



# SHOWME WORLDCARE

## *Frequently Asked Questions (FAQs)*

**August 26 – August 30, 2024**

### ***Why doesn't my ShowMe WorldCare bookmark work?***

Creating a bookmark is somehow adding more characters to the link. Edit the bookmark to remove those additional characters. In Google Chrome, this can be done by clicking on the 3 dots in the upper right corner of Chrome. Choose Bookmarks and lists. Then select Bookmark Manager. Go to the ShowMe WorldCare bookmark. Click on the three dots at the right side of it and select Edit. This will show the link that was bookmarked. Copy and paste this link (<https://sso-showmewc-prd.health.mo.gov/ShowMeWC-PRDWCUI/account/signin>) into the bookmark and save it.

### ***Should I be using Okta or my username/password?***

New State of Missouri applications are required to use Okta single sign-on as it is more secure than logins/passwords. ShowMe WorldCare has been set up to require Okta usage for any users with a health.mo.gov or lpha.mo.gov email address. Those users should not enter a username/password but just click on the Okta button. It is possible that you may be taken to an Okta login screen if you are not already logged into your general system. If that occurs, you will need to enter the username/password you typically use to log into your system, NOT the ShowMe WorldCare username/password. If you continue to have issues logging in, please submit a Help Desk ticket.

### ***I do not want to see COVID cases on Jurisdiction Review. Can I remove them?***

To limit the type of records displayed in the table, use the filter options at the top of the Jurisdiction Review screen. If you do not want to view COVID records, you could 1) click on only Mpox and MIS-C in the Condition list or 2) use the grouping button next to condition to select General CDs excluding COVID.

### ***What date type should I use within Jurisdiction Review to look at COVID cases that have been entered into ShowMe WorldCare?***

To view only COVID cases, use the jurisdiction filter at the top of the screen and select only COVID in the list. It is only necessary to select a date type if you want to filter by specific dates. Otherwise, records for all dates appear. If adding a date filter, the type of date to select would depend on what type of records you need to review. For example, to look at new records that have entered the system, you may want to select Date created and then set the date range to the current day or from the last date the list was reviewed through the current date.

### ***Why are my COVID cases becoming locked after I submit them?***

The disease program at DHSS does not need to perform quality assurance for COVID cases as is done for most other conditions. A rule has been created to automatically update the Process Status from Closed by Agency to Closed by DHSS and Locked. If you anticipate that you will need to add more information to a record, it is recommended that you keep the Process Status set to Under Investigation.

### ***How can I get help with ShowMe WorldCare?***

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)

## September 3 – September 6, 2024

### *What is the fastest way to get help with ShowMe WorldCare?*

If you have a basic issue such as trouble logging in, locked password, etc., the fastest way to get help is to submit a [ShowMe WorldCare Help Desk Ticket](#). Tickets are monitored by multiple staff between 8:00 AM and 5:00 PM on State working days. Why are tickets the preferred method for help requests?

- Submitting a ticket ensures that multiple Help Desk Team members are available to review your issue. If you contact an individual and that individual is out of the office, attending a meeting, etc., your request will wait until that person is available. If the Help Desk receives your ticket, they will address it if possible or reach out to the appropriate subject matter expert for further guidance.
- The Help Desk does have an email account which has not been widely distributed. If the Help Desk emails you from that account for follow-up on an existing ticket, it is fine to reply. However, the Help Desk email inbox is not continuously monitored and will receive slower responses than tickets so please submit any new issues on a new ticket.
- We are fortunate to have a dedicated support team for ShowMe WorldCare. The ticketing system contains built-in metrics so that we can measure the Help Desk workload and performance. This helps us justify the ongoing presence of the Help Desk team.
- **We appreciate everyone's patience this past couple of weeks as we learn the new processes and work to streamline responses!**

If you have an issue that is specific to a particular condition, case management, etc., you may wish to reach out to your [District Epidemiologist](#) rather than the Help Desk.

### *Should I enter new vaccination records into ShowMeVax or ShowMe WorldCare?*

Please enter new vaccination records into ShowMeVax as this is the State's official vaccination registry. New vaccination information entered in ShowMe WorldCare is NOT transferred to ShowMeVax. However, there is a linkage between ShowMeVax and ShowMe WorldCare so that you can pull any information from the vaccination registry into ShowMe WorldCare with no manual entry. In the Query ShowMeVax section, usually found on the Clinical tab of condition records, click the ShowMeVax button to query against the disease registry. If the person is found in ShowMeVax, the vaccination records relevant to that condition will load into the Vaccination History (Details) section. (If there is more than one possible match for the person, a list will appear so that you can determine which is the correct person.)

ID	DOSE #	Date of Vaccination (if exact date is not known, enter approximate date )	Type
001.	...	...	...

ShowMeVax

### *How can I get help with ShowMe WorldCare?*

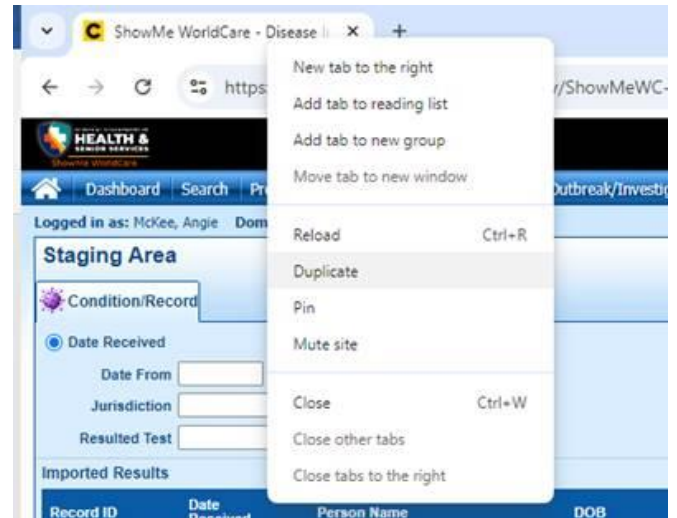
- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)

## September 9 – September 13, 2024

### *Is it possible to open more than one session of ShowMe WorldCare at a time?*

Yes. Although this practice is not recommended by the vendor, different users have been able to work in multiple sessions using one of the two methods described below.

- 1) When you are on one of the main pages such as Search or Jurisdiction Review, right click on the tab that is currently open. A menu will appear. Select Duplicate. This will open another tab where you will be logged into ShowMe WorldCare and you can work on different tasks in each tab. **NOTE: If you try to open another session from within a record, an error will be generated.**



- 2) Another option is to log in using two different browsers (e.g., Chrome and Edge).

### *Why are all the COVID cases from EpiTrax not available in ShowMe WorldCare?*

For each condition, the managing program provided details about which records from EpiTrax should be migrated into ShowMe WorldCare. For the COVID-19 condition, it was determined that only cases from 2024 should be migrated into ShowMe WorldCare. The older records are being retained in long-term storage at DHSS. EpiTrax will be available for viewing any older records until the end of September 2024.

### *Addresses in my jurisdiction are being incorrectly assigned to another jurisdiction and I cannot access them. What can I do?*

The geocoder in ShowMe WorldCare is very accurate but a small percentage of addresses may not code correctly for various reasons. For example, in areas with both city and county health departments, the boundary may cut across a census tract, which is the smallest unit the geocoder uses to assign jurisdiction. While it is typically best practice to reach out to the other jurisdiction when needing a case reassigned, in situations such as this example when it is clear that a case was incorrectly assigned, you may wish to use the Unlock feature to “pull” a case into your own jurisdiction. This feature is described in detail in the ShowMe WorldCare End User Manual in the “Reassigning a Case from Another Jurisdiction” section beginning on page 65 in the version currently posted.

### *How can I get help with ShowMe WorldCare?*

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)

## September 16 – September 20, 2024

### *Is there a way to print only the lab results, not the entire record?*

Yes. Click the print icon. In the Print All Selection box, check Print All Lab Reports rather than Print All Tabs.

### *How long will EpiTrax be available for viewing older records?*

EpiTrax will remain available for viewing older records until September 30, 2024, when the contract with the vendor supporting EpiTrax concludes. After that date, the EpiTrax application will no longer be available. Any data housed in EpiTrax that were not migrated to ShowMe WorldCare will be archived in long-term storage at DHSS.

### *I lost some data that I had entered in a long form because the system timed out. Is there a way to prevent this?*

When working on a long form, best practice would be to save occasionally by using the keyboard shortcut ALT+S. Use of ALT+S and other quick tips are available on page 5 of the current version of the ShowMe WorldCare End User Manual (link below).

### *Will any live trainings be offered soon?*

Yes! Beginning next week, live webinars will be offered. For the first part of each webinar, DHSS staff will walk through sections of the ShowMe WorldCare End User Manual demonstrating how to use the system. Time will be allotted at the end of each webinar for questions from end users. If there are lots of questions, additional office hour sessions may be added. Recordings of webinar information will be posted on the ShowMe WorldCare Hub on the LPHA blind site for future reference.

**ShowMe WorldCare Training**  
**Tuesday, 9/26/24: 2:00 – 3:00 PM**

**[Join the meeting now](#)**

Meeting ID: 236 498 750 846

Passcode: LLvzqG

Tentative future live webinar dates are provided below. Meeting links will be shared closer to each date.

- Thursday, 10/3/24: 11:00 AM – 12:00 PM
- Tuesday, 10/8/24: 10:00 – 11:00 AM
- Friday, 10/18/24: 11:00 – 12:00 PM
- Wednesday, 10/23/24: 9:00 – 10:00 AM
- Tuesday, 10/29/24: 10:00 – 11:00 AM

### *How can I get help with ShowMe WorldCare?*

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)

## September 23 – September 27, 2024

### ***Can the patient's address be added to the results table on Jurisdiction Review?***

Unfortunately, it is not currently possible to customize the results table on the Jurisdiction Review screen, although this has been mentioned by the vendor as a possible future enhancement. For the time being, an alternative is to use the Search Menu, Condition/Record tab and select the condition you wish to review. The patient's address does appear on the results table in Search.


### ***I searched for a person who was not in ShowMe WorldCare. When I later searched again, they now have two records. I had entered them as a family member on another person's record. Does that create another person record?***

Yes, a new person record is created anytime a person is newly entered regardless of where they are entered. Entering information into the fields in the family member or contact sections will generate a new person record. To prevent duplicates, click the Link Person button in the family members section or the Link Existing Person button on the contact screen before entering the individual's information. If the person is not already in the system and is added in the family Members or contact sections, be sure to search for them again on Search before creating other records for those individuals.

LINK EXISTING PERSON

#### Family Members

ID-001

Link Person 

### ***Will any live trainings be offered soon?***

Yes! Several live webinars are scheduled over the next few weeks. For the first part of each webinar, DHSS staff will walk through sections of the ShowMe WorldCare End User Manual demonstrating how to use the system. Time will be allotted at the end of each webinar for questions from end users. If there are lots of questions, additional office hour sessions may be added. Recordings of webinar information will be posted on the ShowMe WorldCare Hub on the LPHA blind site for future reference.

The webinars are a supplement to the required Clinisys modules and do not replace the requirement to complete the modules in order to be granted access to ShowMe WorldCare.

#### **ShowMe WorldCare Training**

**Thursday, 10/3/24: 11:00 AM – 12:00 PM**

### **[Join the meeting now](#)**

Meeting ID: 241 561 520 914

Passcode: qjkd42

Tentative future live webinar dates are provided below. Meeting links will be shared closer to each date.

- Tuesday, 10/8/24: 10:00 – 11:00 AM
- Friday, 10/18/24: 11:00 – 12:00 PM
- Wednesday, 10/23/24: 9:00 – 10:00 AM
- Tuesday, 10/29/24: 10:00 – 11:00 AM

### ***How can I get help with ShowMe WorldCare?***

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)

**Missouri Department of Health and Senior Services**

912 Wildwood Drive | Jefferson City, MO 65109

## September 30 – October 4, 2024

### ***I noticed that sometimes the Resolution Status (case status) for COVID-19 updates automatically but sometimes it does not. Why is that?***

For each condition, DHSS sets up auto-import rules that determine how incoming electronic messages are loaded. For COVID-19, these rules include automatic updating of Resolution Status in certain situations. For example, if a positive confirmatory test for COVID is received, the Resolution Status updates to Confirmed. Auto-import rules work only for electronic records that flow directly into ShowMe WorldCare. If a record is manually entered or if an electronic record has an issue that routes it through the Staging area for manual review, the auto-import rules are not applied. As a result, system users should always review the Resolution Status to ensure that the appropriate status has been applied.

### ***Why do laboratory tests that I entered not appear in the new labs section of My Case Load page?***

The new labs section of the My Case Load page only contains laboratory test results that were electronically ingested. Manually entered results will not appear.

### ***Will any live trainings be offered soon?***

Yes! Several live webinars are scheduled over the next few weeks. For the first part of each webinar, DHSS staff will walk through sections of the ShowMe WorldCare End User Manual demonstrating how to use the system. Time will be allotted at the end of each webinar for questions from end users. If there are lots of questions, additional office hour sessions may be added. Recordings of webinar information will be posted on the ShowMe WorldCare Hub on the LPHA blind site for future reference.

The webinars are a supplement to the required Clinisys modules and do not replace the requirement to complete the modules in order to be granted access to ShowMe WorldCare.

#### **ShowMe WorldCare Training**

**Tuesday, 10/8/24: 10:00 AM – 11:00 AM**

#### **[Join the meeting now](#)**

Meeting ID: 271 475 163 248

Passcode: 8qL3ch

Tentative future live webinar dates are provided below. Meeting links will be shared closer to each date.

- Friday, 10/18/24: 11:00 – 12:00 PM
- Wednesday, 10/23/24: 9:00 – 10:00 AM
- Tuesday, 10/29/24: 10:00 – 11:00 AM

### ***I could not attend the recent live training sessions. Are recordings available?***

Yes, the training recordings are available on the ShowMe WorldCare Resources site at <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus-lpha/smwcr/resources.php>. (This page is part of the LPHA blind site and is not intended for distribution beyond DHSS, LPHAs, and Medicaid Case Managers working for the Lead program.)

### ***How can I get help with ShowMe WorldCare?***

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)



## October 7 – October 11, 2024

### ***Do I need to contact my District Epi to get an outbreak ID for ShowMe WorldCare?***

No. In ShowMe WorldCare, when creating a new outbreak record, the Outbreak/Investigation Number field should be left blank. Once the record is saved, ShowMe WorldCare will assign an ID that identifies the year of the outbreak and the number of the outbreak within that year. (This field does allow entry of custom outbreak numbers but users are discouraged from creating custom outbreak numbers as this may make it more difficult to determine which outbreaks occurred within a given year.)

### ***Does the number of cases included in an outbreak automatically update?***

No, the # of Cases field on the outbreak record does not automatically update. Users will need to update this field manually as additional cases are linked to the outbreak.

### ***Will any live trainings be offered soon?***

Yes! Several live webinars are scheduled over the next few weeks. For the first part of each webinar, DHSS staff will walk through sections of the ShowMe WorldCare End User Manual demonstrating how to use the system. Time will be allotted at the end of each webinar for questions from end users. Recordings of webinar information will be posted on the ShowMe WorldCare Hub on the LPHA blind site for future reference.

The webinars are a supplement to the required Clinisys modules and do not replace the requirement to complete the modules in order to be granted access to ShowMe WorldCare.

#### **ShowMe WorldCare Training**

**Friday, 10/18/24: 11:00 AM – 12:00 PM**

#### **Join the meeting now**

Meeting ID: 219 888 978 166

Passcode: XZM9jX

Tentative future live webinar dates are provided below. Meeting links will be shared closer to each date.

- Wednesday, 10/23/24: 9:00 – 10:00 AM
- Tuesday, 10/29/24: 10:00 – 11:00 AM

### ***I could not attend the recent live training sessions. Are recordings available?***

Yes, the training recordings are available on the ShowMe WorldCare Resources site at <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus-lpha/smwcr/resources.php>. (This page is part of the LPHA blind site and is not intended for distribution beyond DHSS, LPHAs, and Medicaid Case Managers working for the Lead program.)

### ***How can I get help with ShowMe WorldCare?***

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)
- ShowMe WorldCare Help Desk Office Hours are provided daily from 9-10 AM. This is a time for system users to bring questions to the Help Desk and receive more personalized assistance. The meeting link for October 2024 is: [Join the meeting now](#); Meeting ID: 288 552 720 449; Passcode: rAFt9z

## October 15 – October 18, 2024

### **Updated FAQ: Do I need to contact my District Epi to get an outbreak ID for ShowMe WorldCare?**

While ShowMe WorldCare allows any user with access to outbreak records to create an outbreak, as described in last week's FAQs, best practice is to reach out to your District Epi for their situational awareness of outbreaks. They can also provide guidance regarding whether the outbreak may already exist to prevent duplicate outbreak records. Contact information for District Epis is available at [https://health.mo.gov/living/healthcondiseases/communicable/communicabledisease/pdf/BCDCP\\_district\\_map.pdf](https://health.mo.gov/living/healthcondiseases/communicable/communicabledisease/pdf/BCDCP_district_map.pdf).

### **Why do my cases not appear in my case load section?**

Cases only appear on the My Case Load page of the assigned investigator. Please verify that you are the assigned investigator on the case you expected to see. A quick tool for reviewing investigator assignment is the Investigator filter on Jurisdiction Review, where the [Unassigned] option can be used to see only cases that need Investigators added. This can be done without opening the record by clicking on the - Assign- hyperlink in the Jurisdiction Review search results table. If you are assigned as the investigator and you still do not see it on your My Case Load page, please submit a Help Desk ticket with the record number so that the issue can be investigated.

### **Will any live trainings be offered soon?**

Yes! Live webinars are scheduled over the next couple of weeks. For the first part of each webinar, DHSS staff will walk through sections of the ShowMe WorldCare End User Manual demonstrating how to use the system. Time will be allotted at the end of each webinar for questions from end users. Recordings of webinar information will be posted on the ShowMe WorldCare Hub on the LPHA blind site for future reference. The webinars are a supplement to the required Clinisys modules and do not replace the requirement to complete the modules in order to be granted access to ShowMe WorldCare.

**ShowMe WorldCare Training**  
**Wednesday, 10/23/24: 9:00 AM – 10:00 AM**

### **Join the meeting now**

Meeting ID: 278 540 288 074  
Passcode: 969bRV

Tentative future live webinar dates are provided below. Meeting links will be shared closer to each date.

- Tuesday, 10/29/24: 10:00 – 11:00 AM

### **How can I get help with ShowMe WorldCare?**

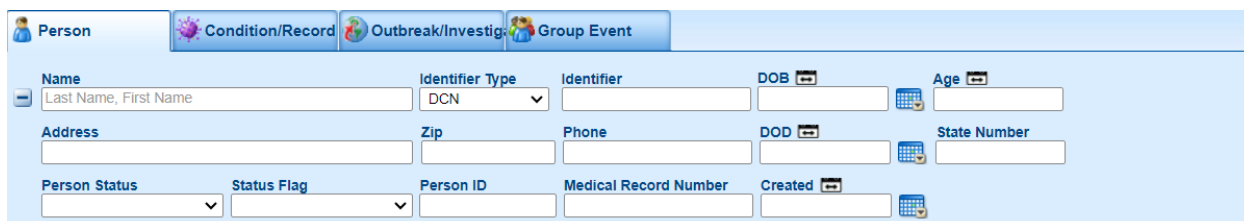
- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)
- [ShowMe WorldCare Webinar Recordings](#)
- **ShowMe WorldCare Help Desk Office Hours** are provided daily from 9-10 AM to allow system users the opportunity to receive personalized, one-on-one assistance. The meeting link for October 2024 is: [Join the meeting now](#); Meeting ID: 288 552 720 449; Passcode: rAFt9z



## October 21 – October 25, 2024

### Where is the person ID within the search section?

On the Search menu, Person tab, click the + symbol to the left of the Name box to display additional search fields. Person ID is in the middle of the bottom row.



### How do the terms for the person ID and condition ID in ShowMe WorldCare compare to the terms used in WebSurv?

WebSurv uses the term “Person ID” or “PID” to refer to the record for the individual. In ShowMe WorldCare, this record is also referred to as the Person ID. WebSurv uses the term “Condition ID” or “CID” to refer to the record for the disease. In ShowMe WorldCare, the label used is Incident ID or Condition ID. DHSS programs decided to use the term “Condition Record” rather than “Disease Incident,” which is the default WorldCare terminology. This is because ShowMe WorldCare houses some conditions that are not technically “diseases,” such as environmental conditions. When viewing search result tables, you may notice that condition or incident records are noted with the abbreviation “DI.” This refers to the default WorldCare terminology of “Disease Incident.”

### Will any live trainings be offered soon?

Yes! In the live webinar series, DHSS staff walk through sections of the ShowMe WorldCare End User Manual demonstrating how to use the system. Time is also allotted for questions from end users. Recordings of webinar information will be posted on the ShowMe WorldCare Hub on the LPHA blind site for future reference. The webinars are a supplement to the required Clinisys modules and do not replace the requirement to complete the modules in order to be granted access to ShowMe WorldCare.

**ShowMe WorldCare Training**  
**Tuesday, 10/29/24: 10:00 AM – 11:00 AM**

**[Join the meeting now](#)**

Meeting ID: 277 375 760 570

Passcode: 8v6BKw

Additional sessions will be scheduled in November if needed.

### How can I get help with ShowMe WorldCare?

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)
- [ShowMe WorldCare Webinar Recordings](#)
- **ShowMe WorldCare Help Desk Office Hours** are provided daily from 9-10 AM to allow system users the opportunity to receive personalized, one-on-one assistance. The meeting link for October 2024 is: [Join the meeting now](#); Meeting ID: 288 552 720 449; Passcode: rAFt9z

## October 28 – November 1, 2024

### *Why are my COVID cases entering the system as Auto Closed?*

Each condition has an associated workflow with process statuses that correspond to each step in the workflow. Process status is a field that can be updated on the Administrative tab of the condition record or from the search results table on the Jurisdiction Review screen. When an investigator begins working on a case, they should update the process status to Under Investigation. For most conditions, when the investigator has completed their work, they should change the process status to Closed by Agency – Ready for DHSS QA. This will notify DHSS programs that the record is ready for review and quality assurance activities. After the DHSS program has reviewed and approved the record, they will update the process status to Closed by DHSS and Locked. This prevents any further edits to the record as the record will need to go through an additional review if anything is changed.

The COVID workflow is different. Since many local agencies are no longer actively investigating each COVID case, the program requested that COVID records be brought in as Auto Closed. This status does not lock the record, so an agency that needs to follow up on the COVID case can do so. It is advised that the agency update the process status to Under Investigation. Unlike most other general communicable disease conditions, COVID does not require the program to perform a quality assurance review. As a result, the program requested that a rule be enabled that will automatically update the process status to Closed by DHSS and Locked as soon as the agency indicates the record is Closed by Agency. If an agency anticipates that further information may need to be added to the record, the agency should leave the process status set to Under Investigation until certain that all information is complete.

### *Will any live trainings be offered soon?*

Yes! In the live webinar series, DHSS staff walk through sections of the ShowMe WorldCare End User Manual demonstrating how to use the system. Time is also allotted for questions from end users. Recordings of webinar information will be posted on the ShowMe WorldCare Hub on the LPHA blind site for future reference. The webinars are a supplement to the required Clinisys modules and do not replace the requirement to complete the modules in order to be granted access to ShowMe WorldCare.

**ShowMe WorldCare Training**  
**Thursday, 11/7/24: 2:00 PM**

**[Join the meeting now](#)**

Meeting ID: 214 800 906 411

Passcode: ANacPq

Additional sessions will be scheduled in November if needed.

### *How can I get help with ShowMe WorldCare?*

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)
- [ShowMe WorldCare Webinar Recordings](#)
- **ShowMe WorldCare Help Desk Office Hours** are provided daily from 9-10 AM to allow system users the opportunity to receive personalized, one-on-one assistance. The meeting link is: [Join the meeting now](#); Meeting ID: 288 552 720 449; Passcode: rAFt9z

## November 4-8, 2024

### *I need to run the same complex search every day. Do you have any tips for searching more efficiently?*






The Search screen and Jurisdiction Review both offer a save search option. Once you have selected the criteria that you need, you can type a name for your search in the box which lists "Provide Search Name" in gray font. You cannot enter spaces but characters such as hyphens or underscores can be used. Then click the Save Search button to the right of the box.




The next time you want to run that same search, click

on the Previous Searches item in the blue menu bar at the top of the screen. Choose Saved Searches from the list that appears. This will open a window with your saved searches. Click on the magnifying glass to run the search again. If you no longer need a search you previously saved, you can click the red X to delete it from your Saved Searches list.

SMWC TEST - Saved Searches ✕

SAVED SEARCHES

Search Name 	Page Name	Search Criteria	Actions
LiveTraining	JURISDICTION REVIEW	JURISDICTION: True; DISEASE: True; RECORD TYPE: All; FROM ...	 
LiveTraining2	JURISDICTION REVIEW	JURISDICTION: True; DISEASE: True; RECORD TYPE: All; FROM ...	 

Items per page: 10   

CLOSE

### *Will any live trainings be offered soon?*

DHSS worked through the end user manual on previous webinars and is working to get the recordings posted on the ShowMe WorldCare Resources website. Occasional webinars will continue to be scheduled to cover special topics or common questions.

**ShowMe WorldCare Training**  
**Thursday, 11/21/24: 10:00 AM**

**[Join the meeting now](#)**

Meeting ID: 236 902 188 293

Passcode: yu9Sxn

**Next Topic: Electronic Case Reporting and MODROP**

### *How can I get help with ShowMe WorldCare?*

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)
- [ShowMe WorldCare Webinar Recordings](#)

**Missouri Department of Health and Senior Services**

912 Wildwood Drive | Jefferson City, MO 65109

## November 18-22, 2024

### *When I change an address, a pop-up asks if this is a correction or a new version. Which should I pick?*

- If you are making a correction to the **same address**, you should indicate that this is a correction.
  - Example: Fixing the spelling of the street name from Capital Ave to Capitol Ave.
  - Corrections change the address on ALL records for that person which list that address.
- If you are changing to an **entirely different address**, you should indicate this is a new version.
  - Example: Updating from an older address at 123 Main St to a new address at 967 Broadway St.
  - Indicating that an address is a new version will only update the address on current records and will not change the address on any older conditions the person might have.

It is very important to select new version if updating to an entirely new address so that you do not change the address on older conditions which you may not be able to see if you do not have access to those other conditions. The addresses on older conditions should not be updated as the record should reflect the address at the time of the condition.

### *Will any live trainings be offered soon?*

Additional webinars on various topics will be scheduled after the Thanksgiving holiday. This includes the electronic case reporting webinar which was replaced by basic Lead processes due to popular demand for that information.

In the meantime, please consider joining the daily Help Desk Office Hours from 9:00 – 10:00 AM. This is an opportunity to receive personalized assistance. You can share screens with the Help Desk and walk through various scenarios if needed. The Help Desk does not prepare specific material for the Office Hours but could provide some brief demonstrations if needed.

### *How can I get help with ShowMe WorldCare?*

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)
- [ShowMe WorldCare Webinar Recordings](#)
- **ShowMe WorldCare Help Desk Office Hours** are provided daily from 9-10 AM. The meeting link is: [Join the meeting now](#); Meeting ID: 288 552 720 449; Passcode: rAft9z

*Due to the holiday, there will be no FAQs for the week of November 25-27.*

*Happy Thanksgiving!*

## December 2-6, 2024

### *I entered a last name that contained a hyphen. Can the search process recognize a hyphen?*

Yes. The search process ignores hyphens and spaces. To demonstrate that this is working, a trial record was created in the TEST environment under the name Hyphen-Test. The following searches were able to find this record.

- HyphenTest
- Hyphen Test
- Hyphen Test (2 spaces between names)

Simply searching for “Test” did NOT return this record. WorldCare searches are exact so this search would expect “Test” to appear at the beginning of the name. Entering the wildcard symbol (%) ahead of the name (i.e., %Test) DID return the record.

Other types of symbols or special characters such as accent marks are not searchable. However, the wildcard can be used to search for names with accents or other special characters. For example, the name Ayúda can be searched with Ay%da or Ay%.

### *Will any live trainings be offered soon?*

Yes! The next ShowMe WorldCare webinar will cover use of the MODROP tool to report COVID-19 cases by data submitters without the volume or technical capacity for onboarding to electronic reporting.

Although DHSS and local public health agency users are not eligible for MODROP accounts, this webinar will provide an overview of the tool in case questions are received from partners wishing to submit data.

**Thursday, December 12, 2024: 10:00 AM**

### **[Join the meeting now](#)**

Meeting ID: 269 187 016 006

Passcode: ze9mR976

Additional recorded webinars have been posted on the ShowMe WorldCare Resources site (link below).

### *How can I get help with ShowMe WorldCare?*

- [ShowMe WorldCare End User Manual](#)
- [ShowMe WorldCare Help Desk Ticket](#)
- [ShowMe WorldCare Webinar Recordings](#)
- **ShowMe WorldCare Help Desk Office Hours** are provided daily from 9-10 AM. The meeting link is: [Join the meeting now](#); Meeting ID: 288 552 720 449; Passcode: rAft9z

## December 9-13, 2024

### *In the New Lab Results section of the Lab Results tab on My Case Load, how long are records displayed as being new cases?*

Currently the system is configured to show new lab results from the past 7 days. This is a system-wide setting and 7 days was selected by a group of staff representing all programs transitioning to ShowMe WorldCare.

### *I am investigating a case for a patient who has multiple reportable conditions. Is there a way to load information that is the same from one record to another without entering it twice?*

Yes! If the light blue copy icon appears in the upper right corner of the section, a copy feature is available for that section. The copy feature allows information in an identical section on another record linked to that person to be pulled into the current record. Data available in the other record can be reviewed by clicking the View button to the right of the record. There are two methods of pulling in information from the other records. 1) Copy will overwrite any information in the current record with the information from the other record. 2) Append will add information from the other record after the information in the current record. This is especially useful in repeating sections where the person may have had two treatments, two hospitalizations, etc., and information on both events needs retained.



**SMWC TEST - Copy**

Please select the data you would like to copy

Record ID	Type	Condition	Form/Section	Episode Date	Diagnosis Date	Onset Date	Specimen Collection Date	
1287	DI	Farmer's Lung	SOCIAL HISTORY (OccLungSocialHx)	07/12/2024				View...
1284	DI	Asbestosis	SOCIAL HISTORY (OccLungSocialHx)	07/12/2024				View...

View 1 - 2 of 2

Page 1 of 1

10

Warning: Copying data from the selected section will overwrite all data in the current section. Be sure to View the data in the source record before choosing "Copy" or "Append".

CopyAppendClose

### *Will any live trainings be offered soon?*

Additional live webinars will be offered in 2025. In the meantime, several recorded webinars are available on the ShowMe WorldCare Resources site (link below).

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## December 16-20, 2024

### *I clicked Forgot Password on the log-in screen but I never received an email so that I could reset my password. What should I do?*

Please contact the Help Desk for assistance with log-in or password issues. There are a few scenarios that could prevent the Forgot Password function from working correctly.

- Users with a health.mo.gov or lpha.mo.gov email address must log in using the OKTA button. They do not have passwords so the function will not work for them.
- The user must have set up security questions for Forgot Password to function. If this was not done upon first log-in, security questions can be added by clicking on My Profile in the upper right corner of the ShowMe WorldCare menu. There is a Set Security Questions option near the bottom of the My Profile screen.
- The user must have an email address loaded in their profile. This can be added by clicking on My Profile in the upper right corner of the ShowMe WorldCare menu, clicking edit, and adding the appropriate address in the email field.

### *Will the ShowMe WorldCare Help Desk be available during the holidays?*

The ShowMe WorldCare Help Desk will operate as usual with the following exceptions during the holiday season.

- **Tuesday, 12/24/24:** Full-time Help Desk staff contracted through the Missouri Center for Public Health Excellence (MOCphe) observe MOCphe holidays, which include Christmas Eve. A small number of staff from the Bureau of Data Modernization and Interoperability (BDMI) will monitor incoming tickets until noon, when State of Missouri offices will close according to Executive Order 24-16. Please be aware that responses may be delayed due to the limited staffing.
- **Wednesday, 12/25/24:** State of Missouri offices are closed for the Christmas holiday.
- **Tuesday, 12/31/24:** Full-time Help Desk staff observe MOCphe holidays, which include New Year's Eve. A small number of staff from BDMI will monitor incoming tickets. Please be aware that responses may be delayed due to the limited staffing.
- **Wednesday, 1/1/25:** State of Missouri offices are closed for the New Year's holiday.

### *Will any live trainings be offered soon?*

Additional live webinars will be offered in 2025. In the meantime, all past webinars are posted on the ShowMe WorldCare Resources site (link below).

### *How can I get help with ShowMe WorldCare?*

- [ShowMe WorldCare End User Manual](#)
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***Due to the holidays, there will be no FAQs for the remainder of 2024.***

***Happy Holidays!***

## **December 30, 2024 – January 3, 2025**

### ***I would like to run more detailed reports such as the Custom Exports shown in the end user manual but these are not available to me. How can I get access to these reports?***

Certain reports in ShowMe WorldCare are only granted to users working in agencies that have completed a data sharing agreement with DHSS. Since the reports allow users to take protected health information out of ShowMe WorldCare, additional steps must be taken to ensure protection of that data. Those steps are outlined in the agreement. The agreement was distributed to all local public health agencies prior to the first ShowMe WorldCare implementation. Agencies can contact [Hollie.Sheller@health.mo.gov](mailto:Hollie.Sheller@health.mo.gov) to request a new agreement form.

### ***Why am I sometimes asked if I want to update the person's age in ShowMe WorldCare?***

In ShowMe WorldCare, date of birth (DOB) relates to the person. Any changes to DOB will be updated on the Person record AND any conditions or contact investigations linked to that Person. Age, however, is a calculated field that is immediately updated only for the record where the age is changed. If another record for the person is accessed after an age change is made elsewhere, a pop-up will appear asking if the age should be updated on this record as well.

- For example, a Person record for Johnny Smith is created on 1/1/24 when he is 4 years old.
  - A Lead condition record is also created at that time and will also show his age as 4 years.
  - On 1/2/25, a positive COVID record is received for Johnny. The COVID record will show Johnny's age as 5 years upon creation. If a user opens Johnny's Lead record on 1/3/25, a pop-up will ask about changing his age.
- Whether the age should be changed or not depends on the specific program's guidance and how that program uses age. Some conditions need to track age at onset. In that situation, users should NOT update the age so that it will always reflect the person's age when they first contracted the condition. Other conditions may be providing longer-term services and wish to update the record to reflect the client's current age. For questions about whether to change age, please consult with the appropriate District Epi or other DHSS program staff who manage the condition.

### ***Will any live trainings be offered soon?***

Additional live webinars will be offered in 2025. In the meantime, all past webinars are posted on the ShowMe WorldCare Resources site (link below).

### ***How can I get help with ShowMe WorldCare?***

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***Happy New Year!***

**January 6-10, 2025**

***Why is there an Imported Status field on the Administrative tab of condition/contact investigation records and also in a section on the Epidemiologic tab?***

- Imported Status is a field listed on CDC disease case report forms for a variety of conditions. There are also several follow-up questions based on the Imported Status such as imported or exposure location, depending on the status selected.
- The default WorldCare product has a built-in question only for the Imported Status, which appears on the Administrative tab in a section that cannot be modified. In order to group the other related questions in a logical way, DHSS programs created a customized Import / Exposure section which typically appears on the Epidemiologic tab of condition and contact investigation records. Users should complete the Import / Exposure section and should not be using the Imported Status field on the Administrative tab, as directed in the ShowMe WorldCare End User Manual. DHSS has asked the vendor if the Imported Status field on the Administrative tab can be removed or hidden. Unfortunately, this is not possible.

***I am trying to use the Cumulative Report to view counts by specific conditions, but they are not included in the list of options. How can I get counts for a specific condition?***

Although only condition groups, not specific conditions, can be selected on the Cumulative Report, the report returns a list of the specific conditions within the selected condition group(s). For example, if Heavy Metals is selected, the counts for Arsenic, Cadmium, Copper, and Mercury may appear in the report. To see which conditions are included in which group, please consult the Conditions by Report Group appendix in the ShowMe WorldCare End User Manual (linked below). Some helpful tips for working with the Cumulative Report include:

- If no condition groups are selected, the report will return counts for all conditions which the user can access.
- When selecting condition groups, be sure to highlight the condition group and click the Add button to add the group to the selection box. The condition group is not fully selected until it appears in the selection box.
- Conditions which have no records meeting the criteria selected will not be listed on the report, even if they fall within the selected condition group. In other words, if there were no cases of a particular disease in the chosen time period, that disease will not be listed. Likewise, condition groups were set up based on the final condition list prepared by the DHSS programs. Many of these conditions have not yet transitioned to ShowMe WorldCare and will not appear if their condition groups are selected.
- The Date Type defaults to Closed. In most situations, users may want to choose a different date type such as Create, Onset, or Last Updated.

***Will any live trainings be offered soon?***

Additional live webinars will be offered in 2025. In the meantime, all past webinars are posted on the ShowMe WorldCare Resources site (link below).

***How can I get help with ShowMe WorldCare?***

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## January 13-17, 2025

### *I have been using one of the templates under the Custom Exports report each day. Why did it look different today than when I have used it previously?*

One of the nice features of the Custom Export is that users can save specific queries as a template for reuse. For example, DHSS could develop a basic template for pulling a list of cases of a particular condition. After loading the template, but before actually running the report, users can make any customizations they need, such as selecting a different jurisdiction, filtering for a particular investigator, updating the dates of concern, etc., before clicking the Generate File button. This prevents the template list from filling up with multiple reports that are only slightly different. However, there are a couple of precautions that need to be taken in order to keep this feature user-friendly.

- Please DO NOT resave a template that you did not create. This will impact the template for any other users that may need it, and the template will have to be rebuilt. (This is what occurred this week to prompt the user question.)
- Before creating and saving a new template, please review the existing templates to see if you can load one and make slight modifications. This will keep the list shorter and easier to use. Also, when you do need to create a new template, please keep it more generic so it can apply to more users. For example, instead of creating a county-specific version of an export such as “New Mercury Cases in ABC County”, save a “New Mercury Cases” template so it can apply to ANY system user if they select their own county after loading the template and before generating the file. If the template list becomes so long that it is difficult to use, DHSS may have to begin removing templates that seem duplicative. (This was previously an issue in EpiTrax and templates had to be removed based on the number of complaints about the long list.)

### *Will any live trainings be offered soon?*

Yes! The next webinar will cover electronic case reporting (eCR) in ShowMe WorldCare.

#### **ShowMe WorldCare Training**

**Thursday, 1/30/25: 2:00 – 3:00 PM**

#### **[Join the meeting now](#)**

Meeting ID: 236 666 081 45

Passcode: Pm96s7Xp

In the meantime, all past webinars are posted on the ShowMe WorldCare Resources site (link below).

### *How can I get help with ShowMe WorldCare?*

- [ShowMe WorldCare End User Manual](#)
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## January 21-24, 2025

### *How can I clear Tasks from the list on My Case Load or Dashboard screens?*

To clear a task from the task list, click on the hyperlinked Task ID number to return to the record that contains the task. Navigate to the Tasks section (usually at the bottom of the Epidemiologic tab) and open the Task in the table. Change the Status from Open to Closed and select the Date Completed. This will close the Task and remove it from any task lists.

**SMWC TEST - Section Instance**

**TASKS**

ID-001

Task  
Testing Task

Task Type  
Priority

Assign To  
Mickels, Becca

Comments

Status  
Closed

Date Completed  
01/23/2025

Assigned By  
Mickels, Becca\_SySAdmin

Date Assigned  
01/23/2025

OK Cancel

### *Will any live trainings be offered soon?*

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## January 27-31, 2025

### Is there an easy way to determine the onset date of an outbreak?

Yes. The linked patient and linked contact tables on the main outbreak screen may be helpful. These tables include a column for the Date of Onset from the patient records. If the earliest patient onset date is to be used as the outbreak onset date, it is easy to scroll through these tables to find the earliest date.

Patients linked to this Outbreak/Investigation: 3						Link Existing Patient Condition/Record
Record ID	Name	Address	Date of Onset	Index Case	Cluster ID	Print
50246	sparkle, bling	912 Wildwood Dr, Jefferson City, MO, 65109	07/29/2024	N		
60800	sparkle, diamond			N		
7151	sparkle, glitter	MO		N		
						◀ PREV   NEXT ▶
						Show All
Contacts linked to this Outbreak/Investigation: 2						Link Existing Contact Investigation
<input checked="" type="radio"/> All <input type="radio"/> Condition/Record Contacts <input type="radio"/> Outbreak/Investigation Contacts						
Record ID	Name	Address	Contact Type	Cluster ID		Print
7151	sparkle, diamond					
7151	sparkle, bling	123 Sparkle Lane				
						◀ PREV   NEXT ▶

### Will any live trainings be offered soon?

The Help Desk is working with the Bureau of Communicable Disease Control and Prevention to develop new training materials related to the upcoming implementation of most vaccine preventable, enteric, and waterborne conditions on February 24. Additional webinars will be offered closer to implementation.

In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

Creating a Condition Record	20241008	<a href="https://youtu.be/vlH1ocQtJsM?t=468">https://youtu.be/vlH1ocQtJsM?t=468</a>
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## February 3-7, 2025

### *Why do my reports keep timing out?*

The most likely cause of a report timing out is attempting to pull a dataset that is too large. DHSS is working with the Clinisys vendor and ITSD to develop a data warehouse with the goal of easier pulling of large reports. For the time being, if a report is timing out, it may need to be run in smaller sections. For example, if a report using Create Dates of 1/1/23 – 12/31/23 times out, a suggestion would be to instead run a report for 1/1/23 – 6/30/23 and then run a second report for 7/1/23 – 12/31/23. The results could be copied and pasted into a single file if needed after both reports are completed.

Also, please be aware that reports and downloads from various parts of the application may have limits on the number of rows that can be pulled/exported. If a report runs, please check it to make sure that all data expected has pulled. For example, the Jurisdiction Review table within the ShowMe WorldCare application displays only the 1,000 most recent records that meet the criteria selected on the filters. Additional records are available if the Jurisdiction Review results are downloaded, but even the download in Microsoft Excel returns only the most recent 100,000 records.

### *On the Cumulative Report, what do the Date Types “Sent” and “Last Updated” mean?*

Sent and Last Updated refer to the dates that messages are transmitted to the CDC. Messages to CDC are not currently being sent through ShowMe WorldCare so use of these Date Types will not yet return any records.

### *Will any live trainings be offered soon?*

The Help Desk is working with the Bureau of Communicable Disease Control and Prevention to develop new training materials related to the upcoming implementation of most vaccine preventable, enteric, and waterborne conditions on February 24. Additional webinars will be offered closer to implementation.

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## February 10-14, 2025

### *Why are all the icons except the blue question mark sometimes missing from the upper right corner of the screen?*

When a new record is created, often the only icon that will appear in the upper right corner of the application is the blue question mark for context-specific help. After the record is saved, any additional icons that are appropriate for that record should appear.

### *When I run reports, why do I never get any results returned if I choose a Region?*

There are a few possible reasons why results may not be returned when running a report.

- Nothing will return if there are no records that meet the specified criteria during the timeframe selected.
- The same jurisdiction roles that apply to access to specific records also apply to reports. A user who has security access for only one jurisdiction will not be able to run reports by Region as they do not have access to the data for all jurisdictions within that Region.
- The same condition security roles that apply to access to specific records also apply to reports. A user who attempts to run a report on a condition group that they are not approved to access will not see any records returned.

### *Will any live trainings be offered soon?*

The Help Desk is working with the Bureau of Communicable Disease Control and Prevention to develop new training materials related to the upcoming implementation of most vaccine preventable, enteric, and waterborne conditions on February 24. Additional webinars will be offered closer to implementation.

In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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*Happy Valentine's Day!*

## February 18-21, 2025

### *When should I select the Converted to Condition/Record option under Process Status on contact investigation records?*

This status should NEVER be manually selected. This status will be automatically assigned by the system when a contact investigation record is converted to a condition (disease incident) record. It must appear in the list of options for the system to assign it.

**TIP: When ready to convert a contact investigation record to a condition record, double check to make sure that all entry needed on the contact investigation record is done. Once a contact investigation is converted to a condition, no edits can be made on the contact investigation record. The information on the contact investigation will load into the condition record during the conversion.**

### *Will any live trainings be offered soon?*

A webinar is scheduled for next week to review the new materials specific to the vaccine preventable, enteric, and waterborne conditions implementation. There will also be an opportunity for attendees to ask questions.

**ShowMe WorldCare Training: Vaccine Preventable, Enteric, and Waterborne Conditions Go-Live  
Thursday, 2/27/25: 2:00 – 3:00 PM**

### [Join the meeting now](#)

Meeting ID: 247 056 215 399

Passcode: s9DP9S3V

Recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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## February 24-28, 2025

### *I am confused about the influenza conditions since some are still in WebSurv but one is in ShowMe WorldCare. What should I enter where?*

- **Pediatric influenza deaths** are now handled in ShowMe WorldCare (SMWC) under the “Influenza Related Mortality” condition. The “Influenza Death <18 Years” condition in WebSurv has been locked and migration of older closed cases from WebSurv to SMWC is ongoing.
- **Adult influenza deaths** under the “Influenza” condition in WebSurv have not yet been locked. Open cases can be finished in WebSurv, but any new cases should be entered and worked in ShowMe WorldCare under the “Influenza Related Mortality” condition. Migration of all WebSurv “Influenza” condition data is planned as part of the next phase in April 2025.
- **Novel influenza cases** will continue to load into WebSurv under the “Novel Influenza A” condition and should continue to be worked there. These are high priority cases for which the District Epidemiologists will receive an email alert upon entry and contact the local public health agency. Novel influenza is tentatively scheduled for transition to ShowMe WorldCare under the “Influenza A Novel” condition in May 2025.

### *Will any live trainings be offered soon?*

A webinar is scheduled for next week to review the new materials specific to the vaccine preventable, enteric, and waterborne conditions implementation. There will also be an opportunity for attendees to ask questions.

**ShowMe WorldCare Training: Vaccine Preventable, Enteric, and Waterborne Conditions Go-Live**  
**Thursday, 3/6/25: 3:00 – 4:00 PM**

### [Join the meeting now](#)

Meeting ID: 291 621 805 581

Passcode: gs3Av9kn

Recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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## March 3-7, 2025

### *How are immunity testing lab results handled in ShowMe WorldCare?*

In the past when lab test results were received primarily on paper, staff often reviewed and determined that certain records did not need to be entered in WebSurv. Now that more data submitters are sending records electronically, those types of results will be received by ShowMe WorldCare (SMWC). The determination of which results need public health action is shifting into the system rather than being decided before records go into the system. For example, due to immunity testing, many measles, polio, rubella, and varicella IgG results are now coming in through SMWC's electronic lab reporting. To address this, the SMWC auto import rules are set to create a new record of the condition if there is not already a condition. The new record's process status will be set to "Closed by DHSS and Locked" and the resolution status will be set to "Not a Case." Please contact your District Epidemiologist if you need any of those cases unlocked due to circumstances outside of routine immunity testing for asymptomatic patients.

### *Can documents be attached to records in ShowMe WorldCare?*

Yes. ShowMe WorldCare has an Electronic Filing Cabinet (EFC) feature which functions similarly to the attachments in WebSurv. This feature is accessed by clicking on the filing cabinet icon at the upper right of the screen. Documents are stored within albums. A new album may need to be created if an appropriate one does not already exist. More details and screenshots are available in the Electronic Filing Cabinet section of the ShowMe WorldCare End User Manual (link below).

### *Will any live trainings be offered soon?*

Additional webinars will be scheduled closer to the next implementation. In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

Creating a Condition Record	20241008	<a href="https://youtu.be/vlH1ocQtJsM?t=468">https://youtu.be/vlH1ocQtJsM?t=468</a>
Creating a Condition Record from the Search Screen	20241008	<a href="https://youtu.be/vlH1ocQtJsM?t=435">https://youtu.be/vlH1ocQtJsM?t=435</a>
Creating a Condition Record from Within the Person Record	20241008	<a href="https://youtu.be/vlH1ocQtJsM?t=450">https://youtu.be/vlH1ocQtJsM?t=450</a>

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## March 10-14, 2025

### ***Why can I no longer log in to ShowMe WorldCare or Clinisys University?***

By ITSD policy, system accounts are deactivated after 180 days of inactivity. To prevent accounts from being locked, please log in regularly. If an account is deactivated, a new ASAP request must be submitted to regain access to ShowMe WorldCare (SMWC) and Clinisys University. For issues logging in, please submit a Help Desk ticket (link below).

### ***If a case definition requires that the specimen be taken from a sterile site to be classified as a case, but a positive lab result is received where the specimen was taken from a NON-sterile site, how should those cases be handled?***

At this time, data submitters reporting electronically will send any detection of a reportable pathogen to SMWC. If a report of a positive lab from a non-sterile site is received, but the case definition requires a sterile site to be classified as a case, please make the following updates to the record in SMWC:

- Process status to “Closed by Agency – Ready for DHSS QA”
- Resolution status to “Not a case”
- Final disposition status to “Does not meet case definition”

### ***How does changing the Process Status to Closed by Agency/Ready for DHSS QA send the record to DHSS?***

Updating the Process Status to Closed by Agency/Ready for DHSS QA does not actually “send” the record to DHSS. However, DHSS staff should be reviewing their conditions and searching for that Process Status so that they know those conditions are ready for QA.

### ***Will any live trainings be offered soon?***

Additional webinars will be scheduled closer to the next implementation. In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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**March 17-21, 2025**

***I received a lab report with a GI panel positive for two conditions (salmonella and campylobacter). How should that be entered?***

The first step would be to find the person in ShowMe WorldCare (SMWC) if they already have a person record or create a new person record. Next, create a new condition record for one of the conditions (e.g., salmonella). The Person tab in the condition should populate based on the information entered in the person record. Fill in as much of the information on the other tabs as possible. Then go back to the person record and create a new condition record for the second condition (e.g., campylobacter). If the information for some sections would be the same as already entered on the first condition, it may be possible to copy information from the first condition into the second condition to prevent duplicate data entry efforts. The copy across conditions feature was previously detailed in the December 9-13, 2024, FAQs and is also covered in the “Copy Section Feature” section of the end user manual (linked below).

***Are there multiple dictionaries in ShowMe WorldCare? When I asked for an entry to be added, the Help Desk asked which dictionary needed the new entry.***

Yes, there are several dictionaries in ShowMe WorldCare. Most users will primarily see the Location Dictionary or Report Source Dictionary when clicking on drill-down fields such as hospital, provider, etc. The specific dictionary name will appear at the top of the pop-up window. When submitting a Help Desk ticket for an entry to be added to a dictionary, please note which dictionary needs the entry so that the Help Desk can process your request more quickly.



SMWC TEST - Location Dictionary

Location Dictionary

Location

Address Number and Street

***If I need to unlock a record that is not assigned to my jurisdiction because the address was missing or incorrect, how can I do that when I cannot see any of the person's condition records?***

To unlock a record from another jurisdiction, click on the person's ID in the search result box. No conditions will appear in the condition results table because the record is locked, but if the person has conditions that are outside of the user's jurisdiction, this message will appear below the condition results table: "There are some masked or read-only records you are not authorized to access or edit. You may click on the Unlock button if you need to request them." If the person is selected, clicking Unlock will then reveal any condition records that fall within the user's condition security.

***Will any live trainings be offered soon?***

Additional webinars will be scheduled closer to the next implementation. In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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**Missouri Department of Health and Senior Services**  
912 Wildwood Drive | Jefferson City, MO 65109

**March 24-28, 2025**

***I noticed that sometimes duplicate laboratory test reports appear in ShowMe WorldCare. Why is that?***

There are a few possible known reasons this could occur. As we learn more about the system, additional reasons may be determined.

- An end user may enter the test result without first checking to see if a test result is already there.
- An end user may enter a test result and the same result may be received electronically later. Depending on the amount of information that was manually entered, the system may not be able to identify that the tests are duplicates and will add the new electronic result as a second test.
- If there were duplicate condition records that both listed the same test and the duplicate conditions are merged, both copies of the test will appear on the final merged record.

***Do paper forms still need to be attached in ShowMe WorldCare if all the information has been entered in the appropriate fields in the system?***

The Bureau of Communicable Disease Control and Prevention (BCDCP) has requested that end users continue to attach paper interview forms, lab reports, case report forms, etc., for the time being. For some conditions, the CDC still requires that paper versions be submitted or that data be entered into a CDC system, which BCDCP staff handle. Having all the information available assists the program staff with performing quality assurance and reduces the number of times they have to reach out to investigators if they are not clear on something. Any changes to this process will be communicated if this becomes no longer necessary in the future.

***Why does ShowMe WorldCare sometimes show that I have locked a record?***

If an end user closes the browser window without fully logging out of ShowMe WorldCare, the system may think the user still “owns” that record. Only one user is allowed write privileges on a record at a time to avoid overwriting of data. There can also be glitches, etc., that sometimes trigger a locked record. For example, if a browser closes unexpectedly the record may lock. To request that a record be unlocked, please submit a Help Desk ticket (link below).

***Will any live trainings be offered soon?***

Additional webinars will be scheduled closer to the next implementation. In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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## March 31 - April 4, 2025

### ***My account was inactivated. How much time passes before an account inactivates, and what do I need to do to get my access back?***

Accounts are set to inactivate after 180 days (approximately 6 months) of no activity. Infrequent users of ShowMe WorldCare may wish to set a monthly reminder on their calendar to log in occasionally prevent account inactivation. Once an account is inactivated, the user will need to submit new ASAP forms to regain access to ShowMe WorldCare.

### ***How can I tell who submitted a report to ShowMe WorldCare?***

On the Administrative tab of the condition record, the Report Source section contains fields that list the Provider, Provider Name, Submitter Name, Lab, Additional Provider, and Additional Lab. These fill in automatically as appropriate from electronic messages. Manually entered records will automatically load the ShowMe WorldCare user performing the initial entry as the Submitter Name. In addition, the Administrative tab contains a Reported by checkbox field under Statuses. These checkboxes are marked by the system for incoming electronic messages (and should not be updated for any manual entry). If Provider (Portal) is checked, a MODROP report was received. If Lab is checked, an electronic laboratory report (ELR) was received. If eCR is checked, an electronic case report was received. The audit tables (available by clicking the magnifying glass icon) may provide further information on any manual changes made to the record, while attachments in the electronic filing cabinet may contain information about the submitter of any faxed or mailed reports.

### ***I recently got married. Who should I contact to change my name in ShowMe WorldCare?***

ShowMe WorldCare users can make changes to their own name and certain other information by clicking on My Profile in the upper right corner of the screen. Once in My Profile, click the Edit button under the icon tray to make any needed changes.

### ***Will any live trainings be offered soon?***

Additional webinars will be scheduled closer to the next implementation. In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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**April 4-11, 2025**

***Why does the Clinical tab ask about outcomes/vital status multiple times?***

Most conditions contain an Outcome section with three subsections and a Pregnancy Outcome section. The only portions of these sections that should be filled out are those that are relevant to the specific case patient.

- The first part of the Outcome section asks about general outcome. It contains various additional questions that will be enabled if relevant based on the initial Case Outcome field. These questions could apply to all cases.
- The second part of the Outcome section asks about death information and would apply only if the person is deceased.
- The third part of the Outcome section contains questions that apply only if the case patient is a fetus or newborn. Examples of the questions include preterm/premature birth status and birth weight. This subsection should not be completed for adults or older children.
- The Pregnancy Outcome section applies only when the case patient was pregnant at the time of the condition onset. It contains follow-up questions such as whether the patient's child had complications resulting from the condition.

***I searched for a person and saw the message: "There are some masked or read-only records you are not authorized to access or edit. You may click on the Unlock button if you need to request them." I used the Unlock button but I still could not see any condition records for the person. Why not?***

The Unlock button is used to unlock a condition record that has been assigned to a different jurisdiction due to a patient moving, incorrect address, failure to geocode, etc. The Unlock button does NOT impact condition security roles. It is possible to unlock a record and still not be able to see any condition records if the person only has conditions that the user does not have access to view. For example, if a user only has access to environmental conditions and the unlocked person only has general communicable disease conditions, the user will still not be able to view those records.

***Will any live trainings be offered soon?***

Additional webinars will be scheduled closer to the next implementation. In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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## **April 14-18, 2025**

### ***In the upcoming go-live, will there still be an aggregate animal bites condition?***

Yes! An additional record type called a Group Event record will be used for this purpose. The Group Event records look similar to the Outbreak record. On the first tab, users will be able to enter their jurisdiction and the start date of the reporting week. On a second tab, a weekly summary table allows entry of the number of cases for each type of animal bite. Instructions have been added at the top of the second tab to clarify when cases should be entered in aggregate versus individually. More specific training on this condition will be available closer to go-live.

### ***I noticed that Rabies Post-Exposure Prophylaxis (RPEP) was not listed among the conditions for the April go-live. Will this no longer be a separate condition?***

In ShowMe WorldCare, RPEP information will be collected on a tab within the Animal Bites / Exposures condition. These were collected separately in WebSurv, which led to duplication of entry as many of the fields were similar. Also, there were many instances when there might be an RPEP record entered but not an Animal Bites record, or vice versa, which required quite a bit of follow-up from the program. Therefore, it was determined that it would be easier to combine the conditions going forward to reduce workload for everyone working on these conditions.

### ***Some of the conditions listed for the upcoming phases are not currently reportable in Missouri. Will the reportable condition listing be updated?***

The Bureau of Communicable Disease Control and Prevention (BCDCP) manages the reportable disease list and is working on updates. However, updating the reporting rule is a complex process that requires several months to complete so the changes will not go into effect before the upcoming implementations. BCDCP decided to add some new conditions that have recently been requested by the Centers for Disease Control and Prevention (CDC) or that are investigated even though they are not explicitly reportable to help with documentation. Any changes to the reportable disease list will be shared once they are finalized.

### ***Will any live trainings be offered soon?***

Additional webinars will be scheduled closer to the next implementation. In the meantime, recordings of past webinars are available on the ShowMe WorldCare Resources site (linked below). The Help Desk has created an index of recorded webinar topics. Now, instead of scrolling through all the recordings, it is easy to find a specific topic on the list and click the associated link to open the relevant section across any of the recorded webinars.

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## April 21-25, 2025

### ***How are open versus closed WebSurv records migrated into ShowMe WorldCare?***

Migrated WebSurv records are assigned a comparable process status in ShowMe WorldCare (SMWC).

- WebSurv records that are closed with the QA complete box checked will be assigned the Closed by DHSS and Locked process status in SMWC.
- WebSurv records that are closed with the QA complete box NOT checked will be assigned the Closed by Agency – Ready for DHSS QA process status in SMWC.
- Open WebSurv records will be assigned the Entered process status in SMWC.

### ***Every go-live, DHSS requests that we stay out of ShowMe WorldCare during migration weekend, but the system is available at times. Why can't we use it?***

Vendor staff lock down ShowMe WorldCare (SMWC) when they are actively transferring data into the system. However, at times they need to make the system available so that DHSS staff can review to ensure that data migrated correctly. If end users log into SMWC before the "all clear" message is sent, the additional users in the system can interfere with testing processes being run by DHSS and the vendor, which extends the time the system is unavailable. Also, if end users enter new data in SMWC and a problem is discovered, the migration may have to be rolled back. The data in the system would be cleared and reloaded from a backup saved before migration began, resulting in the loss of the new data.

### ***Every go-live, we are told that the conditions being migrated will be locked in WebSurv, but I looked and new data is still going into WebSurv for those conditions. Why can't I keep working my cases in WebSurv?***

Currently, incoming electronic message feeds from submitters to DHSS are directed at BOTH WebSurv and ShowMe WorldCare (SMWC) because it is difficult to change the system settings to accept only certain types of messages. As a result, electronic messages for the conditions that have already moved to SMWC will continue to load into WebSurv until all conditions are migrated and WebSurv is shut down. However, IT will lock those conditions to further edits or manual entry. During the last go-live, there were a few glitches in the process and a few users were able to make edits to certain conditions in WebSurv. However, once migration weekend begins, no further migration from WebSurv to SMWC will occur for the conditions involved in that phase. Any information entered in WebSurv after that point will NOT be moved to SMWC and will be lost when WebSurv is shut down. Any information entered after the time announced for WebSurv to be locked will need to be manually re-entered in SMWC.

### ***Will any live trainings be offered soon?***

Yes, the following live webinar will be offered and recorded for those who cannot attend the live session.

#### **ShowMe WorldCare Training: Vectorborne and Zoonotic Conditions (Including Animal Bites)**

**Tuesday, 5/6/25: 3:00 PM – 4:00 PM**

[Join the meeting now](#)

Meeting ID: 272 319 014 371 1

Passcode: SF7XM2aE

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**Missouri Department of Health and Senior Services**

912 Wildwood Drive | Jefferson City, MO 65109



## April 28 – May 2, 2025

### *Are any training materials available related to entering animal bites?*

Yes, please refer to the ShowMe WorldCare Resources website at <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus-lpha/smwcr/resources.php>. There are two documents specific to animal bites available under Training Guides.

- ShowMe WorldCare Animal Bites – Exposures Processes **(Updated 5/2/25)**
- ShowMe WorldCare Interim Animal Bite/Exposure Entry Guidance

In addition, a webinar related to the newly implemented vectorborne and zoonotic conditions, including animal bites, is scheduled for next week (details below).

### *I created a template for running a Custom Export. I saved the template with the condition grouping “General CDs excluding COVID and Influenza” but when I reload the template, it defaults to ZZ Security: General CDs. How can I change that?*

Condition groups that begin with “ZZ Security:” are primarily used for assigning condition security, although they can be used for other purposes such as running reports. By default, the custom export templates load the user’s ZZ Security group upon loading the template, regardless of the original template settings. If the user needs to run the export on a different condition group, simply select the appropriate group before clicking Generate File. Please do not attempt to re-save the template as this could impact the template for all users and the condition grouping will continue to default to the security group anyway.

### *Will any live trainings be offered soon?*

Yes, the following live webinar will be offered and recorded for those who cannot attend the live session.

#### **ShowMe WorldCare Training: Vectorborne and Zoonotic Conditions (Including Animal Bites)**

**Tuesday, 5/6/25: 3:00 PM – 4:00 PM** **This webinar may be delayed if the aggregate animal bites condition is not ready by this time.**

[Join the meeting now](#)

Meeting ID: 272 319 014 371 1

Passcode: SF7XM2aE

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**May 5–9, 2025**

***Why am I not able to add a new album in the electronic filing cabinet so I can attach documents to Aggregate Animal Bites records?***

We are checking with the vendor on this issue. In the meantime, the Help Desk can create new albums in the electronic filing cabinet on group event records. Once the album is created, it appears that any user can then add documents. If attachments to a group event are needed at the current time, please submit a Help Desk ticket with the group event number so that the Help Desk can create an album for you.

***A record I was working on has been closed/locked, but I was not finished with it yet. Is there a way to tell why it was closed?***

There is not a way to get this information in the system, but it is possible to determine who closed the record to inquire with that individual. Clicking the Process Status History icon at the top of the record will open a pop-up window that displays any process status changes with the date, time, and user who made the change.



SMWC TEST - Process Status History					
Process Status History					
Date	Time	User	Old Status	New Status	Days
05/09/2025	12:25 PM	Baker_Basic_Camden, Molly	Entered	Closed by Agency	0
05/09/2025	12:21 PM	Baker_Basic_Camden, Molly		Entered	0
					◀ PREV   NEXT ▶
Close					

***Will any live trainings be offered soon?***

There are no live webinars currently scheduled, but past webinar recordings are available on the ShowMe WorldCare Resources page (link below). We are working to get the recent vectorborne/zoonotic recording posted.

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**May 12–16, 2025**

***I entered a record with an address that I know is in my county (County A). However, ShowMe WorldCare is assigning it to a neighboring county (County B). What should I do?***

Incorrect jurisdiction assignment occasionally happens when geocoding addresses that are very close to county borders. Geocoders typically rely on the primary location of the census tract and census block when assigning jurisdiction. In the situation that prompted this question, the address was located within county A but as part of a census tract and census block which crossed the border between the two counties. Since most of the census tract and block were in County B, the geocoder assigned that address to County B. If this occurs, there are a couple of things that can be done to ensure the jurisdiction is correctly assigned in ShowMe WorldCare.

- If able to edit the record, the jurisdiction can be manually updated on the Administrative tab.
- If unable to edit the record because it is assigned to a different jurisdiction, click the Unlock button on the search screen. In the Masked Record Log, indicate that the record is being unlocked due to incorrect jurisdiction assignment. This will allow access to the record so that the jurisdiction can be updated on the Administrative tab.

***I tried to reset my password and the message stated that I would receive an email for the password change. I did not receive an email. What should I do?***

If the email for the password change is not received, a good first step is to check any junk/spam email folders in case the message was directed to those locations instead of the main inbox. If the message is still not found, a Help Desk ticket should be submitted to receive assistance with resetting the password.

- To prevent issues with missing emails, please make sure that the correct email address is associated with the ShowMe WorldCare account. Email addresses can be added/updated through the My Profile menu in the upper right corner of the ShowMe WorldCare screen. Click the Edit button in the upper right to make changes to the profile.
- End users are only able to reset their own password if security questions have been added to their account. Security questions can be added in My Profile by choosing the Set Security Questions link under Quick Links at the bottom of the screen.

***Will any live trainings be offered soon?***

There are no live webinars currently scheduled, but past webinar recordings are available on the ShowMe WorldCare Resources page (link below). We are working to get the recent vectorborne/zoonotic recording posted.

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**May 19–23, 2025**

***I am entering a test result but the test type is not listed in the drop-down. What should I do?***

If a test type is not already available in the drop-down list, please submit a Help Desk ticket with the test type to request that it be added.

***I have received a negative rabies test result for a bat. In the past those were included in the aggregate counts. However, in ShowMe WorldCare, bat is not listed in the aggregate animal type list and there is no “other” option. How should these be handled?***

The zoonotic disease program has requested that an option for Bats – Negative Test Only be added to the drop-down list on the aggregate animal bites group event. This request has been submitted to the vendor but may not be completed for a couple of weeks due to deadlines related to the June 2 go-live. Please hold any incoming confirmed negative bat reports until these changes are made.

***The instructions on the aggregate animal bites record refer to an algorithm. What is this algorithm and where is it located?***

Several years ago, the zoonotic disease program created an algorithm to illustrate when an animal bite should be entered individually or in aggregate. The algorithm was recently updated to reflect the changes introduced in ShowMe WorldCare and is now posted on the ShowMe WorldCare Resources site (link below). The algorithm will be updated again as soon as the negative bat option is added to the aggregate animal bites condition.

***I created a record for an animal with rabies that bit a human. I tried to add the human as a contact and create a contact investigation but it keeps coming up with animal rabies as the condition instead of animal bites. What should I do?***

By default, ShowMe WorldCare assigns the same condition to the contact. Once the contact investigation record is created, simply update the condition on the Person tab to the appropriate condition, such as Animal Bites / Exposures or Rabies – Human.

***Will any live trainings be offered soon?***

There are no live webinars currently scheduled, but past webinar recordings are available on the ShowMe WorldCare Resources page (link below). We are working to get the recent vectorborne/zoonotic recording posted.

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**May 26–30, 2025**

***I noticed that a laboratory test result mentioned a condition name that did not match the type of test that was run. Why is that?***

If a test result and test type do not seem to be consistent, please submit a Help Desk ticket. The Help Desk will pass that ticket to the electronic reporting team to research. They can review the original messages to determine if the information was processed correctly or if perhaps the laboratory submitted the information in error.

***I am working on a condition that contains the link to ShowMeVax to pull over vaccinations. I have clicked the ShowMeVax link on more than one occasion to see if additional vaccinations have been reported. Now there are multiple versions of the same vaccination shown on the record. Why is this happening?***

This is expected behavior. Each time the button in ShowMe WorldCare is clicked, the system places a call to ShowMeVax and pulls in any vaccinations that appear on the ShowMeVax record that relate to the ShowMe WorldCare condition. If the button is clicked repeatedly, it will bring over all the vaccines each time. If that happens, simply click the Delete button at the bottom of the duplicate section.

***I noticed that Candida Auris and CPO conditions are on the list for the upcoming ShowMe WorldCare implementation on June 2. Our agency does not currently handle those conditions. Who will work those conditions in ShowMe WorldCare?***

The Healthcare Associated Infections (HAI) team plans to continue working those conditions in ShowMe WorldCare. It is anticipated that those conditions will be auto assigned to the HAI team as a reminder that LPHA staff do not need to work on them. However, LPHA staff will be able to view and run reports on records for those conditions that fall within their jurisdiction if they have access to the General CDs condition group.

***Will any live trainings be offered soon?***

There are no live webinars currently scheduled. It is anticipated that a webinar will be scheduled within the next few weeks to cover the conditions implemented on June 2. In the meantime, past webinar recordings are available on the ShowMe WorldCare Resources page (link below), including the recent vectorborne/zoonotic recording.

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## June 2–6, 2025

### *I am confused about how to enter laboratory test results manually. How do I enter a numeric result versus a result like positive or negative?*

- A numeric result should be entered in the field labeled Result with the units for that value in the Units field and the “normal” range used by the laboratory in the Reference Range field.

Result	Units	Reference Range
5.5	AU/mL	<13.4 AU/mL

- Any type of non-numeric result should be selected from the Resulted Organism field. This could be results such as positive, negative, detected, etc., or results such as a type of organism.
  - If the LOINC or SNOMED code is provided on the report, this can be entered in the Organism Code field with either LOINC (L) or SNOMED (SNM) entered in the Organism Coding System field.
  - If the needed Resulted Organism option is not available in the drop-down list, please submit a Help Desk ticket requesting the option be added. Please include the condition, organism code/coding system, and the result in the ticket.

Organism Code	Resulted Organism	Organism Coding System
260373001	DETECTED	SNM

Organism Code	Resulted Organism	Organism Coding System
75953000	Vibrio cholerae (organism)	SNM

### *When do 2024 cases need to be finalized?*

- Entry of 2024 cases must be completed no later than July 15, 2025.
- QA of 2024 cases must be completed no later than August 1, 2025.

### *Will any live trainings be offered soon?*

There are no live webinars currently scheduled. It is anticipated that a webinar will be scheduled within the next few weeks to cover the conditions implemented on June 2. In the meantime, past webinar recordings are available on the ShowMe WorldCare Resources page (link below), including the recent vectorborne/zoonotic recording.

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**June 9–13, 2025**

***I am not familiar with some of the test types that are loading into ShowMe WorldCare. How do I know if these are confirmatory tests?***

In previous systems, a generic test type such as PCR, antigen, or antibody was typically used. In ShowMe WorldCare, reports received via electronic messaging provide the exact test name. To assist with interpretation of these more complex test type names, a new item has been added to the ShowMe WorldCare Resources site which provides a list of key words that can be used to interpret the various test types. This document is available under the Training Guides section at <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus-lpha/smwcr/resources.php>.

***I am entering an outbreak that is based at a person's residence. That person has a condition record so the address has been entered in ShowMe WorldCare. Why doesn't the address appear as a Location when I search for it on the outbreak search screen?***

In most situations, a person's address from a condition or contact investigation record is not automatically added to the dictionaries. The ability to create new dictionary entries is limited to certain staff at DHSS. This helps with consistency of entry, prevents duplicates, and allows these staff to handle any back-end configuration needed to ensure that electronic messages related to that location are brought into the system correctly. If a needed address is not in the location dictionary, there is typically a free text field where that information can be added until the dictionary managers have a chance to create a dictionary entry. (On outbreak records, this field typically appears on the second tab as we cannot make changes to the main tab.) If an address needs to be added to a dictionary immediately, please submit a Help Desk ticket (link below).

***When do 2024 cases need to be finalized?***

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***Will any live trainings be offered soon?***

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**June 16-20, 2025**

***My supervisor reviewed the audit log on a record and asked me why I have viewed this person's record multiple times. I have never searched for this person or looked at their record so why would I be listed in the audit log?***

The audit log in ShowMe WorldCare not only lists each time a record is directly viewed or updated but also each time that record is included in report or search results. An end user's name may appear in the audit log of a specific record that they have never directly touched if they have run a search or report with criteria that would have included that record in the results. This is an important security and tracking feature. Under HIPAA, an individual has a right to receive an accounting of disclosures of their protected health information (PHI), including the date of disclosure and name of the organization or person receiving the information. Modern applications which manage PHI must include this type of tracking.

***I reviewed an outbreak record and could see PHI in the Notes field for an individual outside of my jurisdiction. I thought the security in ShowMe WorldCare prevented users from seeing information on residents of other jurisdictions.***

When designing security settings in ShowMe WorldCare, programs indicated that outbreak records should be viewable to all jurisdictions as outbreaks frequently cross jurisdictional boundaries. For example, during a foodborne outbreak originating from a restaurant in County A, residents from other counties may become ill if they ate at the restaurant in County A. All those individuals should be included in the same outbreak. The security settings in ShowMe WorldCare prevent users from viewing condition or contact investigation records linked to the outbreak for individuals who reside in other jurisdictions. **However, any information entered on the main outbreak screen is NOT protected by jurisdictional security rules. End users should NOT enter PHI about an individual in the Notes field on the main outbreak screen as this is viewable to all system users with access to that condition. PHI about an individual should be entered within that person's condition or contact investigation record.**

***When do 2024 cases need to be finalized?***

- Entry of 2024 cases must be completed no later than July 15, 2025.
- QA of 2024 cases must be completed no later than August 1, 2025.

***Will any live trainings be offered soon?***

There are no live webinars currently scheduled. It is anticipated that a webinar will be scheduled within the next few weeks to cover the conditions implemented on June 2. In the meantime, past webinar recordings are available on the ShowMe WorldCare Resources page (link below), including the recent vectorborne/zoonotic recording.

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## June 23 – July 11, 2025

### ***Data seems to be missing from one of the test results that was received electronically. What should I do?***

If an electronic test result is missing information, please submit a Help Desk ticket. The Bureau of Data Modernization and Interoperability (BDMI) will follow up with the laboratory or facility.

As a reminder, when manually entering laboratory test results, please submit a Help Desk ticket if needed options are missing from the drop-down list. The Help Desk will forward those requests to BDMI to configure the test so that those options will be available.

### ***I have noticed that warning alerts usually pop up if I try to enter a future date in ShowMe WorldCare. However, when I entered a future date and immediately hit save, the future date was stored. Why did this happen?***

Validations have been added to many fields in ShowMe WorldCare to help ensure data quality. For example, business rules have been added to many date fields to prevent future dates for events that should have happened in the past, such as onset of symptoms, hospitalization date, etc. However, these validations do not run until the user tabs or clicks out of that field. If the cursor is still in the field, the validation will not run as the user could still be entering data. Please be sure to tab or click out of a field after entering data in that field to ensure that validations run properly. (There are some circumstances when a future date may be appropriate so those fields would not contain this type of validation.)

### ***When do 2024 cases need to be finalized?***

- Entry of 2024 cases must be completed no later than July 15, 2025.
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### ***Will any live trainings be offered soon?***

There are no live webinars currently scheduled. It is anticipated that a webinar will be scheduled within the next few weeks to cover the conditions implemented on June 2. In the meantime, past webinar recordings are available on the ShowMe WorldCare Resources page (link below), including the recent vectorborne/zoonotic recording.

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## July 21 - 25, 2025

### *Why doesn't the case jurisdiction always match the county of residence?*

The County of Residence field on the Person tab shows the county in which the address is located (if the address can be geocoded by the system). The Jurisdiction reflects the local public health agency (LPHA) that has jurisdiction over the case. While the county of residence and the jurisdiction agency name will often match, this does not always happen. Some common scenarios in which a difference may occur are described below.

- Some of the LPHAs are not based on county boundaries. There are a mix of city and county health departments in some areas, such as Joplin and Kansas City. For example, consider the two residents in the table below. Both live in Jackson County but they are served by different LPHAs. Resident B lives within the Kansas City borders and is served by the Kansas City Health Department, while any Jackson County residents who live outside the Kansas City borders are served by the Jackson County Health Department.

Resident	Residence City	Residence County	Jurisdiction
A	Blue Springs	Jackson County	Jackson County Health Department
B	Kansas City	Jackson County	Kansas City Health Department

- The only LPHA in Buchanan County is named the City of St. Joseph Health Department so all Buchanan County cases are assigned to that agency.
- Geocoders can have difficulty with addresses along county borders. The geocoder may assign a county of residence when the address falls in a different county. In that situation, the jurisdiction may be updated to reflect the county that needs to work the case.
- For the Lead condition, cases for children enrolled in Medicaid are handled by their Medicaid Managed Care plan. These plans are listed as jurisdictions in ShowMe WorldCare with labels beginning "MC –" so that these organizations can access these cases as needed. In this instance, the jurisdiction does not relate to geography at all but the County of Residence will still display the county in which the child's address is located.

### *When do 2024 cases need to be finalized?*

- Entry of 2024 cases was due by July 15, 2025.
- QA of 2024 cases must be completed no later than August 1, 2025.

### *Will any live trainings be offered soon?*

Yes! A webinar providing more details on the tuberculosis-related conditions will be held next week.

#### **ShowMe WorldCare Training – Tuberculosis**

**Thursday, 7/31/25: 3:00 PM – 4:00 PM**

[Join the meeting now](#)

Meeting ID: 296 004 579 805 5

Passcode: zR6Zi9to

### *How can I get help with ShowMe WorldCare?*

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**Missouri Department of Health and Senior Services**

912 Wildwood Drive | Jefferson City, MO 65109

## July 28 – August 22, 2025

### ***I received credentials for my ShowMe WorldCare account but I was not given access to all the conditions that I requested on the ASAP. What should I do?***

When an ASAP is submitted, it is received by the program that manages the conditions requested (general communicable diseases/tuberculosis/HAls, environmental conditions, or HIV/STIs/Hepatitis). When the approver at the program level either approves or denies the request, an email is sent to the ShowMe WorldCare Help Desk to set up the access in the system. Recently there has been an issue with some of the e-mails not including all the details of the conditions requested. The Help Desk team is working with ITSD on this issue. In the meantime:

- The Help Desk team reviews incoming ASAPs and runs a report on training completions once per day as this is a time-consuming process. Please allow a full business day for account creation/updates.
- If an account is created but is missing conditions that were requested, it is possible that the program denied the request. If the program denied the request, the ShowMe WorldCare Help Desk cannot add access to that condition. To discuss the denial, please reach out to the appropriate program.
- If the program approved the conditions but those conditions were not added in ShowMe WorldCare, please submit a Help Desk ticket so that the issue can be researched.
- Please note that the ShowMe WorldCare Help Desk is NOT able to view submitted ASAPs until they are approved/denied by the program.

### ***I started the required trainings in Clinisys University a long time ago but did not finish because my conditions were shifted into the last phase. Now I need to finish the trainings but I cannot get logged into the training website. What should I do?***

For forgotten password or account lock issues in Clinisys University, please submit a Help Desk ticket.

### ***Will any live trainings be offered soon?***

Additional webinars will be scheduled as needed closer to the next go-live in October 2025

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## August 25 – 29, 2025

*I am working with a patient who was diagnosed with two similar conditions. I am trying to use the copy/paste function in ShowMe WorldCare since much of the information is the same for both conditions but it is not working. What should I do?*

There are a few things to check when having issues with the copy/paste function.

- The copy/paste function works only for IDENTICAL sections. If there is ANY difference in the section between the two conditions (e.g., one condition contains an extra symptom in the Signs and Symptoms section), the copy/paste function is not an option and the information must be manually entered.
- The copy/paste function works only for conditions linked to the same person record in ShowMe WorldCare. It is possible that the individual could have two person records in the system with one condition linked to each. For example, if one condition was reported under the name Ashley Smith and the other was reported under the name Ashlye Smith, two person records may have been created. If there are duplicate person records, a District Epidemiologist or Help Desk team member can merge the person records. After the merge, the copy/paste feature should work.
- The copy/paste function must be used from the “empty” record, not from the “completed” record. For example, if information were entered on Disease A, the copy/paste function would need to be utilized from Disease B. The system “pulls” the information into the empty section rather than “pushing” it from the completed section.

*A few weeks ago, I assigned myself a task to call a patient back this week. That patient has since been deemed “Not a Case” and the record has been closed and locked in ShowMe WorldCare. The task still appears on my dashboard. Since the record is now locked, I cannot complete the task in the record. How can I get this task to drop off my dashboard?*

In this situation, please reach out to a District Epidemiologist or the Help Desk. They can unlock the record and mark the task completed which will remove it from the dashboard.

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## September 2 – 5, 2025

***When I enter a task on a condition record and assign it to myself, that task appears on My Case Load page and on my Dashboard. However, when I enter a task on an outbreak record and assign it to myself, it does not appear in those places. What should I do?***

The task list was originally designed to be used only with the condition and contact records. ShowMe WorldCare is the first customer to place the Task section on the outbreak records so it was not initially realized that those entries would not appear on the task lists. The vendor, Clinisys, has now developed a new outbreak task list report that appears just below the original task list on the My Case Load and Dashboard pages and contains the same functionality.

Outbreak Tasks				
Not. ID	Due Date	Date Assigned	Assigned By	Task
<a href="#">286</a>		20-Aug-2025	Mickels, Becca_SySAdmin	Follow-up on Maggie's suggestion
<a href="#">846</a>		04-Sep-2025	Mickels, Becca_SySAdmin	Testing outbreak tasks

***Why does ShowMe WorldCare sometimes show that I have locked a record?***

To prevent overwriting of data, WorldCare allows only one user to edit a record at a time. In a sense, the record is “checked out” to that user. If a second user enters the record, they will see a message near the top of the record that it is locked by the first user. The second user can view the record but will not be able to make changes. At times, an end user could see a message that the record is locked by their own name. For example, if an end user closes the browser window without fully logging out of ShowMe WorldCare, the system may think the user still has that record “checked out” and will show it as locked by that person even if that user logs back into the system. To prevent this scenario, always click the Logout button in the upper right corner (instead of closing out of the browser window) as this “checks in” the record to general availability. There can also be glitches, etc., that sometimes trigger a locked record. For example, if a browser closes unexpectedly the record may lock. To request that a record be unlocked, please submit a Help Desk ticket (link below).

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## September 8 – 12, 2025

### ***Do I need to submit a Help Desk ticket every time I notice that a test type is not listed in the drop-down when I enter a lab test result?***

Yes! If manually entering a test result and the needed test type is not in the drop-down information, please submit a Help Desk ticket so that the test information can be added to the system. Although this does take a few extra minutes, it is important to get the information added so that all necessary fields can be completed. The epidemiologists are finding that end users are not always submitting tickets, which means some fields are being left blank. This is increasing the time it takes for the staff performing quality assurance (QA) as they then must submit tickets to add the information. This has become very burdensome on the QA team and they may need to start failing these records on QA and sending them back to the investigator to submit the ticket and complete the information once the test is added. Over time as more tests are added, the need to submit these tickets should decline. BDML is exploring ways to add more tests to reduce this issue.

### ***My agency still receives quite a few paper/faxed records on conditions already in ShowMe WorldCare that we must manually enter. How can these providers and labs switch over to electronic reporting?***

Facilities that need to onboard to electronic reporting can be directed to [edx@health.mo.gov](mailto:edx@health.mo.gov).

### ***I have finished working some cases but they still appear on My Case Load page. Will they ever drop off?***


Records stay on the My Case Load page until they are closed and locked. For many conditions, this will not occur until staff at DHSS perform QA and lock the record. If an end user needs to see records that are limited to a particular status, there is a Status filter just above the My Records table.

View Begin Date:

Status:

☒ Name/OB#/GE#  
☐ Condition/GE Type  
☐ Task Name

My Records \*

ID	Type	Name/OB#/GE#	Condition/GE Type	Status	Date Created	Date of Onset/Event
286	 OB	OB2024236	Lead	Entered	10/29/2024	

\* Contacts and Animal Reports not listed

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## September 15 – 26, 2025

### *I have a patient with two conditions that are very similar. Is it possible to copy all the information from one condition to another?*

It is not currently possible to copy an entire condition's information from one record to the other, but it is possible to copy sections from one condition to the other. The copy section functionality works only if the sections are identical and both condition records are for the same person ID. After completing the information for one condition, open the second condition record. Click the light blue copy icon at the upper right of a section. If there is an identical section available on another condition for the same person, that other record will be listed in the pop-up and there is a view option. If unsure if sections in the two conditions are identical, it does not cause any problem to click the copy icon to check. If there is no identical section, the pop-up can simply be closed. When possible, if there is an identical section that can be copied, it is better to select the Append option rather than the Copy option as this will add data from the other record to the current record without overwriting any data already in the current record. This option is usually available for grid/repeating sections. Other types of sections may have only the Copy option available which will overwrite data so best practice is to view the other record's section before copying.

### *Is there a way to print part of a record without printing everything?*

Yes! There is a Print Tab button at the bottom of each tab that can be used to print only a specific tab. There are some known issues with the Print Tab functionality, however, so if problems occur, it is recommended to use the print icon at the top of the record. The print icon will open a Print All Selection box which has several options for printing various parts of the record. If a needed option is not listed, such as printing only the Clinical tab, another option would be to use the page selection feature within the print screen to select only the pages needed.

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## **September 29 – October 3, 2025**

### ***Why does the aggregate influenza group event now require me to enter some fields before I can save?***

Initially, the date of event and jurisdiction fields were not required in ShowMe WorldCare. These fields were recently changed to be required because several records had been entered without this information and could not be attributed to the correct jurisdiction or CDC week. Now if these fields are left blank, an alert will appear and the user must enter the information before the record can be saved. As a reminder, enter the Sunday that begins the CDC (MMWR) week as the date of event. Please note that these changes also apply to the aggregate animal bites group event records.

### ***If we have a situation like measles in which we may have LOTS of contacts, is it possible to load contacts into ShowMe WorldCare from a spreadsheet?***

Yes, ShowMe WorldCare includes an import feature that could be used in this type of situation. However, the information must be loaded using a very specific format. The import process is technical and must be completed by BDMI. BDMI and BCDPC have developed a generic contacts template. In a scenario in which it may be necessary to import large numbers of contacts, LPHAs should reach out to their District Epidemiologist, who can provide the template and explain how it should be completed. (The template will not be widely distributed at this time as it has not yet been used and may require changes.) The LPHA should send the completed template to the District Epidemiologist to review and to coordinate with BDMI for the actual import. If fields beyond those included in the generic template are needed, this will take longer to complete as BDMI would have to build a new import process to account for the additional fields.

### ***What should I do if I accidentally enter a condition record for someone and then find that the person already had a record for the same condition?***

The ShowMe WorldCare team is finding that some users are creating a duplicate condition when the person already has that condition in the system. These end users are then selecting Not a Case status for one of the conditions. This is causing some issues with bringing in new electronic messages. ShowMe WorldCare utilizes auto import rules to assign incoming electronic messages to the appropriate condition. Sometimes these rules check to see if there is an open and/or closed record for that condition already associated with that person so having duplicate conditions in the system, even if one is closed, can cause new records to be incorrectly created. If a new condition record is accidentally created when that condition already exists for the person, please contact the appropriate District Epidemiologist to merge the conditions. This will not only prevent issues with bringing future electronic records into the system but will also ensure that all the information is stored on one record so that complete information is available for investigations and reporting.

### ***Will any live trainings be offered soon?***

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