CAM Functionality FAQ

Question: Who can create Serious Incident data reports in CAM?

Brokerage Directors, Program Managers, Supervisors and Quality Improvement users can all create data reports in CAM for Serious Incidents. Users will automatically be granted access to creating reports based on their role within the CME.

Question: How do I add a user to CAM, modify their access, or remove a user from CAM?

In order to access CAM all users must have a user license. In order to receive a license, users must attend training on the functionality of CAM and Serious Incidents. Once this is complete a user must submit a signed 784 form and CAM supplemental access form to CAM.support@state.or.us.

To modify or remove user access to CAM, a 784 form must be submitted to CAM.support@state.or.us. This form must be signed by the supervisor prior to submitting the request.

Question: I work in a CDDP and need to enter a SI for a child receiving CIIS service. Do I need to do anything different so CIIS can the Serious Incident created?

When you create a Serious Incident and it involves a child receiving CIIS services you must select “CIIS” as the ‘SI Authority’. If ‘SI Authority’ is not selected, CIIS case managers will not be able to see the Serious Incident.

Question: Who can share a Serious Incident?

If you can create Serious Incidents, you also can share those serious incidents with other users as needed. You do not need to share SI’s within your own CME as all users within your CME have access to those records. Users will see a ‘Share’ button on each serious incident. Only users who are the “owner” of the record can view the ‘Share’ button on the serious incident. If you do not see a ‘Share’ button on a Serious Incident, it is likely you aren’t the owner of the record.

Question: I have an individual who is moving to another CME. Can I transfer all of their SI’s to the new CME?

Yes, you can do a ‘Mass transfer’ of Serious Incidents to move all SI’s to the new CME. Attached you will find a step by step guide on how to do a transfer of SI’s. Once you transfer the SI’s from your CME to the new CME you will no longer have access to the SI’s. Your Program Manager or Brokerage Director will have access to SI’s across the state in order to conduct the required quarterly trend analysis.

Question: Who can mark a Serious Incident as confidential?

Program Managers, Brokerage Directors and Supervisors can all mark a Serious Incident as confidential. Confidential allows authorized users to access sensitive and protected
data. The confidential checkbox in CAM ensures confidentiality and safeguards data. Please contact and staff the incident with your supervisor if you believe a SI needs to be marked confidential.

Question: I timed out of CAM and when go back to log-in the CAM logo is not there. Is this the correct sign in screen?

No, you are seeing the generic Salesforce log-in. If you were able to bookmark the CAM log-in URL use that link to go back to the CAM log-in screen. If you do not have the link bookmarked, you will need to type the following URL into your browser: https://oregon-cam.my.salesforce.com

Question: Who do I contact for a password reset or technical assistance with CAM functionality?

Please email CAM.Support@dhsoha.state.or.us and include your question, a brief description of what assistance you need.

Question: I was notified a co-worker is following me, what does this mean?

This is referencing additional functionality within the CAM system. If you follow users or records you will see updates and activity from those users or records that you have chosen to follow. When you follow users, you will get updates on their posts, comments and likes in your feed. Although you may not be using this functionality, other CAM users may still be able to follow you. These users will only have access to information that you share and based on their level of access.

Question: I accidentally entered a duplicate Person Account record, is there a way I can delete the second account I created?

If you discover that there are duplicate person accounts, please email CAM.Support@dhsoha.state.or.us and provide the names of the records that you believe need to be merged into one account.

Question: I realized that I created a Serious Incident that does not rise to the level of a Serious Incident. Can I delete this Serious Incident (SI)?

You are not able to delete a Serious Incident. If the SI is still in the status of “SI Entry” you can leave it in that status and after 24 hours the system will delete the SI. If the SI status is in “SI in Process” you can close the SI and indicate the close reason as “Does not meet the definition of a Serious Incident” or “opened in error” (depending on the user role assigned to you, a supervisor may need to assist with this).

Question: I cannot see the List View I created, am I allowed to create custom List Views? Am I able to view more than my SI’s using a List View?

Yes, all users can create List Views. It is important to note which tab you created the List View in, and you want to make sure you are in the correct tab when attempting to access the List View. If you are wanting to see all of your CME’s SI’s, you will need to make sure
when creating your List View that you selected between viewing only your SI’s, or all of your CME’s.

**Question: I tried to enter an SI for someone on my caseload and I was not able to create a Person Account for them, why not?**

All DD Clients are preloaded into CAM from eXPRS (Name, Prime Number and Date of Birth). Users will never be able to create person accounts for DD Clients. To enter an SI, you would create a new entry and on the “SI Client” screen will need to search for them using their legal name. If you are not able to find an existing record, please email CAM.Support@dhsoha.state.or.us to verify that the individual has been preloaded into the CAM system.

**Question: I would like to customize my username, is this possible?**

No, your username is going to be your work email address and due to security purposes, you will not be able to edit/change this. CAM user licenses are link to your work email address. If your CME’s email domain has changed please follow up with CAM.Support@dhsoha.state.or.us and your CME’s Leadership Team.

**Question: Can I share my Serious Incident with someone who does not have access to CAM?**

No, all CAM users are required to complete designated trainings, and be issued a license to log into CAM. Once a user has completed these steps, then you may share an SI with a CAM user outside of your CME if needed.

**Question: The system keeps prompting me to reset my password every day, what should I do?**

Verify that you have bookmarked the correct URL for CAM. You never want to bookmark the link sent in the welcome email that is used to create your account password. If you are being prompted to change your password daily, you are accessing the incorrect link.

**Question: How should I list a reporter in a SI when the information comes from Pre-Manage/Collective Medical?**

The reporter should always be listed as “Collective Medical” for CAM SI entries that originate from Pre-Manage/Collective Medical.

**Question: How do we identify reporters in CAM if the report comes from Child Welfare? If the reporter is anonymous do we put in last name unknown?**

If you know the name of the reporter, you would identify them by name as the reporter. You may have to create a person account if one does not exist. If you do not know the name of the reporter, you may select the “Last Name Unknown” box. There is not an option to list the reporter as anonymous.