

SONIC
HEALTHCARE
LIMITED



Fetch Client User Guide

Overview

Fetch was developed by Sonic Healthcare to provide a secure and readily accessible method of delivering test results to Medical Practitioners electronically via the Internet.

The downloading of results can only be initiated by the Fetch User Interface. A scheduler is built into the Interface and can be configured, by the user, to automatically download results at pre-set intervals. Alternatively a download can be initiated by the user's Practice Management System, or the user can request an immediate download at any time via the Fetch User Interface.

The downloaded results are stored in a location where the user's Practice Management System can access them. The Practice Management System imports the results into its own database where they become accessible to the Practitioner.

Features

The confidentiality of information and the safe delivery of results are paramount in the Fetch solution:

- **Data Security** - All data transferred over the Internet is encrypted (scrambled) to prevent viewing by unauthorised persons.
- **Confidentiality** - Precautions are taken to ensure that Patient data is only delivered to the authorised user.
- **Positive delivery** - Results will remain in the undelivered results queue until positive confirmation of their safe delivery is received from the authorised user.
- **User Security** - All Fetch users must provide the correct username and password to gain access to their results. The password is known only to Fetch and is not disclosed to the user. It is encrypted and is stored on the user's PC. For added security, passwords are changed regularly.
- **Automatic operation** - A 24 hour 7 day scheduler can be configured by the user to automatically download results.
- **Manual operation** - An immediate download of results can be initiated by the user at any time.
- **Practice Management System** – Downloads can be initiated from the user's Practice Management System.
- **Multiple Sites** - Fetch can be configured to download results from multiple Sonic Healthcare entities in a single session.
- **Summary Report** - A Summary report detailing recent Results deliveries can be displayed, or printed as required.

- **Transaction Log** - The Transaction log can be displayed or printed to assist in trouble shooting problems.
- **Configuration file** - The user configuration file can be e-mailed direct to our support staff to assist in trouble shooting problems;
- **Application Updates** - New Fetch software revisions are automatically downloaded as they are released.

Fetch Host Features


A Fetch Host interface has been created to provide a simple means for Sonic support staff to provide support to Fetch users. The interface provides the following features:

- **Add new Client** – New Fetch users can be quickly added at any time.
- **Update existing Client** – Existing Fetch user details and settings can be updated at any time.
- **Broadcast a message** – Messages can be queued for broadcast to a single user or a group of users.
- **Schedule a Client Control file upload** – A client's control files can be flagged for uploading to support staff.
- **Display Log file** – The current Host log can be displayed to assist in troubleshooting.
- **Reset user password to default** – The user password can be reset to a unique default if the password chaining gets out of sync.

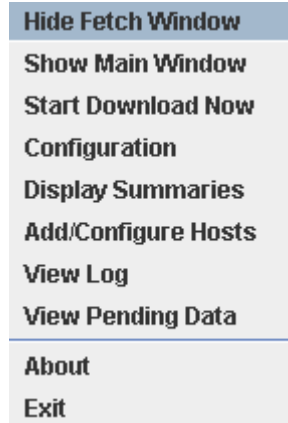
Fetch User Interface

Activating the user interface



The Fetch user interface can be activated by placing the mouse cursor on the Sonic Fetch icon  in the System Tray (lower right hand corner of the screen) and Clicking the left mouse button.

The following selection box will appear:



Hide Fetch

Clicking “**Hide Fetch Window**” will close the Fetch Main window without shutting Fetch down.

Show Main Window

Clicking “**Show Main Window**” will maximize the Fetch Main window box, allowing user’s to access the Fetch User Interface features.

Start Download Now

Clicking “**Start Download Now**” will initiate an immediate download session. This will not effect the scheduler, future downloads will continue to be controlled by the scheduler if it has been enabled. If Fetch is currently running in the “Hidden” mode it will remain hidden during the download.

Display Summaries

Clicking “**Display Summaries**” will pop up the Summary window box. The user can now view or print the current summary.

Add/Configure Hosts

Clicking “**Add/Configure Hosts**” will pop up the Hosts (Pathology or Radiology Practices) info window box. The user can now edit or add Host information.

View Log

Clicking “**View Log**” will pop up the Log window box. The log can now be viewed or printed.

View Pending Data

Clicking “**View Pending Data**” will pop up the Pending Data window box. Results yet to be completed are listed. The list can now be viewed or printed. This service has to be enabled at the host end, it is not suitable for every patient

management system, as a concurrent pending file is downloaded, (in some instances the file is deleted by the PMS).

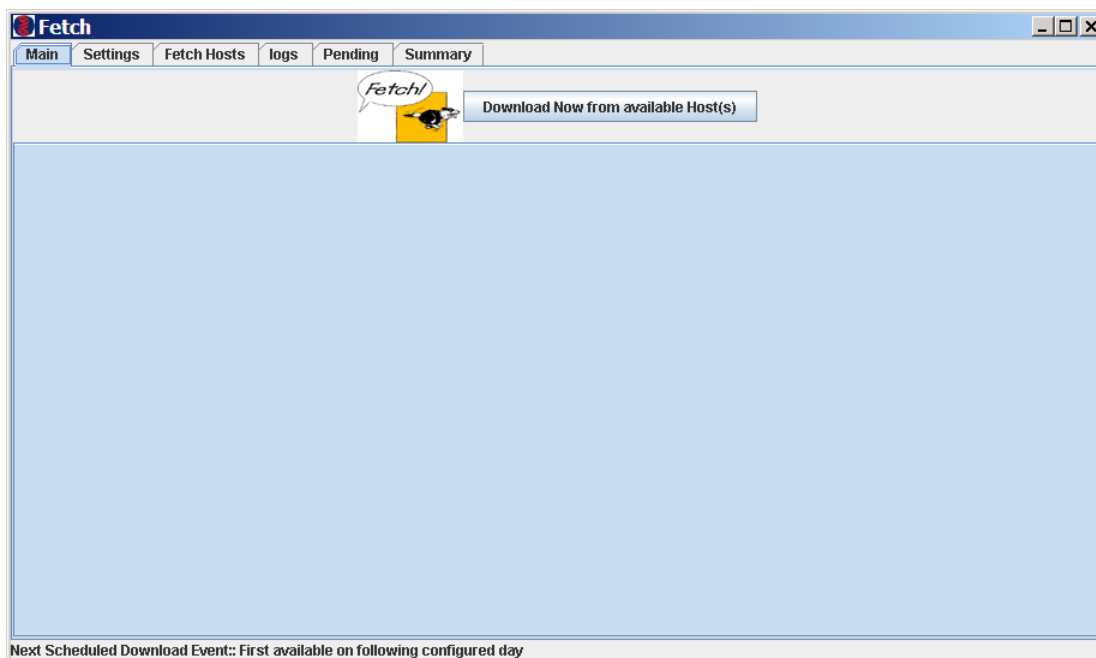
About

Clicking “**About**” will pop up a message box, detailing the version of the Fetch Client application currently in use. Click the “OK” button to close the box.

Exit

Clicking the “**Exit**” selection closes the Sonic Fetch application. No downloads will occur.

User Selection – Main



Download Now from available Host(s)

- Clicking the “**Download Now from available Host(s)**” button will initiate an immediate download from all of the selected Hosts.
- The session status is displayed in the lower window.

User Selection – Settings

The screenshot shows a web application window titled "Fetch" with a menu bar containing "Main", "Settings", "Fetch Hosts", "logs", "Pending", and "Summary". Below the menu bar is a sub-menu bar with "Welcome", "User details", "Storage", "Hosts", "Schedule", "Connection", and "Summary". The "User details" tab is active. The main content area contains the following text and form fields:

Please enter your details here.

You will need to call Sonic Client Services to register and obtain a User Name to access each of the Fetch Hosts.

Please enter your email address and the smtp server your email client uses to send email. This may be needed to automatically send error reports or configuration files to Sonic Client Services if problems arise. This information is stored locally, and is not passed on to any other party.

Your Name:

User Name:

Email Address:

Email Server:

Next Scheduled Download Event:: First available on following configured day

This selection is used to enter or update the user details.

- **Your Name:** The name of your Practice, it is a “free-text” field and may be changed at any time.
- **User Name:** Your Host registered user name. It is set during installation and should only be changed if directed by our support staff.
- **Email Address:** Your e-mail address, (not mandatory).
- **Email server** – The name of your SMTP mail server, (not mandatory).
- **Reset Password:** Used to reset your password. This should only be performed if directed by our support staff. (If accidentally selected, you will be given a choice to reset or not).
- **Save Changes Button** Used to save changes you have made to the settings. The button must be clicked to implement any changes made.

Storage

The screenshot shows the 'Fetch Configurator' window with the 'Storage' tab selected. The window title is 'Fetch' and it has a standard Windows interface with minimize, maximize, and close buttons. The 'Storage' tab is active, and the 'Fetch Hosts' tab is also visible. The main content area contains the following settings:

- Backup Dir:** (optional) Downloaded Results files can also be backed up to this directory. Leave the field blank if you don't want a backup copy of the Result files.
- Upload Dir:** (For future development) Enter a directory path in this field if you wish to send files to the Sonic Host.
- Maximum age/files settings:** Select the preferred method of aging files and enter the maximum age or number of files to retain for both backup files and summary

The configuration fields are as follows:

Download Dir:	c:\Results	select
Backup Dir:		Select
Upload Dir:	c:\Fetch\upload	Select
Maximum age of backup files (days):	30	<input checked="" type="radio"/>
Maximum age for summary files (days):	30	<input checked="" type="radio"/>

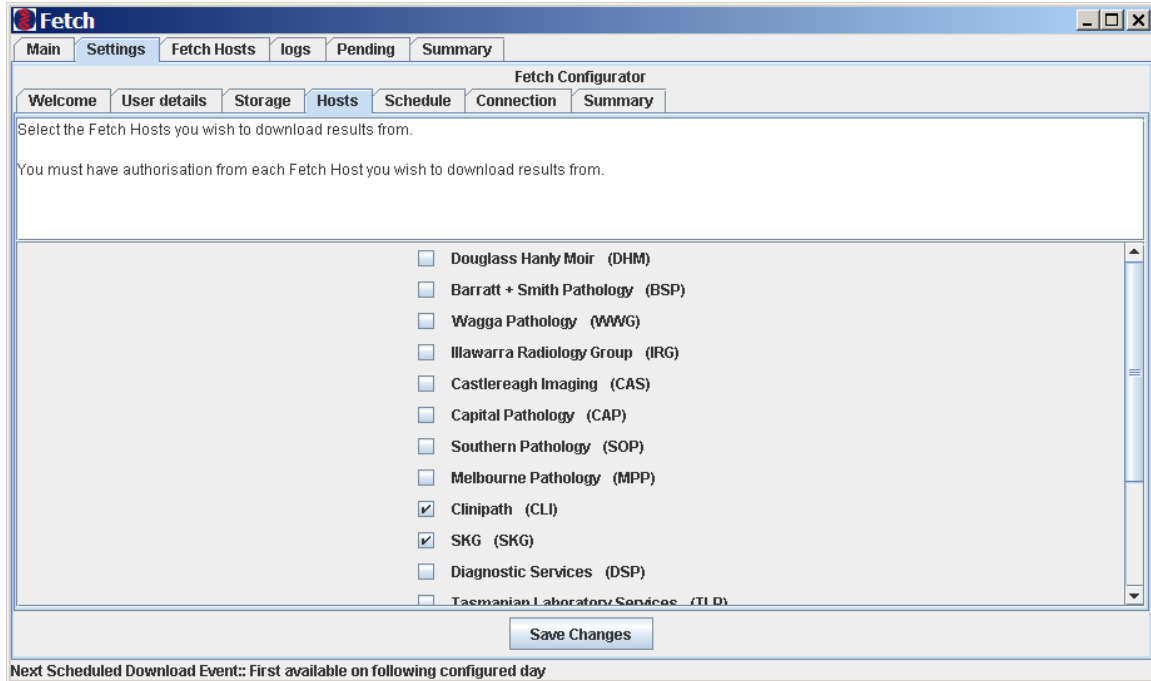
At the bottom of the window, there is a 'Save Changes' button and a status bar that reads: 'Next Scheduled Download Event:: First available on following configured day'.

This selection is used to enter or update the locations for storing or retrieving data.

- **Download Dir:** The directory location into which the downloaded result files are to be saved, (dependant on the PMS) and can be a networked folder
- **Backup Directory:** The directory location into which a backup copy of the downloaded result files are to be stored. If the field is left blank, no backup copy of the files is made. (used in troubleshooting).
- **Upload Directory:** This field contains the directory location where files which are to be uploaded to the Host can be found. Available only to practices who's PMS allows for electronic ordering. Check with Client Services.
- **Maximum age of backup files (days):** Default is 30 days, (unused if no directory is entered).
- **Maximum age for summary files (days):** Default is 30 days.
- **Save Changes Button** Used to save changes you have made to the settings. The button must be clicked to implement any changes made.

Hosts

This selection is used to select or de-select the available Sonic Hosts (Pathology and Radiology Practices) for which you wish to download from:



- A Host is enabled by selecting using the
- **Save Changes Button** Used to save changes you have made to the settings. The button must be clicked to implement any changes made.

Schedule

This selection is used to set the scheduled times for automatic download:

Day	Start	Finish	Hours	Minutes	E-Order (mins)	Active
Sunday	08:00	18:00	1	30	0	<input type="checkbox"/>
Monday	07:50	17:50	1	00	15	<input checked="" type="checkbox"/>
Tuesday	07:50	17:50	1	00	15	<input checked="" type="checkbox"/>
Wednesday	07:50	17:50	1	00	15	<input checked="" type="checkbox"/>
Thursday	07:50	17:50	1	00	15	<input checked="" type="checkbox"/>
Friday	07:50	17:50	1	00	15	<input checked="" type="checkbox"/>
Saturday	07:50	12:50	1	00	15	<input checked="" type="checkbox"/>

- Set the download schedule for each day of the week you wish downloads to occur:
 - Enter the time for the first download (**Start**) and the time for the last download (**Finish**);
 - Enter the number of **Hours** and **Minutes** between each download;
 - Click the “**Active**” box to enable the scheduler (tick appears in Active box).
 - If your PMS supports electronic ordering, enter a **E-Order (mins)** time (for upload of electronic requests).
- The example above would download results at 07:50, 08:50, 09:50, 10:50, 11:50, 12:50, 13:50, 14:50, 15:50, 16:50, 17:50 Mon – Fri and also hourly between 07:50 – 12:50 on Sat
- **Save Changes Button** Used to save changes you have made to the settings. The button must be clicked to implement any changes made.

Connection

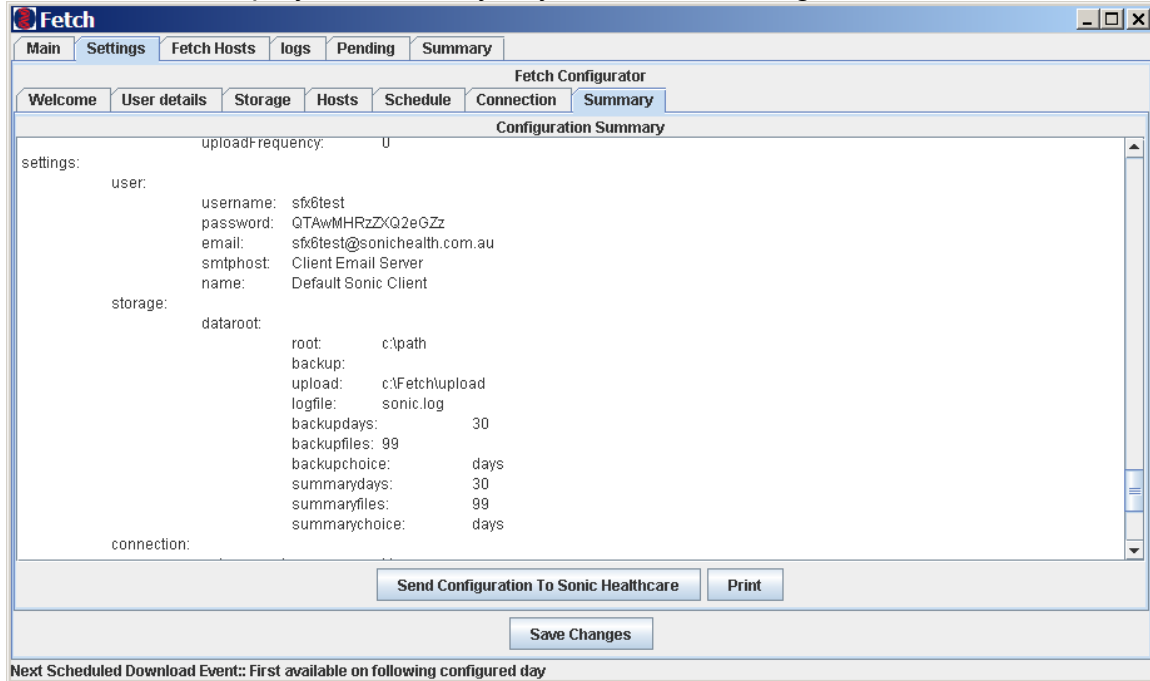
Select the Internet connection you wish Fetch to use.

The screenshot shows the 'Fetch Configurator' window with the 'Connection' tab selected. The window title is 'Fetch' and it has a standard Windows-style title bar. The main menu includes 'Main', 'Settings', 'Fetch Hosts', 'logs', 'Pending', and 'Summary'. The sub-menu includes 'Welcome', 'User details', 'Storage', 'Hosts', 'Schedule', 'Connection', and 'Summary'. The main content area contains the following text: 'Use this panel to direct Fetch to use your preferred Internet connection setting. If your network connection requires a proxy to connect to remote hosts for normal internet use, please enter the relevant details in the fields below. These details should be available from your network administrator. If you are unsure, do not select this option.' Below this text are three radio button options: 'Use existing connection' (selected), 'Use my dial-up (below)', and 'Sonic Direct'. To the right of these options is a checkbox labeled 'Use Proxy to connect' which is currently unchecked. Below the checkbox are four input fields labeled 'Host:', 'Port:', 'Username:', and 'Password:'. At the bottom center of the window is a 'Save Changes' button. At the very bottom of the window, there is a status bar that reads 'Next Scheduled Download Event:: First available on following configured day'.

- If you have an existing internet connection via your internal network:
 - Click **“Use existing connection”** (●)
 - If you access the Internet via a Proxy server you may need to tick the **“Use Proxy to connect”** box and enter the Proxy server details into the relevant fields.
- If you have a dial up internet connection
 - Click **“Use my dial-up (below)”** (●)
 - Click ▼ to select an internet connection from the dialup list
 - Tick available dialup connection option boxes as required
- **Save Changes Button** Used to save changes you have made to the settings. The button must be clicked to implement any changes made.

Summary

This selection displays a summary of your current settings:



- **Send Configuration to Sonic Healthcare** – Clicking this button will e-mail a copy of your current settings to our support staff. This feature is useful in diagnosing problems.
- **Print** – Prints a copy of the configuration to the default windows printer.
- **Save Changes Button** Used to save changes you have made to the settings. The button must be clicked to implement any changes made.

User Selection – Fetch Hosts

Fetch

Main Settings Fetch Hosts logs Pending Summary

DHM BSP WWG IRG CAS CAP SOP MPP CLI SKG DSP TLP CPL SNP QXR HIG SCI

Host Name: Clinipath

Host Code: CLI

Host Address: weblink.f1.sonichealthcare.com

Web App URI: /fetch/dll/mgwms32.dll?

Host is Active

Save

Add Host

Next Scheduled Download Event:: First available on following configured day

Editing Fetch Host details

- Fetch Host details should only be changed at the request of our support staff.
- Incorrect details in these fields will prevent the downloading of results.
- Click the “**Save**” button to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

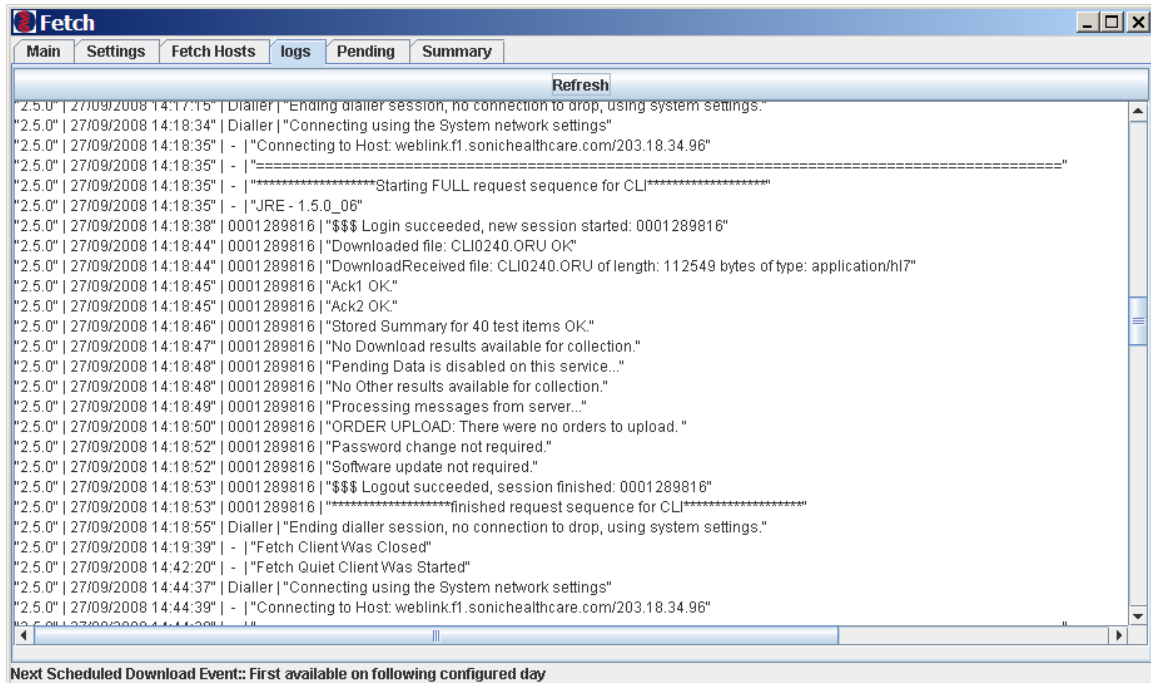
Activate Host

- Click the “**Host is Activate**” box to select / de-select the Host.
- A tick in the box indicates the Host is selected.
- **Save Changes Button** Used to save changes you have made to the settings. The button must be clicked to implement any changes made.

Add Host

- Clicking the “**Add Host**” button will open a new Host.
- A new Host should only be added with the help of, and at the request of our support staff.
- **Save Changes Button** Used to save changes you have made to the settings. The button must be clicked to implement any changes made.

User Selection – Logs



The screenshot shows the Fetch application window with a menu bar (Main, Settings, Fetch Hosts, logs, Pending, Summary) and a toolbar with a 'Refresh' button. The main area displays a log of system messages, including connection attempts, login success, file downloads, and session management. The messages are timestamped and include details like IP addresses and session IDs.

```
"2.5.0" | 27/09/2008 14:17:15 | Dialler | "Ending dialler session, no connection to drop, using system settings."
"2.5.0" | 27/09/2008 14:18:34 | Dialler | "Connecting using the System network settings"
"2.5.0" | 27/09/2008 14:18:35 | - | "Connecting to Host: weblink.fl.sonichealthcare.com/203.18.34.96"
"2.5.0" | 27/09/2008 14:18:35 | - | "=====
"2.5.0" | 27/09/2008 14:18:35 | - | "*****Starting FULL request sequence for CLI*****"
"2.5.0" | 27/09/2008 14:18:35 | - | "JRE - 1.5.0_06"
"2.5.0" | 27/09/2008 14:18:38 | 0001289816 | "$$$ Login succeeded, new session started: 0001289816"
"2.5.0" | 27/09/2008 14:18:44 | 0001289816 | "Downloaded file: CLI0240.ORU OK"
"2.5.0" | 27/09/2008 14:18:44 | 0001289816 | "DownloadReceived file: CLI0240.ORU of length: 112549 bytes of type: application/hl7"
"2.5.0" | 27/09/2008 14:18:45 | 0001289816 | "Ack1 OK."
"2.5.0" | 27/09/2008 14:18:45 | 0001289816 | "Ack2 OK."
"2.5.0" | 27/09/2008 14:18:46 | 0001289816 | "Stored Summary for 40 test items OK."
"2.5.0" | 27/09/2008 14:18:47 | 0001289816 | "No Download results available for collection."
"2.5.0" | 27/09/2008 14:18:48 | 0001289816 | "Pending Data is disabled on this service..."
"2.5.0" | 27/09/2008 14:18:48 | 0001289816 | "No Other results available for collection."
"2.5.0" | 27/09/2008 14:18:49 | 0001289816 | "Processing messages from server..."
"2.5.0" | 27/09/2008 14:18:50 | 0001289816 | "ORDER UPLOAD: There were no orders to upload."
"2.5.0" | 27/09/2008 14:18:52 | 0001289816 | "Password change not required."
"2.5.0" | 27/09/2008 14:18:52 | 0001289816 | "Software update not required."
"2.5.0" | 27/09/2008 14:18:53 | 0001289816 | "$$$ Logout succeeded, session finished: 0001289816"
"2.5.0" | 27/09/2008 14:18:53 | 0001289816 | "*****finished request sequence for CLI*****"
"2.5.0" | 27/09/2008 14:18:55 | Dialler | "Ending dialler session, no connection to drop, using system settings."
"2.5.0" | 27/09/2008 14:19:39 | - | "Fetch Client Was Closed"
"2.5.0" | 27/09/2008 14:42:20 | - | "Fetch Quiet Client Was Started"
"2.5.0" | 27/09/2008 14:44:37 | Dialler | "Connecting using the System network settings"
"2.5.0" | 27/09/2008 14:44:39 | - | "Connecting to Host: weblink.fl.sonichealthcare.com/203.18.34.96"
```

Next Scheduled Download Event: First available on following configured day

- Click **“Refresh”** to update the log;
- Log data is stored in date / time order.
- The latest transactions are at the bottom of the log;
- The information in the log can help identify problems with the download process.

User Selection – Summary

The screenshot shows the 'Fetch' application window with the 'Summary' tab selected. The window title is 'Fetch' and it has standard window controls. The 'Summary' tab contains a 'Refresh List' table and a detailed data table.

File Date	File Name	Size	# Reports
Mar 24, 2003 8:44:00 AM	dhm0021.pit	3964	11
Apr 11, 2003 12:50:44 PM	dhm0023.pit	12070	35
Apr 12, 2003 1:00:21 AM	dhm0024.pit	36293	106
Apr 15, 2003 7:30:13 AM	dhm0025.pit	4659	13
Apr 15, 2003 1:00:13 PM	dhm0026.pit	3288	9

Surname	First Name	Test(s)	Collect Time	Report Time	Lab #	Addressee
MALINGERER	POLLY	PAP SMEAR	27/06/2002 15:00	01/07/2002 12:22	54431802	DR G HEALTH
CREDITOR	BOB	HISTOPATHOLOGY	25/06/2002 14:30	25/06/2002 23:34	54431803	DR G HEALTH
RED	BETTY	PAP SMEAR	25/06/2002 15:00	27/06/2002 10:52	54431804	DR G HEALTH
GATECRASHER	TESS	UMCS	25/06/2002 15:00	27/06/2002 09:47	54431805	DR G HEALTH
BUNTER	POLLY	HISTOPATHOLOGY	25/06/2002 16:00	25/06/2002 23:41	54431806	DR G HEALTH
WOOZY	POLLY	UMCS	26/06/2002 09:40	27/06/2002 11:36	54431807	DR G HEALTH
MALINGERER	TESS	CE/CM	26/06/2002 10:30	26/06/2002 15:04	54431808	DR G HEALTH
WHODUNNIT	POLLY	HDL	26/06/2002 10:30	27/06/2002 17:23	54431809	DR G HEALTH
WHODUNNIT	POLLY	FBC	26/06/2002 10:30	26/06/2002 19:48	54431809	DR G HEALTH
WHODUNNIT	POLLY	UREA	26/06/2002 10:30	26/06/2002 19:26	54431809	DR G HEALTH
WHODUNNIT	POLLY	CREAT	26/06/2002 10:30	26/06/2002 19:26	54431809	DR G HEALTH
WHODUNNIT	POLLY	GLUC	26/06/2002 10:30	26/06/2002 19:32	54431809	DR G HEALTH
WHODUNNIT	POLLY	ELECT	26/06/2002 10:30	26/06/2002 19:26	54431809	DR G HEALTH
BLOGGS	ALF	FBC	26/06/2002 10:30	26/06/2002 18:42	54431810	DR G HEALTH
BLOGGS	ALF	HEP RESULTS	26/06/2002 10:30	26/06/2002 21:53	54431810	DR G HEALTH
DELIGHT	TED	UMCS	26/06/2002 10:40	29/06/2002 07:41	54431811	DR G HEALTH
HOUSEHOLDER	JACK	HDL	26/06/2002 15:00	26/06/2002 23:54	54431812	DR G HEALTH
HOUSEHOLDER	JACK	DIGOXIN	26/06/2002 15:00	27/06/2002 00:32	54431812	DR G HEALTH
HOUSEHOLDER	JACK	FBC	26/06/2002 15:00	26/06/2002 23:47	54431812	DR G HEALTH

Print Summary

Next Scheduled Download Event:: Apr 22, 2003 5:30:05 PM

- Click “Refresh List” to update the summary;
- Scroll through the log to view the summary data;

Click “Print Summary” to output summary to your default windows printer.

Support queries and assistance can be provided by contacting:

Clinipath Pathology: (08) 9455 7646
 Bunbury Pathology: (08) 9780 0300