



## Resolution Guide

### Valida shows no patient or patient in EMIS and Valida do not match

<b>Title</b>	Resolution Guide for Valida showing no patient or incorrect patient name
<b>Status</b>	Final
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<b>Approval Sign-off (For formal issue) <i>For completion by Review Panel</i></b>			
<b>Approver</b>	<b>Organisation / Role</b>	<b>Signature</b>	<b>Date</b>
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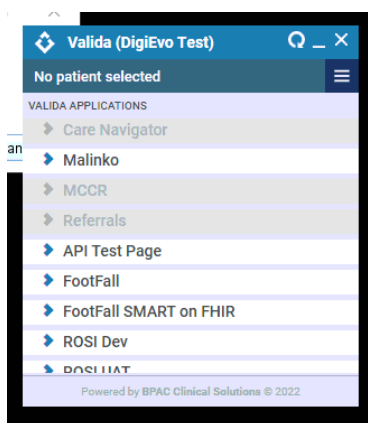
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## Problem Overview

User has opened EMIS and selected a patient or the user has opened the Valida Client and logged in.

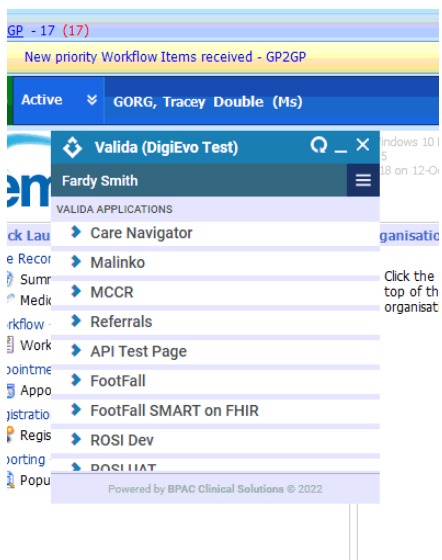
The Valida client (after refreshing) shows either:

- a. No patient selected:



Illustrations from the Valida Test Environment. Your application tiles will differ.

- b. OR a different patient shows in the Valida Client:



## Cause

There is another Windows session still running on the machine. The other user has locked their Windows session, but EMIS is still running in that session with either no patient selected or a (different) patient selected (Fardy Smith selected in the example above).

This is a recognised issue with the EMIS APIs and there is no technical solution that can be implemented.

## Resolution

If you use a machine that is shared by multiple users, please:

Confirm the first patient that you have open in EMIS matches the patient open in Valida.

If they do not match or Valida shows no patient selected, you have two options:

- 1 Restart the machine and restart EMIS and Valida.
2. Ask the other user to close all instances of EMIS and the Valida Client running in their Windows session. You will then need to restart the Valida Client in your Windows session.

