

**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS  
INFORMATION SYSTEM DEPARTMENTAL  
POLICY & PROCEDURE**

**NUMBER: 1195  
VERSION: 1**

**SUBJECT/TITLE: OVIS - 117 CUSTOMER SERVICE QUERY REQUEST POLICY**

**POLICY:**

**PURPOSE:** Establish Procedures for Generating Reports through the Hospital Information Systems (HIS) Affinity Database through the use of the QuadraMed Query Language.

**DEPARTMENTS: INFORMATION SYSTEMS**

**DEFINITIONS:**

**PROCEDURE:**

1. Query Request will be sent to Information Systems Division Chief (CIO).
2. CIO or Clinical Systems Manager will assign request to a Analyst/Programmer
3. Analyst/Programmer will contact the User or Authorized StakeHolder (Vendor, Regulatory Agency {OSHPD, CMS, etc}) to schedule meeting to analyze request details.
4. Query Type Request:
  - a. ASAP or Stat (need turn-around time)
  - b. Date Specific (depending on difficulty of the request)
  - c. One Time Report (need turn-around time)
5. Depending on difficulty of request (if it can be pre-determined) the user will be informed of a tentative completion date.
6. Analyst/Programmer will thoroughly test the query; pulling and reviewing all finished reports.
7. Analyst/Programmer will jointly review the test reports to ensure the reports are acceptable and meeting the specified User needs as listed in the original request.
8. Analyst/Programmer will close query request:

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- a. Notify user that the report is complete and that it will be added to their menu (*if applicable*).
- b. Add query report to the user's menu.
- c. Sign off the Query Request form as completed.

References:	
Approved by: Susan Aintablian (Chief Information Officer)	Date: 05/30/2010
Review Date: <b>05/30/2013</b>	Revision Date: April 3, 2007
Distribution: Information Systems	
Original Date: 05/30/2010	