

How to Set Up Incident Email Alerts & 24/7 Safety Check Contacts

1. Login to the MHPD application



Important: Incident Alert Email and 24/7 Safety Check contacts are NOT set up in NIMRS. Login to the Mental Health Provider Directory (MHPD) to enter this information.



• Troubleshooting MHPD Login Issues:

- To resolve login issues, contact <u>healthhelp@its.ny.gov</u>
- To request access to MHPD, contact your facility security manager and request "Provider Admin" access to MHPD, or work with your facility security manager to determine which staff already have MHPD access and can help with these updates.

2. Select the "Directory Search"

• Navigate to the top tool bar and select "Directory Search" from the MHPD home screen. If this is your first time logging in, you'll be prompted to verify your contact information before the MHPD home screen becomes available.

New Provider Directory Search My Change Requests Administrative Actions EZ PARs Comprehensive PARS Surveys Reports Maintenance Help About [Logout]

3. Select the "Eyeglass" icon on the "Facility" line

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Facility: [20202/2222] - Test Facility (for user manual)			p & At H	de"
Program: [008] - * ACME Mohawk Clinic	Mohawk	[2100] - Clinic Treatment	At 10	00
Program: [010] - Advocacy for PCS Test	Albany	[1760] - Advocacy/Support Services	1	66*

4. Select the "Edit Facility Contacts" hyperlink

• Scroll to the bottom of the "View Agency/Facility" page and select "Edit Facility Contacts"

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	→ 24/7 Ind	Care Coordination		
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- **Contact your IT support for help setting up a shared mailbox** for incident alert notifications and/or to create forwarding rules for appropriate individuals.
- Incident Alert notifications will be sent to the Facility Incident Management E-mail contact type.

New Facility Contact Facility Contact Name: Position: "Email: "Phone: Off flours Phone: Fax: "Address:	Information Title: *Prat Rame: M. I.I. *LA Title: *Prat Rame: M. I.I. *LA Title: *Prat Rame: M. I.I. *LA Title: * * ********************************		 Enter Facility Incident Management Email Contact Information First Name field enter Incident Last name field enter Alert Tip: Do not enter an individual's name into this field
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