



CRStar Insights

Redsson Lost to Follow-up Import Instructions

Redsson is an external vendor that helps locate patients who have been lost to follow-up for 15 months or longer. Once identified, these cases are provided in a file that can be imported into CRStar to update follow-up records. An active contract with Redsson is required before submitting a support ticket to CRStar.

The following steps outline how to select patients in CRStar for submission to Redsson, along with instructions for importing the returned file once received.

Step 1: Creating a Population to Send to Redsson

In CRStar, select the population of cases that are “lost”. Click on the Reporting tab, Select a Population, then enter the criteria as seen in the example below.

Item Nbr	Item Description	Relation	Data Values	Logic
1	147	<>	00,	And
2	31	<=	5,	And
3	27	=	1,	And
4	25	<=	06/01/2018	And
5	862	>=	01/1/2008	And

Combined Last Contact = Today's Date - 15 months

Date of First Contact = First Day of Reference Year

Step 2: Creating a List Pop to Send to Redsson

Supply Redsson with the cases that need to be updated in a comma-delimited file. This can be done by using Adhoc List for a Population. The fields listed in the example below are REQUIRED and the ONLY fields to be included in the report.

1. Click the Reporting tab, Adhoc tab, List Pop tab and create a file for the population selected in Step 1, as shown below.
2. Redsson requests the file name be in a specific format:

YOURFACILITYNAME_YYYYMMDD

In the example, we've entered CRSTARHospital_20250710 into the File Name.

3. Select "Include Column Headers". Choose "File Delimited" for the Reporting Device and set the delimiter as a comma. Be sure to check the option to "Include Text Qualifiers."
4. Click Run and save the file to your computer.

Population Label: LOST TO FU REDSSON

Report Label: REDSSON EXPORT Created By: Sherri Requested On: 11/15/2023

Item Nbr	Item Description	B/S/L	C/D	Display Length	Limiting Values
1 794	Name, Prefix	L	C	20	
2 20	First Name	L	C	20	
3 365	Middle Name	L	C	20	
4 1	Last Name	L	C	20	
5 795	Name, Suffix	L	C	20	
6 9	Sex	L	C	20	
7 116	Social Security Nbr	L	C	20	
8 7	Date of Birth	L	C	20	
9 11	Current Address	L	C	20	
10 2100	Current Address 2 Supplemental	L	C	20	
11 19	Current City	L	C	20	
12 24	Current State	L	C	20	
13 12	Current Zip Code	L	C	20	
14 17	Phone Number	L	C	20	
15 3144	Patient Email Address	L	C	20	
16 862	First Contact Date	L	C	20	
17 25	Combined Last Contact	L	C	20	
18 56	Medical Record Number	L	C	20	

Heading: [] Include Column Headers [checked]

Reporting Device: Excel File Delimited File Fixed-Width

Field Delimiter: [,] Include Text Qualifier [checked]

Start Time: - End Time: -

Run New Delete Save

5. Submit the file to Redsson.

Step 3: Submit a Support Ticket

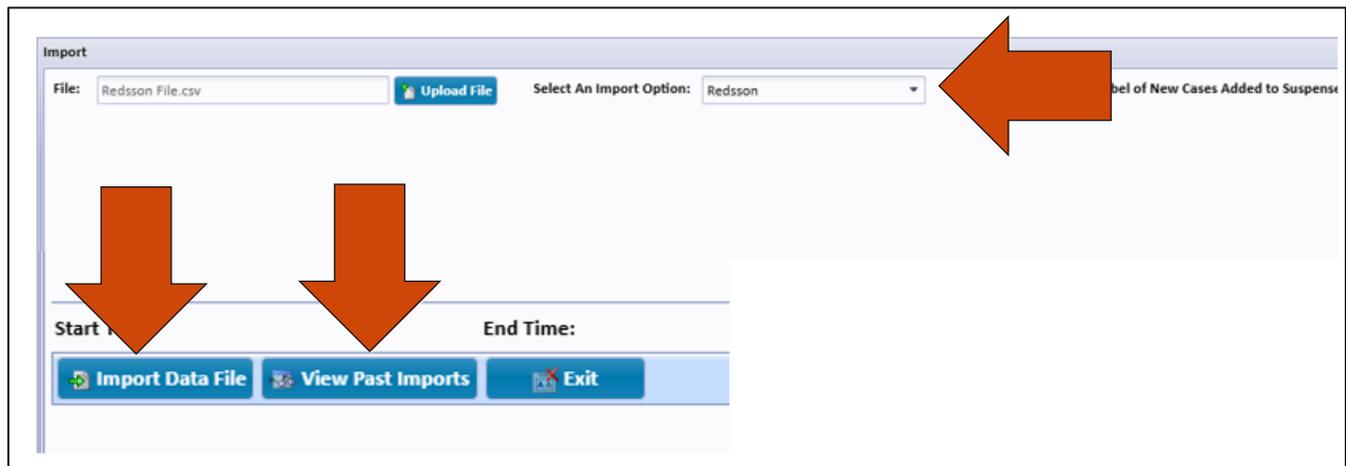
Once Redsson has returned a data file in the specified comma delimited layout, please open a CRStar support ticket. A CRStar team member will contact you to assist you in setting up the import, review filtering options and other import features, and import a test file.

Note: After the initial set up, the user will be able to perform the import without CRStar support.

Step 4: Import Steps for Future Files

After the CRStar Support Team member has assisted you with importing the first Redsson file into your database, use the following directions to import additional files received from Redsson.

1. Go to System Administration tab, then Data Management. Next, click the Import tab.
2. Select the data file you wish to import by clicking on "UPLOAD FILE" and find the file on your computer.
3. In the "Select an Import Option" box, click on the drop-down list and select Redsson.
4. Click on Import Data File. A window will appear that displays the completion status of the import file. Once the file is completely imported, a report will display to the screen with the information that was set up in the configuration function for this file type. You may choose to print or download the report to Excel and/or exit the screen when complete.
5. The user has the ability to view past imports by clicking the View Past Import button.



Disclaimer: CRStar updates the follow-up data fields on an "as is" basis based upon the file received from Redsson. We do not warrant the accuracy or timeliness of the data.