Rancho Los Amigos National Rehabilitation Center
INFORMATION MANAGEMENT SERVICES
POLICY AND PROCEDURE

Background: Rancho Los Amigos National Rehabilitation Center (RLANRC) utilizes Seebeyond interface engine software (e*Gate). The software provides communication between various systems and **Affinity**. It provides information to the Pharmacy System, Clinical Laboratory Information System (CLIS), Operating Room Scheduling Office System (ORSOS), RTIS and the data repository at RLANRC. It provides order control information to the CLIS, as well as a vehicle for results reporting to **Affinity**. It works in conjunction with a CLIS interface PC that performs the merging of the **Affinity** data with that of CLIS and the preparation of the results for transmission back to **Affinity**.

Purpose: The purpose of this document is to define support staff for the e*Gate Interface Engine operating on the HP Proliant Processor in the Information Systems Computer Room.

There are two regions in operation on the e*Gate. One provided for **Affinity** Live (RANCHOEGATE) and one for **Affinity** Support (RLAEGATESUPPORT). The e*Gate Live is monitored regularly by several departments. The test region is only activated and checked during integrated testing.

Policy: The e*Gate Support staff is responsible for the support of the e*Gate Interface Engine. In the event of power outage, the processor will reboot, but it may require secondary logon to activate the STC e*Gate Server software. The system is provided with UPS backup and generally will not require any intervention. A document with startup and shutdown procedures is located by the HP Proliant processor. In the event of hospital wide power failure, network communication links will automatically be reestablished when they are available.

System monitoring:

The e*Gate server is located in Bldg 100 - Computer Room and is monitored remotely.

The e*Gate Support Staff is responsible for monitoring both the **Affinity and Lab Interface** (the PC/Terminal that operates the programs that update CLIS with orders and sends the results to Affinity) during standard business hours.

On the Affinity Interface status screen, Outbound Queue/Files displays the number of messages waiting to be created. Also, the Outbound Queue/Files displays the number of messages already created and waiting be sent. The Inbound Files displays the number of messages waiting to be processed. To view transactions: You select option "**4** "for transactions, enter "**I"** for inbound transactions, enter date, enter time, and enter current device to view on your monitor. Press the **Redisplay Message Queues** function key to refresh the queue totals.

Software Support:

Software support is provided on a time and materials basis from Seebeyond, the developers of the e*Gate Interface Engine. Upgrades in Seebeyond's software may be preformed remotely or on site as required by Seebeyond.

Interface COMM Client Support:

Seebeyond provides multiple simple generic eways clients that can be utilized by configuring to meet specific needs. Modifications to the eways clients configurations can be performed by the e*Gate Support Staff or on a time and materials basis by Seebeyond. As new systems are required, DHS will determine if the new eways client will be funded by the original Seebeyond interface contracts.

e*Gate Schema Maintenance:

The e*Gate Support Staff performs modification to the e*Gate schema as needed to provide for modifications by the sending and receiving systems. The e*Gate inbound and outbound clients may need minor changes as software systems are upgraded and modified.