Cache Refresh

Chapter Overview

The chapter explains cache, the purpose of cache refresh, and how to perform cache refresh for various features in the Cisco Patient Connect Admin View.

The topics in this chapter include the following:

- Cache Refresh Overview
    - Perform Cache Refresh for Various Features

Cache Refresh Overview

Cache keeps records of all items you have viewed or downloaded while surfing on the Cisco Patient Connect application. Cache helps to speed up display time by loading the page locally instead of downloading everything again when you visit the same page for a second time. In such scenario, it may not be able to pull the latest data or changes occurred in the application.

Cache Refresh feature allows you to clear old data and pull the latest data for a particular feature. It also helps to apply new code or configuration changes to a feature.

You can perform cache refresh in the following circumstances:

- If any code or configuration is changed for a feature in the application.
- If a particular feature is nonfunctional.
- If a particular feature hangs without pulling latest data properly.

Cache Refresh enables the changes to reflect on the Patient View or Care Team applications immediately and on time. For example, an administration can click TV Guide refresh button in a scenario when a patient is not able to choose a channel to watch or when Patient View channel guide hangs. TV Guide can be refreshed if it is reported that the patient data is not being properly displayed or is outdated in either Patient View or Care Team View.

Refreshing the cache may affect the smooth functioning of a feature in Patient View or Care Team View. For example, refreshing the TV Guide cache will suspend TV viewing for a few minutes. During this time, patients will not be able to watch television.

Choose a time for cache refresh that will impact as few patients as possible.

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> **Note**   Before performing cache refresh on a feature that is displayed on Patient View, consider broadcasting a message prior to the refresh in order to inform patients that the feature will not be available for a few minutes.

Perform Cache Refresh for Various Features

Click the appropriate **Refresh** button in the Cache Refresh page. The following table lists the cache refresh buttons and their descriptions.

Table 9-1   Cache Refresh Buttons

Cache Refresh Buttons	Descriptions
EMR Location	Refresh room locations cache
Staff Assignment Location Mapping	Refresh staff assignment location mapping.
RTLS Location	Refresh staff entry data cache for RTLS location
Staff Assignment	Refresh staff profile updates cache
EMR Doctor ID /AD ID	Refresh doctor or nurse information cache after changes are made in the Electronic Medical Record (EMR)
Patient and Location	Refresh patient profiles cache after updates
Patient Request	Refresh patient requests to reflect the latest requests.
Patient Message	Refresh patient messages to reflect the latest messages.
Patient Goal	Refresh patient goals to reflect the latest goals.
TV Guide Reload/Download	Refresh television channel guides cache on Patient View after a channel is added, removed, or its configuration has changed in Admin View. It typically takes eight hours for the changes to be reflected on Patient View. The Cache Refresh button applies those changes immediately. ✎ **Note** After clicking the TV Guide Refresh button, you must click the TV App/Studio Refresh button in order for the channel guide changes to appear on Patient View.
Image Library	Refresh the images cache
System Properties	Refresh the system properties to reflect the latest system properties changes. ✎ **Note** This option is also available for the system administrator. To know how to login as system administrator, refer the System Administrator View section.

Table 9-1   *Cache Refresh Buttons*

Cache Refresh Buttons	Descriptions
Video Library	Refresh the videos in the video library ✎ **Note** This option is also available for the system administrator. To know how to login as system administrator, refer the System Administrator View section.
Video Library Research	Refresh the video library research. ✎ **Note** This option is also available for the system administrator. To know how to login as system administrator, refer the System Administrator View section.

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Note   After making the necessary changes, click the respective **Refresh** button to take effect of the changes.