

Opera Support Call

Date: Tuesday, June 08, 2021

Time: 1:00-2:00 p.m.

Registration: <https://www.zoomgov.com/meeting/register/vJlsc--vqT4rE7SUqY6rQJxPWBwueHZ8PKs>

Purpose: The agenda will rotate every other week between an Opera-centered support meeting to Investigative Guidelines support issues.

Outcome: Case investigators are kept informed about Opera updates, case investigation topics, and their needs are identified and prioritized.

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

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

Here's the YouTube link: <https://youtu.be/SmjAQiO9PDU>

AGENDA / BACKGROUND	Presenter(s)	Lex and Philip	Time	27:37
Welcome & Staff Introductions – Shaun Parkman				
Highlighted Topics – Lex Zhang and Philip Lerud				
- Alert Immunization System Query best practices Time Stamp 1:20				
- Internal Tableau Dashboard - Not Recorded due to active case data				
- Opera Custom list - Tabled for later				
Open discussion topics - User questions and feedback (All)				
Q: Do we recommend that we click this button before you call the case or before or after, or does it matter? Time Stamp 5:15				
Q: IF the query isn't working, is it helpful to provide the time, and the case ID to Opera Support for trouble shooting? Time Stamp 6:11				
Q: Does the Alert shut down after 10pm, because I have never had luck after then. Time Stamp 8:05				
Q: Is there a reason the counties are not being 'To Do'd for Alert vaccine info? Time Stamp 12:58				
Q: For those cases that are queried work, and vaccination, but it doesn't go through the process of getting marked in the box, and not identified as a breakthrough case, how do you want us to record those? Time Stamp 13:23				
Q: What would best practice be with tracking the Alert 'To Do's for breakthrough cases? Time Stamp 18:17				
Q: When was the Vaccine Breakthrough check box added? Time Stamp 18:53				
Q: I am confused by this new checkbox ... is that something state, county ... who would be doing that and how is that best to track the data that you guys need? Time Stamp 21:17				
Q: Going back to that 45-days query ... why is it 45-days, and not 90-days? Time Stamp 23:52				
Q: In the Investigative Guidelines, it says we are to report any breakthrough cases to the Epi, are you wanting us to do that, or does this check box take care of that? Time Stamp 24:18				

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Q: How do we get the breakthrough check box to show up? **Time Stamp 24:56**

Tabled

- Check in on Alert Query response after being bug fixed 6.8.21
- Opera Custom list

Wrap up - Shaun Parkman

Future Meetings: Every Tuesday 1:00 – 2:00

Opera and Investigative Guidelines Support Call registration information and general resource materials can be found on the OHA COVID-19 Case Investigation and Opera Resource page:

<https://www.oregon.gov/oha/covid19/Pages/Case-Investigation-Resources.aspx>