

10-30-15 Post-Implementation Update: Ongoing Issues with Progress Notes and Trouble Shooting Tips

We are still looking into the issues with Progress Notes that have occurred after the latest CONNECTIONS build with the hopes of identifying the underlying cause of the problem as soon as possible. While this process is continuing, the information below may assist you when confronted with issues related to Progress Notes.

The attached document contains the images of 2 different error messages that the users may receive when they are attempting to print notes by generating a report that contains less than 200 notes.

The first message indicates that there is one or more corrupted notes within the group of notes included in the report (indicated by the (03-0F01) at the end of the message – may not be the same numbers, but will have the set of parentheses). Progress notes may corrupt when they contain something other than straight text, such as letterhead, columns, checkboxes, templates or other formatting. This is usually the result of copying and pasting formatted text into a CONNECTIONS progress note. A tip sheet which can be accessed via either of the following links provides further instruction on best practices for copying and pasting only text into Progress Notes.

(Internet: <http://ocfs.ny.gov/connect/jobaides/Tip%20sheets/Progress%20Notes%20%20Narratives%20-%20Text%20Only%20FINAL%208-27-12.pdf>

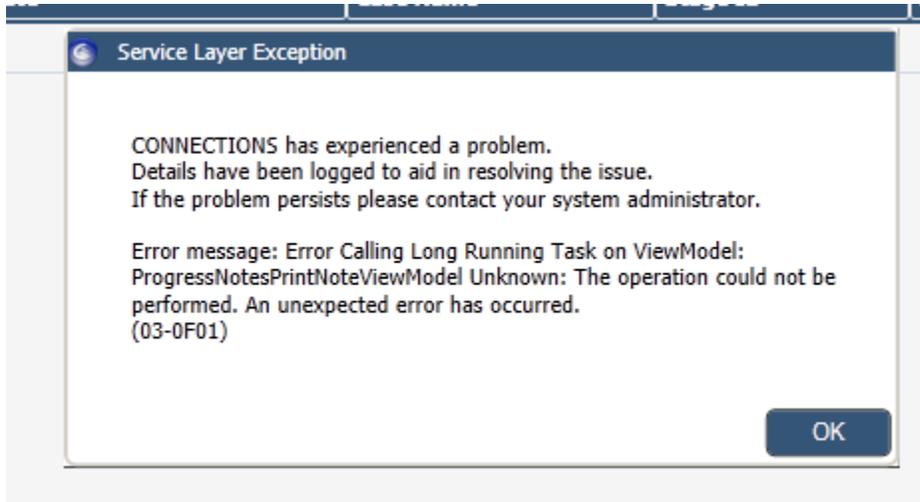
Intranet: <http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Progress%20Notes%20%20Narratives%20-%20Text%20Only%20FINAL%208-27-12.pdf>).

Corrupted notes cannot be printed and, if part of a selected group of notes, will prevent the group from printing. The only option available to print the contents of a corrupted note is to do a screenshot, print the screen shot, or if necessary, use the print icon at the top of the window where text is entered to get all of the text in that note to print. You can use the methods you were using prior to this release to identify the note that is corrupted: narrow down the range of notes you are attempting to print until the unprintable corrupted note(s) are identified.

The second message is a time out. Once the time out error displays to the user, we recommend logging off of Citrix and logging back in prior to attempting printing more notes. We have found in many instances that once an error has been received, the user will continue to receive the same message if he or she tries to print again immediately.

It is not so easy to find the issue when the report is in ERR status on the Report List. If multiple reports generate and one or more are in error, you could look at those that are successful to find the range of notes that generated an error and then go back to the methods used prior to this release to determine if there is a corrupt note or not in that date range.

This message indicates a corrupted progress note:



This is a time out error:

