

# InfoSphere

J. OTTO LOTTES HEALTH SCIENCES LIBRARY

## Interface Systems Team Wins Innovative Solutions Award

Solution creates unique enterprise-wide medical record number

**H**IE, Inc., a leading enterprise application integration (EAI) software and services provider, announced at their annual conference on October 4<sup>th</sup>, that the University of Missouri, Integrated Technology Services (ITS), Data Administration and System Integration (DASI) staff were the winners of the Innovative Solutions Award.

According to HIE, Inc. the University of Missouri Health Sciences Center (UMHSC) has imaginatively extended the use of HIE's Cloverleaf Interface Engine. This Engine receives and distributes all patient information between systems such as admissions, charges, discharges and results that occur at the University Hospital and Clinics and Ellis Fischel Cancer Center. Using several strategies ITS was able to centralize master databases queries in the Cloverleaf Engine.

First an in-house Master Doctor Master (MDM) cross-reference lookup system was created. MDM is a master physician database in which the physician is identified/tracked by a unique identifier number.

The second master database, purchased from IDX, is used for Enterprise Master Patient Indexing -EMPI - the database which keeps track of patients using a master number. MDM and EMPI are central databases that the interface system queries and then passes the information to many systems including Cerner, IDX, STAR, MARS.

In other words...without these systems, the Enterprise would have multiple identification numbers for each physician and no mechanism for establishing a single identifier for each patient. This system obtains unique identifiers more than 11,000 times a day.

These two innovative solutions were developed by Abe Rastkar, principal programmer analyst, and maintained by the interface team under the direction of Wes Seidt, Manager, DASI.

The integration staff includes:

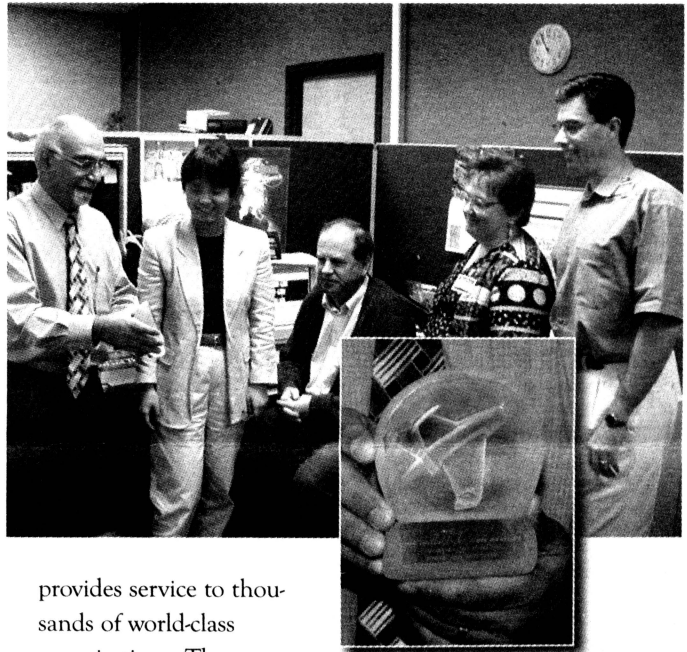
Abe Rastkar, principal programmer analyst  
Susan Dickerson, computer project manager  
Kevin Scantlan, senior computer programmer

Xi Tao, senior computer programmer

Debbie Pohlmann, computer programmer analyst I

In addition the system integration staff have developed and implemented various other 7/24 tools and utilities for support and maintenance. The UMHSC has more than 50 production application interfaces integrating various systems including ADT, Results, Charges and Orders.

The award is quite impressive and prestigious. HIE



provides service to thousands of world-class organizations. The company whittled the field of international contestants down to 21, and then to the final 10 winners.

"I feel fortunate to have such an outstanding creative team," said Seidt. "It truly is an honor for the team to be presented with such a prestigious award."

The recent press release can be viewed on-line <http://www.hie.com/html/awards.html>

## ITS Help Desk

Welcome to our mini series that will cover the three phases of service the Help Desk provides.

### The Anatomy of a Help Desk Call – Phase One

#### Remedy – The heart of the help desk

The staff at the Integrated Technology Services (ITS) Help Desk answer on the average 250 to 300 calls a day from unit clerks, nurses, physicians, medical students, secretaries and department heads. With the aide of tracking software, Action Request System (Remedy) a reported problem or service request can be entered and tracked from the time it is reported, until it is resolved and will remain in the system as a reference for future problems.

When a staff member calls the Help Desk, the analyst will ask for the caller's name, verify their phone number, location, department and take a description of the problem. Questions range from basic computer usage (password resets, connections and email problems), to complex configuration processes. Often these types of problems can be solved at the initial service call.

When a staff member calls the Help Desk, the analyst will ask if there is a previously given Remedy ticket number for the call. The analyst will be able to use this number to look up and view notes on the nature of the problem, the work that has been completed, to whom the ticket is assigned and the current status of the problem. The analyst will enter new information into the ticket and then notify the technician.

If the problem is a new one, a Remedy ticket must be created. Getting this information may take time; obtaining the correct information for the appropriate work area will make the resolution of the problem much quicker. With more than 300 applications being used in the Health Sciences Center, making a correct match is very important.

Next time - WHERE DOES THAT TICKET GO?

## Health Management and Informatics Seminars and Forums

Nov 2, 306 Clark, Su-Shing Chen, PhD, "Opportunities in Biomedical Computing Practice and Promise"

Nov 9, AMIA Conference, no seminar

Nov 16, 306 Clark Informatics students AMIA conference reports

Nov 23, Thanksgiving holiday, no seminar

Nov 30, 306 Clark, Jerome Ashford, MPA, "The International Emergence of Managed Care"

Dec 7, 306 Clark, Allen Hahn, DVM, PhD - to be announced

### My C Drive is getting low on free space. What should I do?

Go to My Computer, then C: Drive and find the following folders:

C:/temp and C:/windows/temp - saves .tmp files when performing timed backups and various .tmp files, folders, and program files.

C:/windows/temporary internet - each time a web site is visited it saves the site in this directory.

C:/program files/netscape/users/default/cache - this folder saves files for every web site that is accessed that has a picture, photo, table, etc.

Double-click on the specific folder to bring up all the files.

To delete the files out of these folders use one of the following methods:

- 1) Highlight the file, click the delete key or the black X on the Tool bar.
- 2) Highlight the first file, click the Shift key and hold down until you reach the last file of the group that you want to delete, and click on the last file. This will highlight all the files in the list; then you can click on the delete key or the black X on the Tool bar.
- 3) The easy way to delete the whole folder is to go to Edit, Select all, and then click the delete or the black X on the Tool bar.

**Helpful suggestion:** Make sure to empty your recycle bin after deleting files from each folder to prevent emptying problems; the recycle bin also resides on your C drive.

Where there is an open mind, there will always be a frontier.

Charles F. Kettering

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Michelle Reed, Tim Freese, Email Virus Article

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# From the J. Otto Lottes Health Sciences Library

## Internet Searching Tools for Professionals and Consumers

Whether looking for professional or consumer health, there are specific searching tools available on the Web. Annotated below are several of our top picks.

### For Health Care Professionals:

#### Hardin Meta Directory of Internet Health Sources

(<http://www.lib.uiowa.edu/hardin/md/index.html>) A tertiary site or a "list of lists" covering various health-related topics; lists are chosen that are frequently cited and well maintained; audience not stated.

#### Health on the Net (HON) ([www.hon.ch](http://www.hon.ch))

Aims to certify the reliability and authority of "health-related information on the Internet;" offers a search engine - MedHunt - and a database of annotated sites; produced in Switzerland; for both health professionals and lay audiences.

#### HealthWeb (<http://healthweb.org/>)

Provides links to non-commercial, evaluated web sites; a collaborative project of over twenty health sciences libraries; for both health professionals and lay audiences.

**Medical Matrix** (<http://www.medmatrix.org>) A directory of clinically relevant web sites which are peer reviewed for quality of information, full content, multimedia, and unrestricted access; free registration required; for clinical physicians and health care workers.

**Medical World Search** ([www.mwsearch.com](http://www.mwsearch.com)) A search engine designed for health care professionals to search for health care sites on the Web; uses the Unified Medical Language System (UMLS) to search for alternate terms or synonyms.

### For Consumers:

**Healthfinder** (<http://www.healthfinder.gov>)

developed to provide consumers a free gateway to reliable health information; includes links to full text pages, databases, clearinghouses, support-groups, as

well as government agencies and non-profit organizations; produced by the U.S. Department of Health and Human Services.



**MEDLINEplus** (<http://www.nlm.nih.gov/medlineplus/>) produced by the National Library of Medicine; provides links to dictionaries, directories of physicians & hospitals, clearinghouses, databases including PubMed, and health topics, with an emphasis on information available from NLM and NIH.

**NOAH - New York Online Access to Health** (<http://www.noah.cuny.edu/>) provides consumers quality full-text health information; a bilingual site in English & Spanish.

## MedLine/CINAHL/PsycINFO/Internet Workshop Schedule

### November

MEDLINE	Wednesday 3	10:00 - 11:30
CINAHL	Tuesday 9	3:30 - 5:00
PsycINFO	Tuesday 16	3:30 - 5:00
Internet Searching	Thursday 18	10:00 - 11:30

### December

Internet Searching	Wednesday 1	10:00 - 11:30
MEDLINE	Thursday 2	3:30 - 5:00
PsycINFO	Monday 6	3:30 - 5:00
CINAHL	Thursday 9	10:00 - 11:30

### January

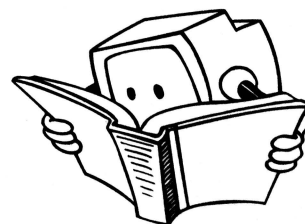
MEDLINE	Tuesday 4	10:00 - 11:30
CINAHL	Wednesday 5	10:00 - 11:30
Internet Searching	Thursday 20	3:30 - 5:00
PsycINFO	Tuesday 25	10:00 - 11:30

You can search journal literature on the OVID system using Windows or Web. These workshops focus on Windows; you may request Web instructions. Enrollment is limited to eight each. Special dates available. Call 882-6141 or go to <http://www.hsc.missouri.edu/~library/docs/wsreg.html> to register or for more information.

Ask an Information Question      Request an Interlibrary Loan  
Request an Expert Search Search MERLIN and Ovid Databases  
Register for an Ovid workshop Register for HSLNET

All of these services are available from our website:

<http://www.hsc.missouri.edu/~library>



# Quick Response Snuffs Email Virus

On September 30, 1999 the Health Sciences Center (HSC) was hit with the "Explore.Zip" Worm computer virus. Hard work, long hours, quick decisions and action by the staff at ITS halted the virus that potentially could have caused an enormous amount of damage.

HSC users received this Trojan worm virus in an email message with an attachment called zipped\_files.exe. Once the attachment was opened the worm e-mailed itself out by replying to unread messages in users' mailboxes. This virus e-mail message looked ordinary in form and appeared to come from a colleague. It deleted predominantly Microsoft Word, Excel, and PowerPoint files as it quickly spread through

Exchange email.

To stop the virus in its tracks the ITS email administrator shut down all HSC email services at 11:00am. This included email at the Missouri Rehabilitation Center in Mount Vernon, also. The email administrators at the Columbia campus and UM-System were alerted, and asked to notify the other campuses of this incident. The HSC Exchange server. To help control the outbreak, workstations and approximately 5,000 mailboxes on the HSC Exchange server were scanned, as calls came into the Help Desk.

On Friday, October 1 all log files were checked to verify that we were not still spreading the virus. The process of restoring more than 20,000 files that were deleted by the virus

took the remainder of the weekend. By 8:00 am October 5th all files were restored.

The ITS Technical Services and User Services teams' timely and decisive response minimized a disastrous situation. They handled the situation as they anticipated, by quickly recognizing a problem, halting the damaging situation, and using the enterprise backup system to recover the lost files. More than 2000 viruses were found embedded in different attachments (only one copy of the attachment is kept on the server) on the e-mail server. If everyone had saved their own copy of the attachments, there would have been more than 8000 viruses embedded in files on the desktop machines. Most of these were word macro

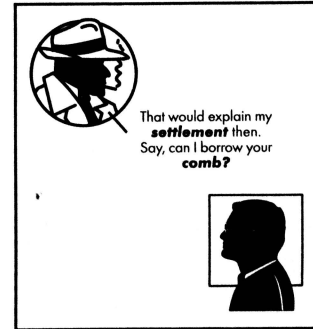
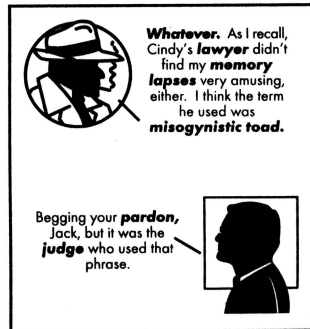
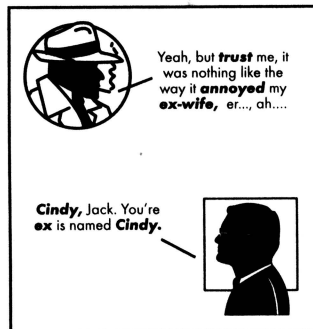
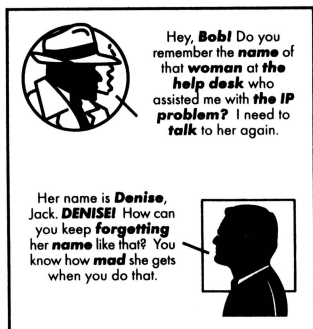
viruses. Virus scanning on the desktop is important!!!

For more information on viruses visit:  
<http://www.whatis.com/virus.htm>

## How to protect your computer from getting a virus

- Follow these simple steps:
- 1) run virus scanning software on your PC
  - 2) never open suspicious attachments in email - delete immediately.
  - 3) don't put floppy disks in your machine if you don't know the history of where they have been.
  - 4) Do not download software from the Internet or bulletin boards unless you know their history.

## Jack Hammer, Network Detective by Alan Arnold



TO CORRECT THIS ADDRESS, USE  
 UM FORM #282  
 DEPT: LIBRARY  
 TRENTOY BOYD  
 M218 VETERINARY MEDICINE