

Audiocommunicator Program Process

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Step One – prepare lists

- Download new patient due lists from the Population Health Portal for each measure in excel.
- How to prepare list for Audiocommunicator:

List order: must be put in this format and in this order

Last name, first name	SS# (any format)	Phone number (no characters or spaces)	Date of birth 09/09/1964
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- Select: File
- Select : Save As: "Other Formats"
- Need to save to Y drive (Don't put inside a folder)
- File Name: Name it either LRMcmmg.txt or LRMcpap.txt or LRMccolon .txt (Note: must keep name very short for Audiocommunicator)
- Save as Type: Text(Tab delimited) (*.txt)
- Click Save
- Click Yes
- (Close out of this excel spreadsheet)
- Open up text file (saved to Y drive) to check integrity –
 - If any quotation marks, take them out
 - How to take out quotation marks:
 - click Edit,
 - select Replace,
 - In box next to Find what: " (put a quotation mark)
 - then select replace all
 - Place curser at end of first line (after the DOB) and hit left arrow key –
 - If the curser jumps to the beginning of next line it is good, if it jumps to any other spot on the first line it is not good and you need to take out all the extra spaces. (I found that if you make sure you delete the columns beside and rows beneath the names in the original excel spreadsheet, I don't have any problems with this.)
- Do this for all the measures (colorectal, cervical, breast and diabetes)

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Step Two – Place lists into the Audiocommunicator

Select “Start”,

Select “Run” and type in **CMD**, press enter

Type in the following:

Y:\>**SFTP**

server : **type in your server number**

user name : **type in your username**

Enter password for username@your server number: **Type in password**

/HOME>**CD SURVEY**

/HOME/SURVEY>**PUT name.TXT (this is the name of your text file: PUT LRM Cpap.txt)**

Uploaded Y:\DRCAN.txt to /HOME/SURVEY/DRCAN.txt

/HOME/SURVEY>**EXIT**

Close this box

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Step Three – Set up scripts to run

(Assumes that scripts are entered into Audiocommunicator and recorded already)

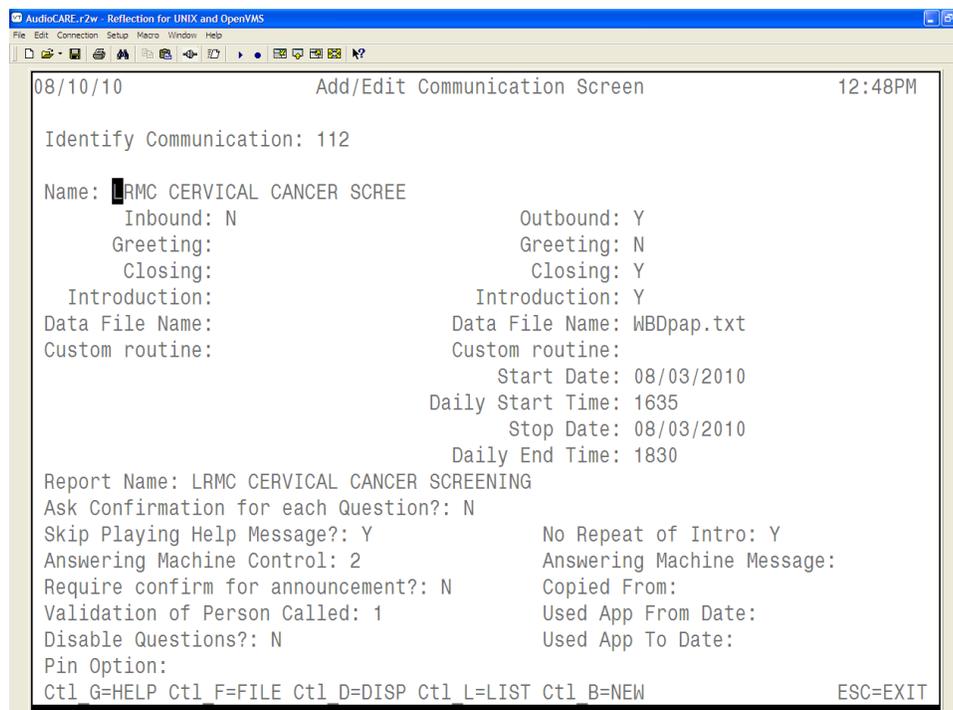
- Open Audiocommunicator program
- Type ACS at this prompt:
 - C:\Documents and Settings\Aud10care>ACS
- Enter
- Type in **Username and Password**
- Enter
- Enter
- Select Application modules
- Select Audiocommunicator
- Enter Password
- Select Communicator Setup Options
- Select Communication Maintenance
- Enter and see the following:



- At Identify Communication: press "Ctrl" and "L" at same time for list of prerecorded surveys

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- Select the survey you want and it should look something like this:



```
AudioCARE.r2w - Reflection for UNIX and OpenVMS
File Edit Connection Setup Macro Window Help
08/10/10 Add/Edit Communication Screen 12:48PM
Identify Communication: 112
Name: L RMC CERVICAL CANCER SCREE
Inbound: N Outbound: Y
Greeting: Greeting: N
Closing: Closing: Y
Introduction: Introduction: Y
Data File Name: Data File Name: WBDpap.txt
Custom routine: Custom routine:
Start Date: 08/03/2010
Daily Start Time: 1635
Stop Date: 08/03/2010
Daily End Time: 1830
Report Name: L RMC CERVICAL CANCER SCREENING
Ask Confirmation for each Question?: N
Skip Playing Help Message?: Y No Repeat of Intro: Y
Answering Machine Control: 2 Answering Machine Message:
Require confirm for announcement?: N Copied From:
Validation of Person Called: 1 Used App From Date:
Disable Questions?: N Used App To Date:
Pin Option:
Ctl G=HELP Ctl F=FILE Ctl D=DISP Ctl L=LIST Ctl B=NEW ESC=EXIT
```

- Change “Data File Name” to the name of the txt file with list of names (LRMCpap.txt)
- Select/change date and time to run program (Start Date, daily start time, stop date and daily end time)
- Enter
- Select “Ctrl F” to file
- Right arrow to “ finished” and enter
- Hit the ESC button

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Step Four – testing your script

IF you want to test the survey before setting it up to run: (If not then go to Step Five) This is a good idea the first time you run the program with that script.

- Select “Custom Calling list”
- Enter name and phone number etc
- Enter “Ctrl F” to file
- Go to Step seven
- Note: if you do this step, then before you run the program for “real” you’ll have to put the patient list back in the Audiocommunicator by **doing Step two** again as this overrides the previous list.

Step Five – Changing list from Custom calling list back to patient list

- After re-inputting the patient list (Step 2)
- Go back to the Communicator Setup (enter)
- Communicator Maintenance (enter)
- Enter
- At Identify Communication: press CtL L for list of prerecorded surveys
- Select survey
- Enter txt file name (patient list) and date and time to run program
- Hit “Ctrl F” to file
- Right arrow to “Finished” and enter
- Hit ESC button

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Step Six- File Integrity Check

Remember to always do a file integrity check on your patient list prior to deploying survey

- Select Communicator File Integrity Checker
- Enter Survey number to check
- It will tell you how many files are good.
- If not all are good you need to go back to your text document on the Y drive and figure out why.
- Suggestions for bad files – spaces at the end of the line, or you still have your quotation marks in the file.

If all files are good you are all set to run the survey by completing the following steps:

Step Seven – Starting a communication

- Select Start/Stop a Communication
- Enter
- Type in the Survey number that you want to start
- Select “Yes” and wait for it to queue – if successful it will say “Survey# __ queued to run!”

You are finished!

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Step Eight - To pull reports after survey runs:

- Sign on to Audiocommunicator
- Select Communicators Reports
- Select Calling Transactions
- Will be selecting 3 reports :
 - Survey Calling Transactions – to see if all were called
 - Survey – Final Calls by selected Survey
 - Selected Survey with Patient Response
- Select first report
 - enter day of survey (T-1)
 - At Output device: enter your email code (this has to be set up by the administrator)
 - **ONLY SELECT ONE REPORT AT A TIME AND WAIT FOR EMAIL TO COME TO YOUR ACCOUNT BEFORE SELECTING THE NEXT REPORT**
- Select 2nd report:
 - Enter Day of survey
 - Enter Survey number
 - At Output device: enter your email code
- Select 3rd report:
 - Enter Day of survey
 - Enter Survey number
 - At Output device: enter your email code

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Step Nine - To put these reports in excel:

- Open the email and click on File and then “save as”
- Make sure it is saving as a Text only (*.txt) file and name it and save to appropriate file
- Close the email
- Repeat for all reports
- Now open the excel program to a new document
- Select the Data tab
- Select the “from Text” button
- Find your file
- Click Import
- A box will open up entitled “Text Import Wizard – Step 1 of 3”
 - Click on the circle next to “Fixed Width” (select)
 - Click Next
 - Create any break lines as necessary and then click Next
 - Click Finish
 - Click OK
- Take out extra lines and leave only the heading and patient names etc
- Rename Sheet 1 “PAP or MMG or Colon Raw Data”
- Repeat for each measure, using a different worksheet for each raw data measure.
- Rename another sheet “Wants Appointment”
- Switch sheet to make “Wants Appointment” first tab
- For each measure:
 - Select the whole sheet of Raw Data
 - Select the Filter button
 - Sort data into each response (noted below) and place names in first sheet labeled “Wants Appt” –
 - Sort by 1BBBBBBB – wants an appt.
 - Sort by BB1BBBBB – Want s more information
 - Sort by BBBB1BBB – Says they had done already
 - Sort by BBBBBB1B – Don’t call me again
 - Find old due list that you got the names from in the first place and add the SS# and DOB to the columns
- Only use one “Wants Appointment” tab
- Save Excel Workbook to the appropriate clinic’s share drive under reports in the current month.
- Rename “Clinic All responses Date”
- Send or notify each clinic when this list is complete and have them contact patients. Below is the list of people to notify.

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Communicator Condition Codes:

0=normal didn't reach, will retry, unless AC/EXCHANGE
1=bad data for seq/survey
2=answering machine detected
3= pat. not avail, call today
4=pat won't be avail
5=wrong number
6=got patient, no subsequent response
7=completed survey; or announcement delivered
8=max out (5) on repeats
9=max out (4) invalid responses to one prompt before survey begins
10=hang up, midway through survey
11=survey stopped
12=failed pin entry
13=reached survey, partial response
14=reached survey, no response
15=requested transfer, failed; added for Called by other module usage
16=call transferred; added for Called by other module usage
97=Telephony STOP event
98=M Error
99=won't reque (e.g. Phone Number)

H = means hang up during that question/statement

B = means blank to the question/statement

M = means the patient enter too many invalid responses