

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, or alternatively, the user can request an immediate download at any time.

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;
- **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:

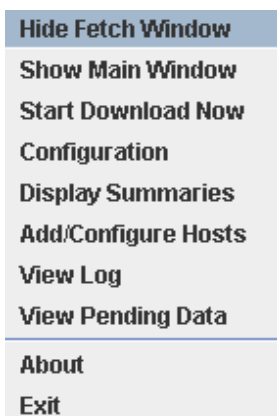
- **Add new client** – New Fetch users can be quickly added at any time;
- **Update existing client** – Existing Fetch user details and settings can be updated at any time;
- **Broadcast a message** – Messages can be queued for broadcast to a single user or a group of users;
- **Schedule a client control 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

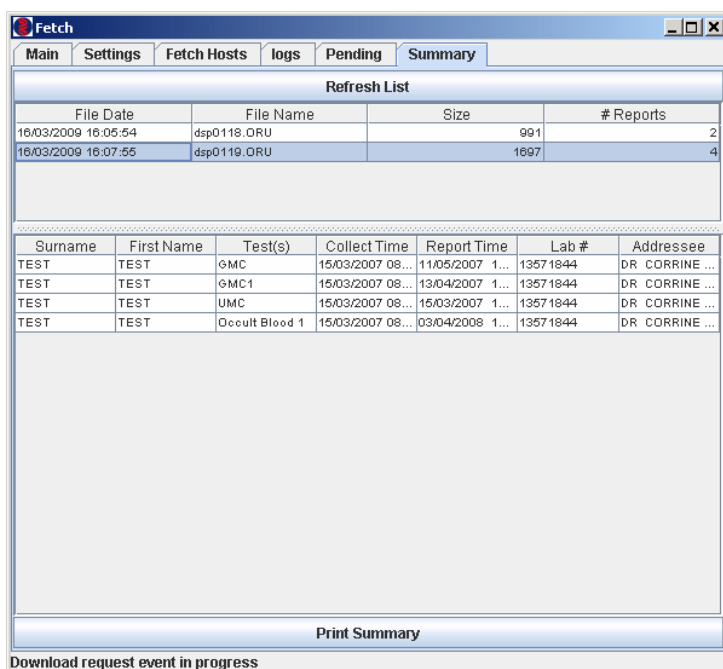


The Fetch user interface can be activated by placing the mouse cursor on the Sonic Fetch icon  in the System Tray (lower right hand corner of the screen) and clicking the right mouse button. The following selection box will appear:



- **Hide Fetch Window** – Will close the Fetch Main Window without shutting Fetch down.
- **Show Main Window** - Will maximise the Fetch Main Window, allowing the user to access the Fetch User Interface features.

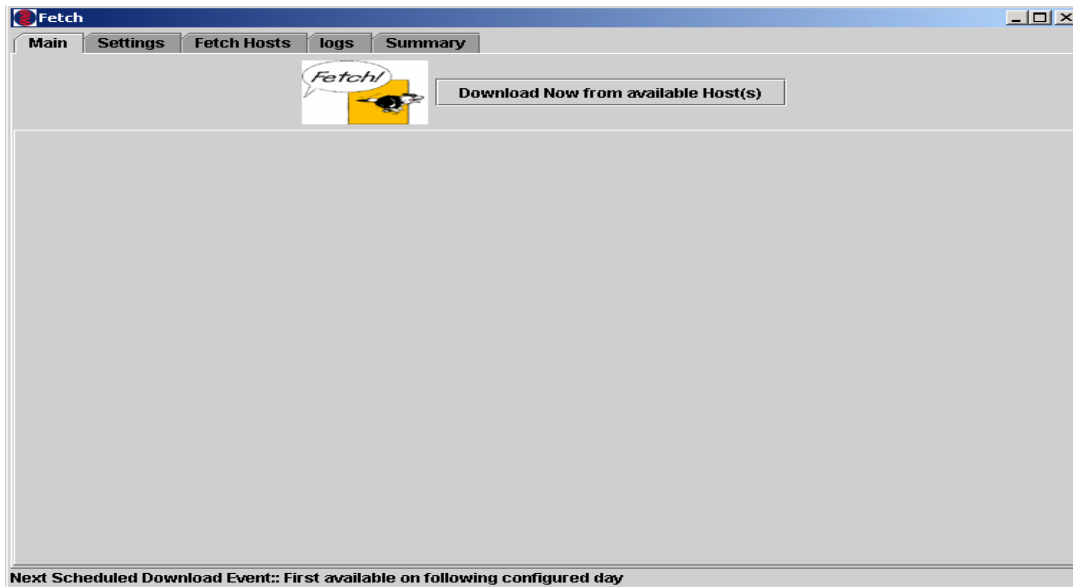
- **Start Download Now** - Will initiate an immediate download session. This will not effect the scheduler, future downloads will continue to be controlled by the scheduler if it has been enabled. If Fetch is currently running in the “Hidden” mode it will remain hidden during the download.
- **Configuration** - Will direct you to the “Fetch Configurator” where you can edit download settings for your site.
- **Display Summaries** - Will pop up the Summary Window. This lists the Patient Names and Tests downloaded in the files highlighted. The user can now view or print the current summary.



- **Add/Configure Hosts** - Will pop up the Hosts (Pathology or Radiology) Information Window. The user can edit or add Host Information if advised to by Client Services.
- **View Log** - will pop up the Log Window. This gives information about files downloaded and uploaded. The log can now be viewed or printed.
- **View Pending Data** - Allows you to view the patient’s names that Electronic Orders (Pathology Requests) have been created for, and to see the current status of them. Here you can see what has been received at the laboratory and what test are still pending. This feature is not available on sites that are using Best Practice as their PMS.
- **About** - Will pop up a message box, detailing the Fetch Client Java Version. Click the “OK” button to close the box.
- **Exit** - Closes the Sonic Fetch application and removes the Sonic Fetch Icon from the system tray. No downloads will occur.

User Selection – Main

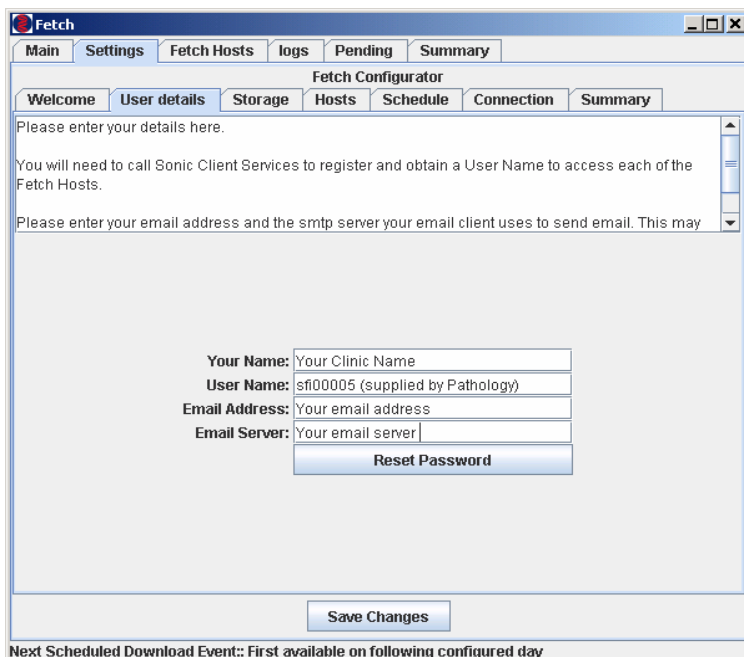
This selection can be used to initiate an immediate download or select another tab option.



- 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

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



- **Your Name** – This field records the name of your Practice, it is setup during the installation and may be changed at any time.
- **User Name** – This field contains your Host registered user name. It is set during the installation and should only be changed if directed by our support staff.
- **Email Address** – This field contains your e-mail address (not mandatory).
- **Email server** – This field contains the name of your SMTP mail server (not mandatory).
- **Reset Password** – This button is used to reset your password and should only be clicked if directed by our support staff.
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

Storage

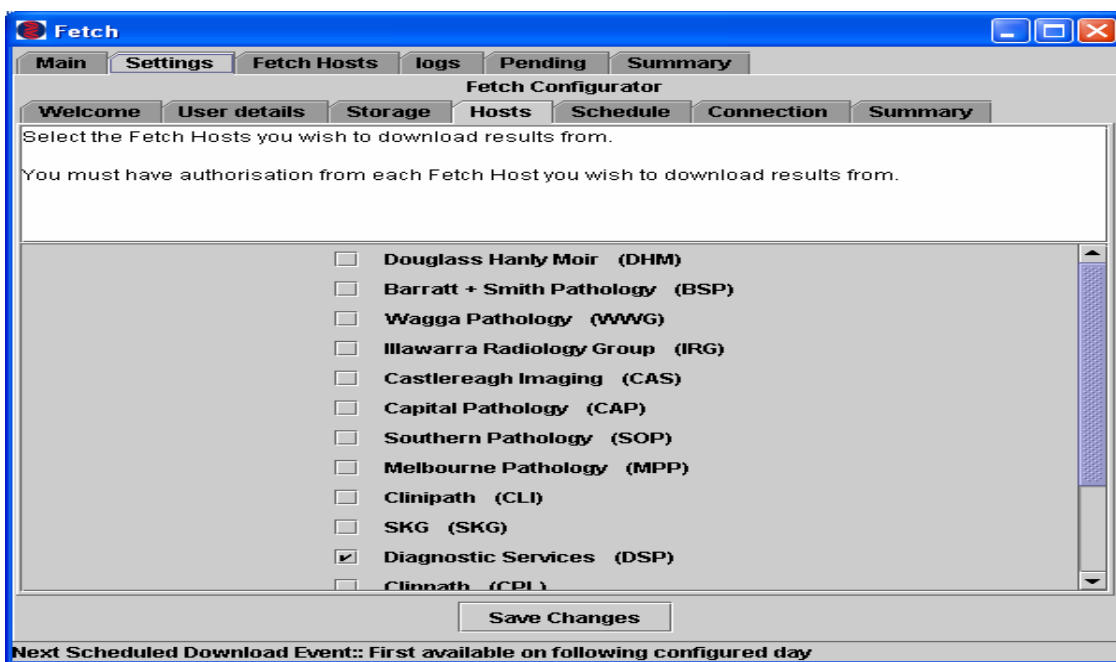
This selection is used to enter or update the locations for storing or retrieving data.

- **Download Directory** – This field contains the directory location into which the downloaded result files are to be stored. This can be a networked folder.
- **Backup Directory** – This field contains 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 for troubleshooting.
- **Upload Directory** – This field contains the directory location where files which are to be uploaded to the Host can be found. It is used to upload Electronic Orders to Pathology if your surgery is currently configured for it. This feature is currently available for Medical Director and Best Practice PMS.

- **Maximum age of backup files (days)** – Default is 30 days. Used if no directory is entered in Backup Directory.
- **Maximum age of summary files (days)** – Default is 30 days.
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

Hosts

This selection is used to select or de-select the available Sonic Hosts from which you wish to download.



- The Hosts can be selected / de-selected by clicking the box to add or remove the ;
- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

Schedule

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

Day	Start	Finish	Hours	Minutes	E-Order (min...)	Active
Sunday	08:00	22:00	1	00	10	<input checked="" type="checkbox"/>
Monday	08:00	22:00	1	00	10	<input checked="" type="checkbox"/>
Tuesday	08:00	22:00	1	00	10	<input checked="" type="checkbox"/>
Wednesday	08:00	22:00	1	00	10	<input checked="" type="checkbox"/>
Thursday	08:00	22:00	1	00	10	<input checked="" type="checkbox"/>
Friday	08:00	22:00	1	00	10	<input checked="" type="checkbox"/>
Saturday	08:00	22:00	1	00	10	<input checked="" type="checkbox"/>

Save Changes

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

- Set the schedule for each day of the week you wish downloads and uploads (if applicable) 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).
 - ◆ Enter the number of minutes between each upload for E-Orders. Applicable only if your surgery is configured for Electronic Ordering.

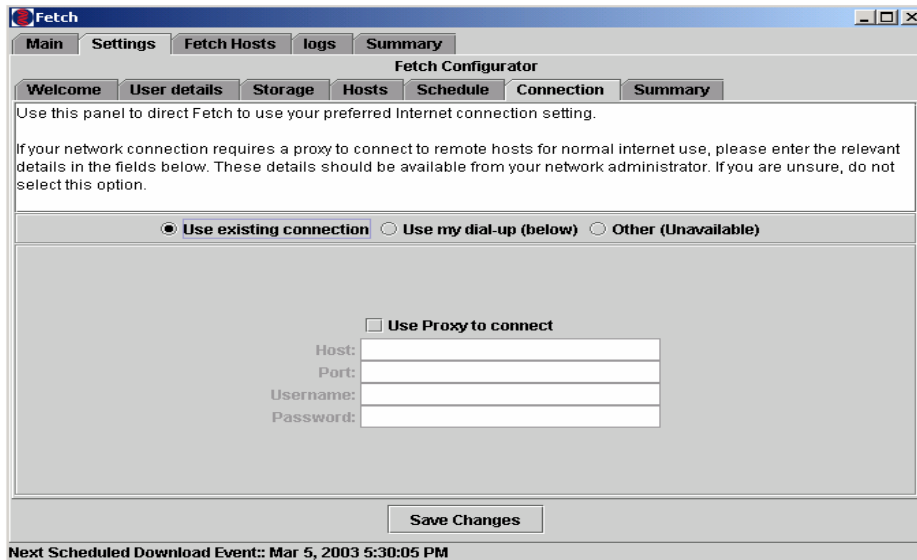
The example above would download results at 08:00 – 22:00 every hour, Monday to Sunday. Electronic orders would be uploaded every 10 mins on these days also.

PLEASE NOTE: There is a known issuing with scheduling for Windows 2003 and 2008 Servers. Scheduling must be setup between the hours of 00:32 and 23:25 for these server editions.

- **Save Changes** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

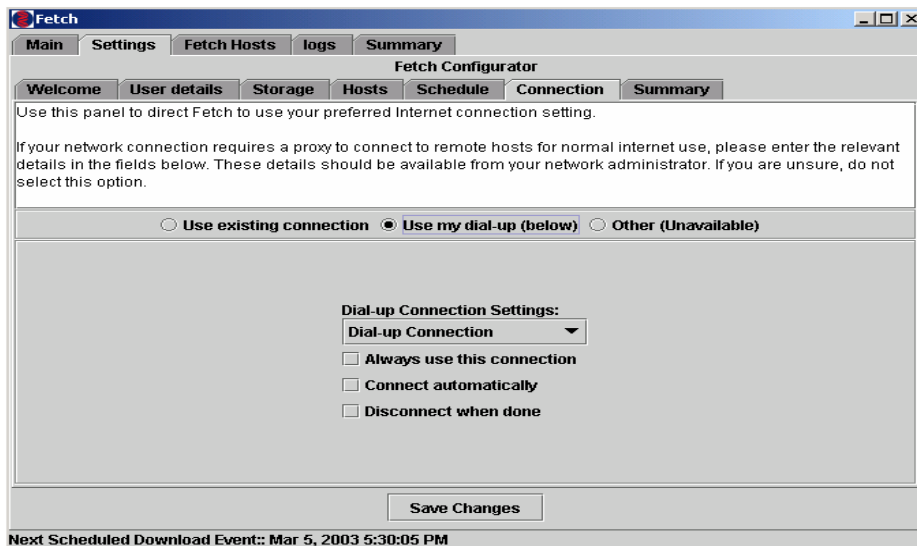
Connection

This selection is used to configure the internet connection you wish Fetch to use.



The screenshot shows the 'Fetch' application window with the 'Fetch Configurator' dialog box open to the 'Connection' tab. The dialog has a title bar with 'Fetch' and standard window controls. Below the title bar are tabs for 'Main', 'Settings', 'Fetch Hosts', 'logs', and 'Summary'. The 'Fetch Configurator' section has sub-tabs for '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 buttons: 'Use existing connection' (selected), 'Use my dial-up (below)', and 'Other (Unavailable)'. Underneath is a checkbox for 'Use Proxy to connect'. Below that are four text input fields labeled 'Host:', 'Port:', 'Username:', and 'Password:'. At the bottom of the dialog is a 'Save Changes' button. A status bar at the very bottom of the window reads 'Next Scheduled Download Event:: Mar 5, 2003 5:30:05 PM'.

- 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.



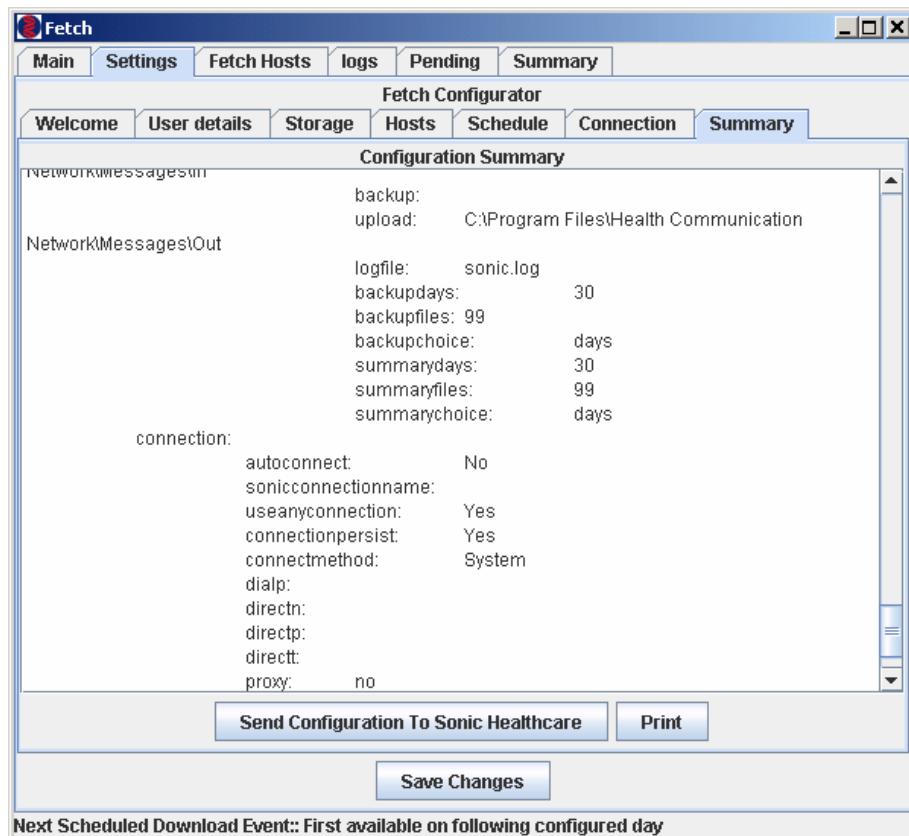
This screenshot is similar to the previous one, but the 'Use my dial-up (below)' radio button is selected. The 'Use Proxy to connect' checkbox is not visible. Instead, there is a section titled 'Dial-up Connection Settings:' which includes a dropdown menu currently set to 'Dial-up Connection'. Below the dropdown are three checkboxes: 'Always use this connection', 'Connect automatically', and 'Disconnect when done'. The 'Save Changes' button and the status bar at the bottom are also present.

- 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** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have 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** – This button is used to save any changes you have made to the settings. The button must be clicked to implement the changes you have made.

User Selection – Fetch Hosts

This selection is used to select the Pathology or Radiology Company you need to download from.

Fetch Hosts configuration window showing fields for Host Name, Host Code, Host Address, and Web App URI. The Host is Active checkbox is checked. A Save button is present.

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;
- 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.

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;
- 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.

User Selection – Summary

This selection lists the patient names, tests, and times downloaded.

Refresh List						
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	3286	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	DI&OXIN	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.

Should you have any further questions do not hesitate to call our Laboratories:

Hobart Pathology: (03) 6223 1955

Launceston Pathology: (03) 6334 3636

North West Pathology: (03) 6430 6777

Tasmanian Laboratory Services: (03) 6334 3424

