
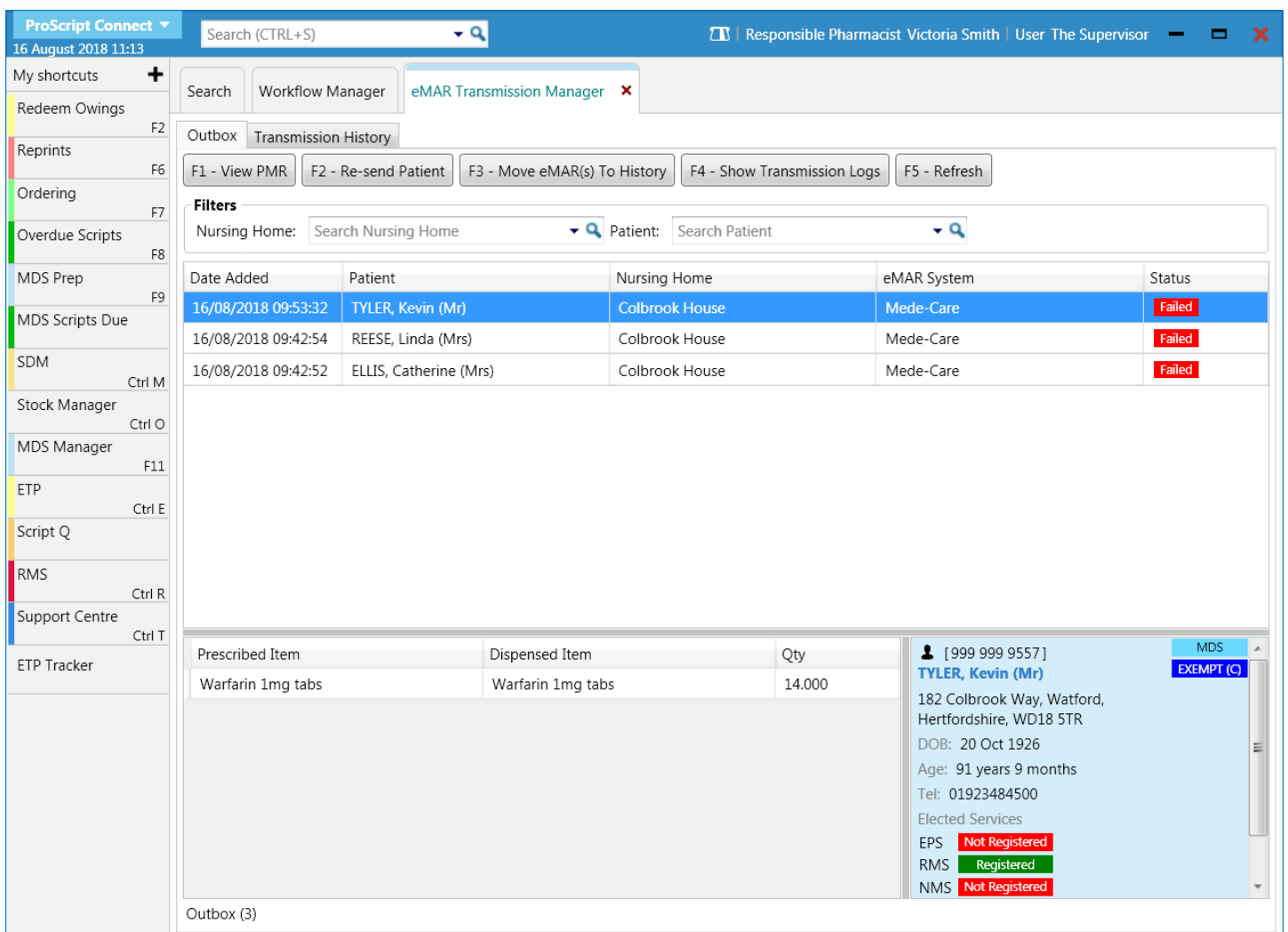


Troubleshooting and Resending a Failed eMAR Transmission

 The *eMAR Type* application setting, found within the *MDS Category*, must be set to *Enhanced* in order to access the eMAR Transmission Manager.

In the instance that your eMAR transmission has failed to send, you can access the eMAR Transmission Manager to troubleshoot the reason, resolve it and resend. Failed transmissions will remain on the *Outbox* tab either until they are moved to the *Transmission History* tab by the user, or until they have been successfully sent or resent.

1. To begin, open the eMAR Transmission Manager from the ProScript Connect Main Screen by clicking the **[ProScript Connect]** menu button and selecting the *eMAR Transmission Manager* menu item.
2. From the eMAR Transmission Manager, open the *Outbox* tab. Any failed transmissions will display here with a **Failed** tag.



The screenshot shows the ProScript Connect interface. The top navigation bar includes the ProScript Connect logo, a search bar, and the user's name (Responsible Pharmacist Victoria Smith) and role (User The Supervisor). The left sidebar lists various application shortcuts. The main content area is titled 'eMAR Transmission Manager' and has two tabs: 'Outbox' (selected) and 'Transmission History'. Below the tabs are several function buttons: 'F1 - View PMR', 'F2 - Re-send Patient', 'F3 - Move eMAR(s) To History', 'F4 - Show Transmission Logs', and 'F5 - Refresh'. A 'Filters' section allows searching by 'Nursing Home' and 'Patient'. The main table displays a list of failed transmissions:

Date Added	Patient	Nursing Home	eMAR System	Status
16/08/2018 09:53:32	TYLER, Kevin (Mr)	Colbrook House	Mede-Care	Failed
16/08/2018 09:42:54	REESE, Linda (Mrs)	Colbrook House	Mede-Care	Failed
16/08/2018 09:42:52	ELLIS, Catherine (Mrs)	Colbrook House	Mede-Care	Failed

Below the table, there is a section for 'Prescribed Item' and 'Dispensed Item' showing 'Warfarin 1mg tabs' with a quantity of 14.000. To the right, a patient profile card for 'TYLER, Kevin (Mr)' is displayed, including contact information and registration status for various services:

- EPS: Not Registered
- RMS: Registered
- NMS: Not Registered

The bottom left corner of the interface shows 'Outbox (3)'.

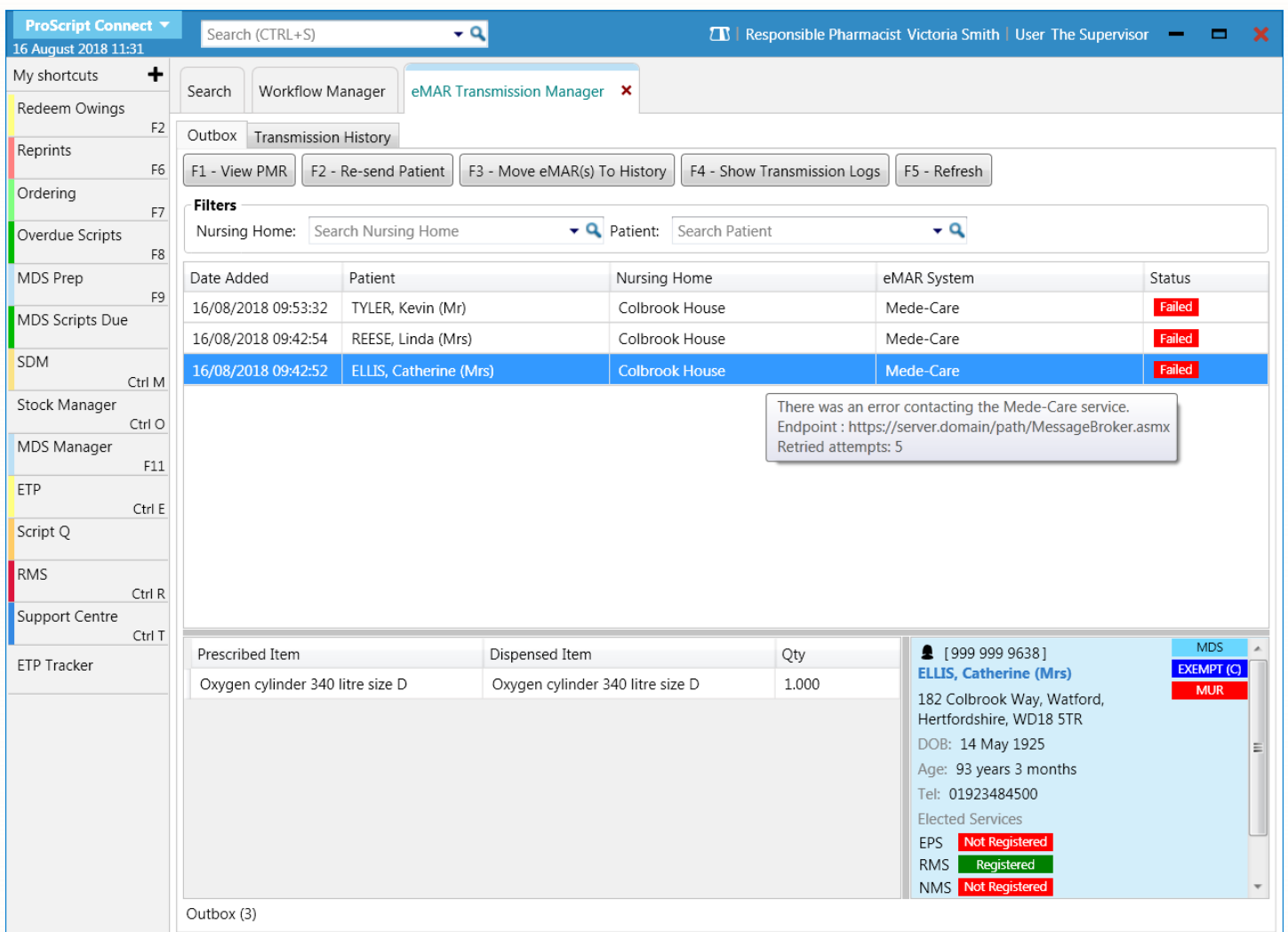
Troubleshooting a Failed eMAR Transmission

Understanding the reason your eMAR transmission has failed is key to being able to resolve the issue.

1. With the *Outbox* tab open, hover the cursor over the **Failed** tag for one of the failed transmissions.
2. A tooltip will display, providing a reason for the failure and the number of retried attempts. Use the information displayed to resolve the issue.



In the example seen below, the *Address/Endpoint* details need to be checked and updated within the *eMAR Details* section of the Edit Nursing Home Details or Community Details windows of the relevant nursing home or community patient.



The screenshot shows the ProScript Connect interface. The top navigation bar includes the date and time (16 August 2018 11:31), a search bar, and the user's name (Responsible Pharmacist Victoria Smith). The left sidebar contains various menu items like 'My shortcuts', 'Redeem Owings', 'Reprints', 'Ordering', 'Overdue Scripts', 'MDS Prep', 'MDS Scripts Due', 'SDM', 'Stock Manager', 'MDS Manager', 'ETP', 'Script Q', 'RMS', 'Support Centre', and 'ETP Tracker'. The main content area is titled 'eMAR Transmission Manager' and has tabs for 'Outbox' and 'Transmission History'. Below the tabs are buttons for 'F1 - View PMR', 'F2 - Re-send Patient', 'F3 - Move eMAR(s) To History', 'F4 - Show Transmission Logs', and 'F5 - Refresh'. A 'Filters' section allows searching by 'Nursing Home' and 'Patient'. A table displays transmission records with columns for 'Date Added', 'Patient', 'Nursing Home', 'eMAR System', and 'Status'. The third row is highlighted in blue and shows a failed transmission for 'ELLIS, Catherine (Mrs)' at 'Colbrook House' using 'Mede-Care'. A tooltip is displayed over the 'Failed' status, containing the following text: 'There was an error contacting the Mede-Care service. Endpoint : https://server.domain/path/MessageBroker.asmx Retried attempts: 5'. Below the table is a 'Prescribed Item' table showing 'Oxygen cylinder 340 litre size D' with a quantity of 1.000. On the right side, there is a patient profile for 'ELLIS, Catherine (Mrs)' with contact information, address, DOB, age, and telephone number. Below the profile are 'Elected Services' listed as 'EPS Not Registered', 'RMS Registered', and 'NMS Not Registered'. At the bottom left, it says 'Outbox (3)'. The bottom right corner of the interface has 'MDS EXEMPT (C) MUR' buttons.

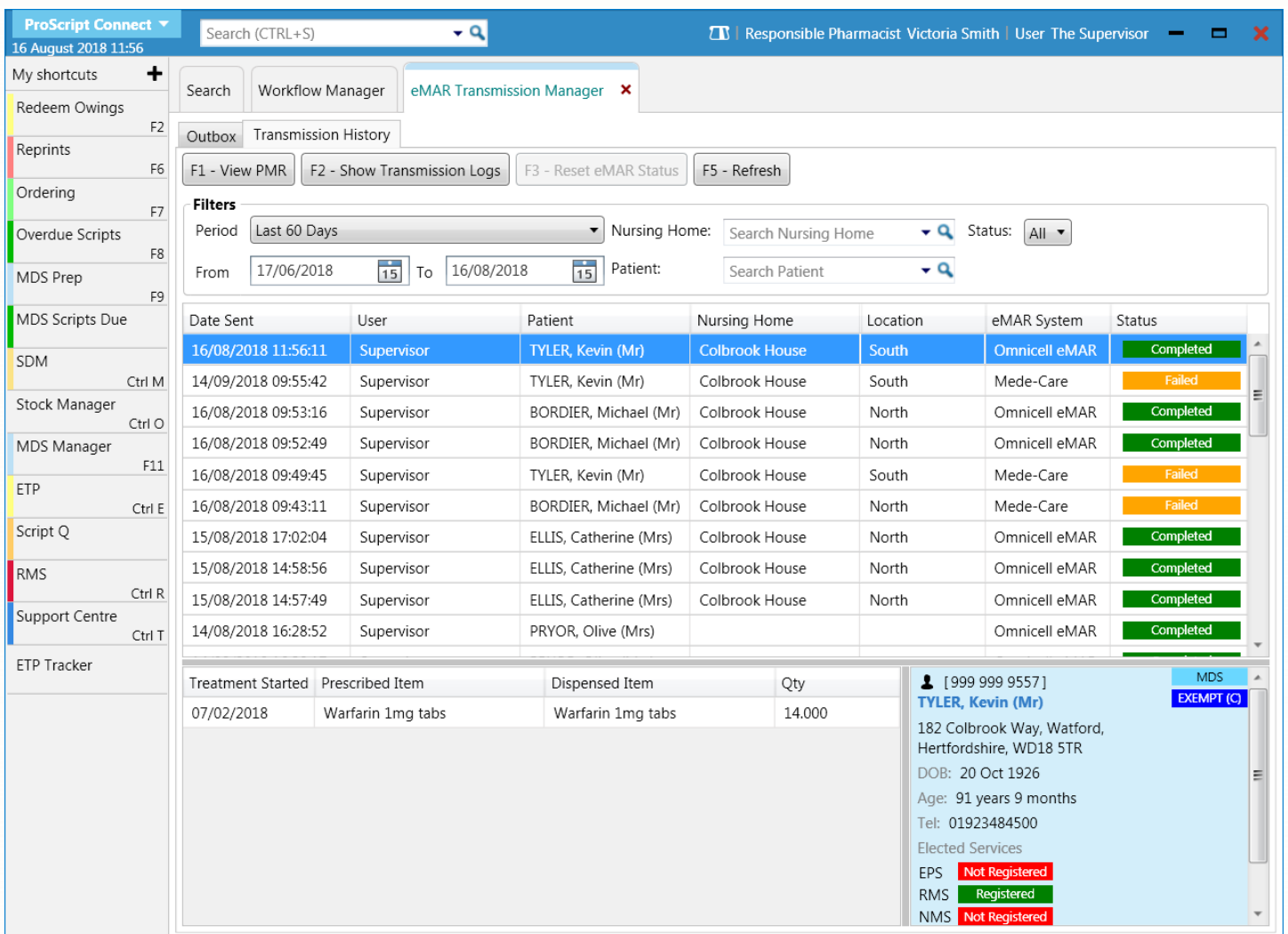
Date Added	Patient	Nursing Home	eMAR System	Status
16/08/2018 09:53:32	TYLER, Kevin (Mr)	Colbrook House	Mede-Care	Failed
16/08/2018 09:42:54	REESE, Linda (Mrs)	Colbrook House	Mede-Care	Failed
16/08/2018 09:42:52	ELLIS, Catherine (Mrs)	Colbrook House	Mede-Care	Failed

Prescribed Item	Dispensed Item	Qty
Oxygen cylinder 340 litre size D	Oxygen cylinder 340 litre size D	1.000

ELLIS, Catherine (Mrs)
 182 Colbrook Way, Watford, Hertfordshire, WD18 5TR
 DOB: 14 May 1925
 Age: 93 years 3 months
 Tel: 01923484500
 Elected Services
 EPS **Not Registered**
 RMS **Registered**
 NMS **Not Registered**

Resending a Failed eMAR Transmission

1. The outcome of the fix will determine the method you choose to resend the failed transmission.
 - If any details were amended within the *eMAR Details* section of the Edit Nursing Home Details or Community Details windows, you'll need to resend the eMAR transmission either from the MDS Manager or the patient's MDS Summary.
 - For most other fixes, you can resend the original transmission from the *Outbox* tab within the eMAR Transmission Manager by highlighting the transmission and selecting the **[F2 – Re-send Patient]** button.
2. Once the transmission has successfully sent, the failed transmission will be moved from the *Outbox* tab to the *Transmission History* tab.



The screenshot shows the ProScript Connect interface for the eMAR Transmission Manager. The window title is "Responsible Pharmacist Victoria Smith | User The Supervisor". The interface includes a search bar, navigation tabs for "Outbox" and "Transmission History", and a list of transmission records. The "Transmission History" tab is active, displaying a table of transmissions with columns for Date Sent, User, Patient, Nursing Home, Location, eMAR System, and Status. A patient details panel is open for Kevin Tyler, showing his address, DOB, age, and registration status for various services.

Date Sent	User	Patient	Nursing Home	Location	eMAR System	Status
16/08/2018 11:56:11	Supervisor	TYLER, Kevin (Mr)	Colbrook House	South	OmniceLL eMAR	Completed
14/09/2018 09:55:42	Supervisor	TYLER, Kevin (Mr)	Colbrook House	South	Mede-Care	Failed
16/08/2018 09:53:16	Supervisor	BORDIER, Michael (Mr)	Colbrook House	North	OmniceLL eMAR	Completed
16/08/2018 09:52:49	Supervisor	BORDIER, Michael (Mr)	Colbrook House	North	OmniceLL eMAR	Completed
16/08/2018 09:49:45	Supervisor	TYLER, Kevin (Mr)	Colbrook House	South	Mede-Care	Failed
16/08/2018 09:43:11	Supervisor	BORDIER, Michael (Mr)	Colbrook House	North	Mede-Care	Failed
15/08/2018 17:02:04	Supervisor	ELLIS, Catherine (Mrs)	Colbrook House	North	OmniceLL eMAR	Completed
15/08/2018 14:58:56	Supervisor	ELLIS, Catherine (Mrs)	Colbrook House	North	OmniceLL eMAR	Completed
15/08/2018 14:57:49	Supervisor	ELLIS, Catherine (Mrs)	Colbrook House	North	OmniceLL eMAR	Completed
14/08/2018 16:28:52	Supervisor	PRYOR, Olive (Mrs)			OmniceLL eMAR	Completed

Treatment Started	Prescribed Item	Dispensed Item	Qty
07/02/2018	Warfarin 1mg tabs	Warfarin 1mg tabs	14.000

[999 999 9557]
TYLER, Kevin (Mr)
 182 Colbrook Way, Watford,
 Hertfordshire, WD18 5TR
 DOB: 20 Oct 1926
 Age: 91 years 9 months
 Tel: 01923484500
 Elected Services
 EPS Not Registered
 RMS Registered
 NMS Not Registered

Revision History

Version Number	Date	Revision Details	Author(s)
1.0	04 January 2021		Elyas Khalifa

Contact us

For more information contact:
Telephone: 0344 209 2601

Not to be reproduced or copied without the consent of AAH Pharmaceuticals Limited 2020.