

Print2Q Job Aid

Overview

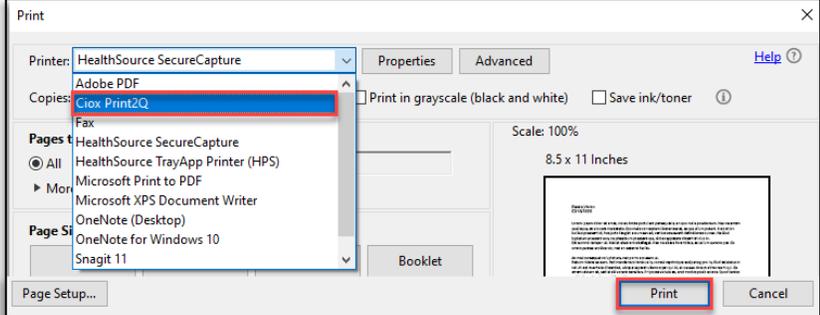
Print2Q is a virtual printer which operates in the background of HealthSource allowing the User a highly efficient way to capture large volumes of records without needing to be currently in a specific request.

While records are being printed to this “queue”, Users can work on other requests eliminating downtime associated with waiting for records to print into HealthSource. At a later time, Users can access the queue to match compiled records with their appropriate request.



Printing Records with Ciox Print2Q Virtual Printer

Complete the following steps in the EMR to print using Ciox Print2Q.

Step	Action
1	Identify the request that is Ready to be Fulfilled, that requires large volumes or high page count of records to be attached.
2	While the request is open, locate the requested patient records.
3	Select Print .  Note! This step may vary depending on the EMR.
4	Choose Ciox Print2Q from the dropdown of available printers then click Print . 

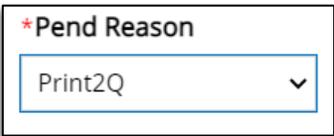
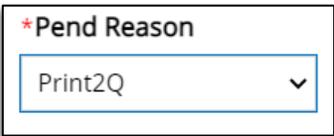
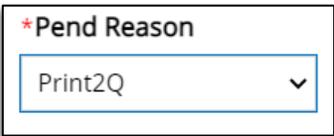
Records will be available in the **Bulk Fulfillment** screen in HealthSource after printing has finished.

continued

Print2Q Job Aid, Continued

Fulfillment of Requests to use Print2Q

When Records are printed, Complete the following steps in HealthSource to fulfill a request to use Print2Q.

Step	Action										
5	Place the same request in status: Pending Print2Q by completing the following steps.										
	<table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>a</td> <td>Click the Pend Icon. </td> </tr> <tr> <td>b</td> <td>Select Print2Q from the Pend Reason drop down menu. </td> </tr> <tr> <td>c</td> <td>Enter any applicable comments in the Comments field.</td> </tr> <tr> <td>d</td> <td>Click Pend and Close or Pend and Next.</td> </tr> </tbody> </table>	Step	Action	a	Click the Pend Icon. 	b	Select Print2Q from the Pend Reason drop down menu. 	c	Enter any applicable comments in the Comments field.	d	Click Pend and Close or Pend and Next .
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Requests pending with **Print2Q** Reason, will **expire in 24 hours** and move **back to “Ready to Fulfill”** Status.

Bulk Fulfillment Icon

The Bulk Fulfillment icon is located at the top right of the HealthSource screen.



If...	Then...
no records are printed or in the process of being printed.	Icon will display greyed out. No number will be displayed, and Bulk Fulfillment cannot be accessed. 
records are in the process of being printed by Print2Q.	Icon number displays orange. 
records have successfully printed from Print2Q.	Icon number displays green. 

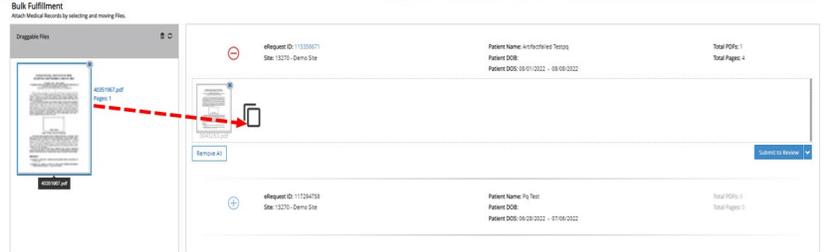
The number next to the icon indicates the number of files which have been or are in the process of printing by Print2Q.

continued

Bulk Fulfillment Screen

The **Bulk Fulfillment** screen is accessed by clicking the **Bulk Fulfillment icon**



Step	Action
1	Click the Bulk Fulfillment icon to open the Bulk Fulfillment screen .
2	Match the record file(s) with the request. Drag the record file(s) from the left side of screen to the corresponding request on the right side of screen. Dragged files always get added to the right side of any existing files.  <p>Double clicking the record files on the left of screen will bring up a preview window of the file.</p>



Bulk Fulfillment
Attach Medical Records by selecting and moving files.

Files printed with Print2Q virtual printer (Callout pointing to the printer icon)

Requests in status Pending: Print2Q (Callout pointing to the status bar)

Open / Close the Drag and Drop field (Callout pointing to the minus and plus icons)

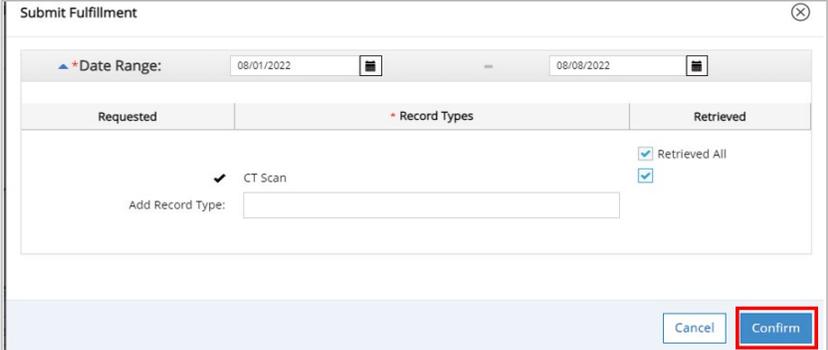
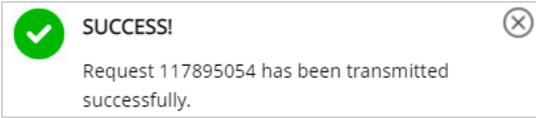
Advances request to next status / milestone (Callout pointing to the 'Fulfillment Submit' button)

Brings you to Request Search with Print2Q Review submitted by me filter applied (Callout pointing to the 'Print2Q Review' button)

The interface shows a 'Draggable Files' list on the left with three records. The main area displays two request cards with patient information and a 'Drop a copy of the Files Here' area. A 'Remove All' button is located below the first request card.

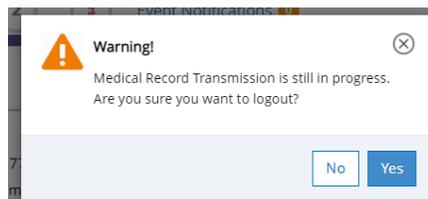
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Bulk Fulfillment Screen, continued

Step	Action
1	<p>Click either Submit to Review or Fulfillment Submit</p>  <p>Submit to Review will change the status of the request to Pending: Print2Q Review. (See Print2Q Review section of this document for further detail.)</p>
2	<p>Up on selecting Fulfillment Submit, a pop up will occur to Confirm or Cancel the Request Submission. Confirm will advance the request to the next milestone/status of the standard workflow.</p>  <p>Upon Confirming Successful Medical Record Transmission will be indicated to the Users.</p> 



Do not attempt to Logout of HealthSource when the Medical Records are being transmitted to avoid loss of work.



Continued

Print2Q Review

When the **Submit to Review** button is clicked from the **Bulk Fulfillment** screen, the request will be placed in status: **Pending Print2Q Review**.

All standard fulfillment functions including (adding/removing records, adding comments, submitting, exceptions, **indicating reasons for PAYD partial retrieval** etc.) can be performed while the request is in this status.

Requests in status: **Pending Print2Q Review** can be located from the request search screen by applying **Status Reason** filter **Print2Q Review** or from the **Print2Q Review** button located bottom right on the **Bulk Fulfillment** screen.

The screenshot displays the 'Bulk Fulfillment' interface. On the left, the 'Request Progress' sidebar shows 'Milestone and Status' set to 'All' and 'Status Reason' set to 'All'. Under 'Status Reason', 'Print2Q Review' is selected and highlighted with a red box. The main content area shows a list of requests. The first request is 'eRequest ID: 43648090' with 'Total PDFs: 1' and 'Total Pages: 7'. Below it, there are two more requests with 'Total PDFs: 0' and 'Total Pages: 0'. At the bottom right of the main content area, a red arrow points to the 'Print2Q Review' button.



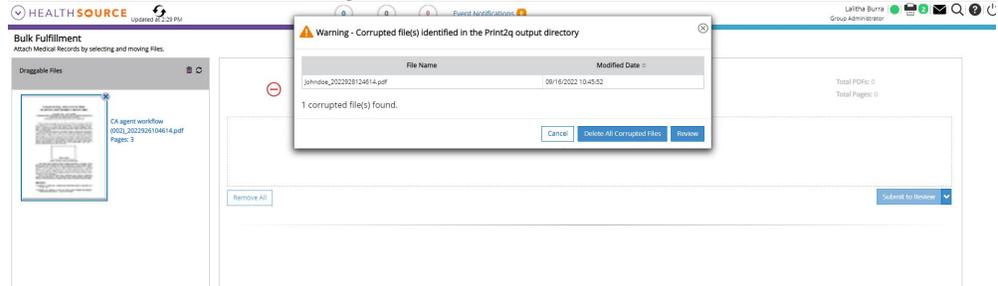
Print2Q Review button will display requests in status **Pending Print2Q** associated to the User who submitted the request.

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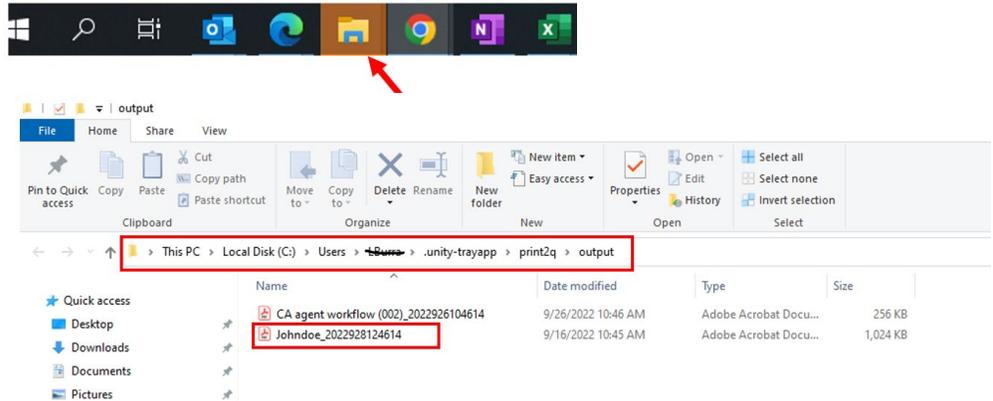
Print2Q Job Aid, Continued

Artifact Fetch Failed Error

When **corrupted files** are identified by the printer, there appears a Corrupted Files Warning pop up that allows the Users to **Review** the files or **Delete all Corrupted Files** found.



By clicking **“Review”**, the output folder opens in the taskbar and can be navigated to review the files.



By clicking **“Delete All Corrupted Files”**, all the files from the output folder will be deleted and the action cannot be undone.



Corrupted files will not be shown on the Bulk Fulfillment **Draggable File Section**