

## **HELPFUL HINTS**

### **From HCSIS screens**

#### ***To look for— “Operation Successful” —Top of the pages***

If it doesn't say “Operation Successful” at the top, look for error messages next to each field on the current screen

### **Common Errors**

#### ***Hour and Dates***

03:00 AM and 03/03/2006

Errors appear at the top of the page.

NOTE: To the right of the screen the error will appear.

#### ***Date Entry***

Dates must be entered as: 04/21/2006

#### ***Hour Entry***

Hours must be entered as: 03:00 AM

### **DMR Website**

#### ***Refer End-Users to this for information***

At DMR Site under Key Initiatives, choose HCSIS.

#### ***Incident Management Documents***

Useful documents Dictionary and especially Guidelines can remind end-users to the policies.

### **HCSIS Events Pages**

#### ***Switchboard Date Created***

Date reflects the day the Event was created. (This may be a problem when noticing dates in Aging Incidents/ Aging Incidents Summary Reports.)

### **Search**

#### ***Searching For Consumer—***

*No records match your search criteria*

Either you do not have access to this Individual's information or this Individual is not linked to the Provider/SC in Meditech\*.

\* In this case, someone with access to Meditech will need to look up the Individual's Information.

### **Alerts**

To toggle back and forth use the right click button on the mouse and select 'Open in New Window'

### **Events**

To toggle back and forth between events use the right click button on the mouse and select 'Open in New Window'

### **Back Button**

The back button will NOT let you toggle between pages, you must use the “Go To” button or menu links to get to the desired screen.

### **MOR**

The MassHealth Formulary is used for medications, try searching via the generic name of the drug

### **HCSIS**

Stands for Home and Community Services Information System and is also referred to as Mental Retardation Quality Management Reporting

## **Initializing Program**

Turn off your pop-up blocker – program will not initialize with pop-up blocker program running.

## **Reports**

The parameters that the report was run with can be found in the top left hand side of the first page. Important dates appear on the top right hand side.

Run Date: Date the report was generated by the system

Run Time: Time the report was generated by the system

As of Date: Date/Time the data appearing on the report was collected. If the As of Date is less than the Run Date/Time then the report does not reflect the most recent data in HCSIS

## **Alerts vs. Process Management Analogy**

Alerts can be thought of as news flashes that can be disregarded (Deleted) as the newer information comes in (Initial Report Submitted vs. Major Incident has been Finalized). Process Management screens can be thought of as a daily newspaper that is delivered in the morning with all the latest information.

Therefore, to manage workload it is most efficient to use the Process Management screens in the morning and rely on alerts to be updated throughout the day.

## **Buttons**

Save – If all data on the screen is validated it is saved to the database and the message “Operation Successful” will appear at the top of the screen. Otherwise, an error message will appear at the top of the page.

Save and Continue – Performs a Save. If the Save is successful the user is redirected the next screen in the report. If the user is already on the last screen, they will be redirected to the Switchboard. In both cases the user should see the message “Operation Successful” at the top of the screen.

Reset – If a Save has been performed, the data on the screen will be reset to the previously saved values. If a Save has not been performed the fields will be set to blank.

Finalize – Attempts to Save the latest data to the database. If successful, the document is marked as read-only, alerts to the appropriate parties, and the user is redirected to the Switchboard.