Trouble Shooting Print Problems Associated with Marty’s tool
Orders, Requisitions, Prescriptions, discharge Letter & Instructions
(does NOT include Reprint Req or Demand print)

Verify Orders entered in HEO/WIZ and Check Output in Print Subsystem
Orders, requisition, discharge letter, and instructions will print to the Orders printer on the unit where the patient is bedded in Medipac
Inpatient prescriptions print to the RxPrinter where the patient is bedded in Medipac

Note:
The Orders Printer is also known as the HEO or Logical Printer (& should be set as a Critical Printer as well).
The Orders Print Table is also known as Jarvis’s table. CWS Keith Haynes and Richard Rouse maintain this table.
The RxPrinter may be referred to as the Tamper Proof Printer (CWS knows it as HP Series 1505)
RxStar in StarPanel and RxWriter in discharge Wizard BOTH print to the RxPrinter for any Inpatient
If there is NOT a RxPrinter available then the prescription prints to the Orders Printer

Did document Print?
Yes but location wrong
Verify with caller that printer is not jammed and paper is in device
Resolved

Check Marty’s Print Manager Routing Table
(this table links the HEO logical table and U$HI Order Table in MPAC
Verify location in Routing matches the U$HI and the logical printer defined in Marty’s matches the U$HI.
Locations lower case, Printer names ALL CAPS.
SS corrects

If the PRINT Date/Time has ALL zero’s
Logical Printer NOT defined in U$HI table (CWS Corrects)
Logical Printer name is in U$HI but pointing to non-existent printer

Could be:
1. Logical Printer name is in U$HI but pointing to non-existent printer
2. HEO sent wrong logical name BECAUSE typo error in Marty’s (SS Corrects)
3. HEO sent wrong logical name BECAUSE typo error in Marty’s (SS Corrects)

Check if Networked
1. Launch IE
2. Remove address
3. Type in 4 letter ID of Device, enter
**If brings to a web page and not device page it is NOT networked

DOCUMENT is in the PRINT subsystem
AND Printed to correct ID but user says NO
Mainframe Queue Problem (CWS corrects: need PCL set-up)

Interpreting the Subsystem Print Table
The First Date/Time Stamp is the subsystem print RECEIVED time
The second Date/Time stamp is the subsystem document PRINT time
The third Date/Time stamp is when a reprint was done from the subsystem

Certain requisitions appear in the subsystem but NEVER print; such as pharmacy and respiratory requisitions. This may soon include radiology requisitions.
Exception: Pharmacy and Respiratory requisitions will print in those depts. (but not on Pt. unit) WHEN the GIE detects that their interface is down.

The alternating row colors don’t mean anything. It’s typically done to make each line more distinct from the one above/below it.
The document number is just a unique number generated by the Print Subsystem for each document. The date/time stamp might actually be different for a set of documents printing at the same time if the mainframe or HEO servers are very busy.