Messages for CHADIS Survey Failures

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About

When creating a task for a CHADIS survey, there are scenarios where a user may get a Stenographer (PAM) message if the survey fails to transmit to CHADIS. Users may also be presented with Information window messages when creating a survey task or double-clicking on an already existing task. The messages, meanings, and actions to take on these messages are found below.

Stenographer (PAM) Messages

The Stenographer (PAM) messages are received in the **Unread Portal** tab of the Message Center, where **Messages for Document and Survey Failures** are also found.

Message	Meaning	Action to Fix
CHADIS survey unable to be delivered to CHADIS Technical Error: n/a - Read timed out	Connection issues with CHADIS. This can sometimes happen with spotty wi-fi.	Try again.
CHADIS survey unable to be delivered to CHADIS Technical Error: n/a - com.chadis.web.services.ServiceException: You are not allowed to impersonate this user!	You may be enrolled in CHADIS with conflicting roles.	Contact OP or CHADIS Support to add the appropriate roles to the user.
CHADIS survey unable to be delivered to CHADIS Technical Error: n/a - com.chadis.web.services.IllegalQuestionnaireAccessException: User #### in office #### cannot assign questionnaire # to patient #### because that questionnaire is not accessible to the user in this office.	Questionnaire is not connected to the practice configuration in CHADIS.	Contact CHADIS Support.
CHADIS survey unable to be delivered to CHADIS Technical Error: n/a - questionnaire is not accessible to the user in this office.	Questionnaire is not connected to the practice configuration in CHADIS.	Contact CHADIS Support.
The assigning provider does not have an email address.	You either do not have an email address set up in the Address Book in OP, or there isn't a match to the email on file with CHADIS.	Make sure **Email Address 1 field** in the Address Book matches the email address on file with CHADIS. Contact OP support if additional assistance is needed.

Information Messages

The following Information window messages may be displayed during the workflows listed below.

Workflow	Message	Meaning	Action to Fix
Tasks > New Order button > Survey tab > Select Chadis Survey > Create button *OR* **Encounter Note > Orders button > Survey tab > Create button** *OR* **Well Visit > Plan/Orders button > Survey tab > Create button**	*Cannot select external survey without appropriate credentials.*	• CHADIS Correspondent record was not found in OP • CHADIS Correspondent record is missing a username (SiteID) • CHADIS Correspondent record is missing password	Contact OP Support.
Tracking Screen > Select Tasks button for patient > Double click CHADIS survey task	*The request to CHADIS was sent successfully, but the response received from CHADIS indicates that the following error occurred: This office is not active.*	Practice's account is inactive on the CHADIS end.	Contact CHADIS Support.