

From: Oliver, Linda
Sent: Thursday, February 26, 2015 3:45 PM
Subject: MH Providers - SureScripts Multum Requirements

(bcc'd to MH SOC)

Sent on Behalf of AnnLouise Conlow, BHS Senior MIS Manager:

Dear MH Providers:

Recently, we experienced an outage with the Multum Database. Multum is the mechanism within the Doctor's Homepage (DHP) and the Clinician's Homepage (CHP) that checks for contraindications among medications and physical health conditions (as well as providing information, such as research links and printable client information sheets). With the outage, medication searches are unsuccessful, and e-prescription is temporarily disabled.

In the event of a future Multum outage, programs should notify the Optum Help Desk. Those using the DHP should complete the prescriptions as they would on paper and follow what has been procedure prior to access to the DHP. Those using the CHP should refrain from adding pre-existing medications during the outage. Once programs are notified by the Optum Help Desk of the Multum database connection being reestablished, e-prescribing and adding pre-existing medications can resume. Those using the DHP should then enter any paper prescriptions from the outage into the DHP and *not* transmit electronically – make sure to mark the prescription method appropriately (for example: handwritten, called in, or printed).

Please do not 'Reply' to this e-mail. 'Forward' any questions and/or comments to the QI Matters mailbox at QIMatters.HHSA@sdcounty.ca.gov, and someone will get back to you as soon as possible.

Thank you.

AnnLouise Conlow
Senior MIS Manager
HHSA - Behavioral Health Services
Desk: 619-584-3004
Cell: 619-905-1535



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