Veterans Health Administration

Office of Information & Technology (OI&T)

VistA Maintenance Team

Patient Appointment Information Transmission (PAIT)

User Manual

Version 1.0

March 2010

Revised February 2016

Document Tracking Page – Internal Use Only

Document Control Grid

Document Owner	VistA Maintenance Team
Document Title	Patient Appointment Information Transmission (PAIT) User Manual
Filename	pait_user_manual.doc

Revision History Table

Date	Description	Project Manager	Technical Writer
02/2016	Per patch SD*5.3*639, disable PAIT HL7 Transmission.	T Downing	T Dawson
03/2010	Initial Version 1.0	A Scott	G Werner

Table of Contents

List of Tables

Introduction

Overview of Patient Appointment Information Transmission

The Patient Appointment Information Transmission (PAIT) was developed and released in patch SD*5.3*290 to provide patient appointment wait time statistics to the national database in Austin, TX. An initial seeding routine scanned patient appointments created from September 1, 2002 to the date that Patch SD*5.3*290 was installed. The One-Time Option Queue from the TaskMan Management menu was used to start SD-PAIT TASKED TRANSMISSION on a scheduled date per site—each of the 128 sites at the time was assigned its own start date.

Patch SD*5.3*290 was released on November 26, 2003. Only Pending appointments were selected for the seeding process. Subsequent bimonthly PAITs update the National Database. Appointment data is wrapped in HL7 batch messages and transmitted to the Austin Information Technology Center (AITC). This additional data supplements the existing Clinic Appointment Wait Time extracts 1 and 2. Transmissions should be scheduled on the 1st and 15th day of each month. The bi-monthly task will collect and format data for HL7 batch transmission.

PAIT enhances the process of collecting and storing appointment data for bi-monthly transmission to the AITC:

- Capturing selected data about the patient's appointment eligibility including Combat Veteran and Military History
- Identifying the date and time services were desired, scheduled and provided
- Tracking and updating appointments through checkout, cancellation, rebooking, etc.

The intended audience for this manual includes hospital facility staff responsible for identifying and correcting rejected appointment data, scheduling the PAIT bimonthly transmission task, and anyone who wishes to understand PAIT options in VistA and the PAIT appointment collection and transmission process.

Starting April 1, 2015, the Veterans Health Administration Support Service Center (VSSC) no longer uses the patient appointment scheduling data that was sent from each VistA site, so the bimonthly PAIT data transmission to AITC is no longer needed and the transmission has been stopped with Scheduling patch SD*5.3*639.

Patch SD*5.3*639 release includes:

- Disables SD-PAIT logical Link in the HL LOGICAL LINK (#870) file.
- Unschedules SD-PAIT HL7 nightly background job [SD-PAIT TASKED TRANSMISSION].
- Places the following options 'out of order':

  - SD-PAIT MANUAL BATCH REJECT
  - SD-PAIT MANUAL TRANSMISSION
  - SD-PAIT TASKED TRANSMISSION

- SD-PAIT REPAIR

- Inactivates SD-AAC-PAIT and SD-SITE-PAIT HL7 Application Parameters.

Additional Reference

The PAIT Technical Manual and the PAIT Release Notes provide additional information about PAIT. Term definitions can be found in the Glossary of the PAIT Technical Manual.

Section 1   Appointment Selection and Transmission

When PAIT was released (SD*5.3*290), the initial PAIT transmission sent all pending patient appointments created September 1 2002 or later to AITC. PAIT groups appointments into two states: Pending and Final. In normal processing, an appointment will be sent only once when it's in a Pending state and once when it's in a Final state. For example, an appointment sent for the first time in a Pending state will be sent again only if its status is changed to Final. An appointment with a Final status, sent for the first time, will not be sent again. However, if an appointment is rejected by AITC due to invalid or inconsistent data, it will be resent by every bimonthly task until it is accepted by AITC. If a batch is manually rejected in VistA, the entire batch will be resent in subsequent bimonthly tasks until it is accepted by AITC.

Entries in the Patient Appointment Info Log (file #409.6) are created to track the transmitted appointments.

All updated records should be Final and their previous base records, if any, should be Pending. AITC receives both Pending and Final records. If an appointment is both created and finalized (i.e. canceled or checked in and/or checked out) between one transmission and the next, only the Final version of the data is transmitted. So, Finals may include appointments not previously transmitted and updates to previously transmitted Pending appointments.

PAIT uses standard HL7 event mapping, shown below in Table 1-1, to map Pending and Final appointment states to various combinations of event reasons and appointment types. PAIT uses Event Reason and Appointment Type as primary and secondary identifiers.

Table 1-1: SIU Event Mapping Table

Event Code	Appt State	Event Reason	Appt Type
S12	Pending	Check-in (CI)	Action Required (AR)
S12	Pending		No Action Taken (NAT)
S12	Pending		Future (F)
S12	Pending		Non-Count (NC)
S12	Pending		Inpatient (I)
S12	Pending		Non-Count Future (NCF)
S26	Final	No Show (NS)	
S26	Final	No Show (NS)	Auto Rebook (ABK)
S15	Final	Cancelled by Clinic (CC)	Re-schedule (RS)
S 15	Final	Cancelled by Clinic (CC)	
S15	Final	Cancelled by Clinic (CC)	Auto Rebook (ABK)
S15	Final	Cancelled by Patient (CP)	Re-schedule (RS)
S15	Final	Cancelled by Patient (CP)	
S15	Final	Cancelled by Patient (CP)	Auto Rebook (ABK)
S12 or S14	Final	Check Out by Encounter (COE)	Non-Count (NC)
S12 or S14	Final	No Match (NM)	Non-Count (NC)
S12 or S14	Final	Check-out (CO)	Action required (AR)
S12 or S14	Final	Check-out (CO)	Inpatient (I)
S12 or S14	Final	Check-out (CO)	Out patient (O)
S15	Final	Cancelled Terminated (CT)	

Items in Table 1-1 that are not directly identifiable through VistA appointment file attributes are explained below.

Auto Rebook (ABK) – PAIT assigns ABK status to an appointment with an Auto Rebooking Date if its status in VistA is 'no show' or 'canceled' by patient or clinic. This is designed to track appointment scheduling continuity. The originally entered Auto Rebooking Date may be sent with a different Event Reason and/or Appointment Type, unrelated to the Auto Rebooked Date.

Re-scheduled (RS) – This appointment type is assigned to each canceled appointment if another appointment for a clinic with the same DSS ID (stop code) was scheduled on the same date as the cancellation took place. That situation often occurs when the auto-rebooking feature is not used. PAIT assumes that the newly scheduled appointment is a reinstatement of the canceled one.

Cancelled Terminated (CT) – This is the Event Reason identifier used to finalize an appointment that was sent as Pending and then, with the next PAIT, it has been determined that a new appointment is created for the same date and time. In VistA, the previous appointment record is overwritten in VistA by the new appointment record with a new creation date.

If an appointment is canceled and another one is scheduled for the same Appointment Date/Time, the previous appointment's Event Reason will be changed to Canceled Terminated. This will be done regardless of whether the appointment was already canceled and transmitted in a previous run or if it was canceled and transmitted in the current run with the new appointment that has the same Appointment Date/Time. This situation is automatically recognized when appointments have the same Appointment Date/Time, but different Creation Dates. The original Creation Date is retrieved from the Patient Appointment Info Log file (# 409.6). In VistA, the original creation date is overwritten by the Creation Date of the newly created appointment, scheduled for the same Appointment Date/Time.

Future (F) – This Appointment Type applies to all future appointments except those created for Non-Count Hospital Locations that have Type: Non-Count Future (NCF).

Non-Count Future (NCF) – Scheduled for the future in a non-count clinic. In VistA, there are many non-count clinics that have scheduled appointments for valid patient care. Sites using Event Capture and/or Surgery configure non-count clinics for scheduled appointments. The encounters for these appointments are passed through a separate count clinic with a status of Checked Out.

Non-Count (NC) - For canceled appointments where the clinic is 'Non-Count' and the appointment was not rescheduled, the appointment type in the PAIT transmission will 'NC'.

Check Out By Encounter (COE) – If there is an Outpatient Encounter (file #409.68) entry where the Originating Process Type (field #.08) is 2 (Stop Code Addition) for the same date as the appointment, and the Stop Code Number (field #8) and the Credit Stop Code (field #2503) in the Hospital Location (file #44) of the non-count and count clinics match, COE is assigned as the event reason of the appointment and the count clinic data is returned with the final transmission for this appointment.

No Match (NM) – This Event Reason is assigned if no outpatient encounter related to the appointment has been found. It will be sent with its Final status if there is an existing entry in the Patient Appointment Info Log (file #409.6) indicating it was previously sent as Pending. If PAIT is evaluating the appointment for the first time, it will never be transmitted. An appointment with no matching Outpatient Encounter entry is a data inconsistency.

Non-Count (NC) – This Appointment Type, without any value for the Event Reason, is sent if an appointment's scheduled date has passed by no more than two days but no action has been taken to update it in VistA. This time is allotted for possible delays in updating a potentially matching encounter.

1.1   Patient Status Codes

The patient status code indicates whether a patient is new to a stop code within a facility or not. The parent station, substation, and stop codes of the clinic in the Hospital Location file (#44) are evaluated. The patient is new to the facility if he or she did not have another scheduled appointment within the facility and stop code during the last 24 months. The facility is determined from the Institution (file #4) if there is a pointer to it from the Hospital Location (file #44) through the pointer to the Medical Center Division from the Division (field #3.5) of the Hospital Location file. Table 1-2 shows each Patient Status Code value and description.

Table 1-2: Patient Status Codes

Value	Description
NSF	Patient did not have a prior appointment at this facility in the past 24 months; new to parent and substation.
SHB	Patient did have a prior appointment at this parent and substation in the past 24 months; registered here before.
OPN	Patient did not have a prior appointment at this substation but was registered with parent station.

1.2   Combat Veteran Information

Software to support the Combat Veteran (CV) initiative was developed and introduced in a phased implementation strategy. The CV information included in PAIT is evaluated and transmitted based on the already released related patches and involves several criteria to determine CV Eligibility and subsequent classifications in the system.

Combat veteran data above is taken from the following VistA Patient file fields:

```
Combat Veteran End Date (field #.5295)
Service Separation Date [Last] (field #.327)
Combat Service Indicated (field #.5291)
Combat Service Location (field #.5292)
Persian Gulf Service (field #.32201)
```

1.2.1   Combat Veteran Eligibility

CV Eligibility is used to identify a CV veteran seeking medical care for a specific date and will be determined as of the Appointment Creation Date. The following values for CV Eligibility are:

- 1 (Yes) is sent if the patient was considered a CV on the Appointment Creation Date
- 0 (No) is sent if the patient was not considered a CV on the Appointment Creation Date
- U is sent if it was not possible to determine whether the patient was considered CV.

CV Eligibility is included in PAIT HL7 messages (also see ZEL segment documentation in the PAIT Technical Manual).

1.2.2   Combat Veteran End Date

The CV End Date represents the last day for CV eligibility. The existence of a CV End Date indicates that a veteran was or is CV eligible. Even if the CV eligibility has expired, this date will still be present. CV End Date is included in PAIT HL7 messages (also see ZEL segment documentation in the PAIT Technical Manual).

1.2.3   Combat Veteran Indication

CV Indication signifies whether an appointment is related to a CV illness/injury. Data entry indicating whether an appointment is related to the veteran's CV status is done during checkout or update of an appointment's classifications. Possible values for CV Indication are:

- 1 (Yes) is sent if the appointment was related to the veteran's CV status
- 0 (No) is sent if the appointment was not related to the veteran's CV status

CV Indication is included in PAIT HL7 messages (also see ZCL segment, seventh repetition, where this VA-specific classification is documented in the PAIT Technical Manual).

1.2.4   Combat Veteran History

CV History data is retrieved and transmitted to calculate the wait time experienced by service members recently returning from the war in Iraq. CV History is included in PAIT HL7 messages. (See the PAIT Technical Manual, Table 5-2 regarding three repetitions of HL7 segment ZMH to encompass indication of CV history, last service location, indication of combat service in that location, and separation date.)

CV Indicated – signifies whether the patient was ever considered a Combat Veteran. Valid values are:
- Y – YES
- N – NO

Combat Service Location – Combat location code.
Indication of service in combat location - Valid values are:
- Y – YES
- N – NO

Last Service Separation Date

Section 2   Implementation and Maintenance

The Patient Appointment Info Log (file #409.6) in VistA contains PAIT activity information. On regular bimonthly transmissions, PAIT finds new appointments based on the Date Appt. Made (field #20) (creation date) of the Appointment multiple (# 2.98) of the Patient file (# 2). If this date is later than the last transmission, the appointment is added to the new transmission. After finding all new appointments, PAIT examines the Patient Appointment Info Log for appointments that have changed from a Pending to a Final state, and adds them to the new transmission by creating new entries in the Patient Appointment Info Log with Retention Flag (field # 4) of the Patient Multiple (# 409.629) set to "Y," Final state. The Retention Flag in the original entry is changed from "Y" to "S" – Sent as Final with another entry, or to "R" – Resent because of rejection if the original entry was rejected.

Section 3   Rejected Appointment Processing

The sites are responsible for correcting rejected appointments. Entries in the Patient Appointment Info Log that were flagged as rejected by AITC acknowledgements should be identified by running the Rejected Transmissions [SD-PAIT REJECTED] report.

1. AITC acknowledgements send rejection codes which should be addressed before the next transmission. If the rejection code is "R", no action is required because the whole batch was rejected and all related appointments will be sent again in the next transmission.

2. Rejected appointments will always be retransmitted in the next scheduled PAIT task regardless of whether the error has been corrected or not. When retransmitted, a new entry for each appointment will be created in the Patient Appointment Info Log (file #409.6) with the appointment data and status. The original rejected entry's Retention Flag (field #4) will be updated to "R" – Resent because of rejection.

Section 4 PAIT Options

The following is a list of all PAIT options in Vista:

```
1      SD-PAIT ACK SUMMARY        Acknowledgement Summary
2      SD-PAIT MANUAL BATCH REJECT Manual Batch Reject
3      SD-PAIT MANUAL TRANSMISSION Manual Startup PAIT Transmission
4      SD-PAIT PATIENT HL7 LOCATION Patient HL7 Location
5      SD-PAIT PENDING            Pending Transmissions
6      SD-PAIT REJECTED           Rejected Transmissions
7      SD-PAIT REPAIR             SD-PAIT Last Run Repair
8      SD-PAIT REPORTS            PAIT Reports Menu
9      SD-PAIT TASKED TRANSMISSION Taskman PAIT Transmission
10     SD-PAIT TRANSMISSION SUMMARY Transmission Summary
```

4.1 Taskman PAIT Transmission [SD-PAIT TASKED TRANSMISSION]

This option has been placed out of order with SD*5.3*639.

Below is an example of the non-interactive tasked background option to schedule PAIT transmissions:

```
Edit Option Schedule
Option Name: SD-PAIT TASKED TRANSMISSION
Menu Text: Taskman PAIT Transmission              TASK ID:
_____
QUEUED TO RUN AT WHAT TIME: MAR 15,2007@19:00
DEVICE FOR QUEUED JOB OUTPUT:
QUEUED TO RUN ON VOLUME SET:
RESCHEDULING FREQUENCY: 1M (1, 15)
TASK PARAMETERS:
SPECIAL QUEUEING: Persistent
```

4.2 Manual Startup PAIT Transmission [SD-PAIT MANUAL TRANSMISSION]

This option has been placed out of order with SD*5.3*639.

This option may be used to start/queue PAIT manually.

```
CHOOSE 1-2: 2 SD-PAIT MANUAL TRANSMISSION     Manual Startup PAIT Transmission
Manual Startup PAIT Transmission
Queue to run:
```

This option should be used only to start an additional PAIT for the current scheduled run if the scheduled task fails to start, encounters an error before completing, or if other error conditions make it necessary to run PAIT manually.

This option can be used up to four days starting from the 1st or the 15th of each month. If attempted outside of this window, it will not start the PAIT job and the next transmission will automatically take place on the next scheduled PAIT date. The four-day restriction window is due to AITC's processing requirements.

PAIT Reports [SD-PAIT REPORTS]

All PAIT reports can be accessed through the PAIT Reports menu in Vista:

```
Select PAIT Reports Menu Option: ?

Acknowledgement Summary
Patient HL7 Location
Pending Transmissions
Rejected Transmissions
Transmission Summary
```

4.2.1   Acknowledgement Summary [SD-PAIT ACK SUMMARY]

The Acknowledgement Summary may be used to verify the batch numbers generated from a particular site. This report lists all batches in Batch Control ID order and indicates the Message Control ID, the Acknowledgement Date, and Acknowledgement Type. Table 4-1 shows the acknowledgement types and abbreviations used for this report.

Table 4-1: Acknowledgement Types

Acknowledgement Type	Code
Application Accept	AA See Technical Manual
Application Error	AE See Technical Manual
Application Reject	AR Not used
Manual Rejection	MR See Technical Manual

```
PAIT ACK SUMMARY                                    FEB 27, 2004  11:26    PAGE 1
                                          APPLICATION ACK       APPLICATION ACK
BATCH CONTROL ID      MESSAGE CONTROL ID         DATE/TIME                  TYPE
--------------------------------------------------------------------------------
             TRANSMISSION FINISHED: FEB 20, 2004  20:45

75611134952          75615626811               FEB 24, 2004  08:38  APPLICATION ACCEPT
75611135142          75615627064               FEB 24, 2004  08:39  APPLICATION ACCEPT
75611135273          75615627292               FEB 24, 2004  08:40  APPLICATION ACCEPT
75611135591          75615627625               FEB 24, 2004  08:41  APPLICATION ACCEPT
75611135943          75615628077               FEB 24, 2004  08:42  APPLICATION ACCEPT
75611136242          75615628454               FEB 24, 2004  08:43  APPLICATION ACCEPT
75611136597          75615628914               FEB 24, 2004  08:44  APPLICATION ACCEPT
75611136841          75615629306               FEB 24, 2004  08:45  APPLICATION ACCEPT
75611137250          75615629892               FEB 24, 2004  08:46  APPLICATION ACCEPT
75611137757          75615630556               FEB 24, 2004  12:49  APPLICATION ERROR
75611138197          75615631071               FEB 24, 2004  12:50  APPLICATION ACCEPT
75611138675          75615631643               FEB 24, 2004  12:50  APPLICATION ACCEPT
75611138981          75615632257               FEB 24, 2004  12:51  APPLICATION ACCEPT
75611139225          75615632561               FEB 24, 2004  12:52  APPLICATION ACCEPT
75611139441          75615632855               FEB 24, 2004  12:53  APPLICATION ACCEPT
75611139687          75615633142               FEB 24, 2004  12:54  APPLICATION ACCEPT
75611139729          75615633201               FEB 24, 2004  12:54  APPLICATION ACCEPT
75611139775          75615633241               FEB 24, 2004  12:55  APPLICATION ERROR
75611139829          75615633301               FEB 24, 2004  12:56  APPLICATION ACCEPT
75611139855          75615633327               FEB 24, 2004  12:56  APPLICATION ACCEPT
75611140007          75615633495               FEB 24, 2004  12:57  APPLICATION ACCEPT
75611140038          75615633536               FEB 24, 2004  12:58  APPLICATION ACCEPT
75611140066          75615633568               FEB 24, 2004  12:59  APPLICATION ACCEPT
75611140072          75615633574               FEB 24, 2004  13:00  APPLICATION ACCEPT
```

Note: APPLICATION ACCEPT (AA) will be listed only if the entire batch is accepted. If the batch is accepted with rejections, the acknowledgment type will be APPLICATION ERROR (AE).

4.2.2　Patient HL7 Location [SD-PAIT PATIENT HL7 LOCATION]

This option can be used to identify patient(s) records in the Patient Appointment Info Log file (# 409.6) with scheduled appointment date/times within a selected date range. It includes the HL7 message ID that can be used for troubleshooting.

```
Patient HL7 Location
* Previous selection: APPT DATE from Jan 3, 2006 to Jan 3,2006@24:00
START WITH APPT DATE: Jan 3, 2006//   (JAN 03, 2006)
GO TO APPT DATE: Jan 3, 2006//       (JAN 03, 2006)
DEVICE:   UCX/TELNET    Right Margin: 80//
SD-PAIT PATIENT HL7 LOCATION  JAN 27,2009  16:28    PAGE 1
HL7
PATIENT                APPT DATE                    MESSAGE
--------------------------------------------------------------------------------
AJJDJFD,CNDFH         JAN 3, 2006    13:00  500127809-13
```

Note: "500127809" is the HL 7 message ID and "13" is the Sequence Number.

4.2.3　Pending Transmissions [SD-PAIT PENDING]

The Pending Transmission report can be used to identify past appointments that need to be checked out or canceled to finalize them for transmission. This report lists all Pending records by Date Appointment Made. If the listed appointments are not retransmitted, they will stay in the Patient Appointment Info Log file (# 409.6).

```
Pending Transmissions
   START WITH APPT DATE: Jan 1, 2008//            JAN 1 2007  (JAN 01, 2007)
   GO TO APPT DATE: LAST// JAN 1 2007             (JAN 01, 2007)
DEVICE:
PATIENT PENDING APPOINTMENT LOG                   JAN 27, 2009  17:21   PAGE 1

PATIENT APPT DATE              EVENT REASON                 APPOINTMENT        CLINIC
                                                                              TYPE
--------------------------------------------------------------------------------
   RETENTION FLAG: YES - to be sent when 'Final'
   DATE APPT MADE: FEB 1, 2007
TWEWTWTE, SOLOMON NORRIS JR FEB 1, 2007 09:56 Check-in Action Required EVANS PC
```

4.2.4　Rejected Transmissions [SD-PAIT REJECTED]

This option prints all currently rejected appointments with error codes. If 'R' is printed instead of an error code, it means that the whole batch was manually rejected and no action is necessary because it will be transmitted with the next regularly scheduled PAIT task.

This report can be used to identify patient appointment records that need corrections. Once the VistA data is corrected, it will be retransmitted in the next bi-monthly task and loaded into the national database in Austin. Correcting rejected records is the site's responsibility.

```
REJECTED TRANSMISSION LOG                           FEB 27, 2004  11:34    PAGE 1
     ERROR
PATIENT              APPT DATE          SHORT DESCRIPTION                        MESSAGE
     CLINIC
------------------------------------------------------------------------------------------
     ERROR MESSAGE: 350
PUBLIC, JOHN Q OCT 6, 2003  15:56    HL7 date is not in proper format or is missing     350
     FLU SHOT CLINIC
```

4.2.5   Transmission Summary [SD-PAIT TRANSMISSION SUMMARY]

This option generates a detailed report for each transmission, with batch control IDs, message control IDs, and dates/times the batches were created. This option may be used for verification of batches received by AITC.

```
Transmission Summary
* Previous selection: RUN DATE from Jan 1,2010 to Jan 27,2010@24:00
START WITH RUN DATE: Jan 1,2010// 021510  (FEB 15, 2010)
GO TO RUN DATE: LAST//
DEVICE:   HOME    Right Margin: 80//
PATIENT APPOINTMENT INFO LOG LIST              FEB 16,2010  16:03   PAGE 1
          LAST
          SCANNED            # OF
RUN DATE    DATE         APPOINTMENTS
   # OF                                  BATCH CREATE
BATCHES   BATCH CONTROL ID               DATE/TIME
    MESSAGE CONTROL ID
-----------------------------------------------------------------------------

FEB 15,2010  FEB 14,2010     112253

    23  636362443104                 FEB 15,2010  17:06
    636427129081
        636362445061                 FEB 15,2010  17:17
    636427131066
        636362446271                 FEB 15,2010  17:26
    636427132456
        636362446987                 FEB 15,2010  17:37
    636427133210
        636362447576                 FEB 15,2010  17:46
    636427133924
```

4.2.6   Manual Batch Reject [SD-PAIT MANUAL BATCH REJECT]

This option has been placed out of order with SD*5.3*639.

This option allows users to 'reject' a previously created batch that must be retransmitted. The transmission date has to be entered to proceed with this option. Only batch control ID numbers that have not been acknowledged can be rejected. More that one batch number can be entered. After rejection, the records in the batch will be sent in the next transmission.

```
Manual Batch Reject
Select running date: JAN 23   JAN 23, 2009
Correct Running Date?? Yes//   (Yes)
BATCH CONTROL ID: 44233574744
BATCH CONTROL ID: 44233574742
BATCH CONTROL ID: 44233574740        ←An acknowledged batch cannot be rejected
Batch already Acknowledged!
BATCH CONTROL ID:
This job has been tasked
```

4.2.7   SD-PAIT Last Run Repair [SD-PAIT REPAIR]

This option has been placed out of order with SD*5.3*639.

When an application error or system problem interrupts the PAIT task, the first step is to determine the cause of the error or problem and correct it. After correcting the problem, this option must be used to repair the interrupted transmission. Finally, the PAIT task must be started again.

```
SD-PAIT Last Run Repair
The repairing in progress...

The last run number has been repaired, you may ONE TIME QUEUE the next one.

Select OPTION NAME: SD-PAIT REPAIR    SD-PAIT Last Run Repair
NO ENTRY TO REPAIR!
```
 ←--- This message displays if the last run has already been repaired or there is nothing to be repaired

Section 5   Rejection Codes and Corrections

5.1   Error Code Set

This section discusses PAIT error codes that appear on the Rejected Transmissions report and explains in detail how to find and correct data that is causing the rejections. Table 5-1 provides a basic description of each numeric error code.

Table 5-1: Error Code Set

Value	Description
100	Patient DFN is not numeric or is missing
150	Clinic IEN is not numeric or is missing
200	BHS station number and STA3N are not equal
250	Invalid or missing BHS station number
300	Invalid or missing STA3N
350	HL7 date is not in proper format or is missing
400	DOB is missing or invalid
450	Create date or appt date is missing
500	Creation date is before September 1, 2002
600	Rescheduled date and appt type are not in agreement - Rescheduled date requires SCH.8 Appt type = 'RS' and vice versa
650	Check out date and event reason are not in agreement - Check out date requires either SCH.6 Event reason = 'CO' or 'COE'
700	Cancellation date and event reason are not in agreement - Cancellation date requires SCH.6 Event reason = 'CC' or 'CP' or 'NS'
750	Event reason and filler status are not in agreement - All SCH.6 Event reason codes, except 'CI' require SCH.25 Filler status to be 'F' Final and accordingly only 'CI' and Null should have SCH.25 Filler status to be 'P' Pending
800	Filler status is missing or is invalid
850	Admit type is invalid (Table 5-2)
R	Whole batch rejected

Note: R – whole batch rejected can be generated only by manual batch rejection by the site.

Error 100 – Patient DFN is not numeric or is missing:

DFN, or Internal Entry Number of a Patient in the Patient File, is missing or not numeric. This is most likely the result of a HL7 transmission formatting error. Requires no intervention or correction at site level the first time the error occurs. The record will be re-transmitted. If the error persists create a Remedy ticket and/or call the VA Service Desk (VASD).

Error 150 – Clinic IEN is not numeric or is missing:

Clinic IEN, or Internal Entry Number of the Clinic in the Hospital Location (file #44) is missing or not numeric. This is most likely the result of an HL7 transmission formatting error and requires no intervention or correction by the site the first time the error occurs. The record will

be re-transmitted, but if the error persists, initiate a Remedy ticket and/or call the VA Service Desk (VASD).

Error 200 – BHS station number and STA3N are not equal:

Error 200 indicates that the Hospital Location of a particular appointment is set up with an Institution whose Station Number field does not match the sending facility number. PAIT uses the Institution of the Medical Center Division file (# 40.8) entry pointed to by the Division field (# 3.5) of the Hospital Location file (#44). The site should first examine the appointment's Hospital Location file entry to verify that its Division points to the correct Medical Center Division. Then verify that the Medical Center Division's Institution File Pointer (field #.07) is correct and that the 3-digit station number of the Institution (file #4) entry that it points to matches the main facility station number. PAIT retrieves the Institution and its Station Number, following the Hospital Location's Division field pointing to the Medical Center Division file, and its Institution File Pointer field (# .07). IRM should direct this issue to whoever is responsible for configuration of the Hospital Location file clinic entry. If the issue cannot be resolved locally, a Remedy ticket has to be initiated and/or the VASD notified.

Error 250 – Invalid or missing BHS station number:

HL7 site parameters are incorrect. Initiate Remedy ticket and/or call the VASD.

Error 300 – Invalid or missing STA3N:

This error is similar to Error 250. It indicates that the Station Number field (# 99) identified from the Institution is null or its first three characters do not match the facility's three-digit number. This can occur if a clinic is configured with a Division that does not match the site's main 3-digit station number. Allow the record to be re-transmitted. If the error persists, initiate a Remedy ticket and/or call the VASD.

Error 350 – HL7 date is not in proper format or is missing:

Error 350 is usually caused by a bogus desired date or appointment date in the Appointment Multiple (# 2.98) of the Patient File. A bogus date may appear on the detailed screens under Appointment Management and/or PCE. Error 350 may have to be evaluated by a person having programming access and authority to repair data. IRM should work with the Scheduling staff to repair existing appointment records in Vista. If no evidence of a bogus date can be found or if there is a question about how to address a bogus date, initiate a Remedy ticket and/or call the VASD. IRM staff can refer to the PAIT Technical Manual for more details on finding and repairing bogus dates.

Error 400 – DOB is missing or invalid:

Site staff should examine the patient's demographics for an invalid or missing Date of Birth (DOB) and correct the problem.

Error 450 – Create date or appt date is missing:

Each transmitted appointment must have the appointment's Creation Date. The site should find the entry with the appointment in the Patient Appointment Info Log (file #409.6) and check the Date Appt Made (field #8) under the Patient multiple (sub-field #2). If there is a date in that field, allow the record to be re-transmitted. If not, make sure the Date Appt Made (field #20) is populated correctly in the Appointment multiple (#2.98) of the Patient File (#2). If the error persists, initiate a Remedy ticket and/or call the VASD.

Error 500 – Creation date is before September 1, 2002:

PAIT evaluates appointments based on the Creation Date before September 1, 2002. Site should check the appointment's entry in the Patient Appointment Info Log (file #409.6) for the date in the Date Appt Made (field #8) under the Patient multiple sub-field (# 2). If its value is a date before September 1, 2002, initiate a Remedy ticket and/or call the VASD, otherwise allow the record to be retransmitted.

Error 600 – Rescheduled date and appt type are not in agreement:

Refer to description of Appointment Type RS (Rescheduled) in the Appointment Selection and Transmission section of this manual. If there is a rescheduled date, the Appointment Type must be 'RS.' Site intervention is not recommended. Instead, a Remedy ticket should be initiated and/or the VASD should be called. The appointment data will have to be reviewed and updated.

Error 650 – Check out date and event reason are not in agreement:

The Event Reason: 'CO' or 'COE' require the Check-Out Date to be included with a transmitted appointment. No site intervention is required. Instead, a Remedy ticket should be initiated and/or the VASD should be called.

Error 700 – Cancellation date and event reason are not in agreement:

If there is a Cancellation Date the Event Reason must be either 'CC,' 'CP,' 'NS,' or 'CT'. Refer to Table 1-1 for additional clarification on appointment attributes required for a given appointment state. Appointment Type 'CT' may be also sent without the Cancellation Date if a new appointment that overrode the original one is still 'Pending.' Initiate a Remedy ticket and/or call the VASD if no solution is evident.

Error 750 – Event reason and filler status are not in agreement:

Review Table 1-1 to see the allowable combinations of event reason and appointment type. Initiate a Remedy ticket and/or call the VASD if no solution is evident.

Error 800 – Filler status is missing or is invalid:

Each appointment record must have the Filler Status (state) that corresponds to either 'Pending' or 'Final' value. Initiate a Remedy ticket and/or call the VASD.

Error 850 – Admit type is invalid:

Only values for Purpose of Visit listed in table 5-2 will be accepted by AITC. The numeric code in the Value column denotes a combination of Purpose of Visit & Appointment Type.

Table 5-2: Purpose of Visit and Appointment Type

Value	Purpose of Visit	Appointment Type
0101	C&P	Compensation & Pension
0102	C&P	Class II Dental
0103	C&P	Organ Donors
0104	C&P	Employee
0105	C&P	Prima Facia
0106	C&P	Research
0107	C&P	Collateral of Vet
0108	C&P	Sharing Agreement
0109	C&P	Regular
0111	C&P	Service Connected
0201	10-10	Compensation & Pension
0202	10-10	Class II Dental
0203	10-10	Organ Donors
0204	10-10	Employee
0205	10-10	Prima Facia
0206	10-10	Research
0207	10-10	Collateral of Vet.
0208	10-10	Sharing Agreement
0209	10-10	Regular
0211	10-10	Service Connected

0301	Scheduled Visit	Compensation & Pension
0302	Scheduled Visit	Class II Dental
0303	Scheduled Visit	Organ Donors
0304	Scheduled Visit	Employee
0305	Scheduled Visit	Prima Facia
0306	Scheduled Visit	Research
0307	Scheduled Visit	Collateral of Vet.
0308	Scheduled Visit	Sharing Agreement
0309	Scheduled Visit	Regular
0311	Scheduled Visit	Service Connected
0401	Unsched. Visit	Compensation & Pension
0402	Unsched. Visit	Class II Dental
0403	Unsched. Visit	Organ Donors
0404	Unsched. Visit	Employee
0405	Unsched. Visit	Prima Facia
0406	Unsched. Visit	Research
0407	Unsched. Visit	Collateral of Vet.
0408	Unsched. Visit	Sharing Agreement
0409	Unsched. Visit	Regular
0411	Unsched. Visit	Service Connected

*Note: It has been determined that the 'empty' value for sequence P1.4 of the PV1 segment has to be treated as **acceptable**. That might happen when a new appointment is scheduled in place of a previously canceled appointment and the original appointment had been previously transmitted by PAIT.*

If the SD-PAIT REJECTED report includes any entry with rejection code 850, the Rejected Transmission report must be investigated to determine the Purpose of Visit and Appointment Type values of the appointment listed. Sites must not create their own local appointment types because any appointment created with a local type will be rejected.

Error "R" – Whole batch rejected:

Manual rejection may be done if needed, particularly if an expected application acknowledgement from AITC was not received. All appointments from the rejected batches will be retransmitted with the next PAIT and packed into new HL7 batches.

Section 6   Mail Messages

Messages are generated and sent to the SD-PAIT Mail Group.

6.1   Job Started

A message to the Forum Server and a local SD-PAIT Mail Group will be generated at the beginning of each site's PAIT transmission to confirm that the bi-monthly data collection process has begun. This start message also details the status of the SD-PAIT logical link and possible reason for any communication errors. This message will be sent to the SD-PAIT mail group in the form of a MailMan message. The following is an example of this new Job Started message:

```
Subj: 500 - PAIT START JOB  [#1955884] 09/21/04@12:11  3 lines
From: POSTMASTER In 'IN' basket.  Page 1
------------------------------------------------------------------------------
The PAIT job has started - TASK #: 2717310
Site   Started            SD-PAIT status    Task #
500  |3040921.121119 |Enabled         |2717310
```

Note: If PAIT proceeds but the start message has not been received, determine whether the PAIT task was scheduled by an active user. If not, an active IRM staff member should reschedule it.

6.2   PAIT Batch Acknowledgement

A message on the Forum Server indicating acknowledgement of the PAIT Batch will be sent to the SD-PAIT mail group in the form of a MailMan message. The following is an example of this PAIT Batch Acknowledgement message:

```
Subj: PAIT BATCH ACKNOWLEGEMENT 50015153  [#1955973] 09/22/04@12:14  7 lines
From: POSTMASTER In 'IN' basket.  Page 1
------------------------------------------------------------------------------
Station Number: 500
Batch Control ID: 50015153
Message ID: 50092733
Log Entry: 2
Run Date: Sep 21, 2004@12:11:30
Status: Acknowledged - No Rejections
1 of 1 ACKs received for this run date
```

6.3   PAIT Completion Message

A MailMan completion message addressed to the SD-PAIT mail group will confirm completion of the tasked job. See the PAIT Technical Manual for additional information.

6.4 Prevention of PAIT Manual Transmission

This option has been placed out of order with SD*5.3*639.

When a facility attempts to run the Manual Startup PAIT Transmission [SD-PAIT MANUAL TRANSMISSION] option, the software determines if the tasked transmission job is already scheduled within the current transmission period, or if it is outside of the 4-day window for transmissions. Either of these conditions will prevent running the manual transmission. If the manual transmission is prevented, an informational message stating the reason is displayed on the screen immediately. A MailMan message is also sent, explaining why queuing of the manual option, SD-PAIT Manual Transmission, is not allowed.

The following is an example showing the message displayed on the screen:

```
Select OPTION NAME: SD-PAIT Manual Transmission       Manual Startup PAIT Transmission

Manual Startup PAIT Transmission
You attempted to start PAIT outside the authorized transmission dates.
Job has been terminated.
```

Below is an example of the MailMan message sent to members of the SD-PAIT Mail Group when a manual transmission attempt is prevented.

```
Subj: PAIT Transmission  [#1955781] 09/17/04@13:50  3 lines
From: POSTMASTER In 'IN' basket.  Page 1  *New*
----------------------------------------------------------------------------
USERLASTNAME, USER (DUZ=100106) attempted to start the PAIT transmission
on Sep 17, 2004@13:50:39, outside the authorized transmission dates.
The job has been cancelled
```