
Overview

APHL Informatics has developed the Technical Assistance Team (TAT) approach to guide and support public health laboratories (PHLs), public health agencies (PHAs), and other data exchange partners. With the tools and expertise offered by APHL's Technical Assistance Services, PHLs and PHAs can understand, navigate, and implement electronic data exchange that uses simple, effective, standards-based methods. This direct assistance has yielded successful results in a number of APHL Informatics projects.

Areas of Technical Assistance

The Technical Assistance Team works with laboratory, technical, and epidemiology SMEs, both remotely and on-site, to assist in the following areas:

1. **Project management and business analysis:** Identifying needed resources, risks, and dependences for electronic messaging.
2. **Data standards expertise:** Working closely with laboratorians, SME staff, and IT administrators to harmonize testing and resulting terminology to incorporate nationally recognized electronic data standards into the LIMS workflow.
3. **Assistance with workflow analysis:** Helping laboratory and epidemiology SMEs understand how, when and why to use standard codes like LOINC and SNOMED.
4. **Hands-on technical architectural expertise:** Implementing technical solutions that address data exchange needs.



Benefits of Technical Assistance

Working with APHL's Technical Assistance Team offers an organization many advantages.

- **A focused, accelerated approach:** The TAT approach liberates a laboratory or agency's staff resources from time-consuming reporting obligations as soon as possible.
- **Knowledge:** Laboratorians, SME staff, and IT administrators benefit from an unprecedented knowledge transfer and gain valuable technical capability and expertise.
- **Resources:** The technical assistance teams help identify gaps in a laboratory's current data exchange capability, and accelerates the laboratory's capabilities for electronic data exchange.

Feedback from Public Health Laboratories

PHLs that have worked directly with the APHL Technical Assistance Team have this to say:

- “We went from "Nope can't be done" to "Done" in four short days. We all benefitted greatly from your technical expertise.”- Michigan PHL
- “I learned more about Rhapsody in the past few days compared to a week of training.”
-NY PHL
- “This is like gold; it's like a Christmas present. I now feel more comfortable coding HL7 knowing I have a paper resource and a person I can talk to.”- Rhode Island PHL
- “You and your team have been providing valuable services to NH. I appreciate the efforts of your whole team.”- New Hampshire PHL
- “His hour spent teaching me to use these tools has saved me days or weeks of searching for the appropriate codes.” - Alabama PHL
- “I learned the most on my job with having the Public Health Laboratory Interoperability Project (PHLIP) and PHLIP project team to help me. I looked to you all as mentors for my job in learning Rhapsody, HL7, and project guidance. I use the PHLIP team experience as a guide for my other projects here.”
- Mississippi PHL

APHL Technical Assistance Teams on Site at PHLs across the Country



For more information on the **APHL Informatics**

Technical Assistance Teams

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