MPI/PD EXCEPTION PURGE [RG EXCEPTION PURGE], 3-2

MPI/PD EXCEPTION PURGE background job, 3-2

MPI/PD exception messages

Exception Message Processing, 3-1

MPI/PD EXCEPTION PURGE [RG EXCEPTION PURGE] background job, 3-2

MPI/PD Exception Purge process, 3-21

MPIF*1*43, 3-9

Multiple ICNs, 4-3

N

NOT PROCESSED exception status, 3-10, 3-12

O

options

RG EXCEPTION PURGE, 3-2

Orientation, xi

conventions for displaying TEST data, xi

EPS Anonymous Directories, xiii

How to Use this Manual, xi

Reference Materials, xii

P

Patch History, vi

Patch MPIF*1*43, 3-9

Patch RG*1*43, 3-9

patient & user names

test data, xi

Patient Audit (AUD) action, 3-6

Patient Inquiry (PI) action, 3-6

patient shared with another VistA system, 3-13

Patient-Related Bulletins

Do a match on SSN, and Coordinating Master Record Site (CMOR), 2-1

Remote Sensitivity Indicated, 2-3

Potential Match Rev (PMR), 3-9, 3-10

list of potential matches, 3-10

new exception handling action, 3-10

NOT PROCESSED, 3-10

resolve Potential Matches Returned exception, 3-10

Potential Match Rev (PMR) action, 3-7, 3-9

Potential Matches Returned, 4-1

Potential Matches Returned exceptions, 3-9

potential matches, list of, 3-10

potential matching records

IMDQ team, 3-13, 3-14

- multiple entries for same patient, 3-13, 3-14
- NOT PROCESSED, 3-12
- PMR action, 3-10
- Potential Match Rev (PMR), 3-10
- Primary View
 - Authority Score Criteria, 3-28
 - Data Rules, 3-28
- Primary View Reject Type
 - select for processing, 3-21
- PROCESSED exception status, 3-12
- Purge Process, Changes to, 3-2

R

- Reference Materials, xii
- Resolving the Exceptions
 - Multiple ICNs, 4-3
 - Potential Matches Returned, 4-1
- Revision History, iii
 - Documentation Revision History, iii
 - Patch History, vi
- RG*1*43, 3-9

S

- Select Exception (SE) action, 3-4, 3-6
- Select Exception actions
 - Edit Patient Data, 3-7
 - HINQ Inquiry, 3-6
 - MPI Display Only Query, 3-7
 - MPI/PD Data Inquiry, 3-7
 - Patient Audit, 3-6
 - Patient Inquiry, 3-6
 - Potential Match Rev (PMR), 3-7
 - Update Status to Processed, 3-7, 3-29
- Send Remote Query, 3-16
- Shared Patients in VistA, 3-13
- Single Patient Initialization (SPI) removed, 3-14
- Social Security Numbers
 - test data, xi
- Sort by Exception Type (ST) action, 3-4

- Sort by Patient Name (SN) action, 3-4
- Sort Exceptions by Date (SD) action, 3-4, 3-5
- Symbols Found in the Documentation, xi

T

- test data
 - patient & user names, xi
 - Social Security Numbers, xi

U

- Update to Processed (UPD) action, 3-7, 3-29
- URLs
 - ISS
 - Acronyms Home Page Web Address, Glossary, 16
 - Glossary Home Page Web Address, Glossary, 16

V

- VHA OI IA MPI DQ Team distribution group, 3-14, 3-26, 4-2
- View PV Rej Detail (PVR) action, 3-7, 3-19
 - automatically sends a remote query to the MPI, 3-22
 - select for processing, 3-22
- View Selected Exception Type (VT) action, 3-4

W

- Web Pages
 - ISS
 - Acronyms Home Page Web Address, Glossary, 16
 - Glossary Home Page Web Address, Glossary, 16
- Why Doesn't a Patient Have a National ICN?, Appendix A, 1