

**FY 2017 MDHHS Deliverable
Submission Form**

Name of Project: Michigan Care Improvement Registry Support Project

Document Name: Weekly Message Generation Process

Project Number: J-64274

Program Name: Center for Social Enterprise

Director or
Coordinator Name: Jeff Allison

Submitted By: Karen McGettigan

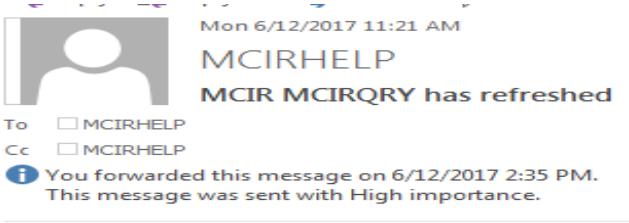
Type of Deliverable: (Please check one)

- Final report
- Specialized report
- Publication
- Articles published
- Brochures
- Software application
- Web screen shot
- No report, publication, or study
- Deliverable pending
- OTHER material

If OTHER, please describe:

Weekly Help Desk Message Generation Process is a handout for helpdesk staff to reference regarding routine weekly messages.

Weekly MCIRHELP Message Generation Process

Platform	Procedure
MONDAY	
<p>MCIRQRY Refresh</p> <p>On Monday a refresh message is available in the MCIRHELP email inbox from oracle@hct391mcirrd801.state.mi.us, see sample below:</p> <p></p> <p>Mcirqry refresh is done, check last activity date. last activity date</p> <p>LAST_ACTIVITY_DATE</p> <p>-----</p> <p>06/04/2017 10:28:49 AM</p>	<p>1. If the notice states that the refresh failed, email the Gerry Bragg group, he will rerun and provide a time estimate for the new refresh.</p> <p>2. Check to see that we received the daily message MCIR Systems Daily Test Completed, this message will note if there are any issues with the Business Objects Reports.</p> <p>3. If there aren't any issues, create an email (sample below) with the current refresh date and time</p> <ul style="list-style-type: none"> • Subject line: MCIRQRY has refreshed • To: MCIRHELP • Cc: MCIRHELP • From: MCIRHELP • Bcc: Business Objects Users <p></p> <p><i>This message is being sent to the Business Objects group</i></p> <p>MCIR MCIRQRY has refreshed as of 06/11/2017 1:05:27 AM</p> <p>MCIR Helpdesk (888) 243-6652 mcirhelp@mphi.org 8:30 a.m. to 4:30 p.m. Monday through Friday, excluding holidays www.mcir.org</p> <p></p> <p><i>Please do not email patient data or protected health information (PHI) to the MCIR help desk. This help desk is not authorized to accept files containing PHI via email.</i></p>

TUESDAY

HL7 List Serv Reports

The following 4 Reports are sent to MCIRHELP by 12 noon on Mondays:

- **HL7ListServ~first time hl7 submitters onb**
- **HL7ListServ~first time hl7 submitters prod**
- **HL7ListServ~weekly hl7 message count**
- **HL7ListServ~sites having no weekly hl7 activity**

1. Verify that reports are present by 12 Noon
2. Verify that all reports contain valid data and that they are readable.
 - If they haven't arrived by noon or if the data is corrupt, notify Gerry Bragg (there is an email group for him as he uses multiple accounts)
3. Highlight all reports right click and forward all reports in one message to:
 - **Subject line:** HL7ListServ Weekly Reports
 - **To:** MCIRHELP
 - **Cc:** MCIRHELP
 - **From:** MCIRHELP
 - **Bcc:** mcir-regionalstaff@mail.localhealth.net
4. Sample message in row below:

From

To

Cc

Bcc

Subject

Attached [HL7ListServ~sites having no weekly hl7 activity \(87 KB\)](#); [HL7ListServ~first time hl7 submitters prod \(260 KB\)](#); [HL7ListServ~weekly hl7 message count \(159 KB\)](#); [HL7ListServ~first time hl7 submitters onb \(133 KB\)](#)

This email is being sent to the Regional List Serv

Good Afternoon,
Please see attached for this week's HL7 reports.

MCIR Helpdesk |
(888) 243-6652
mcirhelp@mphi.org
8:30 a.m. to 4:30 p.m. Monday through Friday, excluding holidays
www.mcir.org



www.mphi.org
Working with You to Promote Health

Please do not email patient data or protected health information (PHI) to the MCIR help desk. This help desk is not authorized to accept files containing PHI via email.

MCIR Routine Downtime

This message is being sent to the Notify and Vendor listservs.

MCIR regularly scheduled downtime occurs every Wednesday from 4:00 a.m. to 6:00 a.m.

MCIR will not be available for query or submission during the downtime.

Having trouble with HL7 transmission? The process for reporting HL7 transmission issues can be found [here](#).

Please send inquiries to mcirhelp@mphi.org.

MCIR Helpdesk

(888) 243-6652

8:30 a.m. to 4:30 p.m. Monday through Friday, excluding holidays

www.mcir.org



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Working with You to Promote Health

Please do not email patient data or protected health information (PHI) to the MCIR help desk. This help desk is not authorized to accept files containing PHI via email.

**A notice of the downtime is sent on Tuesday mornings
MCIR Downtime occurs weekly on Wednesdays between 4:00 – 6:00 a.m.**

Generate the notice below on Tuesday mornings

- Subject line: MCIR Regularly Scheduled Downtime
- To: MCIRHELP
- Cc: MCIRHELP
- From: MCIRHELP
- Bcc: Notify (mcir-notify@mail.localhealth.net) and Vendor list serv (mcir-mihinvendorshie@mail.localhealth.net)

MPHI MCIR Helpdesk 07_11_17