

Technical Bulletin

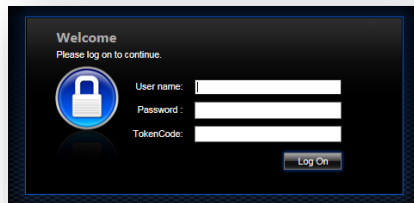
ePCR Self-Administration using ZDMC

Audience: Warren County agencies who utilize Zoll Electronic Patient Care Reporting

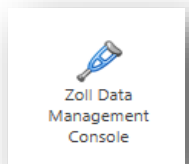
Zoll Data Management Console Uses

- Action required PCRs (failed NEMESIS phase, duplicate PCRs, general workflow related rerouting failures)
- Clearing checked out status
- Resurrect archived PCRs
- Delete PCRs
- Reroute/Reassign PCRs to specific agency groups or users
- Restart workflow phases

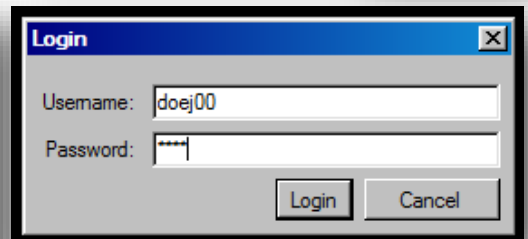
1. Log into <https://portal.wcpsn.net>



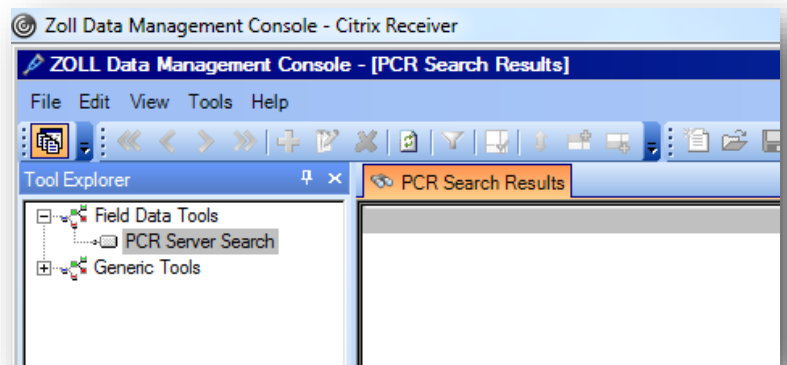
2. Once logged in, launch the Zoll Data Management Console icon. *This requires access once your Agency’s Administrator or ePCR SME approves personnel with Telecom: We will enable this icon once we’ve reviewed the process with your approved users.*



3. Select “Permit use” from the Citrix Receiver pop-up then log in using your WebPCR credentials.



4. Once in ZDMC, expand Field Data Tools in the left-hand Tool Explorer tree and double-click **PCR Server Search** to open the Search Query window.

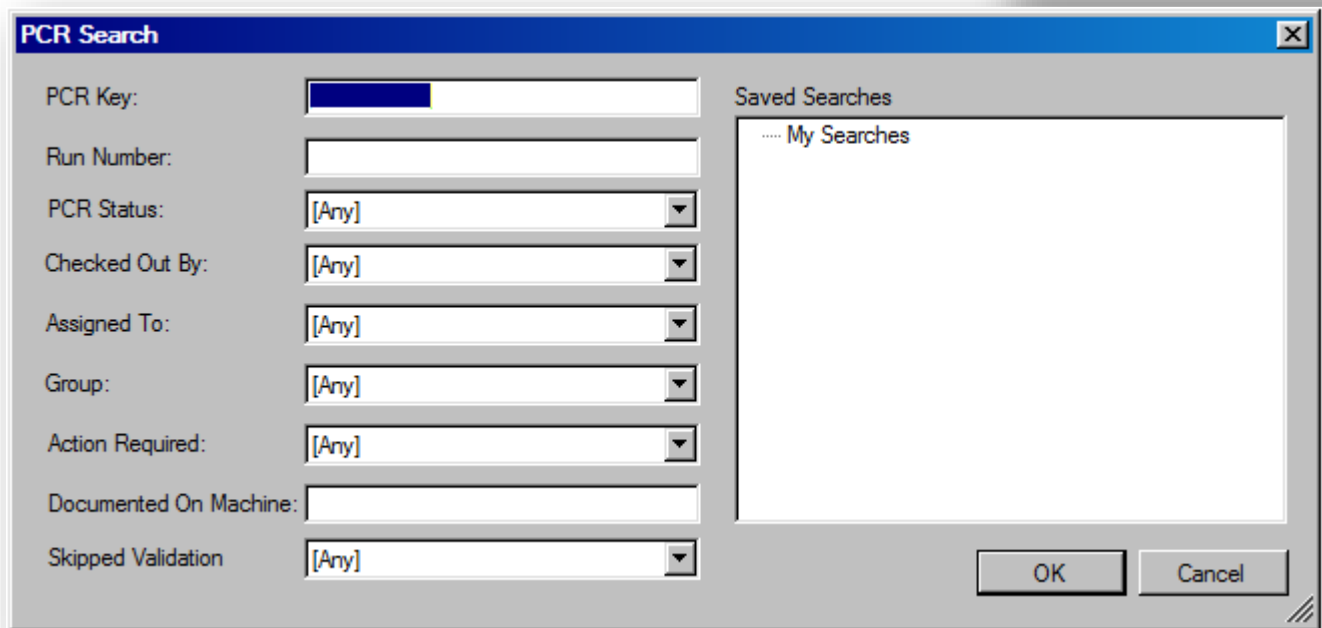
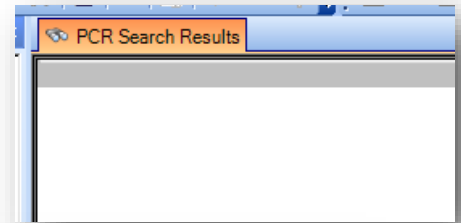


Contact Joseph.Newton@wcoh.net or 695-HELP regarding this technical bulletin.

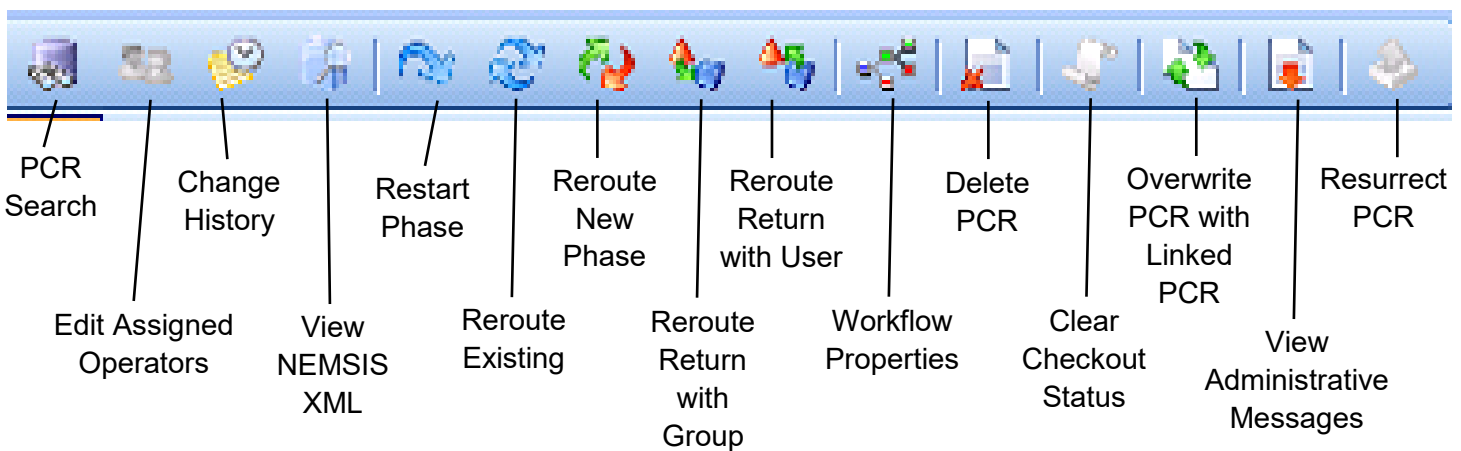


ZDMC Steps continued

5. Right click anywhere in the PCR Search Results window, select PCR Search to open the search dialog box.



6. Adjust search criteria and modify PCRs using the toolbar along the top of the window.





Common PCR Phase Failures

***Note:** All PCRs below are shown as 9999999 for example purposes only.

You can quickly view any action-required PCRs within ZDMC, by right-clicking in the PCR Search area, choosing PCR Search and only searching for **Action Required: Yes** PCRs.

Error	Displayed Message
NEMSIS Submission Timeout Status = Complete	Failed to release PCR [9999999] to NEMSISv3 Web service: The request channel timed out while waiting for a reply after 00:02:59.9687498. Increase the timeout value passed to the call to Request or increase the SendTimeout value on the Binding. The time allotted to this operation may have been a portion of a longer timeout. Solution: In ZDMC, simply restart the phase and refresh every few minutes. You can modify your search and specifically look for the problem PCR to see the newly updated status, once the NEMSIS phase has completed the PCR should land in the next workflow phase for your agency's workflow. Agency workflow design available upon request.
NEMSIS Connection Timeout Status = Complete	Failed to release PCR [422240] to NEMSISv3 Web service: A transport-level error has occurred when sending the request to the server. (provider: TCP Provider, error: 0 - An existing connection was forcibly closed by the remote host.) Solution: In ZDMC, simply restart the phase and refresh every few minutes. You can modify your search and specifically look for the problem PCR to see the newly updated status, once the NEMSIS phase has completed the PCR should land in the next workflow phase for your agency's workflow. Agency workflow design available upon request.
Failure to save PCR Status = Save PCR Failure	Failed to save original PCR 9999998: Unable to update PCR [9999998] because the original cannot be found in the PCR Server database. The PCR will be saved as a backup. It has been temporarily saved under PCR 9999999 and linked to the original PCR if it existed. Solution: Lookup & review the saved PCR; confirm it has all fields you require, attempt to complete the PCR. Once the saved PCR is completed, you can then delete the "action required" PCR.
No Extract Data Status = Complete	Failed to release PCR [999999] to NEMSISv3 Web service: No extract data was found for OHIO in PCR 9999998 Solution: You will need to reroute the PCR to a Correction phase, once it has been rerouted open the PCR in TabletPCR or WebPCR, Sometimes simply rerouting the PCR to the NEMSIS phase will create the PCR XML and allow NEMSIS validation, sometimes it is necessary to modify a field(change it, change it back) is required for validation to occur.
Flagged for Deletion Status = Save PCR Failure	Failed to save original PCR 9999999: Unable to update PCR [9999999] because the original is flagged for deletion in the PCR Server database. The PCR will be saved as a backup. It has been temporarily saved under PCR 9999998 and linked to the original PCR if it existed. Solution: You will need to look at both PCRs, you will need to determine which of the PCRs is more complete. Once you've determined the more completed PCR you will need to attempt to complete it. Upon completion you may then go back and delete the duplicate PCR.
Operator/System User Check Out Status = Save PCR Failure	Failed to save original PCR 9999999: Error saving PCR because it cannot be saved with an operator that has not checked it out. It has been temporarily saved under PCR 9999998 and linked to the original PCR if it existed. Solution: In ZDMC, right click on the PCR in question. Select Edit Assigned Operators, assign crews/personnel as necessary to review/complete the PCR. Open the PCR in TabletPCR or WebPCR to complete the PCR.