Subject: TSB-PID10 Race/PID22 Ethnic Code Defect

CAR Number: N/A

Distribution Scope: WA Internal
 WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: Connex VM 2.0

SW Version: Connex VM 2.0

Summary: A defect has been introduced with EGS in VM 2.0 that PID-10 Race Codes and PID-22 Ethnic Group Codes are not being written to outbound ORU messages.

Issue: WA_EIE_DB’s dbo.sp_EIE_PatientRace_GetRecord and sp_EIE_PatientEthnicGroup_GetRecord stored procedures are not successfully pulling out the Race Code and Ethnic Code details from the Database.

Action: Complete the actions listed in this TSB as needed for any Connex VM 2.0 installation experiencing the issue.

Reference to Standards:
- 21 CFR Part 820, ISO 13485, MPD SOP-0002
- Add additional references as needed.
Procedure:

Complete the following steps:

The issue can be resolved by following steps:

1. Open SQL Server Management Studio with valid login credentials.
2. Open WA_EIE_DB database in the object explorer.
4. Verify the Select query in this stored procedure. It will look like below.

   ```sql
   ALTER PROCEDURE [dbo].[sp_EIE_PatientEthnicGroup_GetRecord]
   -- Add the parameters for the stored procedure here
   @PatientRID Int
   AS
   BEGIN
   -- SET NOCOUNT ON added to prevent extra result sets from
   -- SET NOCOUNT ON;
   -- *********************** FIELD ORDER ***********************
   -- Get Record from PatientEthnicGroup Table
   BEGIN TRY
   SELECT EthnicGroupCode
   FROM [dbo].[PatientEthnicGroup] WHERE RID = @PatientRID;
   END TRY
   BEGIN CATCH
   EXEC [sp_EIE_RaiseDBError] N'[sp_EIE_PatientEthnicGroup_GetRecord]'
   END CATCH
   END
   ```

5. Replace where clause `RID=`@PatientRID with `PatientRID`=@PatientRID in above select statement. (after this replacement it will look like below.)
6. Execute above stored procedure.
7. Open "sp_EIE_PatientRace_GetRecord" stored procedure.
8. Verify the Select query in this stored procedure. It will display like below.

```
ALTER PROCEDURE [dbo].[sp_EIE_PatientRace_GetRecord]
  -- Add the parameters for the stored procedure here
@PatientRID Int
AS
BEGIN
  -- SET NOCOUNT ON added to prevent extra result sets from
  -- this stored procedure.
  SET NOCOUNT ON;
  -- *************** FIELD ORDER ****************
  -- Get Record from PatientRace Table
BEGIN TRY
  SELECT RaceCode
  FROM [dbo].[PatientRace] WHERE RID = @PatientRID;
END TRY
BEGIN CATCH
  EXEC [sp_EIE_RaiseDBError] N'[sp_EIE_PatientRace_GetRecord]'
END CATCH
END
```

9. Replace where clause RID=@PatientRID with
   PatientRID=@PatientRID in above select statement.(after this replacement it will look like below.)
10. Execute above stored procedure.

Quality Documents:

All service centers using SAP to record service transactions: For each monitor serviced, record the service activity in SAP.

All other service centers and Field Service: For each monitor serviced, complete and file a service report and attach to the service DHR. If required, define non-standard service quality documentation requirements.

Notes:
1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

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D* - See SAP DIR for Change number, Approver Name and Date of Approval