

IHI Pre-Implementation Project

Detailed Functional Design – IHI Exceptions

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1. Extension Flows

ID	Name	Extension Flows		
UC1	Search for Patient	Ext #	Ext Name	Exception
		IE 1	The System determines that the not all mandatory fields have been entered.	
		IE 2	The System determines there were multiple matches found.	
		IE 3	The System determines that no match was found.	
		IE 4	The Actor does not find the patient in the System.	
UC25	Match Patient	Ext #	Ext Name	Exception
UC2	Create new Patient	Ext #	Ext Name	Exception
		IE 1	The System determines that the new Patient fails validation.	
		IE 2	The System determines that at least one of the following is true: <ul style="list-style-type: none"> • there is no matching referral • there is no IHI in the matching referral • the IHI in the matching referral has not passed the consistency check. 	
UC5	Update Patient Details	Ext #	Ext Name	Exception
UC38	Display Alert(s)	Ext #	Ext Name	Exception
		IE 1	The System determines that there are no Alerts for this patient.	
UC33	Generate Output	Ext #	Ext Name	Exception
UC8	Obtain IHI	Ext #	Ext Name	Exception
		IE 2	The HI Service did not find a single match.	
		IE 2.1	The System has exhausted all search criteria located in alias & historical names and	EX639 : No unique match found. All demographic information was exhausted. The System

ID	Name	Extension Flows
		<p>alternate/historical addresses.</p> <p>generates an IHI Exception using UC12: Generate IHI Exception with an exception type of "No Match (All Criteria Sets)" and a message of "No unique match found. All demographic information was exhausted".</p>

UC7 Search for IHI

Ext #	Ext Name	Exception
IE 1	The System determines that it is missing one or more of the mandatory information elements that form the criteria set required for a TDS Search.	
IE 1.1	The System determines that it is missing one or more of the mandatory information that forms the criteria set required for a non-TDS Search.	EX641 : [Message text varies for each Use Case it occurs in.] The System creates a follow up action using UC12: Generate IHI Exception with an exception type of "Incomplete Request Criteria", and a message of "Insufficient information for non-TDS search".
IE 1.2	The System confirms that more than one record in the PAS matches the non-TDS Search criteria set.	EX642 : Request for IHI aborted. Duplicate PAS records found on non-TDS Search. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "PAS Duplicate" and a message of "Request for IHI aborted. Duplicate PAS records found on non-TDS Search", with the Secondary URN field populated with the URN of the duplicate.
IE 1.2.2	The System determines that there are additional duplicate(s) to raise exception(s) for.	
IE 2	The System determines that more than one record in the PAS matches the criteria set.	
IE 2.1	The System determines that there are no more available criteria that can be added to the patient match.	EX662 : No match found and no criteria refinement available. As there is no way of knowing which record the returned IHI should be placed against, the System creates an exception using UC12: Generate IHI Exception with an exception type of "No Match (Single Criteria Set)" and a Message of "No match found and no criteria refinement available."
IE 4	The System determines that no match was returned.	

ID	Name	Extension Flows
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UC10 Update IHI

Ext #	Ext Name	Exception
IE 1	The System determines that the IHI to be updated already exists in the PAS against at least one other record.	EX646 : Another record in the PAS has this same IHI, [with the Secondary URN field populated with the URN of the duplicate]. For each duplicate patient record, the System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Returned IHI PAS Duplicate" and a message of "Another record in the PAS has this same IHI," with the Secondary URN field populated with the URN of the duplicate.
IE 2	The System determines that there is no open referral for this patient, or the open referral did not include an IHI (or the same IHI).	

UC9 Check IHI

Ext #	Ext Name	Exception
IE 1	The System determines that this IHI has been checked in the last 24 hours (configurable).	
IE 2	The System determines that it does not have all the required information to submit an IHI check.	EX641 : [Message text varies for each Use Case it occurs in.] The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Incomplete Request Criteria" and a message of "Insufficient information for IHI Check."
IE 3	The System determines that the IHI Status that is held is not "Active".	
IE 4	The HI Service determines that the request message is invalid.	EX644 : System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk."
IE 5	The HI Service responds, indicating a data level business error.	EX648 : Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.") The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data

ID	Name	Extension Flows
		<p>Error" and a message of "Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")</p>
IE 6	<p>The HI Service does not respond within the specified timeout period and subsequent retries have failed.</p>	<p>EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk."</p>
IE 7	<p>The HI Service responds, indicating it matched to more than one matching record.</p>	<p>EX650: Multiple matches found. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Multiple Matches on Check IHI" and a message of "Multiple matches found."</p>
IE 7.2	<p>The System has exhausted all search criteria located in alias & historical names and alternate/historical addresses.</p>	
IE 8	<p>The HI Service responds, indicating no matching Healthcare Individual records were found.</p>	<p>EX640: No Match found. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "No Match on Check IHI" and a message of "No match found."</p>
IE 8.2	<p>The System has exhausted all search criteria located in alias & historical names and alternate/historical addresses.</p>	
IE 9	<p>Given the received IHI Number, the System determines that the Number is different from the original record.</p>	
IE 9.1	<p>The returned IHI has a Record Status of "Provisional".</p>	<p>EX658: HI Service Processing The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "HI Service Processing".</p>
IE 10	<p>The System determines that the Record Status of the record returned by the HI Service is lower than the original record.</p>	<p>EX643: Status Hierarchy Mismatch. Held: [Status in PAS], Received [Status to Update]" The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Status Integrity" and a message of "Status Hierarchy Mismatch. Held: [Status in PAS], Received [Status to Update]".</p>
IE 11	<p>Given the received IHI Status,</p>	

ID	Name	Extension Flows	
		the System determines that the Status of the record returned by the HI Service is higher than the original record.	
IE 11.1		The System determines that the patient is a "current patient".	EX657: Current Patient IHI Anomaly The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Current Patient IHI Anomaly".
IE 11.2		The returned record is Deceased	EX647: Date of Death: [Date of Death] . The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Potential Deceased" and a message of "Date of Death: [Date of Death].".

UC12 Generate IHI Exception

Ext #	Ext Name	Exception

UC11 Request IHI Check (Multiple Records)

Ext #	Ext Name	Exception
IE 1	This Use Case has been initiated by the System as a regular check of IHIs that are due to be checked.	
IE 2	This Use Case has been initiated by the System as a regular check of IHIs that are due to be checked in order to obtain the Date of Death. This occurs for a record 3 months after it has been flagged as having a Date of Death but does not have a status of Retired.	
IE 3	The System determines that the entered criteria fails validation.	
IE 4	The Actor requested to proceed with all the records in the recordset.	
IE 5	The number of selected records is 2000 or greater.	
IE 8	The System determines that the record was not processed successfully.	
IE 9	The System determines there are records still to be processed.	

UC34 Request IHI Search (Multiple Records)

Ext #	Ext Name	Exception
IE 1	This Use Case has been initiated by the System as a	

ID	Name	Extension Flows
		regular processing of IHIs that are due to be checked.
IE 2		The System determines that the entered criteria fails validation.
IE 3		The Actor requested to proceed with all the records in the recordset.
IE 4		The number of selected records is 2000 or greater.
IE 6		The System determines there are records still to be processed.

UC24 Validate IHI

Ext #	Ext Name	Exception
IE 1	The System determines that there is no IHI held in the PAS for this patient.	
IE 1.1	The System determines that there is no IHI included in the referral.	
IE 1.2	The System determines that the externally provided IHI has not passed the consistency check (performed in UC21: Process IHI in Referral).	EX656: Inconsistent Referral IHI The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Inconsistent Referral IHI".
IE 2	The System determines that the IHI in the PAS does not have a status of Active.	EX647: Date of Death: [Date of Death]. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Potential Deceased".
IE 5	The System determines that there is no IHI included in the referral.	
IE 7	The System determines that the two IHI numbers, Record Status and Status are different.	EX656: Inconsistent Referral IHI The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Inconsistent Referral IHI". The System populates the Referral IHI into the Secondary IHI field of the IHI Exception.

UC46 Load Batch IHI Results

Ext #	Ext Name	Exception
IE 1	The System experiences an issue either with locating the specified file or with pre-processing the file.	
IE 2	The System could not locate the matching patient record.	
IE 3	The System determines that the record date/time is earlier or equal than the last checked	

ID	Name	Extension Flows	
			date/time on the matching patient record.
		IE 5	The System determines there are records still to be processed.

UC51 Process Patient Details Update

Ext #	Ext Name	Exception
IE 1	The System determines that there is no IHI on the patient record.	
IE 2	The System determines that the current Record Status of the IHI for this patient is Provisional.	
IE 2.2	The System determines that the patient record still has its Provisional IHI.	
IE 3	The System determines that none of the details that form part of the IHI Check have been changed.	
IE 5	The System determines that the IHI Check was not successful.	
IE 7	The System determines that the IHI Record Status that is held in the PAS is Unverified and therefore an update to the HI Service is required.	

UC54 Refresh IHI

Ext #	Ext Name	Exception
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UC55 Reset Merge

Ext #	Ext Name	Exception
IE 2	The System determines that the returned IHI is no longer Provisional.	
IE 2.1	The System determines that the IHI number returned is different from the other IHI to be merged.	
IE 4	The System determines that at least one of the following statements is true: <ul style="list-style-type: none"> • neither IHI has a Record Status of Provisional • either IHI has a status of Expired or Retired. 	
IE 6	The System determines that the Merge was unsuccessful.	

UC15 Send IHI Request

Ext #	Ext Name	Exception
IE 1	The HI Service determines that the request message is invalid.	EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of

ID	Name	Extension Flows	
			"System Failure. Contact Help Desk" .
IE 2	The HI Service responds, indicating a data level business error.		EX648: Error [Error Code]: [Error Reason] ". (e.g. "Error 00019: The date of birth must not be in the future.") The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data Error" and a message of "Error [Error Code]: [Error Reason]" ". (e.g. "Error 00019: The date of birth must not be in the future.")
IE 3	The HI Service responds, indicating that additional fields were found in the request.		EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" .
IE 4	The HI Service responds, indicating it found more than one matching record.		EX649: Multiple matches found. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Multiple Matches" and a message of "Multiple matches found."
IE 5	The HI Service does not respond within the specified timeout period and subsequent retries have failed.		EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help desk."
IE 6	The HI Service responds, indicating no matching Healthcare Individual records were found.		
IE 7	The HI Service responds with an Unknown error.		EX653: Unknown The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Unknown" .
IE 8	The matching record is expired.		EX657: Current Patient IHI Anomaly The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Current Patient IHI Anomaly" .
IE 8.1	The System determines that this request is not for a current patient.		
IE 9	The matching record is retired.		EX657: Current Patient IHI Anomaly The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Current Patient IHI Anomaly" .
IE 9.1	The System determines that this request is not for a current patient.		

ID	Name	Extension Flows	
		IE 10	The matching record has a date of death. EX647 : Date of Death: [Date of Death]. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Potential Deceased" .

UC16 Send Unverified IHI Request

Ext #	Ext Name	Exception
IE 1	The System determines that it does not have all the required information to submit a Create Unverified IHI Request.	EX641 : [Message text varies for each Use Case it occurs in.] The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Incomplete Request Criteria" and a message of "Insufficient information for Unverified IHI Request."
IE 2	The HI Service responds, indicating a data level business error.	EX648 : Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.") The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data Error" and a message of "Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")
IE 3	The HI Service determines that the request message is invalid.	EX644 : System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk" .
IE 4	The HI Service determines that there is an existing Verified or Unverified IHI record with the same details.	EX652 : "Existing Verified or Unverified IHI record with the same details." or blank The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "HI Duplicate Data" and a message of "Unverified IHI Request: Existing Verified or Unverified IHI record with the same details."
IE 5	The HI Service responds with an Unknown error.	EX653 : Unknown The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Unknown" .
IE 6	The HI Service does not respond within the specified timeout period and subsequent retries have failed.	EX644 : System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help desk."

ID	Name	Extension Flows			
		<table border="1"> <tr> <td>IE 7</td> <td>The System determines that there is an international address held in the PAS.</td> <td></td> </tr> </table>	IE 7	The System determines that there is an international address held in the PAS.	
IE 7	The System determines that there is an international address held in the PAS.				

UC14 Send IHI Update Request

Ext #	Ext Name	Exception
IE 1	The HI Service determines that the request message is invalid.	EX644 : System Failure. Contact Help Desk. <u>The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk"</u> .
IE 2	The HI Service responds, indicating a data level business error.	EX648 : Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.") <u>The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data Error" and a message of "Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")</u>
IE 3	The HI Service determines that there is an existing Verified or Unverified IHI record with the same details.	EX652 : "Existing Verified or Unverified IHI record with the same details." or blank <u>The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "HI Duplicate Data" and a message of "IHI Update Request: Existing Verified or Unverified IHI record with the same details"</u> .
IE 4	The HI Service determines that IHI to be Updated is Retired or Expired.	EX657 : Current Patient IHI Anomaly <u>The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Current Patient IHI Anomaly"</u> .
IE 4.1	The System determines that this request is not for a current patient.	
IE 5	The HI Service responds with an Unknown error.	EX653 : Unknown <u>The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Unknown"</u> .
IE 6	The HI Service determines that some death details already exist from Birth, Deaths & Marriages.	
IE 7	The HI Service determined that the Update includes non-death details and the IHI has a Record Status of Verified.	EX654 : Error [Error Code]: [Error Reason] <u>The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Business Rule Violation" and a message of "Error [Error Code]: [Error</u>

ID	Name	Extension Flows
		Reason]".
		IE 8 The HI Service does not respond within the specified timeout period and subsequent retries have failed.
		EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk."

UC43 Send Merge Request

Ext #	Ext Name	Exception
IE 1	The HI Service determines that the request message is invalid.	EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk".
IE 2	The HI Service responds, indicating a data level business error.	EX648: Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.") The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data Error" and a message of "Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")
IE 3	The HI Service responds, indicating a business error.	EX655: HI Merge Failure The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "HI Merge Failure".
IE 4	The HI Service does not respond within the specified timeout period and subsequent retries have failed.	EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help desk."
IE 5	The HI Service responds with an Unknown error.	EX653: Unknown The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Unknown".

UC44 Send Provisional IHI Request

Ext #	Ext Name	Exception
IE 1	The System determines that it does not have all the required information to submit a Create Provisional IHI Request.	EX641: [Message text varies for each Use Case it occurs in.] The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Incomplete Request Criteria" and a message of "Insufficient information for

ID	Name	Extension Flows	
			Create Provisional IHI Request.
		IE 2	The HI Service determines that the request message is invalid. EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk".
		IE 3	The HI Service responds, indicating a data level business error. EX648: Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.") The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data Error" and a message of "Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")
		IE 4	The HI Service does not respond within the specified timeout period and subsequent retries have failed. EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help desk."
		IE 5	The HI Service responds with an Unknown error. EX653: Unknown The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Unknown".

UC45 Send Provisional IHI Update Request

Ext #	Ext Name	Exception
IE 1	The HI Service determines that the request message is invalid.	EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk".
IE 2	The HI Service responds, indicating a data level business error.	EX648: Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.") The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data Error" and a message of "Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")
IE 3	The HI Service responds, indicating no match was found	EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "No Matching Provisional IHI found".

ID	Name	Extension Flows	
		IE 4	The HI Service does not respond within the specified timeout period and subsequent retries have failed.
		IE 5	The HI Service responds with an Unknown error.

UC49 Send Provisional to Unverified Resolution Request

Ext #	Ext Name	Exception
IE 1	The HI Service determines that the request message is invalid.	EX644 : System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk."
IE 2	The HI Service responds, indicating a data level business error.	EX648 : Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.") The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data Error" and a message of "Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")
IE 3	The HI Service responds, indicating a business error.	EX654 : Error [Error Code]: [Error Reason] The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Business Rule Violation" and a message of "Error [Error Code]: [Error Reason]".
IE 4	The HI Service does not respond within the specified timeout period and subsequent retries have failed.	EX644 : System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help desk."
IE 5	The HI Service responds with an Unknown error.	EX653 : Unknown The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Unknown" .

UC48 Send Medicare Service Request

Ext #	Ext Name	Exception
IE 1	The HI Service determines that the request message is	EX644 : System Failure. Contact Help Desk. The System creates

ID	Name	Extension Flows	
		invalid.	an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk".
		IE 2 The HI Service responds, indicating a business error.	The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of ?.
		IE 3 The HI Service does not respond within the specified timeout period and subsequent retries have failed.	EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help desk."

UC56 Send Duplicate or Replica IHI Notification

Ext #	Ext Name	Exception
IE 1	The HI Service determines that the request message is invalid.	EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help Desk".
IE 2	The HI Service responds, indicating a data level business error.	EX648: Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.") The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Data Error" and a message of "Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")
IE 3	The HI Service does not respond within the specified timeout period and subsequent retries have failed.	EX644: System Failure. Contact Help Desk. The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "System Failure" and a message of "System Failure. Contact Help desk."
IE 4	The HI Service responds with an Unknown error.	EX653: Unknown The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "Unknown".
IE 5	The HI Service responds, indicating no match was found	The System creates an IHI Exception using UC12: Generate IHI Exception, with an exception type of "No Match" and a message of "No Match was found".
IE 6	The HI Service responds, indicating an existing flag.	

ID	Name	Extension Flows	
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IE 7	The HI Service responds, indicating a retired status.	
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UC18 Send Referral

Ext #	Ext Name	Exception
IE 1	The System determines that an IHI does not exist in the PAS for this patient.	
IE 1.1	The Actor responds, requesting the System not to obtain the IHI.	
IE 3	The System determines that the returned IHI does not have a status of "Active".	
IE 4	The Actor enters some information and at some point decides to exit the referral.	

UC19 Send Discharge Summary

Ext #	Ext Name	Exception
IE 1	The System determines that an IHI does not exist in the PAS for this patient.	
IE 1.1	The Actor responds, requesting the System not to obtain the IHI.	
IE 3	The System determines that the returned IHI does not have a status of "Active".	
IE 3.1	The Actor requested to cancel.	

UC20 Send Order

Ext #	Ext Name	Exception
IE 1	The System determines that an IHI does not exist in the PAS for this patient.	
IE 1.1	The Actor responds, requesting the System not to obtain the IHI.	
IE 3	The System determines that the returned IHI does not have a status of "Active".	
IE 3.1	The Actor requested to cancel.	
IE 4	The Actor enters some information and at some point decides to exit the referral.	

UC21 Process IHI in Referral

Ext #	Ext Name	Exception
IE 1	The System determines that there is no IHI included in the referral.	
IE 3	The System determines that there is not an exact match between the data received in the referral, and the data retrieved by the HI Service. This may have occurred because either: the IHI check failed either because the IHI is	

ID	Name	Extension Flows	
			incorrect, or the patient's demographic data doesn't match the IHI.
		IE 3.1	The System determines that no match has been returned from the HI Service.
UC22	Send Referral Update	Ext #	Ext Name
		IE 1	The System determines that there is no IHI on the patient record.
UC23	Send Referral Cancellation	Ext #	Ext Name
		IE 1	The System determines that there is no IHI on the patient record.
UC17	Perform Exception Search	Ext #	Ext Name
		IE 1	The System determines that the search criteria fails validation.
		IE 2	The System finds no matching search results.
		IE 3	The Actor selects the URN link.
UC35	View Exception	Ext #	Ext Name
		IE 1	The System determines that the Exception Status is not "Created".
UC36	Add Exception Resolution	Ext #	Ext Name
		IE 1	The Actor wishes to cancel adding of a resolution.
		IE 2	The System determines that the entered data fails validation.
		IE 3	The System determines that the resolution type is "Request Unverified IHI".
		IE 3.1	The System determines the current IHI does have a record status of Provisional.
		IE 3.1.2	The System determines that the returned IHI is not Provisional.
		IE 4	The System determines that the resolution type is "Edit IHI".
		IE 5	The System determines that the resolution type is "Send Service Request".
		IE 6	The System determines that the resolution type is "Merge Patients".
		IE 7	The System determines that the resolution type is "Check IHI".
		IE 8	The System determines that

ID	Name	Extension Flows
		the resolution type is "Accept Returned Status".
IE 9		The System determines that the resolution type is "Potential Replica".
IE 10		The System determines that the resolution type is "Unresolvable".
IE 10.1		The System determines that the Exception Type is "PAS Duplicate"
IE 11		The System determines that the resolution type is "Refresh IHI".
IE 12		The System determines that the resolution type is "Resolved".
IE 13		The System determines that the resolution type is "Reset Merge".
IE 14		The System determines that the resolution type is "Potential Replica".

UC28 Merge Patient Records

Ext #	Ext Name	Exception
IE 2	The Actor requests to cancel the merge.	
IE 3	The System determines that at least one of the details used as mandatory data in the IHI Search has been altered.	
IE 3.2	The System determines that the IHI returned does not match the original IHI held.	EX652 : "Existing Verified or Unverified IHI record with the same details." or blank The System generates an IHI Exception using UC12: Generate IHI Exception with an exception type of "HI Duplicate Data" .
IE 3.3	The IHI Search did not return a match (or an exception occurred)	EX663 : No match found after merge and updated details. The System generates an IHI Exception using UC12: Generate IHI Exception with an exception type of "No Match" and a message of "No match found after merge and updated details" .
IE 4	The System determines that one IHI has a Record Status of Provisional, but not both.	
IE 5	The System determines that the IHIs in the two patient records have the same number.	
IE 7	The System determines that there exists IHI Exception(s) that meet all of the following criteria: • Exception Type = "PAS Duplicate" or "Returned IHI PAS Duplicate" • The IHI Exception exists against either	

ID	Name	Extension Flows
		patient record being merged with the Secondary URN matching the other record's URN • The IHI Exception Status is not Closed
	IE 8	The System determines that there is an open referral for this patient.

UC40 Perform Merge Analysis

Ext #	Ext Name	Exception
IE 1	The System determines that the first Patient record does not have an IHI.	
IE 3	The System determines that the IHI returned does have a status of Expired or Retired.	
IE 3.1	The Actor indicates that they do not wish to proceed.	
IE 4	The System determines that the second Patient record does not have an IHI.	
IE 6	The System determines that the IHI returned does have a status of Expired or Retired.	
IE 6.1	The Actor indicates that they do not wish to proceed.	
IE 7	The System determines that the IHIs either have different numbers or different Record Statuses.	
IE 7.1	The Actor indicates that they do not wish to proceed.	

UC29 Unmerge Patient Records

Ext #	Ext Name	Exception
IE 1	The Actor requests to cancel the unmerge.	
IE 2	The System determines that the details fail validation.	
IE 5	The System determines that there is an open referral for this patient.	

UC30 Scan for patient anomalies

Ext #	Ext Name	Exception

UC37 Manage Exception Type

Ext #	Ext Name	Exception

UC50 Close Exception

Ext #	Ext Name	Exception

UC31 View Patient IHI Report

Ext #	Ext Name	Exception
IE 1	The System determines that the criteria fails validation.	

ID	Name	Extension Flows
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UC52 View IHI
Summary Report

Ext #	Ext Name	Exception
IE 1	The Actor selected the Patient IHI Analysis Report.	
IE 2	The System determines that validation failed.	

2. Exception Types

ID	Exception Type
EX639	No unique match found. All demographic information was exhausted.
EX662	No match found and no criteria refinement available.
EX663	No match found after merge and updated details.
EX664	No match was found in the HI Service.
EX640	No Match found.
EX641	[Message text varies for each Use Case it occurs in.]
EX642	Request for IHI aborted. Duplicate PAS records found on non-TDS Search.
EX643	Status Hierarchy Mismatch. Held: [Status in PAS], Received [Status to Update]"
EX644	System Failure. Contact Help Desk.
EX645	Provisional IHI
EX646	Another record in the PAS has this same IHI, [with the Secondary URN field populated with the URN of the duplicate].
EX647	Date of Death: [Date of Death].
EX648	Error [Error Code]: [Error Reason]". (e.g. "Error 00019: The date of birth must not be in the future.")
EX649	Multiple matches found.
EX650	Multiple matches found.
EX652	"Existing Verified or Unverified IHI record with the same details." or blank
EX653	Unknown
EX654	Error [Error Code]: [Error Reason]
EX655	HI Merge Failure
EX656	Inconsistent Referral IHI
EX657	Current Patient IHI Anomaly
EX658	HI Service Processing