

EIM Reference Guide – Using Document Upload

Table of Contents

Overview of Document Upload	2
Using the Document Upload Button	3
Uploading a File	4
<i>Selecting the Document Type.....</i>	<i>4</i>
<i>Selecting the File to Upload</i>	<i>6</i>
<i>Uploading the File</i>	<i>6</i>
Working with Uploaded Files.....	8
<i>Opening Uploaded Files</i>	<i>8</i>
<i>Deleting Uploaded Files</i>	<i>8</i>
<i>Retaining Uploaded Files.....</i>	<i>9</i>
<i>Understanding the System Error Message.....</i>	<i>9</i>

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Overview of Document Upload

EIM provides a way to retain certain documentation as part of an EIM incident record. These documents could take many forms and have multiple purposes, including, but not limited to, the following:

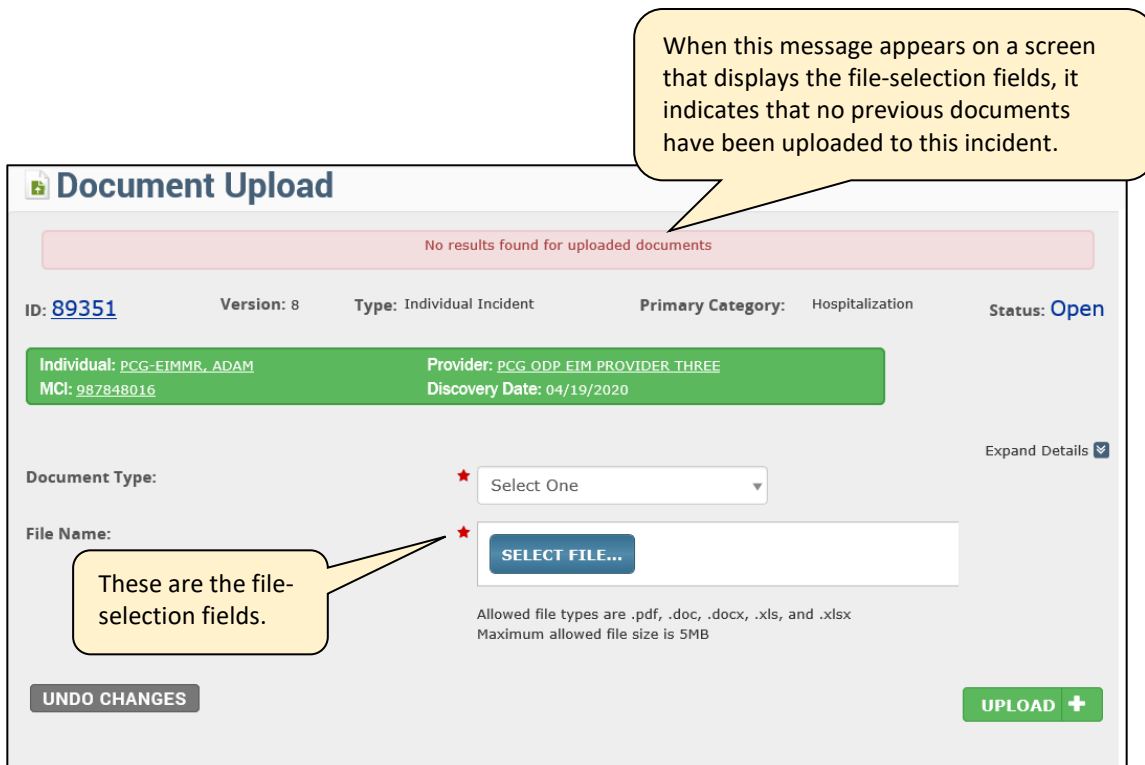
- Documents that substantiate findings or occurrences relating to the incident
- Documents that bear signatures
- Documents providing discharge information or details on corrective actions
- Documents that aid in conducting reviews

Users with almost any role(s) can see and click the [DOCUMENT UPLOAD] button on the *Incident Detail* screen of an incident. Clicking the [DOCUMENT UPLOAD] button initiates the document upload process. Users who have **only** the Incident Read-Only role do not see the button and cannot upload documents.

The document-upload process requires that specific criteria be met before you can upload a document:

- The user logged in and running the upload must be from the reporting, reviewing or supports-coordination organization responsible for the incident, or be the certified investigator assigned to the incident. You can upload documents only for incidents that you or your associated entity have created. You cannot upload documents for incidents created by users associated with entities other than yours.
- The incident must have a status of “Open” and must not be closed.
- The [DOCUMENT UPLOAD] button does not appear when the incident status is “Closed.” The button reappears if the incident is changed from “Closed” back to “Open.”
- You can upload documents to incidents, starting at the point when the incidents are created and assigned an incident ID number, up to the point when the incident final section has the status of “Submitted.” Reviewers and other users can upload documents any time after an incident is opened. For example, documents can be uploaded at the time of initial management reviews, or at any time while the final section is in process before submission. If a management review is marked as “Disapproved,” the document upload feature is enabled again for that incident, because a new final section is created for the incident.
- Clicking the [DOCUMENT UPLOAD] button after the final section is submitted opens a *Document Upload* page without file-selection fields (see the illustration at the top of page 4).
- **You can upload documents ONLY for incidents created ON or AFTER June 27, 2020.**

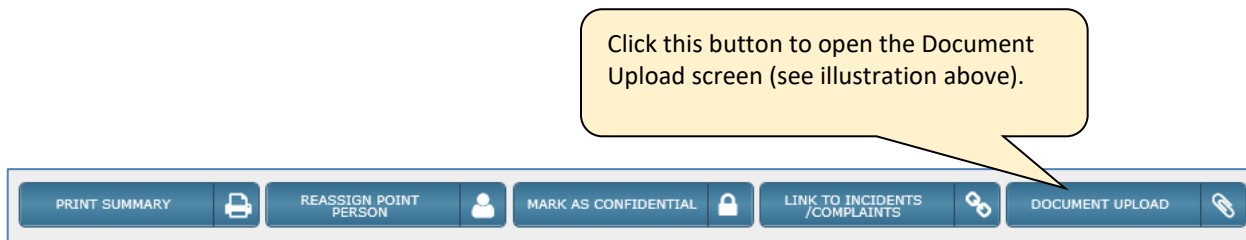
A sample *Document Upload* page is illustrated at the top of the next page.



All program offices have the same screen layout and screen function.

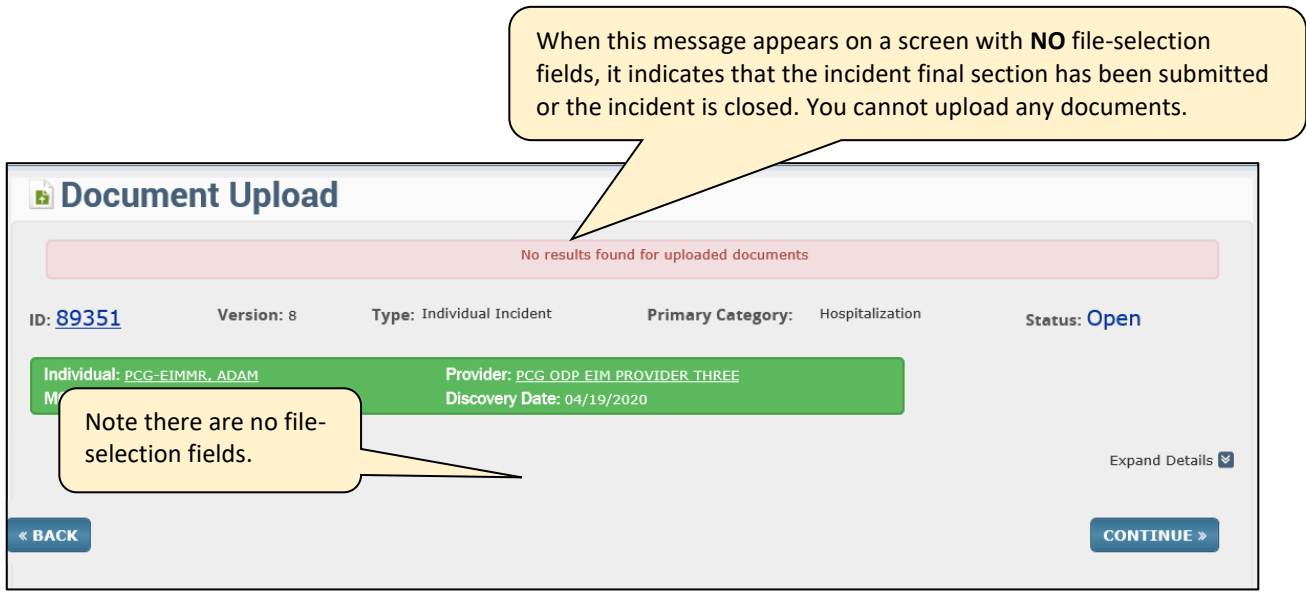
Using the Document Upload Button

The [DOCUMENT UPLOAD] button appears on the *Incident Detail* screen of an incident with the other buttons, as shown below. Click the button to open the screen illustrated above.



If you click the [DOCUMENT UPLOAD] button and see a screen that looks like the one illustrated at the top of **this** page, proceed with the instructions given in the *“Uploading a File”* section on the next page.

If you click the [DOCUMENT UPLOAD] button and see a screen that looks like the one illustrated at the top of **the next** page with an error message but no file-selection fields or [UPLOAD] button, the incident final section has been submitted, or the incident may be closed. You cannot upload documents for this incident.

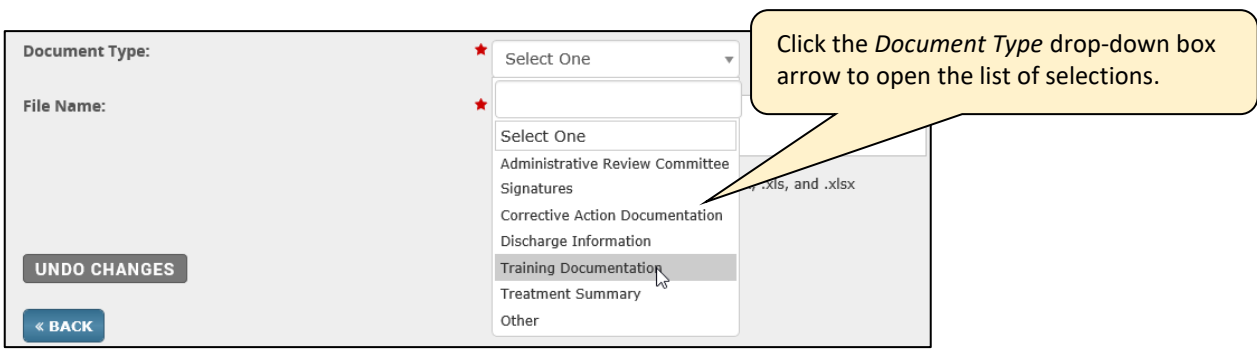


Uploading a File

Selecting the Document Type

Click the *Document Type* drop-down box arrow and select the document type that best fits the document that you are uploading (see illustration below). This selection lets you classify the document you are uploading, which helps to organize the uploaded documents and makes reviewing selected documents easier.

Your program-office association determines which selections are available in this drop-down box: The available selections for each program office are listed on the next page.



Office of Developmental Programs – Intellectual Disabilities / Autism

Office of Developmental Programs – Bureau of Supports for Autism and Special Populations

- Administrative Review Committee Signatures
- Autopsy Report
- Corrective Action Documentation
- Death Certificate
- Discharge Information
- Do Not Resuscitate (DNR) Order
- Lifetime Medical History
- Medical/Health Assessment(s)
- Physical Exam
- Training Documentation
- Treatment Summary
- Other

Office of Mental Health and Substance Abuse Services

- Corrective Action Documentation
- Demonstrative Evidence
- Discharge Information
- Documentary Evidence
- Other

Office of Long-Term Living

- Autopsy Report
- Corrective Action Documentation
- Death Certificate
- Discharge Information
- Do Not Resuscitate (DNR) Order
- Lifetime Medical History
- Medical/Health Assessment(s)
- Physical Exam
- Training Documentation
- Treatment Summary
- Other

Selecting the File to Upload

Click the [SELECT FILE] button (illustrated below) to open a standard Microsoft Windows® dialog box where you pick the file you need to upload. You can upload only one file at a time. If you need to upload several files, repeat the processes described here as many times as you need to individually upload all the necessary files. For later ease of reference, ensure that any file you upload has a good descriptive name.

Only the following file types can be uploaded, and the maximum file size per file is 5 MB.

- Adobe® PDF files (.PDF)
- Microsoft Word® files (.doc and .docx)
- Microsoft Excel® files (.xls and .xlsx)

EIM does not allow photos or graphic files to be uploaded.

The screenshot shows the 'Document Upload' interface. At the top, it displays 'ID: 89351', 'Version: 8', 'Type: Individual Incident', 'Primary Category: Hospitalization', and 'Status: Open'. Below this, a green bar contains 'Individual: PCG-EIMMR, ADAM' and 'MCI: 987848016', and 'Provider: PCG-ODP EIM PROVIDER TH' and 'Discovery Date: 04/19/2020'. The 'Document Type' is 'Training Documentation'. The 'File Name' field shows 'EIM RolesMatrix - ODP WO 304...' with a file size of '30.40 KB'. A 'SELECT FILE...' button is highlighted with a callout: 'Click the [SELECT FILE] button to open a standard Microsoft Windows® dialog box where you pick the file to upload.' Below the file name, it says 'Allowed file types are .pdf, .doc, .docx, .xls, and .xlsx' and 'Maximum allowed file size is 5MB'. At the bottom right, an 'UPLOAD +' button is highlighted with a callout: 'Click this button to upload the file you select.' A callout at the bottom left says: 'When EIM successfully retrieves the file you select, a checkmark is displayed, along with the name of the file and its file size.' An 'UNDO CHANGES' button is visible at the bottom left.

Uploading the File

Click the green [UPLOAD] button that is in the bottom-right corner of the *Document Upload* page (illustrated above). The file you select is uploaded to a separate system outside of EIM, where the file is scanned for viruses, and other checks are performed. You may need to wait 1-2 minutes as EIM performs these checks.

The following kinds of files are rejected and removed from this separate system. They are not uploaded:

- Files that contain viruses
- Zipped files
- Files that contain macros
- Files that are corrupted
- Encrypted files
- Password-protected files

A message that flags the issue preventing the upload appears under the [SELECT FILE] button and at the top of the Document Upload page. If a file fails and you have more files to upload, click the [SELECT FILE] button again to restart the procedure with a different file.

The screenshot displays the 'Document Upload' page. At the top, a green banner reads 'Operation Successful'. Below this, incident details are shown: ID: 89351, Version: 8, Type: Individual Incident, Primary Category: Hospitalization, Status: Open. A green box contains individual and provider information: Individual: PCG-EIMMR, ADAM (MCI: 987848016), Provider: PCG ODP EIM PROVIDER THREE, Discovery Date: 04/19/2020. An 'Expand Details' link is visible. A table lists uploaded files with columns for Document Type, File Name, User Uploaded, and Date Uploaded. One row shows 'Training Documentation' with a hyperlinked filename 'EIM RolesMatrix - ODP WO 3047 - ODP-IDA Version.xlsx', uploaded by 'PointPersonThree, PCG' on '4/24/2020'. A 'DELETE' button is next to the row. Below the table, there are dropdown menus for 'Document Type' and 'File Name', a 'SELECT FILE...' button, and a note about allowed file types (.pdf, .doc, .docx, .xls, .xlsx) and a 5MB limit. Callout boxes provide instructions: 'Click the hyperlinked filename to open the uploaded file.' and 'As files are successfully uploaded, they are listed in rows in this table.' Buttons for 'UNDO CHANGES' and 'UPLOAD +' are at the bottom.

Document Type	File Name	User Uploaded	Date Uploaded
Training Documentation	EIM RolesMatrix - ODP WO 3047 - ODP-IDA Version.xlsx	PointPersonThree, PCG	4/24/2020

Records of files successfully uploaded are displayed in a table that appears in the middle of the *Document Upload* page the first time that a file is successfully uploaded (see illustration above). The table appears with the first file uploaded for the incident. The information that is displayed on each file is the document type, the filename (which is a link to open the file), the name of the logged-in user who uploaded the file and the upload date. As more files are uploaded for an incident, additional records relating to those uploaded files are added to this table.

You can open any of the uploaded files by clicking the hyperlinked filename in the table. The Internet browser that you use for EIM determines the screens, dialog boxes and selections you make to open or save the uploaded file. Opening an uploaded file is just like opening any other file in your browser.

Working with Uploaded Files

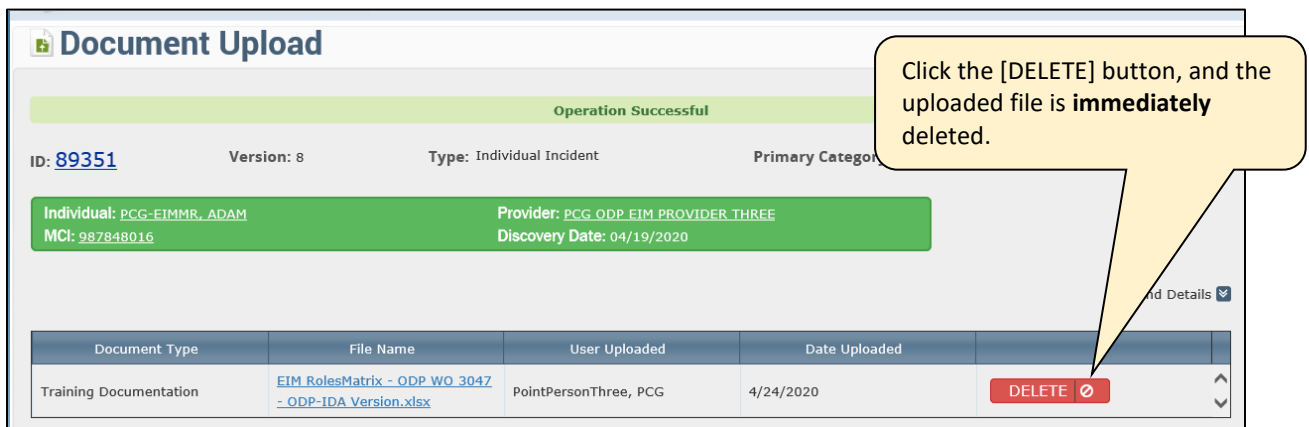
Opening Uploaded Files

The [DOCUMENT UPLOAD] button not only serves to initiate the file-upload process, it also “opens the door” to the *Document Upload* page. If you are working on an incident and need to open one of the uploaded documents to get reference information, reopen the *Incident Detail* page for the incident. Find the [DOCUMENT UPLOAD] button and click it, even though you are not going to upload a document. The *Document Upload* page opens and shows the table where previously uploaded documents are recorded. You can then click the filename links to open any files you need.

You may wish to periodically click the [DOCUMENT UPLOAD] button for incidents you are responsible for. In this way, you can check to see if any documents have been uploaded for these incidents.

Deleting Uploaded Files

You can delete uploaded files, if, for instance, the file was incorrectly uploaded or needs to be updated. To be able to delete uploaded files, an ODP-ID/A user must have the incident administrator role AND be with a regional office or a state office. An ODP-BSASP regional or state user and OLTL state users do not need the administrator role.



The screenshot shows the 'Document Upload' page for incident ID 89351. A green banner at the top indicates 'Operation Successful'. Below this, incident details are shown: ID: 89351, Version: 8, Type: Individual Incident, and Primary Category. A green box contains individual and provider information: Individual: PCG-EIMMR, ADAM (MCI: 987848016) and Provider: PCG ODP-EIM PROVIDER THREE (Discovery Date: 04/19/2020). A table lists uploaded documents with columns for Document Type, File Name, User Uploaded, and Date Uploaded. The first row shows 'Training Documentation' with file name 'EIM RolesMatrix - ODP WO 3047 - ODP-IDA Version.xlsx', uploaded by 'PointPersonThree, PCG' on '4/24/2020'. A red 'DELETE' button with a trash icon is visible in the row. A yellow callout box points to the button with the text: 'Click the [DELETE] button, and the uploaded file is immediately deleted.'

Document Type	File Name	User Uploaded	Date Uploaded	
Training Documentation	EIM RolesMatrix - ODP WO 3047 - ODP-IDA Version.xlsx	PointPersonThree, PCG	4/24/2020	DELETE

To delete an uploaded file, click the [DELETE] button in the row of the record to delete. The system **immediately** deletes the uploaded file record from the table, and an “Operation Successful” message appears at the top of the screen. **You do not see a dialog box or other message asking you to confirm the deletion before the deletion occurs.**

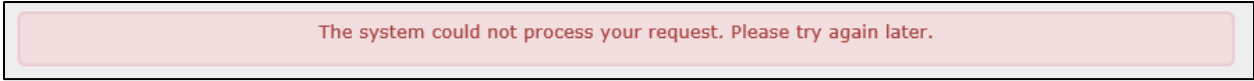
Deleted files are removed from the incident; however, they are stored on the server. If you need to access a document that has been deleted, contact your Program Office for assistance.

Retaining Uploaded Files

Program offices have their own standards for data/file retention. Contact your program office for current standards on how long uploaded files are retained.

Understanding the System Error Message

There are several software applications that the document upload feature uses to process your document files. It is possible that any one of these applications could be temporarily unavailable and unable to function. At any stage of the document upload process, you may see the error message illustrated below. If you encounter this message at any time, you must postpone your work and try again at a later time.

A rectangular box with a light pink background and a thin black border. The text inside is centered and reads: "The system could not process your request. Please try again later."

The system could not process your request. Please try again later.