ARGUS – END USERS

ARGUSWORD V2 USER MANUAL

VERSION 2.1

July 2019

DOCUMENT CONTACT

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Document History

Version	Date	Author	Description
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1-1	16 Nov 2017	Peter McMaster	Update Details – New Branding Template
			Final version for use
2.0	19 Apr 2018	Peter McMaster	Updates for end user guide
2-1	22 July 2019	Johnathon Longley	Update 32 bit requirement

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1 Preface

1.1 About Us

Argus is delivered by Telstra Health Pty Ltd. It is a computer program that enables health service providers to securely exchange clinical documents between their computer systems.

Argus seamlessly integrates with existing clinical software and speeds up reporting processes, saving time and resources as well as encouraging co-operation between providers.

Our aim at Argus is to offer a common messaging option for all Australian healthcare providers which is equally available and affordable to anyone, whilst adhering to principles of open standards, transparency of technology, and interoperability.

Argus has a charter to serve the Australian healthcare community by providing secure messaging facilities which maximise the efficiency of delivery of healthcare by the sharing of clinical information between providers at as low a cost as possible, as seamlessly as possible

1.2 Help and Support

Argus provides a central point of contact for software assistance and the resolution of software issues. As part of this, Argus offers a variety of professional services, online resources, and availability to experienced product specialists who are ready to action your service requests.

Contact Information:

Phone: Support Hotline: 1800 952 282

Email: argussupport@health.telstra.com

1.3 Feedback

To help us improve what we offer you, Argus would like your feedback (positive and negative) about this guide, and about any other aspect of our products please email your feedback to argus@health.telstra.com

1.4 Intended Audience

This document is intended for use after a formal Argus Training session or webinar. This is a detailed step by step guide with relation to using Argus alongside ArgusWord V2.

Intended Audience: Argus End Users with a functioning Word installation and Basic, Intermediate and Advanced working knowledge of IT systems.
- Clinical Managers
- Administrators
- Practitioners
- Primary Health Networks

1.5 Naming Conventions & Definitions

Term	Definition
SMD	Secure Message Delivery
NEHTA	National E-Health Transition Authority

2 Introduction

2.1 What is Argus

Argus is a product that facilitates secure electronic communication of patient related information between healthcare providers.

For practitioners with a Patient Management System or Clinical software, electronic correspondence can be viewed and filed electronically against a patient file, saving time opening envelopes, scanning documents and maintaining paper files.

Argus is developed to NEHTA's Secure Message Delivery (SMD) specification published by Standards Australia providing end to end SMD delivery. Backward compatible, Argus ensures healthcare providers at varying stages of eHealth adoption can continue to communicate.

2.2 How Argus Works

Argus enables healthcare providers to electronically exchange clinical documents securely via SMD reducing the costs associated with stationery, printing, faxing and posting reports. Electronic transmission speeds up the delivery of patient information whilst providing clarity that is often lost with poor handwriting and fax rendering.

2.3 Who Does It Let Me Communicate with?

Used by Allied Health, General Practitioners, Hospitals, Practice Nurses, Pathology, Radiology and Specialists to name a few, Argus enables communication between health and care professionals delivering admission notifications, medication reviews, care plans, event notifications, ED and discharge summaries, reports, referrals, patient progress notes.
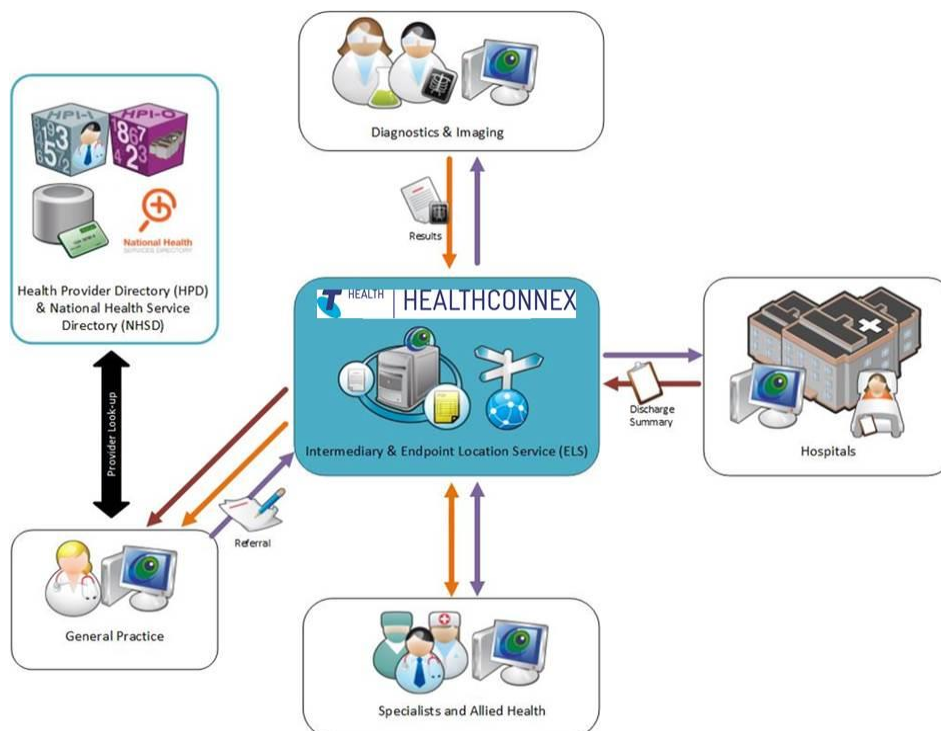
3 Basic Argus Functionality

NOTE: ArgusWord V2 was released with Argus version 6.1.1. Current ArgusWord template is Version 2.0.3

ArgusWord V2 enables you to compose letters and reports directly within Microsoft Word as you do any other sort of document.

You can then easily send these documents electronically and securely via the Argus network.

Please also ensure you are using 32 bit version of Word not 64 bit.

3.1 Adding a Recipient to your Argus Address Manager

1) To be able to send to other Argus recipients you must first add them to your local **Argus Address Manager**.

2) Access the **Argus Address Manager** by double-clicking on the icon (normally on the Desktop of the computer which has Argus installed). The icon looks like this:

3) To look-up Argus recipients you need to click on **Add Addresses**

4) Type in the name (or part name) of the practitioner or practice you'd like to add (in the example shown below the search term is "argus"), then click on the **Search the Human Services Directory** (all Argus users are listed in this national directory)

TIP: Do not enter a search term and hit the Enter key – you need to click the Search the Human Services Directory button to return results

NOTE: that you can also click on the drop-down showing Practice or Practitioner name to choose a different way to search the Directory, as shown here:

Search Options:

Practice or Practitioner Name ▼

- Practice or Practitioner Name
- Practitioner Given Name
- Practitioner Surname
- Suburb
- Postcode
- Medicare Locals and Divisions
- Medical Specialty
- Email or Provider ID
- State
- Service Type
- HPI-O or HPI-I

5) In the results list click in the checkbox next to the required practitioner(s) name so the box(es) now contain a tick, and then click on the **Add selected entries to Address Book** button, as shown here:

6) Repeat the process to populate your address book with all the practitioners to which you wish to send to.

7) Click on **Return to Addresses**:

8) Back at the **Argus Address Manager** screen it displays a list of Practices that are capable of receiving messages via Argus.

NOTE: Argus 6 is backward compatible, this means that you will be able to send and receive from other Argus users regardless of the stage of eHealth adoption they are at which is reflected by the version of Argus they have installed.

NOTE: ArgusWord V2 has the ability to launch the address book from the Document Properties dialog and also allows for the refresh of the recipient list from this dialog as well.

4 Configuring ArgusWord V2 Settings

Before you start please make sure the 32 bit version of Microsoft Word is installed, we are not compatible with 64 bit.

ArgusWord V2 has the ability to configure Settings relevant to your site.

Select the settings from the menu, Add-ins -> Argus -> Argus Word Settings

There are 3 tabs that can be configured for your sites requirements.

1) Author settings

2) Workflow Settings

3) Other Settings

> NOTE: The configuration of the settings is per user. Ensure you check how many users on the one machine.

4.1 Author Settings

Author settings are the sending Dr's names, configuring this will allow for the selection of these when compiling a letter. You can add multiple Dr's names by selecting the '**Add New**' button, typing Dr's name and selecting '**Save**'

4.2 Workflow Settings

ArgusWord V2 enables the user to configure workflows into the process of creating, reviewing, approving & sending messages.

The Argus Settings can be selected to the workflow that is applicable for the user's site processes.

i.e.: Mark Document as Draft, Review, Ready to Send, Sent. Any combination can be utilised. This can also be disabled by unchecking Workflow Process On.

NOTE: The folder structure is created when saving the settings. These settings are configured for each Author. This would normally be access via the Argus Working Directory

4.3 Other Settings

Other Settings gives the following options:

1) Save as PDF on Send (Disabled by Default) - Saves a copy of the message being sent in PDF format to the nominated folder in '**PDF Output Location**'.

2) Open Properties on Load (Enabled by Default) – Specifies behaviour of Document Properties screen.

5 Using ArgusWord V2

5.1 Sending a letter or report via ArgusWord V2

1) When ArgusWord V2 is installed you will have access to an Argus compatible Microsoft Word template from which you can specifically design further templates to produce letters and reports that can be sent via Argus.
Here is an example of two templates that have been placed on the Desktop: in this instance they have been created by an Allied Health Practitioner to allow them to easily send an acknowledgement of a received referral, and to subsequently produce a report.
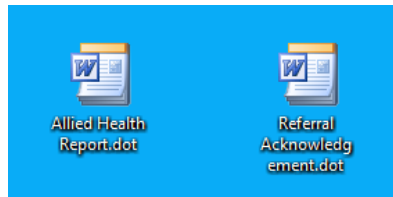
2) Double clicking one of these template icons will create a new document in Microsoft Word.

3) The Document Properties dialog box will be displayed, requiring you to complete:

- Patient Details
- Recipients
- Properties
- Attachments

4) Patient Details – Enter all fields as shown by **A**

5) Recipients Tab **B** – Use Filter to Search for recipient from the **Recipient List** on the left and then double click or use the **Add To:** button to select your **Primary Recipient**. Limit of One Primary Recipient. Multiple CC's as required. **C** (The **Recipient List** is made up of all the entries you have previously added to your local **Argus Address Manager**.) **D Argus Address Manager** can be launched from this screen using the **Add New Addressee** button and the **Recipient List** updated using **Refresh** button.

6) Properties Tab

- Selecting the Document Title.

- Selecting the Author.

- Set the report date if required. (Will be automatically set to current date)

- Adding a Reference.

7) Attachment Tab allows you to attach a PDF file from a location.

Note: PDF files can only be received by certain Clinical Applications. This is not often used currently.

8) Click **Save** which will prompt to save the document in the **For Review** folder if Workflow enabled. (Local drive if it is not go to Step 15.)

9) Once saved click **Close**.

10) One of the useful features of ArgusWord V2 is the ability to use keyboard shortcuts to enter Patient, Recipient and Document details as illustrated here:

11) You can also use the **Argus** menu (accessible via the **Add-Ins** toolbar in Microsoft Word) to enter these details (*or refer to the listed shortcuts within this menu 'Paste Document Property' to assist you with remembering the keyboard shortcuts*):
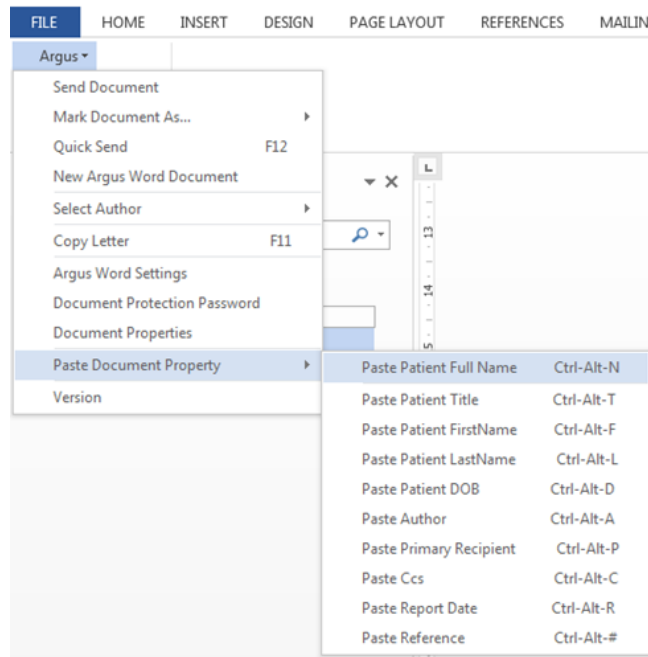
12) Once completed select **Save** which saves back into the **For Review** folder**.**

13) The document is then available for other users to open and update as required from this folder

NOTE: This would normally be accessed via the Argus Working Directory

14) The final editor Saves and then marks as Ready to Send. This is done via the ADD-INS menu, under Argus, Mark Document As.., Ready to Send

15) Once this has been completed, then it is a simple matter to send it from within Microsoft Word from the ADD-INS menu.

16) Alternatively, press **F12**.

17) The Send Document via Argus screen will come up

18) Select the **Send** button and a confirm **Send** screen will come up, listing recipients.

19) Click Send and a dialog will display confirming document will be sent.

20) Click **OK**. (A copy of document will be printed at this point if specified in Workflow Settings.)

5.2 Receiving using Argus

Incoming documents from Argus will be delivered to an Argus Incoming folder and will be in RTF format which by default opens in Word. Once appropriate action has been taken document can be moved to Processed or Patient folder.

6 Argus Daily Maintenance

6.1 Using Argus Message Manager

6.1.1 Monitoring Sent and Received Messages

It is important to monitor the **Argus Message Manager** on a regular basis. This will assist in ensuring that messages are being sent and received, as expected. Although notifications of problems will be emailed to the business contact for a Practice at the time they occur, regular checking of the **Argus Message Manager** is an important part of risk management.

1)   Access the **Argus Message Manager** by clicking on this icon (normally on the Desktop of the computer which has Argus installed).

2)   You can change the **Main Message View** by choosing from the drop-down as shown here:

The Message Manager has the following standard views

> **TIP** – HL7 messages are the clinical messages sent and received by Argus – for example, referrals and reports

- **Sent - All Messages**

This will display ALL sent messages regardless of status or purpose.

- **Sent - Messages not yet sent**

This is a list of any messages awaiting initial sending.

- **Sent - Messages Awaiting Acknowledgement**

This is a list of messages successfully sent but awaiting acknowledgement (receipt) by the recipient.

- **Sent - Acknowledged Messages**

This is a list of messages that have been successfully acknowledged by the recipient's Argus software.

- **Sent - Failed Messages (No Acknowledgement)**

This is a list of messages that have reached the maximum resend limit with no response from the recipient. (This usually indicates an issue at the recipient's end. See Argus Messenger – Common Error Notifications, usually 3 days after sending)

- **Sent - Non HL7 Messages**

This is a list of system messages (i.e. Acknowledgements, Error notifications etc).

- **Sent – Transport Responses**

This is a list of responses sent automatically to the sender of a message to indicate that the message was received

- **Received - All Messages**

This will display ALL received messages regardless of status or purpose.

- **Received - Processed Messages**

This is a list of all messages successfully processed and exported.

- **Received - Non Processed Messages**

This is a list of messages that were unable to be processed (this can be due to decryption or export issues, etc).

- **Received - Non HL7 Messages**

This is a list of regular messages, usually not intended for Argus (i.e. incorrectly sent messages, mail server rejection notice, etc).

- **Received - Acknowledgements**

This is a list of the acknowledgement messages sent back by the recipients' Argus software to indicate successful receipt of the message.

- **Received – Transport Responses**

This is a list of responses received automatically from the recipient of a message to indicate that the message was received.

6.2 Argus Message Cycle

6.2.1   The Sending process

Argus works as a service and does a send/receive cycle every 20 minutes, this cycle can be followed in the Message Manager.

A message progress can be followed using the legend at the bottom of the Message Manager.

Process Flow	ACK Status	
When a message has been added to the Argus database and is waiting to be sent in the next cycle the red clock will appear	Message Not Yet Sent	🕐
The recipients Argus installation will then receive and decrypt the message and process it into their clinical software package. At this stage the message will then show a green tick to signify that all has gone correctly	Acknowledged	✓
Once Argus has completed its 20 minute cycle the message will have been sent and will now display a yellow clock	Awaiting Acknowledgement	🕐
Messages will attempt to be delivered for 3 days, if for some reason the recipient isn't able to receive the message after 3 days the message will display a yellow clock with a small red X	Failed (No Acknowledgement)	🕐
Messages will reside on the gateway for 24 days, if for some reason the recipient isn't able to receive the message after 24 days the message will display a red X.	Failed (Expired)	✗

A failed Acknowledgement signifies an error at the recipient's end. If you receive a failed Acknowledgement please contact the Argus Support team by phone on 1800 952 282 or by email argussupport@health.telstra.com Support will then contact the intended recipient and rectify any potential issues, at which point the message can then be re-sent.

6.2.2   The Receiving Process

As with sending messages, you can also view the process of received messages by referencing the Legend

Processed Status - Legend

Processed	
Processing Failed	
Reprocessing	
Not Processed	(no icon)

Process Flow	Processing Status	
When a message has been received, decrypted and sent to your clinical software package you will see the following image next to the message which signifies that all has gone as it should have	Processed	
If the following image appears, there can be multiple causes, contact Argus Support to investigate	Processing Failed	

Sometimes messages are not processed, in this case the message may have been sent from a non-encrypted messaging system or it could be an Acknowledgement received in response to a message you've sent. Messages that have not been processed do not display an icon.

6.2.3   Message Actions

6.2.3.1   Resending Messages

Any messages sent by Argus can also be marked for resending from both the main Message View page and also from the Message Detail page.

Select one or more sent messages by ticking the checkbox and click the 'Resend Selected' button. The Message Viewer will display an informative message if the selected messages were successfully marked for resending. Messages will be resent the next time Argus performs a mail synchronisation.

Viewing Sent - Failed Messages (No Acknowledgement) (1)

	Tracking ID	Recipient Nan
☑	ACC5760790000004_20150623100749867_98904090	Education & Le BP Summit at A

6.2.3.2 Reprocessing Messages

Any messages received by Argus can be marked for reprocessing from both the main Message View page and also from the Message Detail page.

Select one or more sent messages and click the 'Reprocess Selected' button. The Message Viewer will display an informative message if the selected messages were successfully marked for reprocessing. Messages will be reprocessed the next time Argus performs a mail synchronisation.
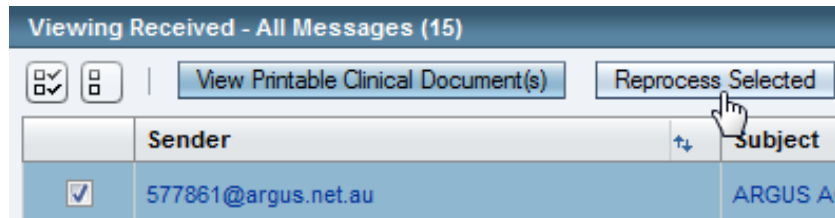
Once completed the below image will appear beside the message

6.2.3.3 Archiving Messages

Argus will automatically Archive successfully completed messages from both sent and received views at a pre-configured interval, this is usually every 28 days. Individual messages can be archived from the Message Detail page in the Argus Message Viewer.

Click the 'Archive Message' button when viewing the detail of any message. The Message Viewer will return to the main Message View page after archiving the selected message.

6.2.3.4 Deleting Messages

Any messages sent or received by Argus can be marked for deletion from the Message Detail page in the Argus Message Viewer.

Click the 'Delete Message' button when viewing the detail of any message. The Message Viewer will return to the main Message View page after deleting the selected message.

Or, select one or more messages from the main Message View page and click the 'Delete Selected' button. The Message Viewer will display an informative message if the selected messages were successfully deleted.

7 Important Aspects of Argus Maintenance

7.1 Keeping Argus Informed

7.1.1 Notifying Argus of Organisation Changes

As Argus utilises the National Health Services Directory, containing thousands of organisations and practitioners, it's important that we keep the directory up to date. Therefore, please ensure you inform Argus of any changes regarding your practitioners and/or organisation.

For example:

- New doctors at your organisation
- Doctors who have left your organisation
- Change in Practice Manager and preferred contact details
- Changes to your organisation details, such as phone number, address, etc.

This is to ensure the Argus Users Database is up-to-date and senders are able to locate the correct recipient at the correct location.

7.1.2 Changes to server & workstation environments

The Argus software may need to be updated to work in co-ordination with any changes at your organisation. It is important to inform Argus of any of the following changes to your server environment:

- Changing clinical software and or Internet provider
  - Argus may need to be reconfigured when changing your clinical software and or dedicated Argus email address or error notification address(es).
- Major system upgrades
  - Some upgrades, including Operating System changes, can cause an effect on your Argus Software. Therefore it is beneficial to advise us of any upcoming changes
- New workstations have been installed
  - The Argus software may need to be reinstalled or reconfigured on your new workstation computers
- Changing 'file drop/file pickup directory'
  - If the directories for incoming and/or outgoing messages are altered, Argus will need to be reconfigured to work with the new directories
- Server upgrades/replacements
  - Please ensure you inform us of any major server upgrades **PRIOR** to turning-off the existing server, as we will need to take a backup of the current installation database

When you have an Argus subscription, our Argus Support team are easily able to help you ensure your Argus is going to keep working, despite the changes happening in your organisation.

7.1.3 Managing Your Argus Subscription

Keeping your Argus subscription up-to-date ensures you have full support and a fully functional Argus installation, including future upgrades and patches.

Your Argus software will advise you when your subscription is approaching expiry. Additionally, a few weeks prior to expiry an email notification of your subscription expiry date will be sent to your nominated contact email address.

To renew your subscription simply follow this link;

Renew your Argus Subscription

You will be prompted for your Argus Customer ID, if you do not have this, please contact us and we will assist you.

Follow the prompts and you will be presented with a quote prior to payment. Alternatively, if you would like a costing quote, please contact Sales on 1800 952 282 or argus@health.telstra.com

Subscriptions include the following benefits;

- Full technical support of the Argus Software.
- All future software upgrades and new version releases available online.
- No time limit or number-of-call limit for remote support enquiries.
- Problem resolution by phone, email or remote access.
- Support during normal business hours Monday – Friday, 9.00 am – 5.00 pm (AEST).

8 Trouble Shooting

8.1 Trouble Shooting – Basic

8.1.1 Basic Argus Error Notifications

Error	Description	Action
Maximum Resend Limit Reached	Argus has not received an Acknowledgement from the intended recipient after multiple sending attempts.	This usually indicates an issue with the recipient's Argus. You should contact the Argus Support team on 1800 952 282 to resolve the issue.
Address Book Update Failure	The Address Book Auto-Update service was unsuccessful.	This indicates that there was a problem communicating with the Human Services Directory. Once a day Argus makes a connection to Human Services Directory to confirm all entries in the local Argus Address Book are correct. If, for whatever reason, the connection cannot be made this email is sent. This error is only a problem if it occurs once a day every day.

8.2 Trouble Shooting - Intermediate

8.2.1 Argus Error Notifications

Error	Description	Action
Rule Failure Notification	Argus was unable to deliver received correspondence to "drop" directory.	Confirm the drop directory exists and has write permission for all network users. If problem persists, contact Argus Support team.

9 How to contact Argus for support

If you require any further information or assistance, please contact Argus staff on one of the following methods:

Phone:

You can phone Argus on 1800 952 282, your enquiry should typically be able to be answered within 1 business day.

Email:

You can email Argus at argus@health.telstra.com your enquiry may take 1-5 business days for a response.

Online:

Argus has an online contact form which will help direct your enquiry to the appropriate people, you can submit your enquiry here: https://www.telstrahealth.com/home/contact.html

IMPORTANT NOTE:

To speed up your support call you can start a TeamViewer session to allow the support tech to gain access to your machine faster.

To do so, open your start menu and go into 'All Programs', from there locate the 'Argus Connect' folder and run the 'Active Remote Support' icon which will then generate an ID that you can supply the tech to gain access to your PC.

Alternatively, you can get this ID by visiting our website https://telstrahealth.com/argus, and scroll down to 'Install TeamViewer Quick Support'.