

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

Yes

Resolved

Is document in the print Subsystem?

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

Could be:

1
Logical Printer NOT defined in U\$HI table (CWS Corrects)

3
HEO sent wrong logical name BECAUSE typo error in Marty's (SS Corrects)

HEO Code Problem (HEO On-Call Corrects)

2
Logical Printer name is in U\$HI but pointing to non-existent printer

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

	Date/Time Stamp RECEIVED	Date/Time Stamp PRINTED	Date/Time Stamp of any REPRINT from Subsystem
Search Argument: Medical Record # 2190515-8			
Document Number	Document Name	D PSUB P PSUB P PSUB P PSUB P PSUB P PSUB P	
00000058307309	ORDER_CONFIRM	111209 010105	000000 000000 000000 000000
00000058307310	REQUEST_FOR_S	111209 010813	000000 000000 000000 000000
00000058307652	LAB_REQUISITI	111209 010813	000000 000000 000000 000000
00000058307653	LAB_REQUISITI	111209 010813	000000 000000 000000 000000
00000058307654	LAB_REQUISITI	111209 010813	000000 000000 000000 000000
00000058307655	LAB_REQUISITI	111209 010813	000000 000000 000000 000000
00000058307656	LAB_REQUISITI	111209 010813	000000 000000 000000 000000

Certain documents NEVER print, such as this Request.

DOCUMENT is in the PRINT subsystem

F12 to check

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.

clear address and type ID into address to search

CWS Corrects if NOT Networked