

Technology: [Systems and methods for detecting outages in a medical record exchange system](#)

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The VA has a sole ownership interest

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Abstract: Systems and methods for detecting an issue with a message flow between two or more data systems. In an embodiment, at a first time, a number of first request messages and a number of first response messages transmitted or received during a first look-back period are determined. A first ratio is calculated based on these numbers and compared to an alerting threshold. If the first ratio is less than the alerting threshold, an alert is generated. Then, at a second time, a number of second request messages and a number of second response messages transmitted or received during a second look-back period are determined. A second ratio is calculated based on these numbers and compared to a clearing threshold. Based on this comparison, it is determined whether to maintain or clear the alert.