

Responses to Questions from EHR Office Hours 11/21/2023

Additional Resources:

File Testing and Certification (FTC) Environment Help section (must be logged in):

<https://ftc.vaei.casetivity.com/pages/Help>

- *Contains EMR File Testing and Certification Guide, EMR File Testing Scenarios, EMR File Upload Instructions, EMR Troubleshooting, Entity Dependencies, EMR Entity Match and Update Logic.*

ITCVA Website's TRAC-IT Documents section: <https://www.itcva.online/tracit-documents>

- *Contains the Data Dictionary, XML Schema, XML Input File (sample), EMR Response Schema, plus the documents listed above and additional notes.*

ITCVA Website's TRAC-IT Webinars section: <https://www.itcva.online/trac-it-webinars>

- *Contains Test Scenarios, EMR Upload Demos, previous EMR Office Hours, and Q&A documents.*

Link to register and view the schedule for upcoming EHR Office Hours

- <https://register.gotowebinar.com/register/8557411468577168222>

Q&A:

1. What will happen when we upload a diagnosis (ICD 10 code) and TRAC-IT doesn't have a match? Will there be an error, or will TRAC-IT accept the upload?

The upload itself would not fail due to a missing ICD 10 code in TRAC-IT - the code itself would not be added to the child's record but the rest of the data should be accepted despite that (unless there are other errors). The warning "Unsupported icd10code" is sent back to let you know that while the rest of the data was accepted, you should be aware that the ICD 10 code was not added because it could not be found in the system. Please send a request to the Support Desk if you would like additional ICD 10 codes added to TRAC-IT.

2. [Contact Notes] In addition to the clinical Note, I need to pass in the Narrative Summary. Which xml section/element would hold this information?

The <clinicalNotes> field in the schema passes data directly into the "Narrative Summary" section of the contact note in TRAC-IT. They are the same field.

3. Is the testing environment updated daily to match the live environment? I am wondering if testing more recent dates of services will affect the results if, for example, the goals have not been updated on the testing side but updated in the live environment.

The testing environment is not updated daily - it contains a one-time snapshot of data from TRAC-IT for you to use to test your files. The last time FTC was updated was 9/15/2023 so the

data will only be up to date till that point. This is something to be aware of as you are testing more recent dates of service.

- 4. I do not see the contact note information in Trac-IT testing environment after the file has completely uploaded. When I go to see if it actually is showing up in Trac-it with all the fields populated in, I am not seeing that.**

The contact notes you upload will populate directly into the child's record, under the Contact Notes section. When you open a child's case page, scroll all the way to the bottom of the page and choose the tab on the left called "Contact Notes".

- 5. I am confused on this test scenario: *Successfully update the above created Contact Note (Progress Note/Service Log) using the Progress Note ID and Service Log ID. Expected result: The Contact Note is updated in the child's record with the changes.* I am not seeing a response file with these IDs. Where do I find these IDs?**

The IDs are returned in the xml response file, example shown below:

```
<progressNotes>
  <ProgressNote>
    <id>0a0bf09e-8b87-179b-818b-8c5ef7433684</id>
    <externalIdentifier>1889887021</externalIdentifier>
    <serviceLogs>
      <ServiceLog>
        <id>0a0bf09e-8b87-179b-818b-8c5ef90d368b</id>
        <externalIdentifier>Notes</externalIdentifier>
      </ServiceLog>
    </serviceLogs>
  </ProgressNote>
</progressNotes>
```

You can include these IDs on their respective entities to update the contact note in the child's record. If you send an update to an already-existing note but do not include these IDs, the note will be created a second time in the child's record.

- 6. How do I troubleshoot when my file failed to upload?**

When a file fails to upload, this usually indicates that there is a file level error, either in the format of the file, the field names, or the values/data types used, causing the system to have trouble parsing the file.

To validate your file against the TRAC-IT XML schema, you can use a free online validator such as this one: [Free Online XML Validator \(XSD\)](#). You can also use Notepad++ (the app available for download on Windows). They have built-in XML tools to help you validate your file. See Plugins > XML tools > Validate Now.

The TRAC-IT XML schema is available on this page, under "MOST CURRENT EMR DOCUMENTS": [TRAC-IT Documents — Infant & Toddler Connection of Virginia](#)

You can also check to make sure your file is not encoded "UTF 8 with BOM". The encoding should be "UTF 8".

Generally, once the file is able to be read by the system, you will receive a response file with errors and warnings related to the data included in the file.

7. From the state's and SSG's perspective, is it problematic for us to use a mix of live and test clients for completing the test scenarios?

You are welcome to import or create "new" clients, or test data, in FTC environment for the purposes of completing the test scenarios.

The final-file upload to FTC that we will need to review is expected to be the file that you will be uploading to TRAC-IT once your organization is approved for uploads into the live site. You should plan to submit this file to FTC after completing all of the test scenarios.

Since this file should be an example of the daily upload(s) you are planning to submit to TRAC-IT, it is usually necessary for this final file test in FTC to include live client data.

8. When we send the IFSP info in the xml file, can we only send the enrollment ID/TRAC-IT ID number, or do we have to send the entire client entity (since this will already be in T-I via direct data entry by one of our Intake Coordinators)?

When sending the IFSP entity, if all other preliminary data for the client exists in TRAC-IT and all IFSP prerequisites are met (see next answer for details), then you would only need to include the child's name and date of birth on the Client entity, and the enrollment number (TRAC-IT ID) on the Enrollment entity for the system to locate the enrollment and apply the IFSP to the correct enrollment.

9. If we are successful with sending IFSP data via xml file, will this auto-populate to required fields in different entities than 'IFSP'?

Sending IFSP data via import will populate data to the IFSP entity. In general, certain data must be imported with the IFSP or already exist on the client's record for the IFSP to be accepted. There is a document called "Entity Dependencies" that lists these details: *EMR Entity Dependencies* | [PDF](#). This is similar to how TRAC-IT direct-entry works; a client's IFSP cannot be completed until the Intake, Eligibility Determination, and other tasks are completed first.

10. Once we submit, how soon will we gain access to the mass upload function assuming the final upload is complete?

EMR Upload functionality will not be available in TRAC-IT until 12/11/23. Beginning on that date, as long as DBHDS approves your organization for importing, you will be able to import data to TRAC-IT.

11. What are the requirements, if any, for the final file?

Your final upload in FTC should be the daily file you are extracting from your EHR to upload to TRAC-IT once able to after 12/11. The goal with this final file is to make sure the entire process, from extraction to import, is ready to go.

12. Is it acceptable to submit a final upload that still has warnings and errors in it?

It is okay if your final file has warnings and errors as long as the errors do not signal a larger issue that needs to be addressed. You will want to make sure there is a plan in place for when you are live for the person completing the upload to review the results files and address any errors or warnings that come up.

13. How can you upload a note to TRAC-IT when the child has been discharged?

You can import contact notes to a discharged case in the same way that you import them to an open case. TRAC-IT will not prevent you from importing a note to the child's case even if the child is discharged.

14. From the Excel Data Dictionary provided the first field=city, Entity = Address, Line Item = 1 However when I see "emr_input_file_v7.xml" file then the first XML Item is <Client> <firstName>Tom</firstName>? Of the two file which is correct ? How should I sequence each XML tag in output file?

The order of rows in the data dictionary is completely independent of the tag sequence in the XML file itself. The data dictionary is sorted alphabetically by entity and then by field name. It is essentially a detailed list of the independent fields and which entity the fields correspond to. You should use the XML schema as a reference for how the entities fit together. The tab "Entity Relations" in the data dictionary may be helpful to reference as well.

The sample input file gives an example of sending one client. So, each file does need to begin with the <clients> tag. Within that, each <Client> should be listed. Each Client then has an <enrollments> section where one <Enrollment> can be sent, and the Enrollment can have many other entities inside such as referrals, intake, ifsp, transition, etc. As long as this format is achieved based on what is given in the schema, the specific order of fields does not matter.

15. In Data Dictionary I see a field as "city" However in XML I see a Tag as <cityTown> ? same question which takes the precedence in such cases?

I would recommend using the XML schema or the newest version of the data dictionary to get the correct tag names for all fields. (The sample XML file is correct too but does not include every field since it is just a sample). In this case, cityTown is correct.

16. What do we enter (default) if there is NO data from the source?

It is best to leave out any fields that you do not have data for. So, instead of sending a blank or default value, it is recommended to not include the field in your file at all if it is blank.

For any field that references a value set in TRAC-IT, sending a blank value may cause an error during processing. For these fields specifically, please do not include the field in your file if the value is blank.

17. Since the TRAC IT migration on 6/24/22, several children are in TRAC IT with only initial IFSP information. I am assuming that our initial upload would include Reviews and IFSPs signed since the initial IFSP. What happens if the providers who completed the IFSP or review are no longer working in the system?

If the provider had an active account in TRAC-IT at ITC Fairfax at one point, their email would still be accepted via upload, and they will be able to be added as an attendee on the event. This should cover back to 6/24/22 since providers' accounts were automatically created in TRAC-IT during migration.

18. For progress notes and service logs, should we upload historical data or once we begin the upload after 12/11/23 should we just begin to upload progress notes from Dec 1, 2023, forward for example?

You are not required to import data from before 12/11/2023, but you may choose to. If you plan to import older contact notes, please tell us so we can work with you to plan upload dates and times.

19. Currently on my EMR Results CSV I am seeing a warning for "Goal not found" is the ifsp goal what they are referring to? Also are they required for contact notes? I'm trying to confirm if we should be sending with everything else. Before I believe I was told they are not required but wanted to confirm again since I saw the Warning.

The 'Goal not found' warning message is displayed when the goal sent as part of the contact note does not match with any IFSP goal. Goals are not required for contact notes, but if you choose to submit goals on contact notes and the goal is not found on the IFSP, you will see this warning. The contact note will still be created in the child's record, but the goal would not be stored on the contact note if it is not found on the IFSP.

20. In addition to the Progress Note and Service Log entities, what else needs to be included in the xml file to tie the Progress Note to a child in the TRAC-IT system?

To tie the progress note to the correct child / enrollment in TRAC-IT, you will need to include the following in your file -

- On the Client entity, the child's name and date of birth
- On the Enrollment entity, the enrollment number (also known as TRAC-IT ID)

21. I got a response file with "Enrollment not found by enrollment number" error message but we did include the Enrollment Number in the XML, not sure what else missing?

This error message lets you know that the enrollment number in your file could not be found in FTC.

22. If you have multiple IFSP how to handle in the XML do we need to send multiple client records?

Only one IFSP at a time may be sent per Enrollment. Each time you send a new IFSP Signed date, the system reads that as a new Annual IFSP for the client. Each time you send a new IFSP Review date, the system reads that as a new IFSP Review for the client. All of the updates to the child's IFSP should be sent along with the appropriate IFSP signed or review date. No updates to old IFSPs will be accepted, so you only need to send the most recent IFSP data for the client.

23. We received clinician email address not found error message. But we did provide email in XML. Can you please provide more details why it is throwing this error message.

When you receive the error message "Email address not found", this means that the email address you provided in your file cannot be found in FTC / TRAC-IT.

24. Do you have any size limit on uploading a file?

The max file upload size is 25 MB or around 5000 clients, whichever is first.