POLICY AND PROCEDURE	
SUBJECT/TITLE:	ServiceNow
SCOPE:	Vital Statistics
CONTACT PERSON & DIVISION:	Olivia Roston, Vital Statistics Registrar
ORIGINAL DATE ADOPTED:	12/11/18
LATEST EFFECTIVE DATE:	07/13/2021
REVIEW/REVISION DATE(S):	11/13/18, 08/02/19, 04/30/2020, 07/09/2021
REVIEW FREQUENCY:	Annually, or as needed
TOTAL # OF PAGES:	2
BOH APPROVAL DATE:	12/11/18

PURPOSE

The intent of this document is to establish guidelines for proper handling of errors on abstracts caused by data entry error from original records. Adherence to this standard will:

1. Ensure correction of abstract errors due to data entry error from original records are handled appropriately and within guidelines;

POLICY

The Galion City Health Department may be required to request corrections to abstracts due to data entry error from the original record.

BACKGROUND

The Ohio Department of Health back entered records that were created prior to the existence of IPHIS and data entry errors were common. Therefore, when these errors are noted by the local health department, they are to be presented to the Ohio Department of Health for correction.

PROCEDURES & STANDARD OPERATING GUIDELINES

1. If there are data entry errors on an abstract (i.e. the information is correct on the file copy birth record, but the information on the abstract differs), they can be corrected through ServiceNow. The best way to put in a ticket for these corrections is through the ServiceNow Bookmark in the Vital Stats folder on the shared drive. Login to the ServiceNow website and then click on "ODH Troubleshooting and Break/Fix" link. On the ticket screen, enter your email address in the "Caller E-mail" box and enter your name in the "What is your name?" box. For "What are you having an issue with?" select "Abstract Error." Enter the record's State File Number. The "Impact" should be left on "3-Low." In the "Short Description" box type a very brief description (I.E. "Child's Last Name," "Mother's Maiden Name," etc) In the "Please describe your issue in detail" box, type the issue out (I.E. *Mother's maiden name on abstract says "SMITT" should say "SMITH"*)

2. Click "Submit." The bottom area will change/update as ODH assigns, works on, and completes the ticket.

3. If the ServiceNow website is down, these requests can be emailed to VS.Helpdesk@odh.ohio.gov

CONTRIBUTORS

The following staff contributed to the authorship of this document:

1.   Olivia Roston, primary author

SIGNATURES

_____   _____/_____/_____

Andrea Barnes, RS   *Date*
Interim Health Commissioner