



RRD Report Queue EDUCATION

**Summary:** A comprehensive manual has been created for the RRD Report Queue illustrating the use and follow up needed for failed items.

Support: Ambulatory Informatics at 231-392-0229.

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## RRD Report Queue Manual for Managers, Clinical and Clerical Staff

RRD Report Queue EDUCATION

#### Accessing the RRD Report Queue Application

- 1. From the Citrix StoreFront:
  - a. Open RRD Report Queue.

🎯 Citrix Workspace					-	×
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RRD Report Queue						>

#### Fax Monitoring Using RRD

Faxes fail for a variety of reasons. It is important to monitor for failed faxes regularly. An RRD fax station will attempt to send a fax job **four times** before failing permanently, at which point it can be seen in an Error status.

- 2. Click one of the Statuses to filter:
  - a. Untransmitted: Jobs that are waiting to send.
  - b. Queued: Jobs that are in line to be sent.
  - c. Transmitted: Jobs that went through successfully.
  - d. Bounced: Not Used.
  - e. Errored: Jobs that have failed to transmit.
  - f. Canceled: Not Used.
  - g. Cover Page: Not Used.
- 3. Click Refresh to apply filters.



a. Select the appropriate fax station to view any jobs in your selected

All Stations
Filtering report lists by ...
Scheduled Fax Date Range
Email Sent Date Range
Untransmitted <u>Errored</u>
<u>Queued</u> <u>Cancelled</u>
<u>Iransmitted</u> <u>Cover Page</u>
<u>Bounced</u>

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 Task
 Reports
 View
 Help

 Image: State of the state of

status.

4. Click on the + to expand the list.

- 5. Understanding reasons for a failure:
  - a. No Connect Retries: No fax number answered, potentially due to an incorrect fax number.
  - b. **Disconnect Retries**: The fax failed on a page in the job, potentially due to line disruption, and was reattempted.
  - c. **Busy Retries**: The receiving fax line is busy. It will continue to try to resend up to four times.

Status	Station	No Connect Retries	Disconnect Retries	Busy Retries
Error	IFax Message Center	3	0	0

# RRD Report Queue Manual for Managers, Clinical and Clerical Staff



Change Sc

Change Pr

Change Status

Set as Unconverted

d

Change Ad Hoc Phone Number

d Fax Date

BEPORT

Change Scheduled Fax Date

Change Ad Hoc Phone Number

Change Priority

Change Status

Set as Unconverted

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#### **Resending Failed Items**

A fax in an errored status will not be sent again by RRD without manual intervention. The following describes how to investigate errors and take action. Scheduled Fax Date/Time Status Station / No Connect Retries Disconnect Retries Busy Retries Report Title

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- 1. Confirm the fax number is correct.
- 2. To resend WITHOUT changing the fax number:
  - a. Click the failed item to highlight.
  - b. Right click to open the menu.
  - c. Select Reports.
  - d. Select Change Status.
  - e. Update status to Untransmitted.
  - f. Click OK.

RRD Report Queue Select the new trai n status: ΟK Cancel

Select All

Print ...

Refresh

Session Log

Clear Selection Reports

Ctrl+A

Ctrl+Z

Ctrl+P

Ctrl+L

F5

Ctrl+P

Ctrl+L

New Ad Hoc Number

F5

C

е

- 3. To resend WITH changing the fax number:
  - a. Click the failed item to highlight.
  - b. Right click to open the menu.
  - c. Click Reports.
  - d. Click Change Ad Hoc Phone Number.
  - e. Enter phone number.
    - i. Use 1 and the 10-digit phone number (1-xxx-xxx-xxxxx).
    - ii. Click OK.
  - f. Right click on the failed fax.
  - g. Select Reports.
  - h. Select Change Status.
  - i. Update status to Untransmitted.





Print ...

Refresh

Session Log









#### **RRD Fax Stations**

Fax stations have been created for each ambulatory clinic. There is a fax station for requests sent directly to Radiology Scheduling and a station meant for any other fax request.

**NOTE:** Some staff may still be using the **!AmbClinicAdHoc** station to send fax jobs. This is a generic station that is being phased out. Please make sure that the correct clinic fax station is being utilized.

Station Name	Used For
!FxClinicName	All faxing, excluding Radiology
EXAMPLE: !FxBayAreaUrology	
FxRadSchd_ClinicName	Faxing to Radiology only
EXAMPLE: FxRadSchd_BayAreaUro	