

FirstNet Admin: PASLink Failure

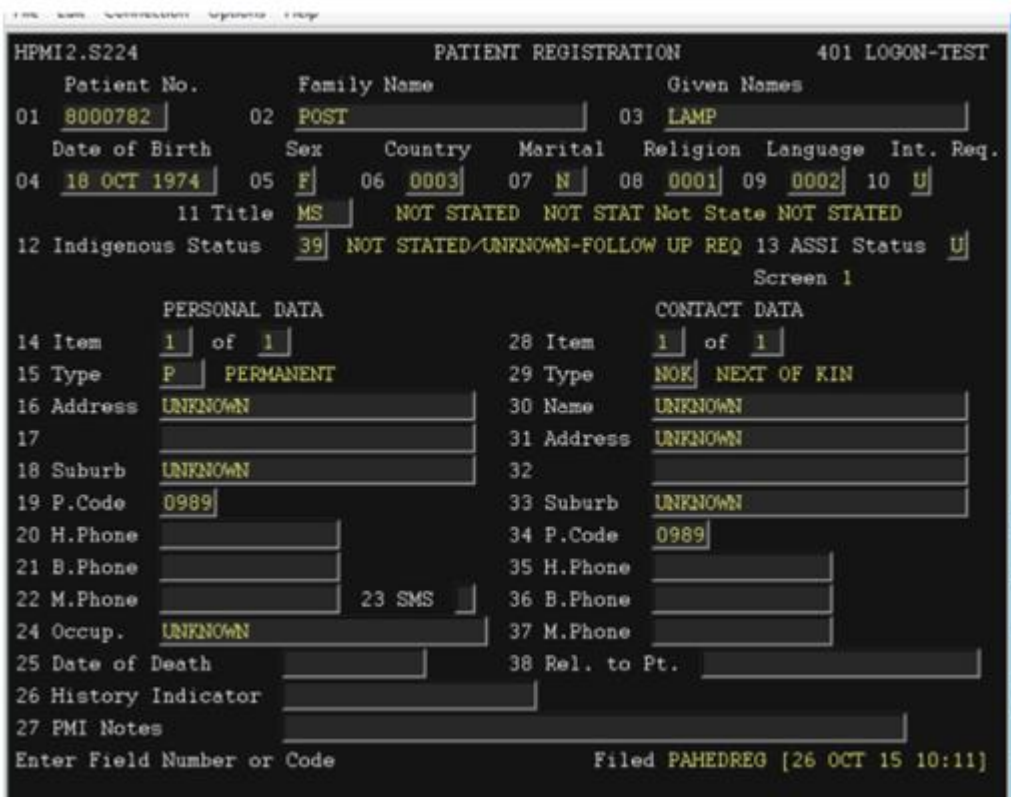
PASLink is an integrated system that allows FirstNet to perform a quick registration and generate a URN for new Emergency Department patients to TTH. This is necessary to allow triage and treatment to proceed without undue delays.



The *Quick Registration* process only collects minimal patient data (name, gender & DOB) and still requires a full HBCIS registration to be completed directly after the *Quick Registration* process.

The triage nurse will complete a *Quick Registration* in *FirstNet* for all patients presenting to ED. Patient's with a pre-existing URN will have an encounter added against their current registration while all new patients will have a URN generated for them by FirstNet.

A registration is deemed successful when the patient's UR# is entered into HBCIS and all the mandatory fields are populated either *Not Stated* or *Unknown*.



HPMI2.S224 PATIENT REGISTRATION 401 LOGON-TEST

Patient No. 01 8000782 02 POST 03 LAMP

Date of Birth 04 18 OCT 1974 05 F 06 0003 07 N 08 0001 09 0002 10 U

11 Title MS NOT STATED NOT STAT Not State NOT STATED

12 Indigenous Status 39 NOT STATED/UNKNOWN-FOLLOW UP REQ 13 ASSI Status U

Screen 1

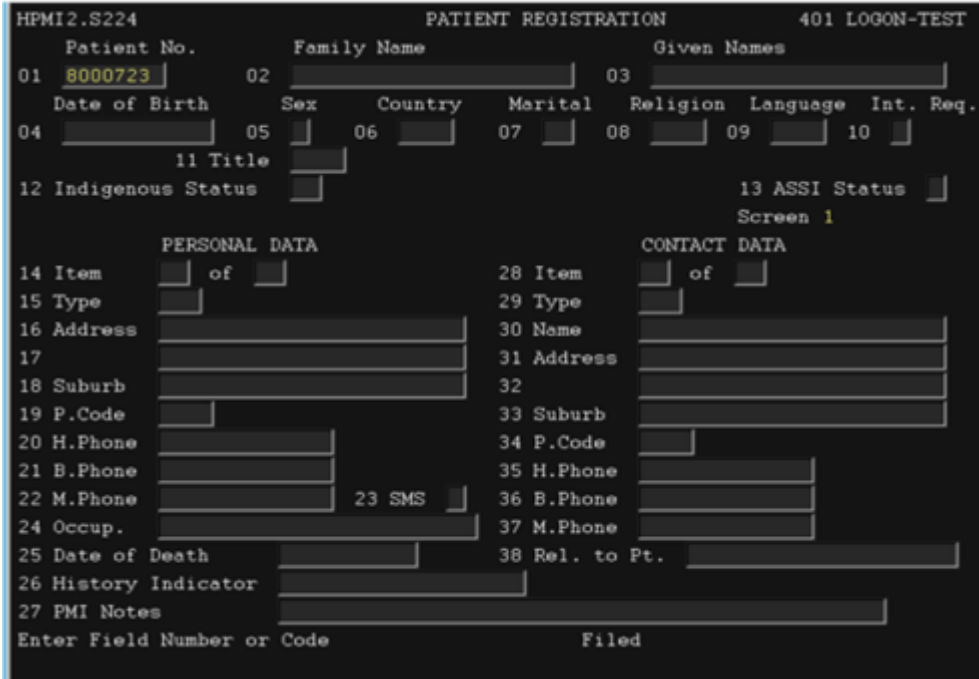
PERSONAL DATA		CONTACT DATA	
14 Item	1 of 1	28 Item	1 of 1
15 Type	P PERMANENT	29 Type	NOK NEXT OF KIN
16 Address	UNKNOWN	30 Name	UNKNOWN
17		31 Address	UNKNOWN
18 Suburb	UNKNOWN	32	
19 P.Code	0989	33 Suburb	UNKNOWN
20 H.Phone		34 P.Code	0989
21 B.Phone		35 H.Phone	
22 M.Phone		36 B.Phone	
23 SMS		37 M.Phone	
24 Occup.	UNKNOWN	38 Rel. to Pt.	
25 Date of Death			
26 History Indicator			
27 PMI Notes			

Enter Field Number or Code Filed PAHEDREG [26 OCT 15 10:11]

If a URN is entered to HBCIS and the fields are blank, this is an indication that the registration has failed.



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A *Quick Registration* can fail for the following reasons:

- Nurse enters a symbol, number or unknown character in the patient’s name.
- Patient’s name exceeds the 23-character field on HBCIS.
- Patient information that has been entered during the *Quick Registration* process already exists in HBCIS.
- PASLink experiences system difficulties and goes down.

PASLink Failure Email Notification

If PASLink fails an e-mail notification will be sent out to specific recipients. Please review and read the e-mail fully.

Notification type	Email address/es to send notification to
Screen scrape patient registration is rejected because pre validation fails or the registration is unsuccessful in HBCIS for some other reason. E.G. Surname containing numbers is sent	DL-MSG-ED-AO@health.qld.gov.au

ED - FirstNet Admin: PASLink Failure, v2.0, ED006, 07/06/2021



FirstNet Admin: PASLink Failure

Notification type	Email address/es to send notification to
through in A28 for registration in HBCIS or patient registered in FirstNet already exists in HBCIS.	
If the HBCIS application account expiry date used to perform the screen scrape registration is within the next 45 days, a warning email is sent out. This is to ensure the expiry date is amended and registrations are not adversely affected.	THHS_DataQualityUnit@health.qld.gov.au
A similar email is sent out if for some unknown reason the HBCIS application account used for the screen scrape registration suddenly stops working	THHS_DataQualityUnit@health.qld.gov.au
Health IQ software known as 'Heartbeat', continually monitors the implemented solution to ensure that all parts are working. IF for some reason the 'HeartBeat' check fails, an email will be sent back to Health IQ Support as well as any other defined recipients.	TSV-District-IT-Alerts@health.qld.gov.au

The e-mail will make 2 possible failure suggestions:

- User to register patient in HBCIS
- If *UNKNOWN*, TTH to contact *Information Service Centre 1800 198 175*

Upon review, if the error is a single notification, you will be required to perform a manual registration. If there are multiple error messages, you will need to escalate this via phone to *Information Service Centre 1800 198 175*.

ED - FirstNet Admin: PASLink Failure, v2.0, ED006, 07/06/2021



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Manual Registration – Override Auto-Numbering

Perform a manual registration of the patient within HBCIS, using the UR# allocated to the patient by FirstNet during the *Quick Registration* process. This involves the following steps

1. Log into HBCIS and go to the patient registration screen
2. Conduct a patient search using the patient Family Name, Given Name, and DOB. Type END on the command line and this will return you to the patient registration screen.
3. Conduct a **second patient search** using the same details. Type END on the command line and this will return you to the patient registration screen.
4. Enter the UR Number that was generated during the Quick Registration
5. Continue to register the patient using standard processes

The screenshot shows a terminal window titled 'Townsville/Kirwan' with a menu bar (File, Edit, Connection, Options, Help). The main window is titled 'HPMI2.S224 PATIENT REGISTRATION 617 LOGON-LIVE'. It contains several sections of data entry fields:

- Patient No.:** 01 1234567
- Family Name:** 02 FROG
- Given Names:** 03 KERMIT
- Date of Birth:** 04 01 JAN 2020
- Sex:** 05 []
- Country:** 06 []
- Marital:** 07 []
- Religion:** 08 []
- Language:** 09 []
- Int. Req.:** 10 []
- Title:** 11 []
- Indigenous Status:** 12 []
- ASSI Status:** 13 []
- Screen 1**
- PERSONAL DATA:** 14 Item, 15 Type, 16 Address, 17, 18 Suburb, 19 P.Code, 20 H.Phone, 21 B.Phone, 22 M.Phone, 23 SMS []
- CONTACT DATA:** 28 Item, 29 Type, 30 Name, 31 Address, 32, 33 Suburb, 34 P.Code, 35 H.Phone, 36 B.Phone, 37 M.Phone, 38 Rel. to Pt.
- Other fields:** 25 Date of Death, 26 History Indicator, 27 PMI Notes

At the bottom, there is a prompt 'Enter Field Number or Code' and a 'Filed []' indicator. A keyboard layout is shown at the very bottom with buttons for ~, 5+, 71+, ENQ, LOGON, *, \, ?, ~, ^, <, and OFF.

6. When the delay is resolved, the patient's details will flow from HBCIS to ieMR.



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Escalating Error

If there are multiple Registration Failure e-mails and the error is not a once off, you will need to contact the *Information Service Centre 1800 198 175*.

The *Information Service Centre* will investigate the issue and escalate to the appropriate support area.

Once the error has resolved, ED will be informed by email and telephone. Any normal business procedures to resume at that point.

If the issue has not been resolved within 30minutes and/or you have not heard back from the *Information Service Centre*, please contact them again for an update.