

# ARGUS – END USERS

## BEST PRACTICE USER MANUAL

VERSION 2.0

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# Document History

Version	Date	Author	Description
0-1	02 Dec 2015	Col Burton	Initial draft – New branding template
0-2	18 Jul 2017	Col Burton	Update details
1-0	31 Oct 2017	Col Burton	
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

# Contents

## 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: 03 9037 1000

Email: [argussupport@health.telstra.com](mailto: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](mailto: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 Best Practice.

Intended Audience: Argus End Users with a functioning Best Practice 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

## Introduction

### 1.6 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.

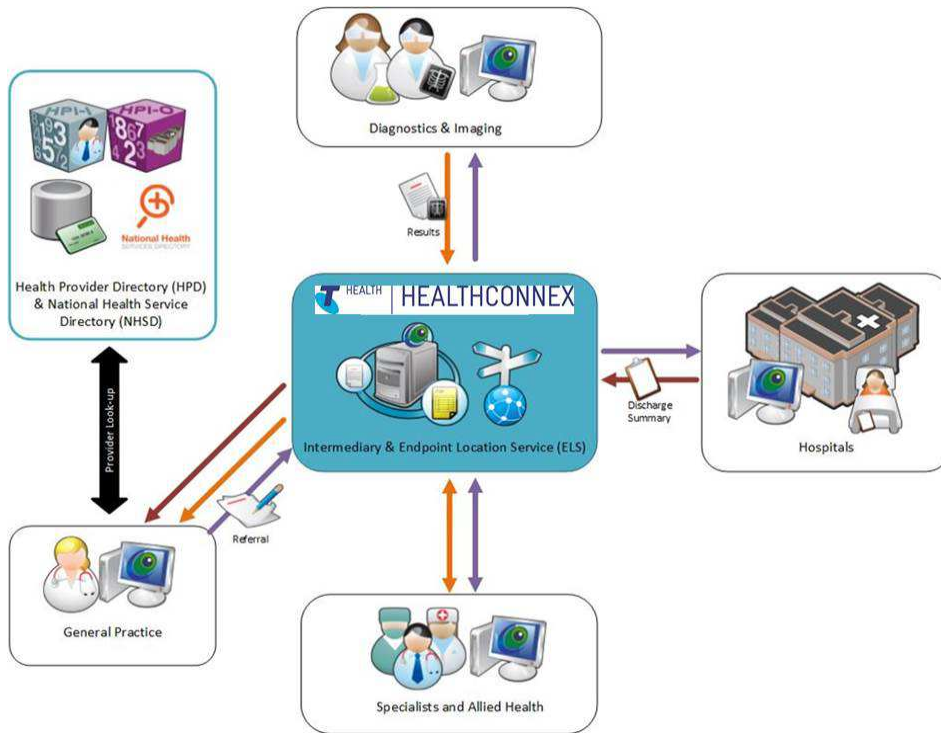
Argus is developed to NEHTA's Secure Message Delivery (SMD) specification published by Standards Australia providing end to end SMD delivery. Backward compatible, Argus ensures healthcare providers at varying stages of eHealth adoption can continue to communicate.

### 1.7 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.

### 1.8 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.



# Basic Argus Functionality

## 1.9 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**.
- 1) 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:



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



- 3) 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

### Search Options:

Practice or Practitioner Name ▼ argus +

Search the Human Services Directory

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

Locals

- 4) 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:

Search the Human Services Directory

Human Services Directory Search Results (46)

<input type="checkbox"/>	Site Name	Service	Practitioner
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Integration	Integration, Argus
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Integration	
<input checked="" type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - (Peter McMaster Best Practice)	McMaster, Peter
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - (Peter McMaster Best Practice)	
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - (Clair Handreck)	Handreck, Clair
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - (Clair Handreck)	
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Josh Strom	Strom, Josh
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Josh Strom	
<input checked="" type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Josh Brown	Brown, Josh
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Josh Brown	
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Jamie Stevens	Stevens, Jamie
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Jamie Stevens	
<input checked="" type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Colin	Burton, Colin
<input type="checkbox"/>	Argus HealthConnex	Test Message (HSD admin use only) - Test Message - Colin	

- 5) Repeat the process to populate your address book with all the practitioners to which you wish to send to.
- 6) Click on **Return to Addresses**:





- 7) Back at the **Argus Address Manager** screen it displays a list of Practices that are capable of receiving messages via Argus. You need to copy the email for a Practitioner via the Copy Email link (before switching over to Best Practice to create or update their Contacts entry so you can send to them electronically from within Best Practice).

The screenshot shows the 'Argus Address Manager: Your Address Book' interface. At the top, there's a navigation bar with 'ARGUS ADDRESS MANAGER' and user information. Below the title, there's a message: 'This page shows the entries you currently have in your Argus address book. To delete, select one or more entries and click the 'Remove Selected Addresses' button in the table below. To search the Human Services Directory and add more entries to your address book, click the 'Add Addresser' link.' There are buttons for 'Add Address', 'View Printable Address Book', and 'Log Out'. A search bar is present with a 'Search' button. A blue banner indicates 'Addresses Removed' with the message: 'The selected addresses have been removed from your Argus address book. Please update your clinical software's address book if necessary.' Below this is a table titled 'Your Argus Address Book (1 - 50 of 422)'. The table has columns for Site Name, Service, Name, Provider ID, Email, and HPO. The table contains several rows of test messages from 'Argus Health/Connex' to 'McMaster Peter'.

Site Name	Service	Name	Provider ID	Email	HPO
Argus Health/Connex	Test Message (HSD admin use only) - Test Message - (Peter McMaster Best Practice)			573945@argus.net.au   Copy Email	
Argus Health/Connex	Test Message (HSD admin use only) - Test Message - (Peter McMaster Best Practice)	McMaster Peter	X0013206	573945@argus.net.au   Copy Email	
Argus Health/Connex	Test Message (HSD admin use only) - Test Message - (Peter McMaster Genie)			587277@argus.net.au   Copy Email	
Argus Health/Connex	Test Message (HSD admin use only) - Test Message - (Peter McMaster Genie)	McMaster Peter	X0013206	587277@argus.net.au   Copy Email	
Argus Health/Connex	Test Message (HSD admin use only) - Test Message - (Peter McMaster Medical Director)			606815@argus.net.au   Copy Email	
Argus Health/Connex	Test Message (HSD admin use only) - Test Message - (Peter McMaster Medical Director)	McMaster Peter	X0013206	606815@argus.net.au   Copy Email	
Argus Health/Connex	Test Message (HSD admin use only) - Test Message - (Peter McMaster ZedMed)			606826@argus.net.au   Copy Email	
Argus Health/Connex	Test Message (HSD admin use only) - Test Message - (Peter McMaster ZedMed)	McMaster Peter	X0013206	606826@argus.net.au   Copy Email	

**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.

# Using Argus with Best Practice

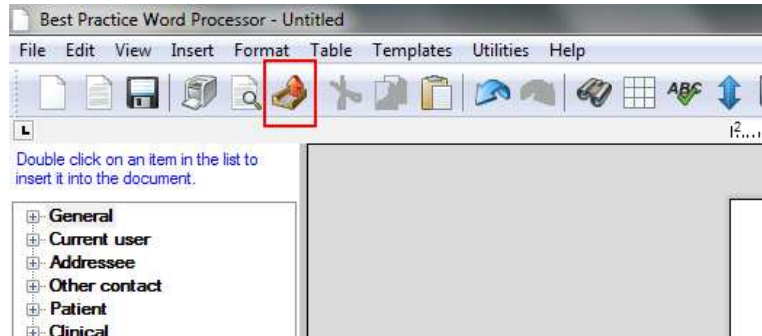
## 1.10 Setup Argus Recipient in Best Practice Contacts

- 1) The step above has copied the Practitioner's Argus address to the clipboard.
- 8) Open Best Practice's **Contacts**.
- 9) In this example we will be adding a New Entry (this will also provide you with the details to allow you to update or check an existing Entry)
- 10) After clicking on the **Add New** button and Fill out the standard details, as illustrated:

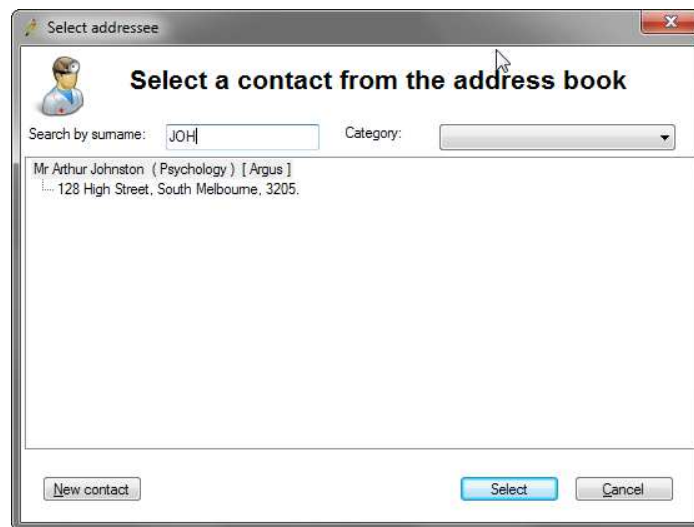
- 11) Paste the Argus address that you've copied from your Argus Address Manager (in the previous step) into the **Email** field, and choose **Argus** from the **Messaging Provider** field, as highlighted above.
- 12) Click **Save**.

## 1.11 Sending a letter via Argus in Best Practice

- 1) Complete the letter and then click on the **Export as HL7 file** button in the toolbar, as highlighted:



- 2) In the **Select addressee** window that appears search for and choose the recipient, then click **Select**



- 3) You will receive a notification, which indicates that Best Practice has delivered the message to Argus.

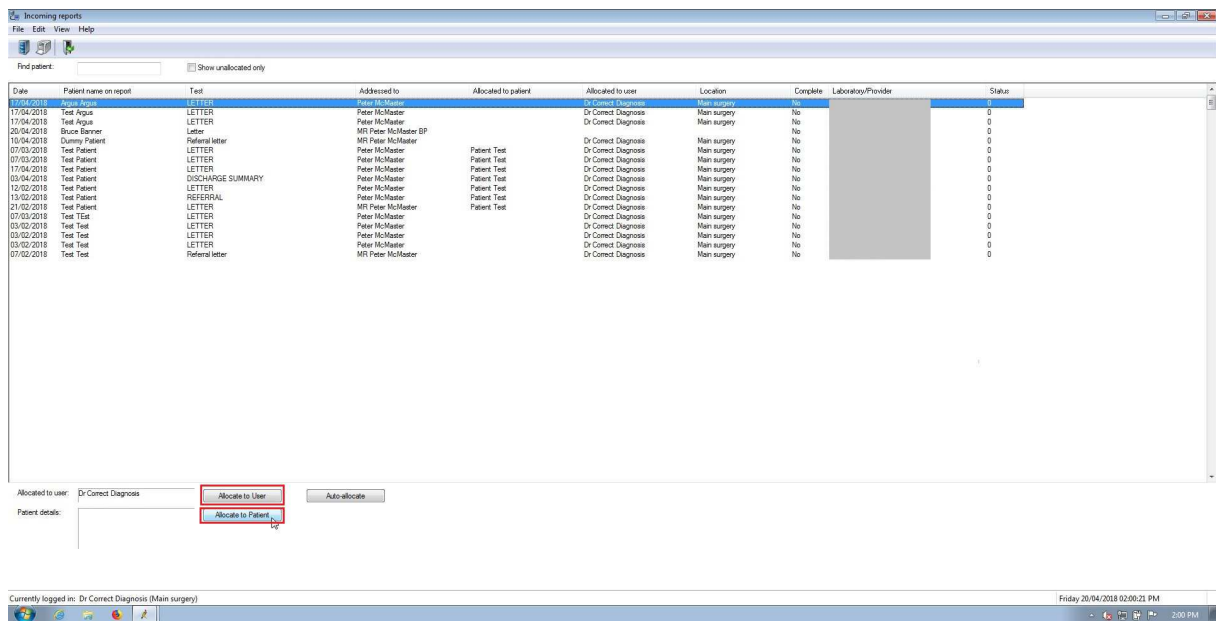


## 1.12 Checking Incoming Argus Messages in Best Practice

- 1) Incoming documents from Argus will be delivered to Best Practice via the **View and allocate incoming reports** button on the toolbar



- 2) This will display all of the received Reports which can then be allocated to both Practitioner and Patient via the **Allocate to User** and **Allocate to Patient** buttons if required. Once allocated will appear in Practitioners Inbox and Patient Record



# Argus Daily Maintenance

## 1.13 Using Argus Message Manager

### 1.13.1 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:

A screenshot of the Argus Message Manager web interface. The page title is 'Message Manager: View All Messages'. Below the title is a navigation bar with links for 'Configure Message Manager Settings', 'Argus Management Portal', and 'Log Out'. The 'Main Message Views' dropdown menu is open, showing a list of view options: 'Sent - All Messages', 'Sent - Messages Not Yet Sent', 'Sent - Messages Awaiting Acknowledgement', 'Sent - Acknowledged Messages', 'Sent - Failed Messages (No Acknowledgement)', 'Sent - Non HL7 Messages', 'Sent - Transport Responses', 'Received - All Messages', 'Received - Processed Messages', 'Received - Non Processed Messages', 'Received - Non HL7 Messages', 'Received - Acknowledgements', and 'Received - Transport Responses'. The 'Sent - All Messages' option is currently selected. Below the dropdown, there is an 'Advanced Search' link and a table with a 'Tracking ID' column.



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.














## 1.14 Argus Message Cycle

### 1.14.1 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.

ACK Status - Legend		Encryption Status - Legend	
Message Not Yet Sent		Encrypted	
Acknowledged		Unencrypted	(no icon)
Awaiting Acknowledgement			
Failed (No Acknowledgement)			
Failed (Expired)			
ACK Not Required	(no icon)		

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 03 9037 1000 or by email [argussupport@health.telstra.com](mailto: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.





### 1.14.2 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.

### 1.14.3 Message Actions

#### 1.14.3.1 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.

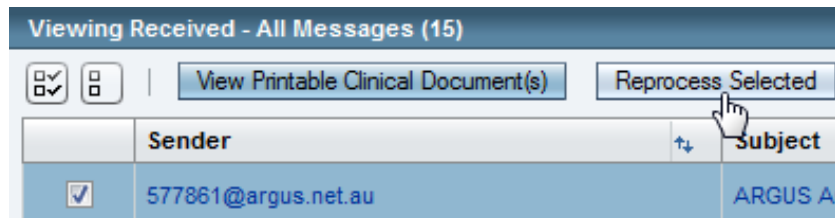




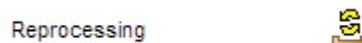
### 1.14.3.2 Reprocessing Messages

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



### 1.14.3.3 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.

### 1.14.3.4 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.

# Important Aspects of Argus Maintenance

## 1.15 Keeping Argus Informed

### 1.15.1 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:

1. New doctors at your organisation
2. Doctors who have left your organisation
3. Change in Practice Manager and preferred contact details
4. 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.

### 1.15.2 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
  1. Argus may need to be reconfigured when changing your clinical software and or dedicated Argus email address' or error notification address'.
- Major system upgrades
  2. 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
  3. The Argus software may need to be reinstalled or reconfigured on your new workstation computers
- Changing 'file drop/file pickup directory'
  4. 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
  5. 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.

### 1.15.3 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 (03) 9037 1000 or [argus@health.telstra.com](mailto: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).

# Trouble Shooting

## 1.16 Trouble Shooting – Basic

### 1.16.1 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 03 9037 1000 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.
Argus Agent Event Error notification	The Argus Agent has been unable to send a message due to an error.	This indicates that there was a problem sending a message via Argus as message is either missing details or has an incorrect address. You should contact the Argus Support team on 03 9037 1000 to resolve the issue.

## 1.17 Trouble Shooting - Intermediate

### 1.17.1 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.



## 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 (03) 9037 1000, your enquiry should typically be able to be answered within 1 business day.

### **Email:**

You can email Argus at [argus@health.telstra.com](mailto: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'.