

From: dopmannouncement <dopmannouncement@uabmc.edu>
Sent: Thursday, March 5, 2020 4:38 PM
To: DOPM All Users <DOPMAllUsers@uabmc.edu>
Subject: Computer Tip of the Week -- Emails from "HSIS Communication"

Emails from "HSIS Communication"

Brought to you by
Lisa Schwaiger
- DOPM HelpDesk Triage and
Computer Tech in MT-403



SITUATION/QUESTION:

I regularly get what looks like spam from a sender called "HSIS Communication" (see examples far below). I've made it a policy now to just totally ignore those. Is that okay?

SOLUTION/ANSWER:

Actually no.

HSIS is the IT Group at UAB that:

- serves "the Hospital" and
- provides us with our @uabmc.edu email accounts.

Since much of what HSIS does relates to "the Hospital", often what they send doesn't involve us "non-Hospital" people but occasionally what they send does involve our email accounts.

We have requested that HSIS do a more precise job in terms of targeting their emails to only users who need to know, and they are slowly in the process of attempting to do that. But until then, please do continue to glance at anything from "HSIS Communication" – as it occasionally will be relevant to us.

Was this helpful? Do you have suggestions for a future Tip of the Week? Do you have any other comments?

Let us know at dopmHelp@uabmc.edu

To see an archive of past Tips of the Week: <http://www.uab.edu/medicine/dopm/help/totw>

Examples:

From: HSIS Communication <hsiscomm@uabmc.edu>
Sent: Monday, March 2, 2020 3:36 PM
To: HSIS Communication <hsiscomm@uabmc.edu>
Subject: Time Change 3/8/2020

Upcoming Daylight Savings Time Change:

Sunday morning 03/8/20, at 02:00 AM, the time officially changes and we spring ahead one hour. The following applies to this time change event – please read the below carefully:

IMPACT

- **IMPACT will be available during this time change event**

HealthQuest
Elapsed Time)

01:45 AM CDT – 03:30 AM CST (45 Minutes

- **HealthQuest will be unavailable during this time**

HSIS Communications

From: HSIS Communication <hsiscomm@uabmc.edu>
Sent: Monday, February 17, 2020 1:21 PM
To: HSIS Communication <hsiscomm@uabmc.edu>
Subject: Smartweb/Amcom Upgrade 2/18/2020 @ 4:30 AM

To all UAB Medicine Staff,

The UAB Call Center will be undergoing a software upgrade Tuesday, February 18th, starting at 4:30 am. We expect to complete our upgrade by 6:00 am. During this upgrade, while we do not anticipate any issues with the Smart Web paging website, if you are unable to send a message from Smart Web, please contact the UAB Call Center internally by dialing 0 from any UAB phone.

HSIS Communication

From: HSIS Communication <hsiscomm@uabmc.edu>
Sent: Tuesday, February 11, 2020 9:07 AM
To: HSIS Communication <hsiscomm@uabmc.edu>
Subject: ePrescribe Update 2/18/202 at 5 PM

HSIS will be upgrading SureScripts (ePrescribing) on Tuesday, February 18th, from 5 pm to 7 pm. During this time frame, ePrescribing will only be intermittently working. The prescriptions will still be able to be printed.

HSIS Communication

From: HSIS Communication <hsiscomm@uabmc.edu>
Sent: Thursday, January 9, 2020 8:41 AM
To: HSIS Communication <hsiscomm@uabmc.edu>
Subject: Update on PDMP Access through IMPACT

Appriss, the Alabama PDMP's technology vendor, has notified us that the problem with the PMP Gateway has been resolved, the backlog of PDMP drug report requests from yesterday have all been processed, and the PMP Gateway service is no longer experiencing errors or delays.

Thank you for your patience as Appriss worked to restore the PMP Gateway. Please contact the HSIS Help Desk (4-8888) if you experience any issues when you access PDMP through IMPACT.

HSIS Communication