



**Technical Service Bulletin**

**Monitoring Products**

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**Bulletin Type:As Needed**

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**SAP DIR #: 20013231**

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**Subject:** TSB-CONNEX VM 2.0 FILTER TIME DRIFTS

**CAR Number:** N/A

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

**Product(s) Referenced:** Connex HL7

**SW Version:** Connex HL7 2.0

**Serial No. / Lot Code:** N/A

**Summary:** The timestamp on vitals transmitted from CVSM devices to Connex can sometimes drift ahead of the actual time. This may cause results messages to be transmitted to the customer EMR with a future timestamp. Some customer EMRs refuse to accept vitals results with a future timestamp. This TSB is a set of instructions to configure the Corepoint Action List to hold onto tests with a future timestamp and transmit once the timestamp is no longer in the future. The time drift is a matter of seconds and this Action List change will delay messages for up to 1 minute to ensure acceptance by the customer EMR.

**Issue:** The CVSM time may drift slightly into the future, causing results messages to be rejected by some customer EMRs due to the future timestamp.

**Action:** Complete the steps listed in the TSB Procedure section (below) as needed for any Connex VM 2.0 installations to ensure vitals results are not rejected by the EMR due to future timestamp.

**Reference to Standards:**

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

**Updates: N/A**

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:**

Apply as needed to customers with an EMR configuration that does not allow processing of vitals results with future timestamps.

**Required Training:**

N/A

**Required Tools:**

Corepoint Integration Engine

**Required Materials:**

EIE\_OB\_Multi\_Child\_iGATE.nix located in DIR #20013231

**Quality Process for failed units or components:**

N/A

**Procedure:**

**Modifying a customized “EIE OB Multi Child” action list**

1. Import EIE\_OB\_Multi\_Child\_iGATE.nix action list with clock drift solution
2. Open EIE\_OB\_Multi\_Child and EIE\_OB\_Multi\_Child-IGATE action lists
3. Copy the “Clock Drift Solution” block from EIE\_OB\_Multi\_Child-IGATE into EIE\_OB\_Multi\_Child after the last line of Action List
4. Resolve the action list compilation errors if any
5. Save EIE\_OB\_Multi\_Child action list
6. Delete the EIE\_OB\_Multi\_Child-IGATE action list
7. Commit and activate all changes in Corepoint Configuration
8. Verify all the above scenarios are working as expected

```

---MsgLoad into %child_msg as HL7V2:2.5:ADT-A01
---EnvLogText "%s", "child Action list Call"
---$MessageTypeandTrigger = ItemFormat("%s-%s", %child_msg/MSH-9-1 (Message Code), %child_msg/MSH-9-2 (Trigger Event))
[- Choose from $MessageTypeandTrigger
  [- Matching exactly "ORU-R01"
    ---MsgLoad into %child_msg as HL7V2:2.5:ORU-R01
    ---EnvLogText "PV1-9-1 = %s", %child_msg/PV1-9-1 (Id Number)
    [+ Restore MRN to PID-2 and PID-3
    [+ Restore Facility Value Received in ADT MSH-4 to MSH-6 of the ORU Message
    [+ Reference Ranges for MedCentral
    [+ Check MSH-6 for Discharged Patient ORU Messages
    [- Clock Drift Solution
      [- Loop At most 6 times Delay 10 seconds
        ---$CurrentDatetime = ItemFormatDate("now" convert "{standard}" into "yyyymmddhhmmss")
        ---$OBR-7Datetme = ItemReplace "{(.14)}:" with "$1" in %child_msg/OBR-7-1 (Time)
        ---$OBR-7Year = ItemReplace "{(.4)}:" with "$1" in %child_msg/OBR-7-1 (Time)
        ---$CurrentYear = ItemReplace "{(.4)}:" with "$1" in $CurrentDatetime
        [- If ($OBR-7Year <> $CurrentYear) Then
          ---EnvLogText "OBR-7 Year is : %s this is not the current year of : %s so process further.", $OBR-7Year, $CurrentYear
          ---LoopExit
        [- If ($OBR-7Datetme <= $CurrentDatetime) Then
          ---EnvLogText "Observation datetime is not in the fututre so process further."
          ---EnvLogText "Observation datetime is : %s", $OBR-7Datetme
          ---EnvLogText "System datetime is : %s", $CurrentDatetime
          ---LoopExit
          ---EnvLogText "Observation date is in future so executing 10 sec delay till 1 minute or OBR-7 Datetme = System Datetime."
          ---EnvLogText "Observation datetime is : %s", $OBR-7Datetme
          ---EnvLogText "System datetime is : %s", $CurrentDatetime
  
```

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

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

**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	ReleaseDate	Appr
A	Initial release	D*	KC	D*	D*
D*SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					