

Frequently Asked Questions about the Primary Care Plan Summary Database

1. When I select my Facility UID on the Primary Care Plan Summary form, the allocation is wrong or I get a message that says, "Do not use this database."

You are using the old database. The old database file name begins with 2005-B. The latest database file name begins with 2005-C. You can download the latest version from the DCH web site.

2. How do I download the database? How do I know if I have Access 97 or 2000?

Read the System Requirements and Download Instructions on the web site.

3. When I try to download the database, the only option I get is "save". What should I do?

- If you use Firefox, install the OpenDownload extension at <http://mozmonkey.com/opendownload/#install> and skip the remaining steps. This extension will allow you to select "open" instead of "save". You may need to get your tech support staff to assist you with installing the OpenDownload extension.
- If you do not use Firefox or if you prefer not to install the Firefox extension, click the link again to install the database. This time, go ahead and select "save" and click OK.
- When the Save dialog box appears, write down the name of the setup file for future reference.
- Specify the Desktop as the Save-In location.
- Click the Save or OK button.
- Find the setup file on your desktop (the file name may begin with several numbers) and double-click it.
- The database will be unzipped to the DCH folder on the C drive.
- **Important:** After you close the database, *delete* the desktop icon. You must start Microsoft Access to open the database. Check the System Requirements and Download Instructions on the web site for further information.

4. Why do I get an "unrecognized data format" error or "compilation errors during conversion" error when the database opens?

You downloaded the wrong version of the database. See the System Requirements and Download Instructions on the web site for information about how to determine which version of Access is on your computer. If you have Access 97, download the Access 97 version of the database. If you have Access 2000 or a later version, download the Access 2000 version.

5. I have Access 2003. Every time I open the database, I get a series of security warning messages. Once the database is open, some operations will not work. What should I do?

This happens because the default security in Access 2003 is too restrictive for most Access applications. To check which version of Access you have, see the Instructions for Downloading and Installing Access Surveys on the DCH web site. Follow the instructions below to resolve the problem. You may need to get your tech support staff to assist you:

- Exit Access.
- Install the Jet 4.0 Service Pack 8. To download the service pack, follow this link: [Jet 4](#). Select the appropriate download for your version of Windows and follow the instructions provided.
- Start Access but do not open the database. Select Tools, Macros, Security from the menu and set the security level to Low. You will be asked if you want Access to evaluate unsafe expressions. Answer "Yes". This procedure sets the security level back to what it was in earlier versions of Access.
- Exit Access and restart it. Open the database and you should be able to proceed normally.

6. Can I move the database from C:\DCH to another location?

Yes, the database(s) can be moved from C:\DCH to another location on your computer or organization's network by simply copying and then pasting the file with the MDB extension. The database does not have to be in C:\DCH for its features to work. However, you should NOT move or rename the C:\DCH folder or the Pkzip.exe file.

7. Can I rename the database?

Yes

8. I'm responsible for entering data for two hospitals. Can projects for both hospitals be entered in the same file?

No. You must enter the projects for each hospital in a separate copy of the database. Before you enter any data, go to the C:\DCH folder and copy the file with the MDB extension. If you have already entered data for one hospital in the database, go to the C:\DCH folder and rename the database file (it has an MDB extension). Then download another copy of the file from the web site (if you download without renaming the file, the new database will **overwrite** your existing database). Go to the C:\DCH folder and make as many copies of the new file as needed.

9. How do I delete a row in the Service Area sub-form?

Delete a row by clicking in the gray area to the left and pressing the delete key. Answer "Yes" to the prompt.

10. One of my projects is not pre-approved and I am submitting a separate primary care plan for this project. Do I still have to enter the project in the database?

Yes. All projects must be entered in the database. If a separate primary care plan is required for a project, the database entries for the project should represent a summary of the information in the full plan.

11. What if I don't have enough space to enter information in some of the fields?

Some fields were limited by design.

12. What do I do if the formula at the bottom of the form does not show the correct Total ICTF Budget or the correct Difference?

Click the Recalculate button. If the total is still incorrect, check the amount entered in Item 15 for all projects.

13. Can my total ICTF budget be more than the ICTF obligation for my hospital?

Yes

14. I have only one project. I got an error message on the signature form, but when I go back to the main form, why is it blank? The data I entered has disappeared.

The original project you entered is still there, but you are looking at a new record. If you entered anything on this new record, it needs to be deleted since you only have one project. Press Escape twice to see if that clears the new record. If not, click the Delete Project button. If you still don't see your first project, click the left arrow button on the navigation bar in the lower left corner of the screen.

15. I've entered all of my projects and I've completed the signature page. How do I save my work?

Your entries are automatically saved when you close a form. You can also click on the Save Record button on the button bar to save your work.

16. When I closed my database and reopened it, my entries were missing. What happened?

You may have entered data on one copy of the database and then opened a different copy. Try to locate the database where you entered the data. It should be listed on the dialog box that pops up when you start Access. Also, see the previous question.

17. I've finished entering projects and I've completed the signature form. What do I do now?

To submit your database, use the "Create Zip File for Emailing" button on the Opening Screen. Click the button and follow the on-screen instructions.

18. I clicked on the "Create Zip File for Emailing" button and followed the on-screen instructions. How do I know if the message was sent? Will I get an automated response to confirm that you received by message?

Open your email program and check the Sent Items box. There is no automated confirmation.

19. The "Create Zip File for Emailing" button did not work. How do I email the database?

Create a new email message in your email program. Click on the attachments button (usually a paper clip). Specify the directory location, C:\DCH. Highlight the file with an MDB extension and press the Enter key. Send the message to pcplan@dch.state.ga.us.

20. I tried to email the database using the instructions in the previous answer, but my email system does not allow attachments with an MDB extension. What do I do now?

Rename the file before you send it. Change the MDB extension to MDX.

21. I revised the database and now I need to email it again. What do I do?

If you revised the database, you must click the “Create Zip File for Emailing” button again in order to update the zip file before resending it.