

OLIS Hub Management Console Guide



**Ontario
Health**



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Welcome to Ontario Health’s OLIS Hub Management Console

About this guide

The Ontario Health’s OLIS Hub Management Console for OLIS is a web-based application developed to manage the populated data to OLIS via the OLIS Regional Hub

The console allows authorized users (Site Administrators) at the hospital sites to self-manage their OLIS operational tasks, such as uploading nomenclature and practitioner mapping, checking the status of message transmissions and viewing /resolving error messages.

The OLIS Hub Management Console has three main functions or modules:

1. Interface Monitor Dashboard
2. Nomenclature Mapping Upload (Development & Production)
3. Practitioner Mapping Upload (Production)

This document is a step-by-step instruction guide designed to assist Site Administrators in the use of the OLIS Hub Management Console

Who should read this guide

Authorized users (Site Administrators) at each site who will use and maintain the Ontario Health’s OLIS Hub Management Console should read this guide.

1 OLIS Hub Management Console Administration

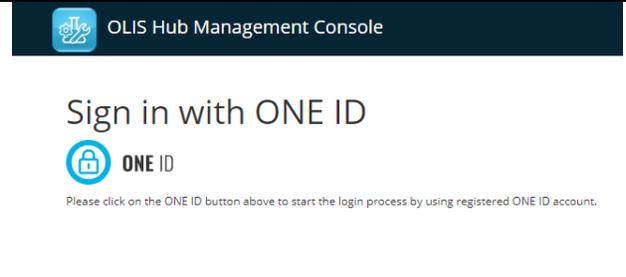
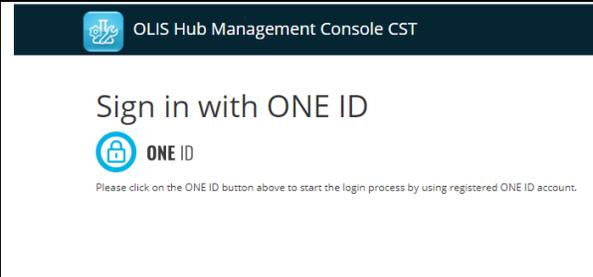
Administration of the OLIS Hub Management Console involves checking that results from your organization were successfully transmitted to OLIS, Mapping health practitioner registration and billing information and updating the nomenclature file in the interface. For the purpose of this guide, we will call the individuals tasked with these steps “Site Administrators”.

1.1 Logging into the OLIS Hub Management Console

Each Site Administrator will have two separate ONEID login ID’s for access. A login ID for the Production Environment and one for the CST environment. The initial login screen will be the same regardless of which environment you log into, however once logged in, the screens will then vary when logged into the **Production Environment** vs. the **Client Self-Test (CST) Environment** see the differences [Production Environment View](#) and [CST Environment View](#) in the [OLIS Hub Management Console Navigation](#) section of this guide.

What’s New in this guide?

You will now launch the OLIS Hub Management Console using a direct URL, rather than launching the application from the Ontario Health Portal Page

Production	CST
https://olishubconsole.ontariohealth.ca	https://olishubconsole.cst.ontariohealth.ca
	

1.1.1 How to log into the Production Environment of the Hub Management Console

Go to

<https://olishubconsole.ontariohealth.ca>

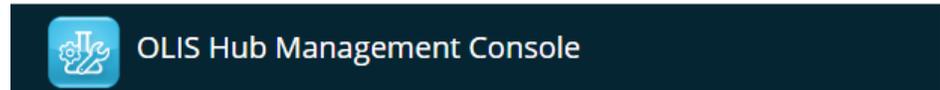


Sign in with ONE ID



Please click on the ONE ID button above to start the login process by using registered ONE ID account.

Select the ONE ID link to login



Sign in with ONE ID



Please click on the ONE ID button above to start the login process by using registered ONE ID account.

Enter your ONE ID

e.g.

Firstname.Lastname@ONEID.ON.CA



The console will automatically launch.

1.1.2 How to log into the CST Environment of the Hub Management Console

Go to

<https://olishubconsole.cst.ontariohealth.ca>

The application header shows CST. This lets you know that you are logging into the CST environment



Sign in with ONE ID



Please click on the ONE ID button above to start the login process by using registered ONE ID account.

Select the “**ONE ID**” link to sign in



Sign in with ONE ID

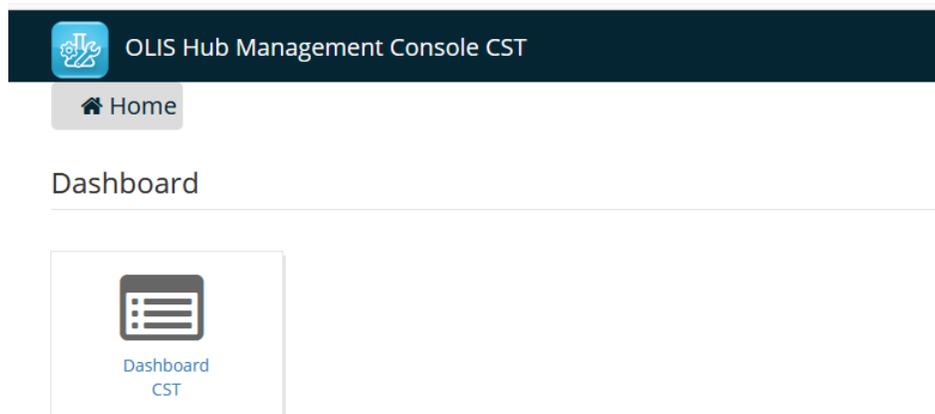


Please click on the ONE ID button above to start the login process by using registered ONE ID account.

Enter your ONE ID login

A screenshot of the ONE ID login page. The header includes the Ontario eHealth Ontario logo and the ONE ID Identity & Access Management logo. The main content area has the ONE ID logo and text: "Identity & Access Management", "ONE ID identity and access management enables secure access to eHealth services.", and "Please log in with your login ID and password". Below this are input fields for "Login ID:" and "Password:", a "Login" button, and links for "Forgot Login ID" and "Forgot Password".

The console will automatically launch.

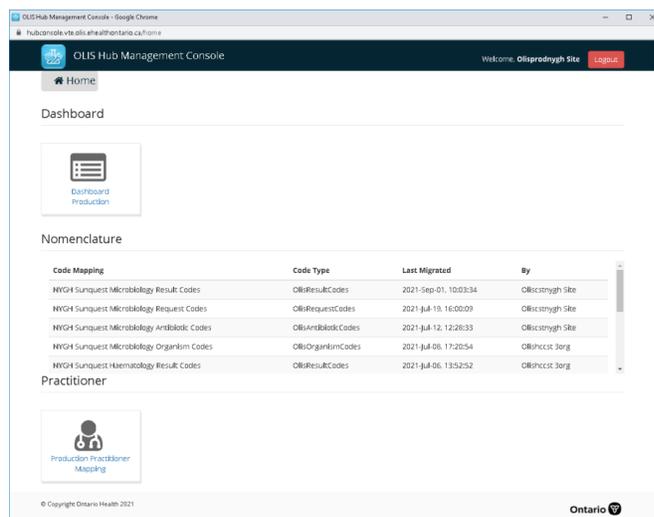


1.2 OLIS Hub Management Console Navigation

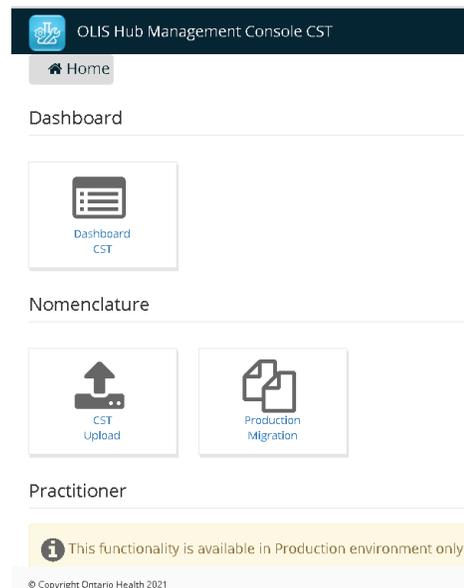
Once logged in, the OLIS Hub Management Console contains three distinct sections that the Site Administrator will use to maintain the use to maintain the successful submission of lab results to OLIS.

1. The “**Dashboard**” icon, used to monitor transactions from your organization. This view shows failed transactions
2. The “**Nomenclature**” icon, allows you to update your nomenclature file when there are updates to the test request and test result codes. It also allows for updates to Specimen, Microorganism and Antibiotic mappings.
3. The “**Practitioner**” icon, is a mapper that allows sites to map their local mnemonics to an extract of practitioners in OLIS.

1.2.1 Production Environment View



1.2.2 CST Environment View



1.3 How to review OLIS Hub Management Console Error Logs

Log into the OLIS Hub Management Console - Production

<https://olishubconsole.ontariohealth.ca>

Click the ONE ID Link



Sign in with ONE ID

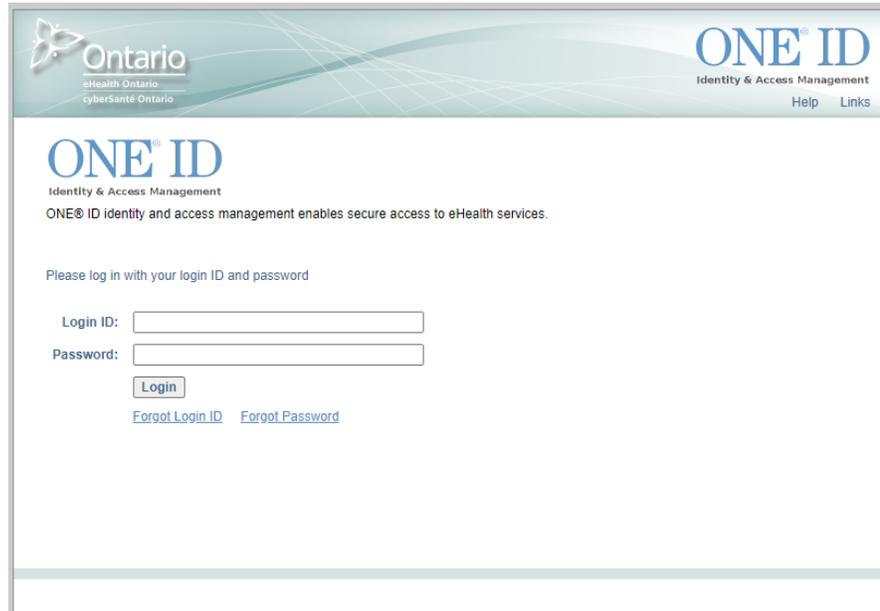


Please click on the ONE ID button above to start the login process by using registered ONE ID account.

Enter your ONEID login

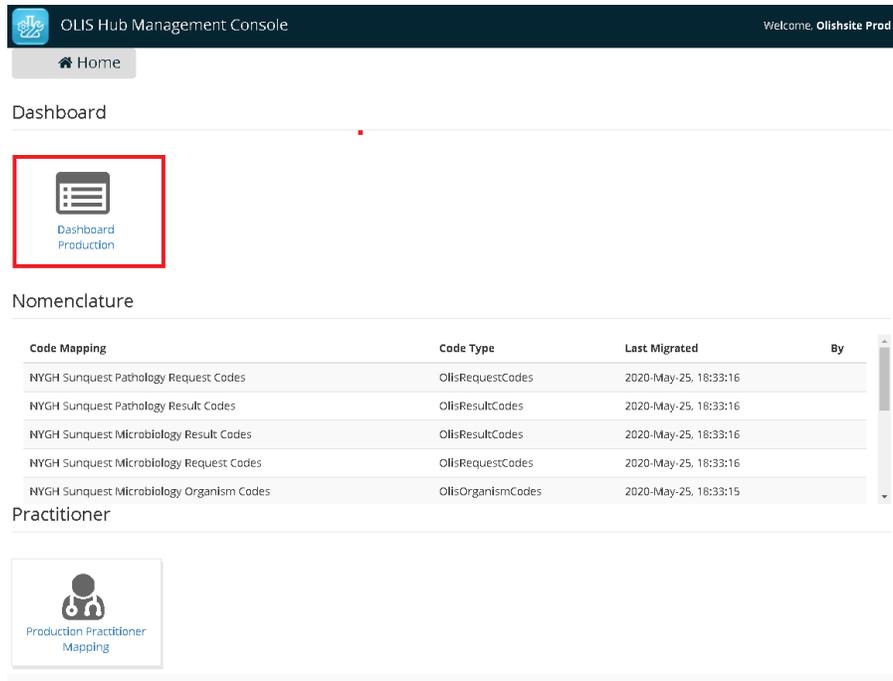
e.g.

Firstname.Lastname@ONEID.ON.CA

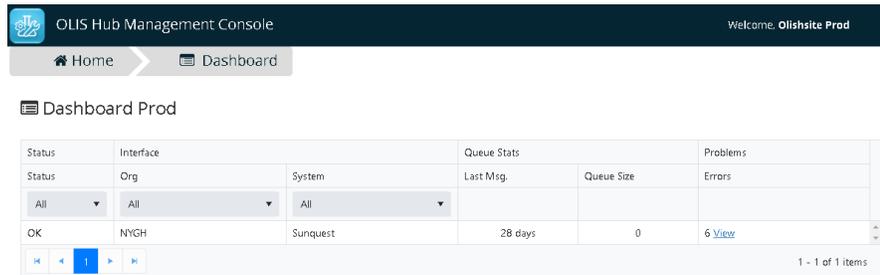
A screenshot of the ONE ID login page. The page has a light blue header with the Ontario eHealth Ontario logo on the left and the ONE ID logo on the right. Below the header, the text "ONE ID Identity & Access Management" is displayed. A message states: "ONE ID identity and access management enables secure access to eHealth services." Below this, it says "Please log in with your login ID and password". There are two input fields: "Login ID:" and "Password:". A "Login" button is positioned below the password field. At the bottom of the login section, there are two links: "Forgot Login ID" and "Forgot Password".

This takes you to the landing page containing navigation icons for the “**Dashboard**”, a list of the loaded “**Nomenclature**” files and the “**Production Practitioner Mapping**” icon

Select the “**Dashboard**” icon to open.



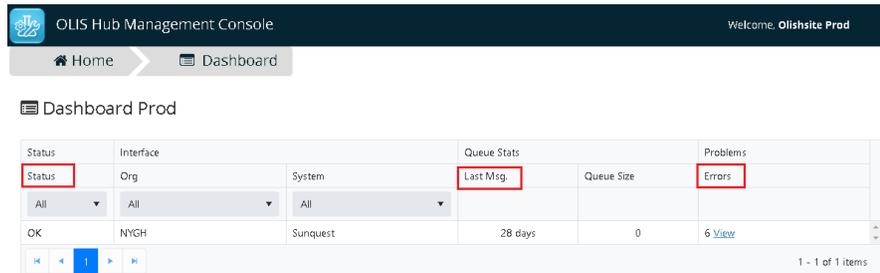
The dashboard opens to show any errors that may have been generated with your transmissions to OLIS



The “**Status**” provides information about the status of the submitted message

The “**Last Msg.**” tab shows when the last message was sent

The “**Errors**” tab shows the list of errors.



Click **“View”** to be taken to the error log screen

Status	Interface	Queue Stats	Problems		
Status	Org	System	Last Msg.	Queue Size	Errors
All	All	All			
OK	SMH	Soft	N/A	0	6 View

10 items per page 1 - 1 of 1 items

You will be presented with options to filter your search to view transactions that failed transmission to OLIS

Display Resolved

You may search by **“Order ID”**, **“Error Code”** and date range with a **“Start Date”** and **“End Date”**

If performing a search by Order ID, enter the order ID and select ‘Search’

Display Resolved

A list of messages containing the **Order ID** entered appears with the corresponding **“Error code”** and **“Message”**

Display Resolved

[Download Errors Worksheet](#)

Date	Source	Control Id	Order ID(s)	Error Code	Message	Resolved Date	Status
2021-05-31 at 22:57:17	SMH	01657642	S13100012	OLIS.901	CODE IS INCORRECT.(HelpDesk Code:1454) PID-5.3 The specified value is incorrect: Middle Name Warning: Patient does not have current OHIP coverage.(HelpDesk Code:1378) ORC-21 The field must contain the same value on all test requests in the order.		Unresolved
2021-05-31 at 22:49:33	SMH	01657642	S13100012	OLIS.901	PID-3 Warning: Health card version code is incorrect.(HelpDesk Code:1454) PID-5.3 The specified value is incorrect: Middle Name Warning: Patient does not have current OHIP coverage.(HelpDesk Code:1378) ORC-21 The field must contain the same value on all test requests in the order.		Unresolved
2021-05-31 at 22:38:53	SMH	01657642	S13100012	INCORRECT_MESSAGE... 4.1	Test Request Mapping Does not Exist: CCSR for Panel: OLIS		Unresolved

If performing a search by a known “Error Code”

The screenshot shows the search interface with the following fields: Order ID, Error Code (highlighted in red), Start Date, and End Date. There are also checkboxes for 'Display Resolved' and buttons for 'CLEAR' and 'SEARCH'.

Enter the “Error Code” and select “Search”

The screenshot shows the search interface with 'OLIS.901' entered in the 'Error Code' field. The 'SEARCH' button is highlighted in red. A 'Download Errors Worksheet' button is visible at the bottom right.

A list of messages containing the “Error Code” entered will appear with the “Order ID” and “Message”

The screenshot shows the search results table with the following columns: Date, Source, Control Id, Order ID(s), Error Code (highlighted in red), Message, Resolved Date, and Status. The table contains two rows of data.

Date	Source	Control Id	Order ID(s)	Error Code	Message	Resolved Date	Status
2021-05-31 at 22:57:17	SMH	01657642	S13100012	OLIS.901	PID-3 Warning: Health card version code is incorrect.(HelpDesk Code:1454) PID-5.3 The specified value is incorrect: Middle Name Warning: Patient does not have current OHIP coverage.(HelpDesk Code:137B) ORC-21 The field must contain the same value on all test requests in the order.		Unresolved
2021-05-31 at 22:49:33	SMH	01657642	S13100012	OLIS.901	PID-3 Warning: Health card version code is incorrect.(HelpDesk Code:1454) PID-5.3 The specified value is incorrect: Middle Name Warning: Patient does not have current OHIP coverage.(HelpDesk Code:137B) ORC-21 The field must contain the same value on all test requests in the order.		Unresolved

At the bottom of the table, there is a pagination control showing '1' of 2 items per page and a 'Resolve Selected' button.

If performing a date range Search, enter a “Start Date” and an “End Date” using the date picker calendars available

The screenshot shows the search interface with the 'Start Date' and 'End Date' fields highlighted in red. There are also checkboxes for 'Display Resolved' and buttons for 'CLEAR' and 'SEARCH'.

Select the desired date range by clicking on the desired year, month, day

The start and end date will be populated in the date range fields once the date is selected. Then select **“Search”**

A list of failed messages will appear with the corresponding status. Review each failed error presented and make appropriate corrections. Re-submit the message to OLIS.

Refer to the [OLIS Interface Specification document](#) error list, for a list of business errors that can assist you with the cause of any business errors presented.

Some errors may be related to functionality of the OLIS Hub. If assistance is required with resolving errors, open a ticket with the Ontario Health Service Desk ([OH-](#)

<input checked="" type="checkbox"/>	Date	Source	Control Id	Order ID(s)	Error Code	Message	Resolved Date	Status
<input checked="" type="checkbox"/>	2021-05-31 at 22:57:17	SMH	01657642	S13100012	OLIS.901	Code:1454) PID-5.3 The specified value is incorrect: Middle Name Warning: Patient does not have current OHIP coverage.(HelpDesk Code:1378) ORC-21 The field must contain the same value on all test requests in the order.		Unresolved
<input checked="" type="checkbox"/>	2021-05-31 at 22:49:33	SMH	01657642	S13100012	OLIS.901	PID-3 Warning: Health card version code is incorrect.(HelpDesk Code:1454) PID-5.3 The specified value is incorrect: Middle Name Warning: Patient does not have current OHIP coverage.(HelpDesk Code:1378) ORC-21 The field must contain the same value on all test requests in the order.		Unresolved
<input checked="" type="checkbox"/>	2021-05-31 at 22:38:53	SMH	01657642	S13100012	INCORRECT_MESSAGE... 4-1	Test Request Mapping Does not Exist: CSFSB for Panel: OLIG		Unresolved

100 items per page 1 - 3 of 3 items

Resolve Selected

DS_servicedesk@ontariohealth.ca)

Once you have confirmed successful transmission of the message, change the error status to **“Resolve”**

Note: Clicking the **“Resolve”** button removes the error message from this error log list. You must address the cause of the error to prevent the error from reappearing on the error log.

You can view all resolved messages by clicking the **“Display resolved”**

[Download Errors Worksheet](#)

<input type="checkbox"/>	Date	Source	Control Id	Order ID(s)	Error Code	Message	Resolved Date	Status
<input type="checkbox"/>	2020-04-25 at 13:55:45	NYGH	05b40042-786b-468e-a959-296d0cfd16b0		Preliminary Result OBR-25 was	null"		Resolve
<input type="checkbox"/>	2020-04-16 at 09:37:21	NYGH	35f37b27-99aa-4adf-ac22-09429e3656de	NYGH_Pos_NMR1	OLIS.310	PID-3 The submitted patient identifier(s) in the message do not match any patient identifiers on the order.		Resolve

Along the bottom of the page you can navigate across multiple pages of the error list

[Resolve Selected](#)

You may also download the list of errors by clicking the **“Download Errors Worksheet”** Icon

[Download Errors Worksheet](#)

<input type="checkbox"/>	Date	Source	Control Id	Order ID(s)	Error Code	Message	Resolved Date	Status
<input type="checkbox"/>	2020-04-25 at 13:55:45	NYGH	05b40042-786b-468e-a959-296d0cfd16b0		Preliminary Result OBR-25 was	null"		Resolve
<input type="checkbox"/>	2020-04-16 at 09:37:21	NYGH	35f37b27-99aa-4adf-ac22-09429e3656de	NYGH_Pos_NMR1	OLIS.310	PID-3 The submitted patient identifier(s) in the message do not match any patient identifiers on the order.		Resolve

The worksheet shows the details of the errors and will only show the values within the date range searched

version	msgKey	msgType	msgOrgId	msgSystem	msgDestIn	msgId	msgOrder	enviro	msgSource	msgErrorCode	msgErrorMessage	msgErrorIsResolved	msgTransact	msgReceiv	resolvedDate
1.0	NYGH 807 CRU	NYGH	Sunquest	OLIS	InvalidHCh	PROD	10.251.40.	Preliminary Result null"				FALSE	05a40042-78c2020-04-25 at 13:55:45		
1.0	NYGH 807 CRU	NYGH	Sunquest	OLIS	NYGH_PosNYGH_Pos	PROD	10.251.40.	OLIS.310			PID-3 The submitted patient identifier(s) in the m sail.out.Ou	TRUE	29831a38-1512020-04-21/2020-04-25		
1.0	NYGH 807 CRU	NYGH	Sunquest	OLIS	NYGH_CBI	PROD	10.251.40.	Test Request Cod	1.3.6.1.4.1.12201.1.1.1.33:IT+51			TRUE	24b46b59-c612020-04-11/2020-04-25		
1.0	NYGH 807 CRU	NYGH	Sunquest	OLIS	Q3090058.57508744	PROD	10.69.5.18	PR_MAPPING_ERH	Unable to map provider with ID(00010) for site [2sail.map.SI			TRUE	3144fe0e-a732020-01-01/2020-05-12		
1.0	NYGH 807 CRU	NYGH	Sunquest	OLIS	NYGH_PosNYGH_Pos	PROD	10.251.40.	OLIS.310			PID-3 The submitted patient identifier(s) in the m sail.out.Ou	FALSE	35f37b27-99a2020-04-16 at 09:37:21		
1.0	NYGH 807 CRU	NYGH	Sunquest	OLIS	Q3090058.57508744	PROD	10.69.5.18	PR_MAPPING_ERH	Unable to map provider with ID(00010) for site [2sail.map.SI			TRUE	9e67523c-9492020-01-01/2020-05-12		
1.0	NYGH 807 CRU	NYGH	Sunquest	OLIS	InvalidHCh	PROD	10.251.40.	Preliminary Result null"				TRUE	9f2a2f80-23bc2020-04-21/2020-04-25		
1.0	NYGH 807 CRU	NYGH	Sunquest	OLIS	NYGH_Nej	PROD	10.251.40.	Test Request Cod	1.3.6.1.4.1.12201.1.1.1.33:BGL111			TRUE	51c61781-5a32020-04-11/2020-04-20		

Select the “Dashboard” icon to return to the dashboard window



Status	Interface	Queue Stats	Problems		
Status	Org	System	Last Msg.	Queue Size	Errors
All	All	All			
OK	NYGH	Sunquest	28 days	0	6 View

Select the “Home” icon to return to the “OLIS Hub Management Console” Home screen



OLIS Hub Management Console Welcome, OLISsite Prod

Home

Dashboard

Dashboard Production

Nomenclature

Code Mapping	Code Type	Last Migrated	By
NYGH Sunquest Pathology Request Codes	OLISRequestCodes	2020-May-25, 18:33:16	
NYGH Sunquest Pathology Result Codes	OLISResultCodes	2020-May-25, 18:33:16	
NYGH Sunquest Microbiology Result Codes	OLISResultCodes	2020-May-25, 18:33:16	
NYGH Sunquest Microbiology Request Codes	OLISRequestCodes	2020-May-25, 18:33:16	
NYGH Sunquest Microbiology Organism Codes	OLISOrganismCodes	2020-May-25, 18:33:15	

Practitioner

Production Practitioner Mapping

1.4 Nomenclature Updates

Sites are required to map locally defined nomenclatures for their lab information to the OLIS nomenclature. This ensures interoperability and maintains data quality.

The OLIS Nomenclature files are updated monthly so site administrators are required to review the Change Log for additions, changes and deprecations and make the necessary updates to their site mapping files. The Nomenclature file is available for download here:

<https://ehealthontario.on.ca/en/olis-nomenclature>

OLIS Nomenclature

Title	Environment	Current Release	Current Release Download	Archive
Nomenclature Change Request Form		May 28, 2021	Download	
CHANGE LOG	PROD	2.51	Download	Select archive version ▾
OLIS Nomenclatures	PROD	2.51	Download	Select archive version ▾

Nomenclature updates must be updated in the Client Self-Test (CST) environment first, where the site administrators can test the mapping changes. Once the site administrator has validated the changes these updates can be migrated to the Production environment and are available for OLIS production reporting. The site administrator is expected to confirm successful migration to the production environment by ensuring that messages containing the updated mappings are successfully filing in the production environment. Follow these steps to perform a nomenclature update.

1.4.1 Performing Nomenclature Updates

Log into the OLID Hub Management Console – CST

<https://olishubconsole.cst.ontariohealth.ca>

Click the ONE ID link and enter your ONE ID e.g.

Firstname.Lastname@ONEID.ON.CA



Sign in with ONE ID



Please click on the ONE ID button above to start the login process by using registered ONE ID account.

Select “CST Upload”

OLIS Hub Management Console CST

Dashboard

Dashboard CST

Nomenclature

CST Upload

Production Migration

Practitioner

i This functionality is available in Production environment only.

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Select your organization from the “Hospital Site” drop down menu

Nomenclature Upload: Development Server

1. Select Hospital Site:
2. Select Nomenclature Code:

NORTH YORK GENERAL HOSPITAL Codes Specimen Source Codes Organism Codes Antibiotic Codes
3. Select Modality:
4. Select a file to analyse before uploading:
 Check if the file contains a header row.
 No file chosen

Only txt, csv file formats are accepted.

Select the “**Nomenclature type**” that you will be uploading

Nomenclature Upload: Development Server

1. Select Hospital Site:
NORTH YORK GENERAL HOSPITAL

2. Select Nomenclature Type:
 Test Request Codes Test Result Codes Specimen Source Codes Organism Codes Antibiotic Codes

3. Select Modality:
[Empty dropdown menu]

4. Select a file to analyse before uploading:
 Check if the file contains a header row.

Choose File No file chosen

Only txt, csv file formats are accepted.

Select “**Modality**” and choose the required Modality and Nomenclature type from the drop down menu

Nomenclature Upload: Development Server

1. Select Hospital Site:
NORTH YORK GENERAL HOSPITAL

2. Select Nomenclature Type:
 Test Request Codes Test Result Codes Specimen Source Codes Organism Codes Antibiotic Codes

3. Select Modality:
[Dropdown menu open showing options]

4. Select a file to analyse before uploading:
 Check if the file contains a header row.

Choose File No file chosen

Only txt, csv file formats are accepted.

Place a check mark to indicate if the file to be uploaded contains a header row

Select the appropriate file from the location it has been saved on your local machine

Note: At this time, we only support file type .CSV

Nomenclature Upload: Development Server

1. Select Hospital Site:
NORTH YORK GENERAL HOSPITAL

2. Select Nomenclature Type:
 Test Request Codes Test Result Codes Specimen Source Codes Organism Codes Antibiotic Codes

3. Select Modality:
NYGH Sunquest Microbiology Request Codes - Last updated 2018-Nov-16, 16:00:27 by

4. Select a file to analyse before uploading:
 Check if the file contains a header row.

Choose File NYGH_Test Re...t_micro.csv

Only txt, csv file formats are accepted.

Select “Next”

1. Select Hospital Site:
 NORTH YORK GENERAL HOSPITAL

2. Select Nomenclature Type:
 Test Request Codes Test Result Codes Specimen Source Codes Organism Codes Antibiotic Codes

3. Select Modality:
 NYGH Sunquest Pathology Result Codes - Last updated 2019-Nov-29, 07:48:16 by

4. Select a file to analyse before uploading:
 Check if the file contains a header row.

Choose File NYGH_TestResults.csv

Only txt, csv file formats are accepted.

< Back **Next >>**

The confirmation window appears along with the codes that were not mapped, confirm that the summary of changes is correct.

Once confirmed select “Upload”

Home > Nomenclature Upload > **Nomenclature Upload Confirmation**

Welcome, Olishccst3.org

Please review the information below, and click 'Upload' to confirm. If you do not click 'Upload', your mappings will not be saved.

Hospital Site: NORTH YORK GENERAL HOSPITAL
 Modality: NYGH Sunquest Pathology Result Codes

Summary of changes:

Mapping From	Mapping To	Mappings Added	Mappings Removed	Mappings Modified	Total Mappings
NYGH Sunquest Pathology Result Codes	Result (Observation Identifier) Codes	3	0	0	3

Warnings: (6)

- Could not map code 'COVRT' to code 'TR12946-0' as the target code does not exist, so this mapping will be ignored
- Could not map code 'COVRT' to code 'NASOPH' as the target code does not exist, so this mapping will be ignored
- Could not map code 'FLUVID' to code 'TR12945-2' as the target code does not exist, so this mapping will be ignored
- Could not map code 'FLUVID' to code 'NASOPH' as the target code does not exist, so this mapping will be ignored
- Could not map code 'VAGCD' to code 'TR11989-4' as the target code does not exist, so this mapping will be ignored
- Could not map code 'VAGCD' to code 'GENV' as the target code does not exist, so this mapping will be ignored

< Back **Upload >>**

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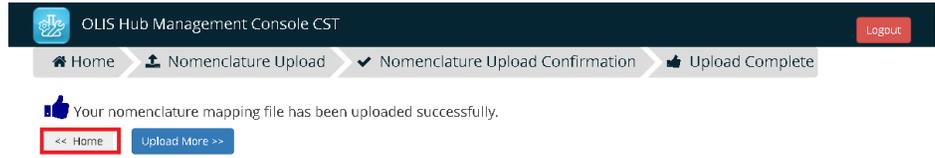
The “Upload Complete” confirmation screen appears

Home > Nomenclature Upload > Nomenclature Upload Confirmation > **Upload Complete** Logout

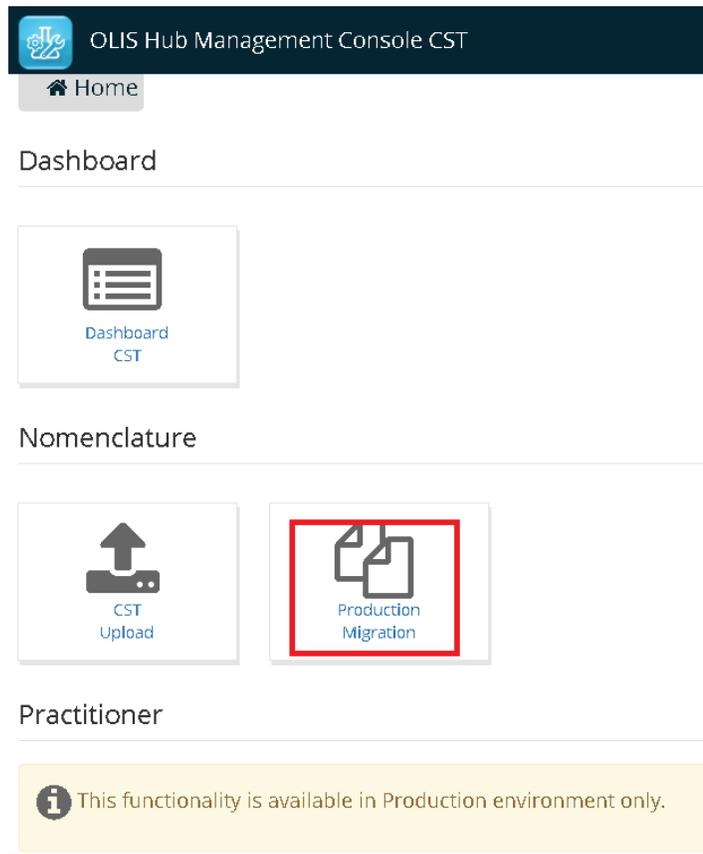
👍 Your nomenclature mapping file has been uploaded successfully.

<< Home **Upload More >>**

Select “**Home**” to return to the dashboard



Select “**Production Migration**”



The “**Nomenclature Migration**” screen appears.

OLIS Hub Management Console CST

Home > Nomenclature Migration

Nomenclature Production Migration

Select Site:

Please Select

< Back Migrate >

Select your site from the drop down menu and a list of mapping files will be populated

OLIS Hub Management Console CST

Home > Nomenclature Migration

Nomenclature Production Migration

Select Site:

Please Select

Please Select

NORTH YORK GENERAL HOSPITAL

< Back Migrate >

Select the most recently dated entry, then select “**Migrate**”

Note: make note of the date of the file that you will later use to confirm successful update in the production environment. See next steps.

Item Name	Type	Date/Time
NYGH Sunquest Haematology Request Codes	OlisRequestCodes	2019-Dec-02, 15:04:28
NYGH Sunquest Blood Bank Request Codes	OlisRequestCodes	2019-Dec-02, 15:03:54
NYGH Sunquest Blood Bank Result Codes	OlisResultCodes	2019-Dec-02, 14:12:24
<input checked="" type="checkbox"/> NYGH Sunquest Pathology Result Codes	OlisResultCodes	2019-Nov-29, 07:48:16
NYGH Sunquest Biochemistry Result Codes	OlisResultCodes	2019-Jul-22, 12:00:39
NYGH Sunquest Biochemistry Request Codes	OlisRequestCodes	2018-Nov-22, 10:53:21
NYGH Sunquest Microbiology Result Codes	OlisResultCodes	2018-Nov-16, 16:07:07
NYGH Sunquest Microbiology Request Codes	OlisRequestCodes	2018-Nov-16, 16:00:27
NYGH Sunquest Pathology Request Codes	OlisRequestCodes	2017-Nov-01, 11:10:31
NYGH Sunquest Microbiology Organism Codes	OlisOrganismCodes	2016-Dec-07, 15:26:54
NYGH Sunquest Microbiology Antibiotic Codes	OlisAntibioticCodes	2014-Oct-16, 17:17:15
NYGH Sunquest Haematology Result Codes	OlisResultCodes	2014-Jun-23, 17:46:40

< Back Migrate >

The “**Migration Complete**” confirmation appears

OLIS Hub Management Console CST

Home > Nomenclature Migration > Migration Complete

Your nomenclature mapping file has been migrated successfully.

<< Home Migrate More >>

Click the “**Home**” icon to return to the hub management console and log out.

OLIS Hub Management Console CST

Welcome, Oliscstnygh Site Logout

Home > Nomenclature Migration > Migration Complete

Your nomenclature mapping file has been migrated successfully.

<< Home Migrate More >>

Log out of the CST environment

Next, log into the OLIS Hub Management Console - Production

<https://olishubconsole.ontariohealth.ca>

Enter your Production ONE ID login

The console will automatically launch.

A list of recently loaded file is displayed.

Locate the file from the migrated list using the date noted in your previous steps.

OLIS Hub Management Console

Welcome: Olishsite Prod

Home

Dashboard

Dashboard Production

Nomenclature

Code Mapping	Code Type	Last Migrated	By
NYGH Sunquest Pathology Request Codes	OlisRequestCodes	2020-May-25, 18:33:16	
NYGH Sunquest Pathology Result Codes	OlisResultCodes	2020-May-25, 18:33:16	
NYGH Sunquest Microbiology Result Codes	OlisResultCodes	2020-May-25, 18:33:16	
NYGH Sunquest Microbiology Request Codes	OlisRequestCodes	2020-May-25, 18:33:16	
NYGH Sunquest Microbiology Organism Codes	OlisOrganismCodes	2020-May-25, 18:33:15	

Practitioner

Production Practitioner Mapping

The list will show the most recently posted date first as seen in this example

OLIS Hub Management Console

Welcome: Olishprodnygh Site Logout

Home

Dashboard

Dashboard Production

Nomenclature

Code Mapping	Code Type	Last Migrated	By
NYGH Sunquest Microbiology Result Codes	OlisResultCodes	2021-Sep-01, 10:03:34	Olishscstnygh Site
NYGH Sunquest Microbiology Request Codes	OlisRequestCodes	2021-Jul-19, 16:00:09	Olishscstnygh Site
NYGH Sunquest Microbiology Antibiotic Codes	OlisAntibioticCodes	2021-Jul-12, 12:28:33	Olishscstnygh Site
NYGH Sunquest Microbiology Organism Codes	OlisOrganismCodes	2021-Jul-08, 17:20:54	Olishccst 3org
NYGH Sunquest Haematology Result Codes	OlisResultCodes	2021-Jul-06, 13:52:52	Olishccst 3org

Practitioner

Production Practitioner Mapping

1.5 **OLIS Hub Management Console Health Practitioner Updates**

In OLIS, the license number assigned to the practitioner by the applicable health profession regulatory college in Ontario identifies practitioners. The names and abbreviations of the registration numbers for each physician type is as follows:

- Physicians: College of Physicians and Surgeons of Ontario (CPSO) registration number
- Dentists: Royal College of Dental Surgeons of Ontario (RCDSO) registration number
- Nurse Practitioners: College of Nurses of Ontario (CNO) registration number
- Midwives: College of Midwives of Ontario (CMO) registration number
- Naturopaths: College of Naturopaths of Ontario (CONO) registration numbers.
- Pharmacists: College of Pharmacists (OCP) registration numbers
-

The OLIS Hub Management Console facilitates the one-to-one mappings of each unique internal practitioner identifier (stored in the Site's LIS) to the corresponding CPSO, RCDSO, CMO, CNO, CONO or OCP registration number, stored in the Corporate Practitioner Database (CPDB) in OLIS. The Ministry of health by way of nightly data loads updates the CPDB. Site administrators must map any locally stored practitioner identifier numbers (CPSO, RCDSO, CNO, CMO, CONO and OCP) to the registration number found in OLIS CPDB

1.5.1 Create Practitioner Mapping

Log into the OLIS Hub Management Console Production -

<https://olishubconsole.ontariohealth.ca>

Firstname.Lastname@ONEID.ON.CA

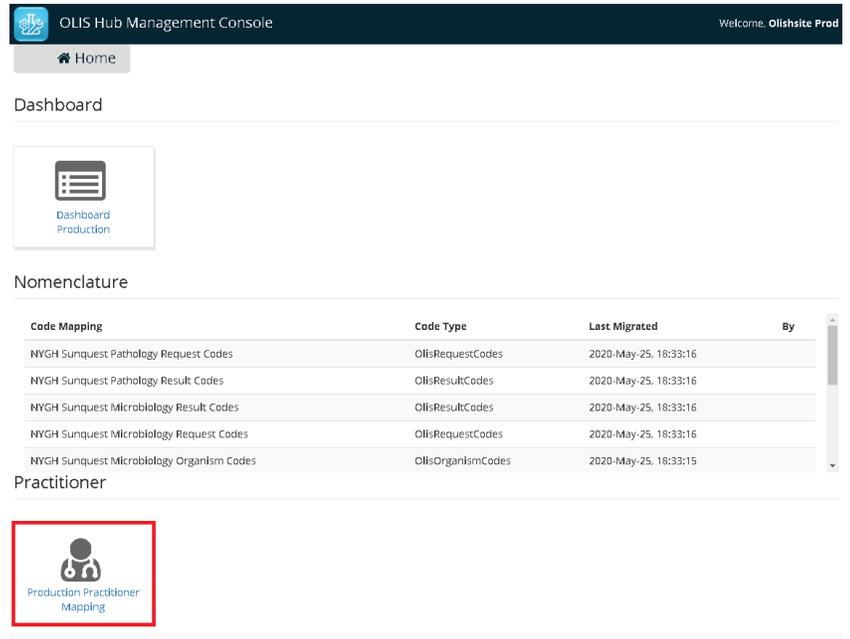


Sign in with ONE ID

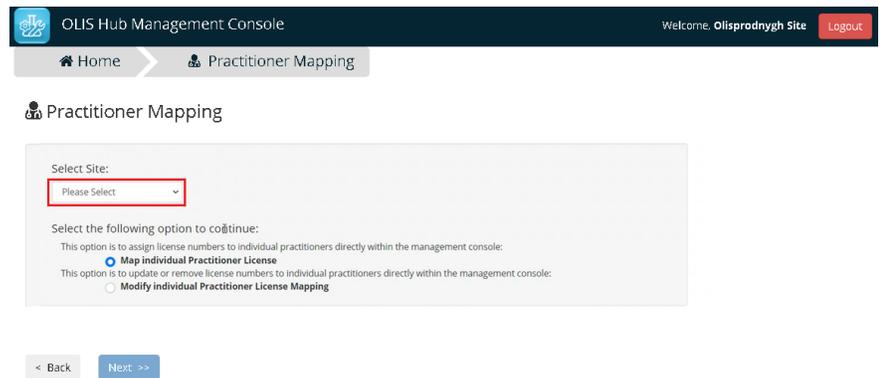


Please click on the ONE ID button above to start the login process by using registered ONE ID account.

From the “**Home**” screen of the OLIS Hub Management Console, select “**Production Practitioner Mapping**”

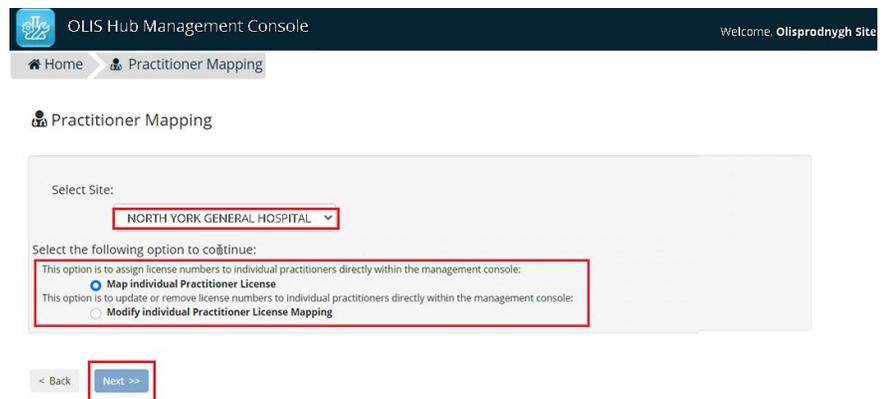


The “**Practitioner Mapping**” screen appears



Select your site’s name from the menu.

You will see the options to “**Map individual Practitioner License**” or “**Modify individual Practitioner License Mapping**”, for this example choose the option to “**Map individual Practitioner License**” then click “**Next**”



Select the healthcare practitioner type from the drop down menu and type the practitioner Last Name, First Name and Local ID

You may tab or click to each field to enter the required information until suggestions appear

A link to a list of suggested practitioners found, matching the information provided, will be displayed,

Click on the suggestions icon to see the full list

OLIS Hub Management Console Welcome, O

Home > Practitioner Mapping

Map Practitioner License Numbers

Use the table below to map practitioner IDs to license numbers for site:
For each practitioner you wish to map:

- Step 1: Select the Practitioner Type from the dropdown menu prior to entering any other information
- Step 2: Enter the practitioner's Last Name and First Name
- Step 3: Enter the Local ID
- Step 4: Enter the practitioner's License Number or select the appropriate suggested practitioner.

Type	Last Name	First Name	Local ID	License Number	Mapping Status
Physician	Smith	John	4047		Clear

Click "Continue" to proceed to the confirmation page.

< Cancel Continue >

OLIS Hub Management Console Welcome, O

Home > Practitioner Mapping

Map Practitioner License Numbers

Use the table below to map practitioner IDs to license numbers for site:
For each practitioner you wish to map:

- Step 1: Select the Practitioner Type from the dropdown menu prior to entering any other information
- Step 2: Enter the practitioner's Last Name and First Name
- Step 3: Enter the Local ID
- Step 4: Enter the practitioner's License Number or select the appropriate suggested practitioner.

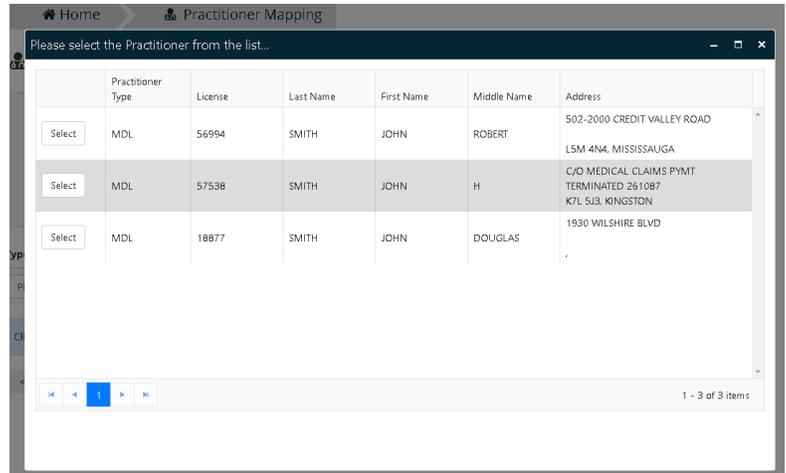
Type	Last Name	First Name	Local ID	License Number	Mapping Status
Physician	Smith	John	4047		3 suggestions Clear

Click "Continue" to proceed to the confirmation page.

< Cancel Continue >

Click **“Select”** next to the chosen health Practitioner

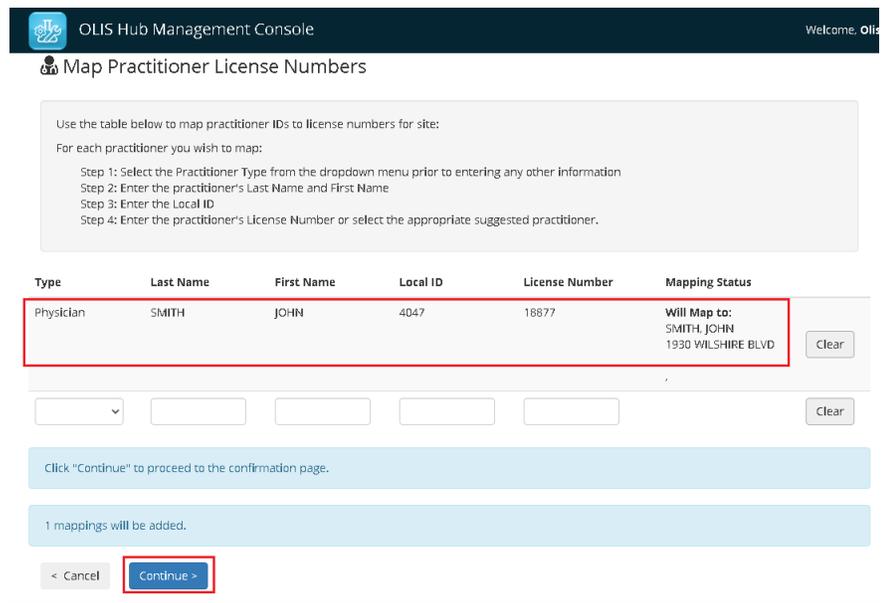
If there are a lot of matching practitioners it may be necessary to select the next page until you locate the health care practitioner that you wish to map.



Once a matching practitioner is chosen, select **“Continue”** to complete the mapping.

Note: You can choose to map another practitioner using the generated drop down menu to pick a practitioner from the list, or you may choose to map a single practitioner .

Click **“Continue”** to complete mapping a single practitioner



Note: When additional practitioners are selected for mapping they will appear on a single page. Once all practitioners are selected click **“Continue”** to complete. In this example two practitioner s will be mapped.

OLIS Hub Management Console

Welcome, oli

For each practitioner you wish to map:

Step 1: Select the Practitioner Type from the dropdown menu prior to entering any other information
 Step 2: Enter the practitioner's Last Name and First Name
 Step 3: Enter the Local ID
 Step 4: Enter the practitioner's License Number or select the appropriate suggested practitioner.

Type	Last Name	First Name	Local ID	License Number	Mapping Status
Physician	SMITH	MARK	4100	93989	Will Map to: SMITH, MARK Clear
Physician	SMITH	PAUL	4500	84062	Will Map to: SMITH, PAUL Clear

[Clear](#)

Click "Continue" to proceed to the confirmation page.

2 mappings will be added.

[< Cancel](#)
[Continue >](#)

The confirmation page will appear.

Note: You are again given the opportunity to map other practitioners if you need to by selecting the **“Map More”** button

OLIS Hub Management Console

[Home](#)
[Practitioner Mapping](#)

Map Individual Provider License - Complete

The provider mapping has completed successfully.

[<< Home](#)
[< Map More](#)

The “**Practitioner Mapping**” window will appear where you can select your site name and repeat the steps above, to map a practitioner.

OLIS Hub Management Console

Home Practitioner Mapping

Practitioner Mapping

Select Site:
Please Select

Select the following option to continue:
This option is to assign license numbers to individual practitioners directly within the management console:
 Map individual Practitioner License
This option is to update or remove license numbers to individual practitioners directly within the management console:
 Modify individual Practitioner License Mapping

< Back Next >>

If you select “**Back**”, you will be taken back to Hub Management Console landing page

OLIS Hub Management Console

Welcome, Ollisprodnygh Site Logout

Home Practitioner Mapping

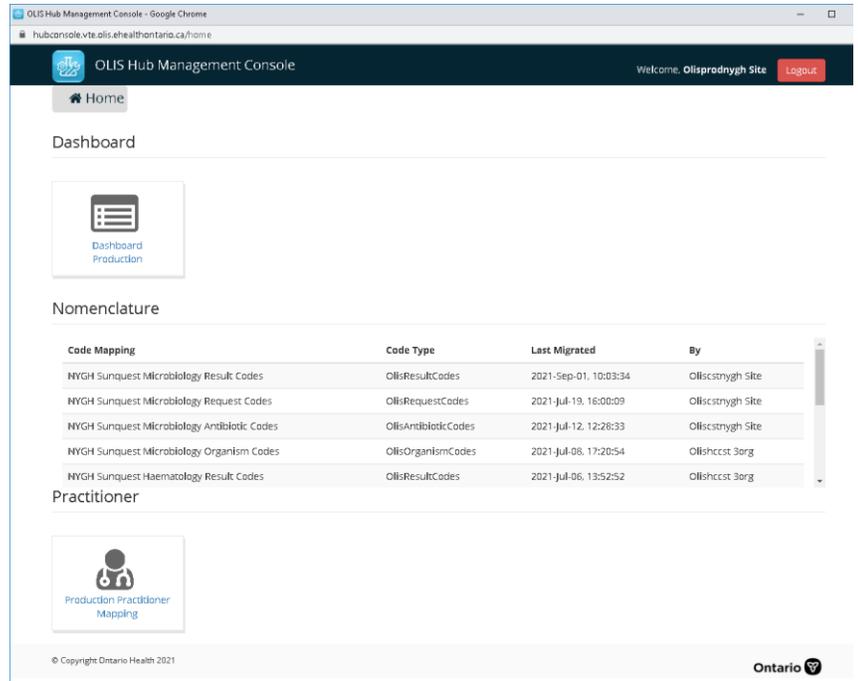
Practitioner Mapping

Select Site:
NORTH YORK GENERAL HOSPITAL

Select the following option to continue:
This option is to assign license numbers to individual practitioners directly within the management console:
 Map individual Practitioner License
This option is to update or remove license numbers to individual practitioners directly within the management console:
 Modify individual Practitioner License Mapping

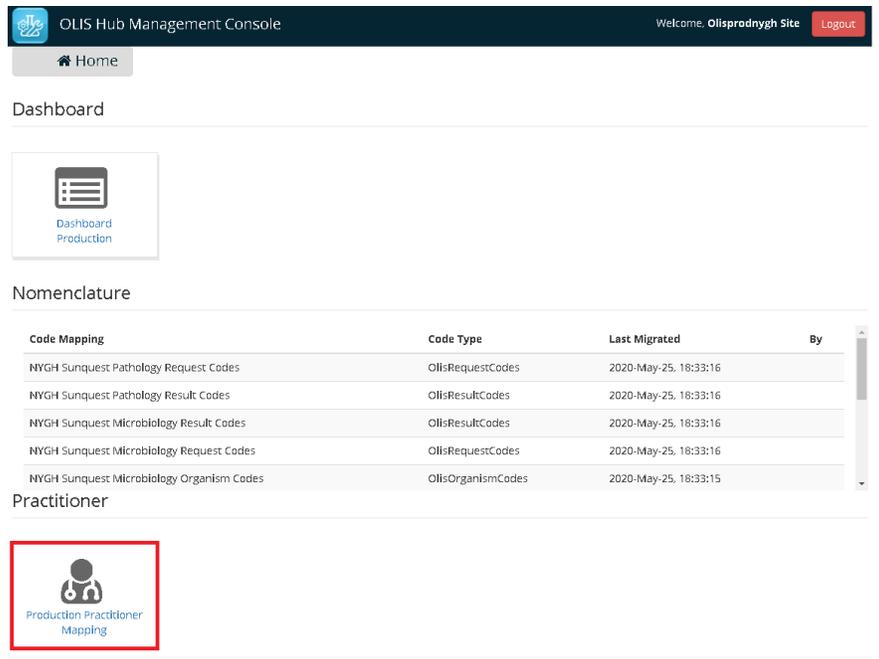
< Back Next >>

You can logout or perform other tasks within the console as needed.



1.5.2 Update Practitioner Mapping

Select **“Production Practitioner Mapping”**

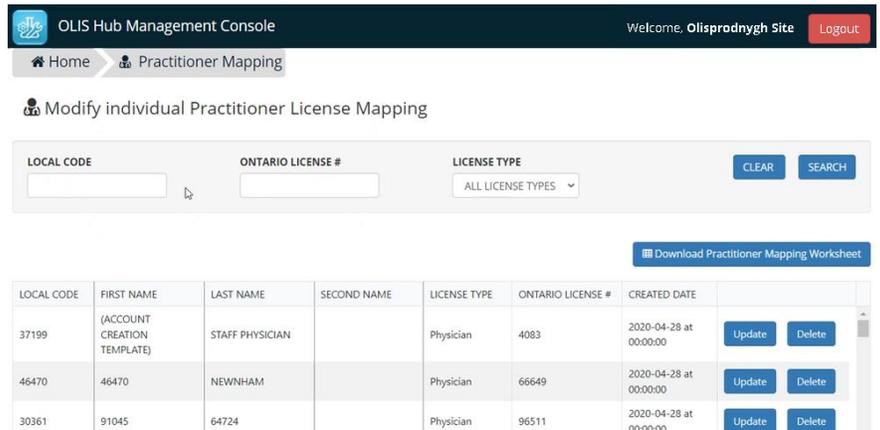
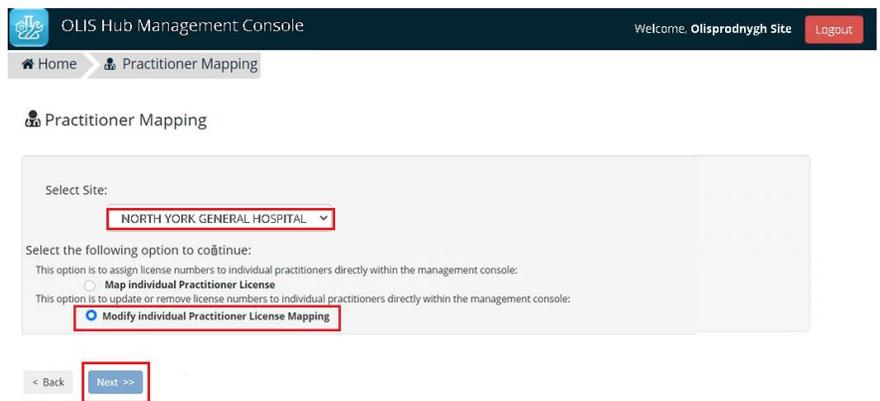
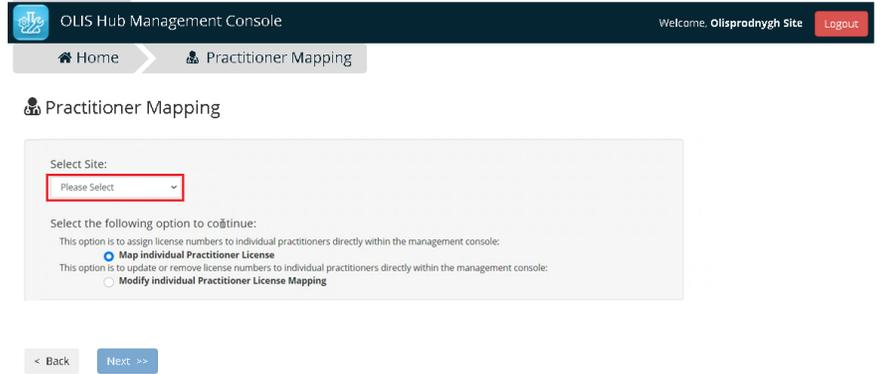


Select your site’s name from the menu.

You will see the options to “**Map individual Practitioner License**” or “**Modify individual Practitioner License Mapping**”

In this example, select “**Modify individual Practitioner License Mapping**” then click “**Next**”

The “**Modify individual Practitioner License Mapping**” page appears.



You may perform a license number search by entering the license number then click **“Search”**

The screenshot shows the 'Modify individual Practitioner License Mapping' page. The 'LOCAL CODE' field is empty, the 'ONTARIO LICENSE #' field contains '100539', and the 'LICENSE TYPE' dropdown is set to 'ALL LICENSE TYPES'. The 'SEARCH' button is highlighted with a red box. Below the form is a table of practitioner mappings.

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
W9000775	JEMY	JOSEPH		Physician	105854	2020-06-11 at 00:00:00	Update Delete
94752	A	ABADIR		Physician	4267	2020-09-21 at 19:54:56	Update Delete
						2020-06-11 at	

You may also perform a search by Local Code by entering a known local code and selecting **“Search”**

This will any provider currently mapped to that local code

The screenshot shows the 'Modify individual Practitioner License Mapping' page. The 'LOCAL CODE' field contains '98778998', the 'ONTARIO LICENSE #' field is empty, and the 'LICENSE TYPE' dropdown is set to 'ALL LICENSE TYPES'. The 'SEARCH' button is highlighted with a red box. Below the form is a table of practitioner mappings.

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
98778998	AALIA	KHAN	FARZAANA	Physician	100379	2023-06-15 at 15:08:25	Update Delete
46470	46470	NEWNHAM		Physician	66649	2020-04-28 at 00:00:00	Update Delete
30361	91045	64724		Physician	96511	2020-04-28 at 00:00:00	Update Delete
900908	AALIA	KHAN	FARZAANA	Physician	100379	2023-06-15 at 15:10:36	Update Delete
98778998	AALIA	KHAN	FARZAANA	Physician	100379	2023-06-15 at	Update Delete

To perform an update to a provider located by their license number, enter the license number and select **“Search”**

The screenshot shows the 'Modify individual Practitioner License Mapping' page. The 'LOCAL CODE' field is empty, the 'ONTARIO LICENSE #' field contains '100539', and the 'LICENSE TYPE' dropdown is set to 'ALL LICENSE TYPES'. The 'SEARCH' button is highlighted with a red box. Below the form is a table of practitioner mappings.

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
W9000775	JEMY	JOSEPH		Physician	105854	2020-06-11 at 00:00:00	Update Delete
94752	A	ABADIR		Physician	4267	2020-09-21 at 19:54:56	Update Delete
						2020-06-11 at	

The provider is currently mapped to a local code

You may change that local code using the “**Update**” button.

Note: Local Codes must be unique and cannot be used if that code is currently mapped to another provider

OLIS Hub Management Console

Welcome, OIIspróidnygh Site [Logout](#)

Home > Practitioner Mapping

Modify individual Practitioner License Mapping

LOCAL CODE: ONTARIO LICENSE #: 100539 LICENSE TYPE: ALL LICENSE TYPES

[Download Practitioner Mapping Worksheet](#)

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
97616	A	AHMED		Physician	100539	2020-06-11 at 00:00:00	Update Delete

Enter a new Local code, the window will automatically refresh when you click or tab away from that field

UPDATE PRACTITIONER MAPPING

A AHMED

FIRST NAME: A SECOND NAME: LAST NAME: AHMED

LOCAL CODE: 98000012 LICENSE TYPE: Physician ONTARIO LICENSE #: 100539

[Cancel](#) [Submit](#)

The window will refresh to display the informational note

Click “**Submit**” to complete the change or click “**Cancel**” if you wish to abort the change

UPDATE PRACTITIONER MAPPING

A AHMED

FIRST NAME: A SECOND NAME: LAST NAME: AHMED

LOCAL CODE: 98000012 LICENSE TYPE: Physician ONTARIO LICENSE #: 100539

i Clicking submit will update the local code of existing mapping in the database! Are you sure you want to continue?

[Cancel](#) [Submit](#)

The list is updated with the new code

OLIS Hub Management Console

Welcome, OIsprodnyngh Site [Logout](#)

[Home](#) > [Practitioner Mapping](#)

Modify individual Practitioner License Mapping

LOCAL CODE: ONTARIO LICENSE #: LICENSE TYPE: ALL LICENSE TYPES [CLEAR](#) [SEARCH](#)

[Download Practitioner Mapping Worksheet](#)

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
98000012	A	AHMED		Physician	100539	2020-06-11 at 00:00:00	Update Delete

A search of the previous Local code returns no records.

OLIS Hub Management Console

Welcome, OIsprodnyngh Site [Logout](#)

[Home](#) > [Practitioner Mapping](#)

Modify individual Practitioner License Mapping

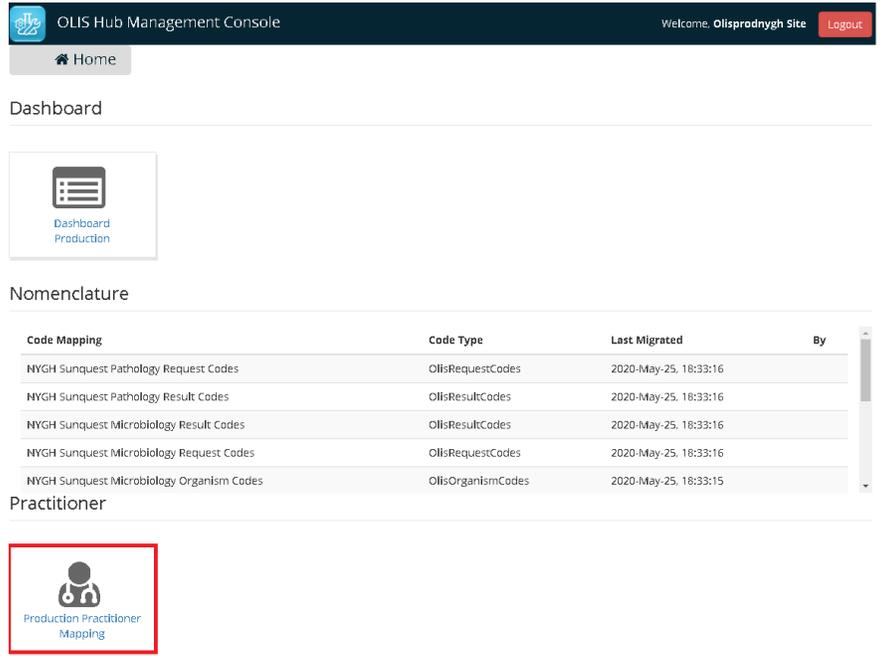
LOCAL CODE: ONTARIO LICENSE #: LICENSE TYPE: ALL LICENSE TYPES [CLEAR](#) [SEARCH](#)

[Download Practitioner Mapping Worksheet](#)

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
No records available.							

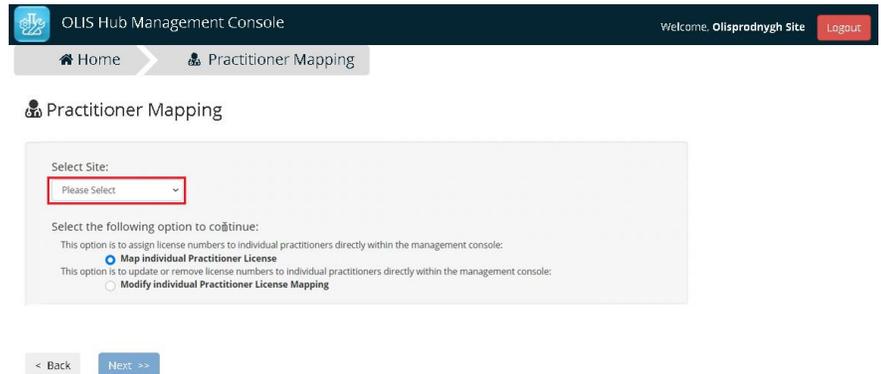
1.5.3 Delete Practitioner Mapping

Select **“Production Practitioner Mapping”**



Select your site’s name from the menu.

You will see the options to **“Map individual Practitioner License”** or **“Modify individual Practitioner License Mapping”**



Select for the purpose of this exercise choose the option to “**Modify individual Practitioner License Mapping**” then click “**Next**”

OLIS Hub Management Console | Welcome, Ollspradnygh Site | Logout

Home > Practitioner Mapping

Practitioner Mapping

Select Site:

Select the following option to continue:
 This option is to assign license numbers to individual practitioners directly within the management console:
 Map individual Practitioner License
 This option is to update or remove license numbers to individual practitioners directly within the management console:
 Modify individual Practitioner License Mapping

< Back | **Next >>**

The “**Modify individual Practitioner License Mapping**” page appears.

OLIS Hub Management Console | Welcome, Ollspradnygh Site | Logout

Home > Practitioner Mapping

Modify individual Practitioner License Mapping

LOCAL CODE:
 ONTARIO LICENSE #:
 LICENSE TYPE: ALL LICENSE TYPES

CLEAR | SEARCH

Download Practitioner Mapping Worksheet

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
37199	(ACCOUNT CREATION TEMPLATE)	STAFF PHYSICIAN		Physician	4083	2020-04-28 at 00:00:00	Update Delete
46470	46470	NEWNHAM		Physician	66649	2020-04-28 at 00:00:00	Update Delete
30361	91045	64724		Physician	96511	2020-04-28 at 00:00:00	Update Delete

Perform a License number search

OLIS Hub Management Console | Welcome, Ollspradnygh Site | Logout

Home > Practitioner Mapping

Modify individual Practitioner License Mapping

LOCAL CODE:
 ONTARIO LICENSE #:
 LICENSE TYPE: Physician

CLEAR | **SEARCH**

Download Practitioner Mapping Worksheet

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
------------	------------	-----------	-------------	--------------	-------------------	--------------	--

Select the **“Delete”** button to delete the mapping

OLIS Hub Management Console

Welcome, Ollspradnygh Site [Logout](#)

[Home](#) > [Practitioner Mapping](#)

Modify individual Practitioner License Mapping

LOCAL CODE: ONTARIO LICENSE #: LICENSE TYPE: [CLEAR](#) [SEARCH](#)

[Download Practitioner Mapping Worksheet](#)

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
1798	AARON	JESIN		Physician	30139	2020-06-11 at 00:00:00	Update Delete

The informational note appears
Click **“Delete”** to complete the removal or click **“Cancel”** if you wish to abort the change

DELETE PRACTITIONER MAPPING

AARON JESIN

FIRST NAME: SECOND NAME: LAST NAME:

LOCAL CODE: LICENSE TYPE: ONTARIO LICENSE #:

i Clicking delete will remove the selected mapping from the database permanently! Are you sure you want to continue?

[Cancel](#) [Delete](#)

A search by license number returns no available records

OLIS Hub Management Console

Welcome, Ollspradnygh Site [Logout](#)

[Home](#) > [Practitioner Mapping](#)

Modify individual Practitioner License Mapping

LOCAL CODE: ONTARIO LICENSE #: LICENSE TYPE: [CLEAR](#) [SEARCH](#)

[Download Practitioner Mapping Worksheet](#)

LOCAL CODE	FIRST NAME	LAST NAME	SECOND NAME	LICENSE TYPE	ONTARIO LICENSE #	CREATED DATE	
No records available.							

2 Troubleshooting and Support

This section covers when to place a service request with the Ontario Health Service Desk for assistance. Possible support scenarios could include the following:

2.1 Errors

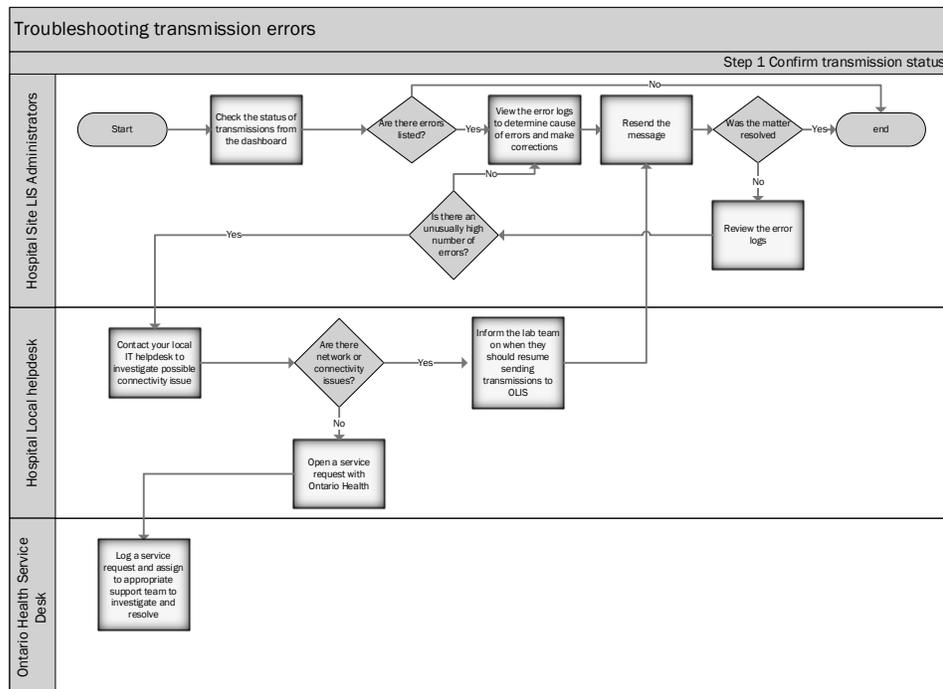
2.1.1 Interface Status and Connection errors

Status errors can be viewed from the dashboard

Status	Interface		Queue Stats		Problems
Status	Org	System	Last Msg.	Queue Size	Errors
All	All	All			
OK	NYGH	Sunquest	28 days	0	6 View

1 - 1 of 1 items

Support Flow



2.1.2 Nomenclature – Test Code mapping error

Errored Messages

Showing messages coming from interface "ORU" (Sunquest)
The following table shows messages which were not successfully delivered. Click "Resolve" to mark a message as resolved when error has been corrected and the message has been resubmitted

Display Resolved Download Errors Worksheet

Date	Source	Control Id	Order ID(s)	Error Code	Message	Status
2020-04-25 at 13:55:45	NYGH	05b40042-786b-468e-a959-296d0cfd16b0		Preliminary Result: OBR-25 was	null	Resolve
2020-04-16 at 10:23:33	NYGH	24b46b59-c61b-4651-87a7-80923937720a		Test Request Code Is not Mapped in the Hub OLIS terminology table	1.3.6.1.4.1.12201.1.1.1.33:TT+S1	Resolve

1. Review the Last updated Message sent (See Modality section of the [Nomenclature Updates – CST](#) step
2. Confirm identified code in the error message is contained in the last uploaded mapping file
3. If the update does not appear, update the mapping file with the correct code, then upload the updated mapping file

2.1.3 Nomenclature – File Type Error

Ensure the file uses the acceptable delimiters and the format for the file being uploaded is either .TXT, .CSV or .XLS.

Wrong file type selected

© Copyright Ontario Health 2021

Home > Nomenclature Upload

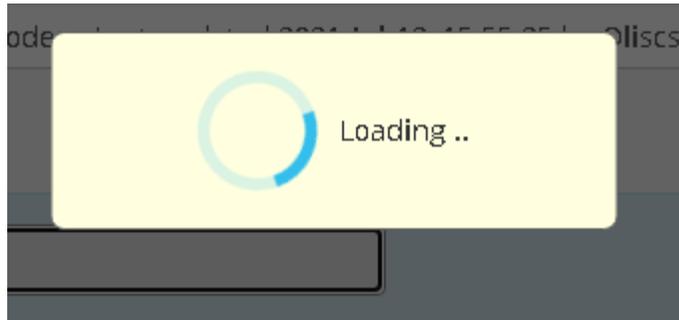
Nomenclature Upload: CST Server

1. Select Hospital Site:
Sunnybrook Health Sciences Centre
2. Select Nomenclature Type:
 Test Request Codes Test Result Codes Specimen Source Codes Organism Codes Antibiotic Codes
3. Select Modality:
SHSC Sunquest Pathology Request Codes - Last updated 2025-Nov-05, 13:58:39 by Lily Jingtest
4. Select a file to analyse before uploading:
 Check if the file contains a header row.
Choose File | No file chosen

Only txt, csv and xls file formats are accepted. → Only txt, csv and xls file format are accepted, do not use semi colon (;) as a delimiter for txt files*

2.1.4 Nomenclature – Upload Progress Bar issue

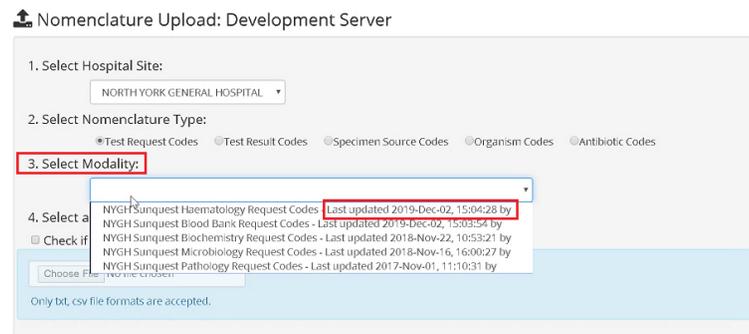
In some instances while uploading the nomenclature file, you may notice that the progress bar continues to load without any indication that the upload has completed. Please wait 10 minutes for the upload process to be completed then refresh the web page.



Go back to nomenclature uploaded list to see the timestamp of the most recent file

(See Modality section of the [Nomenclature Updates – CST](#) where you will see the information showing the file count change from the list

This is currently an issue with very large files. This issue will be resolved in a future version of the application



2.1.5 Nomenclature – Upload Generates Errors in the Log file

While the updating is occurring, messages submitted containing nomenclature codes contained in the updated file may fail to file as mapping is unable to occur. In addition, if there is a transmission failure during the process, additional message failures may occur and will appear in the error logs as mapping errors. Please check the error logs after performing a Nomenclature update for such errors and resubmit the impacted messages.

OLIS Hub Management Console

Welcome, Ollishite Prod

Showing messages coming from interface "ORU" (Sunquest)

The following table shows messages which were not successfully delivered. Click "Resolve" to mark a message as resolved when error has been corrected and the message has been resubmitted

Display Resolved [Download Errors Worksheet](#)

Date	Source	Control Id	Order ID(s)	Error Code	Message	Status
2020-04-25 at 13:55:45	NYGH	05b40042-786b-468e-a959-296d0cfd1eb0		Preliminary Result OBR-25 was	null*	Resolve
2020-04-28 at 18:06:29	NYGH	6979e9e7-bdb1-40cf-8ae5-7eeb74aed984	NYGH_g1008nnnnnnnnnnnnnnR1	OLIS.108	ORC-4 The maximum length is exceeded. OBR(1)-2 The maximum length is exceeded. OBR(1)-3 The maximum length is exceeded.	Resolve
2020-04-25 at 14:43:58	NYGH	69b62a89-7bbc-4aa9-8b5e-1e23074b2fad	NYGH_OBR2_Max-2R1	OLIS.108	OBR(1)-2 The maximum length is exceeded.	Resolve
2020-04-28 at 18:10:41	NYGH	928cc18d-4458-4688-9431-0b1338fc86b7	NYGH_g1008nnnnnnnnnnnnnnR1	OLIS.108	ORC-4 The maximum length is exceeded. OBR(1)-2 The maximum length is exceeded. OBR(1)-3 The maximum length is exceeded.	Resolve

For this reason it is strongly recommended that nomenclature updates be performed outside of peak reporting periods to decrease the number of messages required to be resubmitted.

2.1.6 Nomenclature – Upload Timestamp not updated

In some instances while uploading the nomenclature file, you may notice that the time stamp has not changed.

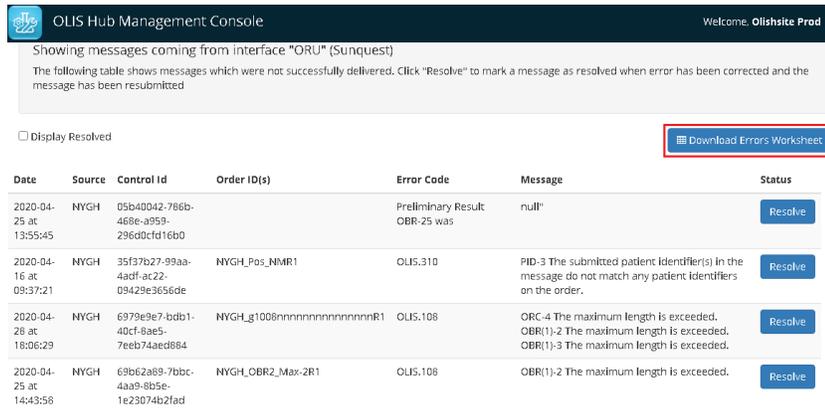
Attempt to load the file again. If the problem persists, consider loading

the previously successfully loaded nomenclature file then open a service request with Ontario Health to address.

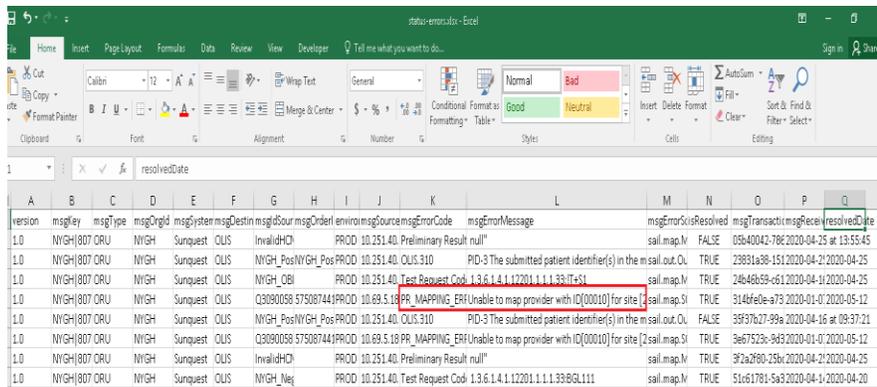


2.1.7 Practitioner mapping error

Download the Error Worksheet



Review the OLIS Hub status error log for the “Unable to map practitioner with “####” for site...



Review message in the error log then map the practitioner name to the code. See the “[OLIS](#)

[Hub Management](#)

[Console Health](#)

[Practitioner Updates”](#)

section for steps on how to complete this update.

2.1.8 OLIS Business Logic Errors (e.g. error 115, error 310)

The complete list OLIS logic error codes are published in the OLIS Interface Specifications document and is included in Appendix A of this document. Codes may be added from one version of the document to the next. To access the current version of the OLIS Error Code table ensure that you have downloaded the most recent version of the OLIS Interface Specifications from the Ontario Health website under Client Support. Refer to [Appendix A](#).

OLIS Business logic errors Examples:

Incomplete Message

Incorrect Message

Invalid Message

Date	Source	Control Id	Order ID(s)	Error Code	Message	Status
2020-04-25 at 13:55:45	NYGH	05b40042-786b-468e-a959-296d0cfd16b0		Preliminary Result OBR-25 was	null*	Resolve
2020-04-16 at 09:37:21	NYGH	35f37b27-99aa-4adf-ac22-09429e3656de	NYGH_Pos_NMR1	OLIS.310	PID-3 The submitted patient identifier(s) in the message do not match any patient identifiers on the order.	Resolve
2020-04-28 at 18:06:29	NYGH	6979e9e7-bdb1-40cf-8ae5-7eeb74aed884	NYGH_g1008nnnnnnnnnnnnnnR1	OLIS.108	ORC-4 The maximum length is exceeded. OBR(1)-2 The maximum length is exceeded. OBR(1)-3 The maximum length is exceeded.	Resolve
2020-04-25 at 14:43:58	NYGH	69b62a89-7bbc-4aa9-8b5e-1e23074b2fad	NYGH_OBR2_Max-2R1	OLIS.108	OBR(1)-2 The maximum length is exceeded.	Resolve
2020-04-28 at 18:10:41	NYGH	928cc18d-4458-4688-9431-0b1338fc66b7	NYGH_g1008nnnnnnnnnnnnnnR1	OLIS.108	ORC-4 The maximum length is exceeded. OBR(1)-2 The maximum length is exceeded. OBR(1)-3 The maximum length is exceeded.	Resolve

Refer to the OLIS specification document in [Appendix A](#)

2.2 Results submitted to the Wrong patient

Ensure you have taken steps to invalidate the results sent to the wrong patient. Refer to the OLIS specification document in [Appendix A](#) for steps on how to do this. If your interface does not support invalidation, then Ontario Health has the ability to logically delete results submitted in error to the wrong patient. Contact Ontario Health service desk to place this request, you will be asked to provide the following information:

- The reason for making the request for logical deletion
- The order ID – this unique ID identifies a lab report
- The transaction ID, if known
- The date and time the result was sent to OLIS
- The name of the tests submitted

2.3 Missing Practitioner name from OLIS Hub Management Practitioner mapping list

If you are unable to locate a practitioner on the look-up list, and the practitioner has a valid registration number, contact Ontario Health’s service desk to place a service request to have the practitioner information updated

	Practitioner Type	License	Last Name	First Name	Middle Name	Address
Select	MDL	56994	SMITH	JOHN	ROBERT	502-2000 CREDIT VALLEY ROAD L5M 4N4, MISSISSAUGA
Select	MDL	57538	SMITH	JOHN	H	C/O MEDICAL CLAIMS PYMT TERMINATED 2610B7 K7L 5J3, KINGSTON
Select	MDL	18877	SMITH	JOHN	DOUGLAS	1930 WILSHIRE BLVD

2.4 Questions about test request or test result codes in the nomenclature file

If you have questions pertaining to a test request or a test result codes used, test code mapping requests or questions about the posted nomenclature file, please contact Ontario Health’s service desk to place a service request.

If you have questions pertaining to where to download the nomenclature file.

The nomenclature file can be downloaded here: <https://ehealthontario.on.ca/OLIS-nomenclature>

Appendix A

Ontario Health (Digital Services) Support Service desk

Phone 1-866-250-1554

OH-DS_servicedesk@ontariohealth.ca

OLIS Interface Specification Document

https://ehealthontario.on.ca/files/public/support/OLIS_Interface_Specifications_EN.pdf

OLIS Business Logic Error Codes

Error Code	Description	Error Points To
100	Segment sequence or cardinality error	No thing
101	The field must not be empty	Field
102	Data type error	Field
103	The identifier or code '{o}' is not a valid value	Field
104	The value '{o}' was submitted but '{i}' was expected	Field
105	The following identifier or code is not active: '{o}'	Field
106	The message contains data that is not valid in the ISO8859/1 character set.	No thing
107	The field must be empty	Field
108	The maximum length is exceeded	Field
109	The specified value is incorrect: {o}	Field
110	The structure and/or content is not valid for the following parameter: '{o}'	SFR.4 Parameter List
111	The value '{o}' cannot be future dated	Field
112	Note identifiers must be unique	Segment
113	Data must not be submitted in HL7 fields not supported by OLIS	Field
115	The sending application is not mapped to the certificate.	No thing
117	The number of repeating elements falls outside the range of the allowed number of repetitions	Field
118	The field must contain the same value on all test requests in the order	Field
119	The value '{o}' is not valid relative to other information in the order	Field
120	The value in this field cannot be changed because a test result(s) exists	Field
121	The value in this field cannot be changed by the system or user that submitted the request	Field
122	The value in this field cannot be changed	Field
123	The test request code '{o}' and test result code '{i}' combination is unknown to OLIS. Please review for validity.	Field
124	The amending message is missing a required test request	Segment
125	The value provided {o} cannot be used in conjunction with the value provided in {i}	Field
126	The value {o} for amendment does not exist in OLIS repository	Segment
127	The sending application is not authorized to perform the action indicated in {o}	Field
200	The submitted message type is not recognized	No thing
204	The Order ID '{o}' does not correspond to any order in OLIS	Field
205	The identifier '{o}' must be unique	Field
302	Name format rule violation	Field
303	Health card reported lost	Field
304	Health card reported stolen	Field
305	Identifier format validation failed for ID '{o}'	Field

Error Code	Description	Error Points To
306	Multiple patient identifiers of the same type are not permitted	Field
307	Patient identifiers can be added but not modified	Field
308	The submitted PatientID type is not valid for MOHLTC-funded tests	Field
309	A non-nominal patient identifier must not be submitted with other patient identifiers	Field
310	The submitted patient identifier(s) in the message do not match any patient identifiers on the order	Field
311	Different values or notes cannot be reported for the same test result with the same Test Result Release Date Time	Segment
312	No changes are permitted to an expired test request	Segment
313	Payer must be the same or Self for all test requests in the order	Field
314	A Physician Office Test must be ordered, collected, and performed by the ordering physician	Segment
315	Specimen information can only be changed by a laboratory or the specimen collector	Field
317	Test requests may only be added or amended by a laboratory because a specimen has already been collected	Segment
318	Warning: The requested test request level block will not restrict access to the information until such time as test-request-level locking is permitted by OLIS	Field
319	Clinical relationship assertion required	No thing
320	Warning: Some or all of the requested laboratory information was not returned due to a patient consent directive. If appropriate, the query may be resubmitted with an override.	No thing
322	The test request date must not be more than 13 months in the future	Field
323	OLIS has found a consent directive in effect and hence the order cannot be referred via OLIS. Please follow alternate referral processes to complete the reporting.	Field
324	Maximum search range must not exceed {o}	No thing
330	The identifier or code {o} is not valid. OLIS will remove the value to persist the data. Please ensure the accuracy of the data.	Field
401	The system that submitted the message has not passed conformance testing	No thing
402	The laboratory is not authorized to perform the following test '{o}'	Field
403	The practitioner is not authorized to order the following test '{o}'	No thing
404	Not authorized	No thing
901	Warning: Health card version code is incorrect	No thing
902	Warning: Patient does not have current OHIP coverage	No thing
904	Patient name, sex, and/or date of birth is not current	Field
905	Warning: The value in this field cannot be changed by the user or system that submitted the request. The proposed change has been ignored.	Field
906	Warning: The value '{o}' was submitted but '{i}' was expected"	Field
907	Warning: The specified value is incorrect: '{o}'	No thing
911	Warning: The format of the content used in '{o}' will be deprecated in the future. Please make necessary changes to your interface to support the standard format defined in the OLIS interface specifications or reach out to eHealth Ontario for further assistance.	Field
912	Warning: The content you have submitted in the '{o}' contains unnecessary space(s). OLIS will remove these space(s) to persist the data. Please ensure the	Field

Error Code	Description	Error Points To
	accuracy of the data.	
913	Warning: The organization information {o} is not current.	Field
920	Warning: At the time the query was submitted to OLIS, a patient-level block consent directive was in effect.	No thing
923	OLIS has found a consent directive in effect for the order {o} and has been removed from the result set of the query. Please follow alternate referral processes to complete the reporting.	Field
924	Warning: Order {o} contained a virus that has been removed.	Field
925	Warning 925: The submitted consent directive was not applied in OLIS.	No thing
926	The following identifier or code {o} will be deprecated {as of 1}	Field
927	The following identifier or code {o} is no longer active {as of 1}. Please choose an appropriate code as this code will be rejected in the future.	Field
928	Warning: Order '{o}' contained duplicate notes that have been removed.	Field
999	Host Processing Error	No thing

Refer also to the “Business Rules and Considerations for Implementation” sections of the specification documents for error codes specific to message cardinality.