

## Outreach Services Module Updated

Outreach is about getting persons with or at-risk for HIV into care. Those persons could be ARIES clients who have fallen out of care, newly diagnosed persons who are not yet in care, or at-risk persons who need to be tested. The ARIES Outreach Services module was released about a year ago, and is described in detail in [The ARIES Advisor](#) for June 2015. Based on your feedback, a number of additions have been made to the module.

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**Agency-Defined Refer To Staff Dropdown:** A client's "ticket" into Outreach Services is a Referral that meets certain conditions (see June 2015 newsletter). If a Referral meets those conditions, a new field called Refer To Staff appears on the Referral screen. From this dropdown, you may select the user to whom the client should be assigned. Previously, only users who were in the Outreach Worker user group were included in this dropdown. Now, any user within your agency may be assigned to this dropdown.

To customize this dropdown, Search for and find your agency, click on the Agency Utilities tab, and then click on the Outreach Referral Staff link. The screen shown below will appear.

The screenshot shows a web interface titled "Outreach Referral Staff for Data Design & Development". It features two columns of text boxes. The left column, labeled "Available Staff", contains the names "Ranck, Dave" and "Paular, Chris". The right column, labeled "Selected Staff", contains "Worker, Outreach 3" and "Worker, Outreach 6". Between the columns are two blue buttons: "Add >" and "< Remove". At the bottom of the interface are two buttons: "Save" (yellow) and "Cancel" (blue).

In the Selected Staff list, you'll see the existing names in this dropdown -- staff within your agency who are in the Outreach Worker user group. To add a name to the dropdown, select the name in the Available Staff list, then click Add. To remove a name, select the name in the Selected Staff list, then click Remove. When finished, click <Save> to save your changes and exit.

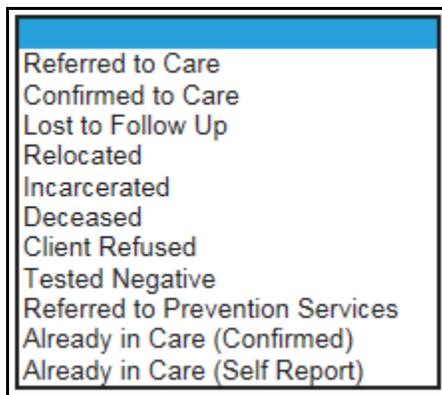
**Additions to the Outreach Services Dashboard:** The Outreach Services Dashboard is shown below (filter headers have been removed to save space). Anonymous clients (ACE) are shown at the top, and known clients (ARIES) are shown at the bottom. Referral Date and Last Service are shown for both ACE and ARIES clients, and now an abbreviation has been added indicating the type of Referral or Service. The abbreviations for services are documented in the [ARIES Service Hierarchy](#), and the abbreviations for Referrals are documented in the [ARIES Needs Assessment Configuration](#). For ARIES clients, if the client was previously an ACE client, and if the ACE record was subsequently linked to the ARIES record, the ACE ID of the anonymous record is now shown. Note that if there are multiple links for an ARIES client, then there will be multiple ACE IDs, as shown in the first ARIES client in the screen below.

ACE Worker Dashboard							
<b>ACE</b>							
ACE ID	Refer Date	Last Service	Outcome Date	Outcome	Staff		
<a href="#">A000A4</a>	4/13/2015	4/13/2015 Outreach			<a href="#">Paular, Chris</a>		
<a href="#">A00073</a>	4/8/2015 OAMC	4/8/2015 Outreach			<a href="#">Ranck, Dave</a>		
<a href="#">A000P3</a>	4/15/2015 Outreach				<a href="#">Paular, Chris</a>		
<a href="#">A000X4</a>	7/7/2015 Outreach				<a href="#">Ranck, Dave</a>		
<a href="#">A00112</a>	7/17/2015 Outreach				<a href="#">Worker, Outreach 3</a>		
<b>ARIES</b>							
Name	ARIES ID	ACE ID	Refer Date	Last Service	Outcome Date	Outcome	Staff
<a href="#">Pen, Blue</a>	<a href="#">100048693</a>	A00053, A001P2	8/10/2016 Outreach	4/7/2015 EIS	8/10/2016	Confirmed to Care	<a href="#">Worker, Outreach 3</a>
<a href="#">Tree, Apple</a>	<a href="#">100077460</a>	A001Q0	8/1/2016 Outreach	8/13/2016 Outreach	8/18/2016	Relocated	<a href="#">Worker, Outreach 3</a>
<a href="#">Kleenex, Box</a>	<a href="#">100050202</a>		7/25/2016 Outreach	5/17/2015 OAMC			<a href="#">Worker, Outreach 3</a>
<a href="#">Balloon, Red</a>	<a href="#">100017888</a>		12/1/2015 Outreach	12/11/2015 Outreach	12/14/2015	Confirmed to Care	<a href="#">Worker, Outreach 3</a>

**ACE Risk Factors:** Multiple requests were received to capture HIV Risk Factors for ACE clients. In this release, a new Risk Factors tab has been added to the edit screens for ACE clients. The screen is identical to the Risk Factor screen for ARIES clients with the exception that the data elements for Primary Risk and Secondary Risk are not shown. As with other ACE data, if you link an ACE client to an ARIES client, the Risk Factors will be transferred from the ACE client to the ARIES client.

**Outreach Referrals:** Once an Outcome and Outcome Date are entered for a Referral, it is considered closed and can't be edited (by most users), making it impossible to see the details of the original Referral. To resolve this, the Referral read-only screen (see below) now includes Outcome Date and a "tablet" icon that provides access to both the Reason text and the Notes text. Hovering over the icon will display the content of those fields. The icon only appears if one of the two fields contains text. In addition, on the Referral edit screen, two new Outcomes have been added: Client Refused and Lost to Follow up. The entire list of Outcomes is shown on the next page.

Referrals					
ACE ID: A000X4					
Referrals <span>New</span>					
Date	Service	Referred to	Target Date	Outcome Date	Outcome
7/7/2015	Ryan White > Outreach Services > Outreach Services			8/17/2015	 Referred to Care Reason: New anonymous client Outcome: Referred to The ABC Clinic



**Outcome Required for Linking:** When linking an ACE client to an ARIES client, if the ACE client has any Referrals that do not yet have Outcomes, you will not be able to complete the link. Simply edit the ACE client, enter Outcomes for all of the Referrals, then perform the linking process again.

**New Outcome Permissions:** Two of the features above require special user permissions. These new user permissions control access to the Refer To Staff agency setup utility and to the new ACE Risk Factors screen. As part of the installation process for this ARIES update, agency management and administrative personnel were granted access to the Refer To Staff setup task, and most users who have access to ARIES Risk Factors were given access to ACE Risk Factors, including all users in the Outreach Worker user group. If you feel your permissions are incorrect or experience errors related to permissions, contact your agency administrator.

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## New Report Looks for Duplicate Clients

The ARIES Client Reports page now contains a report called Duplicate Client Report. This report is intended to help you identify potential duplicate clients within your agency or your county. A sample report is shown below. The first thing you'll notice is that this report looks far different than most other ARIES reports. That's because it was designed using Microsoft's SQL Server Reporting Services (SSRS). These types of reports offer far more design flexibility for the ARIES programmers, and many more export options for ARIES end users. You'll see more of these reports as time goes on.

The top of the screen (with darker background) contains the parameters (filters and match criteria) that will be used to generate the report. The bottom of the screen (with white background) is the report itself. Unlike other ARIES reports, SSRS reports include page breaks, so if your report covers multiple pages, you'll see only one at a time. You can search within the report using the Find feature. There are also icons for refreshing the report or printing it. Saving the results of your report offers *seven* different file types: XML, CSV, PDF, MHTML, Excel, TIFF, or Word! To save your report, click on the dropdown next to the floppy disk icon and select your desired file format.

The criteria for this report can be simple or complex, depending on your reporting needs. At the provider agency level, the only option in the Agency dropdown will be your agency. At the county level, you may use this dropdown to run the report for a single agency by selecting that agency's name, or you may run the report across all of the agencies you manage by selecting your county's agency name.

For importers, this report has the unique ability to search for duplicate clients created via import. In the upper right corner of the criteria section, there is a dropdown for Imported Clients. If this value is set to True, then one or both members of a pair of potential duplicates must have been an imported record. You may further limit the import criteria by using a date range that is applied to the Create Date of the imported client record. If you do not import data into your agency, set the Imported Clients dropdown to False. If you do import clients into your agency and want to run a report to see if a recent import generated any duplicates, set the Imported Clients dropdown to True and enter a Create Date range that covers the date of your most recent import.

The rest of the criteria fields determine how ARIES searches for potential duplicates. Each True/False dropdown lets you decide if clients meeting that criterion should be included in the report. Use caution -- selecting too many search criteria options can result in a very complex report that takes a very long time to run! In the output section of the report, checkboxes will

indicate what criteria you used to perform your search. In addition, the columns of the report that show the numbers 1 through 7 will contain Y/N flags indicating specifically which criteria that pair of clients matches. If one or both of the clients were created via import, the Create Dates will also be shown.

Keep in mind that just because a pair of clients shows up in this report does not definitively identify them as duplicates. That's a determination that only you can make. After generating this report, you will want to examine each pair of clients carefully. If you are certain that they are duplicates, report the clients to whomever merges duplicate clients for your agency. In some cases, local Administrative Agencies (counties) do their own merges, in other cases, merges are done by the ARIES Help Desk. If you're unsure, contact the Help Desk at 866-411-ARIES (2743). Please note that in order to merge a pair of clients, they must have the same Share status, and you'll need to indicate which client's data should be considered most important in the case of conflicts.

Keep in mind that when reporting duplicate clients to your Administrative Agency or to the Help Desk, you must observe all confidentiality rules. Names and birthdates should never be transmitted in an unencrypted email, nor should the URN because it contains identifiable components of the name and birthdate. Even ARIES ID is considered to be Protected Health Information (PHI) by the standards of the Health Insurance Portability and Accountability Act (HIPAA).

Agency: Data Design & Development

Imported Client Created Start Date: 8/15/2016

Same full name but different URNs: False

Full names are the same other than the presence/absence of "junior" or "senior": False

Current residence address -- matching on the first 10 characters of the street address, the entire city and the entire ZIP: False

Clients where the first 10 characters of the URNs match: True

Imported Client (one or both clients in duplicate pair): True View Report

Imported Client Created End Date: 8/23/2016

Transposed elements within date of birth: True

Clients where soundex scores their name as equivalent and date of birth is the same: True

Transposed first and last names: True

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### Duplicate Clients Report

**Match Rules:**

- 1. Same full name but different URNs
- 2. Transposed elements within date of birth
- 3. Full names are the same other than the presence/absence of "junior" or "senior"
- 4. Clients where soundex scores their name as equivalent and date of birth is the same
- 5. Current residence address -- matching on the first 10 characters of the street address, the entire city and the entire ZIP
- 6. Transposed first and last names
- 7. Clients where the first 10 characters of the URNs match

**Filters:**

**Agency:** Data Design & Development

**Imported From:** 08/15/2016

**Is Imported Clients:** True

**Imported To:** 08/23/2016

Last, First, Middle Initial	MMN	Current Gender	DOB	Share Status	ARIES ID	Extended URN	1	2	3	4	5	6	7	Import Date
Balloon, Red A	SI	Female	10/31/1980	Yes	100017888	RDBL1031802ASI	N	N	N	N	N	N	Y	
Balloon, Red	SI	Female	10/31/1980	Yes	100017904	RDBL10318029SI								04/08/2016 07:58:47
Pie, Apple X	CU	Female	01/01/1955	Yes	100017326	APPE0101552XCU	N	N	N	N	N	N	Y	
Pie, Apple Z	CU	Female	01/01/1955	Yes	100017425	APPE0101552ZCU								
Strawberry, Smuckers	PR	Female	02/14/2004	Yes	100001775	SUSR02140429PR	N	N	N	N	N	N	Y	
Strawberry, Smuckers P	PR	Female	02/14/2004	Yes	100001858	SUSR0214042PPR								
Test, Test T	TS	Transgen der MTF	01/01/1970	No	100001213	TSTS0101703TTS	N	N	N	N	N	N	Y	01/22/2016 15:54:09
Test, Test T	TB	Transgen der MTF	01/01/1970	No	100001320	TSTS0101703TTB								04/06/2016 11:45:19

## New Feature Added to Timeliness Reports

ARIES is meant to be used in real-time. Agencies that are unable to enter data in real-time have up to two weeks from the service date to enter the data. "Lag days" are the number of days between the date the service was provided and the date the service was entered into ARIES.

There are two reports available on the Reports>Management page that will allow you to track the lag time between the service date and the data entry date. The Timeliness of Service Entry by Staff report will display the number of services entered by each staff person, and the minimum, maximum and average lag time. The report also displays the median lag days. The median lag days represent the middle number of lag days. In other words, half of the lag days are lower and half of the lag days are higher than the lag day number displayed in the report. The report is ordered by agency and staff name. It also has filters for agency name, contract name, funding source name, primary service, and primary service date. The Timeliness of Service Entry by Agency report displays the number of services entered by each agency, as well as the minimum, maximum, and average lag time. The report also displays the median lag days. The report contains filters for program, funding source name, primary service, and service date.

For more information, refer to ARIES Policy Notice E1 on [Timeliness of Data Entry](#) and E3 on Date of Service posted at [www.projectaries.org](http://www.projectaries.org).

## Update Highlights

**Obsolete Reports Removed:** Older versions of the Ryan White Services Report (RSR) prior to 2015 have been removed from ARIES. All versions of the older Ryan White Data Report (RDR) have also been removed.

**Site Address added to ReportExport:** When using the Site table in ReportExport, the site's address and related contact information are now available for ad hoc reports.

**Agency Emulation in ReportExport:** Users at the Administrative Agency (county) level may now emulate a single agency when designing reports in ReportExport. This can be especially useful when running a quick ad hoc report, especially one that you don't want to save. Agency Emulation is more reliable than filtering on a single agency name, and allows you to see a report exactly the way an agency would if its users ran the report themselves.

**Non-User to Active User:** A staff person in the Non-User user group may now be moved to any other user group. However, the task requires special permissions. If you have a Non-User who needs to become an active ARIES user, contact the Help Desk.

## New Drugs Added to ART Dropdown

Many users have been contacting the Help Desk, asking about some new Antiretroviral Therapy (ART) drugs that were approved by the FDA over the past few months. The ART Drugs dropdown list has now been updated with those new drugs. Please note, however, that three of these new drugs (e.g., Descovy) are updated versions of previously released drugs. Because we use the drug classification methodology established by the Health Resources and Services Administration (HRSA), any brand name drugs with the same generic components have the same HRSA drug code. The table below shows the new ART Drug list, and the three highlighted rows are the drugs where the same code is assigned to two different brand names of the drug. When you add one of these multi-drug codes to a client's ART Medications, if you wish to differentiate between the two drugs, use the free-form Dosage field. See next page.

Code	Brand	Generic
d05538	Aptivus	tipranavir
d05847	Atripla	tenofovir DF/emtricitabine/efavirenz
d07897	cobicistat	cobicistat
d04219	Combivir	lamivudine-zidovudine
d03985	Crixivan	indinavir
d05352	Descovy, Truvada	emtricitabine-tenofovir
d07776	Edurant	rilpivirine
d07898	elvitegravir	elvitegravir
d04884	Emtriva	emtricitabine
d03858	Epivir	lamivudine
d05354	Epzicom	abacavir-lamivudine
d08340	Evotaz	atazanavir-cobicistat
d04853	Fuzeon	enfuvirtide
d07899	Genvoya, Stribild	cobicistat/elvitegravir/emtricitabine/tenofovir
d07076	Intelence	etravirine
d03860	Invirase	saguinavir
d07048	Isentress	raltegravir
d04717	Kaletra	lopinavir-ritonavir
d04901	Lexiva	fosamprenavir
d03984	Norvir	ritonavir
d07796	Odefsey, Complera	emtricitabine/rilpivirine/tenofovir
d08305	Prezcobix	cobicistat-darunavir
d05825	Prezista	darunavir, TMC-114
d04119	Rescriptor	delavirdine
d00034	Retrovir	AZT, ZDV, zidovudine
d04882	Reyataz	atazanavir
d06852	Selzentry	maraviroc
d04355	Sustiva	efavirenz
d08117	Tivicay	dolutegravir
d08284	Triumeq	abacavir/dolutegravir/lamivudine
d04727	Trizivir	abacavir/lamivudine/zidovudine
d00078	Videx	ddl, idanosine, deoxyinosine
d04118	Viracept	nelfinavir
d04029	Viramune	nevirapine
d04774	Viread	tenofovir
d03773	Zerit	stavudine
d04376	Ziagen	abacavir

## IE10 No Longer Supported

As of September 12, 2016, you will no longer be able to access ARIES using Internet Explorer 10 (IE10) or earlier. Microsoft has stopped supporting these earlier browsers, and the ARIES team can no longer guarantee the safety or performance of ARIES when using these browsers. If you are currently using IE10 or earlier, you'll get a warning message between now and September 12th urging you to upgrade. As of September 12th, you will **not be able to log in** if you are using IE 10 or earlier. Please work with your IT department to upgrade to IE11. ARIES now also supports the current versions of Edge and Chrome. More information is available on page 12 of the January 2016 edition of [The ARIES Advisor](#).