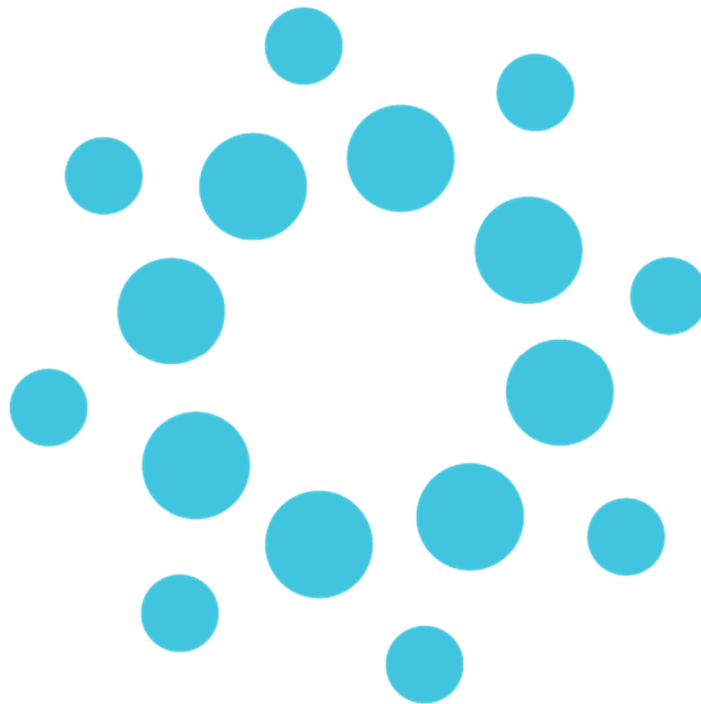


Technical Release Notes

Medtech32 Australia

Version 9.3.1 Build 4711

July 2015



*These Release Notes contain important information for Medtech32 users.
Please ensure that they are circulated amongst all your relevant staff.
We suggest that they are filed safely for future reference.*

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Version 9.3.1 Build 4711 Technical Release Notes

1. Introduction

Medtech32 Version 9.3.1 Build 4711 is a Patch Release of Medtech32. This document provides an overview on the resolved issues and changes to the Medtech32 application.

This document is provided for the Technical Team that will be upgrading the Practice from their current version of Medtech32, to Version 9.3.1 Build 4711. It is important that this document is read and that all pre-requisites that are listed within this document, are met.

Note: Since there is no change to the MedtechGlobalHIService (CDA Bridge), it is not required for a Practice to upgrade the MedtechGlobalHIService (CDA Bridge) and their eHealth Certificate Installer if they are on the prerequisite **Medtech32 Version 9.3.0 Build 4620 or higher**.

IMPORTANT NOTE

If you **are not** currently on **Medtech32 Version 9.3.0 Build 4620 or higher** and are upgrading to **Version 9.3.1 Build 4711** (based on the hierarchy provided on page 4), then it is mandatory to download and install the latest MedtechGlobalHIService (CDA Bridge) and **eHealth Certificate Installer Version 1.19** from the **Medtech32 V9.3.0 DVD** once you have successfully upgraded to **Version 9.3.1 Build 4711**.

Please follow the installation instructions in the **MT32 Release Notes - Version 9.3.0 Build 4620 HI Service** document.

NOTE: Please ONLY run the Upgrade at a time when your site is not required to be up and running in a short amount of time. It is recommended that you run the Upgrade afterhours or on the weekend where you would have adequate time to complete the Upgrade.

NOTE: The amount of time required to run the upgrade is dependent on the specification of your server and the size of ALL databases.

IMPORTANT NOTE

WARNING: It is HIGHLY recommended to employ ONLY qualified system engineers when performing ANY installation and upgrade. The consequences of ruining a database during upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

If in doubt, please consult with your qualified IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:

<http://www.medtechglobal.com/au/support-au/channel-partners-au/>

2. Medtech32 Briefcasing

IMPORTANT NOTE - BRIEFCASING

ALL Briefcasing laptops MUST ALWAYS be on the SAME MEDTECH32 VERSION AND BUILD as the "Main" Medtech32 Server. Otherwise data corruptions, and thus data loss, may occur during the Check-In and Check-Out processes.

This Update MUST be installed separately on EACH Briefcasing laptop by following the same instructions in the "Medtech32 Server Installation" section of this document.

- ✓ Ensure ALL Briefcasing Laptops with OUTSTANDING Briefcased data have been CHECKED-IN prior to running the update on the main Medtech32 Server.

3. Medtech32 Pre-requisites

Please review the following pre-requisites and ensure they are met prior to running the Medtech32 Version 9.3.1 Build 4711 Update:

1. Ensure that the minimum Medtech32 version and build requirements have been met.

IMPORTANT NOTE

The Practice **MUST** be on **Medtech32 VERSION 9.3.0 BUILD 4620 or higher** to install this Update. If the Practices current version of Medtech32 **IS NOT** on this exact version and build, please **DO NOT** continue. Contact the Medtech Helpdesk for assistance.

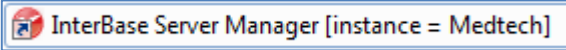
The Practice Medtech32 version can be checked by logging into Medtech32 and going to the *Main Menu ► Help ► About Medtech32*.

The following table will assist in determining the upgrade path requirements - from Medtech32 Version 9.0.0 and above – detailing the steps required to complete the upgrade to **Medtech32 Version 9.3.0 Build 4620**.

Current MT32 Version	Upgrade Path to Version 9.3.1 Build 4711
Version 9.0.0 Build 3794	Step 1: Download and Install Version 9.1.1 Build 3893 Step 2: Download and Install Version 9.1.2 Build 3915 Step 3: Download and Install Version 9.1.3 Build 3992 Step 4: Download and Install Version 9.1.4 Build 4071 Step 5: Download and Install Version 9.2.0 Build 4361 Step 6: Download and Install Version 9.3.0 Build 4620 Step 7: Download and Install Version 9.3.1 Build 4711
Version 9.1.0 Build 3835	Step 1: Download and Install Version 9.1.1 Build 3893 Step 2: Download and Install Version 9.1.2 Build 3915

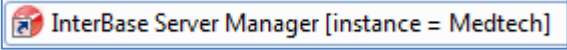
Current MT32 Version	Upgrade Path to Version 9.3.1 Build 4711
	Step 3: Download and Install Version 9.1.3 Build 3992 Step 4: Download and Install Version 9.1.4 Build 4071 Step 5: Download and Install Version 9.2.0 Build 4361 Step 6: Download and Install Version 9.3.0 Build 4620 Step 7: Download and Install Version 9.3.1 Build 4711
Version 9.1.1 Build 3893	Step 1: Download and Install Version 9.1.2 Build 3915 Step 2: Download and Install Version 9.1.3 Build 3992 Step 3: Download and Install Version 9.1.4 Build 4071 Step 4: Download and Install Version 9.2.0 Build 4361 Step 5: Download and Install Version 9.3.0 Build 4620 Step 6: Download and Install Version 9.3.1 Build 4711
Version 9.1.2 Build 3915	Step 1: Download and Install Version 9.1.3 Build 3992 Step 2: Download and Install Version 9.1.4 Build 4071 Step 3: Download and Install Version 9.2.0 Build 4361 Step 4: Download and Install Version 9.3.0 Build 4620 Step 5: Download and Install Version 9.3.1 Build 4711
Version 9.1.3 Build 3992	Step 1: Download and Install Version 9.1.4 Build 4071 Step 2: Download and Install Version 9.2.0 Build 4361 Step 3: Download and Install Version 9.3.0 Build 4620 Step 4: Download and Install Version 9.3.1 Build 4711
Version 9.1.4 Build 4071	Step 1: Download and Install Version 9.2.0 Build 4361 Step 2: Download and Install Version 9.3.0 Build 4620 Step 3: Download and Install Version 9.3.1 Build 4711
Version 9.1.7 Build 4293	Step 1: Download and Install Version 9.3.0 Build 4620 Step 2: Download and Install Version 9.3.1 Build 4711
Version 9.2.0 Build 4361	Step 1: Download and Install Version 9.3.0 Build 4620 Step 2: Download and Install Version 9.3.1 Build 4711
Version 9.2.1 Build 4494	Step 1: Download and Install Version 9.2.2 Build 4566 Step 2: Download and Install Version 9.3.0 Build 4620 Step 3: Download and Install Version 9.3.1 Build 4711
Version 9.2.2 Build 4566	Step 1: Download and Install Version 9.3.0 Build 4620 Step 2: Download and Install Version 9.3.1 Build 4711
Version 9.3.0 Build 4620	Step 1: Download and Install Version 9.3.1 Build 4711
Version 9.3.1 – any build	Step 1: Download and Install Version 9.3.1 Build 4711

2. Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the associated release documentation provided on the Medtech32 website, including the Release Notes and Technical Instructions.
3. Ensure that access rights are correct - ALWAYS log on to Windows with **ADMINISTRATIVE RIGHTS** when performing ANY installation, update or maintenance tasks.
4. **"User Account Control" (UAC)** MUST be **DISABLED** as a policy across ALL Server and Client computers that are running on **Windows Vista or Windows 7 or Windows 2008 or Windows 2008 R2.**
5. To avoid unnecessary problems during an installation, upgrade, or maintenance, it is preferable to ALWAYS log onto Windows in **"Console Mode"** – i.e. not through Remote Desktop Connection, Terminal Services, or Citrix.
6. **ALL Users** have LOGGED OUT of Medtech32 – including remote users and idle users in Terminal/Citrix sessions.
7. **ALL Services** have been STOPPED – e.g. Medtech Services (for ManageMyHealth SMS and Portal), Medtech Data Transfer Service (for RxSQL Clinical Link), IIS Server (for Medtech Clinical Audit Tool), eRx Services, MediSecure Services, etc.
8. **ALL Applications** have been STOPPED – e.g. Medtech CDA Bridge (for NEHTA HI Service, PCEHR), eClinic SMSC Desktop, Pen Clinical Audit Tool, other Custom/Third-party Applications and Reporting Utilities not supplied by Medtech, etc.
9. **ALL Scheduled Tasks** have been STOPPED – e.g. Message Transfer Utility, Auto Scan from Folder, NPS RADAR Update/Submit, etc.
10. **ALL Backup/Maintenance Tasks** have been STOPPED – e.g. Database File Backup, Interbase Backup/Restore, Interbase Database Sweep, etc.
11. A SUCCESSFUL Database Maintenance must have been performed on ALL databases.
12. Ensure that a successful and **COMPLETE** backup of the **MT32 directory** and **ALL** databases located in the MT32\Data directory has been done.
 - ✓ The **Interbase Service Manager** must be **STOPPED** prior to doing any Database file copies. To do this, go to the **Start → All Programs → Embarcadero Interbase XE (Instance = Medtech)** menu option.

- **Select and Open** the  screen.
- Click on the **STOP** button to **Stop** the Service.

Complete the Copy and Paste process for the Medtech32 Database files.

RESTART SERVICES

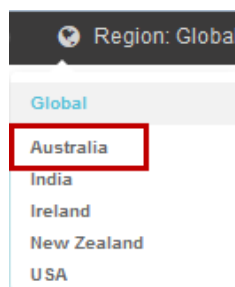
- ✓ Once the File copy of the Databases have been completed, restart the **Interbase Service Manager**. To do this, go to the **Start → All Programs → Embarcadero Interbase XE (Instance = Medtech)** menu option.
 - **Select and Open** the  screen.
 - Click on the **START** button to **Restart** the Service
- ✓ **ALL Services** have been Restarted – e.g. Medtech Services (for ManageMyHealth SMS and Portal), Medtech Data Transfer Service (for RxSQL Clinical Link), IIS Server (for Medtech Clinical Audit Tool), eRx Services, MediSecure Services, etc.
- ✓ **ALL Applications** have been Restarted – e.g. Medtech CDA Bridge (for NEHTA HI Service, PCEHR), eClinic SMSC Desktop, Pen CAT tool, other Custom /Third-party Applications and Reporting Utilities not supplied by Medtech, etc.
- ✓ **ALL Scheduled Tasks** have been Restarted – e.g. Message Transfer Utility, Auto Scan from Folder, NPS RADAR Update/Submit, etc.
- ✓ **ALL Backup/Maintenance Tasks** have been Restarted – e.g. Database File Backup, Interbase Backup/Restore, Interbase Database Sweep, etc.

4. Medtech32 Server Installation

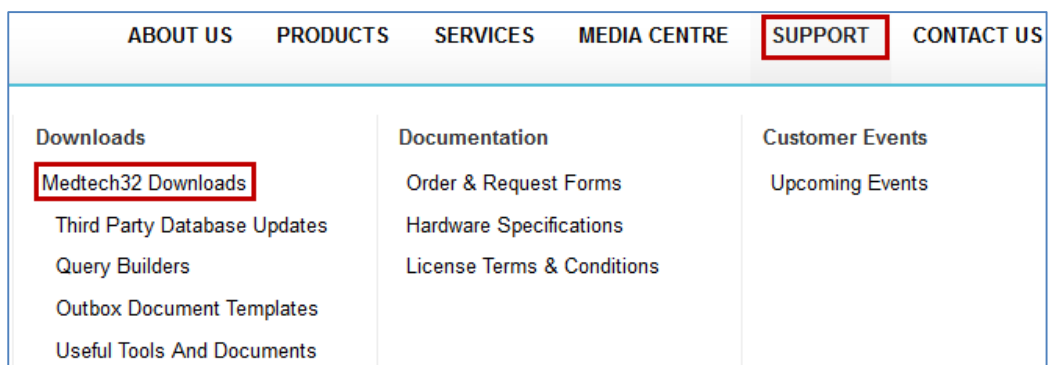
The **Medtech32 Version 9.3.1 Build 4711** Update must be run on the Medtech32 Server machine. The following procedures only need to be run ONCE for EACH practice (or once per server if the Practice has multiple servers).

NOTE: If confirmation is required as to which Server is the Medtech32 Server, please contact the IT technician or the service provider who has performed the Medtech32 installation and/or upgrade.

1. Please visit our website at <http://www.medtechglobal.com/global/>
2. Select **Region: Australia** from the Region dropdown list on the top right corner of the screen.



3. The **Australia Home Page** will be displayed.
4. Select from the top menu, **Support ► Downloads ► Medtech32 Downloads**. The **Australia Medtech32 Download page** will be displayed.

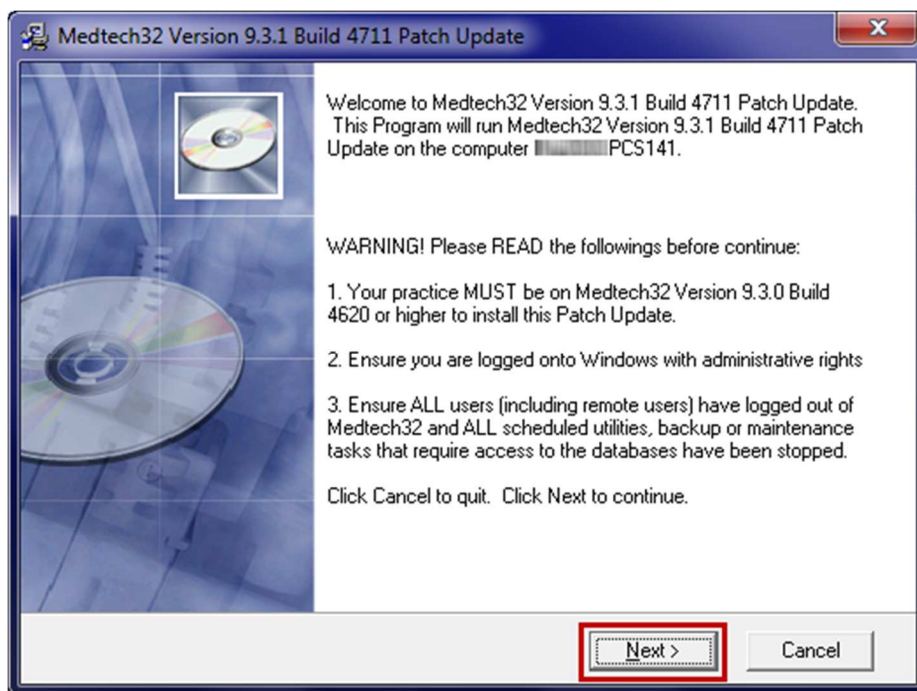


5. The **Version 9.3.1 Build 4711 Update** section and files will be visible in the next screen that appears.

6. Click on the link **Version 9.3.1 Build 4711 Update** from the **File Attachments** section, and download the Medtech32 installer.
7. If the **File Download Security Warning** dialogue box appears, select the **Run** option.
8. If the **Open File Security Warning** dialogue box appears, select the **Run** option.
9. The Update will then begin to run.

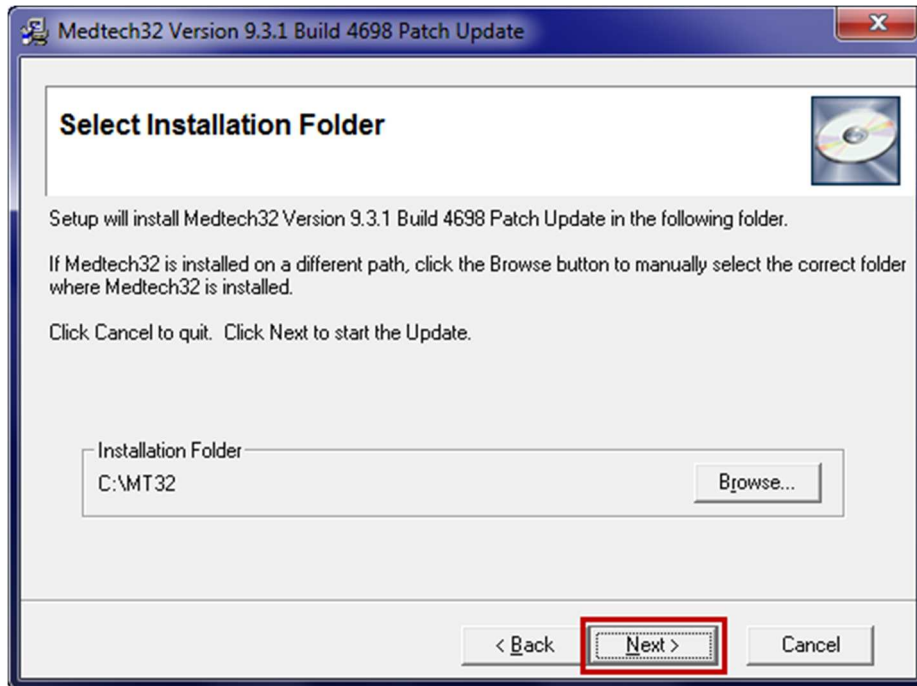


10. The Welcome screen will be displayed.



Please READ THROUGH the onscreen instructions CAREFULLY and then click on the **Next** button to continue.

11. The **Select Installation Folder** screen will be displayed.

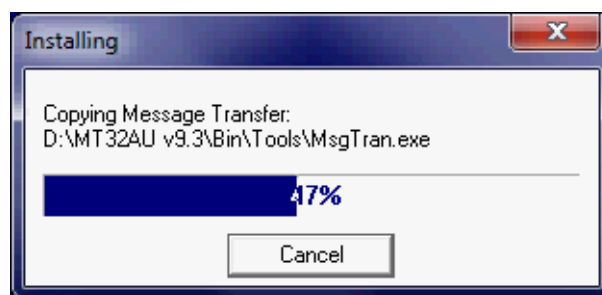


The path of the current **MT32** directory on the Medtech32 Server should be displayed under the **Installation Folder** section. If Medtech32 is installed on a different path, then click on the **Browse** button to manually select the correct **Installation Folder** where Medtech32 is installed.

NOTE: If you are uncertain where Medtech32 is installed, contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade

Click on the **Next** button to begin the installation.

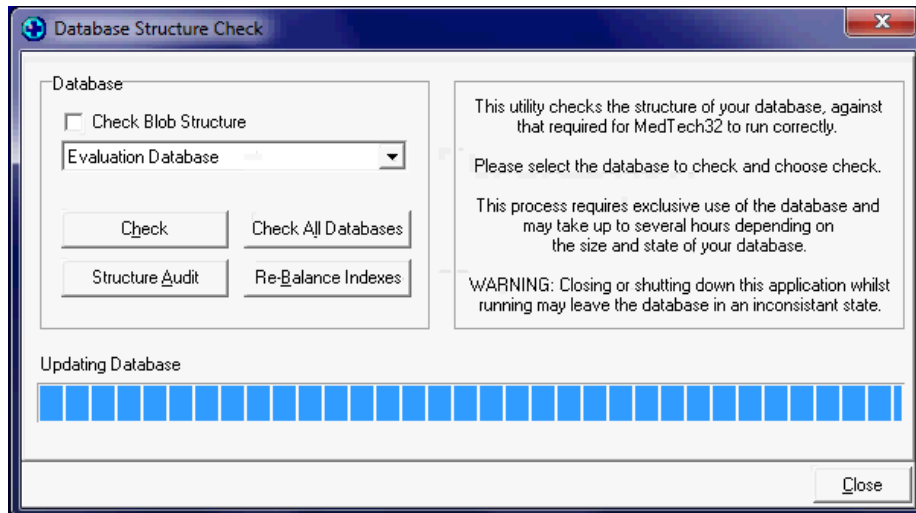
12. The installation progress screen will be displayed.



IMPORTANT NOTE

The next process to run is the **Database Structure Check Utility**. If the Medtech32 database has been configured multiple times in the **MT32.INI** file, the **Database Structure Check Utility** will not check the database structure of the duplicate database(s).

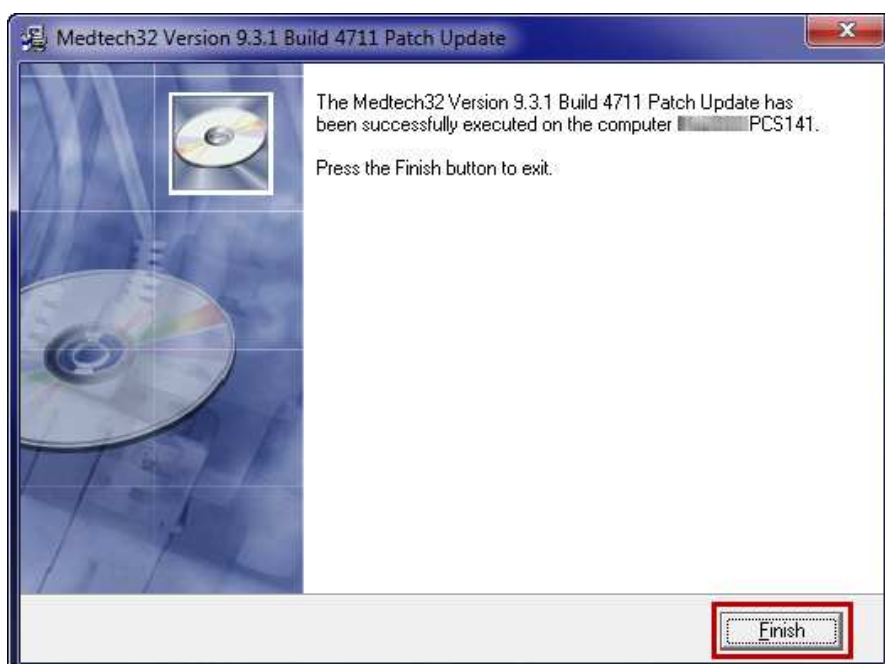
13. The **'Update IBX Attachments'** script will run and remove any PDF attachments that may have been wrongly assigned in the inbox messages process.
14. During the upgrade process, the **Database Structure Check** utility will appear a few times as it upgrades the databases:



WARNING: DO NOT close the **Database Structure Check** utility when it has started the upgrade process on the database(s). Doing so could seriously damage or corrupt your databases.

If ANY errors are encountered during **Database Structure Check**, **DO NOT CONTINUE** with the Upgrade. Please LOG the exact errors that appear, and contact the Medtech Helpdesk for assistance.

15. Once the **Medtech32 Version 9.3.1 Build 4711** upgrade has successfully completed, the following screen will be displayed. Click on the **Finish** button to exit the Update.



IMPORTANT NOTE:

Following the upgrade, the following message box screen may appear.



Click on the **OK** button to restart the Server, or the **Cancel** button to return to Windows without restarting the Server.

IMPORTANT NOTE FOR BRIEFCASING

If the Practice uses the Briefcasing option then you **MUST Repeat** Steps 1-15 above on EACH Briefcasing Laptop to successfully upgrade them to the same Medtech32 Version and Build and the same InterBase Version as the Main Medtech32 Server.

Once the Medtech32 Versions are identical on the Main Medtech32 Server, and the Briefcasing Laptop, a **COMPLETE CHECK-OUT** from EACH one of the Briefcasing Laptops must be performed.

5. Enhancement Configuration

5.1 Message Transfer Utility – CDA / MDM configuration

Tools → Message Transfer → Message Transfer Utility

This release has provided an enhancement to the existing **Medtech32 Message Transfer Utility**, to allow for the processing of additional **HL7** file formats - those of **CDA (Clinical Document Architecture)** and the **MDM (Medical Document Management)** formats.

To ensure that file formats of these types are included in the **Message Transfer Utility** process, it is necessary to ensure that the **Sender** of those **Messaging Formats**, have been added and configured correctly in the existing **Message Transfer Utility** screen.

NOTE: For further information on how to add a new Sender in the setup, please refer to the **Medtech32 Message Transfer Utility Configuration** document, which can be found on the **Medtech32 V9.3.0 DVD** (in the Technical Documentation folder).

MedtechGlobalHIService (CDA Bridge) must be installed on the Medtech32 server.

IMPORTANT NOTE

If you **do not** have the latest **MedtechGlobalHIService** (CDA Bridge) installed, then you must install the latest MedtechGlobalHIService (CDA Bridge) and **eHealth Certificate Installer Version 1.19** from the **Medtech32 V9.3.0 DVD** once you have successfully upgraded to **Version 9.3.1 Build 4711**.

6. Technical Fixes

6.1 Access Violation Error

Tools → Patient → Patient Join

There was an issue in Medtech32 Version 9.3.0, when using the **Patient Join Utility**, where an **Access Violation** error message would display when joining two patients that had the same **Alert** code (e.g. Bad Debt) assigned to their patient record.

This issue has now been resolved in **Medtech32 Version 9.3.1 Build 4711**. It is now possible to join two patients even if they have the same Alert code assigned to their records – using the **Patient Join Utility**, without any error messages occurring.

For further information on these new features, or any other queries regarding the changes in this release, please contact **Medtech Support** via:

- Medtech32 application [Help ► Contact Support]
- Email to support@medtechglobal.com
- Fax to 03 9690 8010 Attn: Medtech Support
- Phone on **1800 148 165, Option 1**