



## DHIN Customer Support Workflow

### Purpose

To detail out the process for the DHIN Customer Support Workflow in order to keep a structured process to be followed uniformly by all DHIN staff to avoid any miscommunication and/or delayed actions.

### Revision History

<i>Name</i>	<i>Date</i>	<i>Reason</i>
Randy Farmer	10/11/2019	Updated, with most current workflow process to include correct BRMs
Michele Ribolla	10/16/2019	To put process in proper format
Mike Procak	01/23/2020	Remove Medicity references update sample communication

### Customer Support Hours

- DHIN's Service Desk is available Weekdays from 8 AM – 1AM ET to address any and all issues pertaining to DHIN's Production Environments, Interfaces, Results Delivery, or End User Requests. In addition, real time interface monitoring and proactive alert notifications are provided to our service desk resources. The DHIN Service Desk can be contacted at:  
**Phone: 302-480-1770**  
**Email: [servicedesk@dhin.org](mailto:servicedesk@dhin.org)**
- DHIN provides continuous 24x7 monitoring of the DHIN Infrastructure leveraging real time proactive alert notifications to a team of resources at DHIN and Ai respectively. On Call resources will triage and prioritize incidents reported to the DHIN Service Desk after hours. For critical after-hours support please contact the helpdesk by phone at **302-480-1770**. Emails sent to [servicedesk@dhin.org](mailto:servicedesk@dhin.org) will be responded to the next business day. Please see Appendix C for details on the voice response customer flow.

The goal of the DHIN Service Desk is to acknowledge incoming incidents by phone and email for all data traversing the DHIN Infrastructure during normal business hours in a timely, professional manner. Our team is standing by to answer your calls and respond to your emails as needed to ensure the efficient and timely interactions with DHIN.

### DHIN Service Desk Support Workflow

How to log an incident: To ensure accurate tracking, prioritization, resolution and follow-up of all incidents, please contact the DHIN Service Desk at the above information under "Customer Support Hours". Please be ready to provide the following information by phone or email:

- ✓ Contact Name
- ✓ Contact Phone Number
- ✓ Organization Name
- ✓ Email Address
- ✓ Nature of the incident, including steps to duplicate, example results, screenshots, and any other information that will expedite the corrective action of the incident. In some cases, customers should be prepared to provide credentials to verify identity

*DHIN Prioritizes Issues as follows:*

**SEV1 Urgent – loss of functionality, significant impact to normal business workflow**

**Mass Replay – 100 or more messages or messages greater than 6 hours old**

**SEV 2 High – significant functionality issue, high business impact**

**SEV 3 Normal – functionality issues, moderate business impact**

**SEV 4 Low – mild functionality issue, training, low business impact**

### **Communication**

As our stakeholders and users are heavily reliant on DHIN and the corresponding results and message delivery services, there must be unfettered transparency on any issues that impact the real-time status of the network. For the sake of clarity, communication to data senders must be initiated anytime there is a delay of any data type to the community health record and/or its corresponding delivery channels (auto-print, inbox, EMR integrations) of 12 or more hours. This is regardless of the Severity category of the issue.

Network Operations: Responsible for sending communication to impacted data senders (those who are providing a data type for delivery where the most recent delivery is 12 or more hours old), leveraging the communication template (See Appendix A, Data Sender Issue Sample Communication Template). Communication to the appropriate data sender contacts is the lead communication, with the communication to users being the secondary communication, so as to allow the data sender contacts to learn of the issue first and directly from their DHIN IT contacts.

DHIN Marketing: Responsible for sending communication to the users, which follows the initial communication to data sender contacts, which will prevent our data sender contacts from being blind-sided and learning of issues from the User communication. When possible, communication to the users will be targeted to the user segment that is being impacted (See Appendix B, User Issue Communication Sample Template).

### **Roles / Responsibilities**

The DHIN Internal Service Desk will serve as the first line of support for all issues, incidents, and alerts reported to our support center following the outline in the Customer Support Hours section above. All Tiers of support will be triaged by the DHIN Internal Support Staff to include the following items:

- Tier 1 Support – Included by not limited to Password Reset, Add / Remove Users, User Maintenance, Results Delivery (Printing, Inbox, AutoFAX, Grid), Security Incidents, Encounter Notification System, Interface Monitoring for both Nexus and Mirth, Alert / Notification Processing, Incidents requiring Data Sender intervention, and all questions / tasks / inquiries.
- Tier 2 Support - Incidents not resolved during the Tier 1 Support Process will be escalated internally to the appropriate Tier 2 Support to resource (i.e. DHIN Network and Operations Systems Analyst, Network and Operations Manager...).

- Tier 3 Support – Incidents not resolved during the Tier 1 / Tier 2 Support Process, and any vendor escalations requiring maintenance in the Data Center or to the Hosted Hardware / Software. This also includes Mass Message Replays, which also requires that the point of contact(s) for the receiving organization is also notified about the need to replay messages and that there is mutual agreement in terms of the process for the replay and the timing. Tier 3 Support issue requires escalation to the DHIN Chief Technology Officer, or designated Support Resource to ensure the proper protocols and communication best practices are being followed. In addition, an email will be immediately sent to [privacy@dhin.org](mailto:privacy@dhin.org) for any issue or incident in these categories:

1. Protected Health Information (PHI) is possibly compromised
2. Privacy concerns are mentioned
3. Security concerns or breaches are mentioned

The [privacy@dhin.org](mailto:privacy@dhin.org) distribution list will notify the DHIN Chief Operating Officer (COO), Chief Information Officer (CIO) and the Privacy and Security Compliance Manager of the issue. The email to [privacy@dhin.org](mailto:privacy@dhin.org) should provide the ticket # and a brief explanation of the concern or issue.

### **Escalation process**

The DHIN Service Desk is trained to identify and handle a large majority of the incidents reported by phone or email. For Urgent SEV 1 and High SEV 2 Priority Issues, the Service Desk will open a ticket and gather as many details and examples as possible while proactively engaging the appropriate resource to facilitate resolution.

The DHIN Service Desk owns the issues and will act as the point of contact throughout the issue. If the issue needs to be escalated to the next tier, the Service Desk will notify the next tier and assign the ticket to the appropriate resource to engage in the issue resolution. During unplanned outages and SEV1 related incidents a single point of contact will be identified at DHIN to provide updates throughout the incident.

### **Exclusions**

The DHIN is not responsible for any incidents related to end users due to:

- Incorrect or incompatible Operating System or Software
- Interconnection or integration with non-approved Third Party Software or equipment
- Use of the Community Health Record, or results delivery methods other than the recommended use by DHIN's standing Data User Agreement

Customers shall remain responsible for ensuring their systems are properly installed and following all recommendations by DHIN.

### **Planned Maintenance Window**

The DHIN and our technology partners will undergo Planned Maintenance Windows at least once per month for necessary patches and updates critical to the success of the Data Center(s). Customers will be notified via email and the home page of Community Health Record when the planned maintenance windows will occur. In preparation for the Planned Maintenance Window, it's recommended that customers follow all guidelines defined in the notices. In some cases, functionality and access will be limited during planned maintenance windows.

DHIN Mirth Interface Manager and Infrastructure Monthly Maintenance occurs on the last Wednesday of every month at 10 PM ET lasting approximately 5 hours.

## **Customer Obligations**

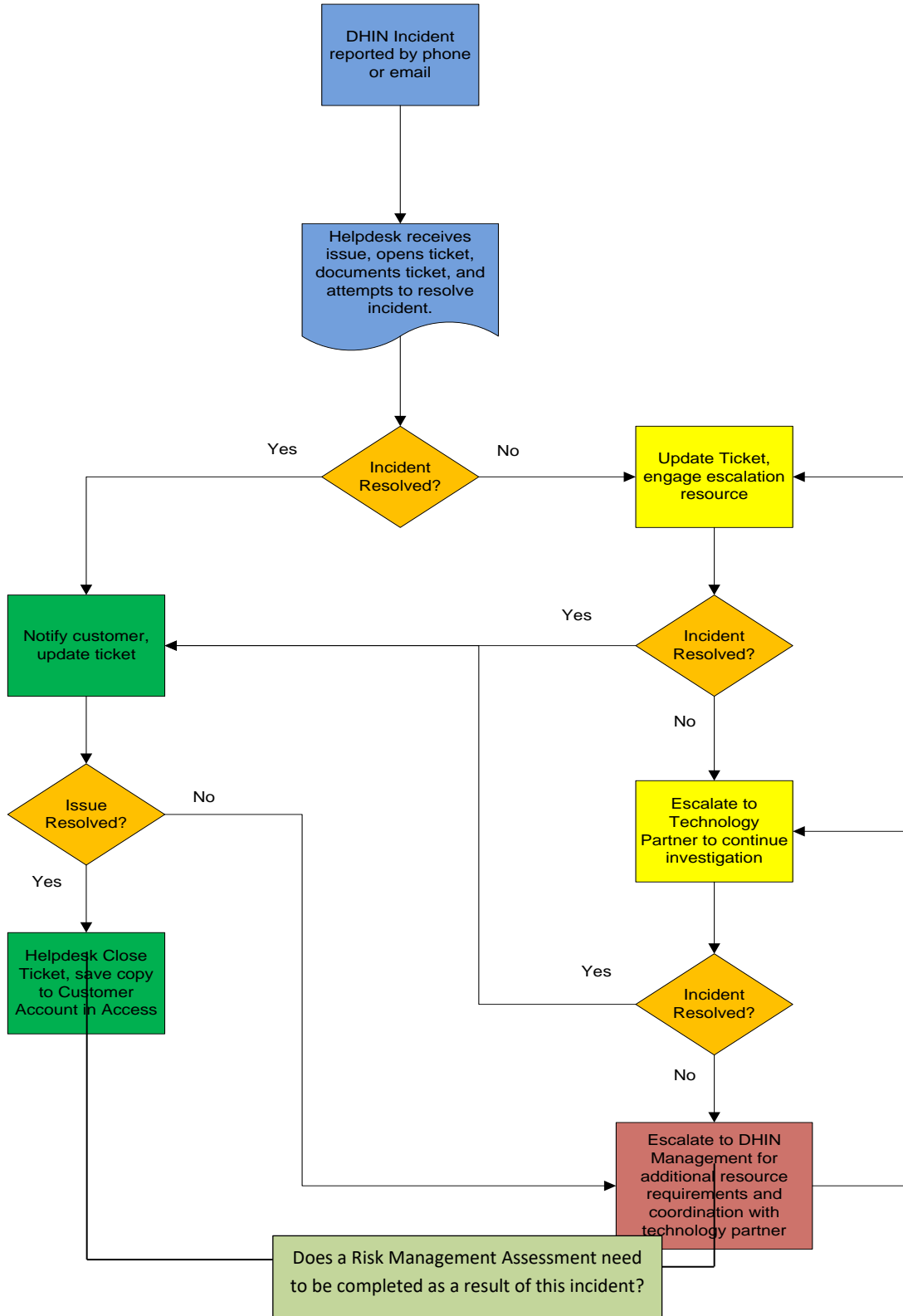
Within the customer facility, clients are responsible for the information systems, including network administration and performance, operating system and procedures, and workstations. Practice Administrators are responsible for User Access, Password Resets, and Unsupported third party software.

For the DHIN Service Desk to be effective and responsive, it is the responsibility of the customer to document and report the issue via phone or email accordingly, reporting all functionality issues or malfunctions. Once the DHIN helpdesk has provided information to resolve the issue, it is the responsibility of the customer to implement all the necessary steps to rectify the incident to return to normal operations.

## **DHIN Tech Tips**

The DHIN Service Desk maintains an active list of common problems and communicates these via the Home Page in the CHR, Constant Contact Notifications, and via [DHIN.org/resources](http://DHIN.org/resources).

## DHIN Service Desk Incident Workflow



## Unplanned Outage / SEV 1 Communications

Within Normal Operational Support, an Unplanned Outage or SEV1 Issue can / will occur. The following information outlines the Customer Support Communications during an Unplanned Outage or SEV1 Incident:

1. Salesforce Ticket is updated and escalated per the above process
2. DHIN Network and Operations Manager, or designated Support Resource will send an email to the impacted Data Senders, Stakeholders, and Internal DHIN Management Team (to include DHIN Staff) using the following structure:

**Incident:** Brief description of incident that has occurred

**Priority:** SEV1

**Impacted Systems:** Please indicate what systems are impacted and their impact on results deliver to the Community Health Record, and the Provider Community (Inbox, AP, Grid, ENS, DPH, CRISP...)

**Customer Impact:** Please indicate the impact to the customer (i.e. Delayed Results Delivery, Missing Results, No results since....)

**Current Actions Performed:** Please indicate who the issue is escalated to, and what the current activities are (even if the message is still investigating)

**Next Communication:** Indicate what time the next update will be sent to the above audience.

*NOTE* – The DHIN COO, or designee, will determine if a communication is necessary to the Provider Community leveraging Constant Contact, or the DHIN CHR Home Page.

## Communication Timeline for Unplanned Outage / SEV 1 Incidents:

Unplanned Outages / SEV 1 Incidents will escalate through the Normal Customer Support Workflow Process. During these times, The DHIN Support Staff will follow the below Timeline during these occurrences to communicate the incident appropriately:

- Incident / Escalation Occurs
- 15 minutes – 1<sup>st</sup> Update DHIN Internal
- 30 Minutes – 2nd Update DHIN Internal and Escalate Issue to Vendor as needed
- 60 Minutes – Email Update to Data Senders, Stakeholders, and Internal Management referring to the DHIN Data Sender Contact List.
- Subsequent emails to Data Senders, Stakeholders, and DHIN Staff will occur at 1 hour intervals throughout the lifecycle of the escalation, unless determined otherwise or the issue is resolved before the next hourly update.
- Unplanned Outages / SEV 1 Incidents lasting more than 3 hours will trigger a conference call, inviting all impacted Data Senders, Stakeholders, Clinical Representative, and respective teams along with the Vendor assigned to the issue in addition to the email updates. The frequency of subsequent conference calls will be determined by the appropriate resource leading the support effort.
- At the conclusion of the incident, after normal operational support has been restored, a full RCA will be delivered, detailing the incident, corrective action, contributing factors, lessons learned, and steps to prevent future occurrences.

**NOTE** - The DHIN Data Senders and Stakeholders are responsible for pass through communications internally within their respective organization to ensure all appropriate personnel (Management, Support, and Service Desk) are notified of the incident, current status, and next communication. Likewise, the DHIN COO, or designee, will work with the impacted Data Senders and / or Stakeholders to provide communications outbound to the Delaware Provider Community regarding the incident.

## **DHIN Business Relationship Managers: Territory Assignments & Contact Information**

**Brooke Clogg-** [Brooke.Clogg@dhin.org](mailto:Brooke.Clogg@dhin.org), (302) 538-0322 **(New Castle)**

Hospitals: Beebe, AGH, Nanticoke (and any practice related to the hospital)

Practices: everything below Milford and down

**Eddie Seaton-** [Ed.Seaton@dhin.org](mailto:Ed.Seaton@dhin.org), (302) 747-6250 **(New Castle)**

Hospitals: Nemours and SFHC (and any practice related to the hospital)

Practices: All of Wilmington, Elsmere, Newport, Hockessin, Greenville, West Chester and Philadelphia Pennsylvania

**Garrett-** [Garrett.Murawski@dhin.org](mailto:Garrett.Murawski@dhin.org), 302.943.5392 **(Kent County)**

Hospitals: Bay Health and PRMC (and any practice related to the hospital)

State: All of the state related orgs and depts (ex: dba state of DE)

Practices: New Castle, Bear, Chesapeake City, Earlville, Cecilton, Chestertown, and Warwick Maryland, Delaware City, Middletown down to all of Milford

**Mike MacDonald-** [michael.macdonald@dhin.org](mailto:michael.macdonald@dhin.org), (302) 604-8526 **(Sussex County)**

Hospitals: CCHS and Union Hospital (and any practice related to the hospital)

Practices: All of Newark, Elkton, North East, Perryville, Rising Sun and Havre de Grace Maryland, West Grove, Jennersville, Oxford, Landenberg, and Kennett Square Pennsylvania

## Appendix A, Sample Data Provider Communication Template

Attention DHIN Data Provider,

We are experiencing connectivity issue when trying to send messages over to the Nexus interface. We have engaged Supplier to address the issue and escalate it to a SEV 1 priority. We will continue to receive messages from our data senders and once the connectivity to Nexus has been restored we will process those messages over to Nexus to be viewed in the Community Health Record and delivered to all downstream systems.

**Incident:** Nexus Interface Connectivity Issue

**Priority:** SEV1

**Impacted Systems:** CHR, Clinical Inbox, AutoFAX, Population Health & EMR Delivery

**Customer Impact:** Delay in receiving results via EMR & Missing population health data for 1/16/2018

**Current Actions Performed:** Escalated issue to vendor as SEV 1 to address issue.

**Next Communication:** 11:30 AM EST (if not resolved sooner)



## Appendix B, Sample User Communication Template



Please be advised that results delivery through DHIN's clinical inbox and to the Community Health Record is delayed, with a queue of approximately 12 hours.

Technical resources are working to restore service, and additional updates will be provided.

Thank you for your patience.

### About the Delaware Health Information Network

DHIN, the Delaware Health Information Network was the first live, statewide health information exchange in the nation. Launched in 2007, today it serves all of Delaware's acute care hospitals and approaching 100% of the state's medical providers. DHIN shares real-time clinical information to improve patient outcomes, eliminate the duplication of services and reduce the cost of healthcare. For more information, visit [www.DHIN.org](http://www.DHIN.org) or call 302-678-0220. Please also visit us on Facebook, LinkedIn, Twitter and Instagram (@DHIN\_hie).

### **Delaware Health Information Network**

**107 Wolf Creek Blvd  
Ste 2  
Dover, DE 19901  
Phone: (302) 678-0220  
Fax: (302) 645-0398  
E-mail: [info@dhin.org](mailto:info@dhin.org)**

**The DHIN Service Desk is available Monday-Friday, 8am-1am, at (302) 480-1770 or [servicedesk@dhin.org](mailto:servicedesk@dhin.org).**

## Appendix C

### Voice Response Script for Service Desk Main Number, 302-480-1770

#### For normal operating hours

Thank you for calling Delaware Health Information Network's Service Desk. If this is a life-threatening emergency, please hang up and dial 9-1-1. Please listen to this entire message as our response menu has changed.

For Results Delivery, community health record and other DHIN service related questions, please press 1

For Password Resets and other access related questions, please press 2

Script after pressing #2

-Did you know that you can reset your password by clicking on the password reset link on the new DHIN community health record? If this is not an option for you, please stay on the line for assistance {either phone will be forwarded to staff to be answered by live attendant or will go to voice mail if live attendant is not available}

Voicemail Prompt for Option 1 & 2

"We apologize that a representative is not currently available to take your call. At the tone, please leave your name, practice name and phone number where you can be reached and we will get back to you shortly to reset your access credentials."

For Network Integration and Connectivity Issues, please press 3

Thank you...please stay on the line as we connect with you with a representative, or press "9" to leave a brief message that includes your contact information, and an on-call network operations representative will call you back shortly.

#### Outside of normal operating hours (Monday-Friday 1AM-8AM , Weekends and Holidays)

Thank you for calling Delaware Health Information Network' Service Desk. If this is a life-threatening emergency, please hang up and dial 9-1-1. Please listen to this entire message as our menu has changed. Our normal business hours are from 8AM-1AM, Monday-Friday. You may leave a message for password reset, results delivery and other non-urgent issues and a DHIN representative will contact you during the morning of our next business day. Please press 1 to leave your message after the tone.

For Network Integration and Connectivity Issues occurring outside of normal business hours and requiring the assistance of a DHIN Network Operations representative, please press 3.

Script after pressing #3

Thank you...please leave your contact information and call-back number, including area code, at the sound of the tone and a message will be sent to a Network Operations representative within the next 15 minutes.