



Technical Service Bulletin

Monitoring Products

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Bulletin Type: As Needed

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Subject: TSB-PID10 Race/PID22 Ethnic Code Defect

CAR Number: N/A

Distribution Scope: WA Internal
WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: Connex VM 2.0

SW Version: Connex VM 2.0

Summary: A defect has been introduced with EGS in VM 2.0 that PID-10 Race Codes and PID-22 Ethnic Group Codes are not being written to outbound ORU messages.

Issue: WA_EIE_DB's [dbo.sp_EIE_PatientRace_GetRecord](#) and [sp_EIE_PatientEthnicGroup_GetRecord](#) stored procedures are not successfully pulling out the Race Code and Ethnic Code details from the Database.

Action: Complete the actions listed in this TSB as needed for any Connex VM 2.0 installation experiencing the issue.

Reference to Standards:

- 21 CFR Part 820, ISO 13485, MPD SOP-0002

Add additional references as needed.

Updates:

Technical Manual	<input type="checkbox"/>	Repair Tool	<input type="checkbox"/>
Service Plan	<input type="checkbox"/>	Internet/Intranet	<input type="checkbox"/>
Procedures	<input type="checkbox"/>	Price List	<input type="checkbox"/>
Training Material	<input type="checkbox"/>	Other	

Service Strategy: N/A

Required Training: Read and Sign of this TSB.

Required Tools: SQL Server Management Studio

Required Materials: N/A

Quality Process for failed units or components: N/A

Procedure: Complete the following steps:

The issue can be resolved by following steps:

1. Open SQL Server Management Studio with valid login credentials.
2. Open WA_EIE_DB database in the object explorer.
3. Open “sp_EIE_PatientEthnicGroup_GetRecord” stored procedure.
4. Verify the Select query in this stored procedure. It will look like below.

```
ALTER PROCEDURE [dbo].[sp_EIE_PatientEthnicGroup_GetRecord]
-- Add the parameters for the stored procedure here
@PatientRID Int
AS
BEGIN
-- SET NOCOUNT ON added to prevent extra result sets from
SET NOCOUNT ON;
-- ***** FIELD ORDER *****
-- Get Record from PatientEthnicGroup Table
BEGIN TRY
SELECT
EthnicGroupCode
FROM [dbo].[PatientEthnicGroup] WHERE RID = @PatientRID;
END TRY
BEGIN CATCH
EXEC [sp_EIE_RaiseDBError] N'[sp_EIE_PatientEthnicGroup_GetRecord]'
END CATCH
END
```

5. Replace where clause *RID=@PatientRID* with *PatientRID=@PatientRID* in above select statement. (after this replacement it will look like below.)

```
ALTER PROCEDURE [dbo].[sp_EIE_PatientEthnicGroup_GetRecord]
-- Add the parameters for the stored procedure here
@PatientRID Int
AS
BEGIN
-- SET NOCOUNT ON added to prevent extra result sets from
SET NOCOUNT ON;
-- ***** FIELD ORDER *****
-- Get Record from PatientEthnicGroup Table
BEGIN TRY
SELECT
EthnicGroupCode
FROM [dbo].[PatientEthnicGroup] WHERE PatientRID = @PatientRID;
END TRY
BEGIN CATCH
EXEC [sp_EIE_RaiseDBError] N'[sp_EIE_PatientEthnicGroup_GetRecord]'
END CATCH
END
```

6. Execute above stored procedure.
7. Open “*sp_EIE_PatientRace_GetRecord*” stored procedure.
8. Verify the Select query in this stored procedure. It will display like below.

```
ALTER PROCEDURE [dbo].[sp_EIE_PatientRace_GetRecord]
-- Add the parameters for the stored procedure here
@PatientRID Int
AS
BEGIN
-- SET NOCOUNT ON added to prevent extra result sets from
SET NOCOUNT ON;
-- ***** FIELD ORDER *****
-- Get Record from PatientRace Table
BEGIN TRY
SELECT
RaceCode
FROM [dbo].[PatientRace] WHERE RID = @PatientRID;
END TRY
BEGIN CATCH
EXEC [sp_EIE_RaiseDBError] N'[sp_EIE_PatientRace_GetReco
END CATCH
END
```

9. Replace where clause *RID=@PatientRID* with *PatientRID=@PatientRID* in above select statement.(after this replacement it will look like below.)

```

ALTER PROCEDURE [dbo].[sp_EIE_PatientRace_GetRecord]
-- Add the parameters for the stored procedure here
@PatientRID Int
AS
BEGIN
-- SET NOCOUNT ON added to prevent extra result sets from
SET NOCOUNT ON;
-- ***** FIELD ORDER *****
-- Get Record from PatientRace Table
BEGIN TRY
SELECT
RaceCode
FROM [dbo].[PatientRace] WHERE PatientRID = @PatientRID;
END TRY
BEGIN CATCH
EXEC [sp_EIE_RaiseDBError] N'[sp_EIE_PatientRace_GetRecord]
END CATCH
END
    
```

10. Execute above stored procedure.
11. Close SQL Server Management Studio.

Quality Documents: **All service centers using SAP to record service transactions:** For each monitor serviced, record the service activity in SAP.

All other service centers and Field Service: For each monitor serviced, complete and file a service report and attach to the service DHR.

If required, define non-standard service quality documentation requirements.

Notes:

1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

Revision History					
Version	Description	Change #	Init	Release Date	Appr
A	Initial Release	D*	D*	D*	D*
D* - See SAP DIR for Change number, Approver Name and Date of Approval					