Minutes from National iMedConsent™ VANTS Call

Wednesday, August 2, 2006
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1. **July/August Release**
   The most significant change incorporated in the release announced on Friday, August 4, is the incorporation of the "Facility-Specific Procedure Notes" field. As discussed on the last several national calls, the purpose of this section is to allow facilities to add additional information to individual consent forms. Details about this and other changes to the program can be found in the release notes for this version.

2. **Provider Selection Issue**
   The current provider selection field in the consent program pulls in names of those possessing the Provider Key. As many facilities have noted, this is problematic for clinicians who do not have the Provider Key but are authorized to sign a consent form (they are authorized to perform the treatment/procedure in question). The prime example for this was the HIV Consent form for which we released two versions to get around the problem. The "Provider Fill-In" version allows the user to free-text the name of the clinician obtaining consent. With the release of the Care Coordination consent form, the issue is one again brought to our attention since many non-MDs without the provider key may be authorized to sign this consent form.

   This issue will continue to be a problem especially if, in the future, we expand the definition of the provider authorized to obtain a patient's consent (and sign the form). We are going to give this issue priority and work Dialog Medical to develop a solution. In the meantime, Dialog will work on a "Provider Fill-In" version of the Care Coordination consent. We will provide an update on this issue on next month's POC call.

3. **Vergence Issue**
   Most of this month's call was spent in a lengthy and detailed conversation about the Vergence issue which was identified and discussed on the iMedConsent Listserv over the past week or two. We were joined by Steve Miller from Sentillion and Mike Palmer of the OIFO who is the main (only) support person for Sentillion in VA. Here is Mike Palmer's summarization of the Vergence issues. *(Thanks, Mike, for providing this helpful summary!)*

   P-Problem S-Solution

   WORKSTATIONS
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   P- Workstations that were imaged can't consistently get context even after waiting for the Vergence locator to start.
   S- Workstation may contain duplicate DesktopID.txt files. Delete the files and restart the Vergencelocator.exe or reboot (3.9.1 doesn't have DesktopID.txt files to worry about)

P- Workstations will only allow users with at least power user permissions get context or start the Vergence locator.
S- #1 The Desktop Components may have been installed by a user with inadequate or incorrect permissions. The preferred user to install the software is the local administrator account. Uninstall the software and reinstall the software with the local admin account.
#2 The directory structure may be preventing the users from being able to modify the desktopid.txt file. Ensure that the users can modify the \program files\sentillion\desktopcomponents\data directory and files.

P- Starting CPRS before Vergence Locator is running
S- Close and restart CPRS or wait for Vergence locator to start before starting CPRS. Note: the delay may be aggravated by mandatory profiles or security lockdowns that prevent users from being able to clear crypto keys. Running the current Vergence Locator as a service leaves context artifacts when users logoff and logon to windows (and have left CCOW applications running). We're also looking into changing the startup for the Vergence Locator to run earlier (not a problem in 3.9.1 – runs as a service).

P- Sluggish response time on vault or vault load balancing failure. Sluggish response time problem generally occurs on vaults with longer uptimes (we've seen vaults up a year or longer). The vault load balancing failure is more often seen immediately after rebooting the vaults, but could occur at other times.
S- Reboot vaults. Preferably using reject/accept connections to allow users to migrate off vaults prior to the reboot to minimize user impact. Sometimes simply the act of setting the primary vault to reject connections may temporarily improve the load balancing failure, which is not fully corrected until the primary vault is rebooted and set back to accept connections.

P- Inconsistent Context Sessions. A workstation many have trouble establishing context sessions (first - rule out the wait for Vergence locator startup and duplicate desktopid.txt files), but once a workstation is successful in acquiring context, it seems to work fine until the CCOW applications are shutdown for a while.
S- One vault is having problems with context sessions. This is less likely than the duplicate desktopid.txt files. Set a workstation's \program files\sentillion\desktopcomponents\data\contextvault.dat to point to individual vaults rather than the VIP and stop and restart the vergencelocator.exe (or log out and into windows). Then try to determine which vault is having problems by testing context sessions using acceptor (\program files\sentillion\desktopcomponents\acceptor) or CPRS to both vaults. Set the problem vault to reject connections, reboot once users have dropped off, then set vault to accept connections.

P- Additional sessions of CPRS comes up out of context
S- Working as designed

P- CCOW aware application is getting Contextor.run error.
S- Many things can cause Contextor.run errors, one cause is running vaults without the OSLC*337*2 patch.

P- Vergence Locator hung (usually exhibits red in boxes)
S- Usually due to network connectivity issues. Correct network bandwidth problems, wireless coverage, laptop powersave problems. Wireless workstations often take a considerable length of time for the network to come up. CCOW cannot work prior to the network availability. It may be possible to 'tune' the wireless connections to only connect to a specific network, and remove other possible wireless networks on the systems to speed up the workstation's connection to the network. If that still fails to correct the problem, upgrade to

3.9.1 when available. In 3.9.1 the Vergence Locator tolerates network issues considerably better than 3.3.7.

TERMINAL SERVERS
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P- CCOW doesn't work on Remote Desktops on terminal servers.
S- Replace VergenceWTSSession.dll file.

P- CCOW doesn't work on terminal server systems that use Microsoft's load balancing and multiple NIC cards.
S- Upgrade to 3.9.1 (currently in test)

VPN ISSUES
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P- Firewall set to nervous or paranoid or vault communications blocked
S- Add vault to exception list or lower setting. (in 3.9.1 the workstation maintains a connection to vault – so the workstation firewall doesn't try to block incoming connections)

P- Some users cannot acquire context across VPN
S- Possible firewall issues (software, hardware, ISP) many possible variables for each user. Easiest possible solution is to ensure vault is in exception list. If problem persists, ensure equipment has current firmware patches. Then if the problem still persists either access CCOW applications via terminal server or upgrade to 3.9.1 version when available.

4. **2007 Performance Monitors**
   We had a brief conversation about the development of the 2007 Performance Monitor. The Ethics Center has drafted a monitor for 2007 for consideration by the Deputy Under Secretary's office. We will continue this conversation on next month's call.