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S4S Support Services

Audit4 version 14+

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S4S Support provides comprehensive services so that you can get the maximum benefit from your Audit4 installation. This document outlines the standard services that all fully paid Audit4 subscribers are entitled to - with no extra costs. Requests for services outside those outlined below may incur additional fees which would be negotiated with S4S Management as required.

Pre-Installation Consulting

Pre-Purchase Assessment

Prior to purchasing new hardware for an Audit4 installation, S4S Support can:

- Assess the suitability of any existing IT infrastructure (or laptop in the case of a standalone installation) for an Audit4 Installation.
- Advise on whether new purchases/upgrades are required or desirable.
- Provide some general guidance when purchasing new servers or other new IT infrastructure items (e.g. Printers and Scanners).

Pre-Install Health Check

Prior to installation, S4S support staff can conduct a brief health check to ensure there are no pre-existing issues that might negatively impact on Audit4. Remote access needs to be provided to S4S Support for this to be conducted. If issues are discovered, a report with details and suggested actions will be provided before installation will commence.

Audit4 Installation and Configuration

The installation service is a significant project that typically involves:

1. Install Database Engine (if using the free Microsoft SQL Express Edition¹),
2. Create new Databases and configure with practice details as provided in New Site Details form available here: <http://www.s4s.com.au/support/>
3. Upgrade Audit4 database from install version to latest general release.
4. Create Audit4 usernames for staff and practitioners.
5. Initial referring doctors import where a suitable data set is provided.
6. Initial patient load if current Patient Management System (PMS) allows a data export of patient demographics.
7. Configuration of automated Patient demographic transfer where compatible PMS is being used (via patient.in).
8. Configuration of Audit4 Database Backups.
9. Install Audit4 Client software on workstations in the practice or provision of a semi-automated mechanism to install Audit4 client software that local staff or IT Support can use.
10. Configuration of automatic imports of Investigations results (Path, Radiology) into Audit4.

¹ For sites with 6 or more concurrent users, a standard edition of Microsoft SQL server might be required to ensure good performance. S4S Support can assist with this installation but licenses must be procured via your IT Support provider.

Audit4 Backups

Regular backup of the Audit4 databases is crucial for minimising data loss in the event of hardware or system software failure.

S4S Support will:

- Configure Audit4 to perform backup database and media files to a designated backup folder on the server hard disk (or on the laptop for standalone installs). These backups are so that your site's normal backup software is able to read the files properly so that the data is protected in a restorable way. (MS SQL database files can generally not be copied directly, hence the need for a special Audit4 backup that precedes your normal data backup).

The Practices **IT SUPPORT MUST:**

- Provide a server backup process whereby the Audit4 backup files on the server, along with other practice data files, are copied to removable backup media (e.g. backup tapes or external hard drives). These then must be safely stored off-site to protect from data loss in the event of a worst case scenario disaster (e.g. fire, flood).

If you are a standalone laptop user you must:

- Backup Audit4 regularly when prompted upon exit, then
- Copy resulting Audit4 backup files from the laptop hard drive to removable media (external hard drive, USB memory stick, cloud backup service) and store securely off-site from the laptop.

Audit4 Letterheads, Page Layouts and Express Reports

S4S Support can provide each practitioner with:

- Customised **Letterhead**(s) that can be used on all their Express reports (i.e. Letters).
- **Page Layouts** using the Letterheads and other sections that control what you want and where you want it – for example you may have one for your customised Letterhead with a layout for window envelopes plus another for letters to be sent electronically.
- **Express Reports Templates** that have predefined text and database content automatically gathered from the patient data (e.g. Patient Summary with Conditions and Medications plus the last consult note). Typically, a site might want 3 or 4 customised Express Reports in addition to the standard set that is provided with Audit4.
- **Content Templates** - auto text phrases, consult note templates etc. to provide increased efficiency through automated content in consult notes, and express reports.
- **eCorrespondence** – setup and integration of Secure Messaging systems for the receiving and sending of electronic correspondence. This includes the work to interface with Argus, HealthLink, Medical Objects, or ReferralNet.

Application Management Services

S4S actively helps to manage your Audit4 installation. Many administrative tasks are rarely done and rather than burden practice or local IT Support staff with having to learn how to perform these tasks, S4S Support can do these on behalf of the practice.

Audit4 Username Management

- Audit4 New Usernames and permissions as staff come and go.
- Resetting a user's Audit4 password if it is forgotten.

NOTE: Your computer logons and passwords are the responsibility of the practice or the practice's IT Support provider.

Centrally Managed Data Sets

Maintenance and Updating of:

- Investigations Providers (Path/Imaging Labs) and associated address and phone details for those local to your practice that you refer patients to.
- Diagnoses, operations/procedures.
- Maintaining and updating of clinical worksheets.
- MIMS – for those with a MIMS Integrated subscription, MIMS can be upgraded upon request.

Audit4 Database and Application Upgrades

Your annual subscription entitles you to the benefits of new versions of Audit4. S4S Support will perform these upgrades for you at least once per year (usually more frequently).

Audit4 Health Checks

Health checks are generally performed whenever a site is upgraded but can be done at any time upon request. A health check may be as simple as ensuring the Audit4 backups are functioning correctly and server disk space is OK, right through to assisting with full disaster recovery test.

Application Support

The S4S Support's Service Desk phone number and/or email address can be used for:

- **User Assistance** – where a user is not sure how to do something within Audit4, S4S Support can:
 - help directly (in most situations) over the phone – often using Audit4 Client Support to remotely control your computer, or
 - for questions that require specialist clinical knowledge, the query can be escalated to the appropriate S4S Specialist and, if required, further training can be arranged.
- **Incidents** – if Audit4 is not accessible or not working as intended, S4S support will provide assistance. Incidents that are having a high impact on a practice will be given the highest priority.

- **Feature Requests** - if an Audit4 modification or new feature is wanted, you should contact S4S Support.
 - Support staff will endeavour to get a clear understanding of the requests and will log the details.
 - S4S Management Team and the Development team will assess the request on its merits for other users of Audit4, along with the resources required to implement. Requests that are deemed of benefit to other Audit4 users and where development costs are reasonable, will be undertaken at no cost to the requestor.

Please be aware that the development lifecycle can take some time depending on the request as there is a need for all development changes to undergo testing, as well as being released to Audit4 alpha sites and beta sites for a testing period. If the request is unlikely to be of benefit to other users of Audit4 and/or the costs of development cannot be justified, then the client may be given the opportunity to fund (or partially fund) the associated development costs.

- **Issues** - If Audit4 has recurring issues such as freezing or exception errors, you should contact S4S Support. Audit4 has an exception handling system that can send details to S4S for developers to analyse and in many cases eliminate the root cause in a future release. It is helpful if users can briefly describe what was being done leading up to the exception and to send to S4S so that developers can try and replicate the issue in a test environment as part of the root cause analysis.

Support Requirements

For S4S to be able to efficiently provide effective support the following is required:

- Broadband internet access is required for Audit4 to download updates.
- Proxy / perimeter firewall needs to allow TeamViewer to allow quick support to be provided to Audit4 users. (A TeamViewer quick support application is included within the Audit4 Client).
- Remote Access for S4S Support staff to the Audit4 server to allow support staff to perform the installation, perform upgrades, and provide ongoing application management tasks outlined earlier in this document. Remote Desktop Connection (preferred) or products like *logmein* or TeamViewer are alternatives.

Downloading of Investigation Results

Setup

S4S Support can help facilitate the process of getting Pathology Download accounts created and getting the software working. The level of service provided by the different path companies varies greatly and S4S Support will endeavour to "fill in the gaps" where necessary. Note that as this service is effectively done for free, it is done on a best effort basis.

Missing Results

When a practitioner is missing results for a patient, S4S support can check to ensure that pathology downloads are working, however it is best that practitioners or Practice Manager first check to see if other results from that company are being received.

- Run the **Request and Result Summary** Report (within **Audit & Search, Pathology**). The second table shows the most recent result date for each investigation provider which helps ascertain whether or not the download program is working.
- Ring the investigations provider results hotline and they can see where a patient's result is in their lab system, and/or identify if results are not being downloaded.
- If a company's results are believed to have stopped downloading or importing into Audit4, contact S4S Support to investigate further.

Peripheral Support

Printing from Audit4

Workstations should have printers installed and be able to print from other Windows software by your IT Support provider. Once this has been done, printing from Audit4 should work without issues. S4S Support will assist when printing from other Windows applications is working but Audit4 printing is not. Before calling S4S Support, you should check if your printer can print from Internet Explorer, and/or MS Word – and if this fails you should refer this issue to your IT support provider.

Remote Printing: If you access Audit4 remotely via a Remote Desktop Connection to a server, your local IT Support provider may need to install printer drivers on the server.

S4S Support can work with your IT Support providers, where required, to help resolve printing issues.

Scanners

Scanners should first be setup by your IT Support staff to the point where windows scanning is working. After this, S4S Support can assist with configuring and tuning the scanner settings within Audit4. If a scanner stops working, it is important to test the scanning functions outside of Audit4 to see if the connection to the scanner is still operable – if not a complete restart of Windows and the scanner may be required. If this happens frequently, please contact S4S Support for further investigation.

Remote Access

Remote Access is not provided by Audit4 directly but your local IT Support should be able to provide one or more methods of remote access to your site that allows you to use Audit4.

Contacts

For access to any of the services outlined above please contact S4S Support:

Phone 1300 133 308
Email: support@s4s.com.au