



STRENGTHENING CARE FOR CHILDREN

MCRI SC4C

Strengthening Care for Children

Troubleshooting manual Version 0.3

Summary: This manual highlights the steps that are needed to determine if the SC4C popup software is correctly installed and configured on your workstation. If you are unable to test the popup due to a missing SC4C tray icon, or if the SC4C pop-up application does not pop-up, please notify Sze at sze.lee1@unimelb.edu.au and we will follow this up with your IT providers.

Version History:

Version	Author	Contact	Comments
0.1	Sze	Sze.lee1@unimelb.edu.au	Initial Version 0.1
0.2	Sze	Sze.lee1@unimelb.edu.au	Adjusting the contents table
0.3	Sze	Sze.lee1@unimelb.edu.au	Addition of 1. Remote desktop/Terminal Server troubleshooting 2. Checking if SC4C is installed (through file explorer) 3. Checking for PC name

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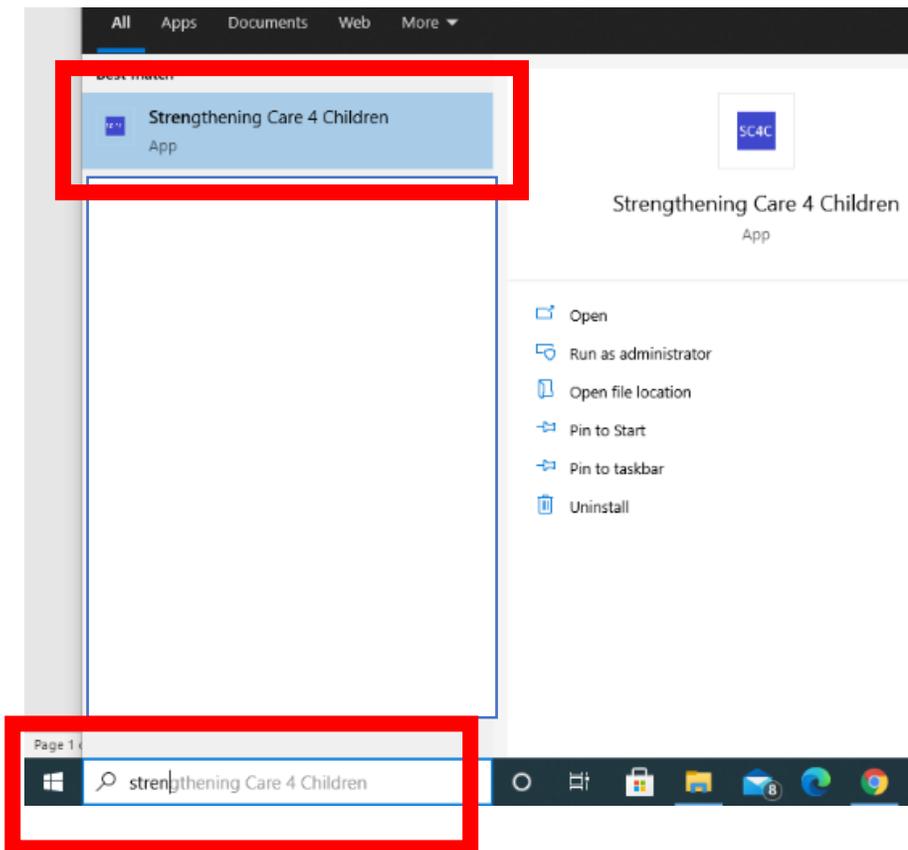
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Determining if the SC4C popup is installed in your workstation

Firstly determine if the SC4C popup is installed in your computer by going through the steps below.

1. Click on the search bar next to the start button and type “Strengthening care 4 children”
2. The Strengthening Care 4 Children application should show up in the search bar as shown in the screenshot below.



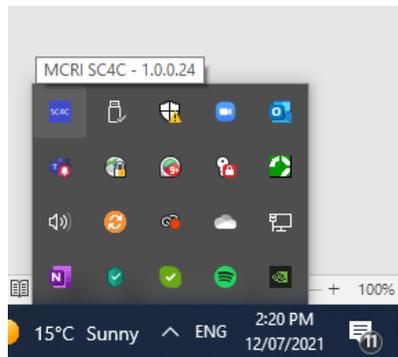
3. The application should show up on the start menu. If not, this could be an indicator that the SC4C popup is not installed on your PC.
4. If the SC4C popup is not installed on your PC, please record the name of your Workstation/Terminal Server and email the name of your PC and the name of your practice to sze.lee1@unimelb.edu.au

5. Clicking on the Strengthening Care 4 Children app icon, starts up the popup application , if it is not already started up on the workstation concerned.

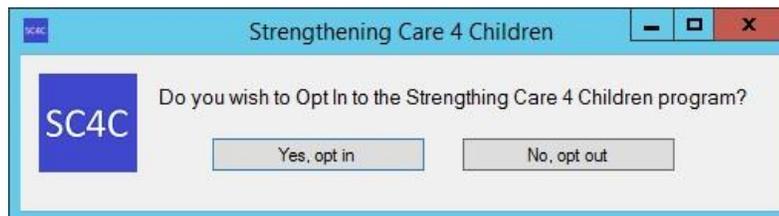
Testing the sc4c popup

To test if the SC4C popup is working, please complete the following simple steps using a test patient or the test database.

1. On your workstation, check on the “system tray” at the bottom right hand corner of your screen.



2. If you can see the blue icon, please open your EMR, and select a patient that is under the age of 18, and complete a simple *Admin/Non-visit* visit – i.e. no data needs to be added to the patients record. When you close the patient’s record it is expected that you will be able to see the following once-off prompt asking whether you wish to opt in or opt out of the SC4C trial. Please confirm if you get this prompt.



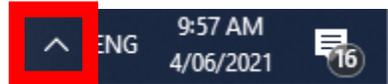
3. For the purposes of this test, please select *Yes, opt in*. you should then immediately receive the popup as shown below:

Please confirm if you see this popup. Select any value then press save. If you do not see this popup, but see the prompt in step 2, please check if you are opted-in/opted-out. (Refer to Accidental Opt-in/Opt-out)

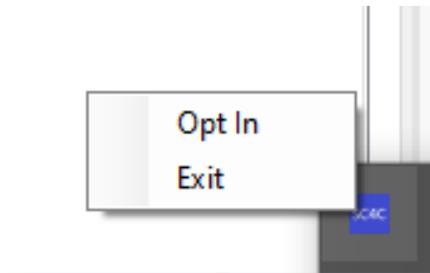
Accidental opt-in/opt-out

If you have accidentally clicked opt in or opt out when the pop-up has appeared, you will still be able to opt-in our opt-out subsequently.

1. Open the patient record in the EMR. Ensure the patient record is **OPEN**. You will only be able to opt-in or opt-out if a patient record is opened.
2. Find the SC4C icon on the bottom right tray icon and click on the arrow button- as shown in the screenshot



3. Right click the icon and click Opt-in

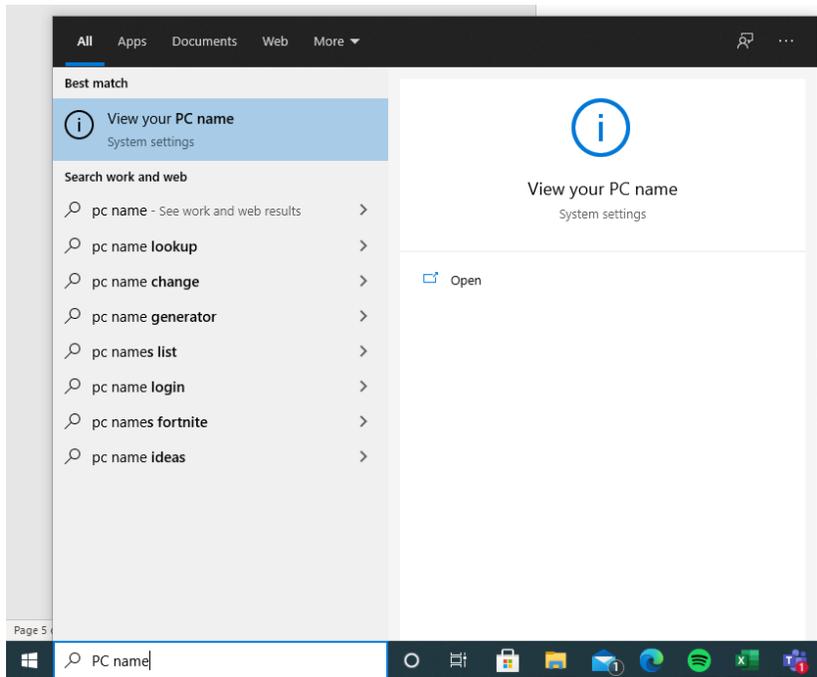


4. The pop-up will now appear for patients under the age of 18 (17 and under).
5. If you still cannot see the opt-in option, click the upwards arrow to close the tray icon and click on the upwards arrow to re-open the tray icon and right click on the SC4C popup again to Opt-in/Opt-Out.

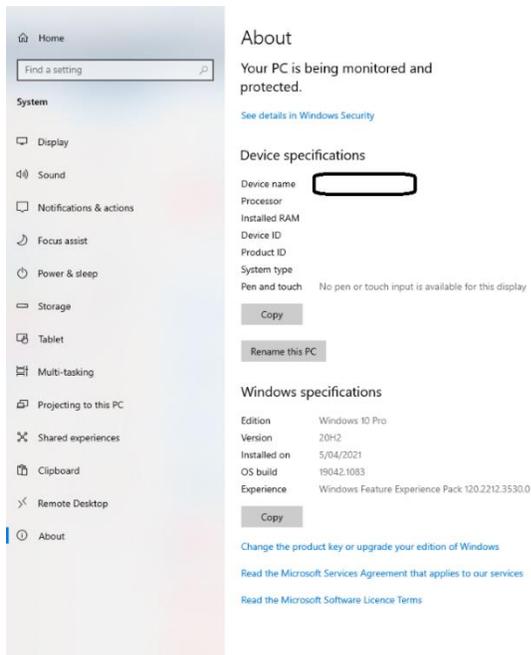
****Important: You can only click opt-in/opt-out on the taskbar tray icon if a patient record is open.**

Determining a PC/Workstation/Terminal Server Name

1. To determine a PC/Workstation/Terminal Server Name, please search for PC name in the search bar next to the start button.



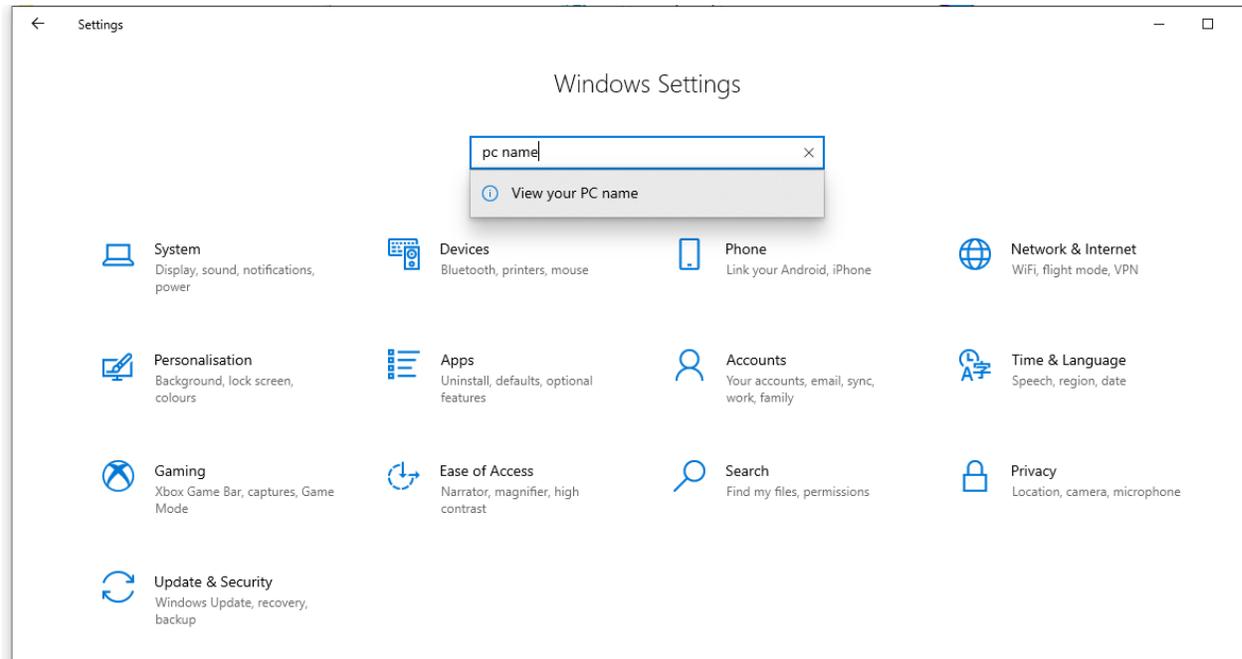
2. The name of the PC/Workstation/Terminal Server is shown next to "Device Name". Please note this down and compare it to the list of installed workstations to determine if the SC4C popup is correctly installed for that clinic.



- Another way of checking the PC name is to go to settings on the right of the start bar, and clicking on settings.



- Search for "PC Name" in the settings bar and click view your PC name and the same screen in step 2 should show up.



Determining if a user is logged onto a terminal server

A clinic can use a combination of individual workstations and terminal server. In majority of cases, the University of Melbourne Health and Bioinformatics team have already performed an installation on the relevant workstations and/or Terminal server(s). However a Doctor may be looking for the popup application on the wrong environment (local workstation instead of Terminal Server)

1. Determine if the current connection is a Terminal Server :

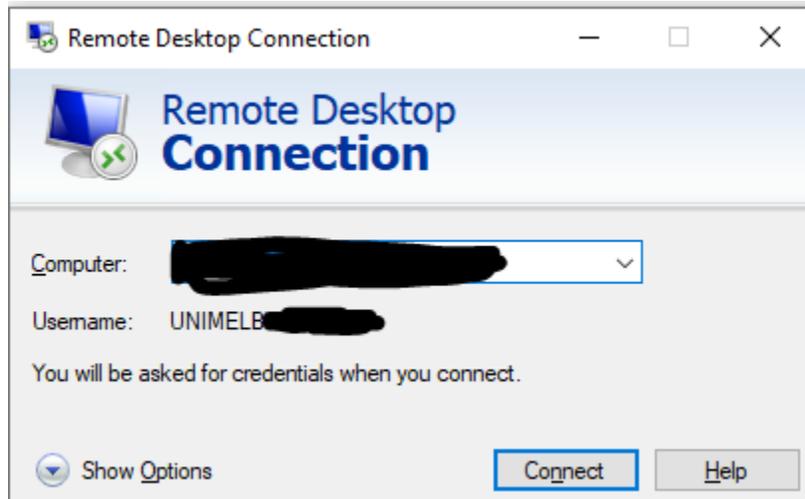
Check if a blue bar appears on the top of the screen when the user hovers the mouse in the middle top of the screen.



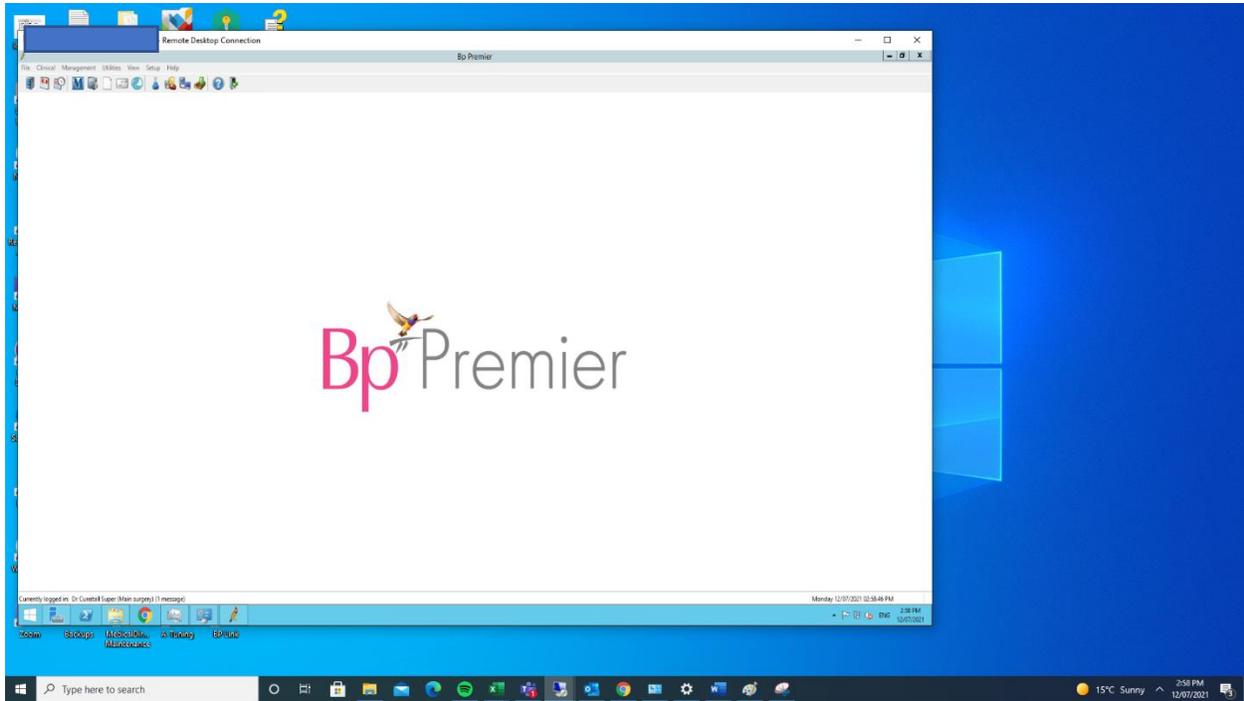
2. Secondly, check if the doctor has clicked the following icon to access a remote desktop environment to open Best Practice or Medical Director to open the patient's record.



3. If the doctor also uses this remote desktop application to enter their details in order to open a remote desktop connection, then the practice uses a terminal server and the SC4C popup would have been installed on the terminal server connection

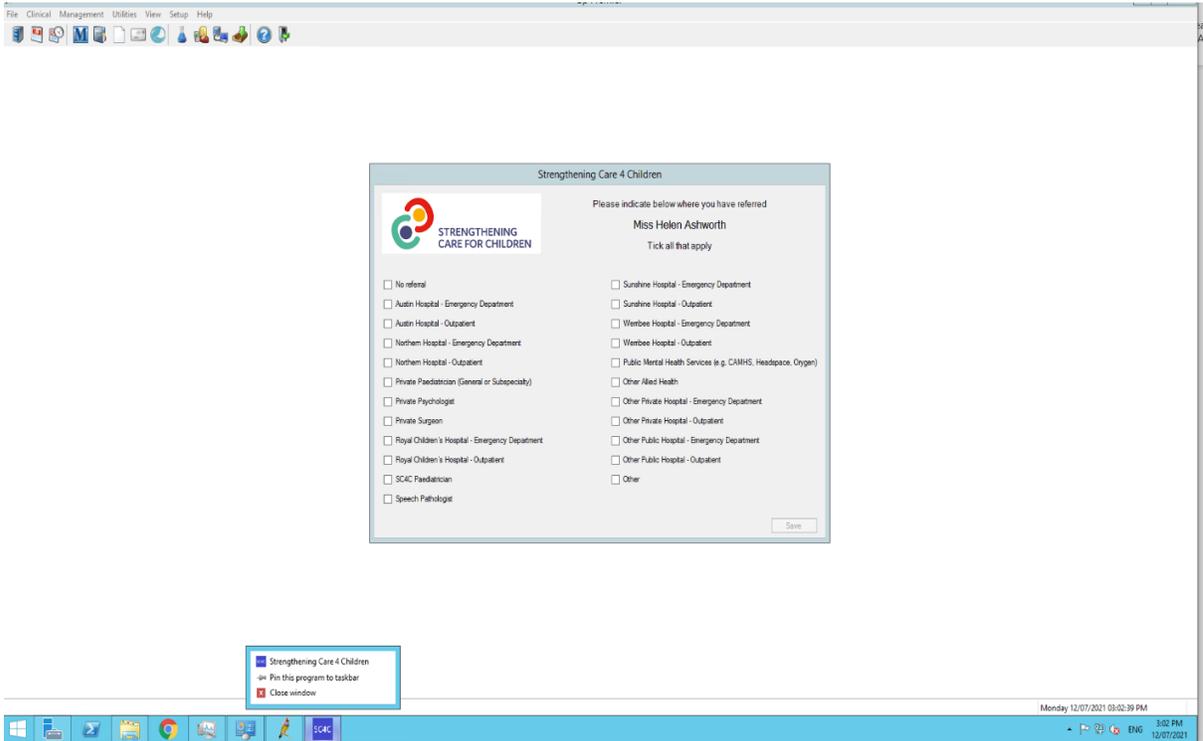


4. A remote desktop/Terminal server environment looks and feels like a regular workstation. However, a local internet connection is required to maintain connection and the remote desktop/ Terminal server is akin to using another workstation within the current workstation as shown in the screenshot below:

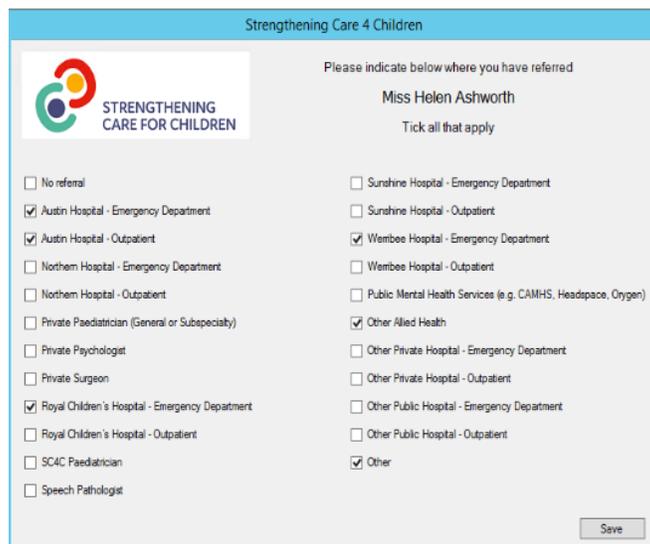


Ensuring that the doctor does not close the referral window on purpose

1. A doctor can close the referral window if they right click on the icon on the start bar. However, this should not be done, as it means that no referral option(s) are captured.

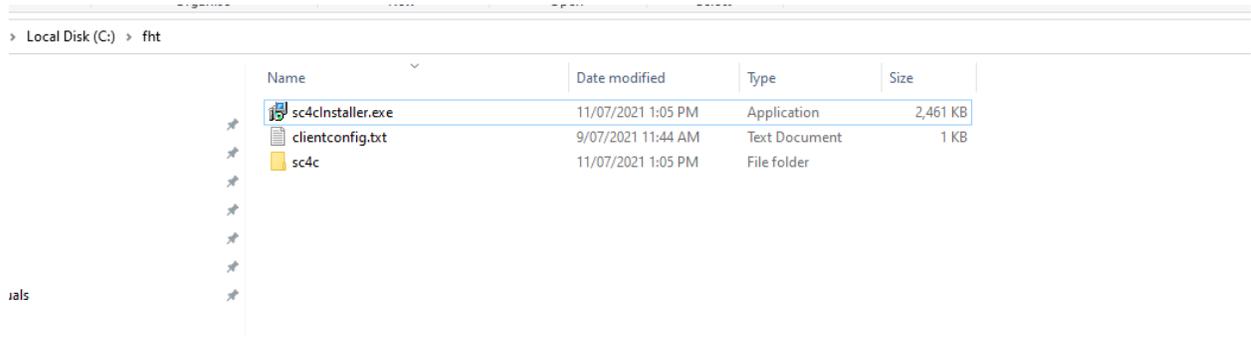


2. Ensure that the doctor clicks on the relevant referral option instead of trying to close the referral view if you find this is happening. Select the referral options and click save.



Checking if the SC4C popup files are installed on the current workstation(for advanced users only)

1. Navigate to C:\fht and check if there is a file called SC4C. If there is; this is a good indicator that the SC4C popup has been installed –



2. If you cannot locate this file, that means that the popup has not been installed. Please follow the instruction of Determining a PC/Workstation/Terminal Server Name and make a note of the clinic name and send both names to sze.lee1@unimelb.edu.au to arrange an installation of sc4c popup for that workstation.