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| Question: | Answer: |
| **Electronic Records Forms (ERFs):** | |
| Do we need to allocate a number of ERF to each staff or is everyone working out of the same bucket for the whole program? | ERFs are allocated to the program, not to a person. |
| If we import child name, does it use an ERF? | No, importing a child’s name is just adding them into Riverside Score  The ERF is the electronic scoring form. |
| Is it accurate that the test form is not deducted from the count when the names are loaded in advance, and that the form is deducted from the count in the future when after the child is claimed and the form later committed? | That is true. The child being imported or entered into Riverside Score does not use an ERF. ERFs are used when a child receives an evaluation. |
| **Entering Children into Riverside Score:** | |
| Is there an option to upload multiple children in bulk via spreadsheet? | Yes. To do this, you would click “import child roster” from the Child Administration option on the task bar. |
| What child information is required to be entered into Riverside Score/ MDS? | The required information to be entered into Riverside Score is   * Child’s full name (first and last) * Child’s date of birth * Child’s gender * Child’s enrollment number from EICS |
| How do you handle duplicate clients if you are not using the DPH Enrollment number to identify the child? | Although Riverside does not require a unique identifying number, the Early Intervention Division is requiring the child’s EICS enrollment to avoid having duplicate children in Riverside Score. |
| Can we enter child information in the Mobile Data Solution or only in Riverside Score? | Ideally, all administrative tasks should happen in Riverside Score (i.e., entering staff, entering children). When Riverside Score and the MDS sync, children will automatically be added from Riverside Score into the MDS. If a child is added through the MDS, the child will not show up in Riverside Score until the two systems are synced. In order to avoid duplications in children, EIS programs should try to avoid adding children directly through the MDS as much as possible. |
| Once a child has been entered in do they stay in the system? I am thinking of a child that needs to be reassessed after 6 months. Do they have to be reentered? | The child does not need to be re-entered once entered into the system; the child will remain in Riverside Score indefinitely. |
| Where is this child name information stored? | In the Resources area, towards the bottom of that page is information about Riverside’s data privacy policies. |
| Should we delete a child if the parent withdraws them from the program before doing a BDI-3? | If a child has been entered into Riverside Score but was discharged from the Massachusetts Early Intervention system prior to receiving a BDI-3 evaluation, then the child can be “deleted” from Riverside Score Please note that “deleting” a child simply means hiding their information from your view; the child’s information is still stored in Riverside Score. |
| Is there a reason to add the children prior to when you are administering the BDI-3? I'm thinking staff would just add as they are administering. I'm thinking of children who may never need a BDI-3. | It is up to the EIS program to determine how and when they will enter children into Riverside Score. For some EIS programs, they may opt to upload all of their IFSP children at the beginning and upload new children daily. Other programs may opt to upload their children weekly. As a reminder, children should be entered in Riverside Score prior to their BDI-3 evaluation in order to give sufficient time for Riverside Score and the MDS to synchronize. |
| **Entering EIS program staff into Riverside:** | |
| Would we need a separate license for an administrative staff member who is not going to administer the BDI but might manage the information, enter children prior to an assessment etc? | Yes, any staff who has an account in Riverside Score, regardless of whether they are data entry only or administer BDI-3, will need an access key assigned to them. |
| What fields are required for staff? | Fields required for staff are:   * Name (first and last) * Email address * Location (i.e., your EIS program) * Username (needs to be unique to all of Riverside Score users; Riverside Score suggests the staff’s email address) |
| Once a staff is created via the import, how do they create their password? | Once a user is entered into Riverside Score, they will receive an email from Riverside Score with information about how to create their account and set their password. |
| Do we enter all of our staff into the Riverside score website or only the ones getting access keys? | When a staff member is added in Riverside Score, they are assigned a log in (i.e., access key). |
| If a staff member leaves, how do I remove them from Riverside Score? What happens to their Access Key? | If a staff member leaves your EIS program, go into Riverside Score, click on “search/edit staff” under “Staff Administration.” Once you make the staff member inactive, their access key will be added back to your EIS program to use with another staff member. |
| If a staff member is working remotely on their home computer, can they still use their access code or is it just for one device? | The Riverside Score website is web-based (i.e., can be accessed from any device, so long as the staff member has internet connection and their log in information). Using a different computer will not use an additional access key for that staff person.  The MDS is a downloaded application and it is device specific. |
| **Scoring, MDS, Riverside Score:** | |
| If you don't hit basal, does it send you back to prior items? | The Mobile Data Solutions will automatically take you back until the basal is established or the first item is administered. |
| If you know a child needs to start at a level below their age, can you manually access that? | Yes. |
| Are we required to use the MDS to administer the BDI-3? | Yes. The features of the MDS (i.e., establishing the basal, prompts) are not available on Riverside Score and all BDI-3s must be administered through the MDS. |
| How do the scores (DQ) get from Riverside Score/ MDS into EICS? (i.e., is Riverside Score going to upload to the EICS?) | Riverside score is not going to upload to EICS; the 5 BDI-3 DQ scores need to be entered into EICS, along with the date the BDI-3 was administered, either as direct entry for EICS users or via the EMR upload for EMR programs. |
| Can you edit the scores once you save and continue if you made a mistake? | Yes. |
| Can MDS be used with a Chromebook (We can't save apps on our Chromebook. We could access Riverside through the Web though on our Chromebook) | Although MDS doesn’t “certify” Chromebooks, a Chromebook can be used. |
| Can more than one person access the same child's record at the same time? | Yes, using the MDS you are able to have more than one person access a child’s record simultaneously. |
| How do we export the information needed to be sent to DPH via the EMR process? Is there a way to export from Riverside the scores needed for the EMR? The idea is for us to build an import into TBR to get that information? | Your EMR developer/vendor would add the data to the extract to upload to EICS. The new schema in the EICS help section includes those fields. |
| Does the system auto score even when offline? | You are able to get some basic scores, but you can’t get the full range of scores or the ability to run a report until the test record is committed. |
| Isn't there a workaround in MDS to determine DQs to report eligibility to family if no connectivity to commit to Riverside score? | Unfortunately, no, but a hotspot could be used for about one minute to connect and score and then disconnect. |
| **Miscellaneous:** | |
| Is there any reference we can share with our agencies regarding this website being secure/HIPAA compliant? | Information about privacy can be found at the bottom of the Riverside Insights home page: [Riverside Insights Homepage](https://www.riversideinsights.com/) |
| Will we have access to the training modules as soon as we activate the Access codes? | The link to the training modules was emailed to EIS Program Directors on Monday, October 7. |
| Is there a learning environment and/ or is there any issue with using a record form and committing it for a "pretend child" for the purposes of training/ practice? | There is not a learning environment; but as long as you do not commit the test record, you can enter in a pretend child and practice (just don’t commit!) |
| When ordering books only, how do I indicate that on the ordering form? Do I need to purchase a whole kit first? | Please contact the MA Early Intervention Division’s Operations team or your Clinical Oversight Specialist for the ordering form to order materials kit replacements (i.e., domain books, manipulatives). |

<https://forms.office.com/g/pdDT2UibRs>