



Support Services Guide

For Connections with the
Vermont Health Information Exchange

Version 5

Vermont Information Technology Leaders, Inc.

144 Main Street, Suite 1 • Montpelier, VT 05602

Support Line - (877) 592-4053

Website - <http://myvitl.net>

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 VITL support at:

<https://www.vitl.net/connect/support-services>

This support guide outlines the following:

- The support provided by VITL.
- How to contact VITL Support.
- 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 VITL 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.

Some services outside of VITL 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

Collect as much information 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) system.
- 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 because it is a secure site).
- Any recent changes to your system or network.
- Any major projects occurring at your organization that could be impacted by the issue, such as training, testing, conversions, upgrades, etc.

Steps for Troubleshooting and Getting Support for Interface Issues

Interfaces have three components:

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

Follow these three steps for troubleshooting issues:

- 1) **Check the source** – If you are receiving electronic health information from another organization (e.g., a 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 having problems with their interfaces on your system.

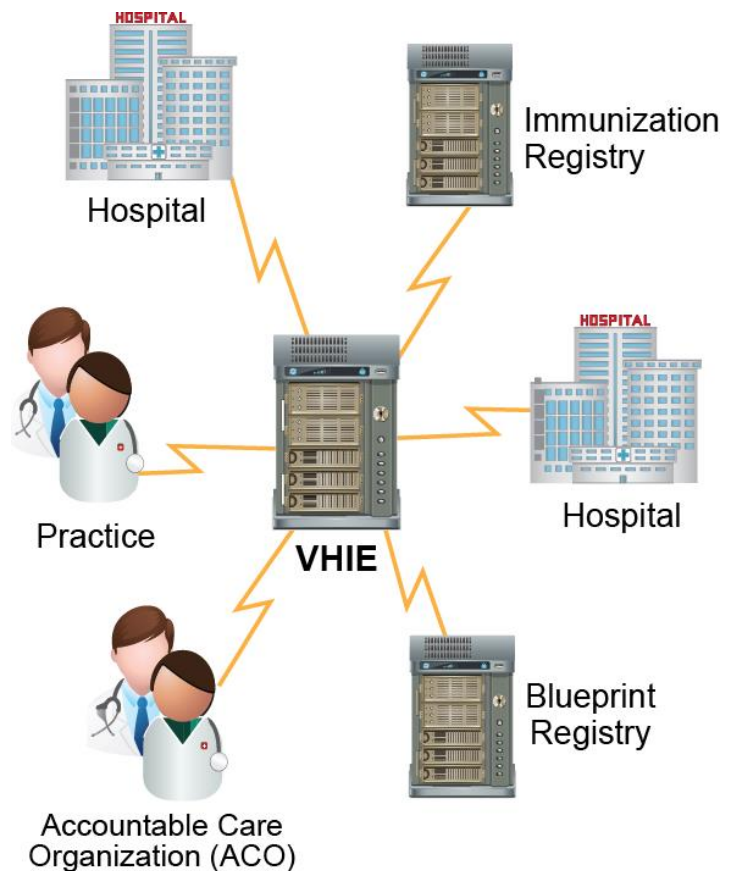
- 2) **Check the destination** – Check the other end of the route, which would be opposite to 1) above. If you are sending electronic health information to another organization (e.g., Vermont Immunization Registry), contact them through their support line and ask if they are experiencing problems. If 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.

- 3) **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. Please submit a ticket via MyVITL.

If you do not have a MyVITL account please visit VITL Support at <https://www.vitl.net/connect/support-services>.

Urgent issues should always be communicated to VITL by phone at (877) 592-4053.

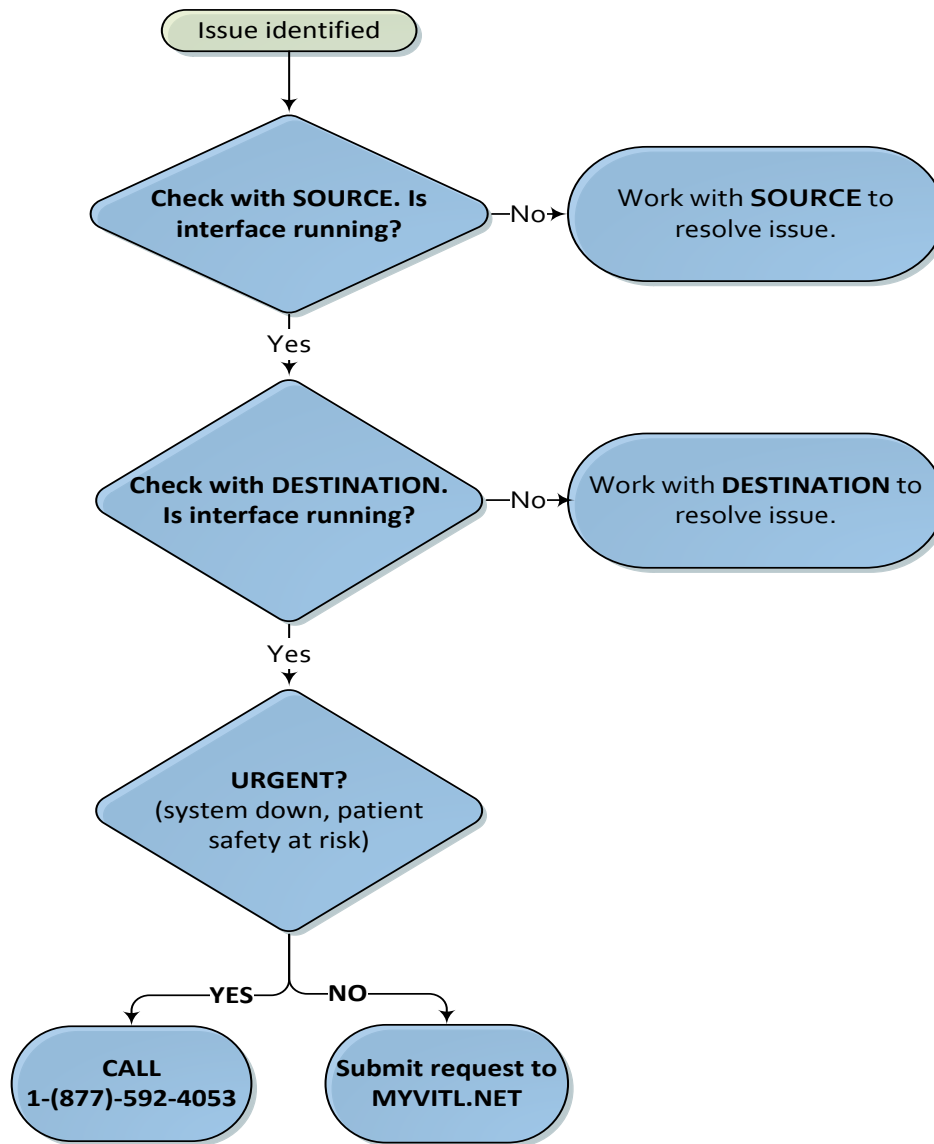


Priorities

VITL determines priorities based on the chart below.

Priority	Description	VITL Response Timing
Urgent (1)	<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 one hour. • Provide updates at least once every hour or at a frequency mutually agreed by the customer and VITL.
High (2)	<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 four hours. • Provide updates at least once every 4 hours or at a frequency mutually agreed by the customer and VITL.
Normal (3)	<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.
Low (4)	<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

If you are adding, removing or modifying providers at your organization, you should submit a request via [MyVITL](#) as soon as you know what information needs to be modified. Expected turnaround on updates can be 48 hours.

Contact List

Contact	Business Hours	Business Hours Support	Off-Hours Support
VITL	8 AM – 6 PM Monday-Friday	Urgent issues only: (877) 592-4053 All other issues: Submit a ticket via MyVITL	Urgent issues only: (877) 592-4053 All other issues: Submit a ticket via MyVITL to be addressed on the next business day
Blueprint Registry (Covisint)	9 AM – 5 PM Monday-Friday	Submit a ticket via crt.covisint.com There is a user guide in the upper right hand corner of the screen which explains how to register for a username and password. Cc: Kimberlie Hagan and Katie McGee on the ticket.	Issues detected outside of normal business hours will be addressed during the next business day.
EHR Vendor	Contact your vendor	Refer to your EHR vendor service agreement.	Refer to your EHR vendor service agreement.
Immunization Registry (Vermont Department of Health)	7:45 AM – 4:30 PM Monday-Friday	Tel.: 1-888-688-4667 (toll free) Email: IMR@state.vt.us Website: http://healthvermont.gov/hc/IMR/index.aspx	Refer to your IMR vendor service agreement.