

ARIAS User Group Meeting

Date: Tuesday, April 13, 2021

Time: 11:00-12:00

Registration: https://www.zoomgov.com/meeting/register/vJl5d-yrpz4jHmCD_M1WUlw5byOHOmdu1Z8

Purpose: To share new features, address user issues, and gather feedback on development priorities for ARIAS.

Outcome: Users are kept informed about development projects and their needs are identified and prioritized.

User technical support: ARIAS.Support@dhsosha.state.or.us

ARIAS Training support and questions: training.support@dhsosha.state.or.us

YouTube Link: <https://youtu.be/eRrZuSU7omI>

AGENDA / BACKGROUND	Presenter(s)	Time	17.39 minutes
Introductions – Jen Chandler			
<u>Overall ARIAS Updates – Hui Kim</u> Time Stamp: .13			
Q: Can you tell me again what the difference is between the Communication Notes and the Additional Notes section that we've been using? Time Stamp: 3.00			
Q: Can you repeat how to access the information about changes and updates? Time Stamp: 4.01			
<u>Tech Support Resources – Alex Nelson</u> Time Stamp: 5.18			
Starting this Thursday, the CRRU will be offering live phone-based support for ARIAS and Opera users in addition to the currently available email support. Phone support will be available seven days a week. Support in English will be available from 7am to 6pm, and support in Spanish will be available from 8:30am to 6 pm. We will also have access to support other languages as necessary anytime between 7am and 6pm.			
The phone number for the ARIAS/Opera User Support team is (971) 673-1111, option 2.			
Users can still also submit questions or issues via email to:			
ARIAS.support@dhsosha.state.or.us			
Opera.support@dhsosha.state.or.us			
<u>User Questions and Feedback</u>			
Q: I have an issue where it seems like the DOB is not sticking. I put it in and sometimes it'll stay in there and sometimes it doesn't. It especially doesn't if whomever loaded them out of Opera puts their DOB, but doesn't put in a birth date. Then a lot of times if I put a birth date on top of that it doesn't stick. Time Stamp: 7.40			
C: Other known issues with dates: Date of Last Exposure and End of Quarantine are also not updating: Time Stamp: 9.31			

ARIAS User Group Meeting

Q: When a person tested positive, before we closed out their chart, we would say 'Tested Positive, the date tested positive Transferring to Opera', and then with the vaccines (vx) coming out we were told we were not allowed to put any vx information in the Note section. I was wondering if there were any updates on that? **Time Stamp: 11.28**

Q: It doesn't make sense to me how that's different protective health information vs saying someone is symptomatic, and positive ... it doesn't make sense logically in how that's different if ARIAS is a secure, then what's the reason for that? Then also, at some point in time will it be able to be included? **Time Stamp: 13.49**

Q: It makes me question how secure it is ... if I say someone has a case is symptomatic, and tested positive, I don't understand the difference? Is ARIAS not as secure as Opera? We do ALERT Queries through Opera ... I feel it would raise red flags of why you could do one and not the other? **Time Stamp: 15.24**

April ARIAS Survey with new questions: <https://app.smartsheet.com/b/form/747112122c614a9ea08f2031083f93cf>

Time Stamp: 16.25

Wrap up – Jen Chandler – 3 minutes

Future Meetings: Tuesday, May 11 by Zoom

ARIAS User Group Meeting - Second Tuesdays 11-12

Registration for May 11: https://www.zoomgov.com/meeting/register/vJl5d-yrpz4jHmCD_M1WUlw5byOHoMdu1Z8