

Advanced Error Tracking has now been created and embedded into the various Assist modules. The error conditions that could be generated by a technician have been created as entries in the Assist database. Each of them has been assigned a severity. Now, when an error condition occurs, the error number is saved in the database along with the environmental specifics associated with the error condition (i.e. the machine name, module, scanner head, user logged in).

The end user has no change in their experience using the screen. No training is necessary for this new feature. Simply, more data is automatically collected about the error condition. This allows for much more in depth reporting to be performed about error conditions. Listings of errors can now be run along with summarized counts by employee over time frames. The various severities can also be maintained. While the error conditions themselves cannot be changed, their categorization into severity can be modified to match up with the monitoring necessary in a facility. Some laboratories may want to categorize something as a major or a minor condition. This new error severity assignment allows for customization of how the errors roll up. It provides laboratory management with a much more flexible method of reporting on errors to improve employee training.

Completed Updates: Check out the latest features added to Assist Tracking

- **Admin Web Site – Batch Tracking Assignment Report** – Created this new report to show the details of the batch tracking assignment table that was added to the batch tracker module of Assist.
- **Customer Service** – Added business unit data to the stop request area in case there are multiple business units. Also added the courier reference number to be able to provide the ability to track a reference number from a contract courier service if relevant.
- **Order Closeout** – Added the ability to handle the courier reference number and the business units. Also increased the size of the notes to be unlimited.
- **Order Closeout** – Provided the ability for the closeout to route between multiple individual Assist databases if multiple facilities/sites are managed by one logistics department.
- **Scoreboard** – Modified the client order fulfillment log so that it can branch between multiple databases/sites.
- **Order Closeout** – Added the ability to show client preferences. A color button appears to visually indicate that some exist and a drop down is present to allow for their display.
- **Admin Web Site – Client Preferences Maintenance** – Added client facility as an additional piece of information on this maintenance screen.
- **Admin Web Site – Business Unit Maintenance** – Created a screen to allow for the maintenance of the business unit information. This data element currently is only reflected in the customer service module for courier pickup requests.
- **Order Closeout** – Brought the CSR performing the maintenance forward to the order closeout screen.
- **Assist Scanner Engine** – Added the ability from the main scanner screen to generate a notification email. This is launched via a button in the toolbar that can be enabled. This can be configured to fire an email from the stored comments. This would be the type of thing to allow end users to generate a “canned” email for this such as “done for the night” or to indicate that a batch process was completed.
- **Assist Scanner Engine** – Added error message tracking to write all error transactions into a new error tracking table rather than simply logging them in the transaction log table as a text string. The errors have been pulled out and placed in the database so that they can have a severity associated with them for improved employee performance tracking. This same logic will be pulled forward into other modules of Assist over time. This is only currently present in the base module.

- **Assist Scanner Engine** – Added bar code strip logic to sections of the engine so that specific wild card bar code strings that have been entered into the database can be configured to be ignored by the engine when performing match validations. This can be useful when additional information about a case needs to be submitted and carried in the bar code (for communication with external systems, for example) but would cause mismatches if submitted to the main parsing engine.
- **Order Closeout** – Resolved an issue where double clicking on the grid header after retrieving outstanding items would cause a run time error.
- **Admin Web Site - Assist error severity maintenance** – Created this maintenance screen to allow for the maintenance of Assist error severities. These work for the classification of errors in the new Assist error tracking process.
- **Admin Web Site - Doctor Order Status Summary Report** – Created a new report that just shows order types, status and a count without any other parameters. This is useful for getting metrics on what types of orders are being processed.
- **Admin Web Site – BarCode Strip Codes Maintenance** – Created this maintenance screen to allow for the maintenance of strip codes. These are portions of code that can be embedded in a bar code to provide additional information that can be specified here and the scanner engine will remove them from parsing without considering them as part of a specimen match.
- **Admin Web Site – Client Master Maintenance** – Added the client type as an option to further categorize a client for reporting purposes.
- **Accessioning Module** – Corrected some issues with the specimen type tracking. Doubled records were getting correctly in some situations, which while not causing issues, was filling up the database. Also stopped writing records when the “not specified” value existed for the specimen type.
- **Admin Web Site – Accession Slide Count Maintenance** – Added a “show record number” check box for sites that use bar code sheets and need to know the database record numbers.
- **Admin Web Site – Specimen Type Summary Usage Report** – Created this report to display the matched data from the transaction log report to the specimen type tracking. This allows the facility to see exactly how many of each type of specimen type have passed through the lab.
- **Admin Web Site – Courier Stop Status Report** – Created this report to provide summarized counts of the number of courier stop requests that were handled by status and client type. Data can be suppressed to retrieve the level of information needed for analysis.
- **Assist Scanner Engine** – Added an “Elapsed time” button that can be enabled or disabled. For sites that are using employee login/logout tracking, elapsed time spent inside the individual screens can be displayed with a click of the button and the totals will also be displayed at logout.
- **Admin Web Site – Assist Error Maintenance** – Created this screen for sites that are using extended error reporting. This screen allows for Assist application errors to be classified by severity for reporting purposes. The errors themselves cannot be changed since they are programmed into the various applications, but the classification of them (i.e. Major, minor) can be controlled based on the needs of the facility.
- **Check In/Out Module** – Modified to allow for the equipment and tissue size entry to be via a drop down box and not just via a scan sheet.

- **Admin Web Site – Assist Error Tracking Report** – Created this report to allow for the reporting on the new Assist extended error tracking.
- **Admin Web Site – Assist Error Tracking Summary** – Created a summary report to display at a summarized level the Assist extended error tracking data.
- **Main Scanner Engine** – Modified the logic behind the “notifier button” to allow for a record to be written to the transaction log when the button is pressed.
- **Admin Web Site – Assist Notifier Report** – Created a report to show all of the notifications that have been sent out by the Assist notifier.
- **Assist Database Monitor** – Created this module to allow for the monitoring of the databases inside an enterprise. Based on database credentials provided in the underlying XML file, this utility will display the version of SQL, the size of the database and whether or not it is up or down.
- **Batch Tracker** – Extended the manifest batch functionality. This now allows for the scanning of manifests from distribution, making use of the new feature where the sending location number is included in the manifest bar code. This allows for the tracker to double write tracking numbers in both the receiving and sending databases using the database definitions logic. Added a “received complete” feature for the receiving facility to indicate if things were complete or not.
- **Admin Web Site – Scanning Role Maintenance** – Created this screen for the maintenance of the scanning role data. This information is used to keep track of the various roles that an employee can have inside a scanning process. Sometimes a task can be split between employees with different tracking necessary based on which task was performed by which employee at the scan point.

Future Updates: Check out the new features coming soon

There are many significant changes and enhancements to the various Assist modules currently underway. Some of the featured modifications currently in progress include the following:

- **Badge-less Assist** – A new enhanced “main” scanner screen is under development. While a large change, this feature will provide more functionality and remove the need for a badge. Buttons are to be placed in a ribbon at the bottom of the screen to provide all of the functionality previously performed by badges.
- **Chemical Storage Tracking** – Additional functionality is being added to allow for the tracking and specification of detailed information regarding the chemicals that are stored in the laboratory. To begin with, this will show what chemicals are resident in the facility, but will be expanded over the coming months to include the tracking of inventory levels, MSDS paperwork, etc.
- **Preventative Maintenance** – The preventative maintenance module will be extended in the future to handle additional needs of laboratories.



If you have any questions or would like to schedule upgrades, please contact your Assist Tracking support team at Support@AssistTracking.com.

As always, please submit any questions or comments to the above mailbox and we will address your items as quickly as possible.