

## Getting help for Electronic Lab Report (ELR) issues

### Introduction:

Electronic Lab Reports (ELRs) for diseases reportable under California Code of Regulations (CCR) Title 17 are received and processed by CalREDIE from participating laboratories in California.

An interruption in transmission of ELRs may occur due to many different reasons. This document outlines steps for addressing ELR issues when they occur.

This document is for use by Local Health Jurisdictions (LHJs) and State of California programs using CalREDIE.

### Steps for reporting ELR-related issues:

#### 1- Fill in the CalREDIE ELR issue reporting template:

An ELR Issue Reporting Template is available on the CalREDIE website [ELR page](#)

(Link: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/CalREDIE-ELR.aspx> )

The ELR Issue Reporting Template (EXCEL) document is located under the “**ELR documents and resources**” section of the CalREDIE ELR webpage. It can also be found on the CalREDIE Help webpage under the “**Additional Forms & Resources**” section. To use this Excel spreadsheet to report ELR issues, simply download the template, save it to your computer, fill in the information regarding the ELR issue, and send it as an attachment to the [CalREDIE Help Desk](#) (CalREDIEHelp@cdph.ca.gov).

#### 2- Contact CalREDIE Help to join the ELR Mailing List:

Call or email the CalREDIE Help Desk to register for the CalREDIE ELR mailing list. Registered members receive timely updates from the CalREDIE Help Desk on any events or changes occurring in the CalREDIE system that may have an impact on ELR.

3- Email CalREDIE Help:

Email the [CalREDIE Help Desk](mailto:CalREDIEHelp@cdph.ca.gov) at [CalREDIEHelp@cdph.ca.gov](mailto:CalREDIEHelp@cdph.ca.gov) to communicate questions, concerns, or issues regarding ELRs. CalREDIE Help Desk representatives are available to provide support between 8 AM and 5 PM on weekdays, except state holidays.

4- Speak to a CalREDIE Help Desk Representative:

If you would like to speak to someone regarding the ELR-related issue, call the CalREDIE Help Desk at 866-866-1428 between 8 AM and 5 PM on weekdays, except state holidays. If no one is immediately available to take your call, be sure to leave a voicemail with your name, phone number and a brief explanation and you will receive a call back as soon as possible.

5- Attend the monthly CalREDIE Local Users' Call:

The CalREDIE Local Users' Call (LUC) is held on the second Wednesday of every month from 9 - 10:30 AM. These calls provide an opportunity for CalREDIE users to receive general updates, participate in mini-training sessions, ask questions, or report and discuss issues. The LUC is a useful and informative forum for both new and experienced CalREDIE users. Joining the Local Users' Call is easy! Just follow these steps:

1. Join the [Call](https://cdph-conf.webex.com/cdph-conf/k2/j.php?MTID=tc27b63063bf07f8112c445cb97c19199) (link: <https://cdph-conf.webex.com/cdph-conf/k2/j.php?MTID=tc27b63063bf07f8112c445cb97c19199>)
2. Enter your name and email address.
3. Enter the session password: **CalREDIE123** (if prompted).
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

Call in number: **1-888-808-6929** | Passcode: **1749397#**

6- Participate in monthly CalREDIE ELR Check-In Calls:

CalREDIE ELR check-in calls are held on the fourth Tuesday of every month from 2 - 3 PM. These calls are focused on providing ELR-specific updates. LHD and State of California program users can also share and discuss specific issues related to the receipt and processing of ELRs directly with the CalREDIE Electronic Data Exchange (EDX) Team.

The instructions to join the ELR Check-In Call are the same as the details for joining the Local Users' Call (see #5, above).