

### **GENERAL USE RELATED QUESTIONS**

1. What happened to the MOHSIS data?  
MOHSIS data will be inserted into NEW tables for WebSurv. Some items will be inserted as notes (general text field) because the data in MOHSIS did not 'fit' into the columns in the new tables. For example, symptoms in MOHSIS are a description field and will accept anything; in WebSurv, symptoms are a dropdown and the values are limited.
2. Non Secure Items Warning  
The non secure item will go away. We have the system split into two sections (application and webservice) but they both currently reside on one server. We are preparing to put the webservice pieces on a separate server. When that occurs you will no longer get the Non secure warning.
3. Too Many Sessions  
MOHSAIC only allows users to have two simultaneous sessions. HM (Immunizations) which has a continuous connection, WebSurv has an intermittent connection (sends calls to the database), other MOHSAIC applications may have either continuous or intermittent connections. Server error may occur in WebSurv if two connections are established and a call is sent to the data base.

### **PERSON RELATED QUESTIONS**

4. Date of Death is not available on the Condition Screen:  
Date of Death is entered on the Client Demographics Screen (click on the Person's name in the tree) and displayed on the Condition Screen.
5. Vaccinations Associated to Person  
The History - Vaccinations Screen provides a listing of vaccinations for the person from MOHSAIC. Immunizations records are NOT entered through the WebSurv Application. They can ONLY be entered in MOHSAIC.
6. Where to Enter Place of Employment  
Place of Employment can be entered under the History – MEDICAL/SOCIAL FACTORS which has a place to capture "Business" (Search) when you enter the OCCUPATION as the FACTOR.

## **ADDRESS / JURISDICTION QUESTIONS**

7. What is the difference between the Address and Jurisdiction
  - a. The address(s) are shown on the Locator, Address Screen and are associated to the PERSON.
  - b. The CONDITION jurisdiction is based on an address associated to the condition. Either the case address, address of the medical provider or the address of the reporter is used to determine the jurisdiction. The jurisdiction is based on the COUNTY for the address used. There are currently three exceptions: If the city is Kansas City, Independence or Joplin, a jurisdiction section is provided and the user may select the COUNTY or the CITY as the jurisdiction.
  
8. Address Associated to Condition Determines Jurisdiction  
The client address or institution address must show on the CONDITION screen to be used to assign jurisdiction. Click the link for Person Address or Institution Address to associate the address to the condition. You must click Save for the address association and jurisdiction information to be saved and updated in the top section of the condition.
  
9. Entry of Addresses
  - a. The city dropdown contains official cities recognized by the USPS and the Sagent geocoder. The geocoder may change the city name.
  - b. When editing addresses, some converted addresses may have city names that are not in the list, the city name field will be blank.
  
10. Unknown Address  
If you know that a person lives in a certain city but do not know the street address or PO Box, entry Unknown in Address Line 1, enter the city, state and zip. After Save, the Address Verification Screen should be returned, select the COUNTY and click Use this address in the top section.

## **CONDITION RELATED QUESTIONS**

11. Provider not returned in Search Results:  
Providers (Organizations and Persons) must have the appropriate PROVIDER ROLE to be returned in the search results. Contact your Regional Disease Investigation Staff if the provider is not returned in the search.  
  
NOTE: Do not enter punctuation in the search criteria. Example CHILDREN'S suggest just entering CHILDREN.
  
12. There is no Add to List link or SAVE button:  
The condition is probably Read Only. Check to see if there is a Read Only flag in the middle of the right frame in the top part of all condition related screens. This means you do not have access to make changes to the condition. Some screens will allow you to add information such as TESTS but others will not such as RESOLUTIONS.
  
13. Entry into "Other" fields

## WebSurv Application Frequently Asked Questions

Most screens contain an OTHER... field to allow for entry of specifics when the item is not in the dropdown, i.e. OTHER\_SYMPTOM. You must first select "OTHER" in the dropdown and the Other... field will become available. Do not use key words such as "AND" and "OR" or any punctuation when entering information in the fields to specify what the OTHER is.

### 14. Update Age at Diagnosis when adding a DOB

If a date of birth is not known when the condition is initially saved, the age at diagnosis will be blank if not entered. To update the Age at Diagnosis after entering the date of birth on the demographics screen, click the condition name in the tree and then click SAVE on the condition screen. The confirmation screen will be returned with the age at diagnosis shown. Click SAVE on the confirmation screen and the age of diagnosis will be saved.

### 15. Self Reported Conditions

The reporter is required to save a condition. For those conditions that have been self reported, please use the local health agency as the reporter.

### 16. Law Enforcement Reporter

A provider role of City/County Jail has been associated to many of the law enforcement agencies (ex. County Sheriff's Office).

### 17. Condition Reporter – Completed By

The Reporter is the name of the facility that is reporting the condition. The Last Name and First Name fields provide a place to capture the name of the person that completed the case report in case the investigator has questions and would like to speak to that person.

### 18. Background Information Required Entries

The Patient and Household Information are required to SAVE to Background Information screen. Factors can be added to the list and saved also.

### 19. Condition/Notification Search

In MOHSIS Notifications you could select and view a condition from the listing, then close it, and you would be back at the Notifications listing. If you select the condition on the Condition/Notification Search in WebSurv and then close it, you will have to select the Condition/Notification link and redo the search. The WebSurv System is built with several applications that combine to make up the system. When you select the condition in the notification search, you leave one application within the WebSurv System and open another. One way to view the condition information without leaving the Condition/Notification Search screen is to click the "PRINT CD1" link that is available in the grid. It will open a PDF of case report information for the condition. When you close that, you remain at the notification screen.

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20. Where to enter place of employment

In addition to the PERSON HISTORY – MEDICAL/SOCIAL FACTORS screen, the place of employment or business may be added to the OTHER FACILITIES grid on the condition screen. This organization will then be associated to the condition.