

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 organization 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 of the notifier

Name

Organization and/or country

Email

Telephone number

The organization where the fault situation has been detected

In which organization has the fault situation been detected?

Enter the OID of the organization¹.

Kanta service with the detected fault

In which Kanta service has the fault situation been detected, e.g. in the Prescription Service, The Patient Data Repository, The Imaging Data Repository, The Client Data Repository for Social Welfare Services? If necessary, specify the additional functionality in which the fault occurs.

Through which Kanta access point is the Kanta service used? Enter the OID of the access point.

Details of the fault

Date of occurrence

Time of occurrence (hh.mm)

Information system

Message identifier OID eller UUID²

Document identifier OID³

SUID⁴

Description of the fault

Describe here in as much detail as possible what kind of fault it is. What does the fault affect? Assess the extent, duration and frequency of the fault. Is the Kanta Services or the information system giving an error message? What?

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.

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.

Unique identifiers

1 The organization data of the pharmacy or social welfare/healthcare organization given shall comply with the SOTE organization 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 or the national contact point 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 Repository 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 Repository 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 SUID, i.e. Study Instance UID, is an identifier in OID format that is unique to each imaging study. Dicom field (0020,000D). The SUID can be found on the CDA imaging document:

```
<code code="22.2" codeSystem="1.2.246.537.6.12.999.2003" codeSystemName="KanTa-palvelut -  
Tekninen CDA R2 rakennekoodisto 2003" displayName="Study Instance UID"/>  
<!-- Study Instance UID tähän -->  
<value xsi:type="II" root="1.2.246.556.9000.2020.94739.160456245971499112223365.300"/>
```