

HCSIS Frequently Ask Questions

Medication Occurrence Report (MOR)

Why can't I create an MOR?

Only providers have the ability to create MOR's. You must have the proper roles assigned to your HCSIS user ID.

Why don't I see the Finalize button on the Medication Occurrence Additional Information Screen?

Your role prohibits you from Finalizing the MOR. This button will only be viewable to users who have the permission to finalize the MOR.

Why isn't the MOR being included on HCSIS Reports?

Only MOR's that have been finalized by the Provider are included in the reports.

Why isn't the current status of the MOR reflected on the Process Management screens?

The Process Management screens are updated nightly by a batch. The latest status will not appear until the following business day after the action took place. However, alerts may be sent notifying oversight entities as they are real time.

What report should I use to determine outstanding MOR's?

The MOR Status report [available March 2008] allows the user view a list of open MOR's.

How do I know if a MOR has been approved?

The alert subject is labeled as "MAP Review is marked approved and finalized".

How do I know if a MOR has not been approved?

The alert subject is labeled as "MAP Review is marked not approved and finalized".

What if the alert subject is labeled "MAP Review is marked not approved and finalized"?

Click the Alert Message.

Click on “MAP Review finalized approval status” on the bottom half of the MOR Switch Board to read why the MOR was not approved and what needs to be edited.

Click on “continue” (which brings up the MOR).

Edit the MOR.

Remember to “save” after each change made before “finalizing” on each screen. (If the “save” button is not clicked before “finalizing”, any data changed will revert to the original data entered.)

[What if the comment written by the Regional DMR MAP Coordinator is unclear?](#)

Contact the Regional DMR MAP Coordinator via the Regional office.

[How do I enter incorrectly administered medications on the “Medications Involved” screen?](#)

If, for example, the medication was discontinued but given anyway, the “as ordered” field is entered as N/A and the “as given” field includes the med given. If Klonopin was ordered but Ativan was given, the “as ordered” field will list the Klonopin ordered and the “as given” field will list the Ativan given instead.

[How do I add more than 1 medication on the “Medications Involved” screen?](#)

This is a Master/Detail screen and allows for multiple records to be saved via the ‘Add’ button.

[How do I delete an MOR that has been entered twice?](#)

Contact your Regional DMR MAP Coordinator with the event ID number.

[How do I delete data that was entered but is not a MOR?](#)

Contact your Regional DMR MAP Coordinator with the event ID number.

[What if the MOR is a “hotline”?](#)

In addition to entry into HCSIS, the 1 page (old) DPH MOR form is completed and faxed to both DPH and the Regional MAP Coordinator within 24 hours. [The DPH does not have HCSIS access].

[What MOR forms must be available in the program?](#)

If the HCSIS data entry process is started on the HCSIS paper form, the paper form must be maintained in the program. If the information is directly data entered into HCSIS (no paper form is used) and the information regarding the

MOR can be electronically retrieved from the program, it is not necessary to print a paper copy of data entered.

What if the Provider Server is down?

If the MOR is a non-hotline, fill out paper version; wait until the server is back up; then enter. You may contact the DMR MAP Coordinator in the interim to inform. However, it is not required that the paper version be faxed/mailed to the DMR MAP Coordinator.

If the MOR is a "hotline," in addition to entry into HCSIS, [once the server is back up], complete the one page [old] DPH MOR form and fax both to DPH and the Regional MAP Coordinator within 24 hours.

Common MOR HCSIS Data Entry Pitfalls:

- The "person responsible" is the name of the supervisory staff who would have signed the previous paper version of the MOR form; not the agency nurse.
- "Number of doses"- a number is entered if there were multiple missed doses; otherwise just leave the space blank. If "1" is entered, the MOR is counted twice.
- "Agency response" includes a choice of "consulted with the MAP Coordinator". This is in reference to the DMR MAP Coordinator, not the MAP Consultant contacted or the provider MAP Coordinator. (The terminology is confusing.)
- The MAP Consultant is a pharmacy or a doctor. It is not a person from either DMR or provider.
- When referring to staff in the text field allowing for additional comments, use only their title, no names or initials please. Do not include disciplinary action.
- The question "If one resulted, was DPH notified?" is only answered if the MOR is a "hotline", otherwise the field is left blank.