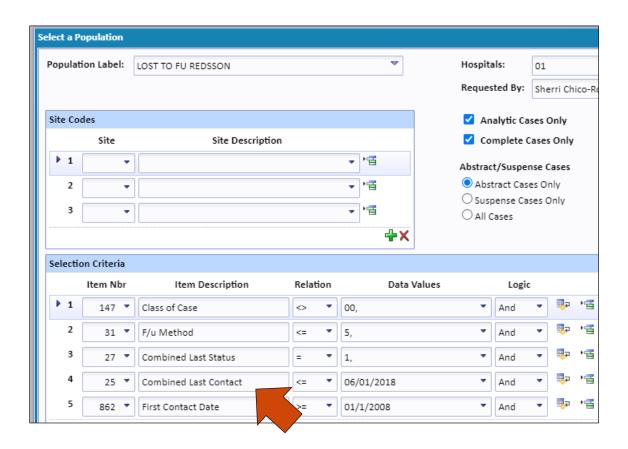# CRStar Insights
Lost to Follow-Up Interface - Redsson

Redsson is an outside vendor that facilities use to locate patients lost to follow-up for 15 months or more. These cases are returned to the user from Redsson in a file that can be imported into CRStar to update the follow-up information. A contract with Redsson must be in place prior to entering a support ticket in CRStar.

Below are the steps necessary to select the patients in CRStar to send to Redsson and instructions for performing the interface in CRStar once the Redsson file is received.

STEP 1: In CRStar, select the population of cases that are "lost." Click the Reporting tab, the Select a Population tab, then enter the criteria as seen in the example below.
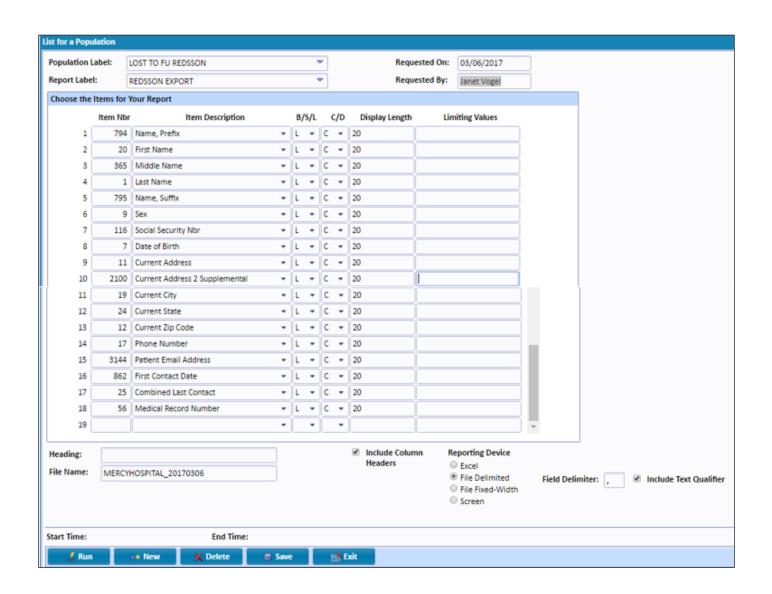

Combined Last Contact = Today's Date – 15 months
Date of First Contact = First day of Reference year

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STEP 2: Supply Redsson with the cases that need to be updated in a comma-delimited file. This can be done by using Ad hoc List for a Population. The fields listed in this example below are REQUIRED and the ONLY fields to be included in the report.
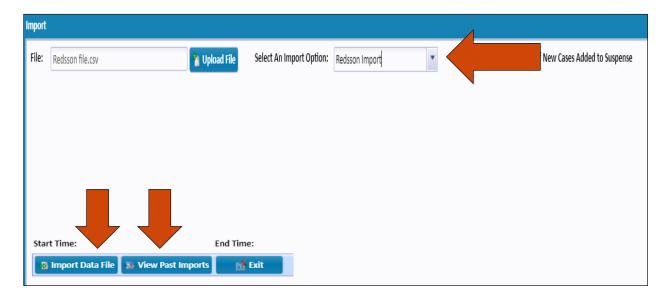
1. Click Reporting tab, Ad hoc tab, List Pop tab and create a file for the population selected in Step 1 as shown below.
2. Redsson requests the file name be in a specific format. YOURFACILITYNAME_ YYYYMMDD. In the example, we've entered MERCYHOSPITAL_20170316 into the File Name.
3. Choose File Delimited for the Reporting Device.
4. Click Run and save the file to a location on your computer.
5. Submit the file to Redsson.

List for a Population

| Population Label: | LOST TO FU REDSSON | | Requested On: | 03/06/2017 |
| Report Label: | REDSSON EXPORT | | Requested By: | Janet Vogel |

Choose the Items for Your Report

	Item Nbr	Item Description	B/S/L	C/D	Display Length	Limiting Values
1	794	Name, Prefix	L	C	20	
2	20	First Name	L	C	20	
3	365	Middle Name	L	C	20	
4	1	Last Name	L	C	20	
5	795	Name, Suffix	L	C	20	
6	9	Sex	L	C	20	
7	116	Social Security Nbr	L	C	20	
8	7	Date of Birth	L	C	20	
9	11	Current Address	L	C	20	
10	2100	Current Address 2 Supplemental	L	C	20	
11	19	Current City	L	C	20	
12	24	Current State	L	C	20	
13	12	Current Zip Code	L	C	20	
14	17	Phone Number	L	C	20	
15	3144	Patient Email Address	L	C	20	
16	862	First Contact Date	L	C	20	
17	25	Combined Last Contact	L	C	20	
18	56	Medical Record Number	L	C	20	
19						

Heading:

File Name: MERCYHOSPITAL_20170306

☑ Include Column Headers

Reporting Device
- ○ Excel
- ● File Delimited
- ○ File Fixed-Width
- ○ Screen

Field Delimiter: ,   ☑ Include Text Qualifier

Start Time: End Time:

[Run] [New] [Delete] [Save] [Exit]

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STEP 3: Once Redsson has returned a data file in the specified comma delimited layout, please open a CRStar support request. A CRStar support team member will contact you to help set up the import and go over filtering options and other import features, as well as import a test file.
Note: After the initial set up, the user can perform the import without support.

STEP 4: After the CRStar Support Team member has assisted with importing the first Redsson file into your database, use the following directions to import additional files received from Redsson.

1. Go to the System Administration tab, then Data Management, then click the Import tab.
2. Select the data file you wish to import by clicking on UPLOAD FILE and find the file location on your computer.
3. In the Select an Import Option box, click on the drop-down list, select Redsson.
4. Click on Import Data File. A window will appear that displays the completion status of the import file. Once the file is completely imported, a report will display to the screen with the information that was set up in the configuration function for this file type. You may choose to print or download the report to Excel and/or exit the screen when complete.
5. The user can view past imports by clicking the View Past Import button.

Disclaimer: CRStar by Health Catalyst updates the follow-up data fields on an "as is" basis that the program receives from Redsson. We do not guarantee the accuracy or timeliness of the data.

Support Available at www.mycrstar.com

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