Oregon Health Authority

Opera Release Notes

System Update – Wednesday, September 1, 2021

Table of Contents

You can get this document in other languages, large print, braille, or a format you prefer. Contact the Coronavirus Response and Recovery Unit (CRRU) at 503-979-3377 or email CRRU@dhsoha.state.or.us. We accept all relay calls, or you can dial 711.

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
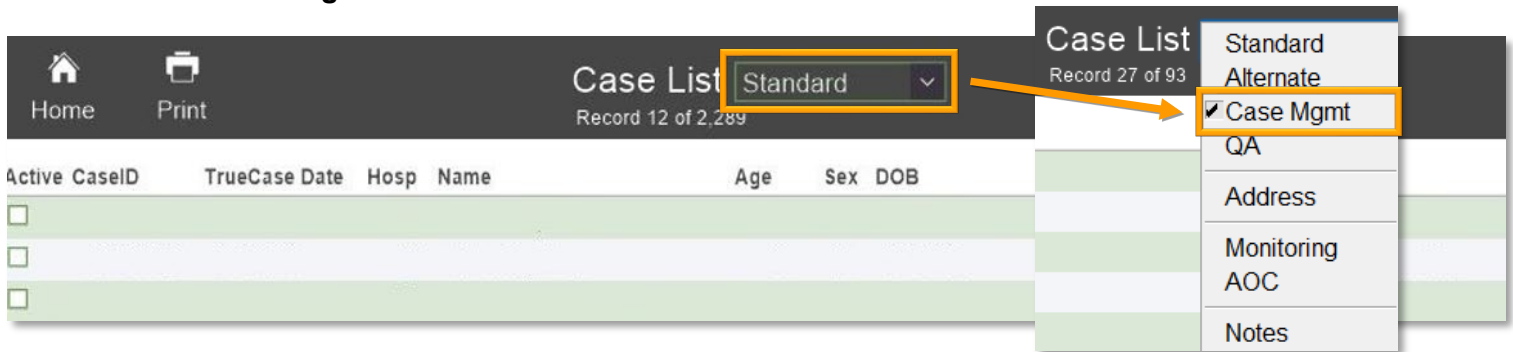9/1/2021

1

New Case Management Layout Created

A new Case Management layout was created on the "**Case List**" screen to help with managing cases.

Helpful new fields include:
- "**Spoke?**" = Checkbox used if a case investigator spoke with a case
- "**Wrap Around?**" = Checkbox used if a case needs wraparound services
- "**Letter?**" = Checkbox used if either the case needs a letter or if a letter has been sent
- "**Interview Dt**" = Date field used for the interview date. You can enter the date directly into this field
- "**1st Call Try**" = Date field used for the first call try. You can enter the date directly into this field

To view the new Case Management layout:
1. Open Opera
2. Click on "**Cases (identified)**" under "**Custom Search**" on the left side on the screen
3. Search for cases associated with your county
4. Click on the "**Standard**" drop-down option to the right of "**Case List**" on the top of the screen
5. Click on "**Case Mgmt**"

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

2

Changes to REAL-D (Part 1)

On the Race tab, the answer options "**Don't know**" and "**Don't want to answer**" for "**Other Categories**" will be hidden if a race is selected.

Race	Language	Disability	SOGI

Enter only case self-reported data here. I.e., from interview, NOT from ELR or medical record.

How do you identify your **race, ethnicity, tribal affiliation, country of origin, or ancestry?** ❷ ☐

Override

Which of the following describes your **racial or ethnic identity?** Please check **ALL** that apply:

Old 'race' values:
☐ White ❷
☐ Black
☐ Asian
☐ Pacific Is.
☐ AI/AN
☐ Unknown
☐ Refused
☐ Other

American Indian and Alaska Native ❷
☐ American Indian   Member of Tribe?
☐ Alaska Native
☐ Canadian Inuit, Metis, or First Nation
☐ Indigenous Mexican, Central American, or South American

Asian ❷
☐ Asian Indian
☐ Cambodian
☐ Chinese
☐ Communities of Myanmar
☐ Filipino/a
☐ Hmong
☐ Japanese
☐ Korean
☐ Laotian
☐ South Asian
☐ Vietnamese
☐ Other Asian

Black and African American ❷
☐ African American
☐ Afro-Caribbean
☐ Ethiopian
☐ Somali
☐ Other African (Black)
☐ Other Black

Hispanic and Latino/a/x ❷
☐ Central American
☐ Mexican
☐ South American
☐ Other Hispanic or Latino/a/x

Middle Eastern/North African ❷
☐ Middle Eastern
☐ North African

White ❷
☐ Eastern European
☐ Slavic
☐ Western European
☐ Other White

Hispanic
○ Yes

Other Categories
☐ Other (please list)
[   ]

Native Hawaiian and Pacific Islander ❷
☐ CHamoru (Chamorro)
☐ Marshallese
☐ Communities of the Micronesian Region
☐ Native Hawaiian
☐ Samoan
☐ Other Pacific Islander

Other Categories
☐ Other (please list)
☐ Don't know
☐ Don't want to answer

If a race is selected.

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

3

Changes to REAL-D (Part 2)

On the Language tab, the answer options for the question "**If you need or want an interpreter, what type of interpreter is preferred?**" is now multi-select checkbox.

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

4

Changes to REAL-D (Part 3)

On the Language tab, the question "**If you need or want an interpreter, what type of interpreter is preferred?**" will only appear if the question "**Do you need or want an interpreter for us to communicate with you?**" is answered as "**Yes**".

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

5

Changes to REAL-D (Part 4)

On the Language tab, the answer options for the question "**How well do you speak English?**" have been updated to "**Don't know**" and "**Don't want to answer**".

The previous answer options of "**Unknown**" and "**Declined**" have been removed.

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

6

Changes to REAL-D (Part 5)

On the Disability tab, an "**Unknown**" button has been created for all "**If yes, at what age did this condition begin?**" questions. When this button is clicked, the word "**unk**" will auto-populate for its associated question.

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

7

Changes to REAL-D (Part 6)

On the Disability tab, the answer option of "**I don't understand this question**" has been added to the questions "**Using your usual (customary) language, do you have serious difficulty communicating?**" and "**Do you have serious difficulty with the following: mood, intense feelings, controlling your behavior, or experiencing delusions or hallucinations?**"

Race	Language	Disability	SOGI

Your answers to the questions below help us find health and service differences among people with disabilities or limitations. Your answers are confidential.

Questions for all ages:

Are you **deaf** or do you have serious **difficulty hearing**?
○ Yes ○ No ○ Don't know ○ Don't want to answer

Are you **blind** or do you have **serious difficulty seeing**, even when wearing glasses?
○ Yes ○ No ○ Don't know ○ Don't want to answer

Questions for ages 5 and up:

Do you have **serious difficulty walking or climbing stairs**?
○ Yes ○ No ○ Don't know ○ Don't want to answer

Because of a physical, mental, or emotional condition, do you have **serious difficulty concentrating, remembering or making decisions**?
○ Yes ○ No ○ Don't know ○ Don't want to answer

Do you have **difficulty dressing or bathing**?
○ Yes ○ No ○ Don't know ○ Don't want to answer

... for ages 5 and up (continued):

Do you have **serious difficulty learning how to do things most people your age can learn**?
○ Yes ○ No ○ Don't know ○ Don't want to answer

Using your **usual (customary) language, do you have serious difficulty communicating?** *(for example, understanding or being understood by others)*
○ Yes   ○ Don't want to answer
○ No   ⦿ I don't understand this question
○ Don't know

Questions for ages 15 and up:

Because of a **physical, mental or emotional condition**, do you have serious **difficulty doing errands alone** such as visiting a doctor's office or shopping?
○ Yes ○ No ○ Don't know ○ Don't want to answer

Do you have **serious difficulty** with the following: **mood, intense feelings, controlling your behavior, or experiencing delusions or hallucinations?**
○ Yes   ○ Don't want to answer
○ No   ⦿ I don't understand this question
○ Don't know

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

8

Changes to SOGI

On the SOGI tab, a "**Same as Case Name**" button has been created for the question "**What first and last name do you want to use?**". When this button is clicked, the case's first and last name will auto-populate.

Race	Language	Disability	SOGI

Sexual Orientation and Gender Identity　　　　　Note: SOGI questions are related to a Case.

What first and last name do you want to use?　[Same as Case Name]

Test Test

This person has one case.

What pronouns do you use? (Check all that apply)
- ☐ She/Her
- ☐ He/Him
- ☐ They/Them
- ☐ Ella
- ☐ Él
- ☐ Elles
- ☐ No pronouns, use my name
- ☐ Not listed, Please Specify
- ☐ Don't know
- ☐ I don't know what this question is asking
- ☐ I don't want to answer

Are you transgender?
- ☐ Yes
- ☐ No
- ☐ Not listed, Please Specify
- ☐ Don't know
- ☐ I don't know what this question is asking
- ☐ I don't want to answer

How do you describe your gender?　❓

How do you describe your sexual orientation or sexual identity?

What is your gender? (Check all that apply)
- ☐ Woman or Girl
- ☐ Man or Boy
- ☐ Agender or No Gender
- ☐ Feminine leaning
- ☐ Masculine leaning
- ☐ Non-binary
- ☐ Questioning
- ☐ Not listed, Please Specify
- ☐ Don't know
- ☐ I don't know what this question is asking
- ☐ I don't want to answer

What is your sexual orientation or sexual identity? (Check all that apply)
- ☐ Same-Gender Loving
- ☐ Lesbian
- ☐ Gay
- ☐ Bisexual
- ☐ Straight
- ☐ Pansexual
- ☐ Asexual
- ☐ Queer
- ☐ Questioning
- ☐ Not listed, Please Specify
- ☐ Don't know
- ☐ I don't know what this question is asking
- ☐ I don't want to answer

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
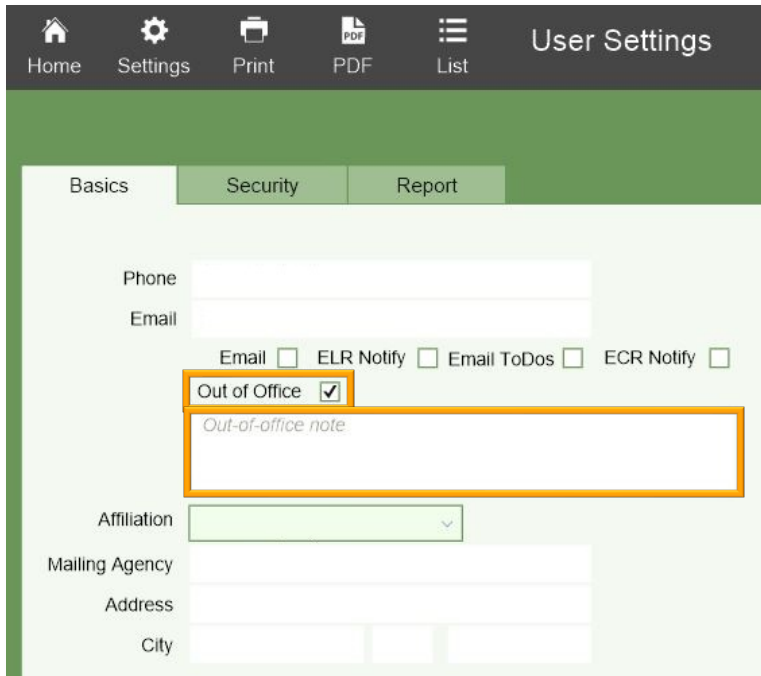9/1/2021

9

Custom Out-of-Office Message Created

You can now create a custom out-of-office message. When your out-of-office is active, any note that is assigned to you will display your custom out-of-office message.
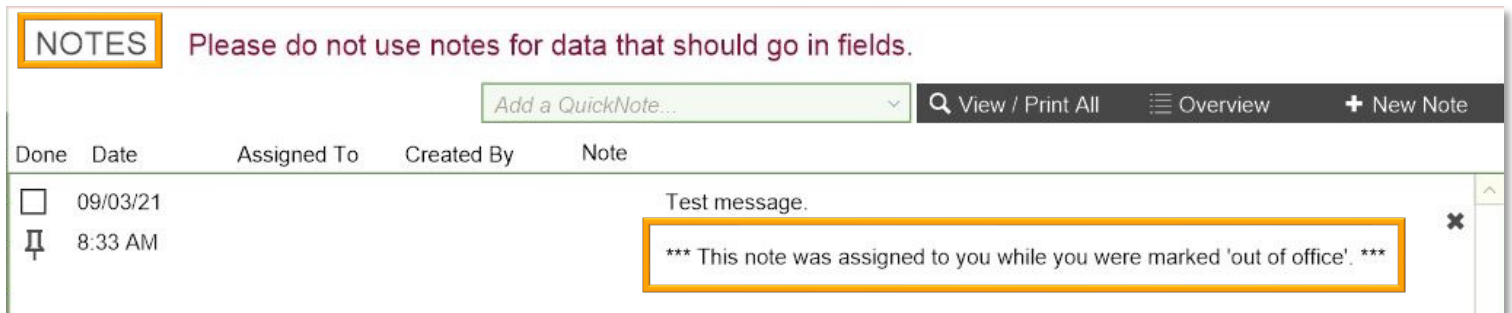
To create your custom out-of-office message:
1. Open Opera
2. Click on "**My Settings**" on the bottom left of the screen
3. Click on the "**Out-of-Office**" checkbox
4. Enter in your custom message in the "**Out-of-office note**" textbox
   NOTE: If you do NOT enter in a custom message, the default message that will appear on your notes will be:
   *** **This note was assigned to you while you were marked 'out of office'. ***

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

10

"Risks" Questions Updated

The following "Risks" questions have been **REMOVED**:

- **Frequency public transit rides** – "How many rides did the case take on public transit?"
- **Physical distance adherence** – "In general, how often is the case able to stay physically distanced from people who don't live in their household?"
- **Altered behavior after vaccination** – "Depending on the vaccination status of the people that the case is around, does the case's mask wearing or physical distancing behavior vary?"

The following "Risks" questions have been **ADDED**:

- **Plan to vaccinate** – "Are you planning on getting the COVID-19 vaccine? (OPTIONAL)"
- **Factors for getting vax** – "What factors would you consider for getting vaccinated? (OPTIONAL)"
- **Vax challenges** – "What are (or were) challenges for you in getting a COVID-19 vaccination? (OPTIONAL)"
- **Questions about vax** – "Do you have any questions about the vaccine that I can answer?"

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

11

New Questions Added to the "Followup" Tab

Three new checkbox questions have been added to the "Followup" tab:
- **"Spoke to Case?"**
- **"Need Wraparound Svcs?"**
- **"Letter Sent?"**

You can get this document in other languages, large print, braille, or a format you prefer. Contact the Coronavirus Response and Recovery Unit (CRRU) at 503-979-3377 or email CRRU@dhsoha.state.or.us. We accept all relay calls, or you can dial 711.

Questions? Contact your Organization Administrator or Opera.Support@dhsoha.state.or.us
9/1/2021

12