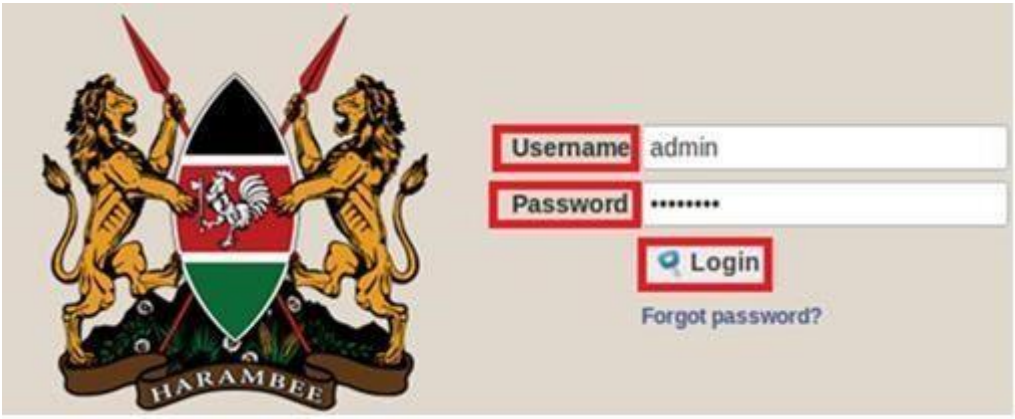
HTS Error Queue Job Aid (KenyaEMR v 17.1.0) ***Last updated: May 2020***

Tasks:	HTS mUzima Error Queue
Objective:	To help the HTS Service Provider access a list of records that fail to sync successfully from mUzima to KenyaEMR
Who:	HTS service provider
Required Materials:	Username, password, computer installed with latest version of KenyaEMR

STEP	ACTION
	Login to KenyaEMR **Step 1**: Enter the application server URL system ***"localhost:8080/openmrs "*** and click on the load button or Enter key from the key board On successful loading, you should be navigated to the system login page

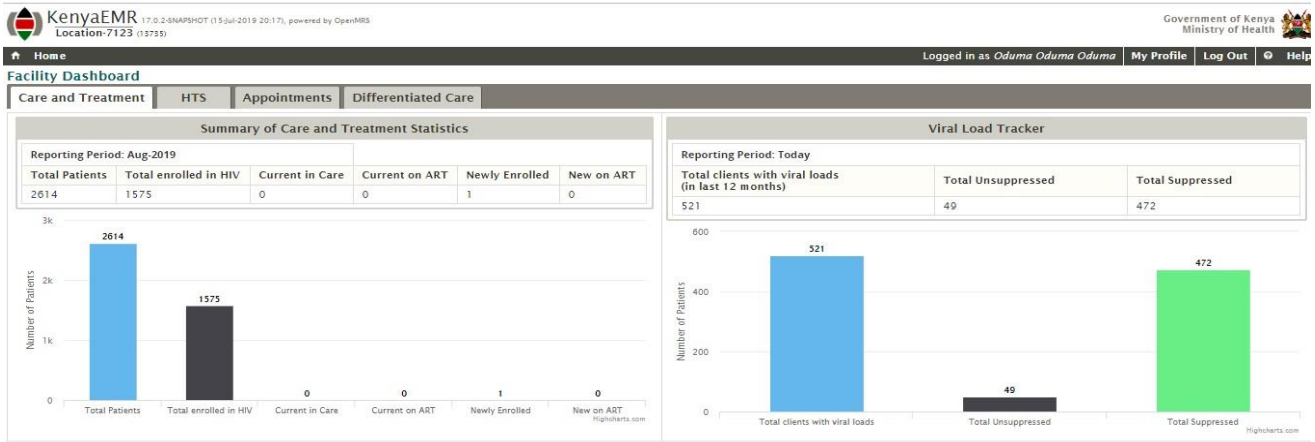
Authenticate entry by proving username and password on the fields and click "***Login***"

Upon successful login, you shall be navigated to KenyaEMR Home Page



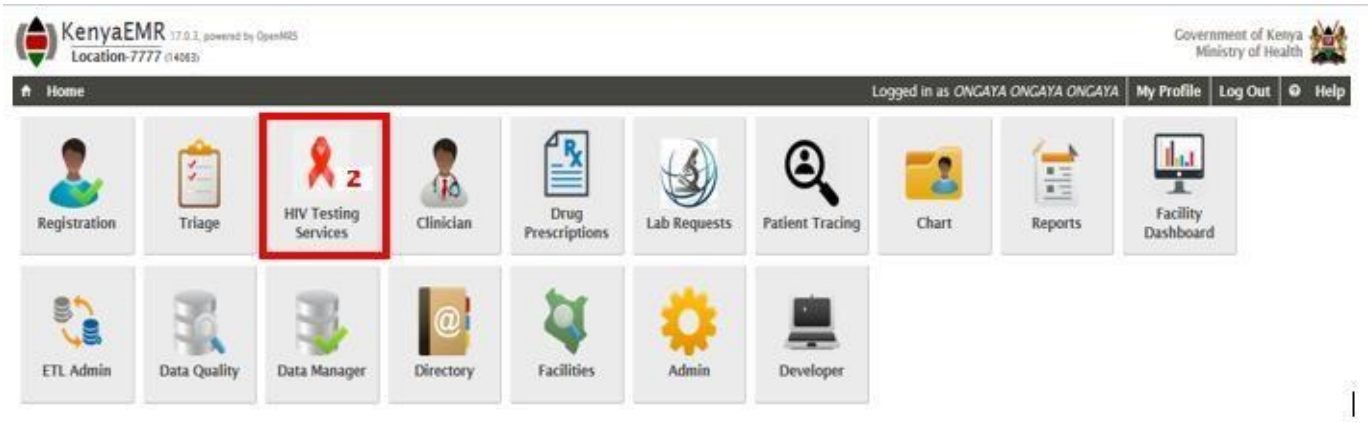
KenyaEMR Home Page

The landing page - You will see the facility dashboard as displayed



To access mUzima Queue

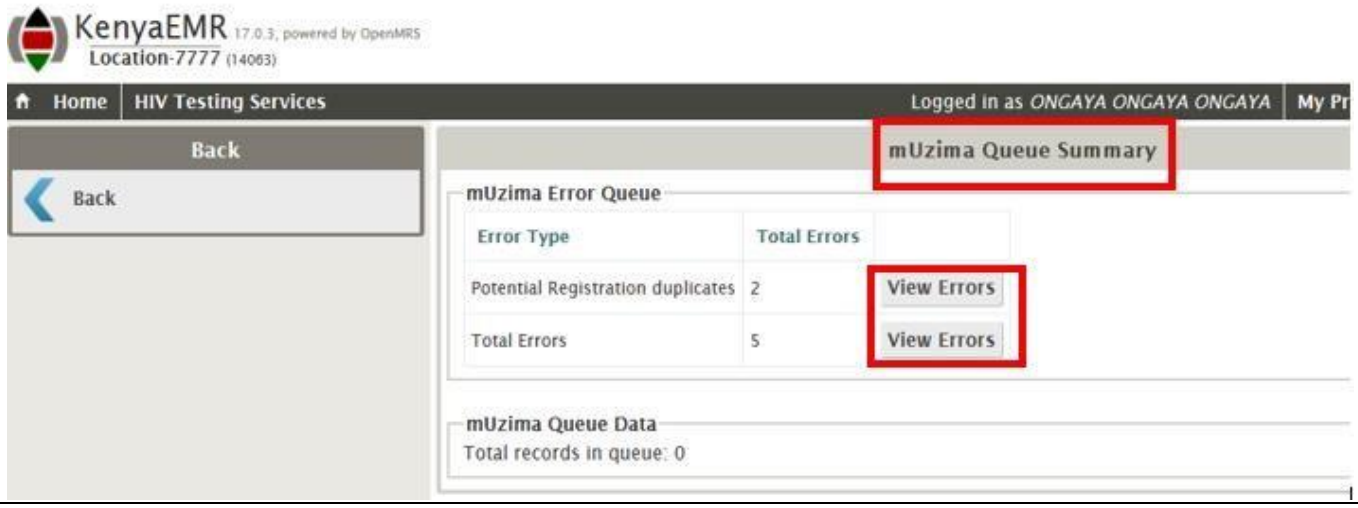
Click home page and then click HIV Testing Services button (*labelled 2*)



mUzima Queue is found on the left hand side panel as shown

Click on **view mUzima Queue** to access the **mUzima Queue Summary**

mUzima Queue Summary shows the **Error type** and **Total errors.**
Click on **view errors** to access the line list for **potential registration duplicates** (Registration specific errors) or **total errors** (includes registration and any other errors)

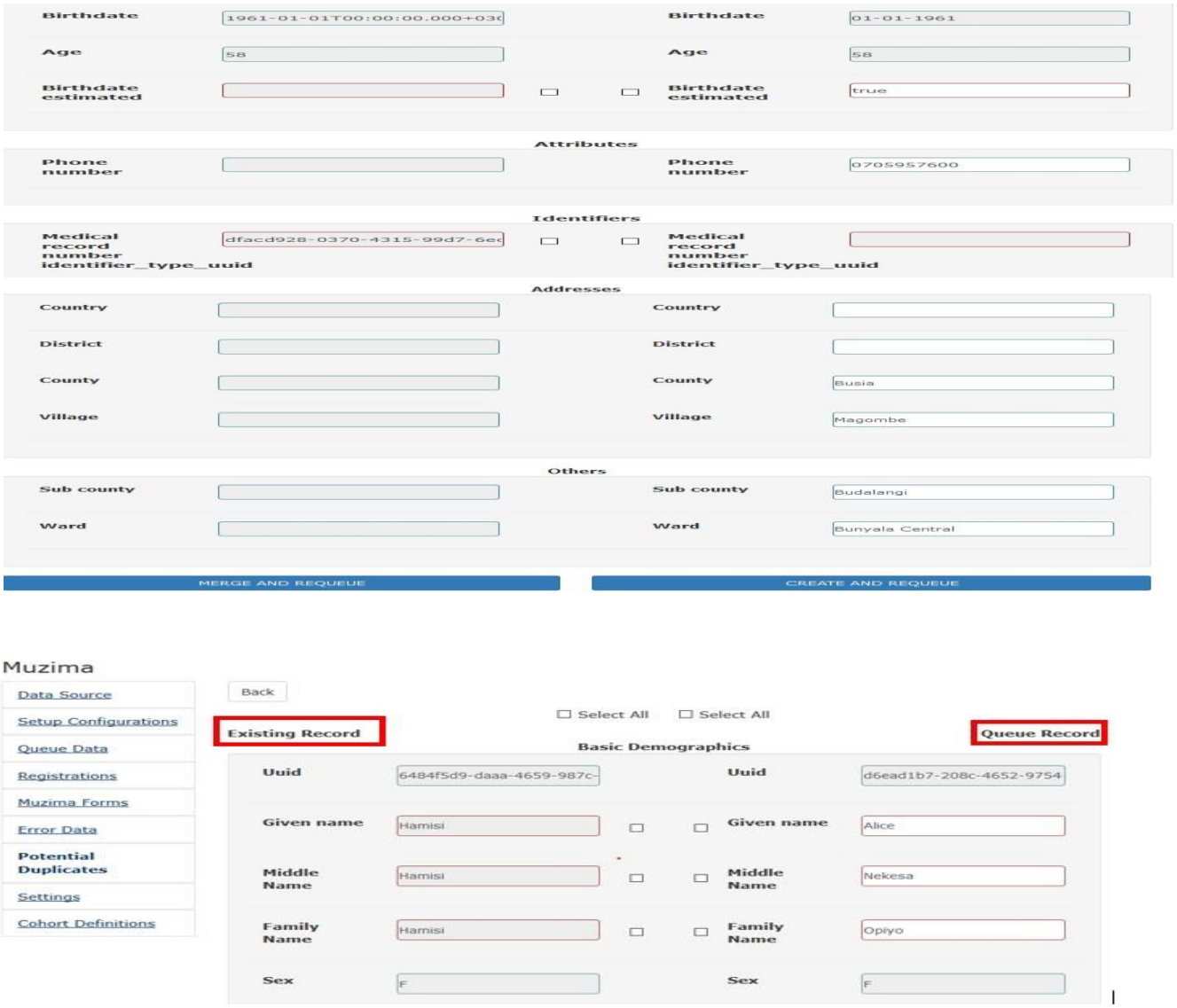


Line list of **potential duplicates** appears as shown
To access **individual record,** click on **edit button** pointed at by the **arrow**

On clicking on edit button, the user will be directed to access the details of **the existing record** and the **Queued record**

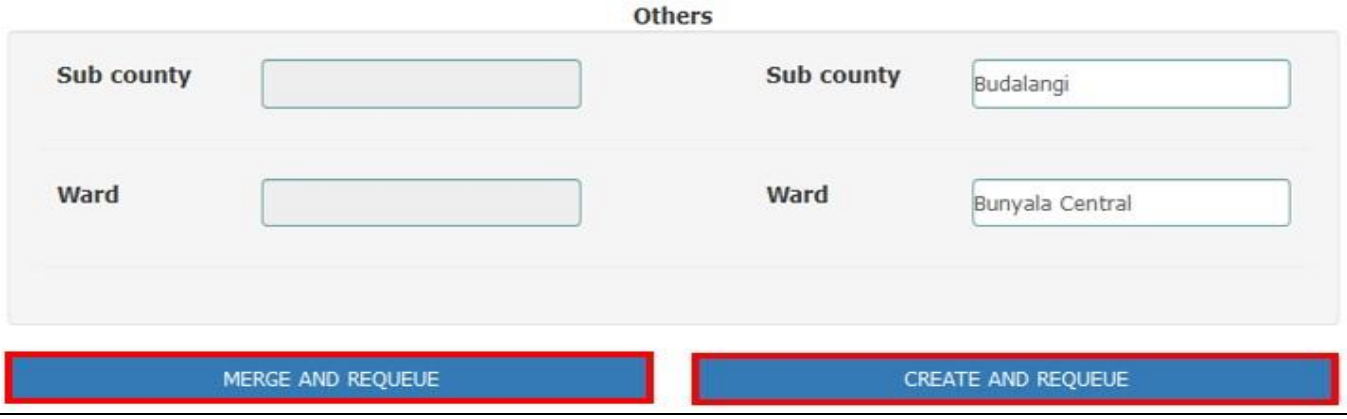
Details on the following are populated for comparison;

1. 3 names
2. Sex
3. Birth date
4. Phone number
5. Medical record number 6. Location details etc.



The user should cross check against all the identifiers provided to identify if the client is a **true** or a **false** duplicate

After crosschecking thoroughly;

Click on **Merge and re-queue** for the record confirmed to be a true duplicate (the two records will be merged and updated in KenyaEMR) or click on **create and re-queue** for a record confirmed to be a false duplicate (the records will be created separately and updated in KenyaEMR)

NB: The records will be updated automatically upon refresh