Medtech32 GP2GP – Common Error Messages

Validation errors are patient specific and are related to invalid data and/or special characters, or extra spaces being used.

Below are some common error messages and resolutions.

ISSUE:
HL7 Creation Failed: SystemException: Clinical Document fails CDA Schema Validation
      at GP2GP.MessageCodec.ValidateCreateProperties[]
      at GP2GP.MessageCodec.CreateOutgoingMessge(String messageFolder)

RESOLUTION:
This is a patient specific error which occurs when GP2GP is not able to validate the data within the Screening as it contains unexpected spaces and/or special characters such as ~!@#$%^&*{}+.

Once the screening term/s causing the error are identified they can either be corrected, inactivated or omitted from the GP2GP file. If an issue still persists you can send via an Outbox document (EDI the old method of sending patient files).

ISSUE:
Error while validating diagnostic details, invalid character in a Base-64 string.

ISSUE:
Error while validating Diagnostic details, Unable to cast object of type 'System.DBNull' to type 'System.Byte[]'

RESOLUTION:
This is a patient specific error which occurs when GP2GP is not able to validate certain data, and occurs due to invalid/special characters.

In this particular case the issue is most likely to be in the Inbox, Screening or Classifications tabs. Try unselecting these tabs and send the GP2GP again. Send via Outbox document (EDI) if you cannot resolve this issue.

Medtech32 GP2GP – Common Error Messages

ISSUE:
Error while validating Payer details Policy Number is required.

ISSUE:
Error while validating Problem Object cannot be cast from DB Null to other types

RESOLUTION:
Both these errors occur due to validation issues with data within Classifications as it contains unexpected spaces and/or special characters such as ~!@#$%^&*{}+. It can also be caused by related providers being set to 'Not-In-Use' as they have been inactivated under Staff setup.

Once the Classification/s causing the error are identified they can either be corrected, inactivated or omitted from the GP2GP file.
Send via Outbox document (EDI) if you cannot resolve this issue.

ISSUE:
Vitals displayName or originalText must be present if there is not a code.

RESOLUTION:
This issue is due to a screening term being sent through GP2GP. The specific screening code causing the issue will have a space present in the screening code. The error can also be generated by a screening term that was inactivated in setup but is showing in patient screening.

ISSUE:
Error while validating diagnostic details there is no row at position zero.

RESOLUTION:
Check
- Screenings and Classifications (also may be in Inbox) for 'Not-in-use' for provider (Dr may have left the practice).
- No unusual squiggles or characters in the notes.

ISSUE:
XML Generation failed: (symbol) hexadecimal value 0x08 is an invalid character.

RESOLUTION:
Try to send patient file by unselecting Consultations and Classifications.

Medtech32 GP2GP – Common Error Messages

| ISSUE: |
| --- |
| Immunisation: a code cannot contain embedded spaces. |
| RESOLUTION: |
| Check Immunisations tab. There should not be any spaces. Maybe a code has an extra space. Send via Outbox document (EDI) if you cannot resolve this issue. |

ISSUE:
Vitals: a code cannot contain embedded spaces.
RESOLUTION:
This error occurs when a screening code has a space in it e.g. "Flu G". These screening codes with the spaces cannot be sent via GP2GP.

OTHER COMMON ISSUES:

- There should not be any extra spaces in the Patient register.
  E.g. sometimes we put extra spaces after typing a word.
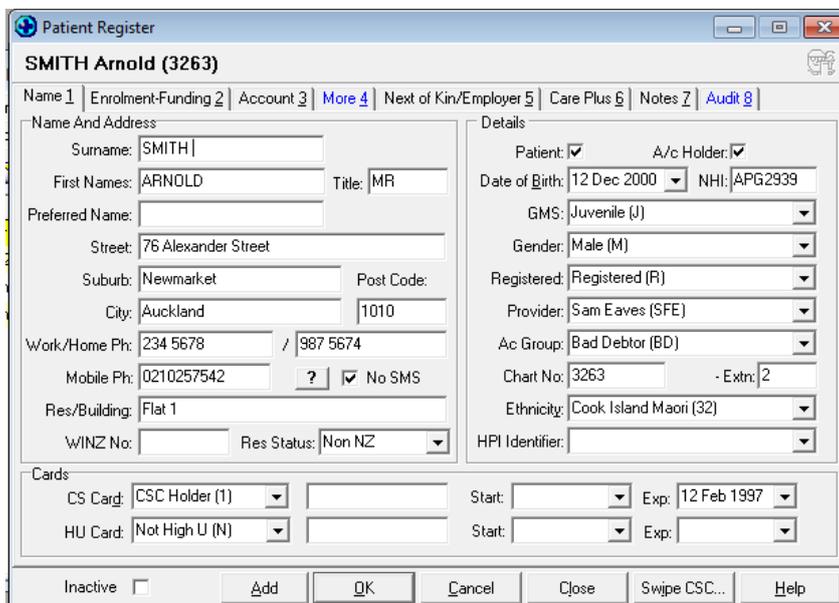
Medtech32 GP2GP – Common Error Messages

- There should not be any extra spaces or special characters in screening codes.
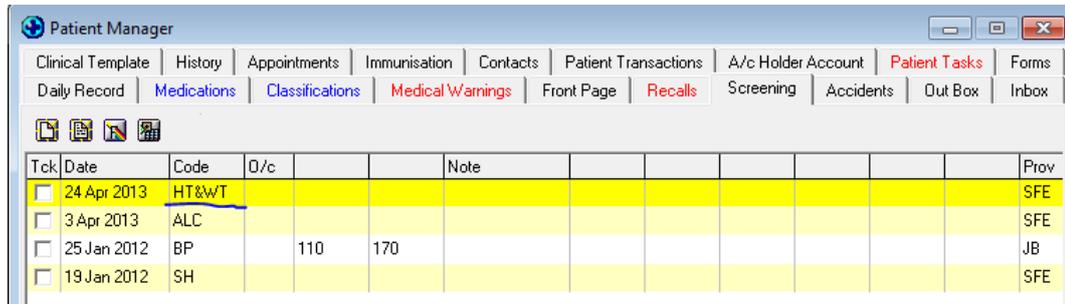
- There should not be a provider in screening and classification which is showing as 'not-in-use'. You should have an active provider in this field.
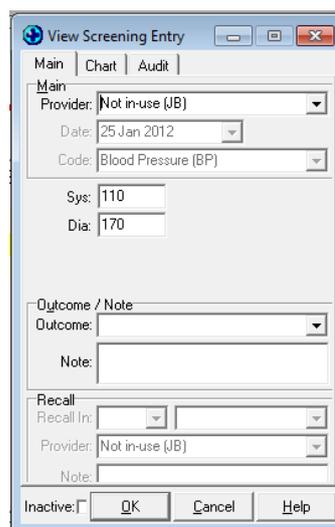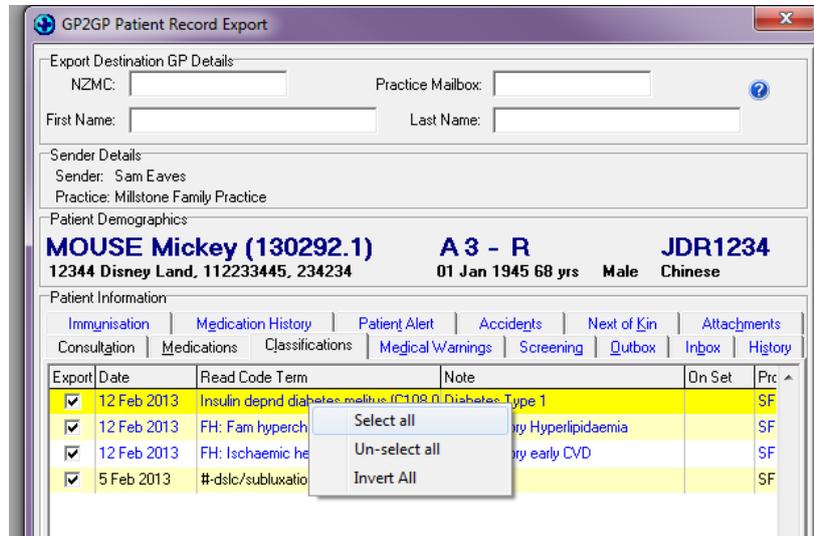

- Errors appear when the system detects corrupt data or wrong details in the information being transmitted.

  You may unselect tabs such as Screening, Inbox, and Classifications and then send the file through to see if it sends without errors. Unfortunately this is the only way to isolate where this faulty data or reading is present. To unselect the contents of a tab, please right click and 'Unselect all'.

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