



Your VITL Support Guide

Version 4

Vermont Information Technology Leaders, Inc.
144 Main St.
Montpelier, VT 05602

Support line: (877) 592-4053

Your VITL Support Guide

Overview

This document describes the support services for VITL customers who use the Vermont Health Information Exchange (VHIE). For the most current version of this document, visit the VITL support website (www.vitl.net/support).

VITL provides each customer with this support guide describing:

- the support provided by VITL,
- how to access support, and
- expectations for resolution of issues.

Support is available to assist with failed connections, message errors, delivery timeouts, and all other aspects of the services provided by VITL. Additionally, the VHIE support team proactively monitors interface connections and notifies customers of issues and errors as they arise.

Support

VITL will provide the first level of support for VHIE-related issues, which generally include connectivity between your system and another organization on the VHIE network. Issues that cannot be resolved by VITL are escalated to VITL's Health Information Exchange (HIE) vendor.

There are services that are available through VITL that provide their own support, such as:

- **EHR systems/interfaces:** Your EHR vendor who installed your system and interfaces will provide support through your maintenance agreement.
- **Blueprint Registry:** The State has contracted with Covisint for registry application support services.
- **Immunization Registry:** The Vermont Immunization Registry (IMR) is a confidential, computerized system managed by the Vermont Agency of Human Services Department of Health.

Troubleshooting data

Collect as much data as possible to assist the support centers in troubleshooting an issue. Data that is particularly useful includes:

- Contact information on how to reach the person reporting the issue for follow-up questions
- Name and version of your electronic health record (EHR) application
- Any steps taken thus far in an attempt to resolve the issue
- A status report from your EHR vendor stating that the interfaces are operating properly
- Examples of erroneous, duplicate, or missing data (**Protected Health Information – PHI – may be submitted via MyVITL since it is a secure site. Do NOT send PHI via e-mail.**)
- Any recent changes to your system or network

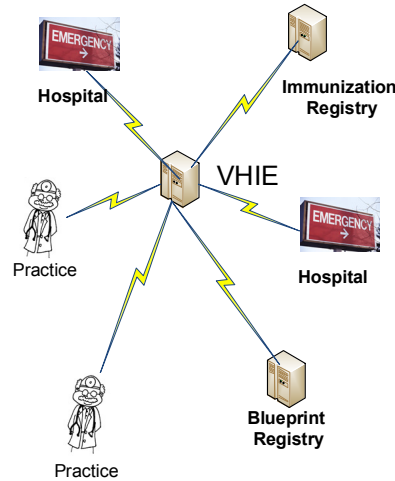
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- Any major projects occurring at your organization that could be impacted by the issue, *i.e.*, training, testing, conversions, upgrades, etc.

Steps for troubleshooting and getting support for an interface issue

Interfaces have 3 components:

- A data source (e.g., a hospital lab)
- A data destination (e.g., a practice)
- The network that connects the source and destination through the VHIE



Note that a source can also be a destination. For example, a practice is the **source** of patient demographics for the Blueprint Registry, and the **destination** for lab results.

There are 3 steps to follow for troubleshooting an issue:

- Check the source** – If you are receiving electronic health information from another organization (e.g., lab), contact them through their support line, and ask if they are experiencing problems. If they are, wait for them to resolve and notify you.
(The source may also be your system, for example, sending data to the Blueprint Registry. In this case, check with your vendor to see if they are experiencing problems with their interfaces on your system.)
- Check the destination** – Check the other end of the route, which would be opposite to 1), above. If you are sending electronic health information to another organization (e.g., Vermont Immunization Registry), contact them through their support line, and ask if they are experiencing problems. If they are, wait for them to resolve and notify you.
(The destination may be your system, for example, receiving data from a hospital lab. In this case, check with your vendor to see if they are experiencing problems with their interfaces on your system.)
- VHIE Interface Support (VITL)** – If steps 1) and 2) do not identify the issue, then it is possible the issue is due to the connectivity between the source and destination systems. You should open a ticket with VITL as summarized in the table below. **Urgent issues should always be communicated to VITL by phone.**

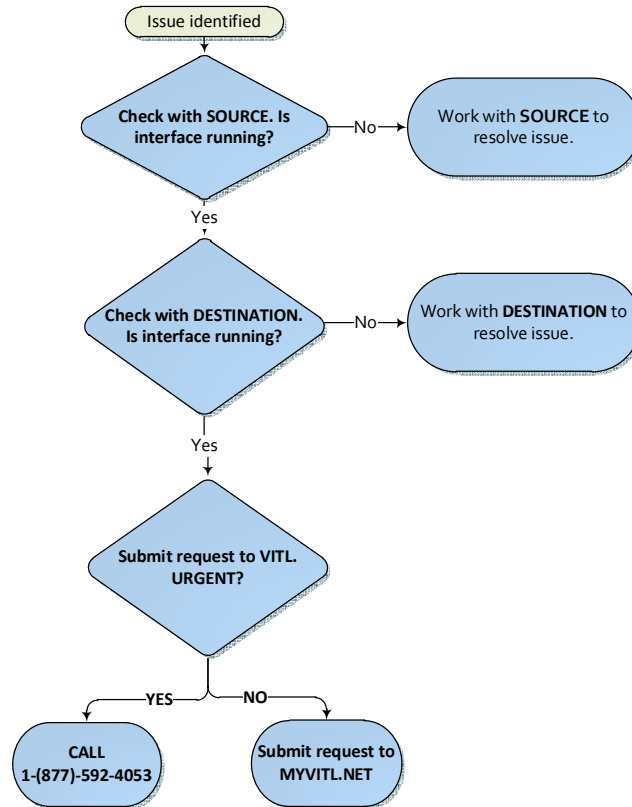
VITL Business Hours	Business Hours Support	Off Hours Support
8 AM – 6 PM EST, M-F	Urgent issues: 1-(877)-592-4053 Other issues: 1-(877)-592-4053 or http://myvitl.net (this directs you to a secure site)	Urgent issues only: 1-(877)-592-4053

Priorities

Customers establish the initial priority of an issue. The priorities are as follow:

Priority	Description	VITL Response Timing
<p>Urgent (1)</p>	<ul style="list-style-type: none"> • System down, no workarounds available • Patient safety at risk 	<ul style="list-style-type: none"> • Upon receiving the notification, contact the customer’s primary contact to acknowledge the problem report and beginning problem resolution within 15 minutes; • Verify the problem and notify the customer’s primary contact with the plan of action, within 1 hour. • Provide updates at least once every hour or at a frequency mutually agreed by the customer and VITL.
<p>High (2)</p>	<ul style="list-style-type: none"> • Missing critical messages, for example, lab results • Unable to perform some essential job functions 	<ul style="list-style-type: none"> • Upon receiving the notification, contact the customer’s primary contact to acknowledge the problem report within 1 hour. • Verify the problem and notify the customer’s primary contact with the plan of action within 4 hours. • Provide updates at least once every hour or at a frequency mutually agreed by the customer and VITL.
<p>Normal (3)</p>	<ul style="list-style-type: none"> • General maintenance or support issue 	<ul style="list-style-type: none"> • Upon receiving report of the problem, verify the problem and notify the customer’s primary contact with an acknowledgement and plan of action within 48 hours. • Provide updates at least once every 5 business days or at a frequency mutually agreed by the customer and VITL.
<p>Low (4)</p>	<ul style="list-style-type: none"> • Low impact, or informational requests 	<ul style="list-style-type: none"> • Upon receiving report of the request, verify the request and notify the customer’s primary contact with an acknowledgement and plan of action within 48 hours.

Overall Issue Support Flow



Updates to providers receiving results

In order to make sure the right providers see the right results at the right time, VITL and the VHIE vendor maintain tables that contain results routing information. If you are adding, removing, or modifying providers at your organization, you should submit a request at <http://myvitl.net> as soon as you know what information needs to be modified. Expected turnaround on updates can be 48 hours. Providers who receive results can include PCPs (primary care providers) and cc: (or “copy to”) recipients, in addition to ordering providers.

Updates to code mappings: Instructions for laboratories

Occasionally, there are mapping updates that need to happen for codes at your site. For example, you may have added a new set of lab tests that now need to be mapped to LOINC. Described below are the steps that you should follow to ensure that the proper code mappings get put into place.

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Steps for code mapping updates:

1. A laboratory will complete the VITL lab catalog update form (available at <https://vitl.zendesk.com/entries/20404063-laboratory-catalog-update-form>) and submit it to VITL Support (<http://myvitl.net>) for any changes to the laboratory's compendium. The form provides VITL with the mapping from local codes to LOINC. For help with LOINC mapping, you may want to visit <http://loinc.org/relma> and use the LOINC mapping tool provided by The Regenstrief Institute. If you have contracted with a third-party vendor (e.g. 3M) to perform code mappings, you will want to work with that vendor.
2. The laboratory will notify its practice customers of the pending mapping update.
3. VITL Support will update its Master Catalog and track changes.
4. VITL Support will email a copy of the Master Catalog to its HIE vendor, Return Receipt requested.
5. The HIE vendor will replace its LOINC mapping table, in both the test and production environments, with the entire contents of the Master Catalog.
6. HIE Support will notify VITL Support that the Master catalog has been updated.
7. VITL Support will notify the laboratory that the mapping update is complete.
8. The laboratory will notify its customers that the mapping update is complete.

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Contacts-at-a-glance

Contact	Business Hours	Business Hours Support	Off Hours Support
VITL	8 AM – 6 PM EST, M-F	<p>Urgent issues: 1-(877)-592-4053</p> <p>Other issues: 1-(877)-592-4053 or http://myvitl.net (this redirects you to a secure site)</p>	<p>Urgent issues only: 1-(877)-592-4053</p>
Covisint	9 AM – 5 PM EST, M-F	<p>E-mail: docsitecare@covisint.com Phone: 1-(919)-256-9500</p> <p>Identify your call as a Blueprint Registry call.</p>	<p>Issues detected outside of normal business hours will be addressed during the next business day.</p>
EHR Vendor	Contact your vendor.	Refer to your EHR vendor service agreement.	Refer to your EHR vendor service agreement.
Immunization Registry	Contact the Vermont Department of Health.	<p>Tel.: 1-888-688-4667 (toll free)</p> <p>Email: imr@state.vt.us</p>	Refer to your IMR vendor service agreement.