Fault report

With this form, the client’s system supplier or other support provider reports fault situations related to Kela’s services to technical support. The reporter’s contact details and organisation data are mandatory. The fault information must be reported in as much detail as possible.

**Critical faults and those with an extensive impact must also always be reported by telephone to the technical support of Kela,**

**tel. +358 20 634 7787.**

**Contact details**

|  |  |
| --- | --- |
| Contact details of the notifier (system sup-plier or person in charge of support) | **Name**Click here to enter text.  |
| **Organisation and/or country**Click here to enter text.  |
| **Email**Click here to enter text. |
| **Telephone number**Click here to enter text. |

|  |  |
| --- | --- |
| Details of the organisation | **OID of service provider or pharmacy1**Click here to enter text. |
| **OID of service unit or branch pharmacy1**Click here to enter text. |
| **OID of access point**Click here to enter text. |

**Information about the fault**

|  |  |
| --- | --- |
| Kanta service with the detected fault | [ ]  Prescription service (including the cross-border prescription service)[ ]  Patient Data Repository[x]  Imaging materials archive [x]  Query and transmission service[x]  Archiving of old patient data[ ]  Client data archive for social welfare services[ ]  My Kanta Pages[ ]  My Kanta Pages Personal Health Record[ ]  Pharmaceutical Database[ ]  Other, please specify. Kirjoita tekstiä napsauttamalla tätä. |
| Other Kela services for pharmacies | [ ]  Query service for direct reimbursement details[ ]  Feedback query on settlements made by the pharmacy[ ]  Reception service for the purchases and settlement of medicines[ ]  Purchase[ ]  Settlement |

|  |  |  |
| --- | --- | --- |
| Details of the fault | **Date of occurrence** DD.MM.YYYY  | **Time of occurrence (hh.mm)**Click here to enter text. |
| **Information system**Click here to enter text. |
| **Error message returned by Kanta services/system, if applicable**Click here to enter text. |
| **Message identifier OIDor UUID2** Click here to enter text. |
|  | **Document identifier OID3**Click here to enter text. |
|  | **Prescription identifier OID4**Click here to enter text. |
|  | **Operation or function related to the fault**Click here to enter text. |
|  | **Extent, duration or repetition of the fault**Click here to enter text. |
|  | **Description of the fault**Click here to enter text. |
| Preliminary classifica-tion of the fault | [ ]  The fault is not related to a pharmacy, client or patient data system used by the service provider, but it has been localised in Kela’s service entity.[ ]  The fault gives reason for suspecting that patient safety or the service received by a social welfare service client may be jeopardised. [ ]  The fault gives reason for suspecting a problem with an information system that may jeopardise the data protection of a patient or client.[ ]  The fault prevents or significantly slows down the use of the service.[ ]  The extent of the fault cannot be ascertained, and it may have an impact on other operators in addition to the service provider.[ ]  Other, please specify? Click here to enter text. |
| Preliminary estimate of the impacts of the fault | Click here to enter text. |
| Further information | Click here to enter text. |
| Contact details of the organisation’s own technical support | Contact details of the reporting organisation’s technical support if the notifier rep-resents a social welfare and/or healthcare organisation or pharmacy. |

# Instructions for completing the form

## Contact details

**Technical support of Kela**

email: tekninentuki@kela.fi

telephone: +358 20 634 7787

## Reporting a fault

In a fault situation, the user of the system shall contact their own unit’s helpdesk, which will assess the nature of the fault and decide on any further measures. If necessary, the helpdesk will direct the fault to be investigated by the system supplier and/or other next-level support service, which will look into the matter from the system side and, if necessary, pass the matter on to the technical support of Kela.

**Critical faults and those with an extensive impact** (one or more fault criteria presented on the form are met) **must also always be reported by telephone to the technical support of Kela, tel. +358 20 634 7787.**

## Required further information about the fault

To investigate the matter, the technical support of Kela needs as much information about the fault as possible.

**1The organisation data of the pharmacy or social welfare/healthcare organisation** given shall comply with the SOTE organisation register, Valvira’s classification for independent healthcare professionals or the register of pharmacies. In the case of the cross-border prescription service, the details of the healthcare provider or pharmacy shall be provided.

**2** **Message OID** is a unique identifier of a message sent to the Prescription Centre, the Patient Data Repository or the client data archive for social welfare services, for example

<RCMR\_IN000002FI01 xmlns="urn:hl7-org:v3" xmlns:urn="hl7-org:v3" ITSVersion="XML\_1.0">

<id root="1.2.246.10.2159250.93.2014.18130081399318003"/>

Message UUID is a unique identifier of a message from overseas.

**3** **Document OID** is a unique identifier of a document (e.g. prescription, dispensing of a prescription, patient care document, client account document) (CDA) sent to the Prescription Centre, the Patient Data Repository or the client data archive for social welfare services, for example

<ClinicalDocument xmlns="urn:hl7-org:v3" xmlns:hl7fi="urn:hl7finland> <idroot="1.2.246.10.1602257.93.2009.997"/>

**4** **Prescription OID** is a unique identifier of a prescription (CDA) (required if different from the document OID, for example, an error in dispensing the prescription), for example

<ClinicalDocument xmlns="urn:hl7-org:v3" xmlns:hl7fi="urn:hl7finland>

<id root="1.2.246.10.1602257.93.2009.1001"/>

**N.B.! The personal identity code of a social welfare/healthcare client or other identifying personal data must not be entered on this form!** Technical support will request for them separately, if required.