

## ***HCSIS Frequently Ask Questions***

### ***Health Care Record (HCR)***

#### ***What does 'No HCR in System' mean?***

This indicates that a Health Care Record for this individual has not been created. To create the Health Care Record, select the Update the HCR hyperlink.

#### ***How do I add new information into the consumer's Health Care Record?***

The path of travel to get to the Health Care Record (HCR), once in HCSIS, would be QM>IM>HCR>HCR data entry. Select Add and complete the Description of Update field. Each time the HCR is updated a reason for the entry must be given. When completed, select Save and Continue, to proceed to the HCR Basic Information screen.

#### ***Why can't I pass the Update Log screen?***

The Update Log screen is essentially the same as adding new documentation to an existing Health Care Record. As part of the Update process, the user must **Add, Edit** or **Delete** information. This 'add, edit or delete' only refers to the Description of Updates field, not the actual Health Care Record. Here the user is noting the reason for updating the HCR—for example the annual ISP, significant changes in health, etc. Then choose **Save and Continue** to proceed to the Basic Information screen.

#### ***What is the purpose of the HCR Snapshot?***

A snapshot is a copy of the HCR that requires the user to verify all the data entered. It reflects the individual's health situation at a specific point in time. It is used for the annual ISP as well as for transfers to another Residential Provider.

When the snapshot is created, it automatically sends an Alert to the individual's Service Coordinator of record.

#### ***Why can't I update the HCR [HCR Update hyperlink is not available]?***

Your agency is not the HCR owner. If the individual is receiving one of these services, the Provider and the Area Office [SC, SCS] **share** ownership for 'Update the HCR'.

- 3177 - Individual Support
- 3286 - Individual Support & Community Habilitation

If individuals are served by a 'Residential' Provider, the Provider is the owner, and has the responsibility to ['Update the HCR'](#).

- 3150 - Shared Living/Home Care
- 3153 - Residential Supports
- 3161 – MSA Residential Supports
- 3287 - Adult Foster Care
- 3288 - Placement Services Tier I
- 4000 – DMR Nursing Facility
- 4157 - State Operated Residence.

If an individual is not receiving one these services but is receiving another service, it is the responsibility of the Area Office [SC, SCS] to ['Update the HCR'](#).

Questions regarding HCR ownership should initially be directed to the responsible DMR Area Office; then secondarily directed to the DMR Help Desk for research and resolution of the issue.

When calling the DMR Help Desk, please provide the following information:

- ✓ Provider Name
- ✓ Name and login of the person initiating [Provider side] the HCR Update
- ✓ Name of the consumer not seen for the HCR Update

[In the HCR update, how do I indicate that an individual has no allergies?](#)

Skip the screen and on the HCR Snapshot page, select "None" when asked why you did not enter any allergies

[The individual's address is wrong – How do I change it?](#)

Contact the Service Coordinator in the appropriate Area Office who can correct the address in Meditech.

After confirming the change has been made, wait approximately 5 minutes and then go back to the View/Edit Screen and click the Update the HCR link.

[What is the purpose of the Follow-up functionality?](#)

Follow-up functionality is an internal link that allows the HCR user to keep track of information for which further "following up" may be necessary. An example might be to record the specific date of an immunization or TB shot, as opposed to just recording the year. The final screen in the HCR is the Follow Up Summary. This summary captures all of the follow up's that have been entered anywhere in the HCR and provides a running list of them.

### Why are there only 2 insurances listed?

Currently, HCSIS retrieves only two insurances from MEDITECH [Medicare, Self Pay]. These fields, as well as two more additional insurance fields (four total), are editable (as of the March 2008 release)