The MEDIC Coordinating Center strives to be responsive and timely addressing questions and concerns. We understand the importance of answering member questions efficiently. As we continue to grow, we recognize the need to better standardize and streamline our process. We have therefore created this resource guide to address commonly encountered questions and provide direction of where and how to seek further assistance. Please adhere to this guideline so we can better meet your needs:

**FOR ALL MEDIC MEMBERS:**

**NEVER send any protected health information (PHI)** to the MEDIC Coordinating Center. PHI includes any potentially identifying patient information, such as: name, date of service, location of service, medical record numbers, social security numbers, account numbers.

Email is not encrypted nor secure, please only use MEDIC ID numbers when corresponding about a particular case.

**FOR IT PERSONNEL AND DATA UPLOADERS BEFORE CONTACTING THE COORDINATING CENTER:**

1. **ALWAYS** review the Electronic Data Dictionary and its included FAQ for the answer first. Remember, the Electronic Data Dictionary is the “source of truth” document for the data files – it contains the most up-to-date list of variables, formats, and other requirements for sending accurate data. Quickly search the document by pressing the CTRL-F keys simultaneously or by going to “Find & Select” in the toolbar, selecting “Find” and entering key words. Click on the “Next” button to go to the next area in the document where the key word is found.
2. If the question is related to mapping raw data values or pulling the correct data field from your Electronic Medical Records system, reach out to the administrator, data abstractor, or clinical champion for MEDIC at your site. They should be providing you guidance on which fields in your EMR correspond to our required variables. It may be helpful to provide the administrator, abstractor, or clinical champion with the variable in question along with the options available in the Electronic Medical Records in an email so that he/she can choose the most appropriate answer.
3. If the question is related to your username, public key, or how to connect to the SFTP server, please contact Alex Leaven with ArborMetrix - aleaven@arbormetrix.com.
4. If the question is related to which folder to place your data into, you should always use the dropbox folder contained within your site’s designated folder. NEVER place anything into the produpload or testupload folders unless instructed to by the MEDIC Coordinating Center.

**FOR DATA ABSTRACTORS PRIOR TO CONTACTING THE COORDINATING CENTER:**

1. **ALWAYS** refer to the Abstractor Data Dictionary and/or Abstractor FAQs prior to contacting the MEDIC Coordinating Center. These documents have been carefully created to answer the majority of your questions and are continuously updated as questions and issues are addressed. These documents can be found in the “Resources” tab within the registry.
2. **DO NOT send any PHI** to the MEDIC Coordinating Center. Email is not encrypted nor secure, please only use MEDIC ID numbers when corresponding about a particular case.
3. When experiencing discrepancies between the non-editable MEDIC registry pages and your EMR, verify with your site’s IT personnel what fields they have mapped to those data elements. MEDIC does not manipulate or convert any data that is sent over; MEDIC uploads the file from the SFTP to Arbor Metrix.
4. Log out and log back into the registry FIRST if you experience technical issues. If you continue to experience issues, contact the Coordinating Center.
5. Contact the Data Auditor if you have questions regarding data abstraction or the registry.
6. **ALWAYS** check with your site’s data or IT personnel to verify that they have submitted the data before contacting us about uploading. MEDIC cannot upload the data if we do not have the data. Additionally, it may take **up to 3 business days** for MEDIC to upload the data to the registry. We apologize for the inconvenience, but we strive to do the best we can with the resources available to us given our workload. You will not be penalized for those 3 days. Your abstraction will be measured from the date the data is uploaded to the registry.

**FOR IT PERSONNEL AND DATA UPLOADERS WHEN CONTACTING THE COORDINATING CENTER:**

**NOTE:** In order to more efficiently manage our inboxes, we have created a guide to follow when sending questions to the Coordinating Center. The “Who Ya Gonna ~~Call~~ Email” document is provided along with the Electronic Data Dictionary. You will receive an answer from a staff member as soon as we are able. You may find it useful to create a Contact Group in Outlook. If you would like some help in creating a Contact Group please contact John Didyk at jdidy@med.umich.edu.

1. **NEVER, EVER SEND PHI TO THE COORDINATING CENTER VIA EMAIL.**
2. The preferred method for contacting the Coordinating Center is email because we document all questions. That being said, if you have a complicated question and prefer to talk on the phone that is perfectly acceptable, just be aware that we will follow up with an email about the content of the call for documentation purposes.
3. Please make the email subject line meaningful. Do not use ambiguous terms such as “Question” or “Please Clarify” in the subject line. It is hard for the Coordinating Center to track our answers and make sure that we have appropriately followed through.
4. Please provide a detailed question and please refrain from using acronyms. Many of the questions we receive are not complete, meaning that all the information necessary to provide a sound response is not included in the original email, which prompts multiple emails, causing more time to be spent per question.
5. If you wish to set up an in-depth phone call, please send an email with your questions ahead of our scheduled call time so that we have time to research the answers should that be necessary. This will allow us to have more meaningful and productive calls with you.
6. Please do not start a new separate email for a question you have already sent us. Using the same email string provides a “whole story”. Multiple email strings for the same question creates unnecessary confusion. Please be sure to click “Reply All” when replying to emails where there are multiple Coordinating Center staff members included in the email.
7. We find it very helpful and timesaving if you could include your contact information in your email in case we need to call you to clarify a question.

**For Resetting Passwords or Forgotten User IDs:**

**NOTE:** Please make note of your username and password somewhere you will remember to check. Please create a username and password that you will easily remember.

1. If you have forgotten your password, just click on the “Forgot Password?” link on the MEDIC Registry page: <https://medic.arbormetrix.com>.

This will take you to a screen where you can enter your username. Enter your username, hit the “RESET” button, and you will receive an email to reset your password.

1. If you have forgotten your username, please call or email the MEDIC Coordinating Center/ArborMetrix. Please allow up to 2 business days for a response.
2. If you have forgotten both your username and your password, please follow Step 2 and then follow Step 1.