

Frequently Asked Questions

GP2GP for Medtech32

1. When the files are sent and it asks to inactivate a patient will all their details still be in Medtech?

Yes all the patient information will still be available. If you search for the patient and put a tick in the 'include inactive' you will be able to see this patient. You can double click on the patient and you will still be able to see all the clinical information in the Patient Manager.

2. We have numerous notes that are over 20mb. Is there a chance that the file size for GP2GP will be increased?

Unfortunately this size is set by Healthlink and Medtech cannot make any changes to the transfer file size.

3. Is GP2GP integrated with Evolution?

Yes, GP2GP is available in Evolution. A recorded Webinar will be available on our website in the near future.

4. Should we unclick 'NOK' (Next of Kin) when exporting?

You can unclick this for export if you wish. If you don't then the receiving practice would need to take the tick out at their end when doing the import so it does not overwrite information already entered.

5. We put Transferred in the Register field in F3 – should we keep it as Not Registered?

This is a practice preference, you can change this field to 'Transferred' if you wish.

6. How do you know how large the file is?

At this point there is no way of knowing this. However, this request has been logged with our Software Department to see if it can be included in a future release

7. How do you split files?

To split the files you need to:

- Enter the receiving practice GP Details
- Click on all the tabs to turn them from blue to black
- Right click in some of the tabs (e.g. Consultation, Medications, Classifications) and click 'Unselect All'
- Make a note of the tabs you have unselected
- Press the export button

Then return to the 'Patient Export' screen, enter the receiving practice GP Details again, and turn all the tabs from blue to black.

- Unselect all the tabs you sent the first time by right clicking and then click 'unselect all'
- Click export

8. When doing GP2GP import, does the patient need to be activated before import?

You do need to have the patient pre-registered in your practice before you complete the import

9. Do you have to make the EXT Provider in the circle of trust before sending the file?

No you don't have to do this. The receiving practice needs to make the Clinical relationship from their end. The sending practice should advise the receiving practice that there are confidential notes and that they

need to set up clinical trust relationships with the #EXT provider, which is the default provider under which all GP2GP transfers are imported.

10. Do all confidential items appear at the top of the list?

Yes, anything made Confidential will show at the top of the list

11. How do you prevent accidental distribution of confidential records?

Confidential items are extracted and displayed in RED and must be manually 'ticked' to avoid inadvertently sending confidential information. All data items are marked for transfer by default, EXCEPT items marked confidential.

You can ONLY see (and export) confidential items that you have created, or if a Clinical Trust Relationship with other Providers in your Practice has been established. E.g. If a patient had some confidential notes and the receptionist was doing a GP2GP export these confidential files would not be exported.

The user can deselect information as they see fit when reviewing the information in the Patient Record to be exported. If you choose to send these notes, they will retain their confidential status.

The sending practice should advise the receiving practice that there are confidential notes and that they need to set up Clinical Trust Relationships with the #EXT provider, which is the default provider under which all GP2GP transfers are imported.

If the receiving practice does not have a provider setup called #EXT it can be set up by doing the following:

- Staff > Setup > Members > Click on the 'Add a new staff member' icon
- Enter the code: #EXT
- Give it a name e.g. External
- Make this a Provider and a Service Provider on the Provider Tab. Enter your Location, enter 'External' or the name you have given this in the 'Staff Details'
- You also need to give this a sequence, for example if you enter 10 on the income tab you will need to set a base fee of: 0
- Click on OK
- Logout and Log back in again

Now you can open the 'Staff Setup' and click on the Clinical tab for the 'EXT' provider, and tick the other required providers to be in this Clinical trust relationship.

12. Why does importing overwrite the next of kin data in our system?

When doing a GP2GP Import it pays to take the tick out of the 'Import' option on the 'Next of Kin' Tab. This will then not overwrite the information you already have entered.

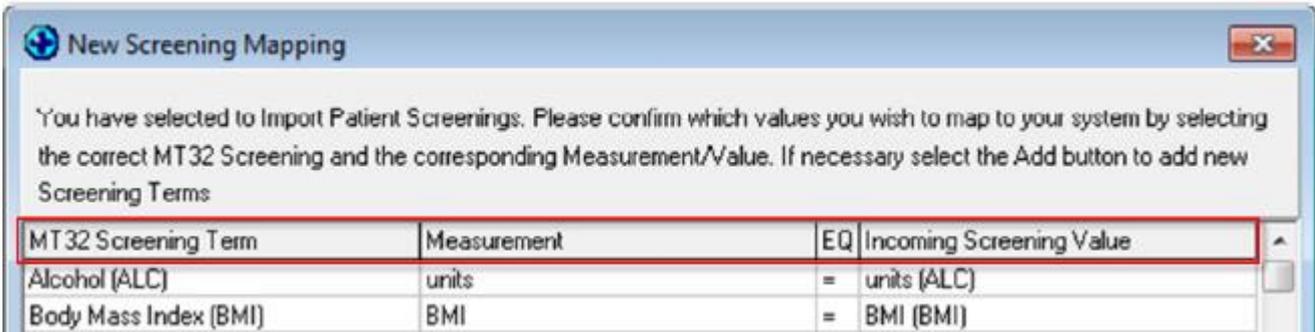
13. Why will GP2GP present an error and won't send files even though they were imported successfully?

Notes will import correctly because the sender may have fixed any issues before it was exported. If you try to export the same file and get errors it may be because there is some data which cannot be encrypted by GP2GP - e.g. 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.

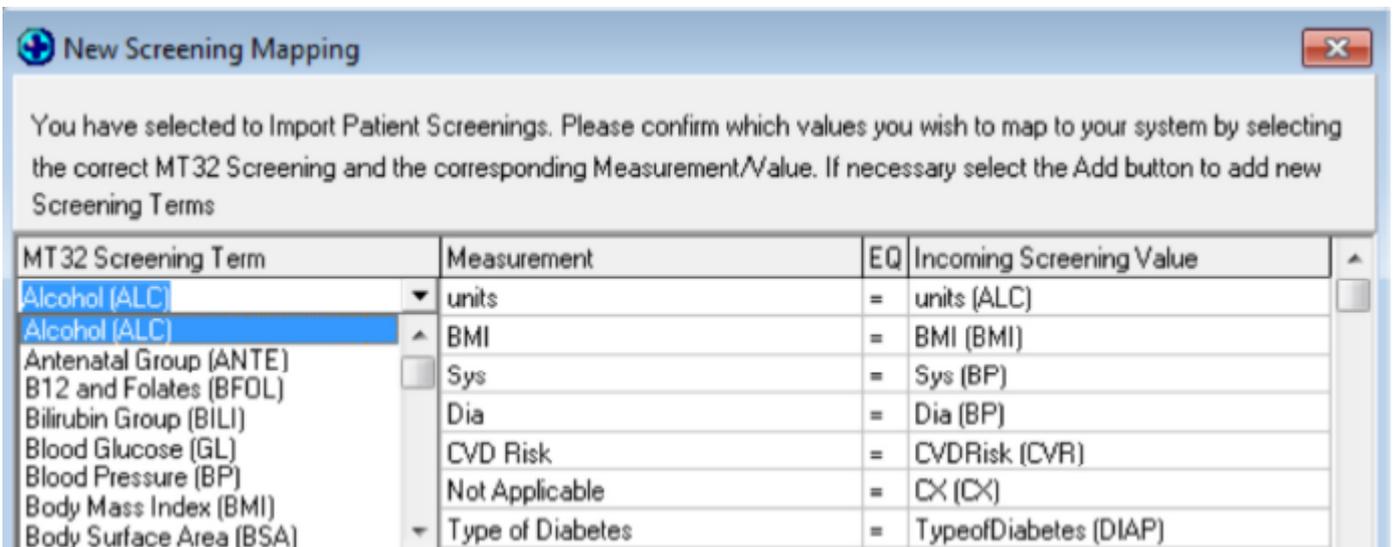
14. Do you have an example of what happens on an import when the screening terms between practices don't match?

Mapping is required when importing screenings for a patient to ensure these screenings are mapped correctly to the correct terms.

Note: The columns below show your MT32 screening term, the measurement (where applicable) and the Incoming Screening Value. Please note that the majority of screenings will automatically be mapped.



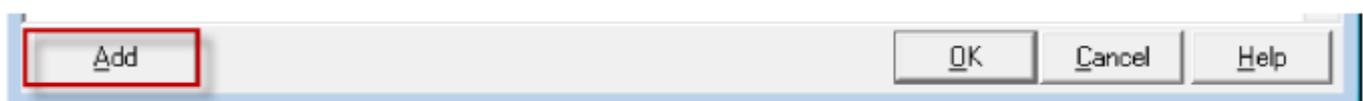
If an incoming Screening Value has not mapped to the correct MT32 screening term, you can click the drop arrow to the right of the screening term and select the correct value. The same can be done to map to the correct measurement.



Where the measurement field shows “Not applicable” it indicates the screening term has no measurement values. To rectify, click the Add button at the bottom of the screen to add a new screening term to Medtech.

Note:

1. You will need setup access rights to do this
2. Screenings NOT mapped will show in RED and will NOT be imported
3. To delete a mapping, place your cursor in the MT32 Screening column and press the delete key on your keyboard



15. How can I send a large file via GP2GP?

Healthlink have set the file size to 20mb for the Export and Import of GP2GP files. If you have files that are less than 20mb and they are still not processing you should contact Healthlink directly. They have placed some restrictions on certain practices, as well as this large files take a long time to send. One solution is to split the file and these will process quicker.

16. To send a big file overnight do you have to physically be in the practice?

No, you are not required to be in the practice.

17. Will GP2GP not send notes or documents if the provider has been inactivated?

You cannot send a GP2GP if a Provider is inactive. You will have to temporarily reactivate this provider to send the notes.

18. Can you Export and Import Scanned Documents with GP2GP?

Yes, you can Export and Import Scanned Documents with GP2GP.

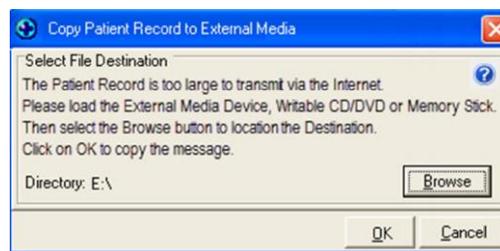
If after doing your import you're having issues viewing your Documents, or you receive an error message please contact our Support Desk for further assistance.

19. Are there any issues transferring files with embedded files (e.g. hyperlinks) or embedded data within a hospital discharge or specialist letter?

We have had the occasional problem with certain documentation where GP2GP cannot find documentation in the path specified. This will only occur if files are moved. For example from a local C: drive to a shared drive. To resolve the export issue, check the file paths of the documents and either omit the inaccessible one from the export, OR ask you network technician to copy the document to a location which is accessible.

20. Can I export files using other options or channels?

If your GP2GP file exceeds the limit size set by Healthlink you will be prompted by the following message. At this point you have the option to insert your CD/DVD or USB stick.



In addition:

- If you are sending files overseas you can print a 'Patient Medical History' from Reports and give to the patient.
- You can also do an EDI export, by doing an Outbox Document and selecting 'Patient Transfer Out - #PTO Document.
- You can send this via Healthlink, Email or USB.