

# Society of Thoracic Surgeons

Adult Cardiac  
User Group Call

March 18, 2020



**STS National Database**<sup>™</sup>  
Trusted. Transformed. Real-Time.

# Agenda

- Welcome and Introductions
- Call Overview
- Current Status Update
- Support Overview
- User Feedback
- Include Ticket Number/Case Number



# Housekeeping

March Training Manual Posted

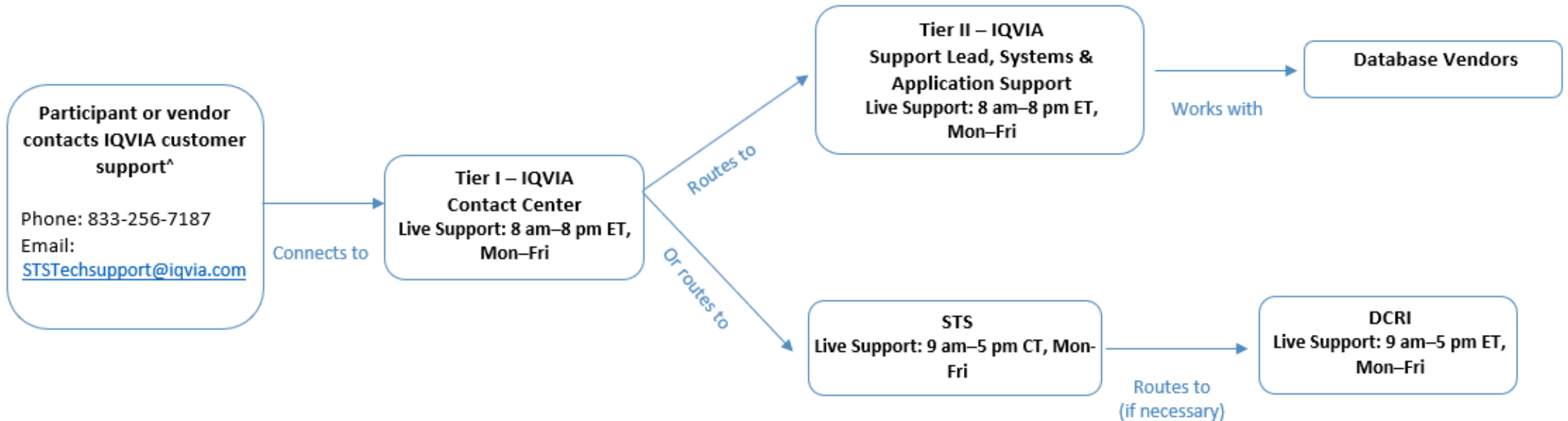
Download Previous Reports from DCRI Portal



# Current Status Update



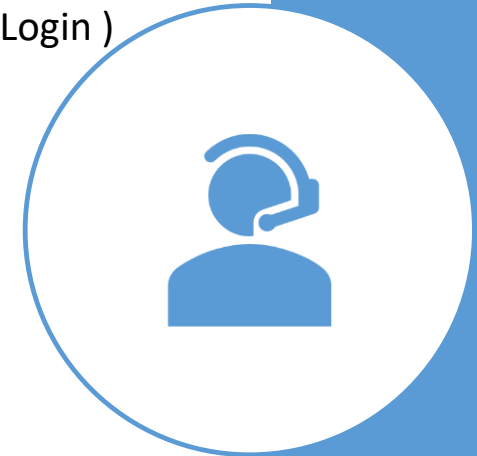
# IQVIA's Support Plan



^ Inquiries received outside live support hours will require a 24-hour turnaround window (i.e., one business day) for responses.

# Resources

- [STS National Database Webpage](#)
- [STSTechSupport@IQVIA.com](mailto:STSTechSupport@IQVIA.com) (Uploader, DQR, Missing Variable, Dashboard, Password and Login )
- Phone Support: 1-833-256-7187
- [STS National Database Feedback Form](#)
- Resource Documents
  - Contact Information
  - Webinar Information
  - FAQ Document
  - Go-Live Checklist
  - Tiered-level Support Document
  - *Training Videos*
  - *Link to IQVIA*
  - [ckrohn@sts.org](mailto:ckrohn@sts.org)



# Open Discussion

Please use the Q&A Function.

We will answer as many questions as possible.

We encourage your feedback and want to hear from you!

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Thank you for joining!

## Next ACSD Webinars

March 26, 2020

- v4.20.1 Webinar @ 2pmCT

April 1, 2020

- ACSD Monthly Webinar @ 2pmCT

