commonwell™
HEALTH ALLIANCE

Mark Maida
athenahealth

Lettie Murr
McKesson

Kristal Speller
Evident

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Mark Maida

Interface Associate

athenahealth

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CommonWell Health Alliance Members

Interoperability for the Common Good

70%+
of acute EHR

24%+
of ambulatory EHR

Market leaders in lab, long-term care, retail pharmacy and more

Founding Members

Allscripts
athenahealth
Cerner
Evident
Greenway Health
McKESSON
sunquest

Contributor Members

aprima EHR • PM • RCM
brightree
CareCloud
CVS CAREMARK
kareo Go Practice
MacPractice
MEDHOST
MEDITECH Medical Information Technology, Inc.
MERGE Healthcare

General Members

CitiusTech
INFLUENCE HEALTH
MTBC A Unique Healthcare IT Company .com
OBIX perinatal data system BY CLINICAL COMPUTER SYSTEMS INC.
OmniSYS
PeriGen Empowering Clinicians. Advancing Perinatal Systems.
PointClickCare
wellcentive Population Health Management

Source: SK&A, a Cegedim Company and KLAS

"EHR Vendor Market Share by Physician Size" SK&A. January 2015.

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Initial Service Provider RelayHealth CONNECTED

CommonWell Core Services

Patient Identification & Linking

Assist health IT suppliers to more quickly and accurately identify patients as they transition through care facilities

Record Locator

Help providers locate and access their patients' records, regardless of where the encounter occurred, by providing a "virtual table of contents" that documents available data from each encounter location

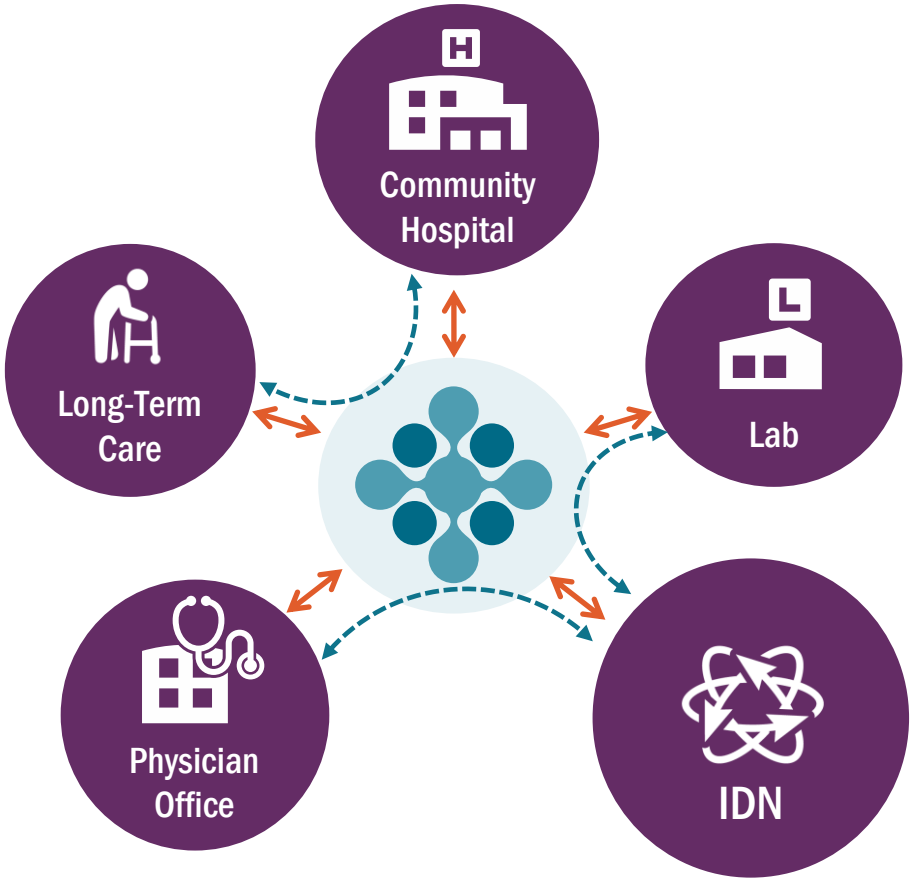
Patient Privacy & Consent Management

Deliver a patient-authorized means to simplify management of data sharing consents and authorizations

Secure Data Access

Provide certification, authentication and auditing services that facilitate consistent trusted data sharing among member systems

CommonWell Health Alliance for Record Locator Service



CommonWell Services

+ Identity Management
+ Consent Management
+ Record Locator
+ Document Query
+ Document Retrieval

Trusted Data Access

Benefits and Differentiators

More access to relevant patient information

+ More relevant data through stronger matching and validation

+Access data from health IT systems– go beyond state or local HIEs or any one vendor's network

+Data is fetched real time from health systems– no central repository

Faster, easier, more cost effective access

+Centralized patient matching, consent and record location services

+Embedded in EHR for universal interoperability and care coordination

+Lower cost of access/implementation – fewer interfaces

Leadership

+Help drive significant industry change

+Support the public interest in improving access to the complete record

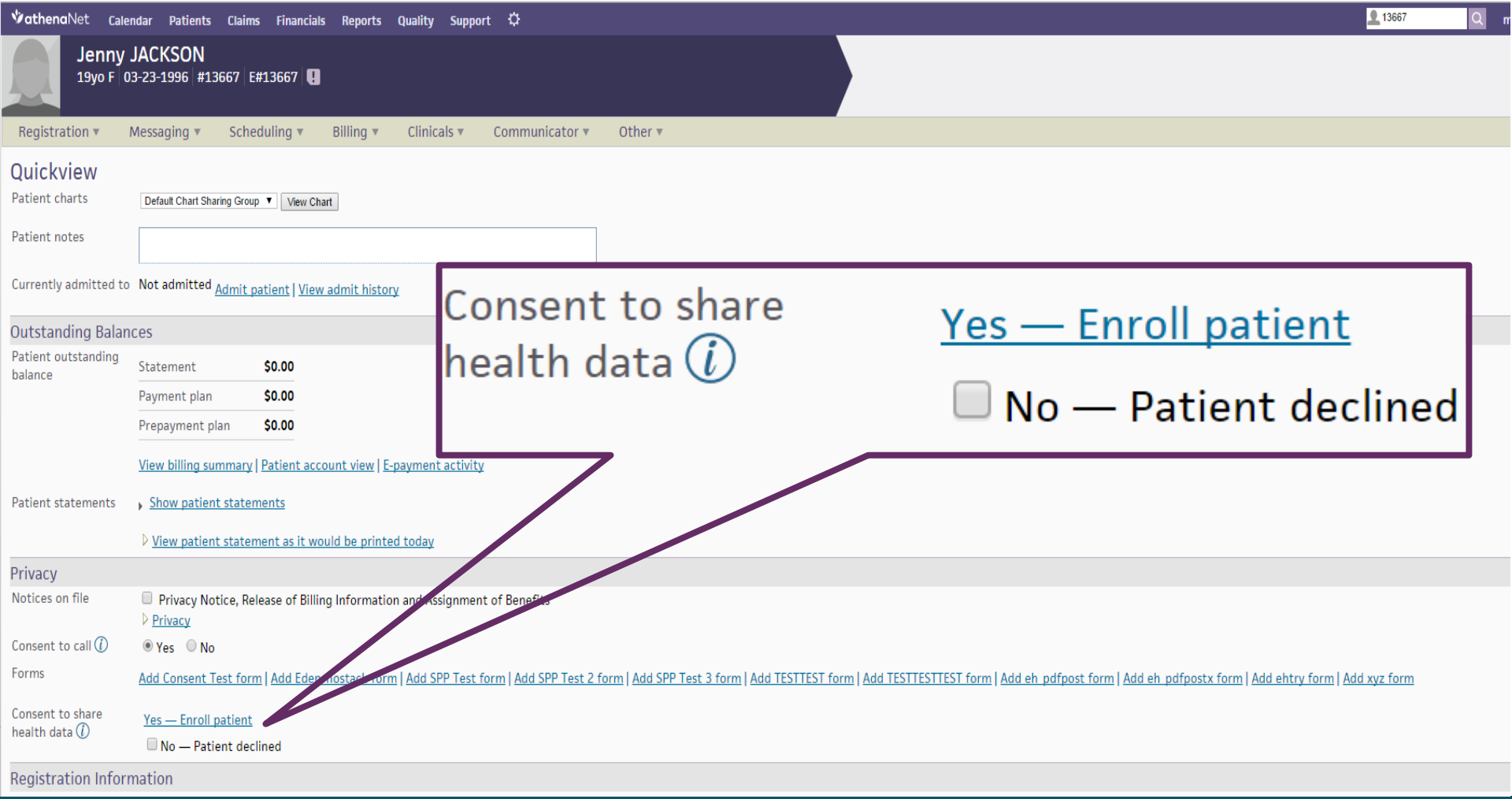
Meet Jenny

Meet Jenny

2 Addresses (Boulder, CO & Irvine, CA)
Emergency Care
Primary Care Provider
ER Visit in Colorado & Physical Therapy in Colorado
19 year old, full-time college student
Physical Therapist
All of her providers are members of CommonWell

Workflow

- Enrolling and creating links with registration clerk
- Document query / retrieval for nurse
- Enabling clinical decision support for MD



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athenaNet Calendar Patients Claims Financials Reports Quality Support 13667

Jenny JACKSON
19yo F | 03-23-1996 | #13667 | E#13667

Registration ▾ Messaging ▾ Scheduling ▾ Billing ▾ Clinicals ▾ Communicator ▾ Other ▾

Quickview

Patient charts: Default Chart Sharing Group ▾ View Chart

Patient notes

Currently admitted to: Not admitted Admit patient | View admit history

Outstanding Balances

Patient outstanding balance

Statement	$0.00
Payment plan	$0.00
Prepayment plan	$0.00

View billing summary | Patient account view | E-payment activity

Patient statements: Show patient statements

View patient statement as it would be printed today

Privacy

Notices on file: Privacy Notice, Release of Billing Information and Assignment of Benefits

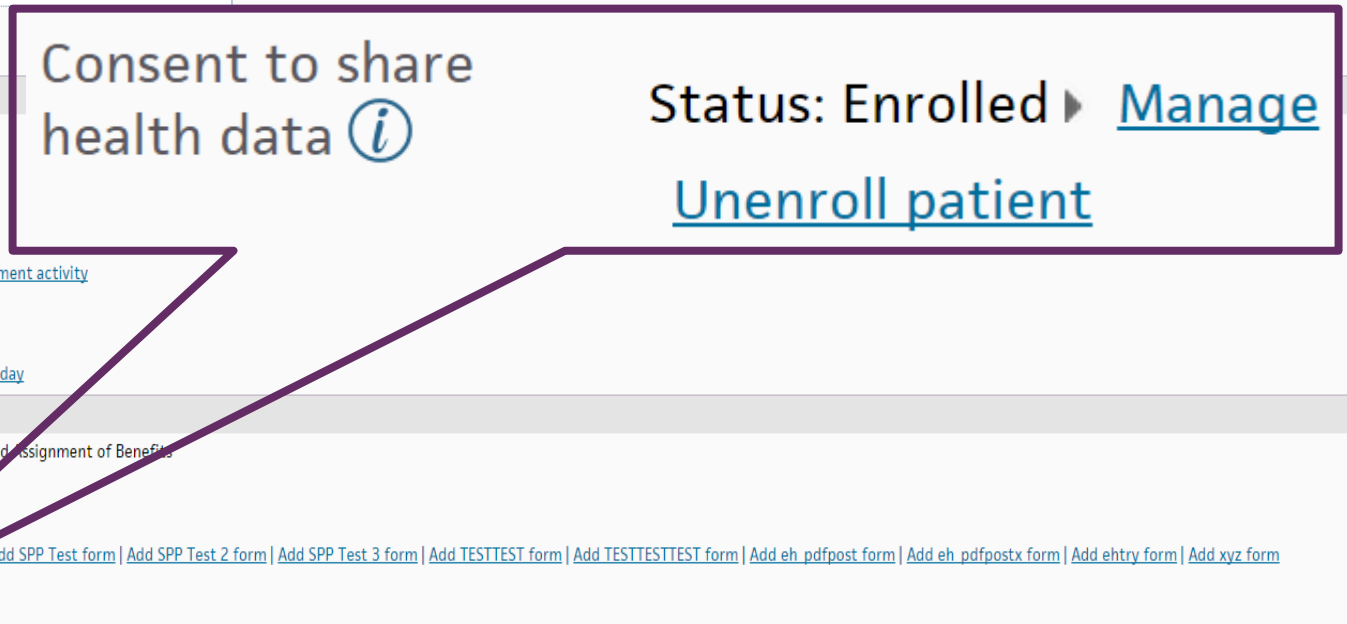
Privacy

Consent to call ⓘ: Yes No

Forms: Add Consent Test form | Add Eden nestack form | Add SPP Test form | Add SPP Test 2 form | Add SPP Test 3 form | Add TESTTEST form | Add TESTTESTTEST form | Add eh_pdfpost form | Add eh_pdfpostx form | Add ehtry form | Add xyz form

Consent to share health data ⓘ: Status: Enrolled Manage

Unenroll patient



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Lettie Murr

Product Manager, PMP – RevCycle / CommonWell

McKESSON

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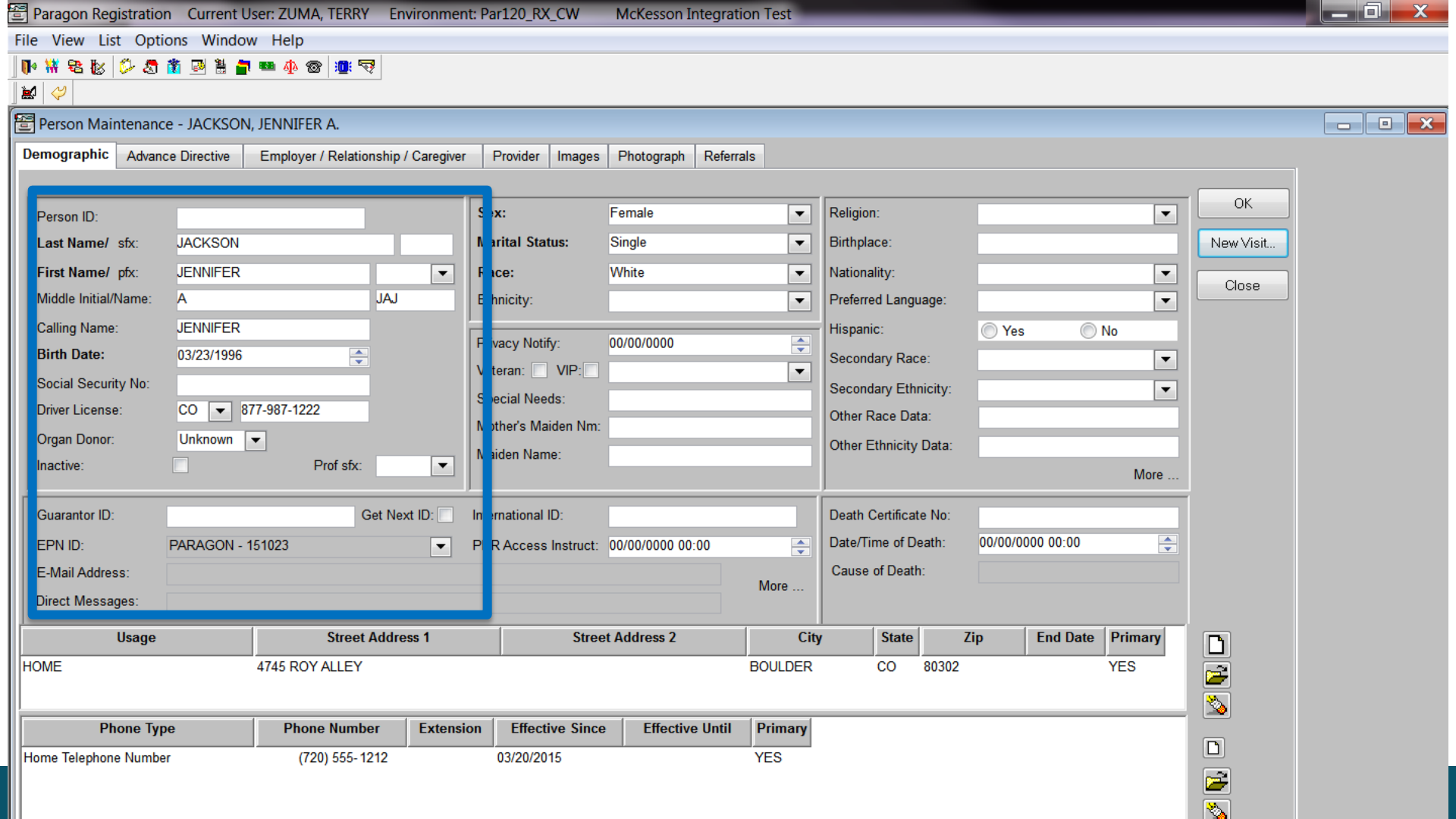
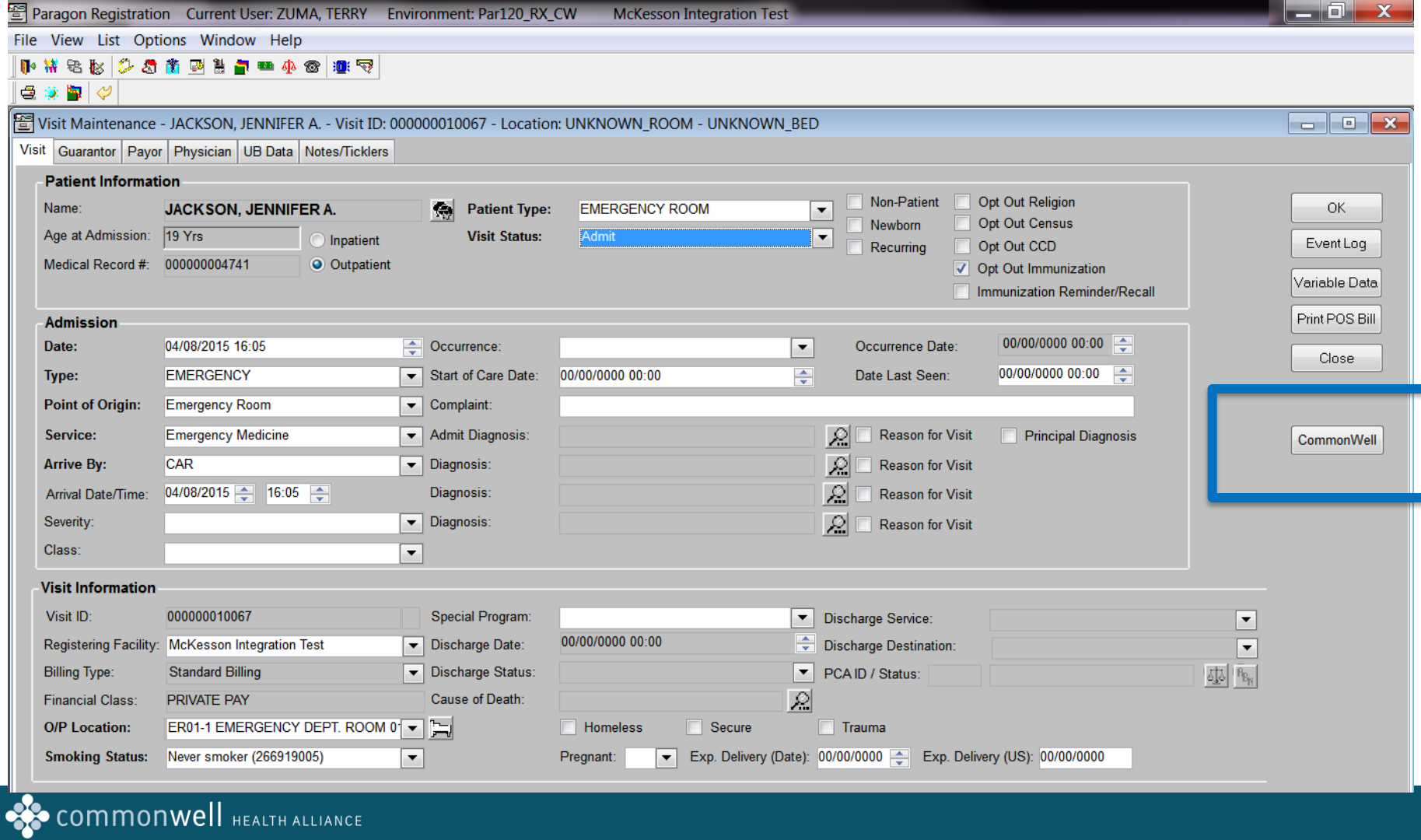

Paragon Registration Current User: ZUMA, TERRY Environment: Par120_RX_CW McKesson Integration Test
File View List Options Window Help
Person Maintenance - JACKSON, JENNIFER A.
Demographic
Advance Directive
Employer / Relationship / Caregiver
Provider
Images
Photograph
Referrals
Person ID:
Last Name/ sfx: JACKSON
First Name/ pfx: JENNIFER
Middle Initial/Name: A JAJ
Calling Name: JENNIFER
Birth Date: 03/23/1996
Social Security No:
Driver License: CO 877-987-1222
Organ Donor: Unknown
Inactive:
Prof sfx:
Sex: Female
Marital Status: Single
Race: White
Ethnicity:
Privacy Notify: 00/00/0000
Veteran: VIP:
Special Needs:
Mother's Maiden Nm:
Maiden Name:
Religion:
Birthplace:
Nationality:
Preferred Language:
Hispanic: Yes No
Secondary Race:
Secondary Ethnicity:
Other Race Data:
Other Ethnicity Data:
More ...
OK
New Visit...
Close
Guarantor ID:
Get Next ID:
EPN ID: PARAGON - 151023
E-Mail Address:
Direct Messages:
International ID:
PHR Access Instruct: 00/00/0000 00:00
More ...
Death Certificate No:
Date/Time of Death: 00/00/0000 00:00
Cause of Death:
Usage | Street Address 1 | Street Address 2 | City | State | Zip | End Date | Primary
HOME | 4745 ROY ALLEY | | BOULDER | CO | 80302 | | YES
Phone Type | Phone Number | Extension | Effective Since | Effective Until | Primary
Home Telephone Number | (720) 555-1212 | | 03/20/2015 | | YES



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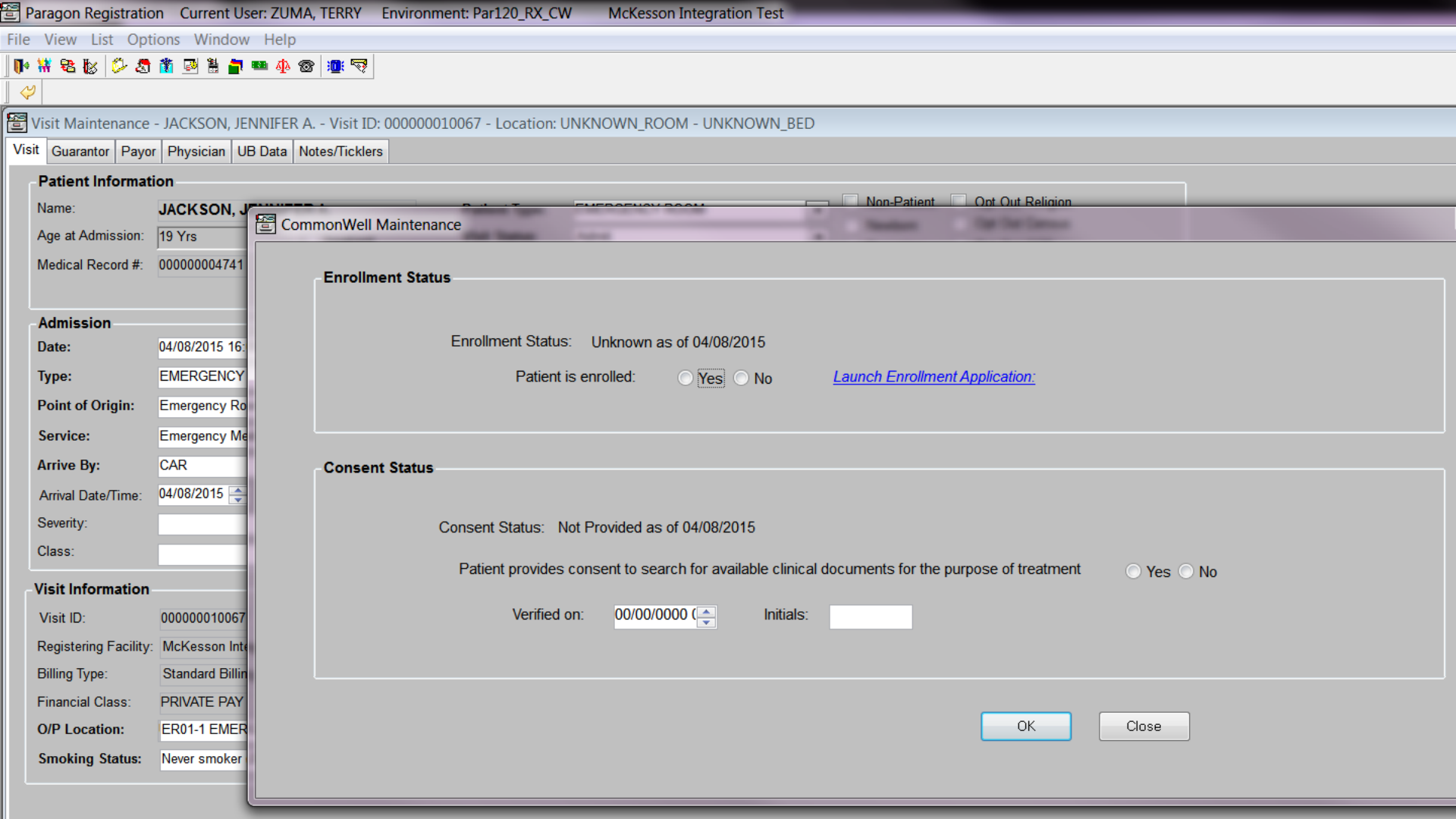

Paragon Registration Current User: ZUMA, TERRY Environment: Par120_RX_CW McKesson Integration Test
File View List Options Window Help
Visit Maintenance - JACKSON, JENNIFER A. - Visit ID: 000000010067 - Location: UNKNOWN_ROOM - UNKNOWN_BED
Visit Guarantor Payor Physician UB Data Notes/Ticklers
Patient Information
Name:
Age at Admission: 19 Yrs
Medical Record #: 000000004741
Non-Patient
Opt Out Religion
Admission
Date: 04/08/2015 16:
Type: EMERGENCY
Point of Origin: Emergency Ro
Service: Emergency Me
Arrive By: CAR
Arrival Date/Time: 04/08/2015
Severity:
Class:
Visit Information
Visit ID: 000000010067
Registering Facility: McKesson Inte
Billing Type: Standard Billin
Financial Class: PRIVATE PAY
O/P Location: ER01-1 EMER
Smoking Status: Never smoker
CommonWell Maintenance
Enrollment Status
Enrollment Status: Unknown as of 04/08/2015
Patient is enrolled: Yes No
Launch Enrollment Application:
Consent Status
Consent Status: Not Provided as of 04/08/2015
Patient provides consent to search for available clinical documents for the purpose of treatment Yes No
Verified on: 00/00/0000
Initials:
OK
Close

JENNY JACKSON

Update | Unenroll

Strong Identifiers: Driver's License
California

Date of Birth: March 23, 1996 *(Age: 19)*
Gender: Female

CommonWell ID: fdd4480b-b4ac-48e1-9e91-0ca0bba74d96
Home Phone: 614-994-0541

Address

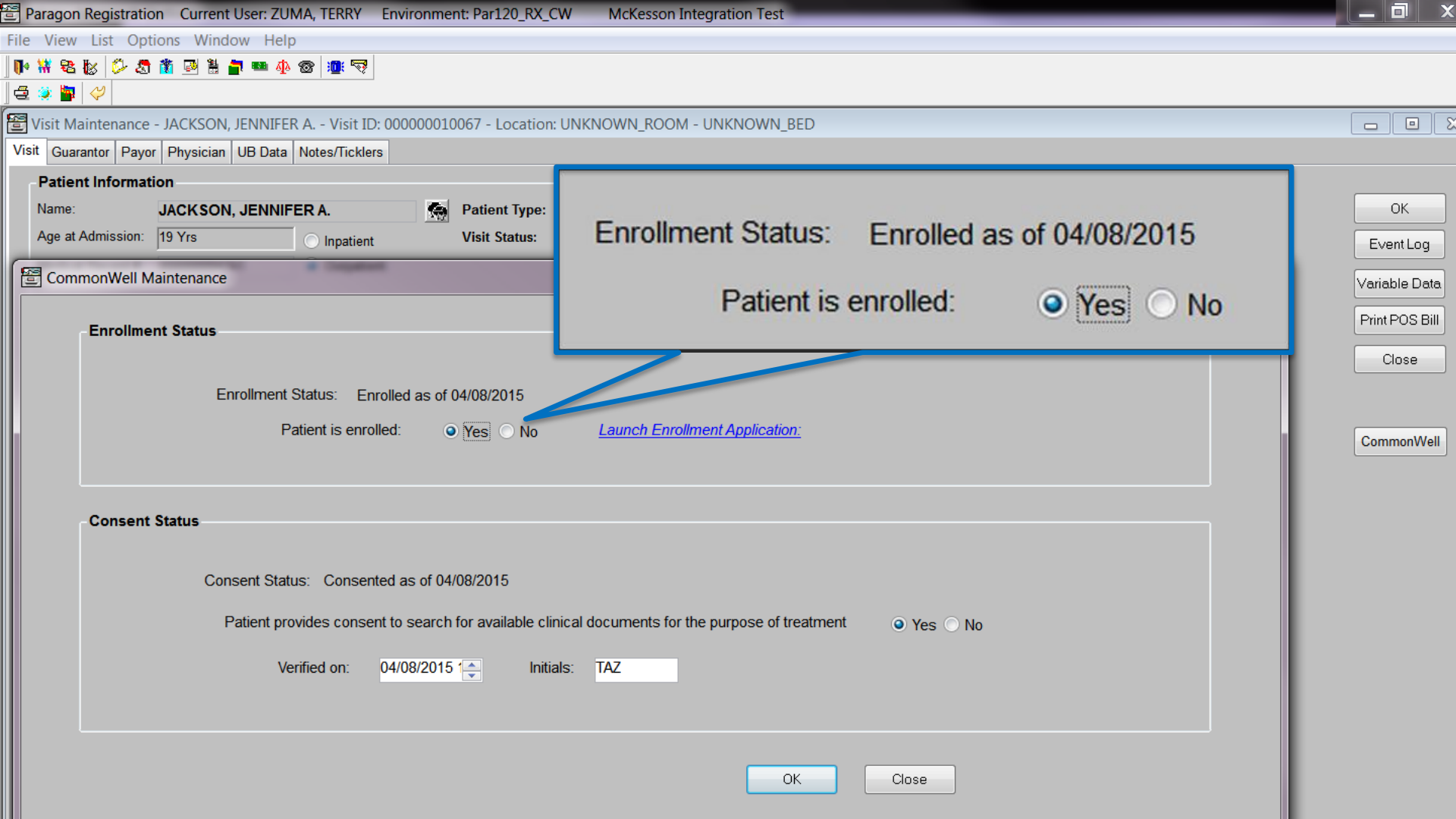
2920 MURPHY COURT
IRVINE CA 92614

McKesson Integration Test Patients

Name	Date of Birth	Gender	Local ID	Actions	Confidence of Association
JACKSON, JENNIFER A.	March 23, 1996	Female	151023		

Related Records from Other Organizations

Organization	Name	Date of Birth	Gender	Actions	Confidence of Association
athenahealth - Integration Test Practice 1	JENNY JACKSON	March 23, 1996	Female	Remove	


Paragon Registration Current User: ZUMA, TERRY Environment: Par120_RX_CW McKesson Integration Test
File View List Options Window Help
Visit Maintenance - JACKSON, JENNIFER A. - Visit ID: 000000010067 - Location: UNKNOWN_ROOM - UNKNOWN_BED
Visit Guarantor Payor Physician UB Data Notes/Ticklers
Patient Information
Name: JACKSON, JENNIFER A.
Patient Type:
Age at Admission: 19 Yrs
Inpatient
Visit Status:
OK
Event Log
Variable Data
Print POS Bill
Close
CommonWell
CommonWell Maintenance
Enrollment Status
Enrollment Status: Enrolled as of 04/08/2015
Patient is enrolled: Yes No
Launch Enrollment Application:
Consent Status
Consent Status: Consented as of 04/08/2015
Patient provides consent to search for available clinical documents for the purpose of treatment Yes No
Verified on: 04/08/2015
Initials: TAZ
OK
Close
Enrollment Status: Enrolled as of 04/08/2015
Patient is enrolled: Yes No

Allergies Code Status ? NO DIET

JACKSON, JENNIFER A. (000000010067) AdmWt AdmHt Ht Wt CrCl BSA BMI Bed: UNASSIGNED Facility: McKesson Integration Test Age: 19Y Gender: F AdmComplaint AdmDate: 04/08/2015 16:05 LOS: 2 DOB: 03/23/1

Prob. & Proc. | Pre-arrival Meds | Home Meds | Adv Dir | Demog | Implants | Newborn | Blood | Immun | Pat Alerts | Pain | Visit | Financial | Contacts | Soc Hx | Vitals | Alcohol | Tobacco | Rec Drug

Census | Action List | CPOE | Documentation | Deficiencies | External Documents | Assignments | Orders | Results | Med Rec View | Meds | Vitals | Clinical Assess | Surgery | Pat Sched | Reports | Caregiver Sched | Covering | Misc. | URLs | PDL

Search for Available External Documents

Creation Date: 30 days From Date: 03/11/2015 To Date: 04/10/2015 search

Creation Date	Document Type	Facility Type	Practice Setting	Institution	Format
04/10/2015 15:55	Continuity of Care Document	Health Encounter Site	General Medicine	AthenaHealth.	libParagonPWS.XCABridge.CodedMetadataType

Downloaded or Attached External Documents

No Documents

Creation Date: 30 days From Date: 03/11/2015 To Date: 04/10/2015 search

Creation Date	Document Type	Facility Type	Practice Setting	Insti
04/10/2015 15:55	Continuity of Care Document	Health Encounter Site	General Medicine	AthenaHealt

print | print preview | Add to list

Ambulatory Summary

Patient	Jenny Jackson		
Date of birth	March 23, 1996	**Sex**	Female
Race		**Ethnicity**	
Language	Not indicated		
Contact info	Primary Home: 2920 Murphy Court Irvine, CA 92614, US	**Patient IDs**	13677 2.16.840.1.113883.3.564.43200001
		Document Created	April 10, 2015, 15:55:57 -0400
Document Id	18727a25-2015-a308-2932e01-001A64958C30		
Care Team	Csaclinic of		
Contact info	Work Place: 3 Hadley Rd Belfast, ME 04915-6780, US		
Author	athenaHealth		
Contact info	Work Place: 311 Arsenal St Watertown, MA 02472, US		
Document maintained by	athenaHealth		
Contact info	Work Place: 311 Arsenal St Watertown, MA 02472, US		

Quick Links

- Allergies
- Medications
- Problems
- Procedures
- Lab Results
- Past Encounters
- Social History
- Vaccine List
- Plan of Care
- Vitals

Patient Data

Collapse All | Expand All

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Kristal Speller

Senior Project Manager, New Installations

Evident

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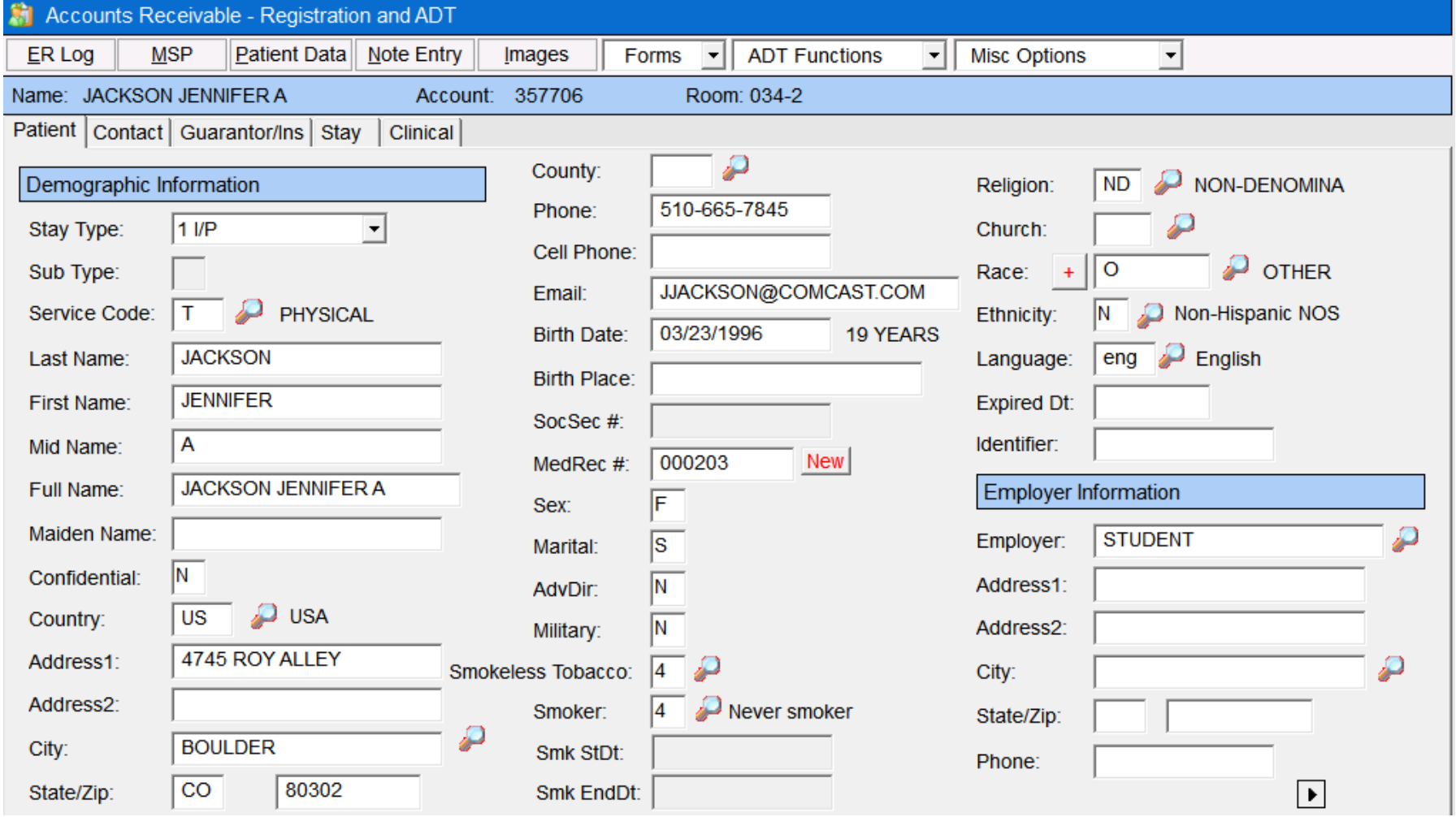

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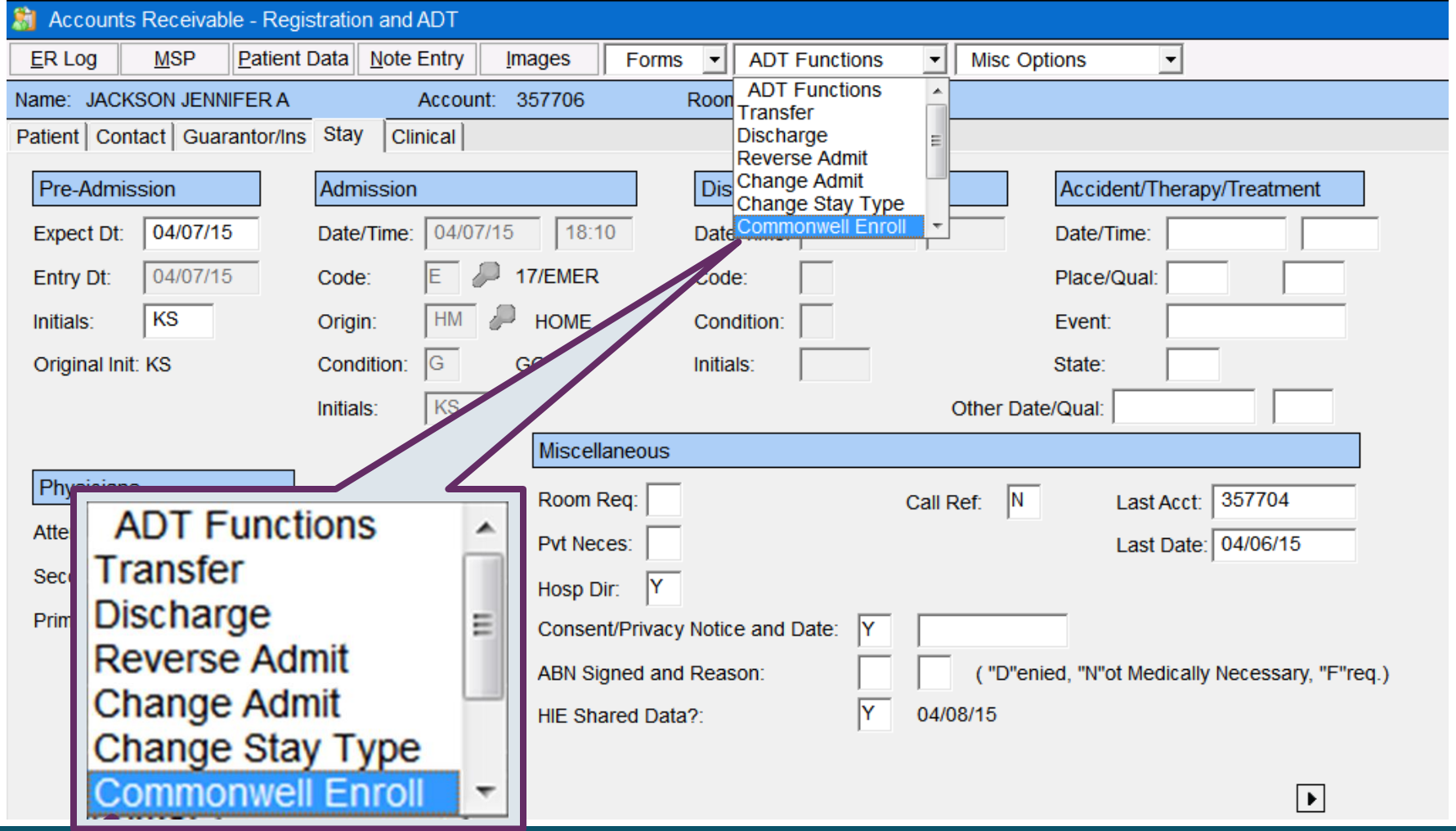
Accounts Receivable - Registration and ADT
ER Log
MSP
Patient Data
Note Entry
Images
Forms
ADT Functions
Misc Options
ADT Functions
Transfer
Discharge
Reverse Admit
Change Admit
Change Stay Type
Commonwell Enroll
Name: JACKSON JENNIFER A
Account: 357706
Patient
Contact
Guarantor/Ins
Stay
Clinical
Pre-Admission
Expect Dt: 04/07/15
Entry Dt: 04/07/15
Initials: KS
Original Init: KS
Admission
Date/Time: 04/07/15 18:10
Code: E 17/EMER
Origin: HM HOME
Condition: G
Initials: KS
Accident/Therapy/Treatment
Date/Time:
Place/Qual:
Event:
State:
Other Date/Qual:
Miscellaneous
Room Req:
Pvt Neces:
Hosp Dir: Y
Call Ref: N
Last Acct: 357704
Last Date: 04/06/15
Consent/Privacy Notice and Date: Y
ABN Signed and Reason:
("D"enied, "N"ot Medically Necessary, "F"req.)
HIE Shared Data?: Y 04/08/15

Find Patient

CommonWell Search Results

JENNIFER JACKSON

Name	Date of Birth	Gender	CommonWell ID	Strong ID Types	Available Actions
JENNIFER JACKSON	March 23, 1996	Female	1df7101f-b529-446c-bd5f-7aea88823dda	Driver's License	View | Update | Unenroll

Evident/CPSI Health System Patients

Name	Date of Birth	Gender	Local ID	Confidence of Association
JACKSON, JENNIFER A.	March 23, 1996	Female	00000627	Associate to this CommonWell Person

Related Records from Other Organizations

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Find Patient

CommonWell Search Results

JENNIFER JACKSON

Name	Date of Birth	Gender	CommonWell ID	Strong ID Types	Available Actions
JENNIFER JACKSON	March 23, 1996	Female	1df7101f-b529-446c-bd5f-7aea88823dda	Driver's License	View | Update | Unenroll

Evident/CPSI Health System Patients

Name	Date of Birth	Gender	Local ID	Confidence of Association
JACKSON, JENNIFER A.	March 23, 1996	Female	00000627	

Related Records from Other Organizations

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Find Patient

JENNIFER JACKSON

Update | Unenroll

Date of Birth: March 23, 1996 *(Age: 19)*
Gender: Female

CommonWell ID: 1df7101f-b529-446c-bd5f-7aea88823dda
Home Phone: 0000000000

Address

4745 ROY ALLEY
BOULDER CO 80302

Evident/CPSI Health System Patients

Name	Date of Birth	Gender	Local ID	Actions	Confidence of Association
JACKSON, JENNIFER A.	March 23, 1996	Female	00000627	↓ | ↑	

Related Records from Other Organizations

Organization	Name	Date of Birth	Gender	Actions	Confidence of Association
McKesson Integration Test	JACKSON, JENNIFER A.	March 23, 1996	Female	Remove	
athenahealth - Aaron Aadvark MD	JENNY JACKSON	March 23, 1996	Female	Remove	

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athenaNet Calendar Patients Claims Financials Reports Quality Support 13667

Jenny JACKSON

19yo F 03-23-1996 #13667 E#13667

Find document

McKesson Integration Test - Continuity of Care Document--CommonWell

Patient Summary (CCDA)-CPSI EHR – On-Demand Consolidated Clinical Document Builder-CommonWell

PERSONAL INFO

Allergies

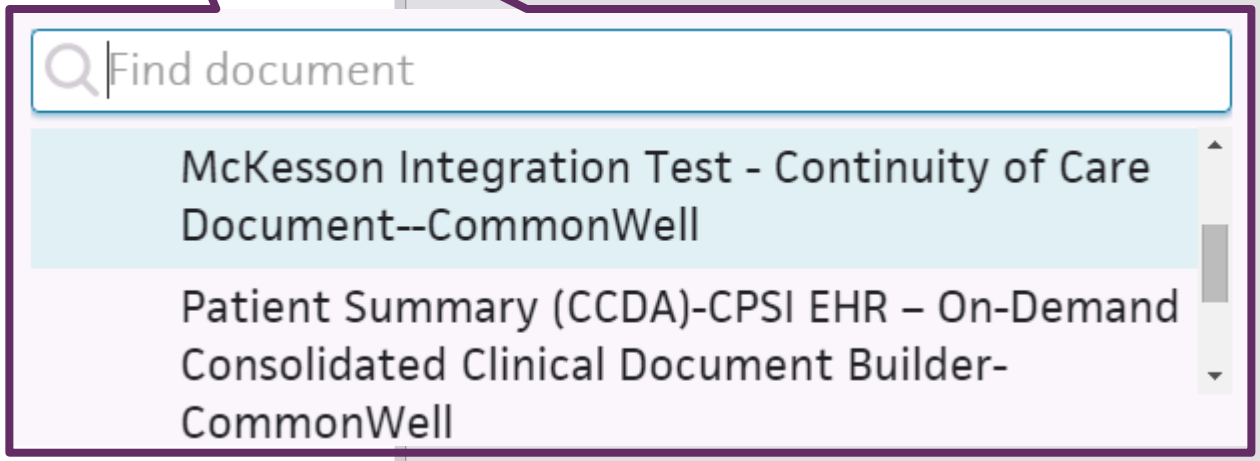
latex

Problems

hay fever with asthma

Recent Activity

None recorded



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athenaNet Calendar Patients Claims Financials Reports Quality Support 13667 mmaida Log out

Jenny JACKSON

19yo F 03-23-1996 #13667 E#13667

PERSONAL INFO

Allergies

Problems

Meds

Vaccines

Vitals

Results

Visits

History

Quality

Allergies

latex

Problems

hay fever with asthma

McKesson Integration Test - Continuity of Care Document--CommonWell in REVIEW to TEST DEPARTMENT STAFF (created 04/10/15 6:27 PM) #77781

Medications

RxNorm	Medication	Dose	Route	Instructions	Indications	Start Date	End Date	Status
197591	Diazepam 5 MG Oral Tablet	5 milligram	Oral	PO every day at bedtime as needed.	sleep			Active
312938	Sertraline 100 MG Oral Tablet	100 milligram	Oral	PO every day				Active

Allergies

Code	Code System	Allergy Substance	Type	Reaction	Severity	Start Date	End Date	Status
7986	RXNorm	PENICILLINS	Drug allergy	Shortness of breath	Severe			Active
	RXNorm	Peanut	Drug allergy	Anaphylaxis	Severe			Active

Results

- No data in the system

Vital Signs

- No data in the system

Plan of Care

- No data in the system

Procedures

Code	Code System	Procedure Name	Target Site	Date of Procedure
29874	CPT4	KNEE ARTHROSCOPY/SURGERY		03/18/2015
80146002	SNOMED	Appendectomy		04/01/2004
28913000	SNOMED	Tonsillectomy and adenoidectomy		08/01/1998

Encounters

Date	Code	Diagnosis	Status
03/18/2015	(ICD9) - 71789	Int derangement knee NEC	Active

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Result

Better care and
a truly **portable**
record

Management Portal

commonwell HEALTH ALLIANCE Management Portal

Home | Log | Reports | Endpoints | Resources | Conformance | Onboarding | My Account | Contact | Admin

My Transactions

Refresh Log

Apr 09 14:54 - Apr 09 14:57 | Search

Last updated at: 4/09/15 14:58:32 Displayed in TimeZone Central (UTC-5)

Only Show Transactions of Type:

Transaction Time (UTC-5)	Transaction Type	Initiating Organization	Initiating Gateway	Transaction Correlation ID
4/09/15 14:57:45.269	PIX		--	3b77d26e-10ef-42ba-ba43-15791bda9e39
4/09/15 14:56:14.418	RetrieveDocumentSet DocumentRetrieve		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	6b4a8972-2bbb-4ba7-b0bf-6869045d5f6e
4/09/15 14:56:00.534	RetrieveDocumentSet DocumentRetrieve		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	b5d9b30a-57e0-4400-b4ed-ad971e41407c
4/09/15 14:55:52.726	StoredQuery DocumentQuery		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	a1cbad8d-5a38-49b7-8dc8-11a65ce4b9dc
4/09/15 14:55:41.305	Get Network Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	0c24f8ef-cb2c-486f-a2ec-b038ebbe60fa
4/09/15 14:55:41.118	Patient Search		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	3d173be5-2b81-4abc-a5bc-42d0d1271f29
4/09/15 14:55:40.964	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	aa5e178b-aa49-42da-bc75-c0add46fb89a
4/09/15 14:55:40.797	Get Patient Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	e8a76ab8-b46c-47ec-9f6c-8bbfc1df43f6
4/09/15 14:55:40.609	Get Person		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	f83f65ed-20af-4001-8e0d-7cc8392e32cb
4/09/15 14:55:39.876	Upgrade Network Link		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	a60bce23-9a8b-4263-8f9c-30f8d71f3326
4/09/15 14:55:39.620	Get Network Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	a5c1ee9a-9217-4090-a549-5cc1581eb884
4/09/15 14:55:39.453	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	4b5f68e4-3715-45a4-8f5d-496753a53554
4/09/15 14:55:39.283	Get Patient Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	7e8f31e3-3931-4404-b3c1-a276552cbdbe
4/09/15 14:55:39.164	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	7b7996f8-f49c-48e5-95d5-5009dab92f3d
4/09/15 14:55:38.654	Get Person		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	ad5934a6-a632-4d13-8cee-29bb85bf390b
4/09/15 14:55:34.324	Get Network Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	c60b0d32-3062-45cb-a35a-9186e1e336ae
4/09/15 14:55:34.226	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	d4a89713-ac85-4e61-aa18-120e6ae363b3
4/09/15 14:55:34.127	Get Patient Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	cdc1bd89-657d-43ff-b709-cd37e174af79
4/09/15 14:55:33.945	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	d36808e2-77fc-4663-ad62-070d18e0abd7

Transaction Time (UTC-5)	Transaction Type	Initiating Organization	Initiating Gateway	Transaction Correlation ID
4/09/15 14:57:45.269	PIX		--	3b77d26e-10ef-42ba-ba43-15791bda9e39
4/09/15 14:56:14.418	RetrieveDocumentSet DocumentRetrieve		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	6b4a8972-2bbb-4ba7-b0bf-6869045d5f6e

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Transaction Events

Patient Updated

Open a support case for this transaction...

Snapshot from: 4/09/15 15:04:35 Displayed in TimeZone Central (UTC-5)

Event Time (UTC-5)	Severity	System Message	Tags	Additional Fields
4/09/15 14:57:45.381	INFO	Patient Updated	QueryEngine PatientManager Save Update Patient	
4/09/15 14:57:45.373	INFO	Generated Hashes on Update	QueryEngine PatientManager Save Update Hash Patient	
4/09/15 14:57:45.369	INFO	Patient Ingest Event A08 raised	PatientIngest	Control Id:2015040914582628 PatientIdentifier:00000413 IsHistoricalLoad:False
4/09/15 14:57:45.271	INFO	Authentication passed for sending application: SendingApplicationNamespaceId:EHR_CPSI,SendingApplicationUniversalId:2.16.840.1.113883.3.107.1,SendingApplicationUniversalIdType:ISO and sending facility: SendingFacilityNamespaceId:CPSI_INTEGRATIONTEST_I,SendingFacilityUniversalId:2.16.840.1.113883.3.107.100.2.2.91273.1,SendingFacilityUniversalIdType:ISO with piaa urn:oid:2.16.840.1.113883.3.107.100.2.1.91273.1 found organization Id: 2.16.840.1.113883.3.107.100.2.2.91273.1	Mllp connect service	IsHistoricalLoad:False ControlId:2015040914582628 TransactionType:PIX Domain:PixService FunctionalDomains:Patient

Displaying 4 rows.

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commonwell HEALTH ALLIANCE Management Portal

Home | Log | Reports | Endpoints | Resources | Conformance | Onboarding | My Account | Contact | Admin

My Transactions

Refresh Log

Apr 09 14:54 - Apr 09 14:57 | Search

Last updated at: 4/09/15 14:58:32 Displayed in TimeZone Central (UTC-5)

Only Show Transactions of Type:

Transaction Time (UTC-5)	Transaction Type	Initiating Organization	Initiating Gateway	Transaction Correlation ID
4/09/15 14:57:45.269	PIX		--	3b77d26e-10ef-42ba-ba43-15791bda9e39
4/09/15 14:56:14.418	RetrieveDocumentSet DocumentRetrieve		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	6b4a8972-2bbb-4ba7-b0bf-6869045d5f6e
4/09/15 14:56:00.534	RetrieveDocumentSet DocumentRetrieve		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	b5d9b30a-57e0-4400-b4ed-ad971e41407c
4/09/15 14:55:52.726	StoredQuery DocumentQuery		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	a1cbad8d-5a38-49b7-8dc8-11a65ce4b9dc
4/09/15 14:55:41.305	Get Network Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	0c24f8ef-cb2c-486f-a2ec-b038ebbe60fa
4/09/15 14:55:41.118	Patient Search		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	3d173be5-2b81-4abc-a5bc-42d0d1271f29
4/09/15 14:55:40.964	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	aa5e178b-aa49-42da-bc75-c0add46fb89a
4/09/15 14:55:40.797	Get Patient Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	e8a76ab8-b46c-47ec-9f6c-8bbfc1df43f6
4/09/15 14:55:40.609	Get Person		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	f83f65ed-20af-4001-8e0d-7cc8392e32cb
4/09/15 14:55:39.876	Upgrade Network Link		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	a60bce23-9a8b-4263-8f9c-30f8d71f3326
4/09/15 14:55:39.620	Get Network Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	a5c1ee9a-9217-4090-a549-5cc1581eb884
4/09/15 14:55:39.453	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	4b5f68e4-3715-45a4-8f5d-496753a53554
4/09/15 14:55:39.283	Get Patient Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	7e8f31e3-3931-4404-b3c1-a276552cbdbe
4/09/15 14:55:39.164	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	7b7996f8-f49c-48e5-95d5-5009dab92f3d
4/09/15 14:55:38.654	Get Person		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	ad5934a6-a632-4d13-8cee-29bb85bf390b
4/09/15 14:55:34.324	Get Network Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	c60b0d32-3062-45cb-a35a-9186e1e336ae
4/09/15 14:55:34.226	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	d4a89713-ac85-4e61-aa18-120e6ae363b3
4/09/15 14:55:34.127	Get Patient Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	cdc1bd89-657d-43ff-b709-cd37e174af79
4/09/15 14:55:33.945	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	d36808e2-77fc-4663-ad62-070d18e0abd7
4/09/15 14:55:33.307	Get Person		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	ad3f7a59-82e5-4b3a-b0a4-6adf051d4698
4/09/15 14:55:17.677	Get Network Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	2c04af24-33e1-484a-8056-92e7a1d6cfd1
4/09/15 14:55:17.493	Patient Search		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	a8bffde4-054e-408d-92eb-f8bbec96ab5b
4/09/15 14:55:17.387	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	1144dd66-3b00-430d-8070-df72b384e7ef
4/09/15 14:55:17.269	Get Patient Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	91916b50-08c9-4176-980c-5c594d92624e
4/09/15 14:55:17.125	Get Person		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	1fc749a9-2f22-4023-958d-68fe6fde6da8
4/09/15 14:55:16.488	Upgrade Network Link		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	948f68d0-9d6d-488f-a218-9f3a7e434d73
4/09/15 14:55:16.269	Get Network Links		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	827461fc-9de8-4063-af27-c4fa549b9aaf
4/09/15 14:55:16.123	Get Patient		urn:oid:2.16.840.1.113883.3.107.100.2.2.1.91273.1	77bc6026-618a-4e52-ba6e-a889f36deba2

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Transaction Ev

9529
Exception logged

Correlation ID	Initiating Organization
7782b6c6-b4d8-4601-b36a-564365ae18d3	2.16.840.1.113883.3.107.100.2.2.91273.1, urn:oid:2.16.8

Open a support case for this transaction...

Snapshot from: 4/11/15 21:26:52 Displayed in TimeZone Central (UTC-5)

Event Time (UTC-5)		Severity	System Message	Tags	Additional Fields	Exception / Error
4/10/15	16:06:20.583	ERROR	The Identifier in the request does not match the Identifiers for the person	QueryEngine Person PersonsController Link		
4/10/15	16:06:20.538	WARN	The Identifier in the request does not match the Identifiers for the person	Rest Public.Interfaces Errors		9529 Exception logged
4/10/15	16:06:20.482	INFO	External request for updating a patient link was received.	Rest Public.Interfaces Patient Link Controller	PersonId:fdd4480b-b4ac-48e1-9e91-0ca0bba74d96 PatientLinkId:00000627^^^urn:oid:2.16.840.1.113883.3.107.100.2.1.91273.1 TransactionType:Update Patient Link	
4/10/15	16:06:20.480	INFO	authentication and authorization request successfully processed	Security	certificateThumbPrint:B6DD910DF5115238EC28EE80D858B3F550D336E5	

Displaying 4 rows.

Domain Switches Encountered

Switch Encounter Time (UTC-5)	Domain Switch Name

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Log Message Troubleshooting

Developers Home
CommonWell Blog
Change Control (STIG site)
Documents
Dev Forum
Topics By Category
Support
Support Procedures
Issue Reporting Tool
Service Utilization Process & Toolkit
CommonWell Alliance Member Certification
Organization Registration
Knowledge Base
Troubleshooting Log Messages
Member Production Readiness Questions
Member Specification Support Information
Support Central Search
Tools
Service Endpoints

In **Phase 1**, you can use the most common log messages described below to troubleshoot CommonWell issues. If you've been directed to this page with a log message, use Find (Ctrl+F) to search issue to Support.

In **a future phase**, each log message will link to its specific troubleshooting information in the Management Portal.

Log Message List

Message Code	Message Text	Category	Common Causes
00403	403 - Forbidden: Access is denied.	Person Management	Issue with client certificate.
04008	Aggregated response generated OK	XCA Query	CommonWell successfully generated aggregated response.
04059	DCL: Document location stored OK	XCA Query	Document location stored OK.
04060	DCL: Document ID collision detected.	XCA Query	This would be caused by a duplicate document id being used in the system.
04066	GetAggregatedGatewayQueryResponse: Exception:	XCA Query	This message is displayed when calling GetTestGatewayQueryResponse. This is part of testing for the gateway.
04067	ProcessDocumentQueryRequests: Query response null for fanout request worker in FanoutRequestManager of DocumentQuery.Service.	XCA Query	Error occurred in external service.
04068	Exception in FanoutRequestManager of DocumentQuery.Service.	XCA Query	Error occurred while executing query.
04071	ProcessDocumentRequest: Exception:	XCA Query	Error occurred while executing query to XCA gateway.
04072	Exception in FanoutRequestManager of DocumentQuery.Service.	XCA Query	Unknown internal error occurred.

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Report Creator

Member

All Members

Organization

All Organizations ×

Report Type

Summary Usage Report

Dates

Apr 09 2015 - Apr 09 2015

Create Report

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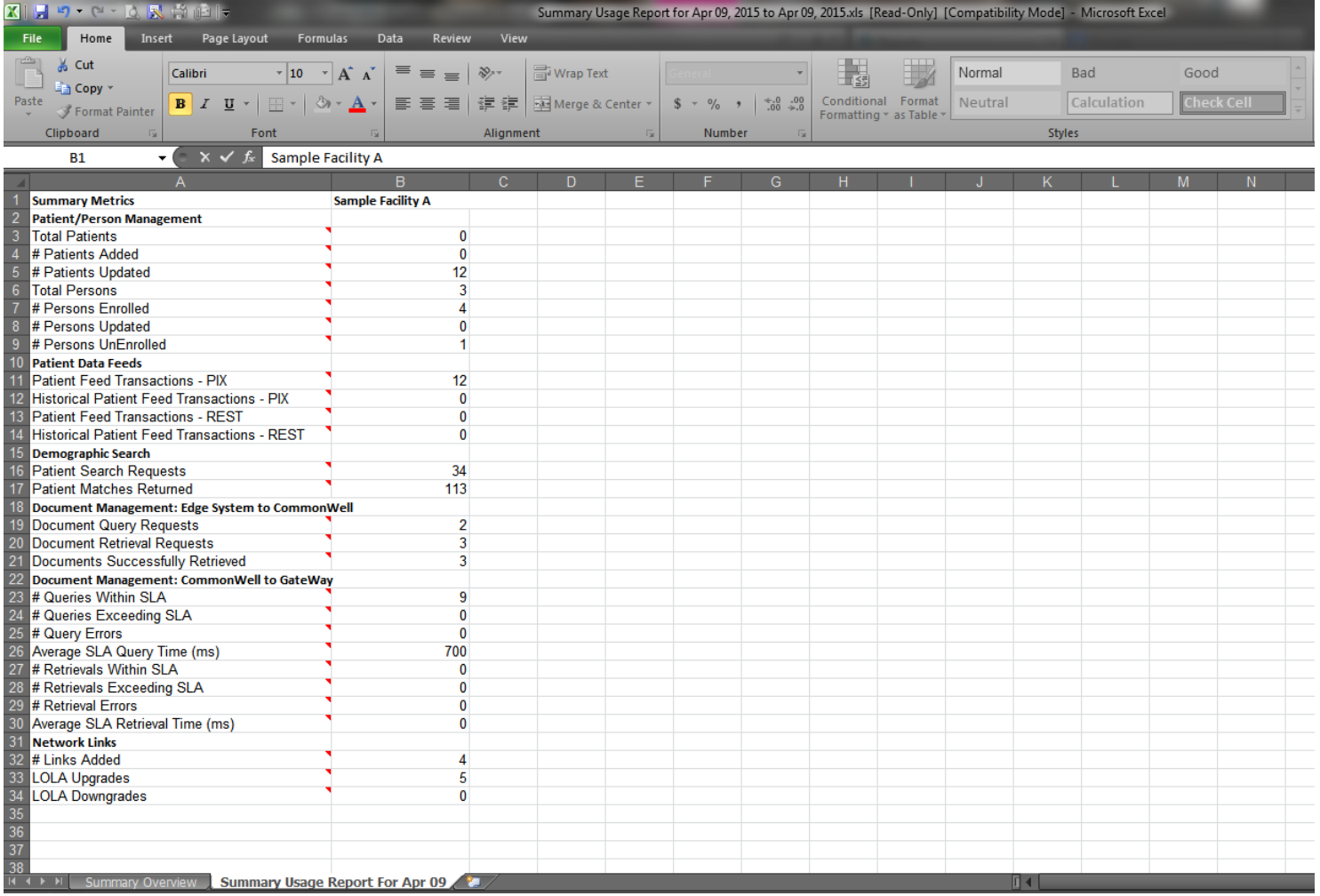

	A	B
1	**Summary Metrics**	**Sample Facility A**
2	**Patient/Person Management**	
3	Total Patients	0
4	# Patients Added	0
5	# Patients Updated	12
6	Total Persons	3
7	# Persons Enrolled	4
8	# Persons Updated	0
9	# Persons UnEnrolled	1
10	**Patient Data Feeds**	
11	Patient Feed Transactions - PIX	12
12	Historical Patient Feed Transactions - PIX	0
13	Patient Feed Transactions - REST	0
14	Historical Patient Feed Transactions - REST	0
15	**Demographic Search**	
16	Patient Search Requests	34
17	Patient Matches Returned	113
18	**Document Management: Edge System to CommonWell**	
19	Document Query Requests	2
20	Document Retrieval Requests	3
21	Documents Successfully Retrieved	3
22	**Document Management: CommonWell to GateWay**	
23	# Queries Within SLA	9
24	# Queries Exceeding SLA	0
25	# Query Errors	0
26	Average SLA Query Time (ms)	700
27	# Retrievals Within SLA	0
28	# Retrievals Exceeding SLA	0
29	# Retrieval Errors	0
30	Average SLA Retrieval Time (ms)	0
31	**Network Links**	
32	# Links Added	4
33	LOLA Upgrades	5
34	LOLA Downgrades	0
35		
36		
37		
38		

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Thank You!