

Perceptive Desktop Experience Healthcare Plugin

Installation and Setup Guide

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About Perceptive Desktop Experience Healthcare Plugin

The Perceptive Desktop Experience Healthcare Plugin (PDEHP) extends the functionality of the Healthcare Experience applications by allowing them to integrate with other services and applications such as Epic. It is made up of a collection of dynamic link libraries (DLLs) installed into the Plugins directory of the Experience Desktop Application.

Current integrations include:

- XML File Drop: Allows an application to drop an XML file on the file system to be consumed and initiate context shifts, and log in and log out events.
- Epic Tapestry: Allows you to create a claim, CRM, or link for a document captured in Capture and Indexing for Healthcare which can then be linked to a billing record in Epic.

Prerequisites

Before you install PDEHP, verify that you have these required software components.

- Desktop Master Service
- Perceptive Experience for Windows Desktop

Install PDEHP

Download the PDEHP file

To download the PDEHP file, complete the following steps.

1. Go to www.lexmark.com and log in to the **Customer Portal**.
2. On the **Downloads** page, download the latest **PerceptiveDesktopExperienceHealthcarePlugin<version>.zip** file to a temporary directory on your computer.
3. Complete the installation on a computer that has the following access.
 - Internet access
 - Desktop Master Service
 - Perceptive Experience for Windows Desktop
4. Open the file and copy the .dll and .ini files into the plugins directory of the Perceptive Experience for Windows install directory.

Example: C:\Program Files (x86)\Lexmark\Perceptive Experience for Windows Desktop\plugins

Note To unblock each .dll file, right-click the file and in the **Properties** pane, on the **General** tab, click **Unblock**, and click **OK**.

Configure PDEHP

To configure PDEHP, review the following topics.

XML Integration

The PDEHP configuration file, HealthcareExperiencePlugin.ini, defines PDEHP's basic functionality. You can find this file in the PDEHP installation directory.

For more information about each of the available settings, refer to the configuration file comments.

About the XML directory

PDEHP consumes XML files created by a patient record system. When certain actions occur, such as a user opening or closing a patient record; the patient record system drops an XML file in a network directory. PDEHP continuously monitors this directory and reads the file contents to retrieve the patient ID.

You specify the directory location in the PDEHP configuration file. The directory must be user- and session-specific, and it must exist. For example, you might use a folder in the %appdata% directory.

About events to process

HCM Viewer can respond to these Epic user-initiated events. You configure which of these events you want HCM Viewer to act on with the PDEHP configuration file.

Epic event	Action in Epic	HCM Viewer action
Login	The user logs in to Epic.	Launches Interact Desktop and logs in with Epic SSO.
Patient open	The user opens a new patient record.	Closes any previously opened documents, and then loads the new patient's documents.
Patient switch	The user switches the patient record.	
Patient close	The user closes a patient record.	Closes the patient's documents.
Logout	The user logs out of Epic.	Interact Desktop closes.
Destroy	Epic stops running.	
Timeout	Epic reaches its timeout limit and logs the user out.	

About encrypted authentication

If your medical record instance uses encrypted authentication, you must contact your representative for a plain-text key and the encryption type. Encryption types include 3DES or AES. You configure the PDEHP configuration file with the plain-text key and encryption type.

If your instance does not use encrypted authentication, you can leave the encryption settings in the configuration files blank.

Configure the XML directory and events to process

Before you use PDEHP for the first time, you must specify the XML directory and events to process in the PDEHP configuration file. To configure these and other optional settings, complete the following steps.

1. Navigate to the PDEHP installation directory and open **HealthcareExperiencePlugin.ini** with a text editor.

2. Set **xml.directory** to a user- and session-specific directory that already exists.

Example: `xml.directory = %appdata%\ImageNow\XML`

3. Set **file.read.max.retries** to the maximum number of times XML integration attempts to read an XML file.

4. Set **events.to.process** with a comma-separated list of events on which you want PDEHP to act.

Example: `events.to.process = PatientOpen, PatientSwitch, PatientClose`

5. Under [General], set **application.url** to the URL used for the HCM Viewer module.

6. Optional. Configure any other settings as needed, such as encryption settings.

7. Save and close the file.

Tapestry integration

Complete the following steps to configure Tapestry integration with HCM Viewer.

1. On the **PDEHP** computer, navigate to the **[drive:]{Perceptive Experience for Windows Desktop install}\plugins** folder.

2. Using a text editor, open the **HealthcareExperiencePlugin.ini** file.

3. Under [EpicIntegration], update the following settings.

- Set **tapestry.program.id** to the Epic Tapestry Programmatic ID that is required to integrate Capture and Indexing for Healthcare with Epic Tapestry. There is no default setting.

Example: `"EMCCLMLauncher81.Launcher"`

Verify PDEHP installation

To verify PDEHP is installed and runs correctly, complete the following step.

- Start the **PerceptiveExperienceDesktop.exe** file, and ensure the configured Experience login page loads without any issues.