



Technical Service Bulletin

Monitoring Products

Welch Allyn, Inc.®
4341 State Street Road
Skaneateles Falls, New York 13153-0220 USA

Bulletin Type:As Needed

Tel: 1-315-685-4100 Fax: 1-315-685-4653
www.WelchAllyn.com

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Subject: TSB-CONNEX VM 2.0.1 RELEASE

CAR Number: N/A

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

Product(s) Referenced: Connex VM

SW Version: Connex VM 2.0

Serial No. / Lot Code: N/A

Summary: The Connex VM 2.0.1 software has been released.

Issue: The following issues are addressed in the Connex VM 2.0.1 software:

- Vitals reconciliation for discharged patients

Vitals sent from CVSM devices after the patient has been discharged are sent to the EMR.

- Configurable patient ID match rules

If a patient ID comes in from a CVSM to Connex VM and it does not match a patient existing in the database, Connex VM will send the reading to the unreconciled queue. The patient will not be automatically added to the database and the reading will not be sent to the EMR. The customer will have a choice between the current behavior and the new option described above.

- Configurable clinician ID match rules

If a clinician ID comes in from a CVSM to Connex VM and it does not match a clinician existing in the database, the clinician will not be automatically added to the database and the reading will not be sent to the EMR. The customer will have a choice between the current behavior and the new option described above.

- Configurable administrative alerts on system delays and failures
- EGS deadlock at midnight preventing transmission of outbound vitals results
- EGS deadlock on inbound ADT messages
- Compatibility with CVSM v1.71.02 (office profile)
- WACP issue affecting transmission of vitals results from CVSM devices
- Foreign localization issues related to different date format and languages
- NTE segment and PID-10 race code now written to outbound ORU messages
- Manager and View users added to default .NIX file
- Modifiers from CVSM with value of "None" prevented from being sent in the ORU message

Action:

Complete the steps listed in the Procedure section (below) as needed for Connex VM installations to ensure customer does not experience issues described above

Reference to Standards:

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

Service Strategy:

Apply as needed to customers with Connex VM 2.0

Required Training:

N/A

Required Tools:

N/A

Required Materials:

SWF WA CONNEX VM V2.0.1 located in DIR #50010897 or PartnerConnect.

Connex VM Install Guide (DIR # 80015828)

Connex VM HL7 Install Guide (DIR # 20011625)

Connex VM HL7 Configuration Procedure (DIR # 20011628)

Quality Process for failed units or components: N/A

Procedure: Obtain the Connex VM 2.0.1 install package from PartnerConnect or SAP DIR #50010897 and install according to the Connex VM Install Guide (DIR #80015828). Configure customer interface per the Connex VM HL7 Install Guide (DIR #20011625) and Connex VM HL7 Configuration Procedure (DIR #20011628)

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*	MG	D*	D*
D*SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					