

# 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 [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov)
  - 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 toolbar 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.

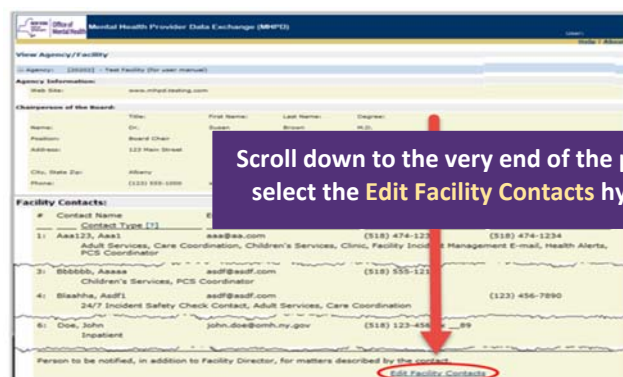


## 3. Select the “Eyeglass” icon on the “Facility” line

Name	City	Program Type	
Facility: [20202/2222] - Test Facility (for user manual)			
Program: [008] - * ACME Mohawk Clinic	Mohawk	[2100] - Clinic Treatment	
Program: [010] - Advocacy for PCS Test	Albany	[1760] - Advocacy/Support Services	

## 4. Select the “Edit Facility Contacts” hyperlink

- Scroll to the bottom of the “View Agency/Facility” page and select “Edit Facility Contacts”



Scroll down to the very end of the page and select the Edit Facility Contacts hyperlink

## 5. Contact Type: 24/7 Incident Safety Check

- Contact information for this process should be listed under the “24/7 Incident Safety Check Contact” contact type. See below:

The screenshot shows the 'New Facility Contact' form. A grey box labeled 'Facility Contact Information' highlights the top section of the form. A red circle highlights the 'Add Facility Contact' button in the top right corner. A purple callout box with a document icon contains the text: 'Enter Contact Information for 24/7 Incident Safety Check Contact'. Another purple callout box with a document icon contains the text: 'Select 24/7 Incident Safety Check Contact from Contact Types'. A red box highlights the '24/7 Incident Safety Check Contact' option in the 'Contact Types' dropdown menu, with an arrow pointing to it from the left.

## 6. Contact Update: Facility Incident Management Email

- Facilities should have only one Facility Incident Management E-mail listed in MHPD.
- As a best practice, we recommend establishing a shared mailbox for incident alerts. This shared mailbox will allow for consistent communication with OMH Central Office without impact due to staff turnover, absence, or other circumstances.

Examples of **Correct** facility wide e-mails are:

- o Providername.incidentmanagement@facility.org
- o FacilityIncident@omhprovider.com
- o RiskManagement@hospitalx.com

Examples of **Incorrect** facility wide e-mails are:

- o John.smith@xxx.org
- o Jane.doe@omhprovider.com
- o John.doe@hospitalx.com

- 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.

The screenshot shows the 'New Facility Contact' form. A grey box labeled 'Facility Contact Information' highlights the top section of the form. A purple callout box with a document icon contains the text: 'Enter Facility Incident Management Email Contact Information'. Below this, a list of instructions: 'First Name field enter Incident', 'Last name field enter Alert', and 'Tip: Do not enter an individual's name into this field'. Another purple callout box with a document icon contains the text: 'Select Facility Incident Management Email from the Contact Types list'. A red box highlights the 'Facility Incident Management Email' option in the 'Contact Types' dropdown menu, with an arrow pointing to it from the left.