GUIDE FOR USING ARGUS IN ZEDMED

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Please note, this information sheet is part of our Secure Messaging in General Practice suite of resources that includes videos and instructional information for explaining how to use Argus, ReferralNet or Healthlink for sending patient information using encrypted communications.

They are part of Western Victoria Primary Health Network's commitment to improving access to and use of digital health tools in western Victoria.

Access other resources in this series via our website: westvicphn.com.au/securemessaging

Argus allows general practices to communicate with allied health, other general practitioners, hospitals, practice nurses, pathology, radiology and specialists to name a few, delivering admission notifications, medication reviews, care plans, event notifications, Emergency Department (ED) and discharge summaries, reports, referrals, patient progress notes.
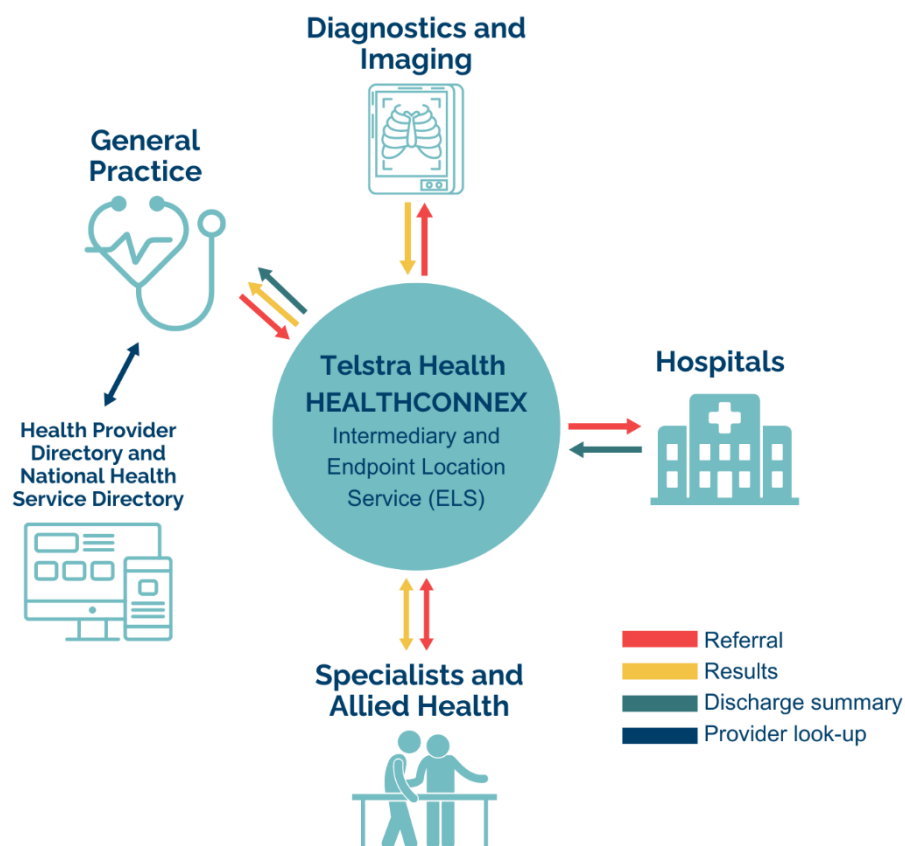
Basic Argus functionality

Adding a Recipient to your Argus Address Manager

To send to other Argus recipients, you must add them to your local Argus Address Manager.

Step 1 Access the Argus Address Manager

Step 2 Click on **Add Addresses**

Step 3 Type in the name (or part name) of the practitioner or practice you'd like to add (in the example shown below the search term is 'argus'). Then click **Search the Human Services Directory** (all Argus users are listed in this national directory).

TIP: Do not enter a search term and hit the Enter key. Click the Search the Human Services Directory button to return results.

Step 4 In the results list, click in the checkbox next to the required practitioner(s) name so the box(es) now contains a tick. Then click on the **Add selected entries to Address Book** button, as shown below.

Step 5 Repeat the process to populate your address book with the details for all the practitioners you to which you will be sending information.

Step 6 Click on **Return to Addresses**

Step 7 Back at the Argus Address Manager screen it displays a list of practices that are capable of receiving messages via Argus. You need to copy the email for a practitioner via the copy email link (before switching over to Best Practice to create or update each contact's entry so you can send to them electronically from within Best Practice).
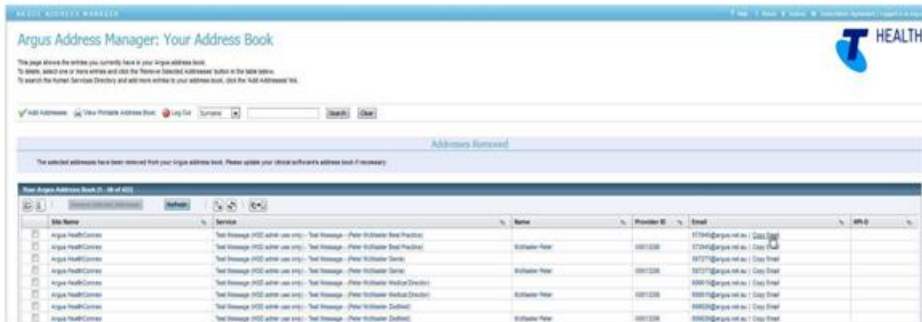
NOTE: Argus 6 is backward compatible. This means you can send and receive from other Argus users regardless of their level of eHealth adoption which is reflected by the version of Argus they have installed.

Using Argus with Zedmed

Setting up Argus recipient in Zedmed Address Book

Copy the Practitioner's Argus address from the Argus Address Manager screen (see Step 7 on the previous page)

- Open Zedmed's Address Book from the menu bar or (F9).

- After clicking on adding a **New Entry**, fill out the standard details, as illustrated below.

- To add the Argus email address, click on the magnifying glass button within the Legacy Messaging section, as highlighted above.

- In the window that appears, click on the **Add New** button, as highlighted below.

ESend Email Search

| | ESend Email Address | | | Find |

ESend Email Owner

Email Address		Owner	
		D	
5		5	
5		5	
6		6	
a	au	a	.au
a		a	
a		b	
a	.com.au	a	le.com.au
a	.au	a	1.au
a	1.au	a	m.au
a	vn.com.au	a	own.com.au
a		D	
a	et.au	a	net.au
a	n.com	a	on.com
d		c	
jc		j	
p	m	p	om

Edit   Add New   ? Help   ✓ OK   ✗ Cancel

- Paste the Argus address into the **ESend Email Address** field and enter the practice name into the **ESend Email Owner** field, then click **OK**.

Esend Email - New

Properties

ESend Email Address drtestdoctor@zedmed.com

ESend Email Owner Dr Test Doctor

? Help   ✓ OK   ✗ Cancel

- Click **OK** again
- Back in the address book entry,make sure:
  - Preferred Delivery Method is set to **Email Only**, or **Hardcopy Letter and Email**, if required
  - **Esend Method** is set to Argus.

- Click **OK** to finish.

Sending a letter via Argus in Zedmed

- Complete the letter and then click on the **Distribute** button in the toolbar, as highlighted below.

- In the window that appears, select the **Send electronically to all electronic recipients** as highlighted below.

- If required, you can also select **Print Document** and choose your preference.

- If you do batch sending, click on one of the Add to distribution queue.

- If your document properties were set correctly, Zedmed will inform you of its success, as shown. If the document properties are incorrect, Zedmed will tell you to fix those options first.

- Select **OK**.
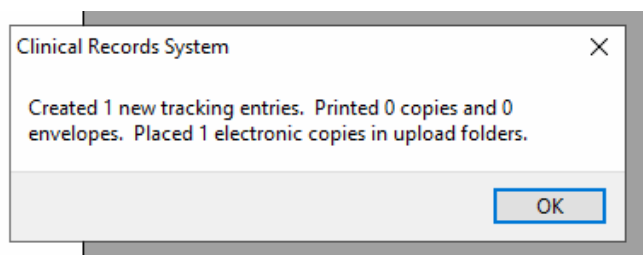
NOTE: The letter should now reside in the Upload folder. For example, C:\Zedmed\Upload, ready to be sent via Argus. The time for it to appear here is dependent on your Zedmed system. The Argus Agent will process the file from this directory and send via Argus if possible.

Checking incoming Argus Messages in Zedmed

- Incoming documents from Argus will be delivered to Zedmed via the download folder and will be imported into Zedmed via **Results -> Import Laboratory Results** (Ctrl + F6).
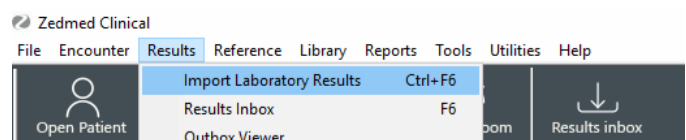
- You will see a window showing **Results Import**. Click **Close** after reviewing details.

- Click on the **Results Inbox** button (F6), as shown.
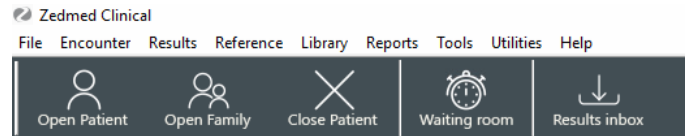
- The incoming messages will be listed (you may need to change the role).

- To match or create a new patient record double click on the message which will display the following window (in this case Zedmed is finding no possible matches).

Possible Patient Matches for this Result

File #	Family Name	Given Name	Date of Birth	Medicare Number	Home Address

Legend
Green Text: This Patient attribute MATCHED with the Result attribute
Red Text: This Patient attribute did NOT MATCH with the Result attribute

Find Another Patient...   ✓ Select   ✗ Cancel

- Click on the **Find Another Patient** button, to display this window.

- Click on the **New** button, as which will display the **New Patient** windows, as shown below.

Find Patient   ✗

Family Name	Smith
Given Name	John
	(or Preferred Name)
File #	
DOB	01/05/1938 Sex at Birth M ⌄
Medicare Number	____ _____ _ _
Address	
Home	
Hospital UR No	
Unique Patient ID	
Unique Referral ID	

☐ Include Archived and Deceased
☐ Include Merged

Find   New   Last (F4)   Cancel

- Click **OK**.

- As this patient now has a record in Zedmed, their name will appear back in the new message list, as shown below.

- To complete this initial processing of a new message, choose an action. This will result in the message being filed in the patient record and removed from the inbox.

- Review and action all other messages to empty the inbox.

Argus daily maintenance

Monitoring sent and received messages

NOTE: It is important to monitor Argus Message Manager on a regular basis. This will assist in ensuring messages are sent and received, as expected. Although notifications of problems will be emailed to the business contact for a practice at the time they occur, regular checking of the Argus Message Manager is an important part of risk management.

- Click on the **Message Manager** icon (normally on the desktop of the computer in which Argus is installed).

- You can change the Main Message View by choosing from the drop-down as shown below.

- The message manager has the following standard views:
    - **Sent – All Messages -** Displays ALL sent messages regardless of status or purpose.
    - **Sent – Messages not yet sent -** Lists any messages awaiting initial sending.
    - **Sent – Messages Awaiting Acknowledgement -** Lists messages successfully sent but awaiting acknowledgement by the recipient.
    - **Sent – Acknowledged Messages -** All messages that have been successfully acknowledged by the recipient's Argus software.
    - **Sent – Failed Messages (No Acknowledgement)** - Lists messages that have reached the maximum resend limit with no response from the recipient.
    - **Sent – Non HL7 Messages** - Lists system messages (such as, acknowledgements, error notifications etc).
    - **Sent – Transport Responses** - Lists responses sent automatically to the sender of a message to indicate that the message was received.

- **Received – All Messages** - Displays ALL received messages regardless of status or purpose.
- **Received – Processed Messages** - Lists all messages successfully processed and exported.
- **Received – Non Processed Messages** - Lists messages that were unable to be processed (this can be due to decryption or export issues etc).
- **Received – Non HL7 Messages** - Lists regular messages, usually not intended for Argus (such as, incorrectly sent messages, mail server rejection notice etc**).**
- **Received – Acknowledgements** - Lists acknowledgement messages sent back by the recipients' Argus software to indicate successful receipt of the message.
- **Received – Transport Responses** - Lists responses received automatically from the recipient of a message to indicate that the message was received.

Argus Message Cycle

The Sending Process

Argus works as a service and does a send/receive cycle every 20 minutes. This cycle can be followed in the Message Manager.

A message progress can be followed using the legend at the bottom of the Message Manager.

ACK Status - Legend		Encryption Status - Legend	
Message Not Yet Sent	🕐	Encrypted	🔒
Acknowledged	✓	Unencrypted	(no icon)
Awaiting Acknowledgement	🕐		
Failed (No Acknowledgement)	🕐		
Failed (Expired)	✖		
ACK Not Required	(no icon)		

Process Flow	ACK Status	
When a message has been added to the Argus database and is waiting to be sent in the next cycle the red clock will appear	Message Not Yet Sent	🕐
The recipients Argus installation will then receive and decrypt the message and process it into their clinical software package. At this stage the message will then show a green tick to signify that all has gone correctly	Acknowledged	✓
Once Argus has completed its 20 minute cycle the message will have been sent and will now display a yellow clock	Awaiting Acknowledgement	🕐
Messages will attempt to be delivered for 3 days, if for some reason the recipient isn't able to receive the message after 3 days the message will display a yellow clock with a small red X	Failed (No Acknowledgement)	🕐
Messages will reside on the gateway for 24 days, if for some reason the recipient isn't able to receive the message after 24 days the message will display a red X.	Failed (Expired)	✖

NOTE: A failed Acknowledgement signifies an error at the recipient's end. If you receive a failed acknowledgement, please contact the Argus Support team by phone on **03 9037 1000** or by email argussupport@health.telstra.com. Support will then contact the intended recipient and rectify any potential issues, at which point the message can then be re-sent.

The Receiving Process

As with sending messages, you can also view the process of received messages by referencing the legend.

Processed Status - Legend

Processed	
Processing Failed	
Reprocessing	
Not Processed	(no icon)

Process Flow	Processing Status	
When a message has been received, decrypted and sent to your clinical software package you will see the following image next to the message which signifies that all has gone as it should have	Processed	
If the following image appears, there can be multiple causes, contact Argus Support to investigate	Processing Failed	

NOTE: Sometimes messages are not processed, in this case the message may have been sent from a non-encrypted messaging system or it could be an Acknowledgement received in response to a message you've sent. Messages that have not been processed do not display an icon.

Message Actions

Resending messages

- Any messages sent by Argus can also be marked for resending from both the main Message View page and from the Message Detail page.

- Select one or more sent messages by ticking the checkbox and click the **Resend Selected** button. The Message Viewer will display an informative message if the selected messages were successfully marked for resending. Messages will be resent the next time Argus performs a mail synchronisation**.**
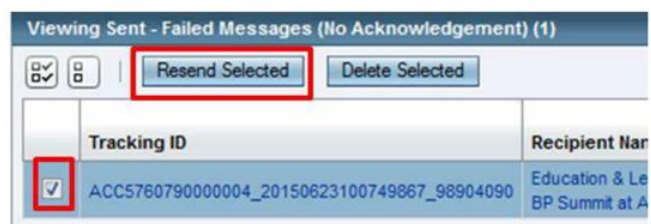
Reprocessing messages

- Any messages received by Argus can be marked for reprocessing from both the main Message View page and from the Message Detail page.

- Select one or more sent messages and click the **Reprocess Selected** button. The Message Viewer will display an informative message if the selected messages were successfully marked for reprocessing. Messages will be reprocessed the next time Argus performs a mail synchronisation.
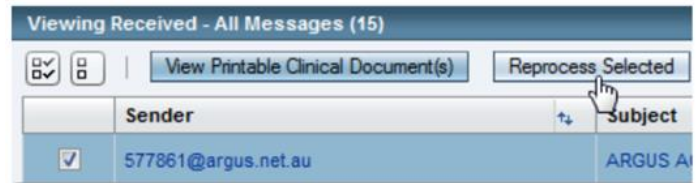
Archiving Messages

- Argus will automatically archive successfully completed messages from both sent and received views at a pre-configured interval. This is usually every 28 days. Individual messages can be archived from the Message Detail page in the Argus Message Viewer.

- Click the **Archive Message** button when viewing the detail of any message. The Message Viewer will return to the main Message View page after archiving the selected message.

Deleting Messages

Any messages sent or received by Argus can be marked for deletion from the Message Detail page in the Argus Message Viewer.

- Click the **Delete Message** button when viewing the detail of any message. The Message Viewer will return to the main Message View page after deleting the selected message or

- Select one or more messages from the main Message View page and click the **Delete Selected** button.

- The Message Viewer will display an informative message if the selected messages were successfully deleted.

Important aspects of Argus maintenance

Keeping Argus Informed

Notifying Argus of Organisational Changes

As Argus uses the National Health Services Directory - containing thousands of organisations and practitioners – it is important to keep the directory up to date. Therefore, please ensure you inform Argus of any changes regarding your practitioners and/or organisation.

For example:

- New doctors at your organisation
- Doctors who have left your organisation
- Change in Practice Manager and preferred contact details
- Changes to your organisation details, such as phone number, address etc.

This ensures the Argus Users Database is up-to-date and senders are able to locate the correct recipient at the correct location.

Changes to Server or Workstation Environments

The Argus software may need to be updated to work in co-ordination with any changes at your organisation.

It is important to inform Argus of any of the following changes to your server environment:

- **Changing clinical software and or Internet provider** - Argus may need to be reconfigured when changing your clinical software and or dedicated Argus email addresses or error notification addresses.
- **Major system upgrades** - Some upgrades, including operating system changes can affect your Argus software. Therefore, it is beneficial to advise Argus of any upcoming changes.
- **Installation of new workstations** - The Argus software may need to be reinstalled or reconfigured on your new workstation computers.
- **Changes to the file drop/file pick-up directory** - If the directories for incoming and/or outgoing messages are altered, Argus will need to be reconfigured to work with the new directories.
- **Server upgrades/replacements** - Please ensure you inform Argus of any major server upgrades PRIOR to turning-off the existing server, as they will need to take a backup of the current installation database.

Managing Your Argus Subscription

Keeping your Argus subscription up-to-date ensures you have full support and a fully functional Argus installation, including future upgrades and patches. Your Argus software will advise you when your subscription is approaching expiry. Additionally, a few weeks prior to expiry an email notification of your subscription expiry date will be sent to your nominated contact email address.

Trouble Shooting

Error	Description	Action
Maximum Resend Limit Reached	Argus has not received an acknowledgement from the intended recipient after multiple sending attempts.	This usually indicates an issue with the recipient's Argus. You should contact the Argus support team on (03) 9037 1000 to resolve.
Address Book Update Failure	The address book auto-update service was unsuccessful.	This indicates there was a problem communicating with the Human Services Directory. Once a day Argus makes a connection to the Human Services Directory to confirm all entries in the local Argus address book are correct. If, for whatever reason, the connection cannot be made, this email is sent. The error is only a problem if it occurs once a day, every day.
Argus Agent Event Error notification	The Argus Agent has been unable to send a message due to an error.	This indicates there was a problem sending a message via Argus as the message is either missing details or has an incorrect address. Contact the Argus support team on (03) 9037 1000.

Contacting Argus for Support

For further information or assistance, please contact Argus staff on one of the following methods:

- **Phone:** (03) 9037 1000, your enquiry should typically be able to be answered within one business day.

- **Email:** argus@health.telstra.com, your enquiry may take one to five business days for a response.

- **Online contact form**: www.telstrahealth.com/home/contact.html which will help direct your enquiry to the appropriate people.