**Healthcare Organization or Facility:**

**Technical Assistance Requests:**

Please describe the procedures for following up on technical issues that may arise with the syndromic surveillance data feed (e.g., missing files, changes to the message structure or content that impairs processing or use of the data). Please include guidance on how to reference the syndromic surveillance interface (e.g., what do you call it internally?) such that staff will know what we are contacting them about.     e.g., email the helpdesk and include the following information…

Please provide contact information for the relevant staff, offices, and/or helpdesks that can provide technical assistance:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name and Title** | **Employer** | **E-mail** | **Phone Number** |
| 1.       |       |       |       |
| 2.       |       |       |       |

**Medical Record Inquiries:**

Please describe the procedures for obtaining additional information about specific syndromic surveillance records that are of potential public health concern (e.g., request of lab information for patient with diagnosis of *E. coli*):     e.g., call medical records office @ 206-555-555 and provide MRN

Please provide contact information for the relevant staff, offices, and/or helpdesks that can provide additional information about a patient:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name and Title** | **Employer** | **E-mail** | **Phone Number** |
| 1.       |       |       |       |
| 2.       |       |       |       |