

November 12, 2015

## eQuery — Frequently Asked Questions

**What is eQuery?** eQuery is a web-based application that clients of the Canadian Institute for Health Information (CIHI) use when they have a question about data-related topics.

**Why should I use eQuery?** In eQuery, you can search a repository of questions and answers to see if you can find the answer to your question. If you can't find an answer, you can submit your question via eQuery and a CIHI specialist will answer it. It also enables you to communicate with CIHI until your question has been answered and beyond. You can monitor the status of your questions and view new and revised questions submitted by others to keep up to date about changes within a fiscal year.

**How do I access eQuery?** If you have a CIHI profile, a username and a password to access your CIHI products and services, you will automatically have access to eQuery. If not, [register now](#). After you log in, click the eQuery link in your My Services page to access it.

**How do I search for an answer to a question?** It is recommended that you search for an exact match for your keywords or for a specific code. Enter the keywords you want to search, check the box for exact match, select the filters you want to apply (e.g., fiscal year, product) to reduce your search results, and click Search. Questions that contain the keywords (exactly as you typed them) in the title, question and/or answer will appear.

**What if I do not get any search results using the exact match search?** Conduct a smart search. Enter your keywords, uncheck the box for exact match, select the filters you want to apply and click Search. The smart search will return the questions that contain exact matches to your keywords; next it will return questions that contain all of the keywords; and finally it will return questions that contain any of the words. If you do not find your answer in the top 5 questions, search again or submit a question. You can also search by question number.

**Can I search by a question number?** Yes. Enter the number in the Search for Answer tab.

**What if I search for a question by question number or keywords and can't find it?** The question has either been reopened or archived. On occasion, a question is reopened to revise the answer if an error has been identified or if new information has been received and there is value in revising and reposting the answer. Individual questions may also be archived because the answers are no longer valid. When a new version of ICD-10-CA, CCI and the Canadian Coding Standards is released, only questions for the 3 previous fiscal years are kept in the database; the rest are archived. Currently, coding questions prior to 2012–2013 have been archived since the release of v2015 of ICD-10-CA and CCI and the Canadian Coding Standards. Rather than reposting coding questions that have been archived, we ask that you submit a new question along with a copy of the supplementary documentation for a specific case.

**What if I can't find an answer to my question using the exact match or smart search?** If your eQuery search didn't turn up an answer to your question, click the Submit a Question tab to submit your question to CIHI. Fill in the applicable and mandatory fields on that screen. Attach any supporting documentation that would help the CIHI specialists who will answer your question. A screen shot of an error is helpful for technical issues; discharge summaries, operative reports, pathology reports and laboratory reports are usually the most helpful. If you aren't able to attach the documentation, use the fax cover sheet that is automatically generated after you submit your question, select Fax and send it to CIHI.

**What happens after I submit a question?** You will receive a confirmation email to let you know that CIHI has received your question and when to expect a response from CIHI.

You may also receive an email if additional information or documentation is required before your question can be answered. To communicate with CIHI about your question or to add more information, click the link "Access your question" in any emails you receive from eQuery.

**How do I check the status of my submitted question?** To monitor the status of your question or to view questions you previously submitted, click the My Questions tab in eQuery at any time; scroll down the page and click Add More Information to communicate with CIHI about your question.

**How will I receive the answer to my question?** You will receive your answer via email. You can use the "Access your question" link to communicate with CIHI about your answer or to ask a question related to the question you submitted.

**How do I view questions submitted by others?** To view questions submitted by others whose answer has been revised, as well as new questions, click the New and Revised Answers tab and complete the mandatory fields. The Revised Answers appear first in the report, followed by the New Answers.

**When I print a question or a report, the sentences are cut off on 1 side of the page. How can I fix this?** You can adjust the margins in your page setup to be able to print the entire sentence length or to print using the landscape orientation. Because we update or archive questions as new standards, research or addenda become available, the database is dynamic. Therefore, we strongly encourage you to use eQuery rather than referring to paper records of questions and answers that are possibly outdated. Please note that it is your responsibility to decide whether previously posted answers apply to your coding dilemma.

**Why can't I keep eQuery open all day?** eQuery is a secure application that requires you to enter a username and password to access it. If you have not used a CIHI application within 30 minutes, you are required to log in again to maintain its security. This is our corporate standard.

## Need help?

If you require assistance with eQuery, please write to [help@cihi.ca](mailto:help@cihi.ca) or call 613-241-5543.