

SUBJECT: QIS Help Desk Information

The QTSO Help Desk offers extended hours to provide support for technical issues associated with Quality Indicator Surveys (QIS). The Help Desk hours are 7:00 a.m. to 10:00 p.m. (ET) Monday through Friday; and 9:00 a.m. to 8:00 p.m. (ET) on weekends, excluding holidays.

The following table shows the extended hours:

Time Zone	Weekdays	Weekends (Excludes Holidays)
Eastern	7:00 – 8:00 a.m. 8:00 – 10:00 p.m.	9:00 a.m. – 8:00 p.m.
Central	6:00 – 7:00 a.m. 7:00 – 9:00 p.m.	8:00 a.m. – 7:00 p.m.
Mountain	5:00 a.m. – 6:00 a.m. 6:00 – 8:00 p.m.	7:00 a.m. – 6:00 p.m.
Pacific	4:00 a.m. – 5:00 a.m. 5:00 – 7:00 p.m.	6:00 a.m. – 5:00 p.m.

For help with QIS technical issues, call the QTSO Help Desk at 1-888-477-7876. During the extended hours, calls will be directed to the Alpine Help Desk so you can leave a message. Extended hours support staff will return the call within 30 minutes.

University of Colorado

For help with QIS clinical or procedural issues, call the University of Colorado (CU) at 303-724-7484. CU staff is available to take your questions during regular business hours (7:00 a.m. to 6:00 p.m. MT) Monday through Friday.

If you have any questions concerning this information, please contact the ASPEN Help Desk at help@qtso.com or 1 (888) 477-7876.