

New User Guide to Reporting Central

GETTING STARTED

What is Reporting Central?

The electronic Universal Reporting Form (eURF) was upgraded to what is now known as Reporting Central. Reporting Central is the means for healthcare providers to electronically report approximately 90 different diseases/conditions/events to the NYC Department of Health and Mental Hygiene. In addition, there are links for information regarding the reporting of HIV/AIDS cases and contacts and Window Falls.

I want to start reporting online. How do I register for an account?

1. Enter the NYC-MED web address into internet browser window: <https://a816-healthpsi.nyc.gov/NYCMED/Account/Login>
2. To create a new user ID, select the link “Create an account” (See Figure 1)
3. Enter the required information, indicated by a red asterisk (*). You will be asked to create a password; record the password in a secure location.
4. An email containing your new user ID should be generated within 1 hour. Your password will NOT be contained within the email. *Note: Only one user ID may be generated per unique email address.* Return to the NYC-MED web page to confirm your user ID and password are functional: <http://www.nyc.gov/health/nycmed>. Once you successfully log in, the link to the Reporting Central will be located on bottom right side of the web page

If you do not receive an email containing your new user ID within 1 hour or you don’t have an email account, please call 1-888-NYC-MED9. Use this phone number for any future user ID and password problems.

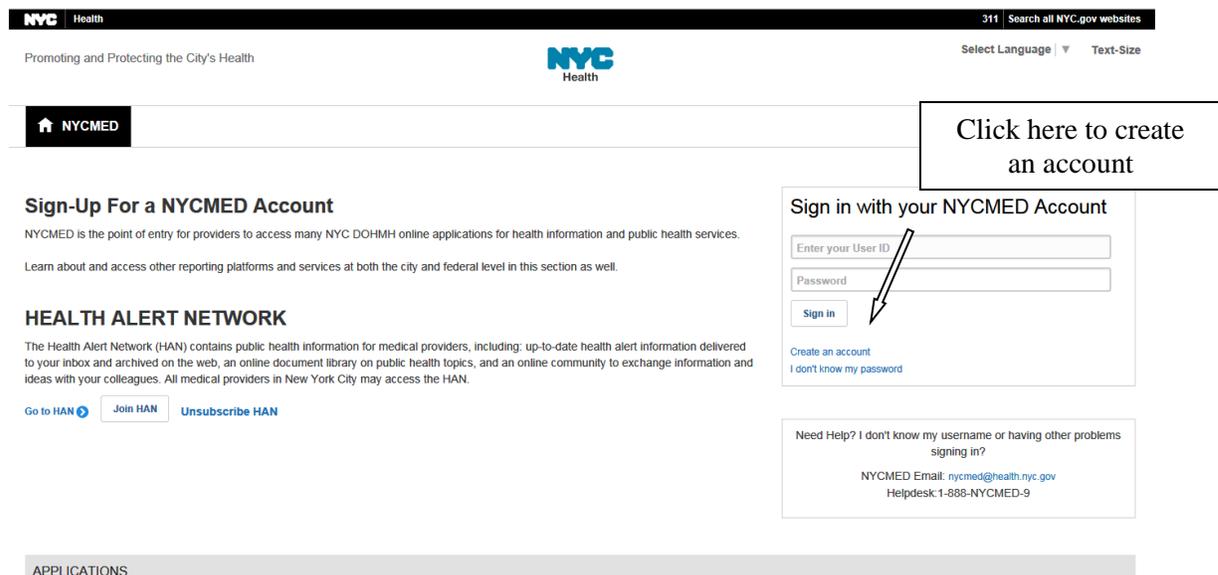


Figure 1

How do I know what diseases/conditions/events are reportable to the NYC Department of Health and Mental Hygiene?

After logging into your NYCMED account and selecting the Disease Reporting Central link from bottom right side of the page, you will be directed to the Reporting Central

Home Page. Next to the 'Report a disease or condition' link there is a 'Click here for reportable disease and condition list' link. (See Figure 2)

You can also find the list by copying and pasting this link into your internet browser window:

<http://www1.nyc.gov/site/doh/providers/reporting-and-services/notifiable-diseases-and-conditions-reporting-central.page>

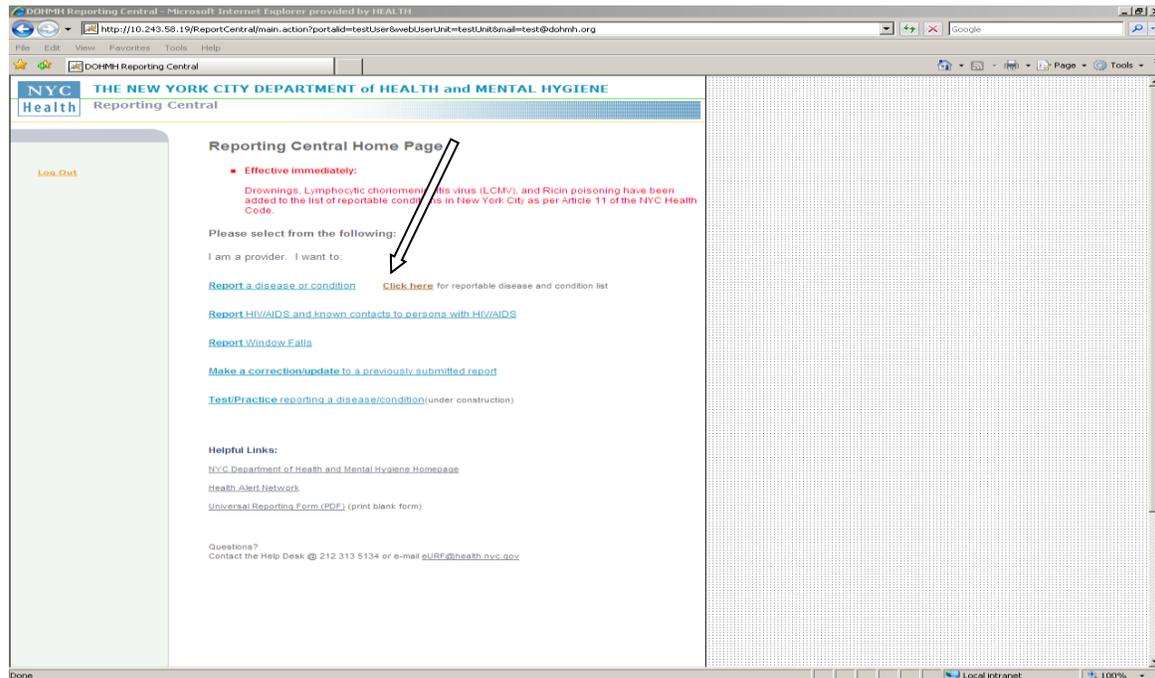


Figure 2

How do I start reporting a disease/condition/event?

After logging into your NYCMED account and selecting the Disease Reporting Central link from the bottom right side of the page, you will be directed to the Reporting Central Home Page. Once you have a NYCMED account, you can begin submitting reports immediately. Click on the 'Report a disease or condition' link on the Reporting Central home page to begin. (See Figure 2)

REPORTING A DISEASE/CONDITION/EVENT

General Information:

1. There is a time out function of 15 minutes. If there is 15 minutes of inactivity on any page within Reporting Central, the system will automatically time out and all information that was not submitted (and a confirmation # received) will NOT be saved. There is no way to retrieve information that is lost, so please only start entering a report if you have the patient information ready to be entered and you have sufficient time to enter it.
2. All required fields are marked with a red asterisk (*); it is not possible to proceed to the following page without completing all required fields.
3. Navigate through Reporting Central ONLY by using the buttons found at bottom of the screen or the links to each page on the left-hand side of the page. Do NOT use the arrow buttons in your internet browser's menu bar. (See Figure 3)

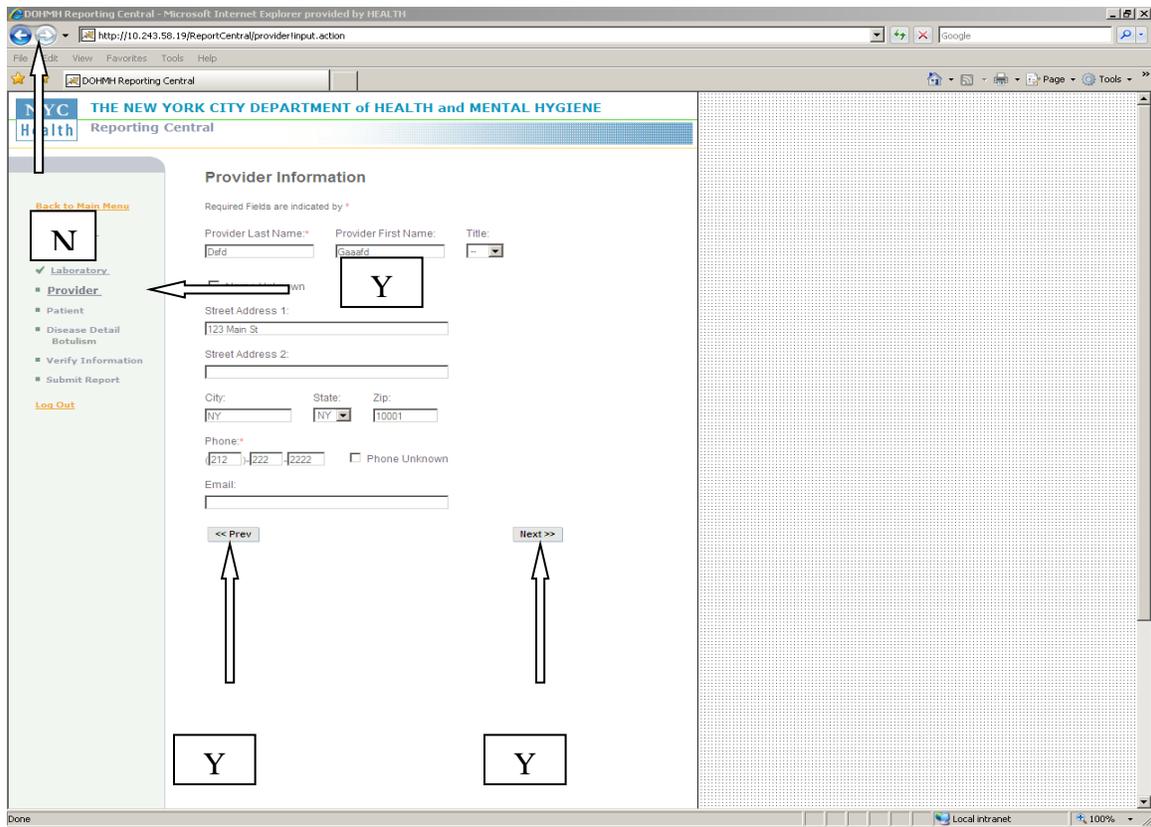


Figure 3

Reporter Information: Complete each field with your information. Next time you login, you will find your reporter profile has been saved for you, so be sure to type it accurately and completely the first time. When you return to this page to submit additional reports, begin by typing the first letter of your name in the last name field and you will see a clickable version of your name appear. Clicking on your name will automatically fill the fields on that page with your user information. (See Figure 4)

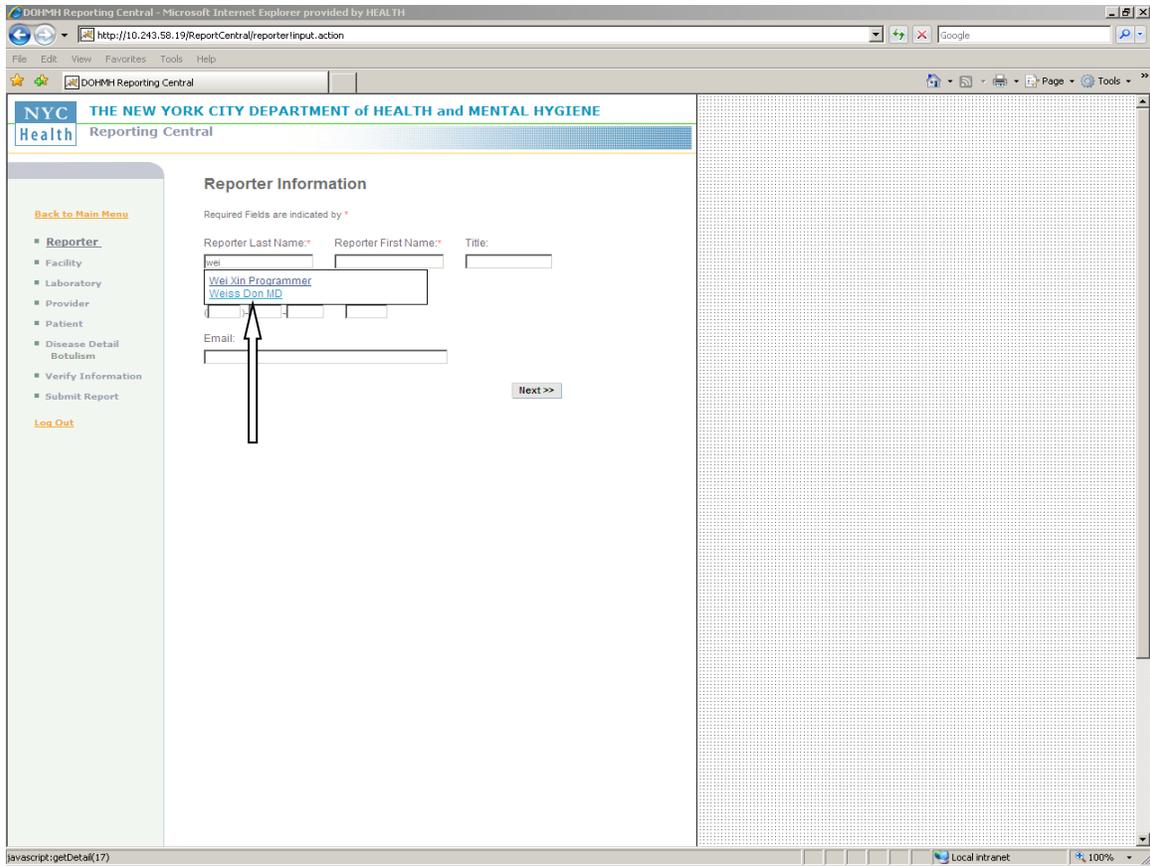


Figure 4

Facility Information: Many facility names and addresses have been entered into the system. This was done to make it easier for you to complete reports and to achieve more uniform reporting information—to be sure that all staff from one facility list information in exactly the same way.

To check if your facility has already been added, begin typing the name of the facility in the facility name field. You will be given a list of names that match what you are typing; the list will be narrowed as you continue to type. For example, if you type ‘M’, many names, including Mount Sinai Hospital and Montefiore, will be displayed. Continuing to type, (e.g.; ‘M-o-n’) will eliminate all names that no longer match, like Mount Sinai Hospital. When you see your facility, you can click on it to select it at any time. (See **Figure 5**) If after checking your spelling and considering alternate spellings (e.g.; Mount Sinai, instead of Mt. Sinai), you are sure your facility is not included in the drop down, you can type in the entire name and address. (Please do NOT type in a new facility name without thoroughly searching for your facility in the drop down list.) After confirming the name and address you entered is a valid facility and address, a Health Department administrator will add it to the drop down list so you can quickly select it in the future. To have your facility added to the drop down more immediately, you can also call 347-396-2307/347-396-6008.

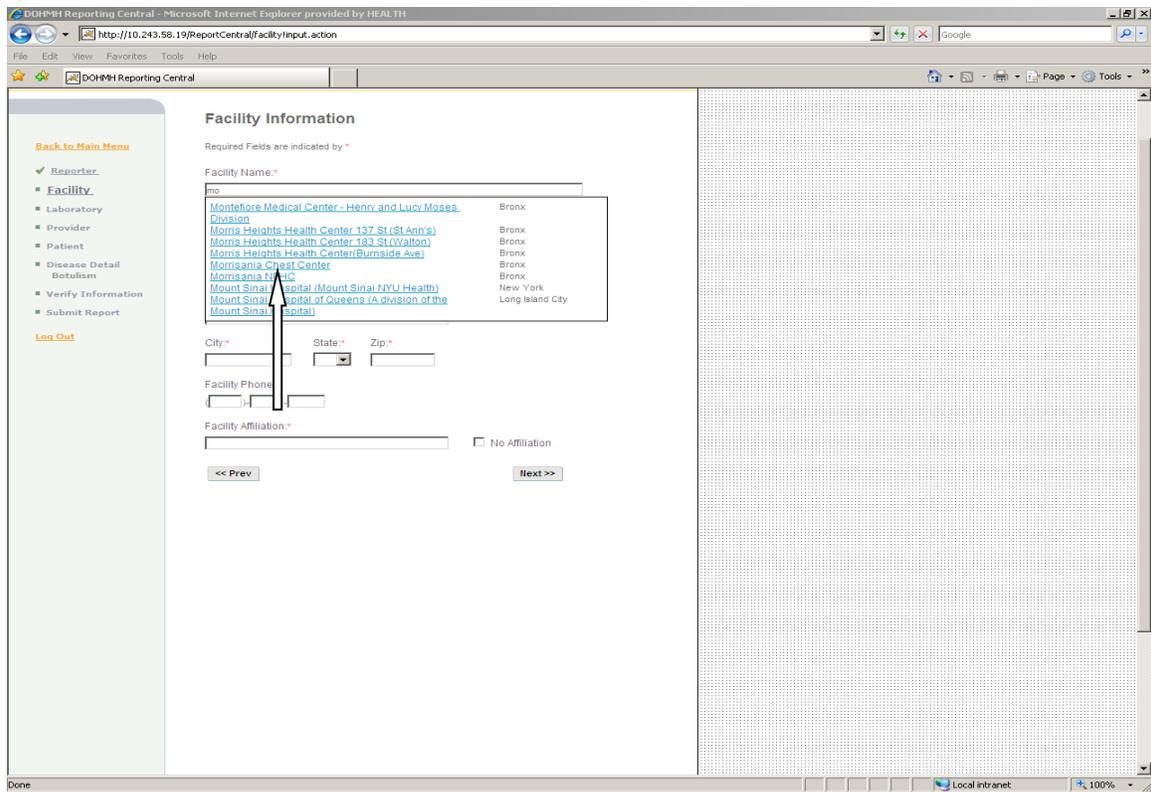


Figure 5

Laboratory Information: The lab information page works much the same way the facility information page works. Start typing the name and look for the lab in the drop-down. (Note: Many labs have the same name, but different addresses. Be sure to choose the appropriate lab.) Click on the appropriate selection to automatically enter information in the appropriate fields. Only if you don't find the name and address you are looking for should you completely type in this information. If you do enter new information, it will be saved after submitting the report, so next time you return, you should be able to find and click on that lab name to automatically fill in the lab information.

If the lab name is unknown or no lab testing was performed, check the appropriate box.

Provider Information: This page works much the same way the Reporter Information page works. A provider profile will be saved after submitting a report, so the next time you return (and login using the same NYCMED account) to the provider page and begin to type the name of the provider, the profile should appear. The provider name can be clicked on to automatically fill information in the provider fields.

Patient Information: Unlike, reporter, lab, facility, and provider information, previously entered patient information should never reappear; this is to maintain patient confidentiality. At a minimum you must complete all required fields (*); complete the other fields when known.

Disease Confirmation: After completing the patient information page, you will be asked to confirm that the disease you selected from the drop down earlier is the correct. If it is, click ‘Next.’ If you made an error, you can select a different disease from the drop down. (See Figure 6)

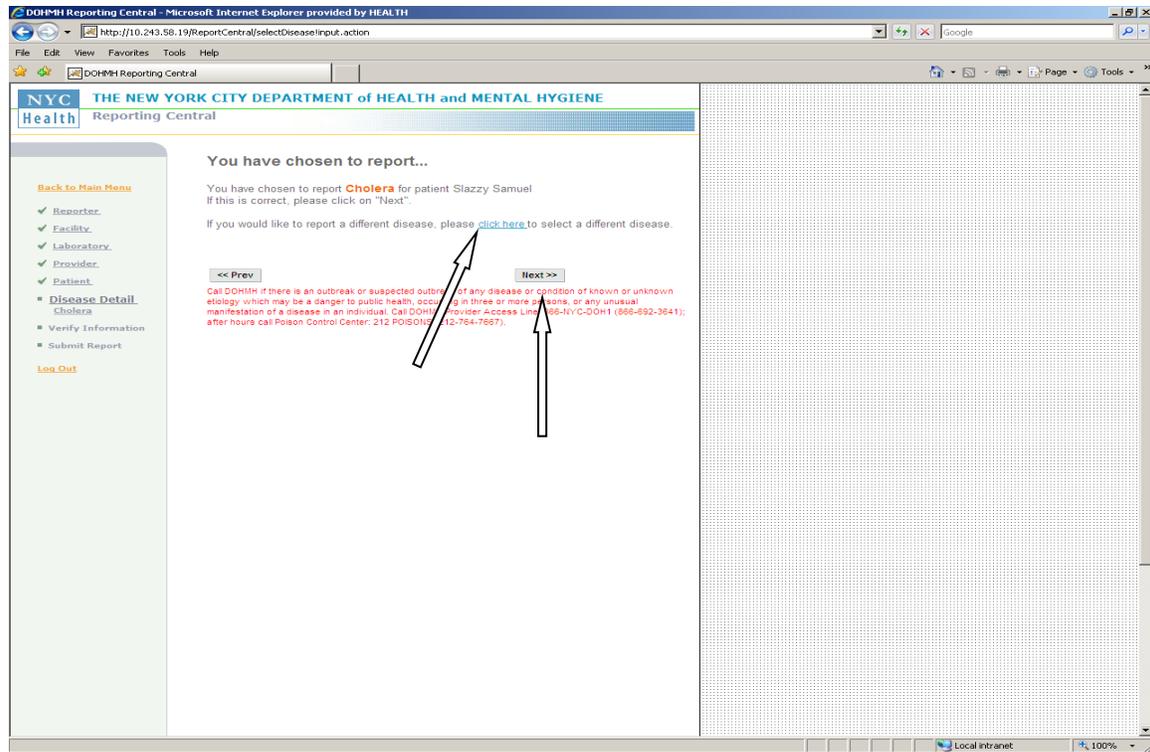


Figure 6

Disease Information: Each disease page is different as it asks only questions relevant to the disease/condition/event you are reporting. At a minimum you must complete all required fields (*); complete the other fields when known.

Verification Page: After completing each page of the report, you will be taken to the verification page. The verification page is organized by topic (reporter, facility laboratory, provider, patient, and disease detail information). Review all of your entries; if you made a mistake, you can go directly back to the page you want to correct by clicking the ‘edit’ button next to the appropriate page/topic. (See Figure 7) When you are satisfied that all of the information you have entered is accurate and complete, click ‘submit’ at the bottom of the page.

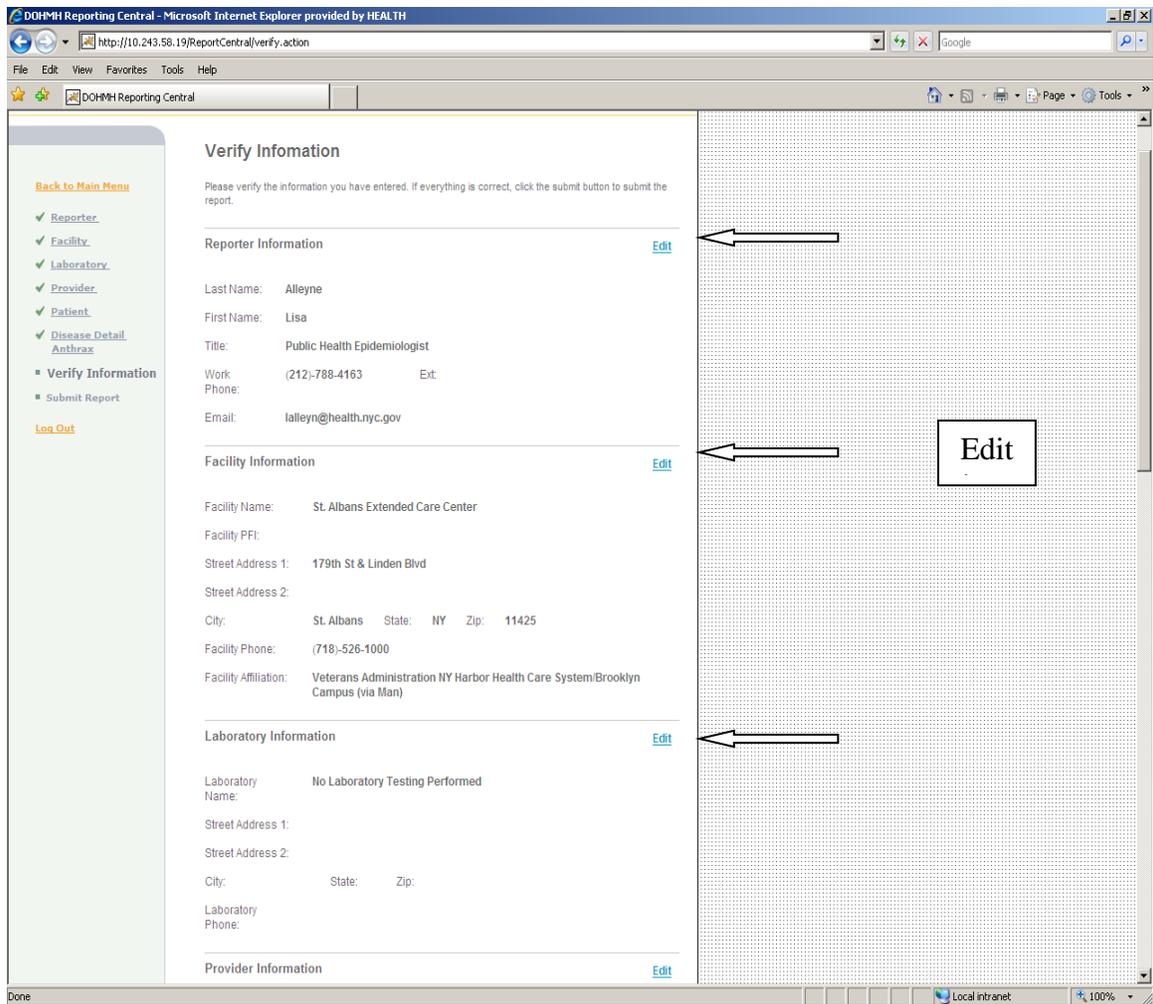


Figure 7

Submission of Report: After successfully submitting a report, you will be issued a report ID #. This lets you know that the report has been received at the Health Department. It is also the only way to link back to the report you just submitted (read more in the following section on Correction/Update Function). It is a good idea to keep a record of all the report IDs that you have submitted. (Note: should you choose to print reports, ID #s are printed on the upper right of each report.)

This page gives you three options: to save/print the report, to submit another report on the same patient, and to submit a report on a different patient. Determine whether your facility wants to print reports to put in patient charts or in a report log. This will be your only opportunity to print a report; once you navigate away from this page you will not be able to return to print a report.

Clicking on the ‘report another disease/condition for the same patient’ link will automatically keep the same information for reporter, lab, provider and patient pages. You will have to fill out only the disease page, verify information and submit the report.

Clicking on the ‘report another disease/condition for the same patient’ link will bring you back to the beginning—the reporter information page. (See Figure 8)

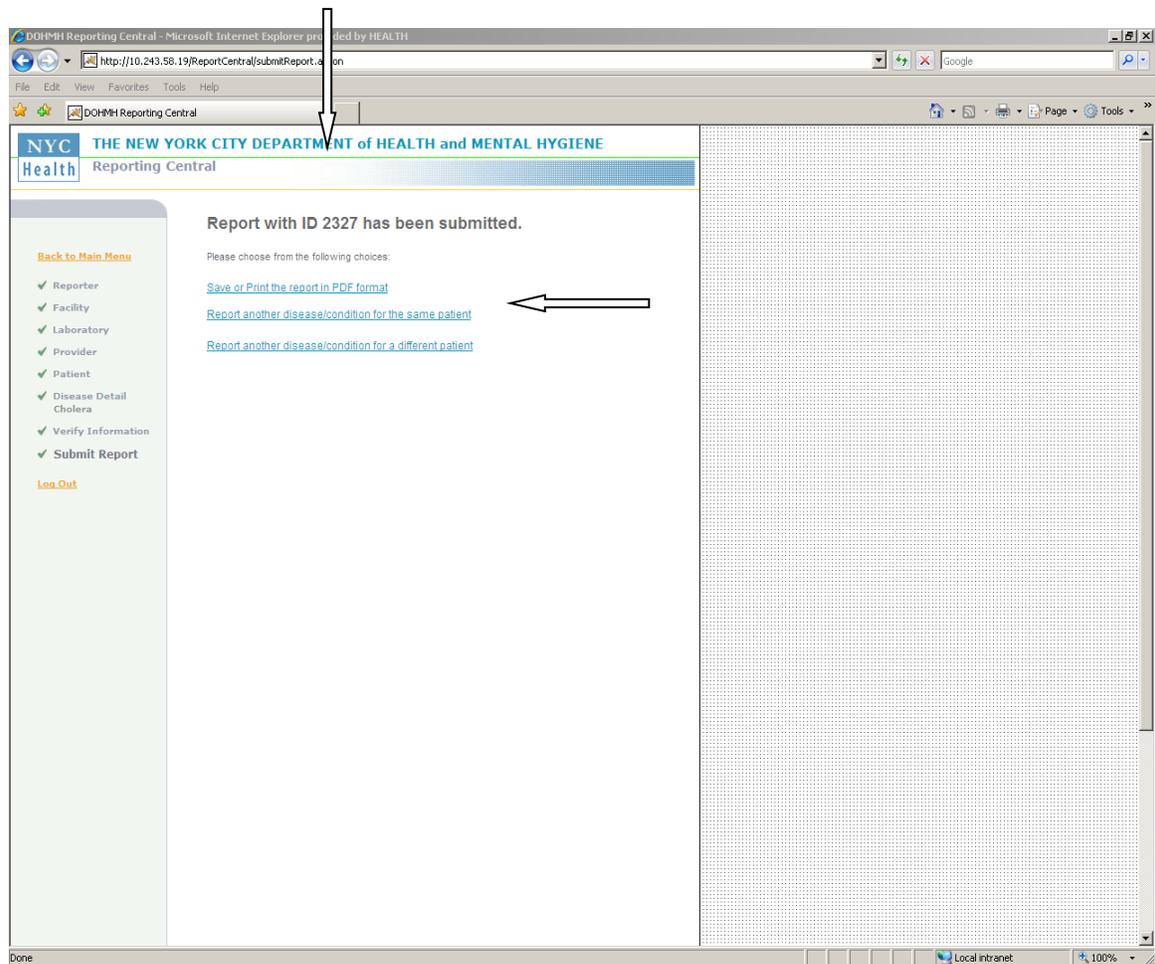


Figure 8

Correction/Update Function: Sometimes after submitting a report, you will realize you made a mistake. Other times you may get additional information that you will want to enter to update the report (e.g.; you didn’t know the patient was pregnant when you submitted the original report or medication the patient was taking has changed).

To submit a correction or update, go the Reporting Central home page and click on ‘Make a correction/update to a previously submitted report.’ You will need to enter the ID # you received after submitting the original report, the Date of Birth of patient, and the last name of patient. You will be given the patient’s date of birth, disease reported, date reported, and reporter’s user ID. (See Figure 9) For confidentiality sake you cannot be given more information, but this should be enough for you to confirm that this is the report you are looking for. Clicking on the link will bring you to a blank verification page. Use the edit buttons to the right of each section to navigate back to the topics you need to update. You need to enter only fields that are different from what you entered

previously. Clicking ‘update’ will return you to the verification page. At this point you can either, edit another section or verify that all of the information you submitted is correct and submit the report.

A new report ID will be generated for each updated report submitted. Corrected report IDs are indicated by a letter and include the number that corresponds to the original report ID (e.g.; 1616a is a correction of report #1616. Subsequent corrected reports submitted on this same report will be labeled 1616b and so on.)

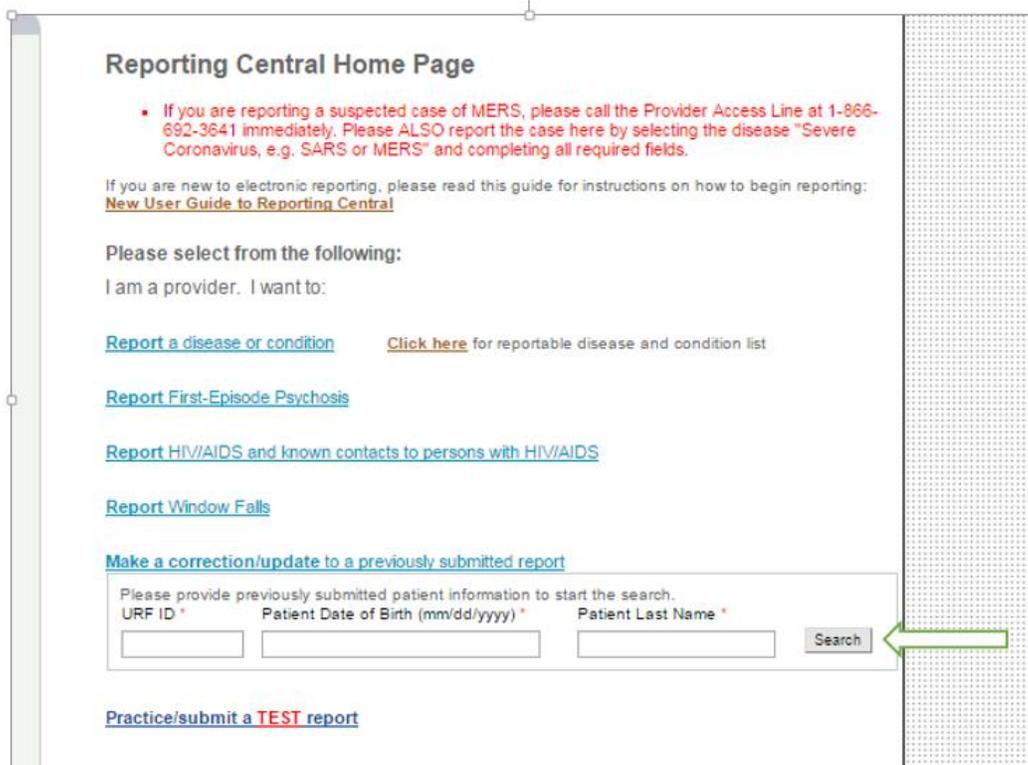


Figure 9

Questions: If you have a question or need assistance with anything related to electronic medical provider reporting, please call the help desk at 347-396-2307/347-396-6008.

For questions or problems related to your NYCMED user ID and password, please call 1-888-NYCMED9 or 1-888-692-6339.