CPMS 2.0 Frequently Asked Questions – MIGRATION

V2.0.3

This document centralises the collection of frequent asked questions related to the data migrated from CPMS to CPMS 2.0 and the provision of appropriate answers.

The official list of frequent asked questions with answers will be issued periodically by DG SANTE, after closing all pending work in progress.

Send usage and technical questions to SANTE-ERN-CPMS-ITSUPPORT@ec.europa.eu

Send business and policy questions to SANTE-ERN@ec.europa.eu

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Migration of USERS

In this chapter we collect the most frequent questions about the data migrated to CPMS 2.0.

1. Information about my thematic areas is not correct in My account. It says "to specify" instead of showing the thematic areas I indicated in CPMS.

Your thematic and sub-thematic areas were not migrated because the data quality in the current system was not consistent. Many users had selected "ALL" areas, which was not helpful.

To improve this, the "Clinical Focus" field now says "to specify," encouraging you to update this information when you first log in to the CPMS 2.0. This ensures accurate and relevant data in your profile.

However, the thematic areas associated with panels were migrated, as this information is relevant for each patient.

[20.11.2024]

2. Information about my profession is not correct in My account. It says, "I am an Other, treating..." instead of showing the profession I indicated in CPMS.

The professional details you have entered in the current system (in ERN preferences) are migrated in the field "Profession" if there is a correspondence with one of the professions from the list of professions available in CPMS 2.0.

In particular, the profession is a free text field in the current system while, in CPMS 2.0, this is a list of predefined values (e.g. radiologist). If your profession did not match with the list of values for the field Profession, the system displays "Other" in the field Profession. You find the value you entered in CPMS for the profession displayed at the end of field "Clinical focus". You may edit your profession and select amongst the profession values proposed.

[19.12.2024]

3. Can I update my ERN preferences in the current CPMS after my ERN migrates?

The users were migrated only once for each ERN. Therefore, if you have updated user's data in the current CPMS after the users' migration, you will need to do it also in CPMS 2.0 for the same users.

[20.11.2024]

4. Why do I see the "(number)@migrated.com" for some users in my ERN?

As ERN Administrator or Helpdesk, you may see the accounts of the users in your ERN. In that case, you may see an email address like (number)@migrated.com. This is a placeholder created during data migration. When the user will log in for the first time, it will automatically update to the actual email address from EU Login.

The secondary email of each user (where the notifications are received) is editable and it may be updated to an address different from the EU Login email.

[20.11.2024]

5. Why are users with the "Researcher" role missing in CPMS 2.0?

The few users with only the "Researcher" role were not migrated because CPMS 2.0 does not have a corresponding role.

[20.11.2024]

6. Can new users still be created in the current CPMS until the patients' data is migrated?

As a rule, new users cannot be created in the current CPMS after the users of that ERN have been migrated to CPMS 2.0.

New users should request access to CPMS 2.0. Access requests will be reviewed by the ERN admin of the relevant ERN. ERN admins can also create new users directly in CPMS 2.0 if needed.

In exceptional circumstances, if a user needs to be added to the current CPMS after the users of that ERN have been migrated to CPMS 2.0, please contact DG SANTE Support. This request will be analysed on a case-by-case basis and will require the user to also request access to CPMS 2.0 as the new users will not be migrated afterwards.

[20.11.2024]

7. Why can't I see migrated users in the "Requests" menu?

As ERN Administrator or Helpdesk, you can see the accounts of the users in your ERN. The "Requests" section contains the list of new users who have requested access to CPMS 2.0. Migrated users appear directly in the "Active" tab of the "Manage Users" section as they do not require approval.

[20.11.2024]

8. Which role are "Helpdesk" users from the current system expected to have in CPMS 2.0?

It depends which role these users had: HCP panel manager and/or ERN panel manager.

- Users with role HCP panel manager are migrated as ERN clinician + assistant role of all the clinicians of their HCP. This means that they have the same permissions as ERN clinicians (they can enrol a patient, be invited as participant to a patient discussion…). With the assistant capability, they can act on behalf of all the clinicians of their HCP.
- Users with role ERN panel manager are migrated as "Helpdesk" in CPMS 2.0. As helpdesk, they have permissions that allow them to support clinicians in their tasks, but they cannot enrol patients.

[11.12.2024]

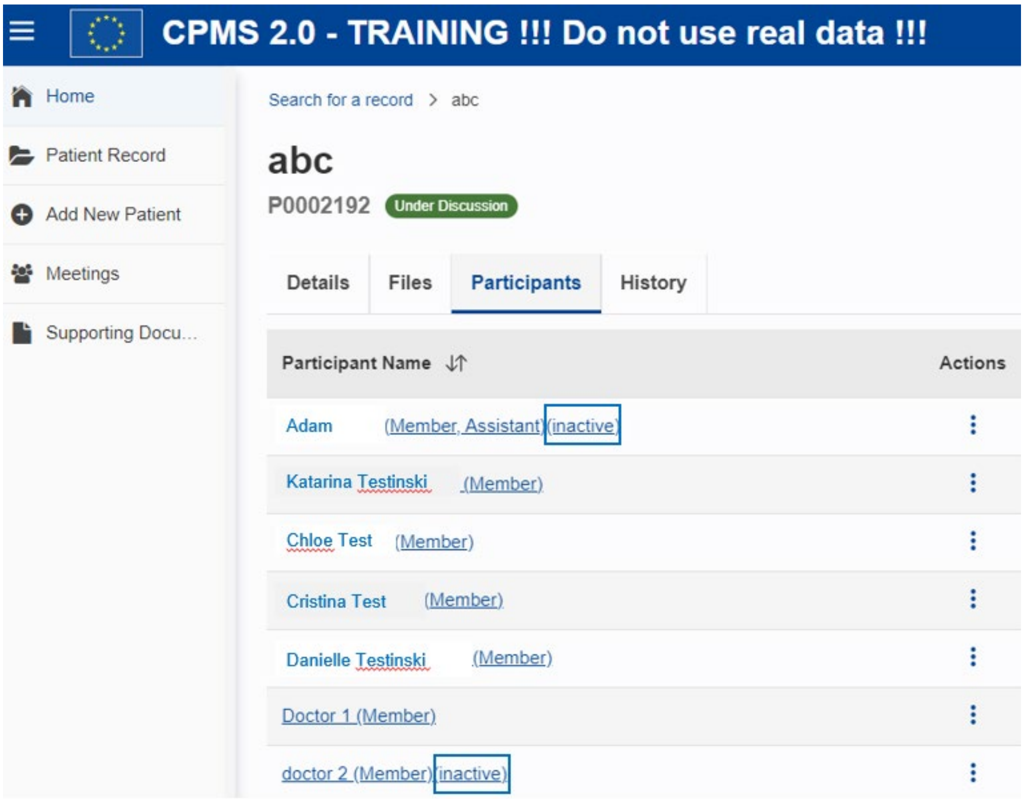
9. My account is indicated as assistant for all clinicians at our HCP, is this expected?

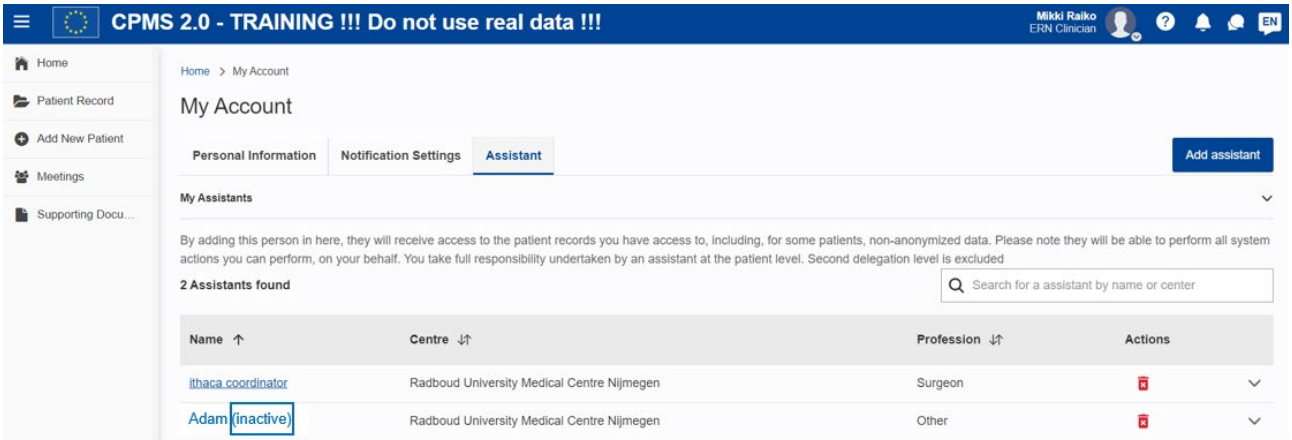
Yes, if your role in CPMS was HCP panel manager, you have been migrated in CPMS 2.0 with the role of ERN clinician + Assistant for all the users from your HCP.

[11.12.2024]

10. Some users are indicated as (inactive) participants of a discussion or in the list of assistants. Is this a bug? And do inactive users receive notifications?

This is working as expected. As from the moment a user is "inactive", the user does not have access anymore to CPMS 2.0 and does not receive notifications (except the one notifying that user has been deactivated). This user will not appear anymore in the search results. It will therefore not be possible to add this user as a participant of a patient record or as stand-in in the tab “assistant”. If this user was assisting clinicians, was participant of patient records or of a meeting, this user will still appear as such, then the name will be ending with “inactive”. This is illustrated by the below screenshot.





In case this user is reactivated later, this behaviour ensures that the user recover the same permissions as before deactivation. This will avoid that a clinician must manually add again the user as participant, stand-in or other if a user was deactivated by error or only temporarily. See also answer to a question 8: Which role are “Helpdesk” users from the current system expected to have in CPMS 2.0?.

[11.12.2024]

11. Non-ERN clinicians have no country indicated in “My account”, is this a bug?

“Non-ERN clinicians” are migrated with no country information as this information is not known from the current CPMS. This field is therefore left blank.

Non-ERN clinicians can edit the field “working country” when connecting for the first time. The ERN admin can also edit the field “working country” for them.

[11.12.2024]

12. Some users are created as “limited non-ERN clinicians” and cannot enrol a patient while being member of an ERN

It is possible that due to the different timing of users' migration chosen by ERNs, some users were migrated as “limited non-ERN clinicians” only, without the ERN clinician role, not having the possibility to create a patient yet. This was the case for clinicians which ERN was not migrated yet, but which were invited to participate to panels of an ERN that had already migrated. They will therefore have to wait that the ERN they are member of is migrating users. When the users of the ERN the clinicians are member of will be migrated, the role of “clinician” will be added to their profile, and they will have the same permissions as clinicians.

[11.12.2024]

Migration of PATIENTS

13. What are the guidelines for patient discussions during the transition period?

To ensure a smooth transition, the following guidelines have been shared:

- Continue existing patient discussions in the current CPMS (which remains fully functional until the migration of existing patients) and close the panels upon completion of the discussion
- Enrol all new patients, including those from Ukrainian hospitals, exclusively in CPMS 2.0
- Conduct all discussions for new patients in CPMS 2.0
- Do not add new users to the current CPMS; grant them access only in CPMS 2.0

[16.12.2024]

14. Until when is CPMS accessible to users to continue the discussion on ongoing panels?

The current CPMS remains fully accessible allowing the ERNs to continue the discussions on existing patients. Once the patients of an ERN are migrated, the current CPMS continues to be available in read-only mode for that ERN until the system is disconnected at the end of January 2025.

[16.12.2024]

15. How were panels/patients migrated per status?

- Patients with no panels in CPMS were migrated as patient with discussion status “No discussion” in CPMS 2.0
- Patients having panels in status open, panel selection, data completion, assessment, outcome, sign-off; were migrated as a patient with discussion status “Under discussion” in CPMS 2.0. If a patient had several panels in one of those statuses, the latest one was migrated with the status “Under discussion” while the previous ones were migrated with status “Discussed”
- Patients having panels in status closed, archived, aborted; were migrated as a patient with discussion status “Discussed” in CPMS 2.0

[16.12.2024]

16. How do I find in CPMS 2.0 the patients I had enrolled and the panels I was leading or participating in CPMS?

You find your patients and the panels you were leading, or you were involved in as participant in the menu “Patient records”. The concept of panel does not exist in CPMS 2.0. In CPMS 2.0 you have “patients” and “patient discussions”. By design, there is only one discussion open (“under discussion”) at a given moment in CPMS 2.0. The concept of panel is translated into “patient discussion”.

In the menu “Patient record”, you can view the list of patients you have enrolled or for which you have been involved. If you wish to view your own patients, you can switch the toggle “View my patients only”.

[16.12.2024]

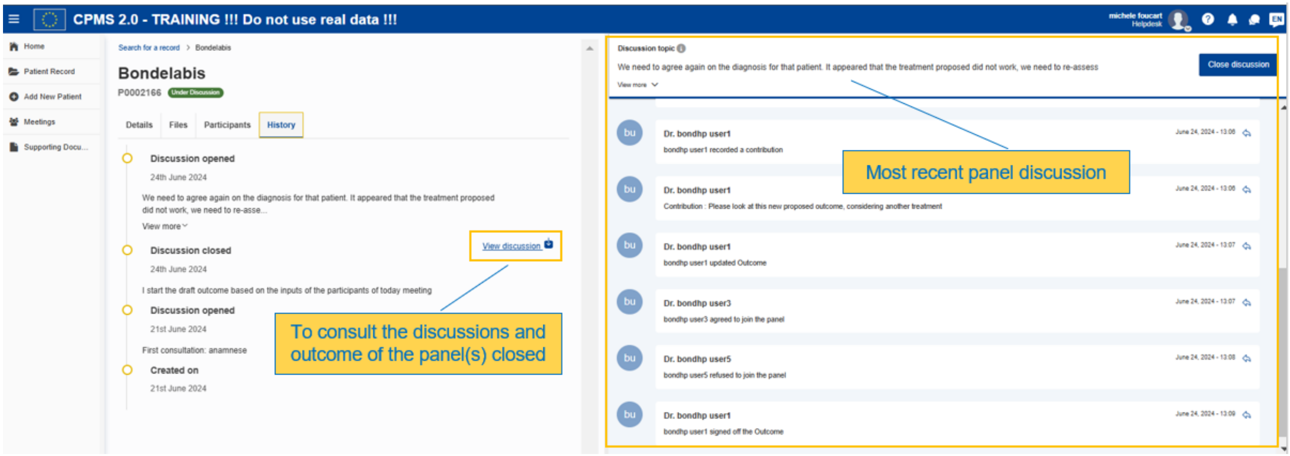
17. In the current CPMS, I had more than one panel for the same patient. How was this information migrated to CPMS 2.0? How can I access to all panels' details?

CPMS 2.0 is designed to have only one discussion ongoing at a time per patient. If in CPMS there were more than one discussion in status open and/or signed-off for the same patient, the system will automatically close the older panels to display the most recent discussion.

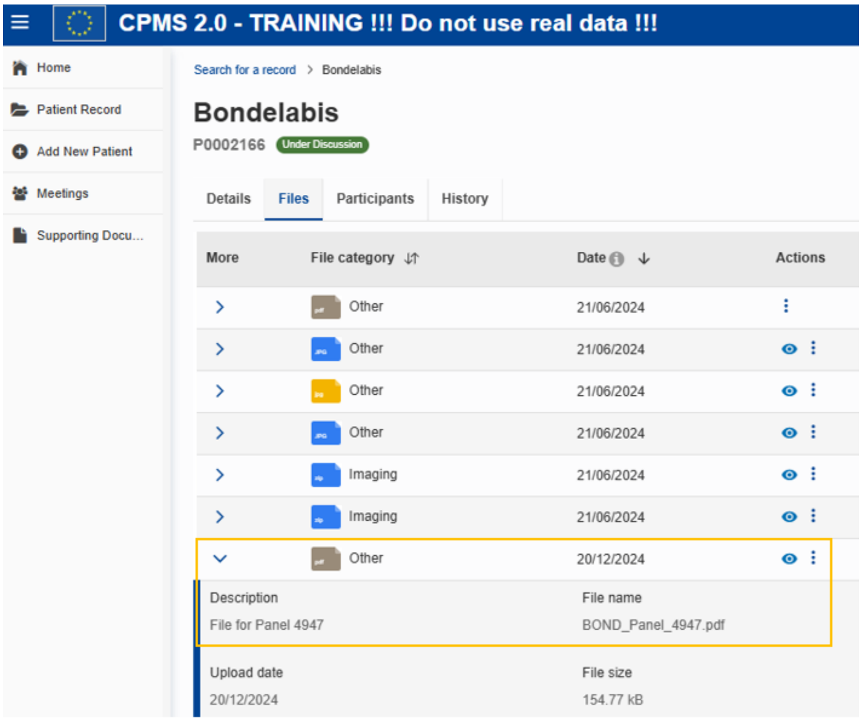
- Please note that ALL panel information is migrated. Also, the information of the closed panels. Information about closed panels is available from the patient records' details, in the tab history.

In the case of several panels for a same patient, please note:

- The nickname of the Patient record is the "pseudo" information that was indicated in the consultation form of the most recent panel
- The discussion topic and related comments displayed on the right part of the screen correspond to the most recent panel. You can access to the past discussion's details from the tab "history".



- The panels thematic areas are added to the patient record, to the maximum limit of 3 thematic areas. If this limit is reached, CPMS 2.0 displays the thematic areas related to the most recent panels.
- All panel participants (having accepted the panel in CPMS) are displayed in the list of participants. If participants were not the same for all the panels of the patient, they will ALL appear as participant.
    - All files attached to the different panels are present in the tab "files" of the patient.
    - The patient files (panel attachments and discussion messages attachments) are also available in the patient record's files.
    - The consultation form of the panels is also available as PDF attachments of the related patient record. The panel id is indicated in the file name and description.
        - The consultation form contains all the information that had been inputted in the current CPMS.

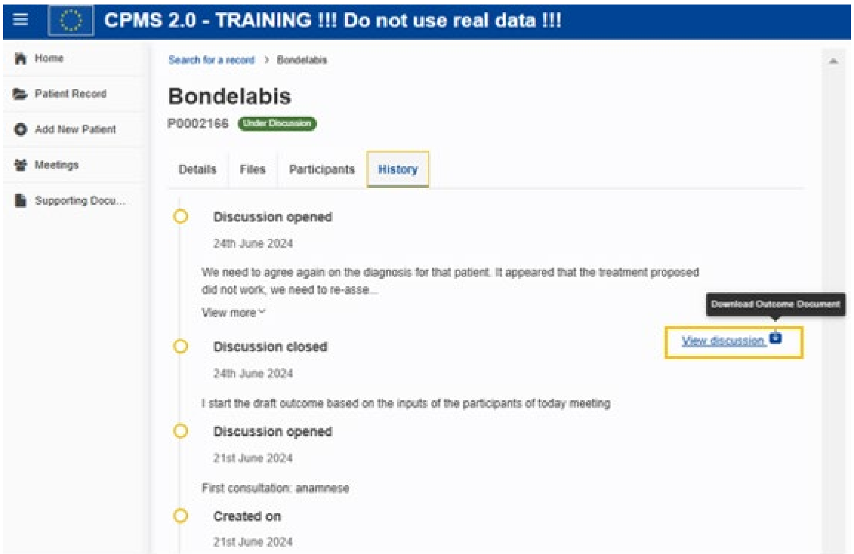


If there were written contributions to the panel (messages, tasks or contributions), these are also available from the discussion's details. If the panel was still open when migrated, the information will be consultable from the discussion details displayed on the right when accessing the patient record's details. If the panel was closed when migrated, this information is available from the tab "history" of the patient record. By clicking on the hyperlink "view discussion" you have access to all discussion details, past contributions and to the information filled in the outcome section of the panel. If the panel was not closed at the time of the migration, it won't be possible to download the outcome from the history. In that case and if there were information filled in the section "outcome" of CPMS, you can consult the outcome information by clicking on the button "close discussion". A pop-up window will be displayed and the content of the outcome field from CPMS will be displayed as proposed closing comment.

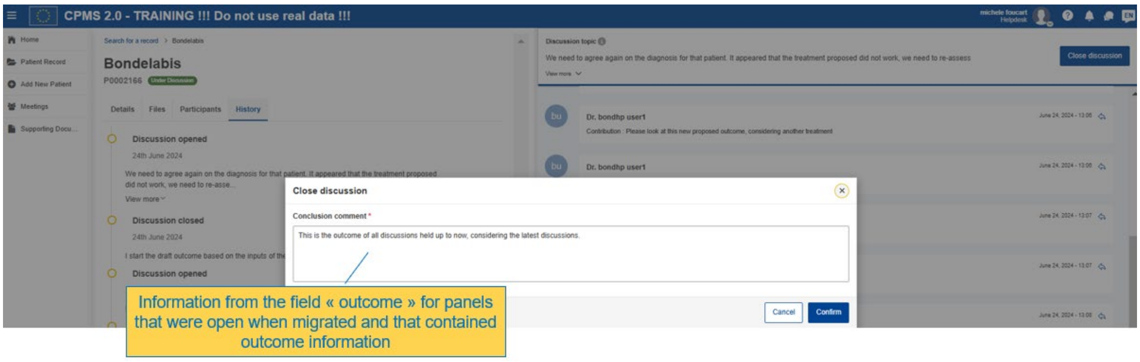
[16.12.2024]

18. Where do I consult the outcome of migrated panels?

For panels that were closed when migrated, you find the outcome information in the patient record, tab history. Look for the entry of the closed discussion that you're interested in and click on the "Download" icon. This button is located next to the relevant closed discussion entry as illustrated here after. Note that only the lead of the patient (or assistant of the lead) can download the outcome document.



For panels that were still open when migrated, there is no outcome document yet. It will be generated when the discussion is closed. The information from the outcome section will be visible when pressing the button “Close” discussion. A pop-up window will be displayed and the content of the outcome field from CPMS will be displayed as proposed closing comment.



The user can decide to close the discussion with the migrated outcome information migrated or change the conclusion. The user can also cancel the action in order to continue the discussion.

As an important note:For migrated panels, the information of the section “outcome” from the current CPMS is generated with CPMS2.0 template and underlying rules. In CPMS 2.0, the outcome document only displays participants having contributed to the discussion. This means that only the participants having added a contribution such as a message, a task, an attachment, are displayed as participants in the PDF generated. Also, CPMS 2.0 is compliant to GDPR and only displays user’s name if the users provided their consent using the system. This means that at the time that patients were migrated, many users would eventually not have connected yet to CPMS 2.0, giving the consent. As long as these users do not provide their consent, their names won’t be displayed in the outcome document. To the exception of the user who closed the panel, which name will be present at the bottom of the outcome document.

[16.12.2024]

19. To what information from CPMS does correspond the information from the "Discussion topic" in CPMS 2.0?

The "Discussion topic" in CPMS 2.0 corresponds to the information indicated in field "Consultation request description" from CPMS.

[17.12.2024]

20. Does the system control that patient's nicknames are unique, even with migrated patients?

Yes. When patients are migrated from CPMS and CPMS 2.0 the system controls that the nickname is not already used. If it is used, then the patient record id is displayed as nickname.

[16.12.2024]

21. How are migrated transferred patients and transferred panels?

Transferred patients are migrated twice: a patient is created with the related discussion in the ERN of origin of the patient and in the ERN where the patient has been forwarded to. Ideally the discussions related to the transferred patients shall be deleted from the ERN of origin so that only one patient is kept in the patient record of the ERN where the patient has been transferred. The related discussion at both side (ERN of origin of the discussion and ERN where patient has been transferred) contain all the migrated information (patient details, attachments…)

[19.12.2024]

Migration of MEETINGS

22. Are meetings migrated?

Only past meetings were migrated. You can find past meetings in the menu "Meetings" in the tab "Completed".

Recurrent meetings were migrated as regular meeting. You can find them in the menu "Meetings" in the tab "Completed".

Proposed meetings were migrated as "cancelled", as this functionality does not exist in CPMS 2.0. You can find them in the menu "Meetings" in the tab "Completed", with the status "cancelled".

[11.12.2024]