Telemed IQ Implementation Guide

Last updated on 7/30/2020

Change Log

Change Made	Date
Created & Updated API resources required	1 June 2020 – Brandon Cunningham

Application Details

Request and manage virtual clinical support within the context of a patient encounter

Cerner Software and Licensing Requirements

In order to implement this application, you will need the following:

Cerner Licensing

You will need to license Telemed IQ through SOC Telemed.

Software and Licensing

Cerner PowerChart or FirstNet

Project Planning

Necessary Teams to Involve

- Vendor contact(s) as needed
- Cerner Admin and Client Systems Web and Service Servers Admin
- FirstNet application analyst and Cerner specialists
- PowerCHart Inpatient application analyst
- IT and Clinical Director and Clinical Workflow stakeholders

Project Timeline

If all FHIR build is pre built then the project can take between 4-9 weeks. If there is no configuration competed pre-built the project can take up to 15 weeks. It is important to configure the

Application Setup

Complete the following steps to allow users to interact with the application. You need to determine how users access the application and which users receive that access.

You can also find the below content via this link as well hosted on Cerner's website

Create and Configure an Integration Record for the Application

Follow the steps provided by Cerner FHIR implementation team.

Configure SMART Applications to Run in PowerChart

Overview

This Reference Page contains the prerequisites and steps required to configure SMART (Substitutable Medical Applications and Reusable Technology) applications at your site. Requirements include implementing Cerner Ignite APIs, configuring SMART Application Validator, configuring OAuth2, and setting the preference requirement to add the SMART application as a chart component in PowerChart (PowerChart.exe).

Work Steps Summary

The following table contains a high-level workflow to configure this functionality:

1	Configure *SMART* Applications to Run in *PowerChart* at Chart Level (Patient Selected)
2	Configure *SMART* Applications to Run in *PowerChart* at Organizer Level (No Patient Selected)
3	Configure *SMART* Application Validator to Run in *PowerChart* at Chart Level
4	Configure Authorization (OAuth 2.0)

Prerequisites

Complete the configuration steps, and ensure that you have installed the necessary package dependencies listed on Install Cerner Ignite APIs.

Configuration Applications

Preferences Maintenance Tool (PrefMaint.exe or opened from DCPTools.exe) is required to configure this functionality.

Configure SMART Applications to Run in PowerChart at Chart Level (Patient Selected)

Complete the following steps to configure SMART applications to run in PowerChart:

1. Open Preferences Maintenance Tool, select View, and ensure that the View PVC_Name command is selected.

2. Select PowerChart from the Application list, select the appropriate position from the Position list, and click Search for Preferences.

3. In the Level tree, select Chart, and then click Add Tab.

4. Select Discern Report from the Available Tabs list, and move it to the Existing Tabs list.

5. Click Apply and OK to confirm the change.

6. In the Level tree, expand Chart.

7. Select the last Discern Report item that you added.

8. Enter the application name you want in the VIEW_CAPTION field.

9. In the Level tree, expand Discern Report.

10. Add a web address from the following table to the REPORT_NAME field, where xxxxx is the APP_ID value:

Environment	Web Address
U.S. Nonproduction	<url>https://smart.sandboxcerner.com/smart/apps/xxxxx?PAT_PersonId=$PAT_PersonId$&VIS_EncntrId=$VIS_EncntrId$&USR_PersonId=$USR_PersonId$&PAT_PPRCode=$PAT_PPRCode$
U.S. Production	<url>https://smart.cerner.com/smart/apps/xxxxx?PAT_PersonId=$PAT_PersonId$&VIS_EncntrId=$VIS_EncntrId$&USR_PersonId=$USR_PersonId$&PAT_PPRCode=$PAT_PPRCode$

Configure SMART Applications to Run in PowerChart at Organizer Level (No Patient Selected)

Complete the following steps to configure SMART applications to run in PowerChart:

1. Open Preferences Maintenance Tool, select View, and ensure that the View PVC_Name command is selected.

2. Select PowerChart from the Application list, select the appropriate position from the Position list, and click Search for Preferences.

3. In the Level tree, select Organizer, and then click Add Tab.

4. Select Discern Report from the Available Tabs list, and move it to the Existing Tabs list.

5. Click Apply and OK to confirm the change.

Environment	Web Address
U.S. Nonproduction	<url>https://smart.sandboxcerner.com/smart/apps/xxxxx?USR_PersonId=$USR_PersonId$
U.S. Production	<url>https://smart.cerner.com/smart/apps/xxxxx?USR_PersonId=$USR_PersonId$

6. In the Level tree, expand Chart.

7. Select the last Discern Report item that you added.

8. Enter the application name you want in the VIEW_CAPTION field.

9. In the Level tree, expand Discern Report.

10. Add a web address from the following table to the REPORT_NAME field, where xxxxx is the APP_ID value:

Configure SMART Application Validator to Run in PowerChart at Chart Level

To ensure that your domain is set up correctly and that SMART, FHIR, and OAuth2 are working properly, configure the SMART Application Validator by completing the following steps:

1. Open Preferences Maintenance Tool, select View, and ensure that the View PVC_Name command is selected.

2. Select PowerChart from the Application list, select the appropriate position from the Position list, and click Search for Preferences.

3. In the Level tree, select Chart, and then click Add Tab.

4. Select Discern Report from the Available Tabs list, and move it to the Existing Tabs list.

5. Click Apply and OK to confirm the change.

6. In the Level tree, expand Chart.

7. Select the last Discern Report item that you added.

8. Enter the application name you want in the VIEW_CAPTION field.

9. In the Level tree, expand Discern Report.

10. Add a web address from the following table to the REPORT_NAME field:

Environment	Web Address
U.S. Nonproduction	<url>https://smart.sandboxcerner.com/smart/apps/0a0e0a81-3eba-4142-8da6-3d48fd3d9286?PAT_PersonId=$PAT_PersonId$&VIS_EncntrId=$VIS_EncntrId$&USR_PersonId=$USR_PersonId$&PAT_PPRCode=$PAT_PPRCode$
U.S. Production	<url>https://smart.cerner.com/smart/apps/0a0e0a81-3eba-4142-8da6-3d48fd3d9286?PAT_PersonId=$PAT_PersonId$&VIS_EncntrId=$VIS_EncntrId$&USR_PersonId=$USR_PersonId$&PAT_PPRCode=$PAT_PPRCode$

Configure Authorization (OAuth 2.0)

For provider-facing SMART applications to function, they must be explicitly authorized to access your production environment's data. You or your Cerner representative will need to contact the Cerner operations team with a list of which SMART applications should be granted access to which environments. See Contacting Cloud Operations for details.

Cerner may request additional contact details for your site, if the Cerner Ignite APIs do not have them on file already. These details are used in the unlikely event that a user-visible error message must be displayed. The following information may be requested:

- Contact information for technical support for providers
- Contact information for technical support for patients
- Contact information for medical records support for patients

For each of those scenarios, provide as much of the following information as possible or applicable:

- Phone number
- Email address
- Web address

Additional Resources

- All About Preferences Maintenance Tool
- Install *Cerner Ignite APIs*

Shared Settings

Use the following values for both non-production and production settings:

- Display name: Telemed IQ
- Integration type: SMART on FHIR
- Authentication method: SMART on FHIR (default)

Non-production Settings

Use the following values when configuring the app for testing:

- URL: <SOC Telemed to provide>
- Client ID: <SOC Telemed to provide>

Production Settings

Use the following values when configuring the app for production:

- URL: <SOC Telemed to provide>
- Client ID: <SOC Telemed to provide>

Configure the Launch Link

Give Clinicians Access to Active Guidelines

To integrate the application into user workflows, follow the instructions below.

Create Menu and Activity Records

1. Create a menu item and configure the following settings.
2. Add the menu record to the relevant workflow.

<url>https://smart.sandboxcerner.com/smart/apps/f1ebf98c-517d-4439-a0c9-e356745a385c?PAT_PersonId=$PAT_PersonId$&VIS_EncntrId=$VIS_EncntrId$&USR_PersonId=$USR_PersonId$&PAT_PPRCode=$PAT_PPRCode$

Set Up User Security

To control which users can interact with the application.

API Setup

Cerner needs to be set up to allow the application to access data in PowerChart and FirstNet.

Instance Recommendation

We recommend discussing with your Client Systems Analyst about where the instances for this application should reside, for example, along with your foreground instances or your background instances

Web Services Consumed

Telemed IQ uses the following web services:

- AllergyIntolerance.Read (DSTU2)
- Patient.Read (DSTU2)
- Encounter.Read (STU2)
- Practitioner.Read (STU2)
- Location.Read (STU2)
- Patient.Read (STU2)
- Organization.Read (STU2)

Bindings

- REST

FHIR

Verify that you have done the steps to setup FHIR in your environment