

Technical Bulletin

Rush Enrollment Requests

Updated: 02/06/09

Summary:

In Order to keep up with the current demands for MedPlus Enrollment Requests, below is some clarification as to what constitutes a **Rush** request.

Guidelines:

- If the installation is same day or next day AM installation:
 - Limited to 10 or less users – all other users will be set up using normal enrollment guidelines.
- If the Rush requests are received by noon (EST), then it will be completed by 5:00PM (EST) the same day, any requests received after noon, will be completed the following business morning. If it is needed the same day – please indicate in the comments section of eForm.
- If an employee leaves Quest.

Exclusions:

- No add user rushes should be sent to MedPlus for the East Business Units, PHP, QWA, QCA, QBA and QPT – these requests go to the Quest Regional Help Desk for completion
- Requests for IPA's or HUB Interface should not be sent as Rush.
- Q Suite conversions are considered a “project” (check Q Suite box in eForm).
- Splits and Merges will not be considered a rush and will be considered a “project” request.

Other Comments:

- Any requests with over 30 users will be considered a “project” request and will have a turn-around time of three business days.
- Parenting of users over 30 to more than 5 CareSites/Organizations will have a turn-around time of up to three business days.
- Adding additional accounts to existing orgs with more than 30 users will be considered a “project” request and will have a turn-around time of three business days.
- ❖ Do not call our Support line after sending a Rush request. Please allow us the appropriate time, based on the rules above, to complete the request.