

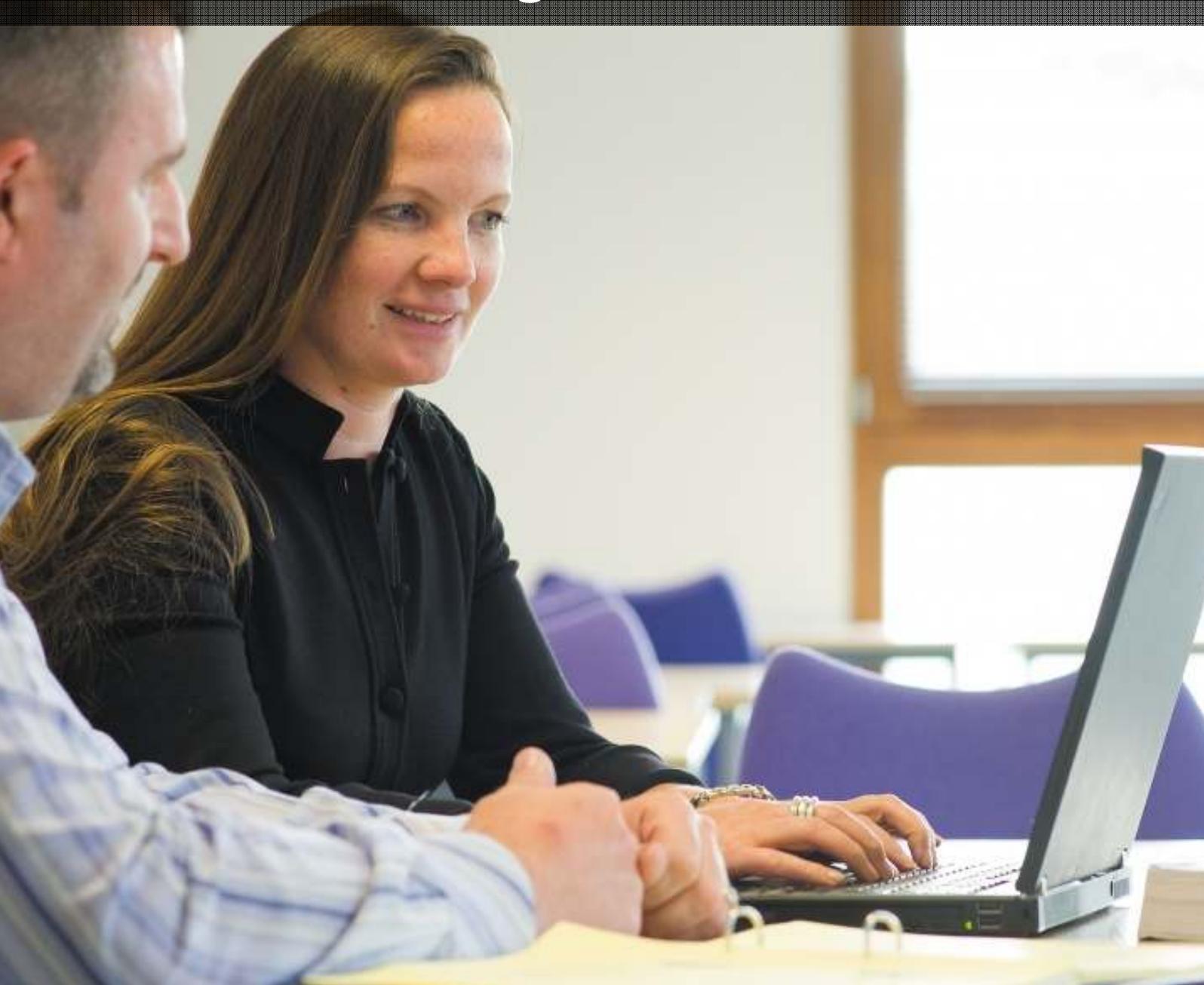
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MIQUEST Troubleshooting Guide



Prepared by the Information and Training Teams
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Queries Refusing to Import into MIQUEST

1. Has MIQUEST ever been used at this practice before?

If not, then it may be that the system supplier needs to switch the MIQUEST Interpreter on and configure it for you.

You will need to contact them to arrange this.

2. Are you importing pre-queries?

All queries have Header lines. These begin with a * and contain information that MIQUEST needs to load the query in. Pre-queries will have some blank header lines. Queries ready to import into MIQUEST will not have blank header lines. The differences between the two are highlighted below:

PRE-QUERY	QUERY READY TO IMPORT INTO MIQUEST
*QRY_WDATE,20110706,06/07/2011	*QRY_WDATE,20110628,28/06/2011
*QRY_SDATE,20100812,12/08/2010	*QRY_SDATE,20100812,12/08/2010
*QRY_TITLE,AAFLUQ1,Subset of pts aged 65	*QRY_TITLE,AAFLUQ1,Subset of pts aged 65
*QRY_ORDER,	*QRY_ORDER,001,
*QRY_AGREE,	*QRY_AGREE,LOCAL,
*ENQ_IDENT,	*ENQ_IDENT,LOCAL,
*QRY_MEDIA,D,DISK	*QRY_MEDIA,D,DISK
*QRY_SETID,ReadV2, Read V2 set	*QRY_SETID,ReadV2, Read V2 set
*ENQ_RSPID,	*ENQ_RSPID,M12345,
*QRY_CODES,0,	*QRY_CODES,0,9999R2,

If the highlighted items are missing from the query that you are trying to load, then you have pre-queries. You will need to create a set of queries from within the CHART software and load these into MIQUEST.

(When you click the “Copy queries to selected drive” in CHART, it takes a pre-query, adds information to it from its configuration settings, and puts the new query into the location that you specified for “Query Delivery Directory”)

3. Are you importing queries intended for a different Read code version?

Different Clinical Systems use different Read code versions.

Look at the “*QRY_CODES” header in the queries you are trying to import. For the systems below it should be as follows:

*QRY_CODES,0,9999R2,	*QRY_CODES,0,9999R2, *QRY_CODES,1,9999BN,	*QRY_CODES,0,9999R3,
Vision Synergy Premiere EMIS PCS EMIS Web Microtest	EMIS LV	SystemOne Seetec

If not, then you have the wrong CHART library installed. Remove the CHART library and install the correct Read code version.

Note: You cannot manually change this header line as the actual Read codes specified in your query set are also wrong. Just changing the header line and running them will give you incorrect information.

4. Do your queries have the wrong *ENQ_RSPID line?

Look at the *ENQ_RSPID header line in the query you are trying to import. This should be followed by the Practice National Code, e.g. if your practice is M12345 you should see:

*ENQ_RSPID,M12345,

If it is not your practice national code, you can manually change it to the correct one to get your queries to import.

5. Has someone changed the practice national code in the MIQUEST configuration?

If someone else (maybe from outside the practice) has been running queries on MIQUEST, their queries may have been set up with an *ENQ_RSPID header line of:

```
*ENQ_RSPID,LOCAL,
```

To get their queries to run, they may have gone into the configuration settings on MIQUEST and changed the Practice ID to "LOCAL".

If so you will need to change it back.

Your System Supplier Helpdesk will be able to advise you on this.

6. Has the query agreement expired?

Some MIQUEST interpreters have query agreements with expiry dates in them. If this date is in the past, then your queries may fail to import. You will need to go into the MIQUEST configuration and extend the agreement.

Your System Supplier Helpdesk will be able to advise you on this.

7. Are you using the "Import Files" option in SystemOne?

Do not. Use the "Import Folder" option instead.

Responses Refusing to Export from MIQUEST

1. EMIS LV displaying “wrong type of data” error

Occasionally EMIS can have this problem when the folder you are trying to save the result files to is not empty. Unfortunately EMIS may also think the files are still there even after you have deleted them.

Therefore try the following:

1. Delete any files in the folder and export the responses.
If this does not work:
2. Create a completely new folder and export the responses.
If this does not work:
3. Shut EMIS down and reopen it. Try exporting the responses to your new folder.

If all the above fail, **you will need to contact EMIS.**

2. Vision displaying “there are already .csv files in the folder”

Vision may persistently give you the message that the target folder already contains .csv files. This message reoccurs, even if you delete and recreate the folder, create a totally different folder, and log out of and back into Vision.

Use a much shorter folder name (8 characters) with no spaces.

Vision’s software was originally written under DOS and therefore longer folder names may cause this problem.

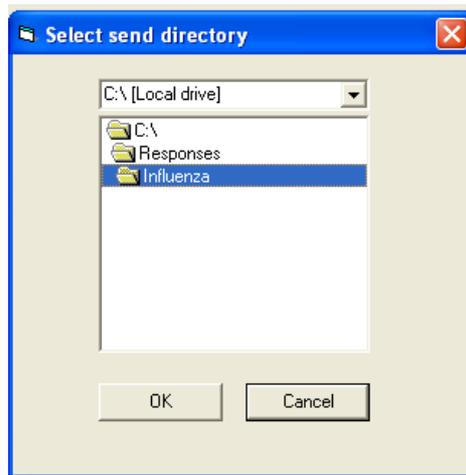
3. Vision responses not exporting to where they are expected

When you export the response from Vision, you have to browse to the location of the folder where you want to export them:

- Clicking “OK” will send the csv files into the “Responses” folder, as the Influenza folder is not showing as open



- Now the files will go into the Influenza folder



Other Clinical System Quirks

1. EMIS LV queries getting “stuck” whilst being checked

Highlight the query that EMIS appears to be stuck on. Press “E” and “F8”.

2. Synergy “create_response_file (in MIQUESTBAS “overflow”)” error message

- Click Start
- Click Run
- Enter “miquest_clean”

If this does not work or results in another error message, it is likely that the MIQUEST interpreter has not been installed correctly.

Please contact the CSC helpdesk.

Reasons why figures from CHART/MIQUEST might be different to those from an alternative source

Please check the following before filling in a Template Query Form:

- Are the two reports looking:
 - for exactly the same Read codes
 - at the same time period?

If they are not, you will not have the same figures. You can find out what Read codes and time periods CHART is looking at by downloading the specification for the particular CHART library you are using.

You will need to contact the provider of your Alternative Source figures to obtain a specification of what they are looking at.

- Are you using CSC Synergy or CSC Premiere?

If so, have you rebuilt the indices on the MIQUEST database? If not, then any Read codes entered since the last rebuild will not be discovered by CHART.

Rebuild the indices. Refresh does not always work.

- Are you using SystemOne?

SystemOne only rebuild their MIQUEST database over the weekend. If you run CHART queries on a Friday, you will be missing all the Read codes entered during that week.

- Are you using EMIS Web?

EMIS Web do not rebuild their MIQUEST database every day, so it might not be as up to date as your alternative source.

- Are the CHART queries looking at vaccinations?

SystemOne vaccinations are not extractable by MIQUEST, and so CHART will show no vaccinations having been performed.

Appendix A – a last resort to getting a response file from a clinical system

This method works in Vision and has not been tried on other clinical systems:

1. View the response file in the clinical system
2. Copy all the text
3. Paste it into a text editor
4. Save the document
5. Change the extension from .txt to .csv