WVEDSS Frequently Asked Questions (FAQ)

Who do I contact if I have problems with using the WVEDSS?

ISSUE	TELEPHONE NUMBER	Division Responsible
System down, Error message	877-408-8930	WVEDSS Help Desk
Login problems, User account information	877-408-8930	WVEDSS Help Desk
Case reporting/editing	800-423-1271 or 304-558-5358	DIDE
Any Other issues	877-408-8930	WVEDSS Help Desk

Is there a 'User's Manual'?

Yes, the User's Manual can be found on the WVEDSS page of the DIDE website
(http://www.dhhr.wv.gov/oeps/disease/WVEDSS/Pages/default.aspx).

What's the difference between "Documents Requiring Review" and "Open Investigations"?

The items that appear in Documents Requiring Review are lab reports only. This is where you should look for any new lab reports that have been received and entered by the state. Open Investigations are all the investigations or cases that have been created for your county that are still in some form of the reporting process (regional review, state review, etc.). Once the reporting of a case to CDC is completed, DIDE will mark the case as closed which will remove it from your Open Investigations queue.

Should I mark the case status as "Closed" when I am finished entering the investigation?

No, always leave the case status as "Open". DIDE will close the case once the reporting to CDC is completed.

How do I assign the investigation to my Regional Epi for them to review?

Bring up the investigation you are ready for them to look at. Click on "Edit" from the View Investigation screen. Then change the investigator from yourself (or other LHD staff) to your Regional Epi and click "Submit". This will allow your Regional Epi to know that you are finished with the case and ready for them to look at it.

I did the investigation, so why does it still show up in my "Documents Requiring Review"?

Documents Requiring Review are only lab reports (see previous question for more details). If a lab report is in your Documents Requiring Review queue that means it has not been associated with an investigation. If you have already completed and entered the investigation information for that case; bring up the investigation (by searching for the person's name from the Home dashboard and then click

on the Events tab and click on the Date hyperlink to go into the investigation). Once you have pulled up the investigation, in the upper left part of your screen you should see a "Manage Associations" button. Click the button, which will then show you any lab reports available for that patient. Find the one that goes with the investigation and click on the checkbox to the left of the lab report. A checkmark will appear in the box, indicating that this lab report is now associated with the investigation. Click on the Submit button. This lab report will now no longer appear in your Documents Requiring Review.

Where do I put the results of rabies testing from OLS for an animal bite? Do I create a lab report for the animal, like it was a person?

No, there is a laboratory section on the investigation form for an animal bite where you should enter any animal testing information. There is no need to create a lab report for an animal bite, **only** an investigation.

The provider/hospital/investigator I need doesn't come up when I search for them, can I add them?

No, just call the WVEDSS Helpdesk and give them the provider/hospital/investigator's information and they will add them for you.

I got the investigation or lab report information entered, but why I can't go back and edit or make changes to it?

Your user account was set up with the permission set for Data Entry, which allows you to add new records to the system, but not go back and edit them. If you need the ability to edit information once it has been entered, contact the WVEDSS Helpdesk and they can change your access to add that function.

How do I enter contacts for the investigation? Or "I don't have a button to add the contacts for this investigation."

After entering the information for the investigation, you must first click "Submit' and let the system create the investigation before you can enter any additional contacts for the case. After you have submitted the investigation, go back into it and then click on the "Contact Records" or "Contact Tracing" tab. On that screen you should see a button that says "Add Contact Record". Click it and enter the contact's information.

Why is there nothing in the drop down list when I click on it?

Make sure that your pop up blocker is disabled for the WVEDSS website. Your internet settings must allow pop ups in order for the system to populate those drop down lists.

Why are things appearing jumbled up or not in the right order on the screen?

This could be due to your version of Internet Explorer. If you are using any version of Internet Explorer higher than version 6.0, you will need to use the "Compatibility View" Setting to access WVEDSS. Go to your internet options, and select "Compatibility View" from the Tools menu.

How do I transfer jurisdiction to another LHD?

Regional Epidemiologists have this ability, but LHD staff does not. Open the event (lab report or investigation) you want to transfer. Click the Transfer Ownership button at the top left area of screen. Choose the county you wish to transfer it to from the drop down list. Click Submit.

Why won't it let me submit my investigation?

If you have clicked Submit and it will not accept your investigation, there is an error on your page somewhere. Look at the blue tabs at the top of the screen and find the one that has a white circle with an exclamation mark in it. This indicates the tab/page where the error has occurred. Click on that tab, and then scroll down on the page until you find the red writing. The system will tell you what the error is. Once you have corrected the error, click Submit and your investigation will be saved. Some of the typical errors that occur are dates being in the wrong format (i.e. 2 digit year instead of 4 digit year), and forgetting to click the "Add" button on multiple entry areas.

How do I get access to the WVEDSS?

Complete a WVEDSS Confidentiality and Use Agreement form and submit as directed. You will then receive your login information from the WVEDSS Helpdesk staff.

How do I get trained to use the WVEDSS?

Your Regional Epidemiologist is your resource "in the field" for WVEDSS. Contact your Regional Epidemiologist to schedule training with them.

Does special software need to be installed on my computer?

No, there is no special software necessary. The system is accessed using the internet.

Can I use the Back and Forward arrows on the browser window?

Use of the Back and Forward arrows on the browser window is not supported by the application – in other words – **DO NOT use the Back and Forward arrows.**

How is WVEDSS related to 'meaningful use'?

WVEDSS is capable of receiving electronic laboratory reports (ELR), a component of 'meaningful use'. Click here for additional information (http://www.dhhr.wv.gov/oeps/Pages/MeaningfulUse.aspx).