



Web Resources

[Consolidated Health Informatics - HIPAA Regulations](#)
[CROWNWeb Learning Management System \(LMS\)](#)
[NPI Governance](#)

Coming Events

CRAFT Call
2/19/2008 – 3:00PM to 5:00PM

Introducing the CROWN Helpdesk – the first ESRD Help Desk dedicated to supporting ESRD-specific applications – *Contributed by William Rullo, NWITS*

In the current Network Information Technology Support (NWITS) Statement of Work (SOW), the role of the Helpdesk has been expanded. The newly expanded Help Desk, now known as the CROWN Help Desk, went live on November 7, 2008, supporting QIPS and CAS applications.

In support of the February 2, 2009, CROWNWeb release, the Help Desk will be structured and staffed to accommodate the needs of 5,000 dialysis facility users, the ESRD Networks, and CMS. The CROWN Help Desk will serve as the central repository for all technology, software, business, and training issues/concerns. With each contact, the CROWN Help Desk will either resolve the issue or refer it to the appropriate support contractor.

The CROWN Help Desk is easily accessed by calling toll-free to 1-888-ESRD-HD1 (1-888-377-3431) or by email at ESRDHD1@esrd.net.

If you have any immediate questions or concerns, please contact William Rullo, Project Director, NWITS, at wullo@nw2.esrd.net or 516-209-5514. Look for further updates to be shared via this newsletter as they become available.



QIPS Account Forms Can Now be Handwritten!

According to CROWNWeb **Memo Number: 08-0425-GN**, dated December 18, 2008, handwritten QIPS Account forms will now be accepted. QIPS Security Administrators (SAs) are able to submit LEGIBLE handwritten forms to the CROWNWeb Help Desk. Submitted forms will be rejected if the QIPS SA and the Help Desk interpret the information on the form differently.

Important Dates You Need to Remember



What's happening in January 2009!?

- 5th-28th – CROWNWeb Training Support Team will hold all-day, hands-on training sessions on the system, nationwide.
- 16th – SIMS will be decommissioned.

Sign up for the CROWNWeb Training sessions today at: www.projectcrownweb.org. Submit all training questions to the CROWNWeb Training Support Team at: CRAFT@nw7.esrd.net.

For more information about the QIPS process contact the CROWN Help Desk Team at: **Phone:** 1-888-ESRD-HD1 **Email:** ESRDHD1@esrd.net

Dr. Crown's FAQ of the Month

Dear Dr. Crown: We have been sending our patient and facility data to our Network for many years, and I'm concerned that our currently saved data will not transfer over to CROWNWeb. Will our data be converted from the current system to CROWNWeb? – *Concerned Administrator.*

Dear Concerned Administrator: Yes. Your current patient and facility data will be brought into CROWNWeb; however, the information must reach your Network by its appointed deadline to be included in the conversion. You will need to manually enter data in CROWNWeb if it is not received by the deadline.

Contact your Network regarding its deadline to receive current patient and facility data to be keyed in the current systems to allow conversion to CROWNWeb.

For future newsletter suggestions or other questions, contact CRAFT@nw7.esrd.net