

## How to Submit CMI and Health Information Queries

All queries to the HIM team are to be submitted by **email**.

This is to ensure business continuity of health information support for the MHWS Division.

To facilitate this, please email **all** health information queries to us at [MWAMHS-HealthInformationManagers@mh.org.au](mailto:MWAMHS-HealthInformationManagers@mh.org.au)

- All emails sent to this central email address will be monitored by HIMs *i.e. so it doesn't just sit in anyone's inboxes.*
- The HIMs will continue to work as a team to respond to your queries

Please ensure to include the details below:

1. Statewide mental health UR and Western Health UR
2. The system this is impacting (CMI, BOSSnet, Cerner, MHWA, other health information)
3. The query or issue, including any specific details such as episode end date and time, etc
  - a. A screenshot can also be handy
4. Your best contact details

For example:

SW UR	WH UR	System	Query/Issue	Any other details?
123456	1010101	CMI	Can we please add an Outer episode prior to the EMH episode? Start date time 20/02/2024 21:00 End date time 21/02/2024 09:32	

Please feel free to contact the MHWS Health Information Managers at [MWAMHS-HealthInformationManagers@mh.org.au](mailto:MWAMHS-HealthInformationManagers@mh.org.au) should you have further queries