

## 2017 LHCSA Statistical Report Frequently Asked Questions

Q: Our Agency was not open in 2017 – do we need to submit a report?

A: If your agency was newly opened in 2018, you must complete and submit a portion of the 2017 LHCSA Statistical Report to register the agency with the Department of Health. You must fill out the contact information on form LSR1 Agency Information Form and fill out form LSR10 Registration Form entirely.

Q: I do not have access to the 2017 LHCSA Statistical Report on the Healthcare Financial Data Gateway. What can I do?

A: Only the people that were in the Administrator role on the Health Commerce System as of the first week of August were given access to the Healthcare Financial Data Gateway to download the software and the report. If you are in the Administrator role and you are unable to access the Gateway, please send an email to [hcstatrpts@health.ny.gov](mailto:hcstatrpts@health.ny.gov). If you are not in the Administrator role on the Health Commerce system – you should discuss with your administrator what they would like to do in regard to giving you access to the report.

Q: I've downloaded the Report Manager software, but I get an error message when I try to install it on to my computer. What can I do?

A: You may not have the privileges needed to install software on to your computer. You may need to contact your IT Department and have them install the software on to your computer. Please note that the Report Manager software requires Windows 7 or later operating system.

Q. How can multiple people enter data into a LHCSA Statistical Report?

A. You may want to have different people fill out different parts of the LHCSA Statistical Report. For example, you want someone from your fiscal unit fill out the cost and revenue sections, someone from human resources fill out the staffing and workforce sections and someone else enter the patient and service data.

This can be done in different ways, but care must be exercised so that only one person is entering data into a report at a time. If more than one person enters data into a report at the same time, only the changes made by the last person to save their copy of the report will be retained.

The simplest way is to install the application on a single computer and have people use that computer to enter data into a report stored on the computer. This enforces the requirement that only one person enter data at a time. This method is not very convenient and does not scale well.

A more complex architecture is to install the application on the computers of everyone who will be entering data. The application and report can be downloaded once, stored on a file server or

flash drive, and then installed from the server or flash drive onto the computers of all the people who will be entering data.

One person should then create and save the initial instance of the report for a license. The default location for this file (which has an extension of .pnp) will be in the My Documents\UDCS folder of the person who created the report. A copy of this file can then be placed on a file server where it can be accessed by those who have had the application installed on their computer.

Only one person should enter data into the report at a time. **If more than one person enters data into a report at the same time, only the changes made by the last person to save their data will be retained.** Also, everyone must enter data into this one report. Data entered into other copies of this report cannot be merged into this one report and will have to be re-entered.

Alternatively, the initial instance of a LHCSA Statistical Report can be stored on a single flash drive which can be given, in succession, to each person who will be entering data. These people must have the LHCSA Statistical Report application installed on their computers. All people entering data must save it to the same flash drive; there is no way to merge data entered into multiple instances of a LHCSA Statistical Report into a single copy.