5/9/13

CONNECTIONS Clue: Hieroglyphics?

Have you tried to print progress notes or FASPs and gotten "hieroglyphics" where your test should be? Lately there have been reports from the field about unusual looking narratives. Workers describe narrative text displayed as "hieroglyphics" or symbols - and not as letters – when it's printed. But it looks fine in CONNECTIONS.

The solution? This is a printing problem. When the worker's print drivers are uninstalled and reinstalled, the narratives are corrected and text displays correctly in alphanumeric format.