

VHHA-MCI Alerting System

Functional Interface and
Administrators Manual

TABLE OF CONTENTS

TABLE OF CONTENTS	2
1 Overview	3
1.1 Description	3
1.2 Definitions	3
1.2 Access Rules	3
1.3 Alerting Message Permissions/Rules	4
2 Organizations (hiplink user groups, departments and receiver groups)	5
2.1 One-time Synchronization of VHHA-MCI Organizations from VHHA-MCI to HipLinkXS®	5
2.2 On-going Synchronization of VHHA-MCI Organizations from VHHA-MCI to Hiplink	6
2.3 Synchronized Organization Data and Method of Synchronization	6
3 Alerting Contacts (Hiplink users and receivers)	7
3.1 Add Receiver/VHHA User to HipLinkXS®	7
3.2 Add Receiver/Contact Information	7
4 Database Structures	9
4.1 tblUser	9
5 Database to HipLinksXS synchronization	10
5.1 Process Description	10

1 Overview

1.1 Description

HipLinkXS® is messaging sever software product that has been purchased by VHHA to provide alerting capabilities to the users of the VHHA-MCI.ORG system. It provides real-time wireless text and voice messaging and paging capabilities. A substantial degree of integration has been accomplished in order to allow designated VHHA-MCI users the ability to manage alerting accounts, contacts, users and permissions from within the VHHA-MCI system and for organizations and users within the VHHA-MCI system to be populated into the alerting system in an automated manner. This integration and automation was accomplished in order to reduce duplicate data entry and to have centralized control over alerting users, receivers and permissions.

1.2 Definitions

Within HipLinkXS® there are several classifications for users and groups. They pertain to how users can receive and send messages and to whom they can send and receive alert messages from. A brief description of those categories, as they relate to VHHA is listed below.

- **Users** – VHHA-MCI Users that can use the alerting system to send messages.
- **User Groups** – VHHA-MCI Organizations that can use the alerting system. Each organization will have a primary group and a secondary group. This grouping helps determine permissions of alerting.
- **Departments** – Very similar to user groups and receiver groups. They are populated with VHHA-MCI organizations. Each organization will have a primary group and a secondary group. Again, this section is populated mainly to control permissions.
- **Receivers** – users that will receive alerting messages.
- **Receiver Groups** – Grouping of receivers by organization. Each organization will have a primary group and a secondary group.
- **Alerting Contact** – this is what HipLinkXS® Users and Receivers will be called within the VHHA-MCI system. Alerting contacts will be either primary or secondary (explained below)

All of these sections above within HipLinkXS® are automatically populated from a VHHA-MCI background process.

1.2 Access Rules

Only the following organization types (and users within those organizations designated as alerting contacts) within VHHA-MCI will have access to HipLinkXS®:

- Hospitals
- Regional Healthcare Coordinating Center (RHCC)
- State Emergency Coordinating Center

Users must be designated a Primary (P) or Secondary (S) contact to have access to system.

1.3 Alerting Message Permissions/Rules

Hospital Primary Receivers/Contacts

- Ability to send alerting messages to all alerting contacts in user's hospital
- Ability to send alerting messages to all other Primary alerting contacts within their same region

Hospital Secondary Receivers/Contacts

- Ability to send messages to all alerting contacts in user's hospital

Regional Healthcare Coordinating Center (RHCC) Primary Receivers/Contacts

- Ability to send alerting messages to all alerting contacts within their region.
- Ability to send alerting messages to all other PRIMARY RHCC alerting contacts in all regions

Regional Healthcare Coordinating Center (RHCC) Secondary Receivers/Contacts

- Ability to send alerting messages to all alerting contacts within their region.

State Emergency Coordinating Center

- Ability to send messages to all groups and users in the alerting system

2 Organizations (hiplink user groups, departments and receiver groups)

2.1 One-time Synchronization of VHHA-MCI Organizations from VHHA-MCI to HipLinkXS®

A script has been developed that will automatically add/update all allowed organizations (hospital, RHCC, and VDH CC) in the Hiplink system. The script is located at “.\members\admin\membership\organizations\actInitHipLinks.cfm” and included in Addendum A attached to this document.

Each organization will be entered into HipLinkXS® with a Primary and Secondary grouping in User Groups, Departments, and Receiver Groups. Additionally, the script will assign all the permissions and roles (described in 1.3) for each in the User Group section of Hiplink. This script will be utilized for initial population of the Hiplink system and for any future/ongoing maintenance.

The relating component from VHHA-MCI to Hiplink is the organization name. When an organization is sent over to hiplink, two organizations are added to hiplink for each VHHA-MCI organization; one for primary users/roles and one for secondary users/roles (described in 1.3 above).

This is a one-way load of VHHA organizations into HipLinkXS®. Again the script matches on Organization name. If an organization changes their name in VHHA-MCI, then the next synchronization will create new entries in HL with the new name change and the old organization will remain until manually removed.

For example:

If “ABC Hospital”, from region “1” is sent over to hiplink, the following entries will be entered into the User Group, Departments, and Receiver Group sections:

- 1 ABC Hospital P
- 1 ABC Hospital S

The one signifies the region. The P or S suffix signifies whether the organization group has the primary roles or the secondary roles.

Since the relating component is the hospital name in the two systems, several issues were addressed to allow for seamless operation.

- UNIQUE ORGANIZATION NAMES – Since the relating component is organization name, organization names within VHHA-MCI must be unique. The VHHA-MCI system will not allow for exact organization names.
- 48 CHARACTER LIMIT - Hiplink has a 48 character limit on department name. Therefore hospital names within VHHA-MCI, that were over 44 characters were abbreviated to 44 characters. Additionally organization profile pages within VHHA-MCI were validated and now do not allow for more than 44 characters in the organization name. The region designation and the role designation use up the remaining characters.

- SPECIAL CHARACTERS – Some special characters i.e. ',*,%,##,/,\ are not allowed in HipLinkXS®, therefore special characters were striped from the organization names and validation was created on the VHHA-MCi organization profile pages/forms to dis-allow for special characters.

2.2 On-going Synchronization of VHHA-MCI Organizations from VHHA-MCI to Hiplink

- When a new organization is added to the VHHA-MCI system and approved, that organization gets the following entries in Hiplink.
- Organization names may not be longer than 44 characters and may not contain special characters.
- When organization is approved, the field designation in tblOrganization is set to 1 and an e-mail is sent to a HipLinkXS® Administrator.
- HipLinkXS® Administrator will then manually enter organization into HipLinkXS® and assign necessary permissions based on type of organization.

2.3 Synchronized Organization Data and Method of Synchronization

As discussed earlier, organizations in VHHA-MCI will be populated over to hiplink initially and synchronized on an ongoing basis. This section details the actual data that is synchronized and the method of synchronization.

For organizations to be present in HipLinkXS®, two criteria must be met:

- Organization type must be hospital or Regional Healthcare Coordinating Center
- The designation field in the *tblOrganization* table (VHHA database) must be set to “1”. See table 2.3 below.

Table 2.3

Column	Data Type	
Designation	Varchar	1

Table organization has the field “Designation” which signifies that organization is part of Hiplinks. Designation is set to 1 when a hospital or an RHCC is approved.

On initial synchronization and when organizations are added or updated within VHHA-MCI, the organization name from VHHA-MCI is copied over to the hiplink system. The names are pre-pended with the region number and appended with a P or an S as indicated in section 2.1.

3 Alerting Contacts (Hiplink users and receivers)

3.1 Add Receiver/VHHA User to HipLinkXS®

- New users are added to HipLinkXS® via the edit organization pages.
- When updating an organization, user may choose at least one and no more than 5 primary receivers and no more than 10 secondary receivers.
- A user may only be a primary or secondary receiver.
- New receivers receive email notifying them that they have been designated as a Primary or Secondary contact.
- The person assigning Primary and Secondary receivers receives a confirmation emails listing Primary and Secondary receivers.

Edit Hospital Information

Alerting System Access Authorization

Primary Hospital Contacts
These individuals are the primary contacts to receive state/regional alerts. They can also send messages to all listed hospital contacts on this page for this organization, other regional primary contacts, and the regional hospital coordination staff.

Choose at least 1 and no more than 5 primary contacts.

User 1, Sample - Developer
 User 2, Sample - VHHA-EM Web Developer 123

Secondary Hospital Contacts
These individuals are key hospital emergency management response personnel. They would not normally receive state/regional alerts. They can send messages to all hospital contacts listed on this page, for this organization only.

Choose at least 1 and no more than 10 secondary contacts.

User 1, Sample - Developer
 User 2, Sample - VHHA-EM Web Developer 123

3.2 Add Receiver/Contact Information

- After receiving email notification, new receiver logs into system and selects “Edit account information.”
- Alerting System Contact Information
 - Primary contact method number or email (*required field*)
 - Primary contact method carrier (*required field*)
 - Backup contact method number or email
 - Backup contact method carrier
 - Voice contact method
- User updates profile and contact information is inserted into HipLinkXS®.

- User may now logon to HipLinkXS® and use based on user permission.

[Edit Account Information](#)

Alerting System Contact Information

Designation: Secondary Contact
You have been designated as a secondary alerting user and receiver for your organization. As a secondary alerting user, you can use the alerting system (alerting.vhha-moi.org) to send text, wireless, e-mail, and voice alerts to other designated alerting receivers within your organization.

NOTES:

- When entering a cell, text, or pager number, select the carrier type for the wireless phone or pager you wish to be alerted.
- Numbers must be 10 digit integers and may not contain special characters or formatting (i.e. 5401234567).
- If you have a secondary wireless device that you wish to receive alerts at, fill out the Back-up Contact Method section below.
- The back up method may be a secondary wireless device or an e-mail other than the e-mail listed in your profile.
- Your profile e-mail will always receive alerting messages.

Required Fields

Primary Contact Method (must text: i.e. cell, text, pager)

10 digit number or E-mail Carrier

Back-up Contact Method (initiated in case of failure above)

10 digit number or E-mail Carrier

Voice Contact Method

Phone number 10 digits only

E-mail Address (same as profile e-mail address)
PMADDOX@sitevision.com

4 Database Structures

4.1 tblUser

Data is only affected if user has been designated a primary (P) or secondary (S) contact.

Column	Data Type	
Designation	varchar	P or S
HipLinkID	varchar	OrgID
Password	varchar	vhhaPassword
PrimaryCarrier	varchar	
PrimaryReceiver	varchar	
SecondaryReceiver	varchar	
SecondaryCarrier	varchar	
VoiceReceiver	varchar	
ReceiverName	varchar	
Emailcc	varchar	on
EmailFail	varchar	on
vhhaUserName	varchar	

5 Database to HipLinksXS synchronization

5.1 Process Description

The script is a ColdFusion template page that will add organizations from the database to the HipLinksXS data base (files). It will sequentially read each organization in the VHHA database table (tblOrganization) for organization type "Hospitals" which have been approved. A region must be assigned to that organization to be processed. The process is best described in the following flow diagram. The process is run for Hospitals and Regional Healthcare Coordinating Centers (RHCC). All the commands that are executed against HipLinks are save in a file on the server as c:\vhha\harry.bat. It is overwritten each run.

The script files that actually invoke the additions to HipLinks are:

c:\vhha\hipadmin-dept-query.bat	- check for the existence of an department (org)
c:\vhha\hipadmin-dept-insert.bat	- insert department (org)
c:\vhha\hipadmin-ugroup-insert.bat	- insert User group to a department
c:\vhha\hipadmin-ugroup-dept-insert.bat	- insert access of User group to a department (org)

