

HL7 Management in CT WiZ User Guide (Interface)







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Introduction to EHR Interface (HL7) Cycle





Provider Inputs Patient Information



EMR/EHR Electronic Medical Record/Electronic Health Record





CDC Soap Web Services & HL7- Health Level 7 Standards





CT WIZ





Introduction to EHR Interface HL7 Messaging



How an EHR Interface - HL7 message works:

- HL7 (Health Level Seven) is a set of standards that facilitate the electronic transmission of healthcare data between applications. It is not an application or software, but a framework that supports interoperability between systems.
- EHR creates an electronic message with patient demographics and immunization information using HL7 (Health Level 7) message platform.
- CT-WiZ receives the message and sends a message back to the EHR saying "Got the Message." again in the HL7 format. (This is the ACK which means acknowledgement that CT WiZ received the message.)
- CT-WiZ reviews the message to ensure that it has all the required information and that it is correct.
- Any information that is incorrect triggers a warning or an error message AE (Application Error) or AR (Application Reject-message did not load), that is sent back to the EHR for review.
- All the exchange of messages is done in the HL7 format which is translated through the EHR.



Tools for Using HL7 in CT WIZ



- As a part of ongoing data quality monitoring of HL7 message submissions, it is necessary to review ACK messages for warnings and errors.
- CT WiZ has tools like Message Log, Security Log, Documentation & Traffic Analysis available to help with this process.
- CT WiZ also has the provision to run reports for any interface activity like Message Count, Data Quality Analysis (DQA) for Patient's Vaccination reports etc.
- On daily basis, the provider/vendor should review the ACK log to confirm messages are being transmitted to CT WiZ and to review all failures, errors and warnings.



CT WiZ - Login

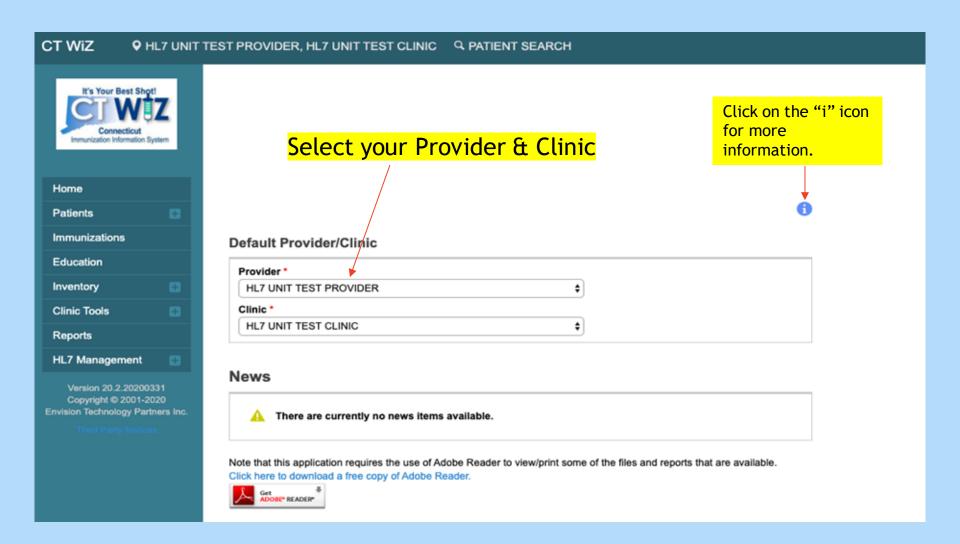


| Connecticut Immunization Information System Connecticut's Immunization Information System | | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|
| gin ername rgot Password? Forgot Username? uble Logging in? | Password | | | | | | | | |
| Request User Account By logging into CT WiZ, you agree to abide by the terms of the Connecticut Department of Health (DPH) that were outlined in your User Confidentiality Agreement. Users are responsible for ensuring they act in accordance with these terms and any other applicable policies. The recipient shall notify DPH of a violation of these policies in accordance with the terms outlined in the User Confidentiality Agreement. Only authorized users of this site may access this system. Monitoring may be conducted for the protection against improper or unauthorized use or access. Any unauthorized and improper use of this system may result in disciplinary action or criminal and civil penalties. | | | | | | | | | |
| DPH Connecticut Department of Public Health | | | | | | | | | |
| | got Password? Forgot Username? uble Logging in? nuest User Account ogging into CT WiZ, you agree to abide by the term ned in your User Confidentiality Agreement. Users e terms and any other applicable policies. The rec rodance with the terms outlined in the User Confidents ses this system. Monitoring may be conducted for ess. Any unauthorized and improper use of this systalties. | got Password? Forgot Username? Login uble Logging in? uuest User Account ogging into CT WiZ, you agree to abide by the terms of the Connecticut Department of Health (DPH) that were ned in your User Confidentiality Agreement. Users are responsible for ensuring they act in accordance with e terms and any other applicable policies. The recipient shall notify DPH of a violation of these policies in ordance with the terms outlined in the User Confidentiality Agreement. Only authorized users of this site may sess this system. Monitoring may be conducted for the protection against improper or unauthorized use or less. Any unauthorized and improper use of this system may result in disciplinary action or criminal and civil alties. Connecticut Department | | | | | | | |



Provider & Clinic



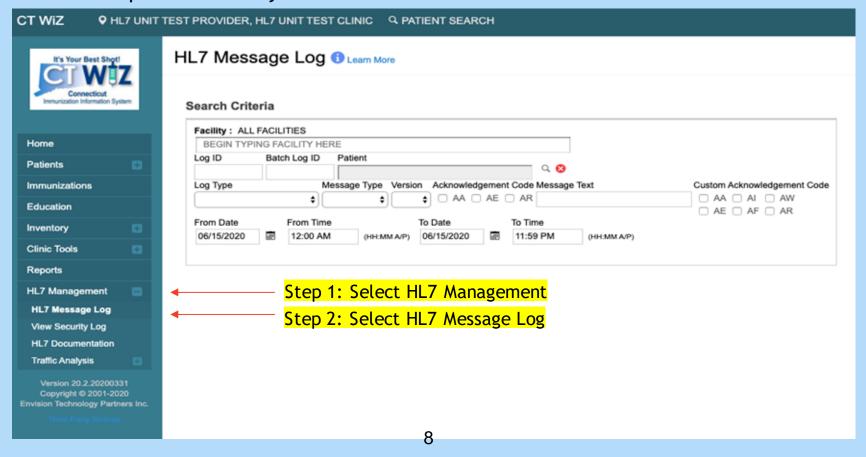




HL7 Message Log



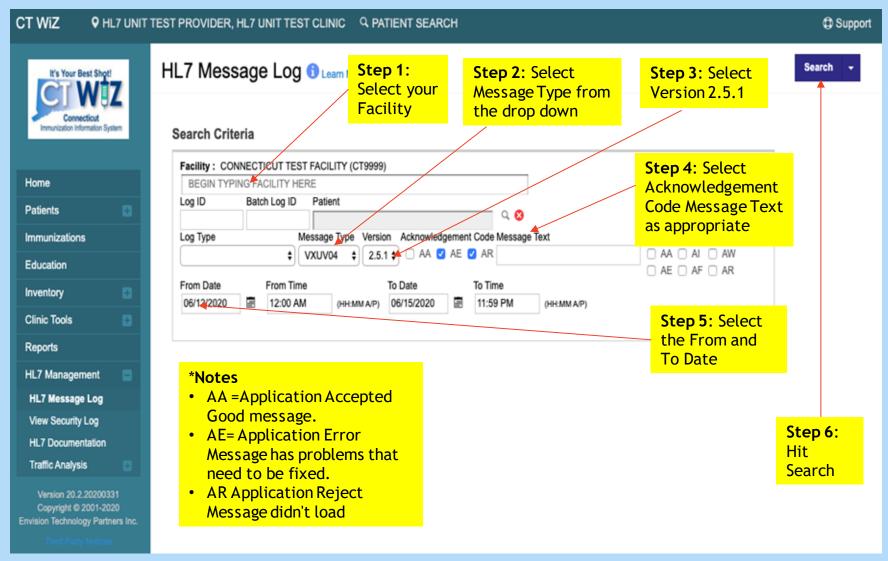
This screen allows for the monitoring of HL7 messages hitting the database. Users who navigate to the HL7 Message Log page can search the log for a single facility or all facilities that they have permission to view. Users viewing the Message Log, with the Administer HL7 Security Function, will be able to select the sending and receiving facilities to open the Facility Code modal.





HL7 Message Log

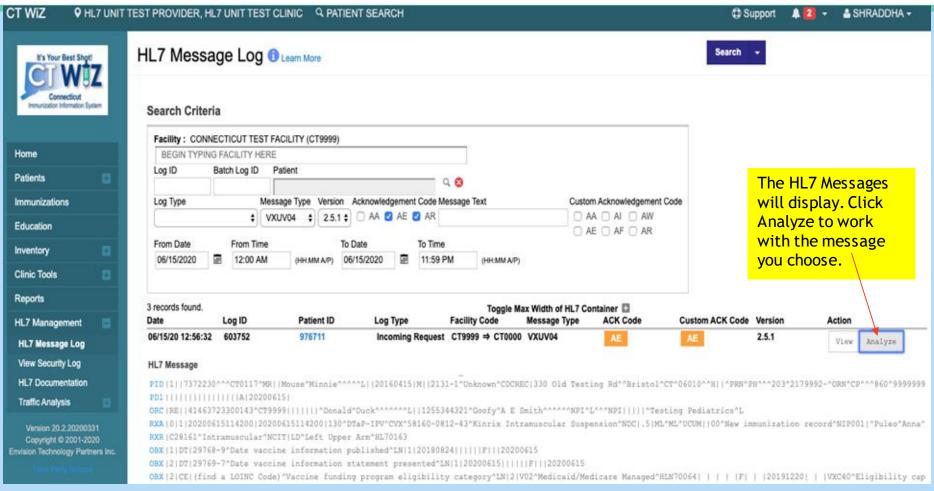






HL7 Message Log





Delta Guide Link: https://portal.ct.gov/-/media/Departments-and-

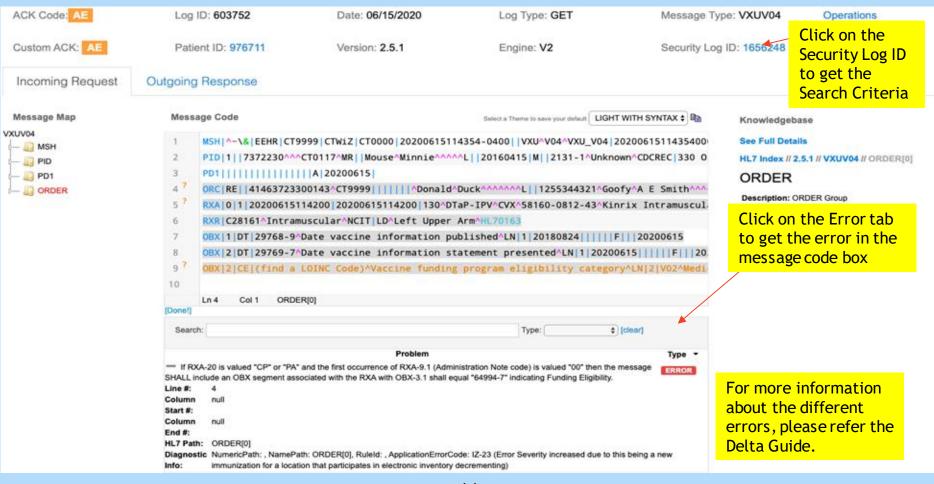
Agencies/DPH/dph/infectious diseases/immunization/EHR-HL7/CTWIZ DELTA GUIDE-4 20.pdf



HL7 Message Log - Analyzer



You are directed to a pop-up. If you do not see the pop-up, check the pop-up blocker setting in your internet browser. Errors and more details about the HL7 message are displayed.





View Security Log

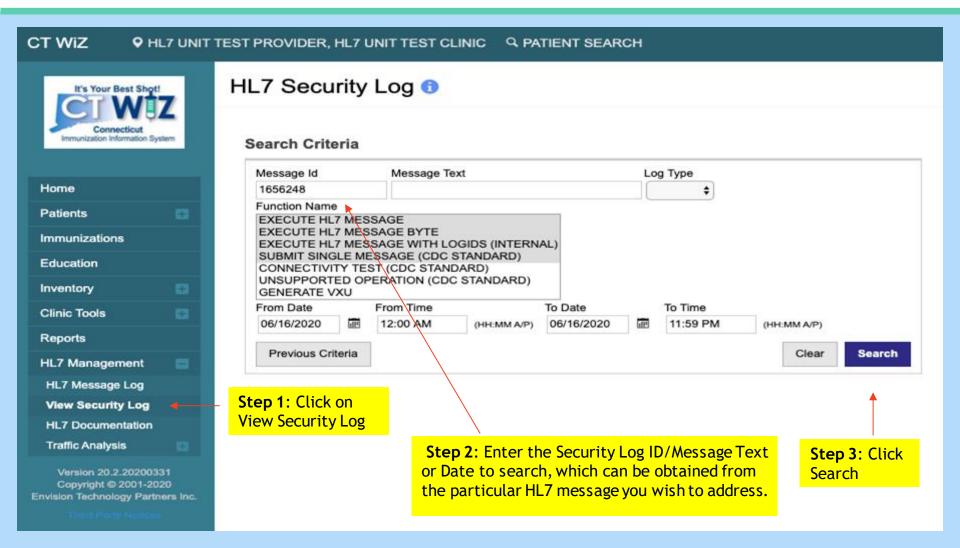


- The Security Log gives a more detailed information on the message.
- This screen allows for the monitoring of connections to the webservice (CT WIZ HL7 Message Analyzer).
- It can be used to search a particular message using the Message ID, Message Text or/and Date Range.
- It can be used to view all the data, monitor the connections to the web services and to view who is submitting the messages



View Security Log - How It Works?







HL7 Documentation



- The HL7 Documentation screen provides quick reference regarding HL7 messages, including field definitions and validation tables.
- This can be used to search for a specific message, field or component.





HL7 Documentation

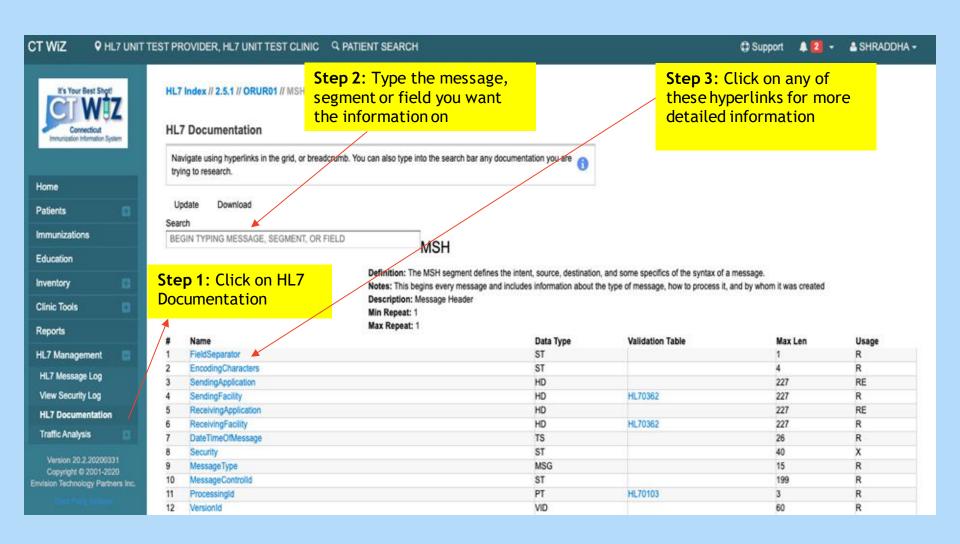


- For each message searched, the HL7 Documentation tab breaks down to each field and component of the message with more details.
- For each field searched, the HL7 Documentation tab breaks down to each component of the field with more details.
- For each component searched, the HL7 Documentation tab gives more details about the component.
- For more information on the HL7 message breakdowns, please refer to the delta guide on the CT WIZ website.



HL7 Documentation



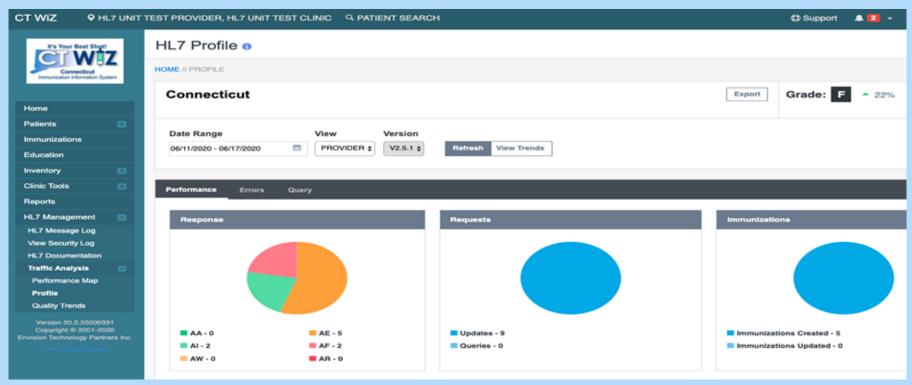




HL7 Traffic Analysis



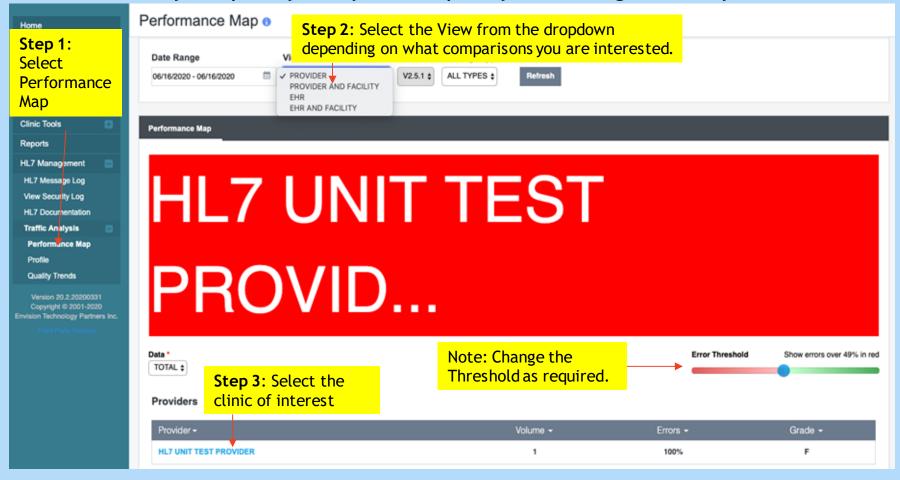
- The Traffic Analysis gives an overview of the Clinic's immunization information.
- It gives the provider's facility performance in request and response of the immunization messages sent through the EHR to CT WIZ.







This page is used to compare providers' HL7 message quality. This page offers a way to quickly analyze the quality of messages sent by facilities.

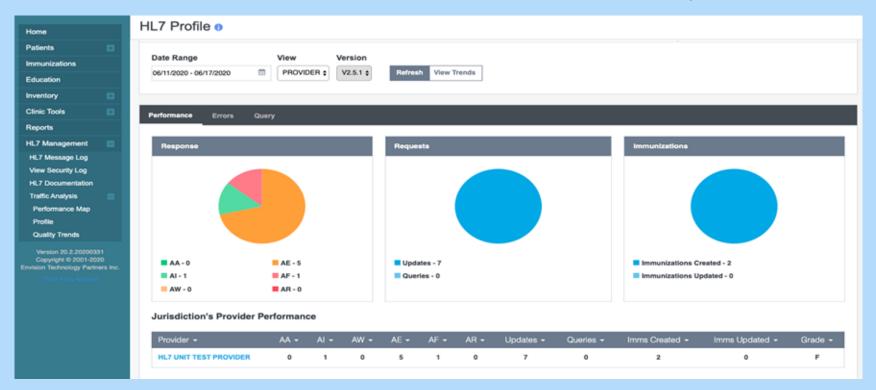






The Performance tab includes three pie charts:

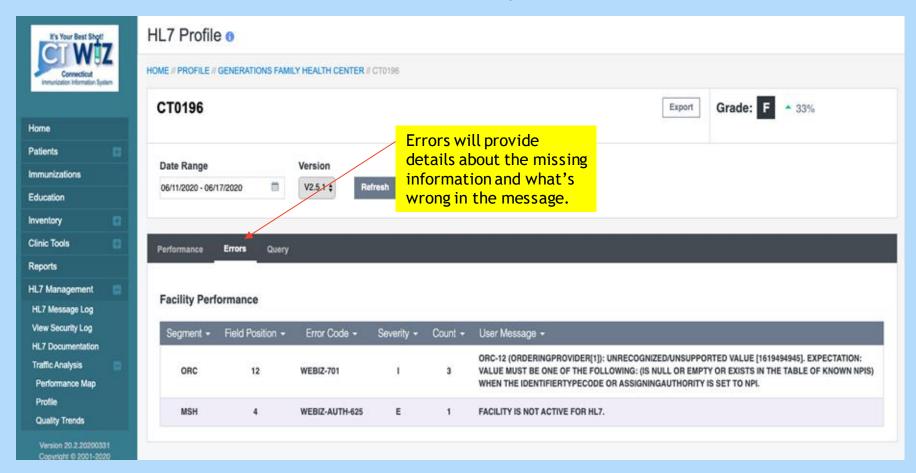
- **Responses** which includes Custom ACK errors which are present in the date range selected. (AA, AI, AW, AE, AF, AR).
- Requests which includes Updates and Queries and
- Immunizations which includes Immunizations Created and Immunizations Updated.







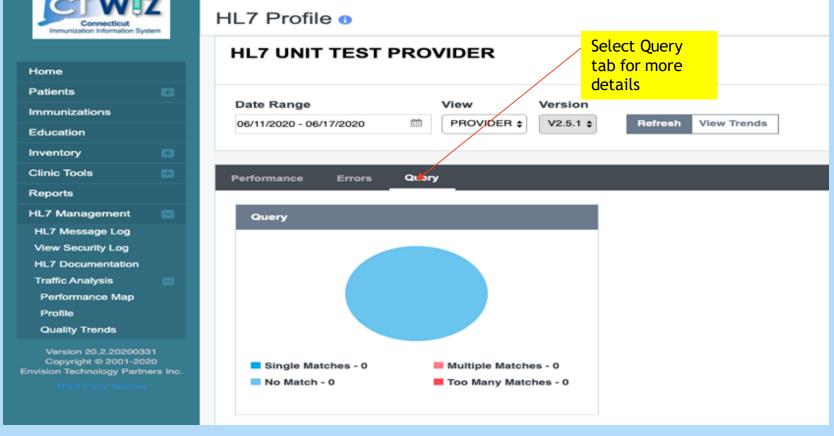
The Errors Tab will include a table with sortable columns that lists the top 20 errors (based on Count) for the selected entity.







The Query tab includes a pie chart for Query Matches. The Query Matches pie chart includes data counts for: Single Matches, Multiple Matches, No Match, Too Many Matches.





Traffic Analysis: Quality Trends



This page allows a user with access to the HL7 module to view messages trends, such as volume of messages and data quality over a selected time period.

The trends section includes three graphs.

- ACK Codes. The table will display columns for AA, AI, AW, AE, AF, AR and Total.
- Immunizations. Select options: Created, Updated, Deleted
- Error Segments. Select options: I Segments, E Segments, W Segments





Interface Activity - Clinics

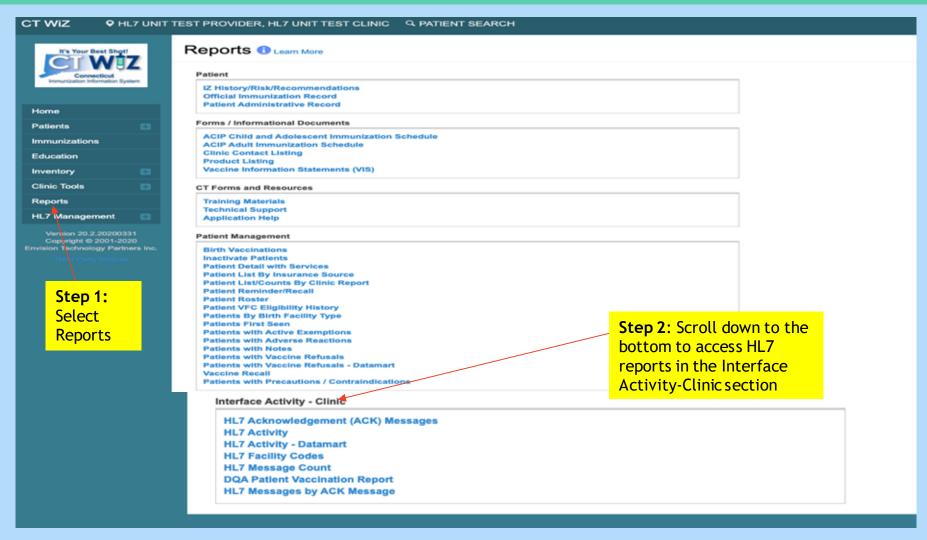


Reports



Reports: Interface Activity-Clinic



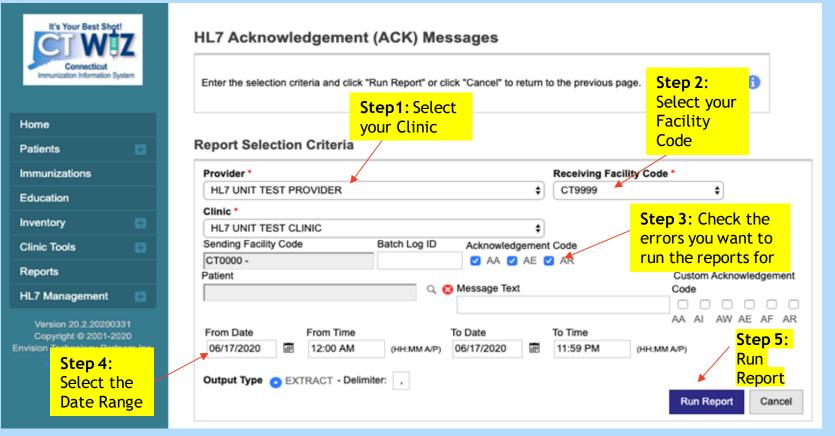




HL7 Acknowledgement Messages (ACK) Report



- Generates a list of ACK messages based on the selection criteria.
- This report searches the HL7 Message Log for any Acknowledgement (ACK)
 messages that match the search criteria.

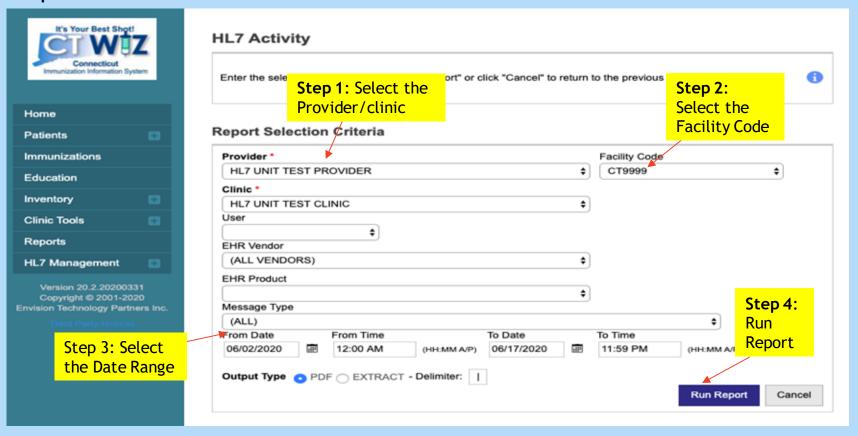




HL7 Activity Report



This report generates a summary of HL7 activity per Provider/Clinic. It calculates all the types of messages processed from the provider/clinic specified.





HL7 Activity Report (Output)



This report displays the number of messages of different types that are sent and received is explained in this report.



CT WiZ HL7 Activity

June 17, 2020

Provider = HL7 UNIT TEST PROVIDER, Clinic = HL7 UNIT TEST CLINIC, HL7 Facility = CT9999, EHR Vendor = (ALL VENDORS), From Date = 06/02/2020, From Time = 12:00 AM, To Date = 06/17/2020, To Time = 11:59 PM

HL7 UNIT TEST PROVIDER (2)

HL7 UNIT TEST CLINIC (2) - HL7_UNIT_TST

HL7 Facility Code: CT9999

Username:

HL7_UNIT_TEST_USER

| Message Type | e Log Type | # of Calls | First Call | Last Call | | | |
|--------------|------------------------------|------------|--------------------|---------------------|--|--|--|
| VXQV01 | Received | 0 | | | | | |
| VXRV03 | Sent | 0 | | | | | |
| VXXV02 | Sent | 0 | | | | | |
| VXUV04 | Received | 12 | Jun 9 2020 10:43AM | Jun 16 2020 9:53AM | | | |
| QBPQ11 | Received | 0 | | | | | |
| QCKQ02 | Sent | 0 | | | | | |
| RSPK11 | Sent | 0 | | | | | |
| ORUR01 | Received | 0 | | | | | |
| ACK - AA | Sent | 4 | Jun 9 2020 10:45AM | Jun 12 2020 12:49PM | | | |
| ACK - AE | Sent | 8 | Jun 9 2020 10:43AM | Jun 16 2020 9:53AM | | | |
| ACK - AR | Sent | 0 | | | | | |
| BATCH | | 0 | | | | | |
| | HL7 Facility Code CT9999 Tot | tal: 24 | | | | | |
| Clinic | HL7 UNIT TEST CLINIC (2) Tot | tal: 24 | | | | | |

Provider HL7 UNIT TEST PROVIDER (2)

Total:



HL7 Activity Report Message Type Definitions



| Message Type | Definition |
|--------------|----------------------------------------------------|
| VXQV01 | N/A |
| VXRV03 | N/A |
| VXXV02 | N/A |
| VXUV04 | Unsolicited vaccination record update |
| QBPQ11 | Bi-directional Query - Query Parameter Definition |
| QCKQ02 | N/A |
| RSPK11 | Bi-directional Response - Segment pattern response |
| ORUR01 | N/A |
| ACK-AA | Acknowledgement for Application Accepted |
| ACK-AE | Acknowledgement for Application Error |
| ACK-AR | Acknowledgement for Application Reject |

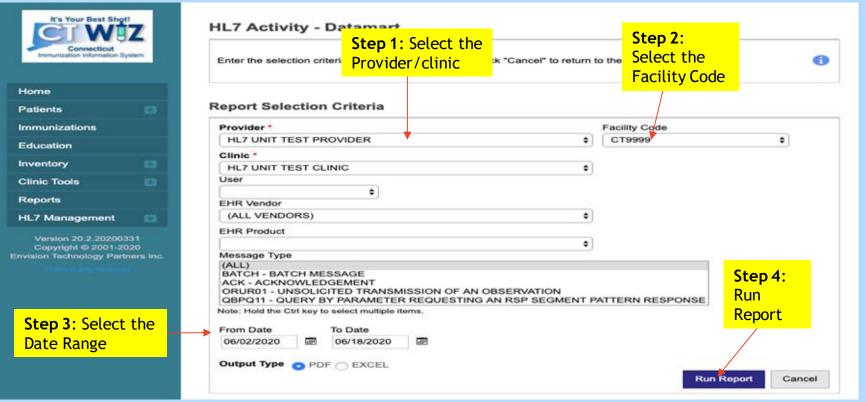


HL7 Activity- Datamart



This report generates a summary of HL7 activity per Provider/Clinic.

- Calculates all the types of messages processed from the provider/clinic specified.
- Data for this report is refreshed nightly and will only reflect information as
 of the previous day.

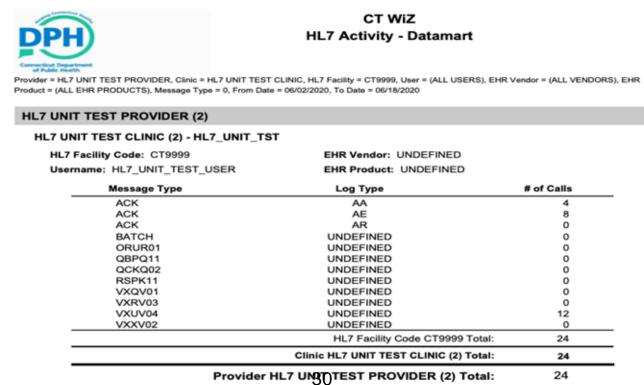




HL7 Activity- Datamart (Output)



- PDF output includes totals by Message Type, Facility Code, Clinic, and Provider.
- The report calculates all the types of messages processed from the provider/clinic specified.
- This report runs against the datamart query database, which is refreshed at regular intervals. Therefore, the data is not as current as the production database, but by querying a separate database, larger amounts of data can be retrieved without impacting production.

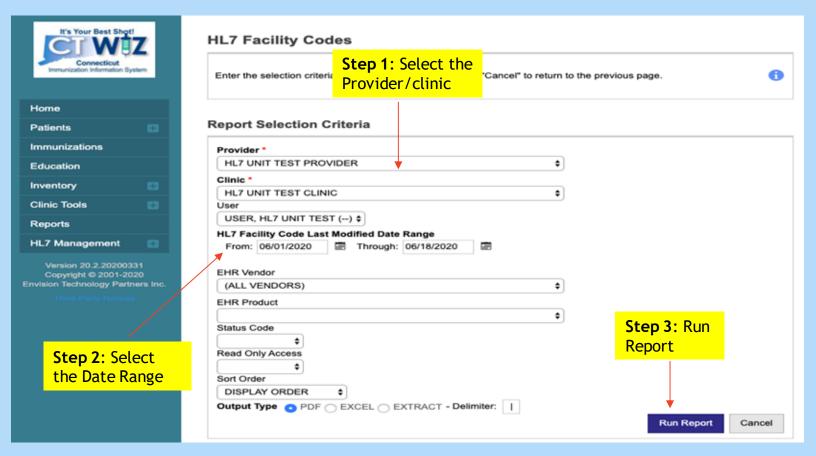




HL7 Facility Codes



- The report generates a list of HL7 facility codes based on the criteria set.
- This is a unique code representing the type of organizational setting where the clinical encounter, service, interaction, or treatment occurred. In our case any institution providing the vaccination/immunization service.

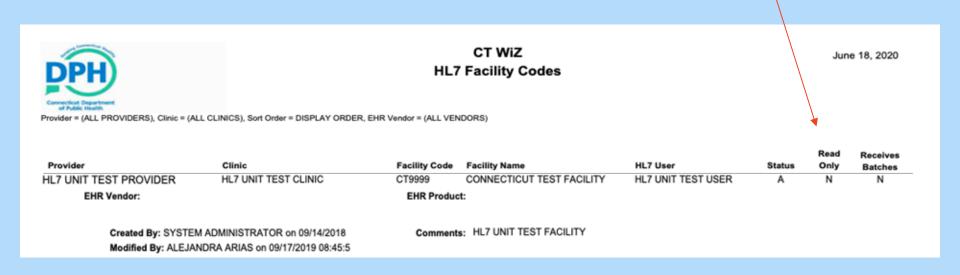




HL7 Facility Codes (Output)



- This report generates Provider, Clinic, Facility Code, Facility Name, HL7 User, Status, User created/last updated by with date/time, read only flag, and EHR Product.
- It shows the status of the clinic whether it is active, in read only mode and whether the data is received in batches.

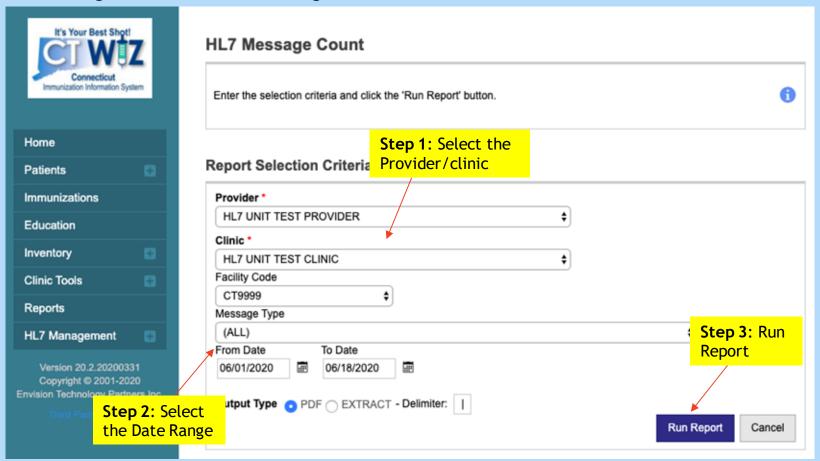




HL7 Message Count



This report queries the selected facility to display the number of HL7 messages sent during the defined date range.





HL7 Message Count (Output)





CT WiZ HL7 Message Count

June 18, 2020

Provider = HL7 UNIT TEST PROVIDER, Clinic = HL7 UNIT TEST CLINIC, HL7 Facility = CT9999, Message Type = (ALL), From Date = 06/01/2020, To Date = 06/18/2020

| <u>Provider</u> | Facility Code | Facility Description | <u>Message</u> <u>Count</u> | VXQ | Connection Type |
|------------------------|---------------|---------------------------|--------------------------------|-----|--------------------|
| EHR Vendor: | | | | | |
| HL7 UNIT TEST PROVIDER | CT9999 | CONNECTICUT TEST FACILITY | 12 | 0 | |
| EHR Vendor Total | | | 12 | 0 | |
| Report Total | | | 12 | 0 | |



DQA Patient Vaccination Report



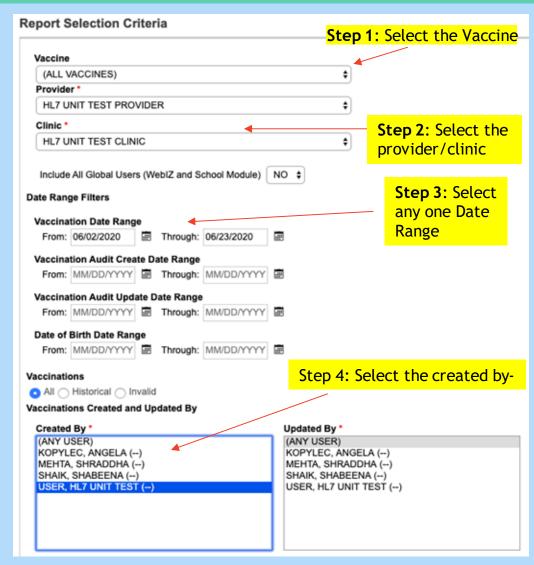
- DQA (data quality analysis) is the process of scientifically and statistically evaluating data in order to determine whether they meet the quality required for projects or business processes and are of the right type and quantity to be able to actually support their intended use.
- The purpose of this report is to generate a list of any vaccinations that meet the criteria.



DQA Patient Vaccination Report



- DQA Data Quality Analysis
- The purpose of this report is to generate a list of any vaccinations that meet the criteria.
- This report can be helpful for monitoring data quality.
- Opted out patients are not included in the results.
- Input Criteria: Vaccine, Provider, Clinic, Include All Global Users, Date Range Filters, Vaccinations, Created By, Updated By, Output Type





DQA Patient Vaccination Report (Output)



The DQA Report is generated in Excel. It gives the following information:

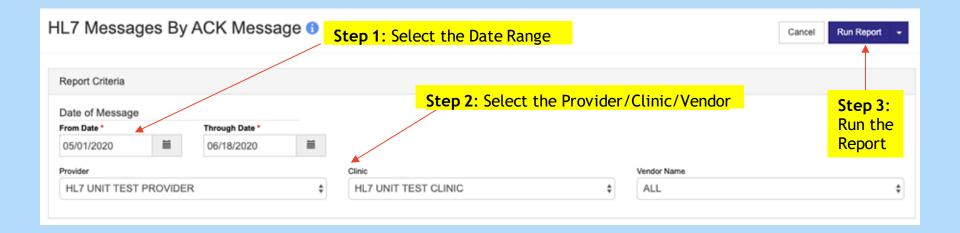
- •Patient Information. Patient Default Clinic Code, Patient Default Clinic Name, Creation date of patient record, Last update date of patient record, Type of Patient, Patient ID, MRN, Name, DOB, Gender, Clinic Patient Status, Ethnicity, Language, Race(s), Patient Eligibility, Mother Name, Address, Primary Contact Information, Phone, Email.
- Vaccination Information. Creation date of the vaccination, Update date of the vaccination, HL7 Facility Code, Vaccination Clinic Code, Vaccination Clinic Name, Vaccination Code ID, NDC, Vaccination Description, Vaccination Date, Manufacturer, Lot number, Expiration date, Dosage, Historical (Y/N), Body Site, Body Route, Vaccine Funding source, Vaccination Eligibility, Administered (Y/N), Administered by, Prescribed by, VIS Given Date, VIS Name, Vaccination Created by User, Vaccination Updated by User.



HL7 Messages By ACK Message



- Generates a list of multiple ACK messages based on the selection criteria and grouped by ACK message.
- This report searches the HL7 Message Log for any Acknowledgement (ACK) messages that match the search criteria.





HL7 Messages By ACK Message (Output)



| endor | Software | HL7 Facility | | | | Severity Of | | | | | | Total | | | |
|-------|----------|--------------|--------------|----------------------|--------------|-------------|---------|--------------------|-------------------------|------------------------------|------------------------------------------------------------------------------------------------------|--------|------------------------|--------------|------------|
| ame | Name | Code | Clinic Code | Clinic Name | HL7 ACK Code | Error | Segment | HL7 Field Position | HL7 Field Name | Error Code | User Message | Errors | Action | Start Period | End Period |
| | | | | | | | | | | | valued "00" then the message SHALL include an OBX segment associated with the RXA with OBX- | | | | |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | E | | | | Invalid value | 3.1 shall equal "64994-7" indicating Funding Eligibility. | 5 | | 05/01/2020 | 06/18/202 |
| | | | | | | | | | | | valued "00" then the message SHALL include an OBX segment associated with the RXA where | | | | |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | | | | Required observation missing | 08X-3.1 shall equal "30963-3" indicating the Funding Source. | 5 | | 05/01/2020 | 06/18/20 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | ORC | ORC.17.1 | EnteringOrganization | Required observation missing | ORC-17 (EnteringOrganization): Has a conditionally required element [Identifier]. Expectation: | 5 | Leave this field in bl | 05/01/2020 | 06/18/20 |
| | | | | | | | | | | | value is populated with a valid facility code when the first occurrence of RXA-9.1 is valued "00" | | | | |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | RXA | RXA.11.4 | AdministeredAtLocation | Required observation missing | and RXA-20 (CompletionStatus) is valued "CP" or "PA". | 5 | | 05/01/2020 | 06/18/20 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | | | | | | | | 4 | | 05/01/2020 | 06/18/20 |
| | | | | | | | | | | | Expectation: value must be one of the following: (is null or empty or needs to be a valid email | | | | |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | PID | PID.13.4 | HomePhoneNumber | Invalid value | address). | 2 | | 05/01/2020 | 06/18/20 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | E | PID | PID | | Required observation missing | The message will not load due to the PID segment missing required data. Expectation: value PID- | 2 | | 05/01/2020 | 06/18/20 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | 1 | PID | PID.3.5 | Patient/dentifierList | Table value not found | PID-3 (Patient) dentifierList[1]): Unsupported value [PI]. Expectation: value must be in the list of | 2 | | 05/01/2020 | 06/18/20 |
| | | | | | | | | | | | Expectation: value is an incomplete address. Address will not load unless Street Address, City, | | | | |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | PID | PID.11. | PatientAddress | Required observation missing | State and a valid Zip are all entered for this address type. | 1 | | 05/01/2020 | 06/18/202 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | | 1 | PD1 | PD1.12. | ProtectionIndicator | Invalid value | The PD1-12 (ProtectionIndicator) has been set, the contents of this message will not be loaded. | 1 | | 05/01/2020 | 06/18/202 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | E | | | | Invalid value | Authorization Error: User does not have permission to send for this facility | 1 | | 05/01/2020 | 06/18/202 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | E | MSH | MSH.6.1 | ReceivingFacility | Invalid value | MSH-6 (ReceivingFacility): Unable to process this message: Expected value [CT0000] but found | 1 | | 05/01/2020 | 06/18/202 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | E | MSH | MSH.6.1 | ReceivingFacility | Table value not found | MSH-6 (ReceivingFacility): No matching facility found for [CT]. | 1 | | 05/01/2020 | 06/18/202 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | OBX | OBX | | Table value not found | : Unrecognized/unsupported value []. Expectation: value element ./3/1 exists in table NIP003. | 1 | | 05/01/2020 | 06/18/20 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | OBX | OBX.10. | NatureOfAbnormalTest | Table value not found | 08X-10 (NatureOfAbnormalTest[1]): Unrecognized/unsupported value [F]. Expectation: value | 1 | Leave this field in bl | 05/01/2020 | 06/18/20 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | OBX | OBX.11. | ObservationResultStatus | Invalid value | OBX-11 (ObservationResultStatus): Unrecognized/unsupported value: []. Expectation: value is | 1 | | 05/01/2020 | 06/18/20 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | OBX | OBX.16.3 | ResponsibleObserver | Illogical Value error | Internal Parser Error: Field too long: 96 > 30 | 1 | Leave this field in bl | 05/01/2020 | 06/18/202 |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | OBX | OBX.3.1 | ObservationIdentifier | Table value not found | OBX-3 (ObservationIdentifier): Unrecognized/unsupported value [[find a LOINC Code]]. | 1 | | 05/01/2020 | 06/18/202 |
| | | | | | | | | | | | [253088698300029511191030^HPV Vaccine VIS^cdogs1vis]. Expectation: value in OBX-5.1 | | | | |
| | | CT9999 | HL7_UNIT_TST | HL7 UNIT TEST CLINIC | AE | W | OBX | OBX.5. | ObservationValue | Illogical Value error | (ObservationValue) must have a value in CDCGS1VIS when OBX-3.1 (ObservationIdentifier) is | 1 | | 05/01/2020 | 06/18/202 |



Notes



- All errors should be addressed. Use the Quick Reference to fix VXU Errors
 https://portal.ct.gov/-/media/Departments-and Agencies/DPH/dph/infectious_diseases/immunization/EHR HL7/CT_WiZ_HL7_Quick_Reference_to_Fix_VXU_Errors.pdf for assistance with error correction.
- Some warnings can be ignored but not all. Refer to ACK Message Guidance for Common Errors in CT WiZ https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/infectious_diseases/immunization/EHR-HL7/CT_ACK_Guidance_042020.pdf
- Please refer to the Delta Guide which provides guidance on HL7 message structure and requirements specific to CT WiZ. https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/infectious_diseases/immunization/EHR-HL7/CTWIZ_DELTA_GUIDE-4_20.pdf



How To Get Help



- Click on the icon located at the top of the page to get a description of whichever screen you are on.
- Some pages have a Learn More link. Click on this to see short "How To" videos. These appear on a separate page so you can play videos while navigating through CT WiZ.
- Visit the CT WiZ training page here (https://portal.ct.gov/DPH/Immunizations/CT-WiZ-Training). The training page has numerous documents and step by step videos to help you.
- Still can't find an answer to your question? After you exhausted all of the above options, submit a help desk ticket to get the quickest answer. For any CT WiZ issues, please raise a help desk ticket by using the helpdesk app found at

https://dph-cthelpdesk.ct.gov/