

## CRGC Share Follow up Request Policy

The process to create and post a shared follow up file is still manual in nature. Because of this, files will only be generated by email request. We will not accept requests for the future creation of files. Therefore, if you wish to have a file generated monthly then you will need to make a request on a monthly basis. We recommend requests be made sometime after the 5<sup>th</sup> working day of the month to allow time for the end of month processing to complete.

When making a request we ask that the following be part of your message:

1. **Recipients:** Send to both Maricsa Gutierrez ([mgutierrez@crgc-cancer.org](mailto:mgutierrez@crgc-cancer.org)) and Scott Riddle ([sriddle@crgc-cancer.org](mailto:sriddle@crgc-cancer.org)).
2. **Subject Line:** In order to help your request get noticed more quickly, Maricsa and I have set up rules in our e-mail accounts to redirect any messages with a **subject** containing any of the phrases:
  - Shared Followup
  - Shared Follow Up
  - Shared Follow-up
  - Shared FU

to a special email folder. If you send a message without any of these phrases in the subject line then it will go to our regular email Inbox and possibly get lost if it arrives in the middle of an extensive email exchange.

3. **Facilities:** Explicitly list the facility/facilities as part of your request. If you have more than one facility then I suggest creating a bulleted list as it is easy to determine which facilities are being requested.

Example showing email suggestions:



Our goal is to be able to generate a file and have it available within 2 business days. We may not always meet this goal (especially if you requested a file from just one of us and we're on vacation) so if you do not get a response in 4 business days then feel free to send another request.

Our Database Management System, Eureka, *has to be configured* to capture follow up information for each facility. If your facility is not configured in our system then we have to “turn the switch on” so that the follow up gathering process can begin. Unfortunately, our system does not gather information from the past.