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RW CAREWare 4.1

CAREWareQuestHubService

Version 1.5

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The CAREWare Quest Hub Service is a windows service installed on the computers of CAREWare-using clinics that have contractual agreements with Quest. The CAREWare Quest Hub Service sends a request to the Quest Web Service Hub for final-results-only HL7 and PDF files to download. If the web service responses with files to download, then the service will download these files. A log file records each major event that happens during the process.

When HL7 files are downloaded, the hub service attempts to parse these files. The hub service will generate and send acknowledge messages based on whether the file contains valid data. If they do, the hub service will send a successful acknowledgement (Ack) message; if not, it will send an unsuccessful (Nack) message. When an Ack message is sent, the hub service will place the file in the directory where CAREWare looks for incoming files. When a Nack message is sent, the file will be placed in the parsing errors directory.

The hub service also downloads PDF files, which show printable representations of lab test results. The hub service creates an XML file that holds information on where that PDF file is located and which HL7 file it belongs to. Ack or Nack messages are sent depending on the success of the process. Uninstalling and Installing
Before installing a new version of the tool, you should first check to see if an old version is already on the computer.

Uninstalling

- In the Windows Control Panel open Add or Remove Programs.
- Look for CAREWareQuestHubService. If it is there, click on it and then click the Remove button. Follow the instructions to remove the program.

Installing

- If the Services window is open, close it.
- Find the latest version of CAREWareQuestHubService.msi and double-click it.
- Follow the user screens, choosing the defaults unless you have a specific reason not too.
- After the program is successfully installed, open the Services window and find CAREWareQuestHubService.
- Check to make sure that the service has started. If not, right click on the service and select Start.

Configuring

The CAREWare Quest Hub Service is a Windows service that does not have a direct user interface. The way you configure the tool is through editing a file called CAREWareQuestHubServiceSettings.txt.

CAREWareQuestHubServiceSettings.txt.

This configuration file will always be in the installation directory of the CAREWare Quest Hub Service. If you choose the defaults during setup, it will be in C:\Program Files\CAREWare\CAREWare Quest Hub Service. Each line in the settings file is a single setting that has 3 parts, separated by tabs. The first part is the setting name, the second part is the setting type, and the third part is the setting value. You should exercise caution when editing the file because if you change the setting names or types or delete the tabs or insert unwanted spaces or carriage returns in the file, it can cause the service not to function properly

PollingFrequency (All)
The number of minutes the service waits before checking for new files. The minimum value is 1 minute and the maximum value is 30. The default value is set to 1.

UserName (All)
The user name used to access the Production Hub. The user name is supplied by MedPlus. The supplied user name will not work.

Password (All)
The password used to access the Production Hub. The password is supplied by MedPlus. The supplied password will not work.

UsesProxyServer (All)
This tells whether the provider uses a proxy server. The default value is set to False.

ProxyServerAddress (All)
The proxy server's IP address used to access the proxy server. The default value is 255.255.255.255. This is supplied by the provider's IT administrator.

ProxyPort (All)
The port number used to access the proxy server. This is supplied by the provider's IT administrator.

NeedProxyCredentials (All)
This tells whether or not the proxy server needs a separate username/password. The default value is set to False.

ProxyUserName (All)
The user name used to access the proxy server. This is supplied by the provider's IT administrator.

ProxyPassword (All)
The password used to access the proxy server. This is supplied by the provider's IT administrator.

ErrorDirectory (HL7)

The directory that stores the HL7 error files. HL7 that can neither be parsed nor has missing fields will be put into this directory. The default directory is C:\Program Files\CAREWare\RW CAREWare Business Tier\parsingErrorHL7Files.

IncomingHL7FilesDirectory (HL7)
The directory that stores the HL7 files before they are imported into CAREWare. This directory holds successfully parsed HL7 files. The default directory is C:\Program Files\CAREWare\RW CAREWare Business Tier\incomingHL7Files. CAREWare will use the file location stored in cw_common_storage under the heading "HL7IncomingMessagingFolder". The CW Admin utility found in the RW CAREWare Business Tier folder will hold this information as well under the common storage settings tab. Please ensure that the file path matches that found in the common storage settings.

MaxMessages (HL7)
The maximum number of files downloaded at a time. The default value is 5.

HL7_URL (HL7)
The web address that the user logs on, sends requests, and receives responses for HL7 files. The default stage HL7 URL is:
https://cert.hub.care360.com/resultsHub/observations/hl7 .
The default production HL7 URL is:
https://hubservices.medplus.com/resultsHub/observations/hl7 .
The user will have to edit the URL when they change from stage to production.

PDF_URL (PDF)
The web address that the user logs on, sends requests, and receives responses for PDF files.
The default stage PDF URL is:
https://cert.hub.care360.com/resultsHub/observations/printable
The default production PDF URL is:
https://hubservices.medplus.com/resultsHub/observations/printable
The user will have to edit the URL when they change from stage to production.

PDFFilesDirectory (PDF)
The directory that stores the PDF files. There are subdirectories according to when the PDF files are retrieved from the service hub. The subdirectories are divided by year, month, and week. The names of the PDF files are generated from new GUID (Globally Unique Identifier) values. The default directory path for the PDF files is C:\Program Files\CAREWare\RW CAREWare Business Tier\CAREWareImage.

XMLFilesDirectory (PDF)
The directory that stores the XML files. The XML document contains the result information along with the provider id that came with the PDF file. The names of the XML files are a concatenation of the date that the PDF is retrieved from the Production Hub and the GUID value used to name the PDF. The default directory path for the XML

files is C:\Program Files\CAREWare\RW CAREWare Business Tier\PDFResultsInfoXMLFiles.