

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

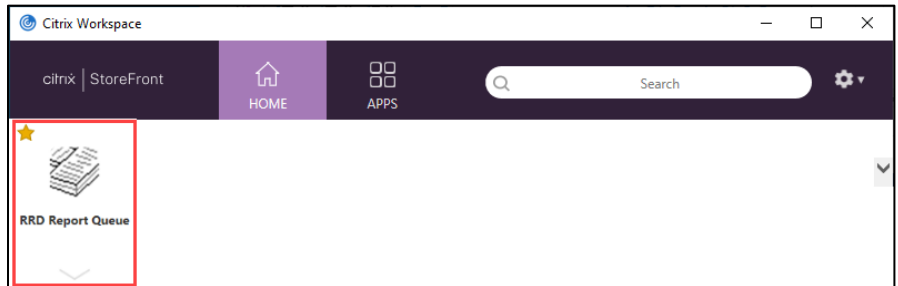
Support: Ambulatory Informatics at 231-392-0229.

Table of Contents

Accessing the RRD Report Queue Application	2
Fax Monitoring Using RRD	2
Resending Failed Items	3
RRD Fax Stations	4

Accessing the RRD Report Queue Application

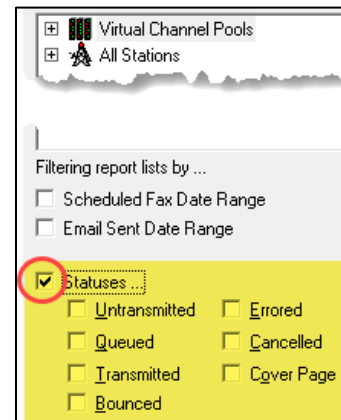
1. From the Citrix StoreFront:
 - a. Open **RRD Report Queue**.



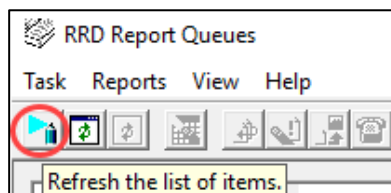
Fax Monitoring Using RRD

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.

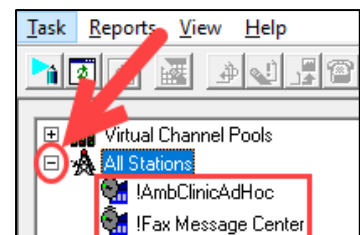
2. Click one of the Statuses to filter:
 - a. **Untransmitted:** Jobs that are waiting to send.
 - b. **Queued:** Jobs that are in line to be sent.
 - c. **Transmitted:** Jobs that went through successfully.
 - d. Bounced: Not Used.
 - e. **Errored:** Jobs that have failed to transmit.
 - f. Canceled: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



3. Click **Refresh** to apply filters.



4. Click on the + to expand the list.
 - a. Select the appropriate fax station to view any jobs in your selected status.



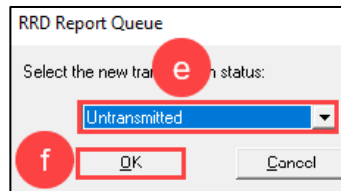
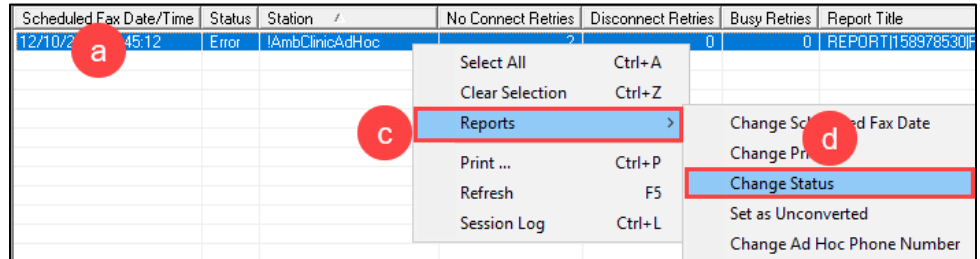
5. Understanding reasons for a failure:
 - a. **No Connect Retries:** No fax number answered, potentially due to an incorrect fax number.
 - b. **Disconnect Retries:** The fax failed on a page in the job, potentially due to line disruption, and was reattempted.
 - c. **Busy Retries:** The receiving fax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

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

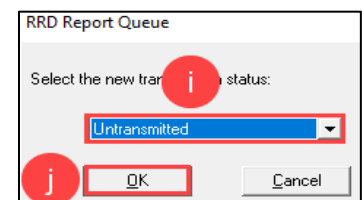
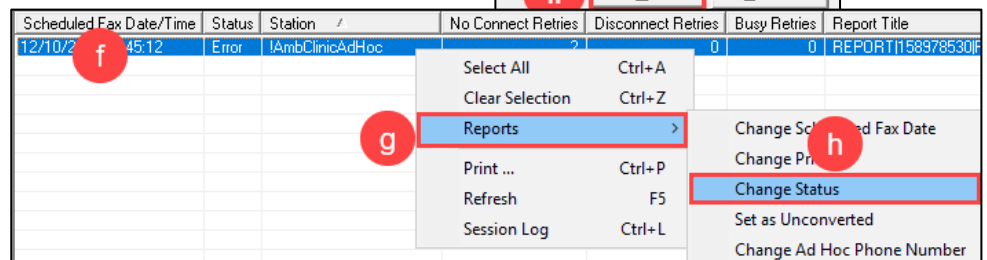
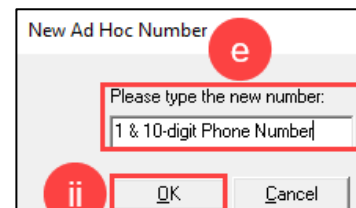
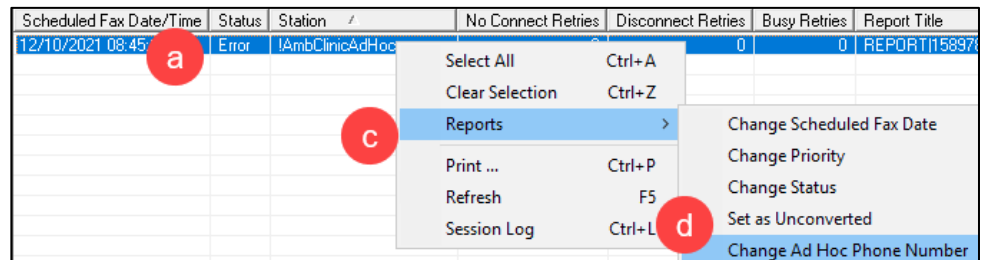
Resending Failed Items

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.

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**.



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-xxxx).
 - ii. Click **OK**.
 - f. **Right click** on the failed fax.
 - g. Select **Reports**.
 - h. Select **Change Status**.
 - i. Update status to **Untransmitted**.
 - j. Click **OK**.



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	
FxRadSch_ClinicName	Faxing to Radiology only
EXAMPLE: FxRadSch_BayAreaUro	