![Pennsylvania DEPARTMENT OF HUMAN SERVICES]

Generation of EIM Email Notifications for Supports Coordinators and Supports Coordination Supervisors
ODP Announcement 19-042

AUDIENCE:

Supports Coordination Organizations (SCOs), Supports Coordinators, and Supports Coordination Supervisors

PURPOSE:

The purpose of this announcement is to inform Supports Coordinators (SCs) and Supports Coordination Supervisors (SC Supervisors) of the addition of email notifications when there is a system-generated alert in Enterprise Incident Management (EIM). The email notification functionality has been added to EIM in order to prompt users to login and review incidents. The addition of email notifications will assist SCOs to promptly review incidents for evidence that the individual's health, safety, and rights were safeguarded during the entire lifecycle of an incident.
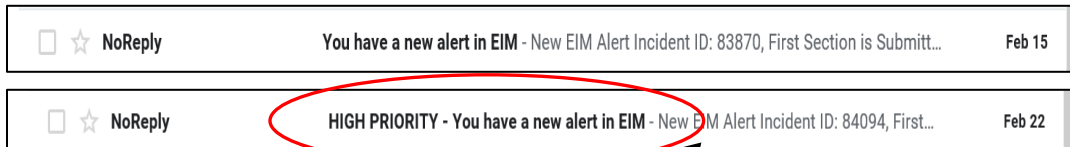
DISCUSSION:

On March 30, 2019, SCs and SC Supervisors with an assigned caseload in HCSIS will begin receiving real time email alerts when there is a system-generated alert in EIM for an individual assigned to their caseload.

Email notifications will be received when the following occurs:

- Incident First section is submitted.
- Restraint incident is submitted that requires follow up.
- Initial County or Regional Management review is submitted, with a "No" response to any question within the review.
- Incident Final section is submitted.
- Incident Management review by County or Region is submitted and the incident receives a status of "Not Approved".

Supporting Pennsylvanians with developmental disabilities and their families to achieve greater independence, choice, and opportunity in their lives.
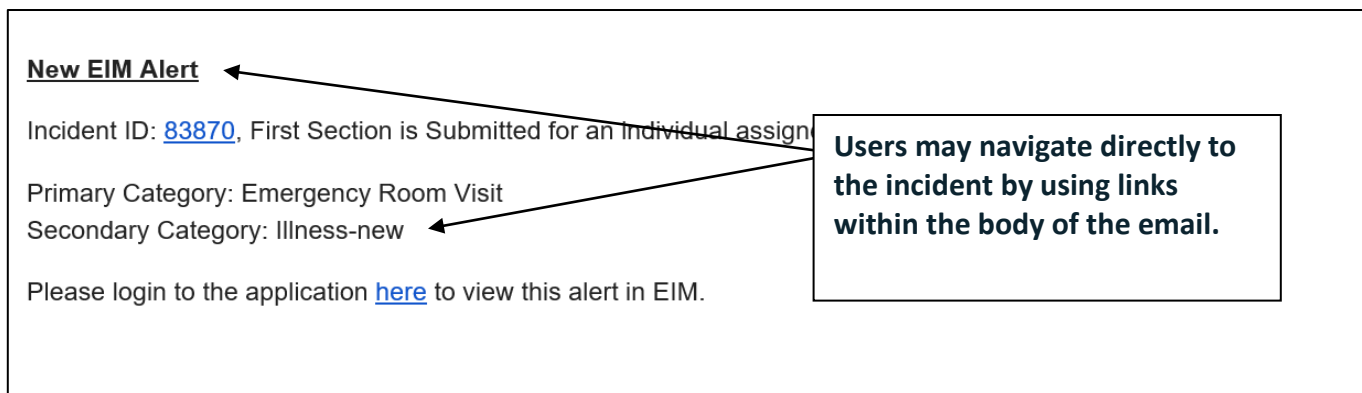
To ensure the email alerts are successfully delivered to the appropriate email addresses, please ensure all email addresses of SCs and SC Supervisors are correct in HCSIS Demographics and add NoReply@pa.gov to your safe senders list.

Email Message

☐ ☆ NoReply	**You have a new alert in EIM** - New EIM Alert Incident ID: 83870, First Section is Submitt…	Feb 15
☐ ☆ NoReply	**HIGH PRIORITY - You have a new alert in EIM** - New EIM Alert Incident ID: 84094, First…	Feb 22

If an incident is submitted that requires an investigation, the email alert will be identified as a High Priority.

Body of Email

New EIM Alert

Incident ID: 83870, First Section is Submitted for an Individual assign…

Primary Category: Emergency Room Visit
Secondary Category: Illness-new

Please login to the application here to view this alert in EIM.

Users may navigate directly to the incident by using links within the body of the email.

For technical issues, please contact the HCSIS/EIM Help Desk.

Phone: 1-866-444-1264 Fax: 717-540-0960

E-mail: c-hhcsishd@pa.gov

Hours: Monday – Friday: 7:45 AM – 5:00 PM

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