University HOSPITAL
Newark, NJ

UNIVERSAL REPORT REQUEST PROCESS FAQ

Q: Where can I access the link for the Universal Report Request Form?

A: Please see right: https://research.njms.rutgers.edu/redcap/surveys/?s=CCCFKNKTD7

Q: Why is UH installing a Universal Report Request Form?

A: The Universal Report Request form provides stakeholders seeking reports of various types from reporting teams around the enterprise a single & common access point for requesting data and reports. This process provides an opportunity to:

- Record and therefore count report requests
- Quickly route and assign requests to identifiable reporting teams for report development
- Limit duplication of reports
- Control and ensure proper protocol is in place for research items
- Enable creation of "push reports" for commonly requested items
- Provide transparency regarding open items and follow-ups
- Provide a better understanding on the volume and types of reports requested across University Hospital

Q: When is it necessary to submit a data request?

A: When seeking data from sources including: EPIC, Vizient, HealthQuest, Banner, Marketplace, Tableau, as well as other data sources not listed it is required to submit a data request through the Universal Report Request Form.

Q: What is the Universal Report Request process at UHNJ?

A: The Universal Report Request process, at a high level, is as follows:

1. The requestor completes the Universal Request Form.
2. The operator receives the request and submits it to the appropriate reporting team (using the existing HEAT ticket process if it is an Epic request.
3. The reporting team reaches out to the requester to confirm understanding.
4. The reporting team processes the request and delivers the report/ data to the requestor.

Q: Utilizing this request process, am I required to submit a Heat Ticket?

A: No. Please complete the Universal Report Form and a Heat ticket will be created on your behalf if required by the reporting team.

Q: The Universal form is very brief. Does it provide enough detail to get my request fulfilled?

A: The Universal Report Request form is purposely brief in order to encourage its consistent utilization. The goal of this process is to record the request and then swiftly connect the requestor to the appropriate reporting team. Additional conversations between reporting team and requestors are likely necessary and encouraged. Note: there are additional fields and attachment options in the Universal Report Request form that offer requestors the option of providing more detail and descriptions about the information that is needed.

Q: Are there any data or reporting restrictions?
A: **Yes**, please note that any data containing patient information being shared internally must be in an encrypted email to protect patient information. Data requests meant for external use must have a justification/purpose (such as published research, state required data, media requests, etc.) and may be subject to scrutiny. *All research related requests require prior approval from Arleen Wallen*. Additional scrutiny is subject to the discretion of reporting teams.

Q: If it is a small request, can I just email that person or team?
A: **No.** In order to ensure proper recording and routing for each request, all report requests should be submitted through the Universal Report Request Form.

Q: This request is very urgent, I know what I need and from whom to get it, can I just go to them to get the request fulfilled?
A: This process is not intended to hamper our ability to move at the speed of business. In this instance, **do both!** Endeavor to get your report ASAP, but **also submit the report request** through the Universal Report Request Form. In the body of the request you can note that you have already contact the reporting team.

Q: What if my requests reoccur every month, am I still required to fill out the form every time?
A: **No**. Reporting teams can and should schedule periodicity and will do so as long as the recurrence interval is explicitly mentioned in the Report Description and Purpose section of the Universal Report Request form.

Q: Do I have to put in a request for data that is within my own team and/or department?
A: **Yes**. In order to ensure a proper recording and routing for request, all report requests must be submitted through the Universal Report Request Form.

Q: What determines the turnaround time to receive the data?
A: Requesters must specify the preferred time requirement of requests in the Universal Report Request form. If an urgent/immediate turnaround is needed (less than 3 business days) additional approval may be required.

Q: The data request was received Incomplete and/or unfulfilled, what can I do?
A: If the report is incomplete or missing components, please email the reporting team for corrections. For unfulfilled requests, please email either the reporting team or Doris Fernandez (fernand1@uhnj.org)

Q: Do I need supervisor approval to complete the forms?
A: **No**, though urgent requests require a description of why the request is urgent and may generate scrutiny, there are no supervisor approvals required to make a data or report request.

Q: When will I receive my data?
A: Requesters must specify the preferred time requirement of requests in the Universal Report Request form. If an urgent/immediate turnaround is needed (less than 3 business days) additional approval may be required.

Q: What if I don't understand the data that I received back?

A: If you do not understand your data or report, please reach out to the reporting team to help you understand the variables of the data.

Q: I am used to completing the old Report Request Form link on UHNET, can I continue to use it?

A: The link to the old Report Request form now re-routes to the new Universal Form.

https://research.njms.rutgers.edu/redcap/surveys/?s=CCCFKNKTD7