Support Services Guide

For Connections with the Vermont Health Information Exchange

Version 6

Vermont Information Technology Leaders, Inc.

1 Mill Street, Suite 249 • Burlington, VT 05401

Support Line - (877) 592-4053

Website - http://myvitl.net

Overview

This document describes the support services provided to VITL customers who use the Vermont Health Information Exchange (VHIE). For the most current version of this document, visit VITL Support at:
https://www.vitl.net/connect/support-services

This support guide outlines the following:

- The support services provided by VITL Support
- How to contact VITL Support
- Expectations for resolution of issues

Support Services Provided by VITL

VITL Support provides the first level of support for VHIE related issues, which generally include connectivity between your system and another organization on the VHIE network. Issues that cannot be resolved by VITL Support are escalated to VITL's Health Information Exchange (HIE) vendor.

A. **Data Senders** (Data Senders refer to clients who send messages to the VHIE).

1. If you are encountering an issue sending data to the VHIE, please open a MyVITL ticket or call our support line at (877) 592-4053.

2. VITL Support actively monitors interface connections and notifies clients of issues as they arise.

B. **Data Receivers** (Data Receivers refer to clients who receive messages from the VHIE).

1. If you are encountering an issue receiving data from the VHIE, please open a MyVITL ticket.

2. When a new provider joins or an existing provider leaves your organization, please notify VITL by opening a MyVITL ticket, so results delivery can be updated accordingly.

C. **VITLAccess users**

1. You have 3 attempts to try logging into your account before the system locks your account. If you forgot your password, you may:
     - Reset your password by clicking on the *Reset Password?* button
     - Request that your Local Security Officer (LSO) open a MyVITL ticket
     - Call our support line at (877) 592-4053

2. When a new employee joins or an existing employee leaves your organization, please request your LSO notify VITL by opening a MyVITL ticket. Please attach the appropriate enrollment form in the MyVITL ticket you created.

D. **VITLDirect users**

1. When a new employee joins or an existing employee leaves your organization, please notify VITL by opening a MyVITL ticket.

2. If you are encountering issue sending or receiving a message, please open a MyVITL ticket.

E. **Single Sign On (SSO) users**

1. If you are encountering an issue with your Single Sign On (SSO) service, please open a MyVITL ticket.

F. **Electronic HL7 Patient Consent**

1. If you are encountering an issue with your Electronic HL7 Patient Consent service, please open a MyVITL ticket.

2. VITL Support actively monitors the Electronic HL7 Patient Consent connections.

G. **Cross-Community Access users**

1. If you are encountering an issue with your Cross-Community Access service, please open a MyVITL ticket.

2. VITL Support actively monitors the Cross-Community Access connections.

Contacting VITL Support

You may contact VITL Support by going to http://myvitl.net to open a MyVITL ticket or call our support number at (877) 592-4053.

For all urgent issues, you should always call VITL Support at (877) 592-4053.

Opening a MyVITL ticket

You will need a MyVITL account to open a ticket with VITL Support. If you do not have a MyVITL account, please visit VITL Support at http://myvitl.net**.**

Please provide as much information as possible to assist the VITL Support Team in troubleshooting your issue. Information that is particularly useful includes:

- Protected Health Information or PHI should **NOT** be included in the Subject line of the MyVITL ticket, but may be included in the Description, Comment boxes and attachments.
- A detailed description of the issue.
- Steps taken to resolve the issue.
- Include examples or supporting material such as screen shots, faxed results, etc.
- Recent changes to your system or network.

Support Services Not Provided by VITL

In the course of your daily workflow, you may be using or accessing electronic healthcare systems that are not operated by VITL. In those instances, please contact the appropriate vendors that provide support for those electronic healthcare systems.

Contact List

Contact	Business Hours	Business Hours Support	Off Hours Support
VITL Support	8 AM – 6 PM Monday-Friday	**Urgent issues only:** (877) 592-4053 **All other issues:** Submit a ticket via MyVITL http://myvitl.net	**Urgent issues only:** (877) 592-4053 **All other issues:** Submit a ticket via MyVITL to be addressed on the next business day
VITL Consent Hotline	8 AM – 5 PM Monday-Friday	(888) 980-1243 www.vitl.net/privacy	