PointClickCare®

FAQs for Data Relay

V 2.3

This document provides answers to commonly asked questions from customers regarding Data Relay (formerly called the Replicated Reporting Database).

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1 Technical Questions

1.1 What does RRDB stand for?

It stands for 'Replicated Reporting Database' and it was the previous name for Data Relay.

1.2 How does Data Relay work and how would a program access and use the views?

Data Relay is a data feed service that provides output from the client's EHR in the form of database views that can then be used in a standard SQL Server database stored/managed in the client's environment, and hence accessible programmatically using any standard SQL Server access techniques such as ODBC, JDBC, OLE DB, SQL Server Direct using any technology such as VB.NET, C#.NET, Java, Access through views, Excel through database connections, etc. The options are endless.

1.3 What is required on the customer side to access and use Data Relay?

- Microsoft SQL Server 2016 / 2019. We recommend the latest version for best compatibility.
- Red-Gate SQL backup 10.0 (or higher) and a Secure FTP client for the access and restore process.
- Any reporting tool or software that can access an SQL database for the actual reports.
- A process / workflow to download the log files from the SFTP client and apply them to Data Relay to keep it in synch.

1.4 Can we use SQL 2014 or earlier versions of SQL Server?

No. SQL 2016 and 2019 are the only versions currently supported. We provide the data as a SQL Server backup, which is NOT backwards compatible.

1.5 What software can be used for the backup / restore process?

- Red-Gate SQL backup 10.0 or higher (Required)

Once purchased, we will provide you with a login, password and encryption key. Before running the backup, we will require confirmation from you that you can log in successfully.

1.6 What secure FTP client do you recommend?

Any secure FTP client will work. We use WS_FTP from IPSWITCH.

1.7 Do we retrieve and download DB files from an FTP site?

Yes, SFTP information and credentials will be provided as part of the implementation process.

1.8 Will we be downloading one database with all our facilities, or will we be downloading individual databases?

Each organization gets one set of database views that includes all facilities.

1.9 How often does the database get replicated?

The replication of all content is in real time. Log Shipping delivers the log files hourly or on a predefined schedule to the PointClickCare sftp site. Retrieval of the files from the sftp site is as per the customer's own schedule.

1.10 What is the lag time between log file creation and retrieval?

There is some lag time as it does take some time to create the backup and post the log file onto the sftp site. The lag time can be affected by full back up or census data mart job runs. However, this lag time cannot be defined as an absolute value.

1.11 What are the different types of files generated and their schedule?

- A full backup file is provided at the beginning of the setup process. Additional full backups can be requested.
- Incremental changes are provided in an hourly log file. Only changes applicable since the last log file generation are included in the log file.
- Census Datamart data is generated multiple times a day (usually every 4-6 hours) and is incremental, that data is part of the regular hourly log files. There will be a one-time initial load, which can generate a large amount of data when run, this will significantly increase the size of the hourly log backups.
- The full backup file is the biggest and would take longer than the incremental log file when restoring.
- The log files containing the Census Datamart full load is relatively big. To reduce the size of the Census Datamart log file, the lookback date should not be more than 2 years in the past.
  E.g. Current date = 2023/05/01. Lookback date should be set to 2021/05/01.

1.12 What is the involvement from PointClickCare for initial setup? Do PointClickCare staff come onsite, WebEx, provide installation or configure Data Relay for us?

Log shipping is straightforward; customers can set it up based on the implementation guide in the manual. PointClickCare does not connect to customer servers or networks to perform any configurations. Assistance is provided during the implementation process, but it is the customer’s responsibility to have resources available to get the setup and configurations done properly on their side. There should not be any problem if the customer has the right resources (typically DBA and SA resources).

1.13 How long does it take to get this up and running?

The entire process will take approximately 2 weeks to coordinate the different environments needed to access Data Relay, and once we receive confirmation that the work has been completed a backup will occur every hour.

1.14 Are the backup files password protected?

Yes, the files are password protected.

1.15 What will be the schedule of the full backup, and what impact does a full backup have on the log files?

A full backup is provided at the beginning of the setup, after that it will be on demand. There is no impact.

1.16 What is the type of access on the restored content?

The Data Relay output restored on client side is read only.

1.17 Creating custom views and stored procedures based on data in the replicated database

Since the data relay database views are read only, when writing the SQL for custom views/stored procedures, the user should append the Data Relay database view's name to the dbo.view they are referencing.

(e.g. Select …. From mycustomDB.dbo.view_custom_view LEFT JOIN RRDB_prod1.dbo.view_ods_daily_census).

1.18 For what duration is the file stored on FTP folder?

This is controlled by the customer. However, PointClickCare will periodically clean-up older files for storage and capacity reasons but will leave at least 1 weeks' worth of files at any point.

1.19 How is the file purged from the FTP folder?

Purging of log files is defined by the customer. PointClickCare will conduct periodic clean-up of log files.

1.20 How can we prevent pulling the same file?

Steps to prevent pulling of the same file need to be defined by the customer.

1.21 What happens if we extract the same log file twice?

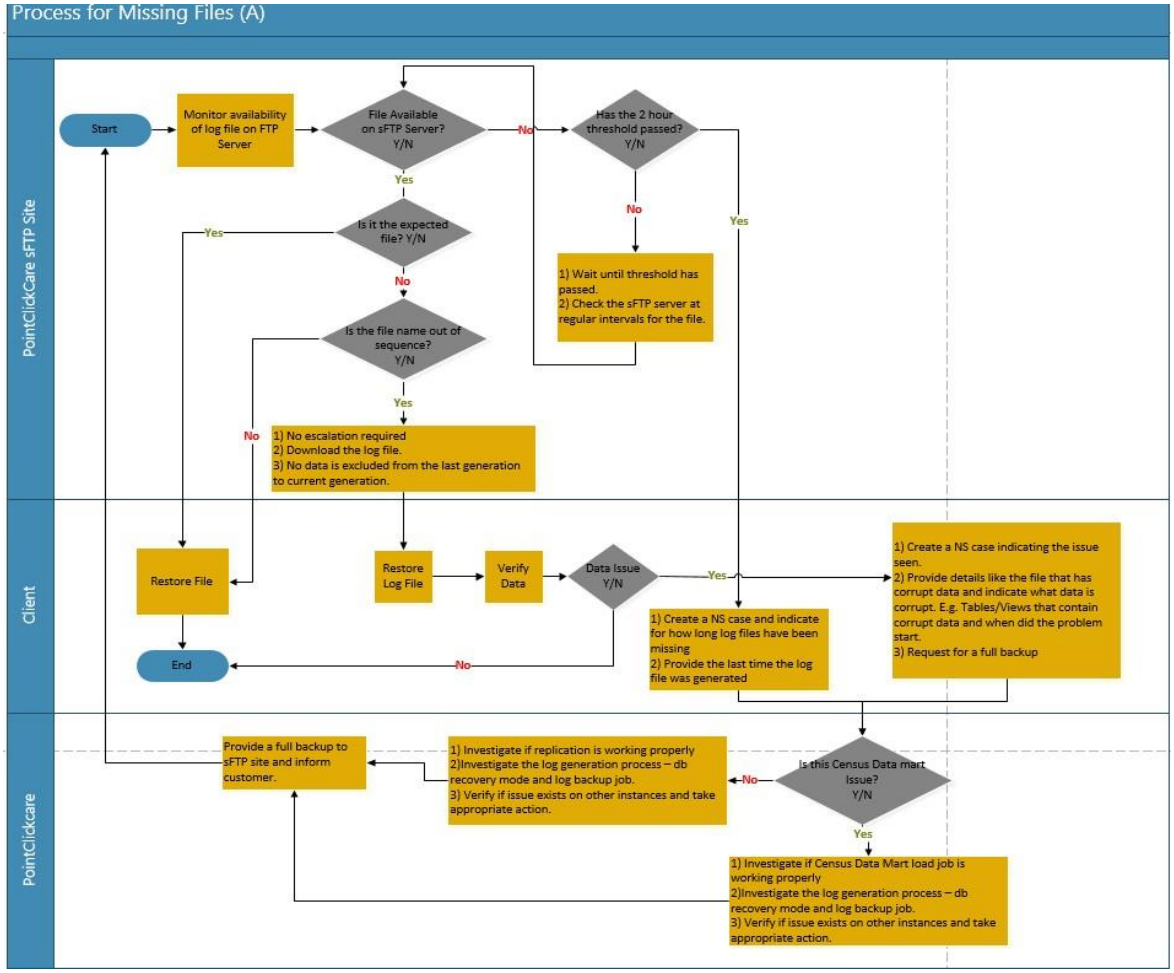
Attempting to restore the backup will fail, assuming the backup has already been restored to your copy of the database.

1.22 What is the impact when restoring a log file?

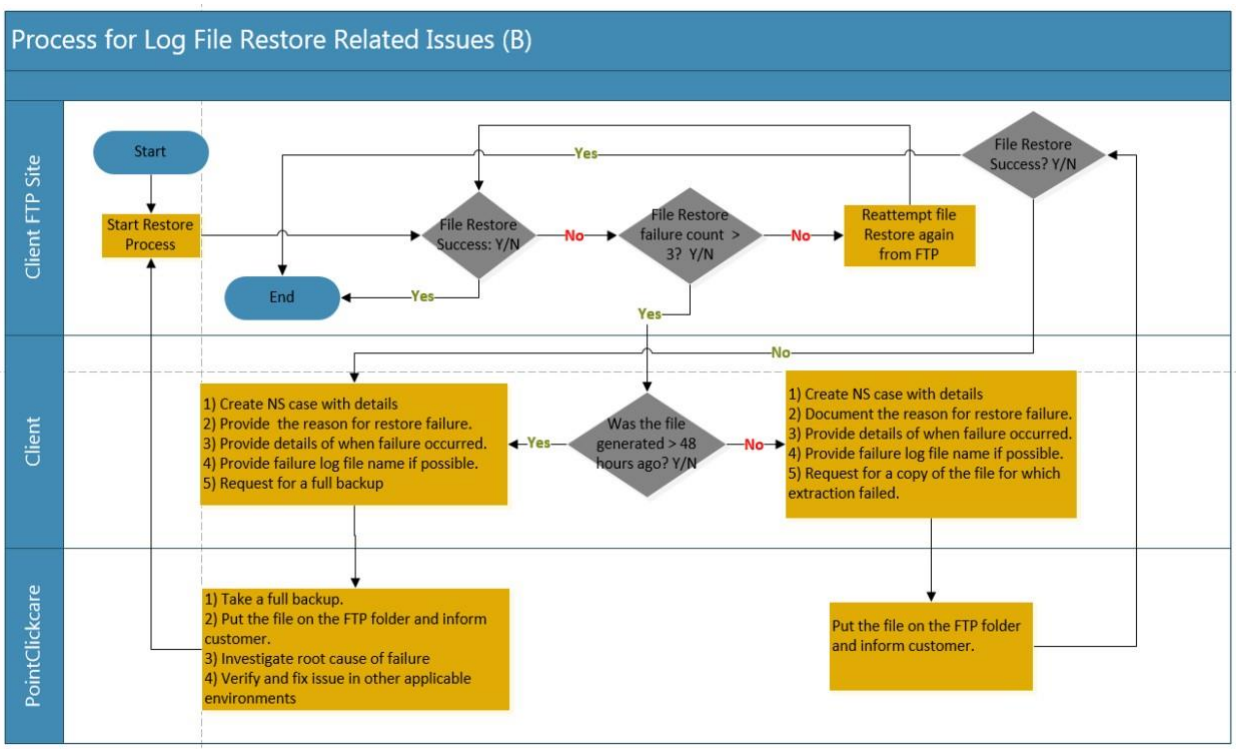
When a log file restore is active, users cannot connect to the database.

1.23 What is the process if Log Shipping is broken – missing files?

This process is to be followed in the event that expected files are not delivered/visible on the SFTP server.



1.24 What is the process for Log file/data corruption during transfer?



1.25 How are monitoring and alerts handled?

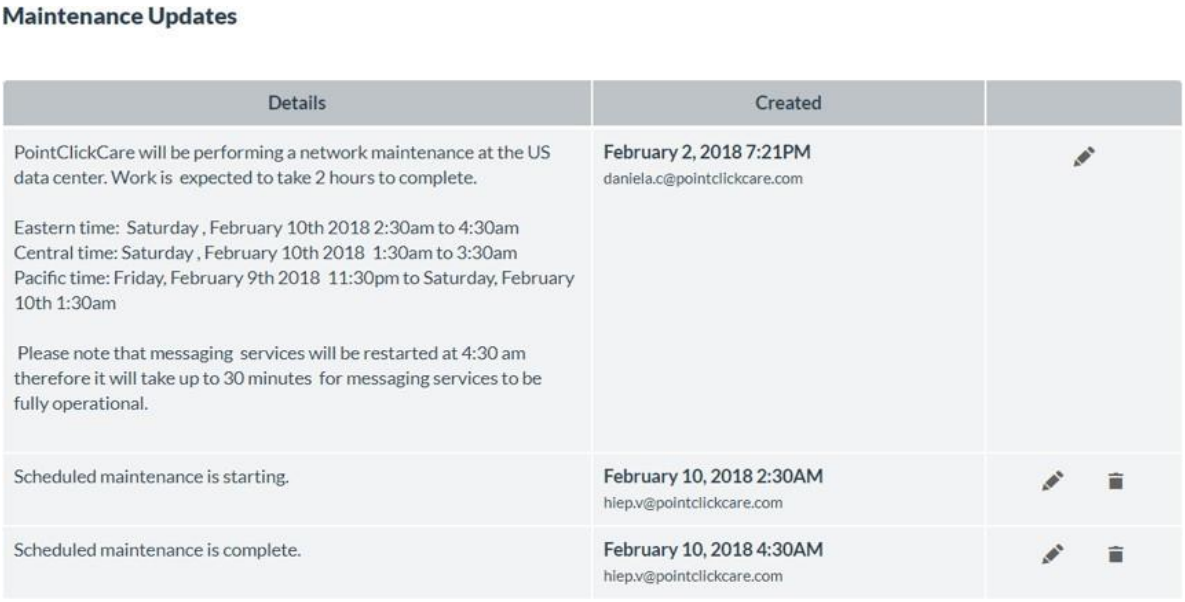
PointClickCare has 24x7 monitoring (both internal and third party) and will alert (email or phone call) depending on conditions. Please note, PointClickCare monitoring stops at SFTP, meaning, once log file is transferred to client SFTP folder successfully, it is considered a success.

1.26 How are service outages, like network failures, handled?

PointClickCare can provide a full backup to get log shipping going again in the event it is broken. Additionally, updated status will be available on status.io to subscribed customers.

1.27 PointClickCare does monthly maintenance outages. Is Data Relay affected by this maintenance?

Depending on the type of maintenance being done, Data Relay could be impacted. This information would be available via status.io to subscribed customers. Below is an example of maintenance notifications on status.io.



Maintenance Updates

Details	Created	
PointClickCare will be performing a network maintenance at the US data center. Work is expected to take 2 hours to complete. Eastern time: Saturday , February 10th 2018 2:30am to 4:30am Central time: Saturday , February 10th 2018 1:30am to 3:30am Pacific time: Friday, February 9th 2018 11:30pm to Saturday, February 10th 1:30am Please note that messaging services will be restarted at 4:30 am therefore it will take up to 30 minutes for messaging services to be fully operational.	**February 2, 2018 7:21PM** daniela.c@pointclickcare.com	
Scheduled maintenance is starting.	**February 10, 2018 2:30AM** hiep.v@pointclickcare.com	
Scheduled maintenance is complete.	**February 10, 2018 4:30AM** hiep.v@pointclickcare.com	

1.28 Please address how you handle database changes as they typically break log shipping.

PointClickCare goes to great length to avoid breaking the log shipping chain, however there are occasionally scenarios where this is unavoidable, we will provide a full backup to get the log shipping going again in those cases.

1.29 Do I need to give you IDs for users on our side that you can create on your side?

You need to give us (suggest) the login name to create, and we will create it on our side, and give them a script to create it on their side as well.

1.30 Are we able to run the stored procedures related to security role and security user?

The Data Relay output restored on the client side will be read only, so if a user needs to be set up to access the database, it needs to be created first on the Data Relay side.

1.31 Since this is a read only database views, how do I link it to a “custom view” database so I can write custom views and stored procedures based on the data in the replicated database?

When you write the SQL for the custom views/stored procs, you just need to append the Data Relay database view's name to the dbo.view you are referencing (e.g. Select FROM mycustomDB.dbo.view_custom_view LEFT JOIN RRDB_prod1.dbo.view_ods_daily_census). If the user ID accessing the custom view has access to the custom DB and Data Relay, SQL server will do the rest.

1.32 Are there any common issues that customers run into?

The most common issue we see is that the log file gets corrupted during transfer (from PointClickCare SFTP to client site). If that happens, the client can call support, and DBA will re-stage the file. The other common issue is the database views get corrupted.

1.33 What is the Census Data Mart / Daily Census data and how do we get it enabled?

The Census Data Mart is a Data Relay transformation process creating a daily account of patient census activity from the date range based data stored in PCC.

For customers that want to receive daily census data in Data Relay, PointClickCare will set them up with incremental loads for up to 5 times a day depending on the customer's needs.

2 Data Related Questions

2.1 Can you outline the process that the customer needs to take to request something that is not currently available in Data Relay?

The customer can submit a support request which will be routed to the right product development team for consideration and prioritization.

2.2 Is there a list of all the data views in the database?

The Data Relay Data Dictionary and User Guide contains information on views and an ERD showing relationship between the entities.

2.3 What is the name of the MDS 3.0 assessment identifier field in Data Relay?

This would be the StdAssessID in view_ods_std_assessment with value 11.

2.4 What is the difference between the following: [view_ods_patient_stay] and [view_ods_patient_stay_extended]

view_ods_patient_stay

Patient stay starts with an admission or a transfer in and ends with a discharge or a transfer out. View is implemented via ods_stay table. Stay type is "Patient".

view_ods_patient_stay_extended

Patient stay starts with an admit or a transfer in and ends with a discharge or a transfer out. New stay starts if the difference in current admit and previous discharge is greater than 3 days.

View is implemented via ods_stay table. Stay type is “Patient extended”. This view is used for troubleshooting purposed around the merging of days.

2.5 Is the AssessmentID a global value or unique to the Facility?

It is the PK for the assessments table and is unique within the organization. It is unique across all facilities.

2.6 Can you elaborate on the Payer ID tables/data?

Payer ID, name and type is available in view_ods_payers. Insurance to payer relationships are tracked in view_ods_insurance_payer. Details of the rate schedule and rate lines for the payer are available in view_ods_rate_schedule and view_ods_rate_schedule_details.

2.7 What is the FacilityPC data element in view_ods_facility?

Facility zip code.

2.8 Where is the State Code?

State code is in view_ods_facility.

2.9 How are changes to the admit/discharge dates handled? For example, the user enters a discharge date of 3/15 for Patient A, then realizes later the discharge date should have been 3/13 and makes the correction.

Customer would need to edit the incorrect census line in the application, delete and re-enter.

2.10 How far back can the user go to make census changes (such as admit / discharge date, payer, etc.)?

There is an option in AR configuration called ‘census revision months’ that can be set by the customer.

2.11 If a resident is in-house for 3 months, and the resident's records in the second month are updated, how does the Revisiondate column reflect this? Will the Revisiondate be changed for all 3 months, from the changed record forward, or just the record that was updated?

The revision_date would be updated on the census_item record with the 2nd month effective_date to ineffective_date range row that was updated. Therefore, all daily census records created from that 2nd month date range would have the same revision date as the revision date on the original census_item row from which they were transformed from.

2.12 It appears the ods_stay table is periodically loaded from the census_item and other tables via stored procedure. How often and when does this run?

It is loaded and used by 4 stored procedures based on temporary tables. There is a default value of 3 days for the Patient Episode of Care definition, whereby a new episode of care will begin if the resident is readmitted in < 3 days. The jobs are scheduled to run once daily at 11 pm and are enabled at the customer request.

2.13 Please explain the data latency, which data is near real time, and which data is not. Also, for any tables that are loaded by batch processes, please provide the schedule.

The following data sets do not exist in the PCC database and are transformed data in Data Relay via stored procedures:

Census Data Mart/ODS daily census views (source fact_patient_census_actual and fact_patient_rate_actual tables) – incremental loads @ 02:00; 05:00; 06:00; 10:00; 17:00; Times are used as examples and are not fixed for all customers.

ODS stay views (source ods_stay table) – once daily @ 23:00

AR Trans Rollup - responsible for rolling up current bucket AR aging amounts when facility closes period

(load_ar_trans_rollup_client) - 14th of each month