

## SpringCharts EMR / NDC Medical Connect Installation Checklist

Please follow this checklist **exactly** to ensure a successful implementation of the SpringCharts / NDC Medical Connect Solution. For more detailed information on any of the items below, see the **SpringCharts / NDC Medical Connect Guide** and refer to the page numbers cited:

### Installation and Configuration:

- Confirm that all software programs are required versions and be careful to install them in the **correct sequence**.

Note: Both SpringCharts and the NDC PMS product should be installed and activated as if they were “stand alone” systems.

- For a list of required software versions **see Page 28**.
  - For software program installation sequence, **see Page 8**.
- Synchronize all computer clocks with the time on the NDC PMS Server
  - See **Page 8** for synchronization procedure
- Configure the SpringCharts Server’s HL7 PMS Link. **See Page 11**
- With the NDC PMS system and SpringCharts both running, install the NDC Medical Connect.

### Program Execution and Maintenance:

The following is a list of the most common items to troubleshoot in the event of a problem.

- Confirm that NDC Medical Connect is installed on the designated **BILLING** computer. This is the he computer used to enter transactions into NDCMedisoft or NDCLytec. **See Page 3**
- Confirm that the target NDC PMS product (NDCMedisoft or NDCLytec) is running at all times.
- Confirm that SpringCharts Server (or SpringCharts Single Computer Version) is running at all times.
- Confirm that NDC Medical Connect is running at all times.
- Check the Import Link Data queue in SpringCharts. **See page 21**
- Deactivate all power saving utilities (such as hibernation or sleep modes) on the two computers where SpringCharts Server (or SpringCharts Single Computer Version), NDC Medical Connect and NDCMedisoft or NDCLytec are running.
- Confirm that both the SpringCharts Server and the computer running NDC Medical Connect have a static IP address.
  - For details on entering these IP addresses during set up, **See Pages 12 & 15**
- Confirm that all computer clocks are synchronized. **See Page 10**
- Confirm that the NDC Medical Connect transmission retry is set to 2 minutes. **See Page 15**
- Confirm that the “Enable Logging” Function is enabled in NDC Medical Connect. **See Page 28**

### Common Error Messages and Issues:

The error messages and issues listed below are the ones are most frequently encountered during installation and configuration of the SpringCharts / NDC Medical Connect Solution. To resolve these, please refer to the Guide page numbers cited:

- Error Message: tblcase: Error 3106 **Page 28**
- Error Message: Reinstall NDCLytec **Page 31**
- Fixing Duplicate Charts **Page 31**