



DRSi Frequently Asked Questions

Can anyone have a DRSi account?

No. Only individuals or departments who are responsible for medical reporting in accordance with BUMED Instruction 6220.12C: Medical Surveillance and Medical Event Reporting.

Is there a way to find out how well our MTF is reporting on a consistent basis?

Yes. A quarterly report is sent out via the DRSi helpdesk informing users of the reporting status for their assigned duty location(s). The new DRSi will have a Labs Reviewed Metric report soon. It will be within the Data & Analysis module and will allow you to generate a report for all the Labs Needing Review cases which were either reported in DRSi, late, or missing. In the interim, if you have concerns about your MTF you can request a report by contacting the DRSi helpdesk. Additionally, individuals who have questions or concerns about this data can also contact the DRSi helpdesk. This information will assist in finding out where improvements can be made dealing with reporting.

How can I obtain a list of diseases that are considered reportable in DRSi?

A list of Reportable Events is located on the NMCPHC website at this link:
<http://www.med.navy.mil/sites/nmcphc/program-and-policy-support/drsi/Pages/default.aspx>.

How do I know what diseases are required to be reported within 24 hours in DRSi?

Diseases annotated with asterisks on the Reportable Medical Events List page are to be reported with 24 hours. The Reportable Medical Events List can be found here:
<http://www.med.navy.mil/sites/nmcphc/program-and-policy-support/drsi/Pages/default.aspx>.

What if I have a report that must be submitted within 24 hours and I do not have a DRSi account or I have an account and I'm having problems with the site?

If you need an account, contact the DRSi helpdesk to obtain access to the site. If for some reason you cannot report via DRSi, contact your cognizant NEPMU directly. Coast Guard reporters should contact Operational Medicine at 202-731- 6485.



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I'm new to DRSi and I don't feel quite confident on how the modules work within the system. Is there any way I can receive training?

Yes. The DRSi User Guide is available on the DRSi login page as well as NMCPHC's DRSi training page. The [DRSi training page](#) includes additional materials to help you navigate DRSi. Finally, the helpdesk is readily available to individuals needing training on modules within DRSi.

Training can be scheduled via phone or Defense Collaboration System (DCS) training can be set up to train an entire MTF/group that is in need of any clarification within the system.

I entered information in DRSi under the wrong patient and did not catch it before hitting save. What should I do to correct the problem?

If at any time information is entered in DRSi in error for the wrong patient, you as the creator of the MER can delete the entire MER by opening the MER you created and click "Delete" at the top of the page. A box will then populate asking you to explain the reason why the MER is being deleted from the system. Explain in detail the reason why and click "Save". The MER that was entered in error will no longer display when you enter the patient's SSN.

Can I delete a patient's profile out of the system if I entered the profile in error?

No. For this type of error you will need to send an email to the DRSi helpdesk and explain why the profile needs to be deleted and information to identify the profile. If additional information is needed, you will receive an email or phone call from the helpdesk. If no additional information is needed, once the request is processed, you will receive an email letting you know the correction was made in the system.

The patient used to be a dependent but now is active duty, can I update the FMP? Or, I got an error message in the Labs Needing Review module saying "Labs Needing Review patient is a Dependent while the patient in DRSi is a Sponsor."

The error message is alerting you that the patient likely needs to be converted from a sponsor to a dependent. You can double check AHLTA and look up the correct sponsor information. If information needs to be corrected in the system then you would send our office two emails. The first email will consist of the current Sponsor and Patient's full name (Last, First), first five digits of their SSN and DoD ID for both individuals. The second email will consist of both individual's last four of SSN and last five of DoD IDs. If the individual needs to be assigned to a new Sponsor then you would include this information as well what the new FMP should be.

If the lab data is wrong, you can still submit the case, you will just need to enter the information by clicking "Enter new Case" route and then delete the lab needing review record once it has been reported correctly.



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I entered the wrong SSN or DoD ID for the patient, can I edit it?

It is possible to edit the SSN if you have created the profile and notice the error before you create the MER. If you have already created the associated MER you will need to send an email to the DRSi helpdesk and explain why the SSN/DoD ID needs edited. You will need to send the incorrect ID number and the correct ID number to the helpdesk in an encrypted email. If additional information is needed, you will receive an email or phone call from the helpdesk. If no additional information is needed, once the request is processed, you will receive an email letting you know the correction was made in the system.

I currently have a DRSi account and I moved to a new duty location. When I try to create a new MER it displays my old duty information (Reporting Unit). How do I fix this?

It is a requirement for all DRSi users to contact the DRSi helpdesk when they relocate to a new duty location; as well as complete a new DD Form 2875 (dated Aug 2009) and have it endorsed by their new leadership (a Department Head or one with by direction authority or higher). Once our office receives this information, your new request will be processed and your profile will be updated accordingly.

How often are upgrades and changes made to DRSi?

Upgrades and changes are made to the system as we see a need to assist users with daily duties. Whenever upgrades or changes take place, users are notified via email by the helpdesk or a message will display at time of login on the DRSi homepage.

Can I have visibility to more than one location within DRSi?

Yes. If you need to report on more than one location, the helpdesk has the ability to grant visibility on multiple locations to assist with creating or monitoring MERs at multiple locations.

Can I access DRSi from home?

The system is CAC enable and can only be accessed via CAC card.

I have a few suggestions regarding DRSi that I think may help with improvement for reporting. Who do I need to contact?

Please notify the DRSi helpdesk with your suggestions or corrections immediately. We are always open for suggestions from users because you use the system on a daily basis and it is our goal to ensure reporting is made easy for you at the local level to simplify job.



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Does DRSi have the capability to pull reports?

Yes. Each module within the system has an excel icon that will allow you to convert the data to an excel spreadsheet. A module within the system entitled “Data & Analysis” allows you to pull daily and monthly reports based on date ranges, diseases, and Reporting Units.

How often are trainings provided?

The helpdesk provides Monthly Surveillance trainings the last Tuesday of every month except for November and December. Trainings are held at 0900EST, 1500EST and 1700EST. CME and CNE credits are available and credits can be claimed by all registered attendees in the month of September. Please contact the helpdesk for additional information to register for CME and CNE credits.

What if I am interested in attending the monthly training but I am unable to attend. How can I find out what was briefed?

All monthly trainings are recorded and are posted on the NMCPHC website the same week of training (NLT Friday). All recorded trainings and any slides presented can be found at this link: <http://www.med.navy.mil/sites/nmcphc/program-and-policy-support/drsi/Pages/default.aspx>.

Is the helpdesk open 24 hours?

No. Currently the helpdesk is only staffed Monday thru Friday from 0600 to 2100 EST. All calls and emails are answered the next business day.

Is there a requirement to have only one MER Recorder at each duty location?

No. We highly recommend that each duty location have more than one MER Recorder at least a primary and an alternate. Having multiple MER Recorders help prevent work stoppage and medical information can be reported in the system in a timely manner.

Can an individual obtain access to DRSi if they belonging to one branch of service but are stationed with a different branch of service? For example: I'm Navy stationed at an Army base.

Yes. All DRSi users are based on the discretion of their leadership. Leadership will identify and approve users based on their signature on the DD Form 2875 (blocks 17-28b).



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I'm the Department Head for my office; can I endorse my own SAAR form to request access to DRSi?

No. Per regulations, at no time will an individual endorse their own SAAR form to request access to the site. If you are the Department Head, the individual that has by Direction Authority in your absences can endorse the form.

The DRSi Helpdesk can be contacted by phone or email at 757-953-0737 or usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-ndrs@mail.mil.