



Remote Order Entry System

(ROES)

Technical Manual



Version 3.0*4

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Table of Contents

Revision History	iii
Preface.....	6
Purpose of the Remote Order Entry System	6
Scope of Manual	6
Audience.....	6
Related Manuals	6
Introduction.....	7
Purpose of ROES 3.0.....	7
Benefits of ROES 3.0	8
Orientation.....	10
General Rules for ROES 3.0 Data Entry pages	10
Symbols Used in Manual.....	10
ROES 3.0 Display Considerations.....	10
Recommended Desktop Minimums for ROES 3.0.....	11
Getting Additional Information	12
Chapter 1: Implementation and Maintenance	13
Application Architecture Overview.....	13
Overview of Installation Instructions	13
Companion QUASAR Patch	14
Chapter 2: Files.....	15
Chapter 3: Flow Charts.....	16
ROES 3.0 Patient Order from CPRS	16
Get Patient Information	17
Eligibility Determination.....	18
Desktop Station Order Application	20
Chapter 4: Routines.....	21
VistA Routine List.....	21
Delphi Routine list.....	21
Chapter 5: Exported Options.....	22
ROES 3.0 Patient Order from CPRS (GUI).....	22
Station Orders from the Desktop (GUI)	22
Archiving/Purging	22
Chapter 6: Entry Points & APIs.....	24
New Remote Procedures	24
External Relations.....	25
Integration Agreements	25
Internal Relations.....	26
<i>Authority to Use ROES 3.0</i>	26
<i>Internal Option Use</i>	26
<i>Remote System Access</i>	26
Acronyms	27
Glossary	28
Appendices.....	29
A: Error and Other Messages	29
B: Mail Groups	30
C: Section 508 Compliance Statement	30
D: Request for Access and Verify Codes from DALC.....	30
Index.....	31

Preface

Purpose of the Remote Order Entry System

The Remote Order Entry System Version 3.0 (ROES 3.0) gives authorized end users at VHA facilities the ability to order products and services from the VA Denver Acquisition & Logistics Center (DALC).

Scope of Manual

This manual provides instructions for the installation and maintenance of the ROES 3.0 software.

Audience

The information in this manual is intended for Information Resource Management (IRM) staff. However it may also be helpful to: National **VistA** Support (NVS), System Design & Development (SD&D), and ADPACs in Audiology and Speech Pathology Service (ASPS) and Prosthetics and Sensory Aids Service (PSAS).

Related Manuals

*Remote Order Entry System (ROES) Version 3.0*4 Security Guide*

*Remote Order Entry System (ROES) Version 3.0*4 User Manual*

*Remote Order Entry System (ROES) Version 3.0*4 Installation Guide*

Introduction

The Remote Order Entry System (ROES 3.0) gives authorized end users at VHA facilities the ability to order products and services from the VA Denver Acquisition & Logistics Center (DALC). This manual provides information regarding the technical components of the ROES 3.0 software. The information in this manual is intended for IRM or equivalent staff who are responsible for the installation, maintenance, and support of the ROES 3.0 application and local facility *Vista* and general IT resources.

Purpose of ROES 3.0

ROES 3.0 was developed to simplify and enhance the ordering of products and services from the Denver Acquisition & Logistics Center (DALC) including hearing aids and numerous other commodities. Ancillary functions such as updating patient records and registering devices may also be done through the Web interface. ROES 3.0 is accessed from the end user's workstation as a Web application through the browser allowing orders to be placed using an interactive, real-time, point and click interface. ROES 3.0 also accommodates keyboard navigation and entry.

ROES 3.0 was designed to use advanced technologies and practices in software design, supporting hardware platform, database management, and network integration to provide DALC customers and staff with simple and easy to use ordering capabilities. The application provides patient care providers and associated Veterans Health Administration (VHA) staff with comprehensive patient information and order histories. It was also designed to use progressive procurement and distribution practices, advanced general business practices, and current VA Regulations, which have evolved since the introduction of ROES 2.0

A definitive criterion used to establish the strategic direction and development path for ROES 3.0 involved combining:

- The necessity to optimize compatibility and data communications capability with established VA systems and business practices
- The objective of applying leading edge information technology resources to strategic business systems development, comparable to the best that can be found in the private sector
- The desire to provide a "progressive continuity" to DALC customers, implementing significant enhancements to the existing application, while minimizing transition apprehension for end users

Benefits of ROES 3.0

The ROES 3.0 application architecture makes available, for the first time, a Web-based application for activities such as order placement and inquiry functions, while retaining and improving upon the character-based interface formerly used in ROES 2.0. It is expected that a Web interface, enabling point-and-click functionality, allows information to be presented in a more organized fashion, enhancing the navigation and data entry procedures.

In another departure from previous versions, the majority of ROES 3.0 system software and data files reside on DALC computer resources, leaving only selected key components on local Medical Center systems. There are a number of factors supporting this transition. These include:

- Assurance of a singularity and consistency of the available product database
- Opportunity for immediate real-time processing of orders placed
- Reduced dependency on VAMC application of patches and file modifications

Higher capacity VA wide area network resources implemented since ROES 2.0 enable these architectural changes.

In addition to the overall architecture, ROES 3.0 provides a number of process-specific benefits, features, and functionality improvements, such as the following:

1. Provides users with a simplified ordering process.
2. Includes cost comparison functionality for display/selection of all contract hearing aids meeting selected specifications.
3. Allows repair orders to be entered by the provider.
4. Includes a module to enter audiometric data and display or print the resulting information.
5. Provides information in "real time".
6. Provides enhanced commodity ordering capabilities.
7. Provides enhanced device registration capabilities.
8. Provides enhanced display/update capabilities for authorized aids.
9. Provides enhanced station stock ordering capabilities.
10. Decreases delivery time to patients since orders are submitted immediately for processing.
11. Links with the CPRS clinical record application already in place in the VHA environment.
12. Provides increased accuracy in patient eligibility determination prior to order placement, with improvements to subsequent reporting and statistical analysis.
13. Provides access to multiple ROES 3.0 functions (clinical and administrative) through a comprehensive entry point.




14. Provides supervisory designation of user authorization/approval levels.
15. Provides a Cochlear Implant registry for tracking of cochlear implant information.
16. Reduces the likelihood of erroneous orders (i.e., orders for combinations of device specifications that cannot be accommodated by hearing aid manufacturers).

Orientation

General Rules for ROES 3.0 Data Entry pages

1. There are no "double clicks" in ROES 3.0. Click the selection one time only.
2. There are no "right mouse button" commands in ROES 3.0.

NOTE: There is a key distinction between Windows-based applications (where double-clicks and right-button functionality are common) and web applications. There will not be a noticeable consequence to the user for these actions; however, the results may be unexpected. Double clicking may cause a drop-down list to open and close quickly. Right-clicking will produce selectable functions made available by the browser, but nothing specific to ROES. We strongly discourage use of the right-click in order to prevent the use of the browser's back and forward functions.

3. It is recommended that users not click the "X" in the top right hand section of the ROES 3.0 browser window to close a window. Use the navigational links and buttons provided within the application to exit the system. Closing the browser window without properly exiting the application will not have any detrimental effects on the user but may leave an open user session and incomplete or 'phantom' order information in the application.
4. Only use the  or  command buttons provided on the ROES*3.0 pages for navigation - never use the windows provided "back" and "forward" commands.
5. The command buttons within the application perform background housekeeping functions that maintain the integrity of the order as a user navigates through the ordering process. The Windows browser's 'Forward' and 'Back' commands bypass those functions and could result in loss of information from the order.
6. "Grayed out" fields cannot be accessed.
7. Any  button will return you to the *View Order History* page.

Symbols Used in Manual

In code examples, the caret (^) or 'U' may be used interchangeably as separators.

The caret is also used to designate a global reference when used in front of a global name as in "^DPT(".

ROES 3.0 Display Considerations

IMPORTANT NOTE: ROES 3.0 application pages display best at a display resolution of 1024x768. If this is not an end user's preferred resolution, ROES pages will not appear properly formatted. This will not affect application functionality, but may make page content more difficult to understand and navigate. If an end user chooses to increase their resolution to 1024x768, they should be aware that all other Windows applications and objects in their Windows environment will be reduced in size.

Recommended Desktop Minimums for ROES 3.0

SPECIFICATION	RECOMMENDED MINIMUM
Processor	866 MHz
Memory	512 MB
Hard Drive	20 GB
Video	Super VGA
CD-ROM	32x CD
Monitor	17" VGA, .28 pixel resolution
LAN Interface	10/100 remote wake-on-LAN Ethernet Interface
Keyboard	101 -key
Mouse	MS-Compatible Wheel or Button Mouse
Operating System*	Microsoft Windows 9x Microsoft Windows NT Workstation v4.0 or Windows 2000 Pro strongly recommended.
Browser**	Internet Explorer v6+

***NOTE:** ROES 3.0 is compatible with Microsoft Windows XP.

****NOTE:** There are no minimum Browser Service Pack requirements.

A system meeting the above specifications can be expected to provide the functionality necessary for ROES 3.0. The VA Assistant Secretary for Information and Technology has established a set of minimum configurations for any new procurement of desktop systems across the enterprise (VA Directive 6401). For most of the specifications listed above, the VA minimum baseline exceeds the recommended minimum for ROES 3.0. The above specifications are provided to allow for use of equipment in current inventory, if necessary. In assessing procurement and/or other resource acquisition actions to meet ROES 3.0 desktop requirements, each facility is advised to give consideration to the specifications mandated by the above-mentioned Directive. Conformance with these established and/or emerging VA standards is encouraged. A dynamic update of the VA desktop standards is maintained at <http://vawww.vairm.vaco.va.gov/vadesktop/>.

Getting Additional Information

Refer to the following resources for additional information about the Remote Order Entry System (ROES).

- Visit the **VistA** document library: <http://www.va.gov/vdl/> for the ROES 3.0 PDF and WORD documentation.
- Use the *KIDS Build File Print* [XPD PRINT BUILD] option if you would like a complete listing of package components exported with this software.
- Use the *KIDS Install File Print* [XPD PRINT INSTALL FILE] option if you'd like to print out the results of the installation process.
- Use the *List Routines* [XUPRROU] option prints a list of any or all of the ROES 3.0 routines.
- The Installation and User manuals also contain additional information.

Chapter 1: Implementation and Maintenance

Application Architecture Overview

ROES 3.0 includes application components that reside on two systems: the VAMC **VistA** system and the DALC system. The VAMC components include ‘M’ routines, RPC Broker calls, and Delphi executables. The general purpose of these components is to gather information and initiate an interactive session to the DALC-resident ROES 3.0 Web application, passing the assembled information to the application. Once in the Web application, ROES users then place orders and perform other order management functions within that application.

Different capabilities within ROES 3.0 are invoked by each of two Delphi executables. One executable and associated set of broker calls integrates as an option on the CPRS Tools menu (see also *Chapter 3: Charts*). This set of components performs the following functions:

- Gathers patient information for the selected patient
- Determines the patient’s eligibility for DALC services
- Assembles patient and user information
- Initiates a browser session to the ROES 3.0 Patient Web application and passes the assembled information to ROES with a secure https connection
- Allows for copying of specified order information to the Windows clipboard with subsequent pasting to a CPRS Progress Note or to an external application

The second combination of Delphi executable and associated set of broker calls comprises an executable application that can be invoked directly (separate from CPRS) or from an application shortcut, and performs the following functions (see also *Chapter 3: Charts*):

- Assembles user information
- Initiates a browser session to the ROES 3.0 Web application and passes the assembled information to ROES 3.0 Station web site

The DALC-resident component of ROES 3.0 exists as a Web-based order entry application. The interactive order entry process utilizes the browser as the application interface. Depending on which of two ROES 3.0 entry points is accessed (determined by the calling Delphi executable), end users have access to specific functional modules associated with the entry and management of orders for DALC products and services. Navigation and order entry is accomplished using typical Windows and Web methods, including drop-down selection, check boxes, radio buttons, free text, etc. Information entered in the Web application is processed by the DALC order fulfillment system.

Overview of Installation Instructions

Implementation of ROES 3.0 requires both server-side **VistA** installation procedures and client-side desktop installation procedures.

The ROES 3.0 distribution package includes a KIDS build. The KIDS build installs the necessary routines, menu options, and RPC broker calls within the **VistA** environment.

The ROES 3.0 GUI requires that the RPC Broker Listener V1.1 be installed on any workstation from which either GUI application will be executed. Refer to the RPC Broker Website: <http://vista.med.va.gov/broker/download.asp#programmer> to install the RPC Broker Listener.

NOTE: If a workstation can already connect successfully via CPRS, BCMA, or PCMM, then the RPC Broker has already been installed.

Refer to the *ROES 3.0 Installation Guide* for complete installation instructions.

Companion QUASAR Patch

IMPORTANT NOTE: DALC ROES 3.0 order processing incorporates patient-specific audiometric information from the Quality: Audiology and Speech Pathology Audit and Review (QUASAR) package. A companion QUASAR patch (ACKQ*3.0*13) provides end users with data entry and display capabilities for this information. It is recommended that ACKQ*3.0*13 be installed concurrently with ROES 3.0 if it has not previously been installed.

Chapter 2: Files

There is one file previously exported with the ROES 3.0 package. It is for the storage of eligibility requests and replies. It is a standard ROES name spaced (RMPF), FileMan-compatible file. After the installation of patch RMPF*3.0*4, this file will only be used for previously stored eligibilities and may if the future be removed. New eligibilities are no longer stored in this file, but recalculated each time.

Prior eligibility determinations entries were stored in the "^RMPF(791814," global in the following format:

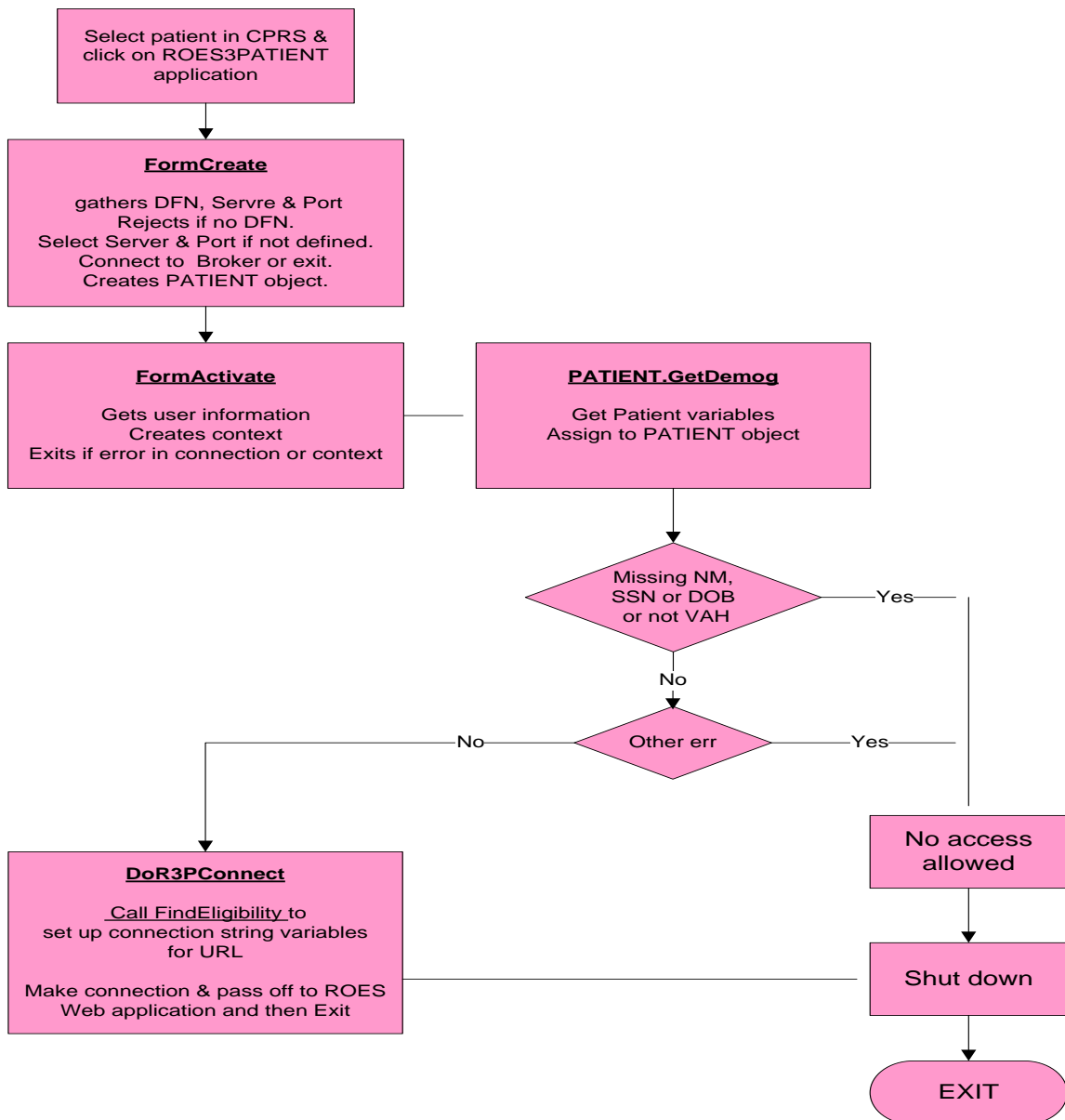
```
^RMPF(791814,D0,0)= (#.01) PATIENT [1P] ^ (#.02) DATE REQUEST ENTERED [2D] ^  
                  (#.03) ENTERING USER (ASPS) [3P] ^ (#.04) EXPIRATION DATE [4D]  
^RMPF(791814,D0,1)= (#1.01) SUGGESTED ELIGIBILITY [1F] ^ (#1.02) EMAIL MSG NUMBER [2P]  
^RMPF(791814,D0,2)= (#2.01) PSAS ELIGIBILITY [1F] ^ (#2.02) APPROVE/REJECT ^  
                  (#2.03) USER (PSAS) [3P] ^ (#2.04) ACTION DATE [4D] ^
```

Chapter 3: Flow Charts

ROES 3.0 Patient Order from CPRS

This ROES 3.0 access point (ROES3.EXE) is used when performing functions that are primarily patient-specific. In accordance with Standard Operating Procedure (SOP) 192-507, the patient identifier obtained from the Master Patient Index (MPI-VistA) is included in information passed to the DALC ROES Web ordering system.

ROES 3*4 SYSTEM DIAGRAMS

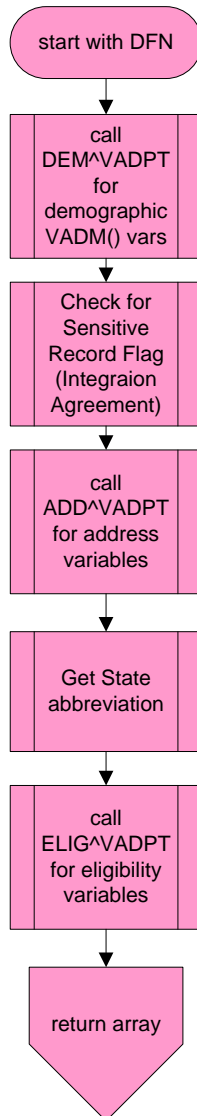


Get Patient Information

The following diagram describes the tasks performed by the 'Get Patient Information' function on the previous page.

Get Patient Info (A)

currently ^RMPFPC1
for primary elig.



Returning Array of values:

AR(0) = DOD [num & text]
 AR(11) = name [text]
 AR(12) = SSN [text]
 AR(13) = DOB [num & text]
 AR(14) = curr addr line 1 [text]
 AR(15) = curr addr line 2 [text]
 AR(16) = curr addr line 3 [text]
 AR(17) = city [text]
 AR(18) = State [num & abbr]
 AR(19) = ZIP [text]
 AR(20) = temp start date [num & text]
 AR(21) = temp end date [num & text]
 AR(22) = current phone [text]
 AR(23) = elig status date [num & text]
 AR(24) = elig [primary text]
 AR(25) = elig status [V^Verified]
 AR(26) = sensitive record flag [1 or "]
 AR(27) = error msg
 AR(28) = primary elig
 AR(29) = priority group
 AR(30) = integration control number

Patient Information Flowchart

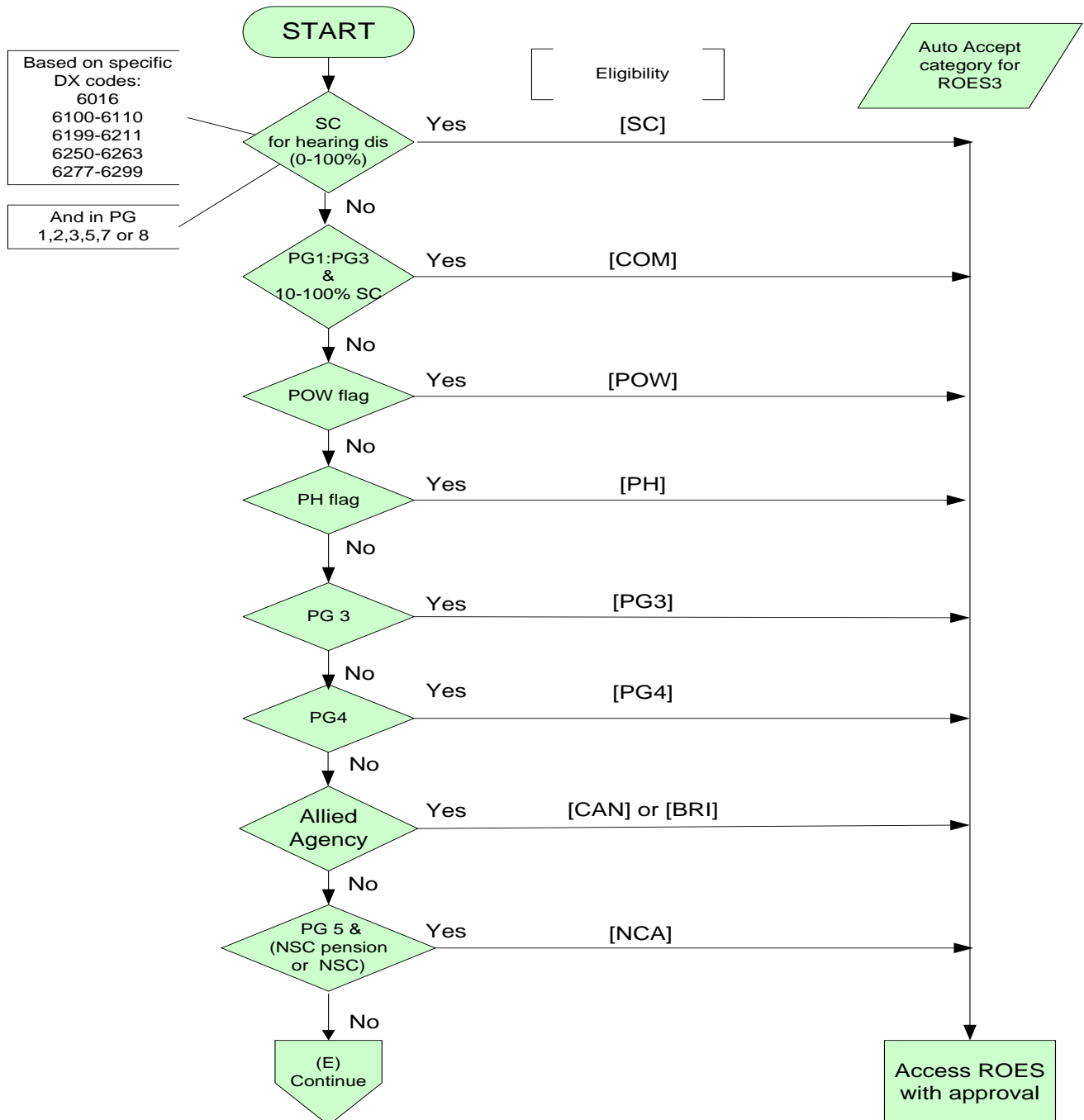
ROES 3.0 Get

Eligibility Determination

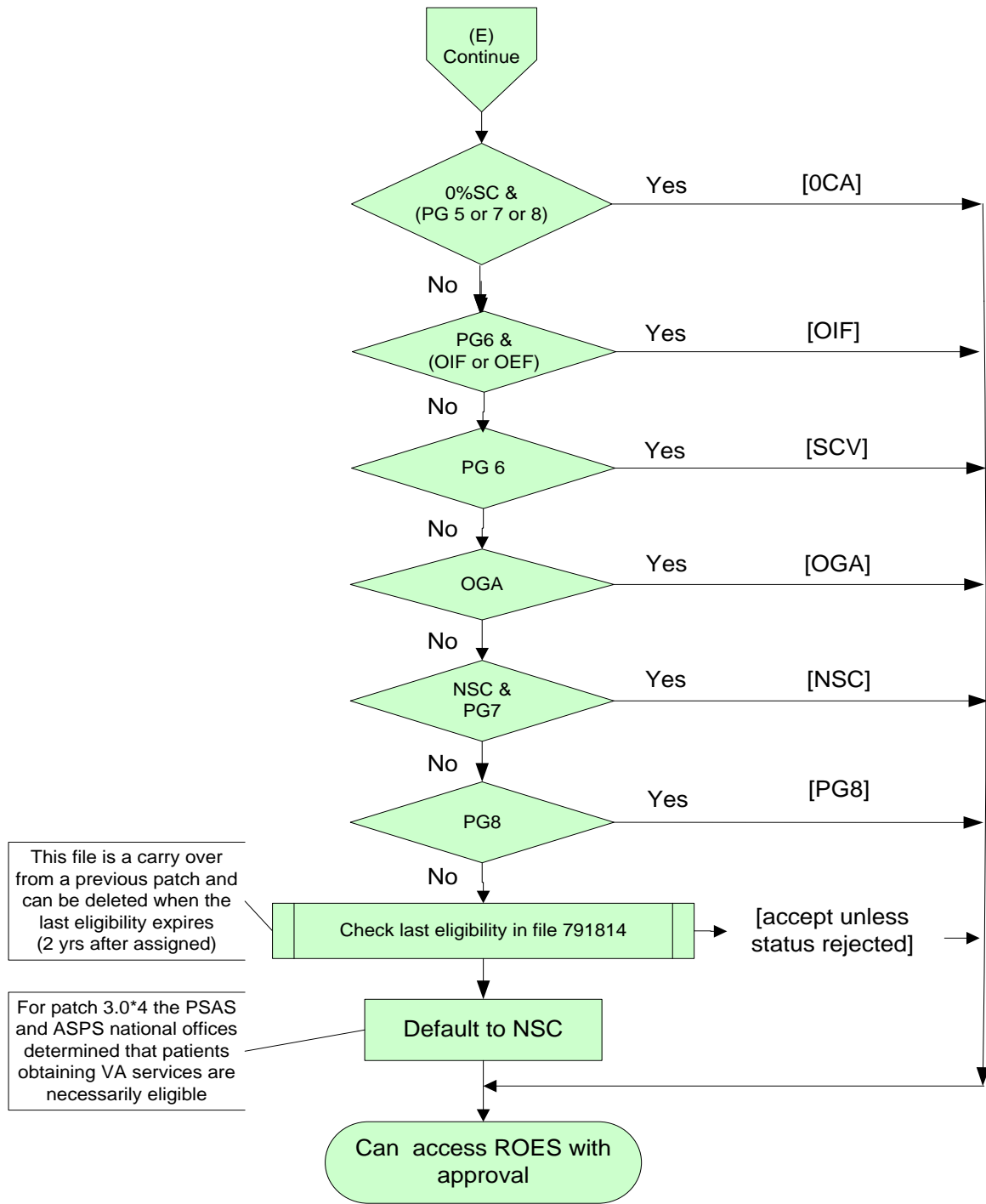
The following diagrams describe the algorithm used within the application code to determine patient eligibility for DALC products and services. The business rules used in this eligibility determination were developed in accordance with the national ASPS Program Office and VA policy and regulations.

ROES 3*4 Eligibility Calculation

M rtns: ^RMPFRPC0
and ^RMPFRPC1

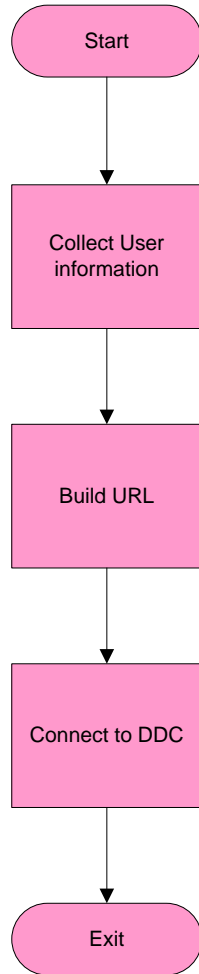


ROES 3 ELIGIBILITY DETERMINATION



Desktop Station Order Application

The following diagram describes the flow of functions performed when the ROES stand-alone (non-CPRS) desktop application is invoked.



ROES 3.0 Desktop Station Order Flowchart

Chapter 4: Routines

VistA Routine List

ROUTINE	DESCRIPTION
RMPFRPC0	Called from RMPFRPC1 to collect information and calculate eligibility and return to Windows.
RMPFRPC1	Used by RPC RMPFDEMOG to collect patient demographic information and return to the Windows.

Upon selection of the ROES 3.0 option from the CPRS Tools menu, an RPC Broker lookup is done to retrieve the patient DFN. A call is then made through the RMPFDEMOG RPC. From the PATIENT file, the name, SSN, date of birth, current address, and temporary address parameters are retrieved. The routine RMPFRPC0 is then called for added eligibility calculation information.

Delphi Routine list

ROUTINE	DESCRIPTION
ROES3.exe	Main application for patient orders.
fRMPFR3Main.pas	Main Pascal program for ROES3.exe that drives the collection of user and patient information and connects to the ROES3 Patient Order web site.
fRMPFR3Main.dfm	Invisible Main form for the application.
uRMPFR3Patient.pas	Maintains Patient information.
Roes3DeskTop.exe	Main station order routine to be run from the desktop.
fRMPFDesktop.pas	Main Pascal program for the desktop application for station orders, supervisor options and reports.
fRMPFDeskTop.dfm	Invisible form used to hold the Broker component, retrieve user information and connect to the DALC Station Order web site.

Chapter 5: Exported Options

ROES 3.0 Patient Order from CPRS (GUI)

In order to invoke the Delphi utility that initiates access to ROES 3.0, the **RMPF ROES3** option should be assigned to any individual who places ROES 3.0 orders for patient-specific items. ROES 3.0 users are typically ASPS and PSAS staff as designated by the appropriate Service Chief. A call to the executable **ROES3.EXE** will normally be placed on the CPRS Tools menu (*see ROES 3.0 Installation Manual*).

NAME: RMPF ROES3

MENU TEXT: ROES 3 OPTION ACCESS

TYPE: Broker (Client/Server)

PACKAGE: REMOTE ORDER/ENTRY SYSTEM

DESCRIPTION: This is the option that allows users to access the Delphi executable that connects the user to the DALC Website from the desktop or CPRS Tools menu.

RPC: RMPFDEMOG

RPC: DDR GETS ENTRY DATA

RPC: DDR LISTER

RPC: DDR FINDER

RPC: DDR KEY VALIDATOR

RPC: DDR GET DD HELP

RPC: DDR VALIDATOR

RPC: XUS AV CODE

RPC: XUS SIGNON SETUP

RPC: XUS AV HELP

RPC: XUS GET USER INFO

RPC: XWB CREATE CONTEXT

RPC: XWB GET VARIABLE VALUE

Station Orders from the Desktop (GUI)

As described earlier, a desktop (non-CPRS) application is also available for initiating certain types of orders through ROES 3.0. In order to run this application, the user must also have the **RMPF ROES3** option assigned to his/her menu tree for the context to be created. The executable is **Roes3Desktop.exe** and consists of Delphi routines: fRMPFDesktop.pas and an invisible form, fRMPFDesktop.dfm.

This option should be assigned to ASPS and PSAS staff who place non-patient specific ROES station orders. This may or may not be the same staff who use the CPRS option, as determined by the appropriate Service Chief. Prior to installation, the DALC establishes one or more persons at each facility to have 'Supervisory' access to ROES 3.0. These designated supervisors use a module within the desktop web application to indicate order entry/approval privileges for each member of their staff. See the *ROES 3.0 Installation Manual* for more detailed instructions.

Archiving/Purging

There are no package-specific archiving or purging procedures or recommendations for the ROES 3.0 package. All product and order detail information is stored and maintained on the DALC system. The only locally-stored

information is that related to patient eligibility determination, which is stored in the VistA ROES ELIGIBILITY CONFIRMATION global (#791814). With release of ROES 3.0*4 the entries in this file will be used for reference only and no longer added to. A purge function will be issued in a future ROES 3.0 patch to remove the file.

Upon implementation and complete changeover to ROES 3.0, many of the *VistA* routines and globals maintained on the local VAMC system under ROES 2.0 will no longer be needed. View the patch description to view those removed in patch 3.0*4.

Chapter 6: Entry Points & APIs

New Remote Procedures

RPC NAME	PURPOSE	INPUT	OUTPUT
RMPFDEMOG	Collection of patient demographic information	DFN from local PATIENT file (#2)	Subscripted array: 0=FM and print DOD 1=name text 2=FM and print DOB 4=current addr line 1 5=current addr line 2 6=current addr line 3 7=current city 8=current state pointer and abbrev 9=current zip 10=FM and print temp start date 11= FM and print temp end date 12=current phone 13= FM and print elig status date 14=calc eligibility 15=elig status (V^Verified) 16=sensitive record (1 or "") 17=error message 18=primary eligibility 19=priority group 20=integration control number

External Relations

ROES 3.0 requires a standard *VistA* operating environment, *VistA* RPC Broker and Internet Explorer in order to function correctly. See the recommended minimums in *Orientation* section of this manual.

As described in the Application Architecture Overview, the VAMC resident components interface externally with the DALC Web-based ROES 3.0 application. Once a ROES 3.0 order has been submitted and the order enters the DALC processing cycle, DALC order fulfillment systems complete the processing and payment of the order through established external interfaces, such as those with the VA Financial Management System (FMS) and with DALC contract vendors.

Integration Agreements

ROUTINE	FILE NUMBER	AGREEMENT #
RMPFRPC0	2	# 174
	38.1	# 767
RMPFRPC1	38.1	# 767

Many supported Integration Agreements (IA's) are addressed in the included routines. They are listed at the top of each routine. Those referenced are: 2343, 2701, 3006, 4055, 4440, 10003, 10009, 10015, 10035, 10061, 10063, 10064, 10066, 10070, 10081, 10086, 10089, 10103, 10104,.

Internal Relations

Authority to Use ROES 3.0

Access to the ROES 3.0 options is controlled by menu assignment and application access (see the *ROES 3.0 Installation Manual* for details). Supervisors are designated and assigned within the DALC system (in coordination with the respective Service Chief) and determine the level of order entry/approval privileges for members of their staff. Only supervisors have access to the DALC module used for assigning these privilege levels. All users accessing the DALC Web applications must have the appropriate security agreement signed and on file before access to the DALC Web applications will be allowed. If a user already has access for the Remote Inquiry System from ROES 2.0, they will already be in the system and can continue to use their assigned codes.

Internal Option Use

The Installation Manual has detailed instruction for the setup of these options.

The VistA option RMPF ROES3 is a Broker (Client/Server) option that creates context for both of the Delphi ROES applications. It is set up during installation and must be manually assigned to users of either application.

Remote System Access

ROES 3.0 includes no specific restrictions or limitations on remote access to the application. However, note that ROES 3.0 can be accessed only through the Delphi executable applications integrated into the CPRS and desktop entry points. The methodology used to implement remote access must allow for adequate performance of RPC broker-based applications. If the remote access implementation is sufficient to support broker access and CPRS, then ROES 3.0 access should be adequately supported, as well.

Acronyms

TERM	DESCRIPTION
API	Application Programmer Interface
ASPS	Audiology and Speech Pathology Service
DALC	Denver Acquisition & Logistics Center
GUI	Graphical User Interface
HTTP	HyperText Transfer Protocol
HTTPS	Hypertext Transfer Protocol over Secure Socket Layer
IRM	Information Resource Management
PSAS	Prosthetics and Sensory Aid Service
ROES	Remote Order Entry System
RPC	Remote Procedure Call
<i>VistA</i>	Veterans Health Information Systems and Technology Architecture

Glossary

TERM	DEFINITION
ALERTS	Brief online notices that are issued to users as they complete a cycle through the menu system. Alerts are designed to provide notification of pending computing activities, such as the failure of a required process or of missing required data.
APPLICATION PACKAGE	Software and documentation that support the automation of a service. In this case, the Remote Order Entry System.
KERNEL	A set of <i>VistA</i> software routines that function as an intermediary between the host operating system and the <i>VistA</i> application package (in this case ROES 3.0).
LISTENER	In ROES 3.0 this is the RPC Broker on the workstation and the server.
NAME SPACING	A convention for naming <i>VistA</i> package elements, assigned by the Database Administrator (DBA). For ROES 3.0 the name spacing is RMPF.
OPTION	An item in the <i>VistA</i> OPTION file (#19).
ROUTINE	Groups of program lines that are saved, loaded, and called as a single unit via a specific name.
SECURITY KEY	A non-visual object or code that provides a layer of protection on the range of computing capabilities available with a particular software package. ROES 3.0 uses menu access for controlling access to its options.
SUBSCRIPT	A numeric or string value that identifies a specific node within an array or global.

Appendices

A: Error and Other Messages

The message '**A problem was encountered communicating with the Server (XUS GET USER INFO could not be executed)**' is shown if this remote procedure call fails.

The message '****Alert** Allied Agency Agreement 'must be on record at the local Institution'** if the patient's eligibility is calculated to be either CAN (Canadian) or BRI (British) and Service Connected.

The message '**Cannot enter the ROES3 PATIENT web site from a Non-Production account, as this would register non-patients.**' appears if the user tries to connect to ROES3Patient web site from a development or training account.

The message '**Cannot connect to ROES without a Patient Date of Birth**' appears if the DATE OF BIRTH field in the PATIENT file is blank.

The message '**Cannot connect to ROES without a Patient Name**' appears if the NAME field is not returned from the PATIENT file.

The message '**Cannot connect to ROES without a Patient SSN**' appears if the SSN field in the PATIENT file is blank.

The message '**Connection to Broker Server: ' + name of server + 'could not be established. Broker error: ' + text of the Broker Error encountered** appears if a broker call err's out.

The message '**Connection to Broker Server: ' + name of server + ' Failed**' appears if the login to the server failed.

The message '**Connection to Broker Server could not be established**' if the connection to the selected Broker port could not be completed.

The message '**Could not retrieve necessary patient information**' is shown if the lookup of patient demographic information fails.

The message '**Failed to connect to Denver.**' is shown when the https connection to the DALC Website fails.

The message '**Invalid Patient Selection.**' appears if the patient lookup fails in the CPRS tools option.

The message '**The application was unable to identify the internal patient number. This can often be resolved by simply returning to the CPRS Toolbar and selecting the ROES option again. If this message consistently reappears, contact your local IRM Service to verify that the command string for this option is configured correctly in CPRS.**

The message '**User Authorization could not be established**' is shown if the **XUS GET USER INFO** remote procedure call (RPC) returns a nil.

The message '**You do not have access to this option (context failed)**' or '**You are not authorized to use this option**' is shown if the user does not have the necessary option RMPF ROES3 assigned to his menu tree.

B: Mail Groups

1. RMPF ROES UPDATES (ASPS) receives messages (VA MailMan) Receives various ROES messages and updates.
2. RMPF ROES UPDATES (PSAS) receives messages (VA MailMan) Receives various ROES messages and updates.

These mail groups are set up during the installation, if it was not set up during a prior ROES 3.0 install. At that time a coordinator was selected for each group and they would add the necessary individuals to their group. See the *ROES 3.0 Installation Manual* for further instructions.

C: Section 508 Compliance Statement

This application has been evaluated and approved for compliance with Section 508 of the Rehabilitation Act Amendments of 1998.

D: Request for Access and Verify Codes from DALC

Please send an e-mail to G.IRM@DALC.VA.GOV or DALC_IRM@VA.GOV to request the necessary forms or call DALC Customer Support at (303) 914-5145. The ROES3 web sites also have the Security Agreement form available for download.

Index

calc eligibility	24	Master Patient Index (MPI- <i>VistA</i>)	16
eligibility	21	patient eligibility determination	23
calculated	29	primary eligibility	24
calculation	21	RMPF ROES3	26
determination	8, 18	RMPF ROES3 option	22
determination process	15	RMPFDEMOG	21, 22, 24
for DALC services	13	RMPFRPC0	21, 25
patient	18, 21	RMPFRPC1	21, 25
requests	15	ROES3.exe	21
fRMPFDesktop.pas	21, 22	Roes3DeskTop.exe	21
fRMPFR3Main.dfm	21	Standard Operating Procedure (SOP) 192-507	16
fRMPFR3Main.pas	21		