Help Desk Ticket Categories

CATEGORY NAME	SUBCATEGORY NAME	Question
Merge or Unmerge	Patient Merge Patient Unmerge Case Investigation Merge Case Investigation Unmerge	What is /are patient ID #(s) ? Which is the Surviving Patient ID #? What is the Case Number(s)? What is the Surviving Case #?
NBS Queues	Open Investigations Approval Queue for Initial Notifications Updated Notification Rejected Notification Documents Requiring Security Assignment Documents Requiring Review Messages Queue Supervisor Review Queue	What entries are you expecting to see that are not presented? Please describe your query in detail.
NBS Account Maintenance	New Account Request Account Reactivation Account Deactivation Changes in Permissions or Jurisdictions	What is the NBS role, program and jurisdiction? What is date range needed? Is there an existing user to replicate?
Patient Records Maintenance	Update Contact Records Remove Contact Records	Provide Patient ID # and requested edits. Which record should be deleted?
Page Builder	Create Condition Create Page Edit Pages Add Treatments Update Value Sets	What is the Condition? Provide the desired edits. Indicate any other Page Builder issues.
NBS Reports	Creating Reports Saving Report Templates	What is the report name? What is date range? Which fields are needed? Will this report be saved and under what name?
ELR	Onboarding Reporting Processing Missing or Duplicate ELRs Missing or Incorrect information on ELR LOINC or local code mapping issue	Which program area(s) are impacted? Which lab reports are missing? Describe the data that is missing. Provide sample lab ids and/or accession #s. What is the date range and facility involved?

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Morbidity Reports	Error Missing Information	What is Morbidity Report #? Describe what happens when you attempt to submit the report. What is the missing information from the report?
eCR	Onboarding - attestation letter Onboarding - testing feedback Production- eCR in NBS system Production - attestation letter	Provide facility name and condition. Describe any issues with data quality in eCR. Provide facility name and condition.
Investigations	Errors Reverting Investigations Deleting Investigations	Provide case investigation #.
Provider & Reporting Facility	Add Provider Profile Edit Provide Profile Information Add Facility Edit Facility Information	Provide Organization/Provider Name, Address, (email) phone number. What information should be updated?
Syndromic Surveillance	Syndromic Surveillance	