

HCA INFORMATION TO ASK

During the Lessons Learned meeting for the project HCA committed to delivering two items to your team, a list of facilities which haven't yet implemented Welch Allyn and suggestions for triaging HCA issues to assist your Helpdesk. Please see below.

Division	Market	Facility Not Implemented During Welch Allyn Roll Out Project
CAP	VAC	StoneSprings Hospital Center
CON	COA	Centennial Healthcare Plaza
CON	COA	Craig Rehab Hospital
CON	KSB	Wesley Woodlawn Hospital
GCD	TXA	Bayshore Medical Center
GCD	TXA	Texas Orthopedica Hospital
MID	LAC	Regional Medical Center of Acadiana
MID	KSA	Research Belton Hospital
MID	KSA	Research Psych Center
MNT	UTA	Lone Peak Hospital
NTX	TXG	Green Oaks at Med City Dallas
NTX	OKA	OU Medical Center
NTX	OKA	OU Medical Center Edmond
NTX	TXI	St. David's Pavilion
NTX	TXI	St. David's Surgical Hospital
NTX	TXI	St. David's Rehab Hospital
TRI	TNA	Centennial Medical Center
TRI	TNA	Cheatham Medical Center
TRI	TNB	Parkridge West Hospital
TRI	TNA	Skyline Medical Center
TRI	TNA	TN Christian MC - Madison
TRI	TNA	TN Christian MC - Portland
WFL	FLG	E.H.White II Memorial Hospital
WFL	FLG	Sun Coast Hospital

Suggestions for Triaging HCA Issues:

- **Division**
- Facility
- Contact Name
- Contact Email
- Contact Phone Number
- Patient Name
- Medical Record Number (MRN)
 - Will have one or more leading alpha characters

- **Account Number**
 - Will have one or more leading alpha characters
- **Description of Issue**
 - Date issue began
 - Were any changes made to the patient's name, including addition of a suffix (JR, SR, III, ect.)
 - Was the patient's MRN merged?
 - Was the account switched from one MRN to another MRN?
- **Was data acknowledged or rejected in Meditech NMI (Non-Magic Interface module)**
 - If acknowledged, refer them to HCA's Client Support Services (1-800-265-8422, Keyword – Nursing)
 - If rejected in Meditech NMI, what was the error message
 - **Format Error**
 - Refer them to HCA's Client Support Services (1-800-265-8422, Keyword – Nursing)
 - **Unit Number mismatch [PID.3]**
 - Was the MRN Merged? Welch Allyn programmed a fix for this issue.
 - Was the Switch Medical Record routine used to move the account from MRN to another MRN? This is an issue being researched by Eric Jensen.
 - **Name mismatch [PID.5]**
 - Does the name have a suffix? This is an issue being researched by Welch Allyn now.

Thank you,
Shelia

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