



DIBBs eCR Viewer

Customer Support Guide

Release 6.0.16.2-GA

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Version History

Version	Author	Reviewed By	Revision Date	Revision Notes
1.0	Emma Stephenson	Matt Goldberg, Mary Yeh	10/29/2024	Draft document created in support of 6.0.16.2 beta release
2.0	Emma Stephenson	Rebecca Fisher, Angela Dunn	11/14/2024	Revisions to support the 6.0.16.2 GA release
3.0	Emma Stephenson	Michael Wodajo	12/3/2024	Final revision for 6.0.16.2 GA release



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1 Overview

This guide is intended to provide customer support to end users (e.g., case investigators, epidemiologists, and eCR teams) of the DIBBs eCR Viewer. Please consult this guide to help resolve any issues that you may encounter when using the Viewer.

2 Getting In Touch

2.1 Urgent Issues

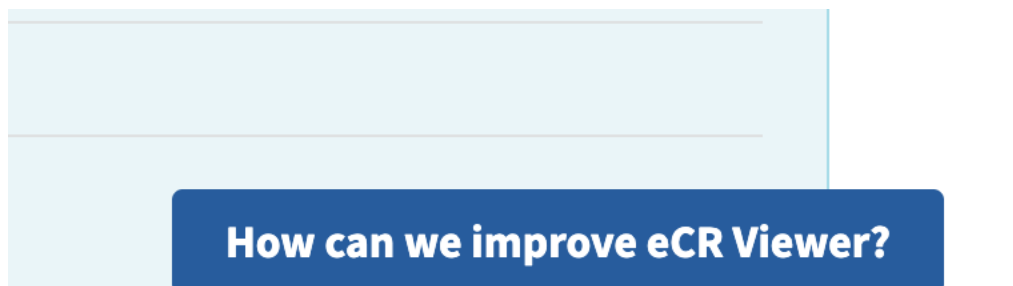
If your issue is **urgent**, please email our team: dibbs@cdc.gov. This inbox is monitored during business hours (9am – 5pm Pacific Time). The email should include:

- The jurisdiction you're affiliated with
- The URL of the eCR Viewer (this will give us the eICR ID, which is needed for troubleshooting)
- A detailed description of your issue in the email body

Please CC your eCR coordinator, and **do not** include any PII in the email.

2.2 Non-Urgent Issues and Feature Requests

If your issue is **non-urgent** or you have a feature request for the DIBBs team, you can use the [Touchpoints](#) form that we've built into the eCR Viewer as shown below:



This form will send feedback directly to the DIBBs team. It will not include any PII or screenshots of your view, so please be specific in your comments.

3 Known Issues

Below is a list of known product or service issues affecting eCR Viewer users. For each issue, we provide additional context and guidance to help you resolve the issue.

3.1 eCR Fails to Load

If the eCR has failed to load (e.g., you're seeing an "eCR not found" error) it's likely that the eCR wasn't processed by the DIBBs pipeline. This issue is expected if the eCR was received before the eCR Viewer was enabled in your jurisdiction (i.e., if the received date on the eCR predates the installation of the DIBBs eCR



Viewer). Otherwise, the eCR Viewer has likely encountered an issue processing a specific eCR, which will require some additional troubleshooting. Work with your eCR coordinator to get in touch with the DIBBs team.

3.2 Missing Data in the Condition Summary

The “Condition Summary” section is intended to highlight relevant laboratory or clinical information associated with a given condition. To determine which information is relevant, we leverage the [eRSD value set](#), which are codes that trigger eCRs at healthcare facilities. In some cases, this value set may not be comprehensive, and relevant elements or fields that are visible within an eCR document will not be displayed in the condition summary. If you suspect that data is missing from this section, please reach out to the DIBBs team.

3.3 Incomplete Data in the eCR Viewer

The eCR Viewer works by ingesting a copy of the eCR data processed by NBS. This copy of the data is transformed into a different format before being displayed in the eCR Viewer. As a result, the eCR data in the Viewer may not be identical to the source data found directly in NBS – it's possible that some data will be missing. However, we always want the eCR Viewer to be as robust as possible so if you see that any data is missing, please let the DIBBs team know.