



Varian Document Service 
User Guide **ARIA® Oncology Information System**



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Abstract	The <i>Varian Document Service User Guide</i> provides user assistance and procedures for use of the Varian Document Service software. This document is the English-language original.
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Contents

CHAPTER 1 VARIAN DOCUMENT SERVICE USER GUIDE	7
Introduction	7
Parameters	7
Intended Audience	7
Configuration	8
Environment	8
Installation Process	8
Hosting	9
Security Considerations	9
Controlling Access	10
Users of ARIA© Practice Management	10
Users of ARIA© MedOncology	11
Application Programming Interface (API)	12
Overview	12
Text Formats and Encoding	13
Authentication	13
Error Handling	14
Ping [GET]	15
PingWithAuthentication [GET]	16
Document [POST]	17
Client Libraries	33
Glossary	34
Abbreviations	34
Definitions	36
CHAPTER 2 CONTACTING VARIAN CUSTOMER SUPPORT	37
Get Online Customer Support	37
E-Mailing Varian	38
Ordering Documents by Phone	38

Introduction

The Varian Document Service is an application programming interface (API) that can be used to import and retrieve Patient Documents from the ARIA[®] oncology information system (OIS). It runs as a web service, hosted by Microsoft Internet Information Services (IIS), and it is designed to handle requests originating from customized, in-house software.

This reference guide contains detailed information on how to use the Varian Document Service software application. This user guide assumes that Varian Document Service is installed and configured. To work effectively with Varian Document Service you should have a basic understanding of computers and of working within a Windows environment.

Parameters

The parameters specified in the Document Import Service API (Application Programming Interface) are subject to change at Varian's discretion. Please be aware that any changes to the parameters of the API might require changes to any application that utilizes this Document Service.

Intended Audience

This user guide is intended for those who interface with ARIA programmatically: hospital and clinical programmers, IT personnel, and third-party vendors, who integrate software with ARIA.

Configuration

Environment

The Varian Document Service is designed to run in an environment where either ARIA[®] Practice Management 11.0 or ARIA[®] MedOncology 11.0 is configured. It can also function under hybrid environments where both of these solutions are installed in a configuration known as ARIA[®] Comprehensive Cancer Solutions (CCS).

Installation Process

Refer to the *100061926-01 Varian Document Service—Installation Instructions and Configuration Guide* for detailed instructions on the installation of this service. This document also contains a list of hardware and software requirements that are needed in order to host this service.

Hosting

The Document Service must be hosted on an instance of IIS installed on a server running Windows Server version 2003 or later. The server that hosts the Document Service will typically be the same machine that hosts the Varian File Server, but this is by no means a requirement.

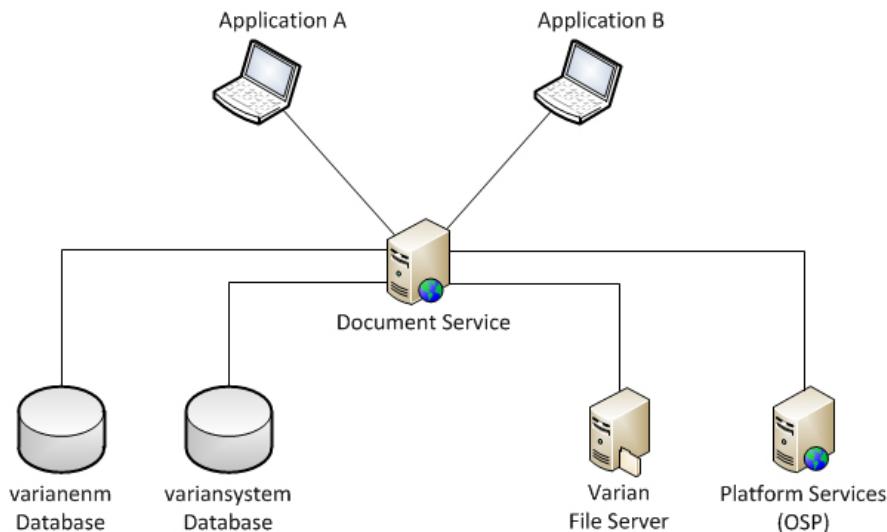


Figure 1 Configuration of the Document Service and Its Dependencies

Security Considerations

The Document Services exposes a web service interface over IIS. It uses HTTPS for all communications, which is simply the HTTP protocol layered on top of the secure SSL/TLS protocol. The SSL/TLS protocol provides transport-level encryption between client and server in order to prevent eavesdropping. In addition, the SSL/TLS protocol requires a server certificate which can be used by clients to confirm the identity of the server to which they are communicating.

By default the Varian Document Service will be installed with a **self-signed** certificate. This means that client applications will not be able to confirm the server's identity via a third party certification authority. Within most organizations the encryption, coupled with a secure local area network (LAN), will provide sufficient protection for this service. However, if your organization requires an additional level

of security the client certificate can always be installed onto machines accessing this service, or a new security certificate from a trusted, local certification authority server can be created and associated with the Document Service's HTTPS binding in IIS.



Note: This service is intended to be hosted within an organization's firewall. Varian recommends that this web service never be exposed directly to the internet, as this may violate certain healthcare or privacy laws in your area.

Controlling Access

Users of ARIA[©] Practice Management

Access to this service is restricted to ARIA[©] Practice Management users who belong to the System Administrator group. Users who do not belong to this user group will not be able to access this service.

To add a new user to this group:

1. click on Start -> All Programs -> Varian Tools -> Platform Portal on a machine where ARIA Practice Management is installed.
2. Log in as an administrator.
3. Click on the Security dropdown and then select the Users item.
4. Click **Add User** and create a new user, making sure to set the group to System Administrator before clicking **OK**.
5. Click the Save button beneath the list of users to save this new user.

The screenshot shows the Varian Oncology Systems Platform Server interface. The top navigation bar includes links for Home, Administrative Services, Security, System Configuration, Clinical Data Setup, and Resource Management. On the left, there's a sidebar titled 'Users Options' with links for Display Users, Import UserGroups, and Password Policy. The main content area is titled 'Display Users' and contains a form for 'New User Details'. The 'Group' dropdown menu is open, showing 'System Administrator' as the selected option, which is highlighted with a red box. Other fields in the form include 'User ID', 'User Name', 'Password', 'Retype Password', 'Language', and several checkboxes for account settings like 'User must change password at next logon', 'User cannot change password', 'Password never expires', 'Account is disabled', and 'Emergency Access'. At the bottom of the form are 'Ok' and 'Cancel' buttons.

Figure 2 Creating a New ARIA Practice Management User with Access to the Document Service

Users of ARIA[®] MedOncology

Access to this service is also allowed for certain ARIA[®] MedOncology users. These users must belong to a user group having the *Document Web Service* access right set for the institution to which they belong (this refers to the user's login institution -- the Institution that is pre-populated whenever they log in to ARIA[®] MedOncology).

To create a new user with access to this service:

1. Log in to ARIA[®] Security.
2. Click the **User Group** icon and then select which group should be allowed access to the Document Service.
3. Click the **Modify** button and either select an existing instance of the *ARIA Interface* application or create a new one in an institution of your choosing.
4. Check off Document Web Service in the list on the right and click **OK**.

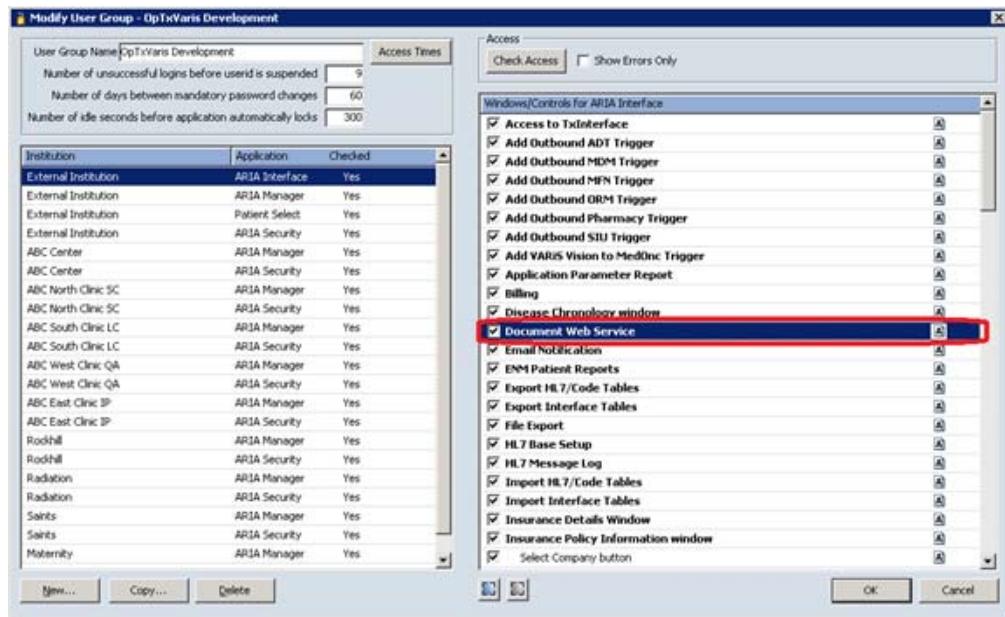


Figure 3 Allowing Access to the Document Service

5. Click on the **User** icon, then **New...**
6. Click **Cancel** to close the provider search window, and then enter details for the new user.
7. Set the User Group and the “from” institution to the combination that was used earlier in the User Group window.
8. Click **OK**.

Application Programming Interface (API)

Overview

The Document Service exposes a web service interface using the Representational State Transfer (REST) approach. This is an interface design pattern where resources, such as Patient Documents, correspond directly to URL addresses and HTTP methods (e.g., GET for document, DELETE for a document, POST for a new document, etc.).

The following methods are available to users of this service:

URL	HTTP METHOD	DESCRIPTION
https://<server>:<port>/DocumentService/		
Ping	GET	Checks if the service is running
PingWithAuthentication	GET	Checks if the service is running and also logs in with the credentials provided in order to check whether they are valid.
{patientId}/Document	POST	Inserts a patient document into ARIA
{patientId}/Document/{patientVisitId}/{visitNoteId}	GET	Gets a patient document by ID.
{patientId}/Documents	GET	Returns a list of document ids that are stored in the patient's file.
Search	POST	Returns a list of document ids that match the criteria specified.

Table 1 Methods Exposed by the API

Each of these methods is explained in detail in later sections.

Text Formats and Encoding

Please note that all text in HTTP requests and responses (including any JSON objects that are sent to or returned by this service) must use the **UTF-8** encoding. Binary data such as document files must always be encoded as a **base64** string before being stored into a JSON object. Additionally, all URL parameters, as noted in the sections below, will need to be encoded as **base64** strings.

Authentication

In order to access this service (except when calling the Ping method) a valid user id and password must be provided. These values are to be included in the Authentication header of the HTTP request.

If an ARIA[©] Practice Management user is used to log onto the service then both their user id and password will be required. These values will be combined into a string, separated by TAB character, and encoded as a **base64** string into the Authorization header:

```
<user id>\t<password>
```

For ARIA[©] Practice Management users the Authentication header should also include the user's "from" institution, as well as the user id and password:

```
<user id>\t<from inst. id>\t<password>
```

If this Authorization header is not provided, or if the user and password combination are not correct, then an HTTP status code of 401 "Not Authorized" will be returned. Additionally, if the wrong password is entered three times in a row within a five minute interval for any particular user, then that user will be locked out for the next five minutes. This is done to prevent brute force attacks.

Error Handling

The following HTTP responses will indicate that an error occurred while processing a request.

Authentication Failure

The user could not be authenticated, they were locked out, or they do not have sufficient rights. The caller will need to check the userid and password combination (including the "login inst id" value at ARIA MedOncology sites) or wait for the lockout interval to expire.

Status Code	401 (Unauthorized)
Headers	Content-Type: application/json; charset=utf-8
Body	{ "ErrorCode": "<error code>", "ErrorMessage": "<error message>" }

Invalid Request

Indicates that a parameter or some other aspect of the request was found to be invalid.

Status Code	400 (Bad Request)
Headers	Content-Type: application/json; charset=utf-8
Body	{ "ErrorCode": "<error code>", "ErrorMessage": "<error message>", "ParameterName": "<name of parameter with problem"> }

Application Error

Indicates a configuration problem or that some other internal error has occurred on the server. The caller should check the logs under the C:\VMSOS\Log\Application\DocumentService folder on the server for details of what went wrong. Note that details about the exception will never be included with the response (for security reasons).

Status Code	500 (Internal Server Error)
Headers	Content-Type: application/json; charset=utf-8
Body	None

Ping [GET]

Checks the service to see whether it is running. Returns a ping response along with a status code of 200 if the service is running.

URL Format

~/DocumentService/Ping [GET]

Request

HTTP Method	GET
Headers	None

Response

Status Code	200 (OK)
Headers	Content-Type: application/json; charset=utf-8
Body	{ "Success": "true" }

PingWithAuthentication [GET]

Gets a ping response in order to check whether the service is running and also whether the credentials provided in the header are valid. Returns a status code of 200 if the service is running and the credentials are correct. Returns a status of 401 if the credentials are not valid or the user is not authorized to access the service.

URL Format

~/DocumentService/PingWithAuthentication [GET]

Request

HTTP Method	GET
Headers	Authorization: <OSP username>\t<OSP password> [encoded as a Base64 string]

Response

Status Code	200 (OK)
Headers	Content-Type: application/json; charset=utf-8
Body	{ "Success": "true" }

Document [POST]

Inserts a new document into ARIA under the specified patient's file.
Accepts a JSON string containing the file and the associated metadata.
Returns a JSON string with the id of the new document.

URL Format

`~/DocumentService/{patientId}/Document [POST]`

URL Parameters

patientId	<p>Specifies which patient's file should contain the inserted document. The value must be Base64 encoded (since it is part of the URL).</p> <p>The following formats are supported:</p> <p><i>#id1</i></p> <p>A “#” character followed by the Id1 value of the patient.</p> <p>The Id1 portion must be between 1 and 25 characters long.</p> <p>Case-sensitive.</p> <p><i>\$pt_id</i></p> <p>A “\$” character followed by the pt_id value of the patient in the varianenm database.</p> <p>The pt_id portion must be between 1 and 20 characters long.</p> <p>Case-sensitive.</p> <p><i>~patientSer</i></p> <p>A “\$” character followed by the PatientSer value of the patient in the variantsystem database.</p> <p>The PatientSer portion must be all digits and form a valid integer.</p>
------------------	--

Request

HTTP Method	POST
Headers	Content-Type: application/json; charset=utf-8 Authorization: <OSP username>\t<OSP password> [encoded as a Base64 string]
Body	<p>See the section below entitled <i>Request's JSON Parameters</i> for details on the parameters that can be specified. Some are required and will result in an error if they are not specified, others are optional.</p> <p>The JSON string that is sent with the request should look like this:</p> <pre>{ "BinaryContent": "<binary content as base64 string>" "FileFormat": "PDF", "DateOfService" : "2013-07-19T18:45:15" ... }</pre>

Response

Status Code	200 (OK)
Headers	Content-Type: application/json; charset=utf-8
Body	<p>The response will contain a JSON object with the new document id. It will look something like the following:</p> <pre>{ "PtId": "20000002", "PtVisitId": 1 "PtVisitNoteId": 100 }</pre> <p>Please see the section below entitled <i>Response's JSON Parameters</i> for a description of each parameter.</p>

Request's JSON Parameters

FileFormat	
Value	The format of the document file that is being inserted.
Default	None
Required?	Yes
Validation	Must be either: TXT, DOC, DOCX, RTF, BMP, GIF, JPG, PNG, TIF, XML, or PDF Not case-sensitive

BinaryContent

Value	The binary document file, encoded as a Base64 string. Please note that plain text documents should be encoded into UTF8 bytes before being converted to the Base64 string.
Default	None
Required?	Yes
Validation	The file contents must match the file format specified in the FileFormat parameter.

DateOfService

Value	Date that the service recorded by the document was performed
Default	None
Required?	Yes
Validation	Must be in the format <i>yyyy-MM-ddTHH:mm:ss</i> (eg. 2010-07-19T18:45:15) The “T” is case-sensitive. Min: 1753-01-01T00:00:00, Max: 9999-12-31T23:59:59

UserId	
Value	The id of the user who is adding the document to the system.
Default	The user who was authenticated with the web service. (Please note that for ARIA [®] Practice Management the OSP user may not have a corresponding user in the ENM database, in which case an error would be returned.)
Required?	No
Validation	<p>The user must be active.</p> <p>The following formats are supported:</p> <p>\$userid The userid portion must be between 1 and 10 characters and corresponds to a userid value from the varianenm database. Must match exactly one row in the <i>userid</i> table. If more than one row matches, an error will be returned (could only occur at older CCS sites). Case-sensitive.</p> <p>\$userid@inst_id The userid portion must be between 1 and 10 characters and corresponds to a userid value from the varianenm database. The inst_id portion must be between 1 and 30 characters and corresponds to the inst_id value of the user's row in the <i>userid</i> table. Must match exactly one row in the <i>userid</i> table.</p> <p>~userid The userid portion must be between 1 and 16 characters and corresponds to an OSP User Id value as defined in the variantsystem database and Platform Portal. Must match exactly one row in the variantsystem database's <i>AppUser</i> table.</p> <p>The <i>AppUser</i> row must have a corresponding row in the varianenm database's <i>userid</i> table.</p>

IsMedOncDocument	
Value	Whether or not to store RTF, XML, and TXT documents in the table row (as opposed onto the File Server). This should only be used for MO documents.
Default	False
Required?	No
Validation	<p>Must be either <i>True</i> or <i>False</i></p> <p>Not case-sensitive</p>
PatientVisitId	
Value	Applicable only to MedOnc or CCS sites. Contains the id of a patient visit which was supposed to be occurring when the document was entered.
Default	The patient's earliest visit on the Date of Service. If one does not exist, then a visit will be created on that date.
Required?	No
Validation	<p>Must be between 1 and 10 characters</p> <p>Must contain only digits, be a valid integer that is greater than 0</p> <p>Must correspond to a row in the pt_visit table in ENM for the patient. Also, the date specified in the DateOfService parameter must match the date of this pt_visit row, otherwise an error will be raised.</p>

InstitutionId	
Value	The id of the institution where the patient was located at the time that this document was created. This primarily affects MedOnc and CCS sites, as it is used to create the patient's visit, although it also affects the default value which could be selected by the DocumentType parameter.
Default	The id of the patient's current hospital (as set on the Registration tab in Patient Manager)
Required?	No
Validation	<p>Must be between 1 and 30 characters long. Case-sensitive.</p> <p>The value must correspond to the id of an institution from the <i>inst</i> table in the ENM database.</p> <p>The institution must be active.</p>

AuthoredById	
Value	ID of the user who authored the document
Default	The value of the UserId parameter.
Required?	No
Validation	See the UserId field above for details on how this field is validated.

EnteredByUserId

Value	ID of the user who entered the document
Default	The value of the UserId parameter.
Required?	No
Validation	See the UserId field above for details on how this field is validated.

SupervisedByUserId

Value	Id of the user who will eventually approve this document
Default	Patient's primary oncologist, otherwise the value of the UserId parameter
Required?	No
Validation	See the UserId field above for details on how this field is validated.

SignedByUserId

Value	Id of the user who signed the document
Default	The value of the UserId parameter.
Required?	No
Validation	See the UserId field above for details on how this field is validated.

IsSigned	
Value	Whether or not the document is signed (by the user specified in the SignedByUserId parameter)
Default	False
Required?	No
Validation	Must be either <i>True</i> or <i>False</i> Not case-sensitive

ApprovedById	
Value	ID of the user who authored the document
Default	The value of the UserId parameter.
Required?	No
Validation	See the UserId field above for details on how this field is validated.

IsApproved	
Value	Whether or not the document is approved (by the user specified in the ApprovedByUserId parameter)
Default	False
Required?	No
Validation	Must be either <i>True</i> or <i>False</i> Not case-sensitive

IsMarkedAsError

Value	Whether or not to mark the document as an error
Default	False
Required?	No
Validation	Must be either <i>True</i> or <i>False</i> Not case-sensitive

DateEntered

Value	Date and time of document entry
Default	Current date and time
Required?	No
Validation	Must be in the format <i>yyyy-MM-ddTHH:mm:ss</i> (eg. 2010-07-19T18:45:15) The “T” is case-sensitive. Min: 1753-01-01T00:00:00, Max: 9999-12-31T23:59:59

DateSigned

Value	Date and time of document signing
Default	Null, or current date and time if IsSigned is set
Required?	No
Validation	Must be in the format <i>yyyy-MM-ddTHH:mm:ss</i> (eg. 2010-07-19T18:45:15) The “T” is case-sensitive. Min: 1753-01-01T00:00:00, Max: 9999-12-31T23:59:59

DateApproved	
Value	Date and time of document approval
Default	Null, or current date and time if IsApproved is set
Required?	No
Validation	<p>Must be in the format yyyy-MM-ddTHH:mm:ss (eg. 2010-07-19T18:45:15)</p> <p>The “T” is case-sensitive.</p> <p>Min: 1753-01-01T00:00:00, Max: 9999-12-31T23:59:59</p>

DocumentType	
Value	The ID or the name of a document type
Default	Arbitrarily selects the first document type available in the institution identified by the InstitutionId parameter; if there are none then it arbitrarily selects the first document type; an error occurs if there are no document types at all.
Required?	No
Validation	<p>Must be between 1 and 40 characters</p> <p>Case insensitive</p> <p>If the value begins with a “#” character it will be considered an id. If a document type is not found with this id, or if the value does not begin with a “#” character, then it will be considered a name. If a document type is not found with this name, then an error will be returned.</p>

AccountNumber	
Value	The number of an active account associated with the patient.
Default	If the option “Default Patient Account Linked to Patient Document” is set in Data Administration for the hospital specified in the InstitutionId parameter, then the same logic that is used to populate the account number on a new document will be used to select a default patient account. Otherwise, the default value will be <i>none</i> .

Required?	No
Validation	<p>The behavior depends upon the AccountNumberOption.</p> <p>SearchByAccountNumber:</p> <p>Must be between 1 and 20 characters.</p> <p>If a billing account for this patient is not found with this number, then an error will be returned.</p> <p>If more than one account matches the same account number, then an error will be returned.</p> <p>Case sensitive</p> <p>SearchByAccountNumberTakeClosest:</p> <p>Must be between 1 and 20 characters.</p> <p>If a billing account for this patient is not found with this number, then an error will be returned.</p> <p>If more than one account matches the same account number, then the one active during the date of service will be selected. If there are still multiple accounts matching, then the one with the earliest Start Date/Time will be selected. If none of the accounts are active during the date of service, then the one with the latest Start Date/Time will be selected.</p> <p>Case sensitive</p> <p>SearchByAccountSerialNumber:</p> <p>Must be between 1 and 19 characters.</p> <p>Must be all digits, a valid integer, and greater than 0.</p> <p>If a billing account for this patient is not found with this serial number, then an error will be returned.</p>

AccountNumberOption	
Value	Specifies how to search for account numbers. You can search either based on the account number or the internal account serial number. When searching by the account number you can specify how to handle the case where multiple accounts match the same account number.
Default	SearchByAccountNumber
Required?	No
Validation	<p>Must be one of the following values:</p> <p>SearchByAccountNumber</p> <p>SearchByAccountNumberTakeClosest</p> <p>SearchByAccountSerialNumber</p> <p>Not case-sensistive.</p>

TemplateName	
Value	The secondary type of this document (just a string)
Default	Null
Required?	No
Validation	Must be between 0 and 50 characters.

PreviewText	
Value	The preview text associated with this document.
Default	Null, unless the FileType is Text or RTF, in which case it will default to the first 255 characters of text in the document.
Required?	No
Validation	Must be between 0 and 255 characters.

IsCompleted	
Value	Whether or not to mark the document as completed
Default	True
Required?	No
Validation	<p>Must be either <i>True</i> or <i>False</i></p> <p>Not case-sensitive</p>

AllowToFallback	
Value	<p>An array of parameter names can be specified. This will affect the behavior of these items. If the value specified in the metadata item is invalid for any reason then the default parameters will be used instead.</p> <p>For example, if the following were specified:</p> <pre>{ "DocumentType": "Consult Note", "SupervisedByUserId: "\$1", "AllowToFallback": ["DocumentType", "SupervisedByUserId"] }</pre> <p>This would mean that if a document type of “Consult Note” were not found, a default note type would be selected. Likewise for the SupervisedbyUserId item, if the user with id 1 is not found then the value from the UserId item (which is the default) will be used instead.</p> <p>Note that parsing errors can still occur, so if the SupervisedByUserId item contained a string with a 100 characters, it would still return an error saying that the parameter's value is too long, even if this fallback option is set.</p>

Default	None
Required?	No
Validation	<p>Can only contain the following metadata item names:</p> <ul style="list-style-type: none"> DocumentType AccountNumber ApprovedById SignedById SupervisedById EnteredById AuthoredById PatientVisitId UserId <p>Not case-sensitive</p>

PatientFirstName	
Value	The first name of the patient specified by the PatientId parameter. This can be used as a precautionary check, in order to ensure that documents are inserted into the correct patient file.
Default	None
Required?	No
Validation	<p>If specified, the value must match the first name of the patient specified in the PatientId parameter, otherwise an error will be returned.</p> <p>Must be between 1 and 30 characters.</p> <p>Comparison is not case-sensitive.</p>

PatientLastName	
Value	The last name of the patient specified by the PatientId parameter. This can be used as a precautionary check, in order to ensure that documents are inserted into the correct patient file.
Default	None
Required?	No
Validation	If specified, the value must match the last name of the patient specified in the PatientId parameter, otherwise an error will be returned. Must be between 1 and 30 characters. Comparison is not case-sensitive.

Response's JSON Parameters

PtId	
Value	The varianem patient id value of the patient whose file this document belongs to. This forms part of the document's unique, multi-part identifier.
Format	String

PtVisitId	
Value	Contains the id of a patient visit which was occurring when the document was entered. This forms part of the document's unique, multi-part identifier.
Format	Integer

PtVisitNoteId	
Value	Contains the id of the document (not unique across patients). This forms part of the document's unique, multi-part identifier.
Format	Integer

Client Libraries

Two types of client libraries can be installed along with the Document Service. These libraries are designed to be integrated into customized in-house solutions which access the Document Service.

.NET Library

One of the clients for the web service is provided as a standard .NET dynamically linked library (DLL). This DLL, *VMS.ARIA.DocumentService.WebService.WebClient.dll*, and its dependencies are located under the following installation folder:

```
<installation directory>\Client\.\.NET Library
```

To use this library in a custom .NET application you will need to add references to the three DLLs in this folder into your .NET solution. A sample C# code file is provided under the *Samples* subfolder which shows how this library can be used.

Command-Line Tool

A command-line executable is also provided which can perform the same functions as the .NET Library when called from a batch file or another script. The executable is located under the following installation folder:

```
<installation directory>\Client\Command-line Tool
```

A text file called *Readme.txt* is situated in this folder and explains the tool in more detail. The general workflow is that connection details and a method, such as Ping, Insert, or Search are specified as command-line arguments to the tool. Depending upon the 'method' selected, an additional parameter file and a document may also be required. The parameters file is simply a text file containing a JSON object with the method's parameters. Please see the readme file for some examples of how these parameter files look.

Glossary

Abbreviations

Abbreviation	Explanation
BMP	Bitmap; an image file format
CCS	ARIA© Comprehensive Cancer Solutions
DLL	Dynamically Linked Library; a shared code library that can be used by Windows applications.
DOC	Microsoft Word document format
DOCX	Newer (XML) Microsoft Word document format
ENM	Refers to the varianenm database.
FDD	Feature Design & Description
GIF	Graphics Interchange Format; an image file format
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
JPEG	A lossy, compressed image file format
JSON	JavaScript Object Notation
MO	Medical Oncology; typically used to refer to ARIA© MedOncology
PDF	Portable Document Format
PNG	Portable Network Graphics; an image file format
PRD	Product Requirement Document
REST	Representation State Transfer (interface)
RO	Radiation Oncology; typically used to refer to ARIA© Practice Management

Abbreviation	Explanation
RTF	Rich text format
SOAP	Simple Object Access Protocol
SSL/TLS	SSL stands for Secure Sockets Layer and TLS stands for Transport Layer Security. SSL/TLS is a hybrid mode where the version which is used is negotiated for each connection based upon the highest level that the client supports.
SyDD	System Design Description
SyRS	System Requirement Specification
TIFF	Tagged Image File Format; an image file format
TXT	Text document format
URL	Uniform Resource Locator
UTF-8	UCS Transformation Format - 8-bit; a binary encoding format for text
XML	Extensible Markup Language; a flexible format for storing arbitrary data as text

Definitions

Term	Definition
ARIA MO	ARIA© MedOncology suite of applications
ARIA PM	ARIA© Practice Management suite of applications
CCS	ARIA© Comprehensive Cancer Solutions. A solution offered by Varian which involves both the ARIA PM and MedOnc suite of applications. The applications are configured to use the same varianenm database.
JSON	JavaScript Object Notation; a data interchange format that is somewhat like XML, only much more compact.
MedOnc	Abbreviation for ARIA MO (see above)
RadOnc	Abbreviation for ARIA PM (see above)
REST Service	A web service interface where the URL path describes in large part what resource is being requested or modified. Standard HTTP methods such as GET, POST, PUT, or DELETE are used to modify the resources.
varianenm	Refers to the varianenm database, used by both ARIA PM and ARIA MO
variansystem	Refers to the variansystem database, used by ARIA PM

Chapter 2 Contacting Varian Customer Support

Varian Customer Support is available on the internet, by e-mail, and by telephone. Support services are available without charge during the initial warranty period.

The my.varian.com website provides contact information, product documentation, and other resources for all Varian products.

Get Online Customer Support

You can browse the my.varian.com site without having a Varian account or logging in. However, you must have a Varian account to get online customer support and to access product information for products at your institution or clinic.

1. Go to <http://my.varian.com>.
2. Click **Contact Us** at the top of the window to display customer support and training options, and international e-mail addresses and telephone numbers.
3. Choose an option:
 - If you do not already have an account, click **Create New Account** and follow the instructions.
Establishing an account may take a few days.
 - If you have an account, go to the next step.
4. Enter your user name and password.
5. Browse the information and then click the link that corresponds to what you want to do:
 - Fill out and submit a support request.
 - Find documents.

Online documents in PDF format include customer technical bulletins (CTBs,) manuals, and customer release notes (CRNs).

- Send an e-mail to Varian support.
You can browse for international e-mail addresses and telephone numbers by geographic area, and for oncology-specific contacts such as for brachytherapy.
- Find parts and services by geographic area.

E-Mailing Varian

Send e-mail inquiries through the my.varian.com website.

Alternatively, you can use a support e-mail address that corresponds to your location or interest:

Location	E-mail Address
North America	support-americas@varian.com
Latin America	soporte.al@varian.com
Europe	support-emea@varian.com
Australia and New Zealand	support-anz@varian.com
China	support-china@varian.com
Japan	support-japan@varian.com
South East Asia	support-sea@varian.com
Brachytherapy Systems	brachyhelp@varian.com

Ordering Documents by Phone

You can order documents by phone by calling Varian Medical Systems support.

Location	Telephone Number
North America	+ 1 888 827 4265 (Press 2 for parts)
Global	Call your local Varian office.