

# The Help Desk – Two Steps to Success

A brand new version of HEAT has recently been installed to better support the DMH CIOB Help Desk respond to questions from thousands of users for a wide variety of applications, hardware and software. The Integrated System is perhaps the most difficult of the 20-plus software applications we deal with, partly because it is a new and changing program, and partly because it is so complex...

## Answering an IS question is often a two step process:

- We take your information through the Help Desk
- We route you to a specialist who can research and provide an answer.

To break it down...when you first call in, the Help Desk Analyst you talk to is responsible for routing your call to the right specialist. Given the complexity of the IS, your question might need to be researched. Our new HEAT software does allow us to share knowledge among our Analysts, and we're hoping it will cut our research and response time.

## STEP ONE – Verify Caller's Information

The Help Desk Analyst must verify your information: Name, Phone number, Location and will often ask the following questions as they relate to your call:

- 1) What is your reporting unit?
- 2) Who is the Rendering Provider? (Doctor, therapist, or clinician associated with this client.)
- 3) What is your Rendering Provider ID # or Staff Code?
- 4) What is the DMHID or MIS #? (This is for the client ID #)
- 5) What IS Module did the problem occur in? Clinical, Administrative, or Reports?
- 6) What function were you trying to perform?
  - a. Are you trying to delete an episode?
  - b. Are you trying to delete or change UMDAP Date?
  - c. Are you trying to remove SFPR?
- 7) What error message did you receive? (If any)
- 8) Please describe the problem: Can you give a brief description of the issue you are having in the IS?

Once the answers are provided, the Help Desk Analyst will give you a ticket number and send your call to the next available IS Analyst for follow-up.

## STEP TWO – Analysis and Resolution

Most IS issues require research. The ticket created for you is tracked in our call-tracking program HEAT. Once resolved, an IS Analyst will contact you by phone to inform you of the resolution and to close the ticket.

With the new version of HEAT we plan to implement features like email notification, online answer tracking, and give you the ability to submit tickets to the Help Desk! Working online, you'll be able to avoid the call queue.

## Don't Forget...you can get Help without the Help Desk!

Check out our Frequently Asked Questions and Special Bulletins on the IS Website...

<http://www.dmh.co.la.ca.us/hipaa>

Click on the link to the FAQ, or to the Forms and Publications Page for all kinds of answers to all kinds of IS questions!