

## April 2017 – Webinar for Birth Information Specialists, Midwives and Managers:

### Topic: Error Report Email – Q & A

Link to recording: <https://chsdhsoha.adobeconnect.com/p8psd3ry110/> (19 minutes)

1. **Question:** As a new manager, how can I know whether the previous manager notified your office if they resigned?

**Answer:** Please call or email our office to notify us when someone leaves or joins your facility. Managers do not need OVERS accounts, but they will need to provide us their emails. Managers are emailed their facility's monthly birth reports. We will also add managers to our email distribution list (Listserv), so they can receive communications from our office. The Listserv is the way our office notifies birth information specialists, midwives, and managers about OVERS updates and downtime, vital records newsletters, and upcoming webinars or training opportunities. To notify our office of a new manager, please contact JoAnn Jackson, State Registration Manager, at 971-673-1160 or [joann.jackson@state.or.us](mailto:joann.jackson@state.or.us). To notify our office of a new or departing birth information specialist or midwife, please call the OVERS Help Desk at 971-673-0279.

2. **Question:** When we receive an edit and the information on the record is correct, is an additional comment necessary?

**Answer:** Yes, you should always make an additional comment on the record.

When NCHS determines the data reported is outside the expected range, an error report is sent to the user via an auto-generated email (which shows Cynthia Roeser as the sender). You can address the edit in one of two ways: fix the error or make an additional comment on the record.

If you fix the error, you should not receive further notification about that error.

However, if the information that resulted in an edit was correct, you can simply make a new comment on the record. Our office is notified whenever a new comment is made on a record with an edit. When our office is notified that a new comment was made, Cynthia can review the additional comment, and, if appropriate, put a bypass on that record. The bypass will ensure you will not receive further notification about that particular edit.

Remember, it is important to make the correction or comment as soon as possible, or you will continue to receive further notification from our office requesting you to address the edit.

3. **Question:** When making an amendment, do you have to click "Save" or can you click "Save Amendment"?

**Answer:** When making an amendment, you have three options to save the amendment. You can either click "Validate Page" which will save the information you entered and check for errors in the record; "Validate Amendment" which will save the information you entered and check for errors within that amendment; or "Save" which will simply save the information you entered. Clicking any

one of these options will save the change(s), and you can then certify the amendment by clicking on “Amendment Affirmation”.

4. **Question:** If an employee will be out for 2 or more weeks, is it possible for us to notify your office and request that the edits be emailed to a different coworker?

**Answer:** Unfortunately, no. Our state system is set up to send an auto-generated email to the individual birth information specialist or midwife who generated the error/edit from their OVERS account unless that account is deactivated. Birth information specialists and midwives can work with their managers to determine their facility’s backup plan when someone is out of the office.

5. **Question:** How is the password expiration for the Proofpoint Encryption site different than the OVERS password?

**Answer:** When you receive an email from our office, or any program within DHS or OHA, it is sent securely in order to meet our State’s security policy with transmitting confidential information. From the secure email, you are directed to the Proofpoint Encryption site, where you will be prompted to create an account. This account is different than your OVERS account, however, we recommend that you make your passwords the same for both accounts. If you need help accessing your secure email, you can always call the OVERS Help Desk at 971-673-0279. Just like your OVERS password, your Proofpoint Encryption password is good for 90 days. However, unlike your OVERS password, our office cannot reset your Proofpoint Encryption password for you. To reset this password, click on the “Forgot Password” link from the secure email and follow the prompts.