

HEMOCHRON® ReportMaker™ Tips and Frequently Asked Questions

INSTALLATION

What version of the ReportMaker software program is currently available?

- Version 4.0. This version supports the HEMOCHRON® Jr. Signature and Signature+ microcoagulation instruments.

ReportMaker will not load correctly on my computer. Or, the program is taking a long time to load.

- Computers with older versions of Windows 95 (without the Y2K patch installed) will demonstrate installation problems. Customer should contact Microsoft to obtain the Y2K patch, and then re-install the ReportMaker program. ReportMaker uses an installation program compatible with Windows NT, 2000, and 98/95. The system requirements for the ReportMaker program are listed on the software installation card and in the ReportMaker program under "About ReportMaker". If the system requirements have been met, and installation problems continue, please contact ITC Technical Service for assistance.

LOGIN / SYSTEM CONFIGURATION / SECURITY

Upon installation, why does the ReportMaker program automatically move the user from the login screen to system configuration screen and security screen?

- This allows immediate entry of the supervisor password and security level. The supervisor can enter other users at a later time. (Note: If the supervisor forgets their password, please contact ITC Technical Service for assistance.)

What does the "Supervisor" level mean?

- A user designated as the Supervisor can enter all screens and functions and can edit test results by identification numbers, etc. (Note: The actual test result, test type, date and time cannot be altered. An Audit Trail is automatically generated for any changes.)
- Anyone who is not a Supervisor level can only download, browse data and create data listings, reports and charts. A non-supervisor user cannot edit user ID or test information. Screens and functions unavailable to a user are grayed out. The Supervisor designation is indicated in the security screen, via clicking on the "Yes" or "No" buttons next to the "Supervisor" line.

IMPORT

COM Port – An initialization error is displayed during the import process.

- Customer must manually input the COM Port (1-8). If the one selected doesn't work, then they must input another one and see if that works. In most cases, the COM Port is either 1 or 2.
- An initialization error can also be due to one of the following reasons:
 - The Commander Cuvette was not inserted into the Signature instrument prior to initiating the import function. (The Commander cuvette is provided in the Signature packaging [in the EQC box]). The Signature+ does not require use of the Commander Cuvette. The "PC Link" mode is automatically initiated when the Signature+ instrument is connected to a PC using the ITC PC cable (provided in the ReportMaker packaging).
 - An incorrect cable is used to connect the instrument to the computer, i.e., the Signature PRINTER cable was used instead of the PC cable. The PC cable is provided in the ReportMaker packaging and as a separate catalog item (catalog # PCKIT).
 - The Signature or Signature+ instrument battery is completely discharged. Plug the instrument into an AC wall outlet - the message "Charge Battery" will be displayed. Try to download again with the instrument plugged in. If the Commander Cuvette is inserted into a Signature instrument, and the screen is blank (instead of the message "Commander" being displayed), the Signature battery is discharged. Plug the Signature into an AC wall outlet - the message "Charge Battery" will be displayed. Try to download again with the instrument plugged in.

DATABASE FUNCTIONS

I cannot open more than one database at one time.

- Multi-tasking is not available.

I cannot access finalized files once they are exported to another application – I am unable to import them back to the ReportMaker program.

- Once data is copied to another application format (such as Excel), ReportMaker can no longer recognize it as a ReportMaker file. However, finalized data resides in ReportMaker until purged.

Can ReportMaker files be shared on a network?

- This involves a shared database residing on the network (client server) - this capability is not built into the current ReportMaker.

Why are reports only generated from finalized data?

- Customer feedback obtained during the development of the ReportMaker program indicated that reports and charts should only be generated from Finalized (edited and accepted) data. (Note: The Audit Trail Report records all changes made during editing.) Data listings can be generated from Raw (unedited) data.

UPDATE/BROWSE FUNCTIONS

I cannot edit groups of untagged normal or abnormal EQC test results in ReportMaker.

- Customer feedback indicated that most supervisors wanted to edit results individually to ensure accuracy.

MASTER FILES

The last digit is cut off in a Master File column.

- Column line can be dragged to expose all digits.

Why does the ReportMaker not accept a 2 digit year?

- This is a Y2K compliance issue. A 4 digit year must be entered.

MASTER FILE MAINTENANCE

When should I enter my Patient and Operator information?

- You may either enter this information before or after downloading test records from the instrument. If possible, first download the test records and then enter the information. This is due to the fact that patient and operator records are imported from the instrument test records.

For example, let's assume that a Signature+ instrument has an APTT test record performed by operator 10 on patient 11. After downloading the test records the ReportMaker software shall create an operator 000000000010, and a patient 000000000011. If the names, addresses, phone #'s, etc had been entered for operator 10 and patient 11, the software will not consider operator 10 and 000000000010 to be the same. Likewise for patient 11 and 000000000011. Therefore the names, address, phone #, and other data fields will have to be reentered.

Therefore when entering operator and patient records you should always enter 12 digits for patient and operator IDs, simply pad the number with the required number of zeroes to reach the 12 digits. This shall avoid the problem mentioned above.

RAW DATA LISTING / SORT FUNCTIONS

How are unknown operators, or operators with expired certification dates flagged in ReportMaker? Can these flags be sorted to generate a report?

- ReportMaker add flags to the ID number for expired operator certification dates and unknown operators (the ID numbers not automatically entered into Operator ID Master File), but the flags are not in separate fields, and therefore cannot be used for sorting purposes. The flags are as follows: "!" for operator certification date is expired; "*" for operator certification date not entered, and "?" for unknown ID. They are located in the Raw Data Listings (flag explanations are noted in the upper left-hand corner of the Listing page). Once the data has been finalized, the flags are removed, since the program assumes the user has made any required changes and entered the appropriate master file records.

FINALIZED DATA / REPORTS

The listing is too long to see in one screen. I cannot see the test result and test type columns without scrolling screen.

The report screen, when set at 100%, is not readable.

- The size (percentage) can be decreased to a lower number - this is located in the center of toolbar in Reports screen.

Can a sort be performed by patient or operator name? Can a sort or browse be performed by clicking columns?

- ReportMaker is not configured at this time for these types of sorting.

Can an audit trail be performed by the patient name?

- ReportMaker will not keep an audit trail of patient names, but will keep an audit trail of any changes in the patient ID# field. ReportMaker will keep an audit trail of a change made to any field transferred from the Signature to ReportMaker; the test result field cannot be accessed or changed.

ReportMaker imported a value of +999.9 (or -999.9). What does this mean?

- When importing APTT test results from the Signature instrument, Report Maker will report a value of -999.9 if the plasma equivalent value imported from the instrument is less than 20 seconds. When importing PT test results from the Signature instrument, Report Maker will report a value of -999.9 if the INR value imported from the instrument is less than 0.8, and an INR value of 999.9 if the INR value imported from the instrument is greater than 10.0.

CHARTS

A repeated control value from the same day should appear on a vertical line; currently all points, whether same day or not, appear in sequential order on a horizontal line.

- Customer feedback on this issue during the program development was variable - the development team agreed to leave the chart function currently programmed and to continue to evaluate customer feedback on this issue.

Why is it required to click on data point twice to show data box?

- Clicking on the line once highlights the line; the second click brings up the data point box.

QC data is in my report, but when I try to generate a chart, it doesn't work.

- Check in the report screen to determine if the QC tags are present (Normal/Abnormal). If there is an "n/a" in the QC level column, it means the user did not tag the QC level on the Signature instrument (using the QC button and the numeric keypad) when performing the test. If the QC tag is not present, the chart function will not select the QC test result. The data will have to be restored to the "Raw" database and edited, and then re-finalized. Users of the Signature instrument should be instructed to enter the normal or abnormal tags when performing QC tests.

DATA STORAGE

What are the differences between "Raw Data", "Finalized Data", and "Patient/QC Data"?

| | Data State | |
|--|---|---|
| Description | Raw Data | Patient/QC Data |
| | This is the state of the data when it is downloaded from an instrument. | This is the state of the data after raw data has been finalized. |
| How can I change the state of these data? | To change raw data into Pat/QC data, use the "Processing" -> "Finalize Raw Data" menu command. | To change Pat/QC data back into raw data, use the "Processing" -> "Restore Patient/QC Data" menu command. |
| How can I send these data to a text file? | Use the "Processing" -> "Transfer Raw Data Out" menu command. | Use the "Utilities" -> "Export Data To Other File Formats" menu command. |
| After I send these data to a text file, will it still be available for viewing on Report Maker? | No, but you may use the "Processing" -> "Transfer Raw Data In" menu command to reload the data. | Yes |
| Can I transfer these data from the text file into Report Maker? | Yes, use the "Processing" -> "Transfer Raw Data In" menu command. | No |
| How can I determine if a text file may be transferred into Report Maker? | Open the file using Windows Notepad, if you see "<<ITC RM4.0 DATA>>" at the top of the file, it is a valid file and may be transferred into Report Maker. | |

| | | |
|--|---|--|
| How can I delete these data? | Use the "Processing" -> "Transfer Raw Data Out" menu command. | Use the "Utilities" -> "Purge Pat/QC Data" menu command. |
| Can I restore these data later? | Yes, use the "Processing" -> "Transfer Raw Data In" menu command to reload the data from the text file. | No |

DATA BACKUP

Can I backup my data?

- Yes you can and should periodically backup the data files. In order to do this copy the following files from your program directory into another backup directory.

itchdm.cfg
hdmaster.mdb
hdmaudit.mdb
sigarchive.mdb
signature.mdb

What is my program directory?

- The program directory is where the application was installed. The default location is "C:\Program Files\ReportMaker 4.0".

Where should I create the backup directory?

- You should create the backup directory on another hard drive (may be a networked drive mapped to your PC) or other media (such as a CD). This protects your data from being lost if your computer's hard drive fails in any way. If you only have one hard drive available you may also create a directory such as "C:\RM_BACKUP" and copy the data files into this directory.

How do I revert to my backup data files?

- If you have experienced a computer problem (hardware failure, virus, etc.) and wish to restore your data files you may also wish to reinstall the application. After reinstalling the application copy the data files that you created during your last backup into the program directory. (The default location is "C:\Program Files\ReportMaker 4.0".) Make sure you are not currently running the program before you copy the files. The Windows operating system will prompt you to confirm that you wish to overwrite the files, please do so.

OTHER

Why is there no printed operator manual?

- All information that would be contained in a printed operator manual is available in ReportMaker Help. This is standard practice with other software programs.

Can patient demographic information from the LIS be copied / pasted to ReportMaker files?

- ReportMaker is not configured at this time for this feature. If the LIS file can be copied or imported to Excel or other application, then that information can be pasted into a file exported from ReportMaker to that same application.

Can data from ReportMaker be imported into Access for further data manipulation?

- ReportMaker uses Access for the database functions. Use the "Import" or "Link" functions from Access - "Import" will create a copy of the data in the Access program; "Link" does not create a copy, but does allow retrieval of the data for creation of specific reports - it links the 2 programs together.



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