

# Case Validation Troubleshooting Guide

Problem: Case Validation and the EHR do not match  
 Example: **Intraop Medications**  
 (same process applies to notes/physiologic/lab values)

Start: Double check timeframe of question (seen in grey bar above question) against the timeframe you are looking at in the EHR. Is the medication outside of specified window?

Medication is outside of window that question considers and will not appear in Case Validation. The extract is working correctly

Open Case Viewer. Case Viewer and Case Validation come from the same source (MPOG Database) and should match

Do Case Viewer and Case Validation match?

Contact MPOG Technical Team. Include all relevant screenshots. Do not include PHI

Does the medication appear in Case Validation/Case Viewer, but not in the EHR?

Does the medication appear in the EHR but not in Case Validation/Case Viewer?

Open variable/medication in question in Case Viewer by clicking the blue hyperlinked text. Check mapping (bottom of yellow pane)

Adjust mappings as appropriate

Mark question as "no" as applicable in Case Validation. Use 'comment' section to note that mappings were updated

Check "Table View" in Case Viewer for the "Uncategorized" tables. Is the variable in one of the uncategorized tables?

Use Variable Mapper to map the variable found in the Uncategorized Tables appropriately

Check Variable Mapper for the EHR variable missing. Is it excluded or mapped inappropriately?

Unexclude and/or map as appropriate

If EHR variable is not in Case Viewer/Case Validation/Variable Mapper but appears in the EHR, contact your local technical team with details. The variable may not be included in the extract. The extract may need to be changed.

After handoff runs (likely overnight), check same case tomorrow to see if the medication issue was resolved

