

HCSIS Alert!

Department of
Developmental Services

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Enhancement Release

Contact the Customer Service
Desk with any questions:
866-367-8163

HCSIS ENHANCEMENT RELEASE

August 1, 2012

Version 5.1

HCSIS will no longer prevent open and overdue Incidents, Medication Occurrences, and Restraints from being finalized – regardless of the event date or date the report was created- even if the date is more than one year old. Please take this opportunity to finalize any outstanding reports, particularly those with a major categorization. (DDS and Providers).

A defect was fixed in HCSIS to ensure that the correct Creation Date appears on the Switchboard. Previously the date that the Final Report was created was displayed. The date that the Initial Report was created will now be displayed (DDS and Providers).

Death Reporting REMINDER to AREA OFFICE / FACILITY STAFF:

DDS Death Reporting Protocol (DRP) requires that a death report be submitted via HCSIS within 24 hours of the Area or Facility Office becoming aware of the death, regardless of the death certificate being received.

TRAINING MATERIALS explaining the new HEALTH CARE RECORD process are available through the "HCSIS" link at <http://mass.gov/dds>.

OTHER available materials:

- Incident Management GUIDELINES*
- *Incident Management CATEGORIES & DEFINITIONS*
- *Incident Management INDIVIDUAL & SITE BASED INCIDENT REPORTS and INSTRUCTIONS*
- *Incident Management CATEGORY CHANGES SUMMARY*
- *HCSIS QUICK GUIDES*
- *HCSIS FREQUENTLY ASKED QUESTIONS*

OTHER CONTACTS for assistance:

- *AGENCY HCSIS LEAD*
- *AREA OFFICE*
- *REGIONAL HCSIS LEAD*
- *DDS CUSTOMER SERVICE DESK 866-367-8163*

REMEMBER:

1. Share this Alert! with other people in your organization – Perhaps at staff meetings
2. Call your Area Office or the DDS Customer Service Desk (1-866-367-8163) with questions
3. Virtual Gateway Help Desk 1-800-421-0938, for provider log-in and new user issues