Home INR Monitoring

USING PATIENT PORTAL TO ENGAGE PATIENTS AND GATHER DATA

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SHASTA COMMUNITY HEALTH CENTER
DECEMBER 6 2016
Agenda

• Introduction
• General Portal Concerns/Strategies/Feedback
• Development of the Concept/Drivers/Goals
• Build – Barriers – Implementation – Lessons Learned
• Process
• Demonstration
• Discussion
Vital Signs
- FQHC Since 1988  32,000 Unduplicated pts
- 140,000 Encounters
- 40 FT Providers
  - Primary Care/Pediatrics/Behavioral Health/Ryan White/Homeless
  - Residency 2-2-2 | NP/PA Post Graduate Fellowship
  - 19/19 Score HRSA Site Visit  June 2015
- NextGen shop. EPM 2004/EMR 2007
- “We go first a lot.”
  - Portal/EPCS/Scribes/HIE
Timeline and Numbers

• Went live Oct 2011 – Phased Approach
• Communications ➔ Refills ➔ Appointments ➔ PHR ➔ Interactive Forms ➔ Bill Payer
• 39182 Enrollees (Including Declinations)
• 2755 Super Users >3/yr uses since signing up
• > 53K messages handled
• 5000 appointment requests
• 10K Medication refills
- **Meaningful Use**
  - Electronic access to health records

- **Patient Centered Medical Home**
  - Patient-centered health IT and analytic tools

- **Health Reform**
  - Strategic differentiator for patient engagement

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**Benefits**

- **Patients:**
  - Conveniently view personal health information
  - Request/schedule appointments
  - Communicate securely with providers
  - Links to credible info

- **Clinics Providers:**
  - Administrative efficiencies (less calls)
  - Push routine tasks to care team
  - More time for critical patients

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**Barriers**

- **Patients:**
  - "Digital Divide"
  - Literacy
  - Language
  - Privacy concerns

- **Providers:**
  - Potential for added work
  - Lack of reimbursement
  - Inappropriate use by patients
  - Liability for security breaches
Hows it Work?

- Uses Patient email as point of contact
  - Less likely to change than a physical address/phone
  - Notifications are sent to email prompting patient to visit the portal
- Functionality = Basic Communications, Medication refill requests, Appointment requests, Forms*, Pt Education
- Can send documents created by EMR/Scans through portal
- Try to make the phone ring less
- Move toward data capture/patient engagement
Set Expectations

- Respond within 2 business days
- Keep communication methods congruent
- Can request but not *make* appointments
- Establish trust in the tools by exceeding expectations
- Solicit input via surveys and advisory groups
Obstacles

- How to manage minor confidentiality
- Promoting use/make it attractive*
- Issues with user security (nurse)
- Lack of analytics from vendor
- PHR updates
- Staff Engagement
## Monitoring

### NextMD Utilization

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Appointment Requests</th>
<th>Communications Received</th>
<th>Communications Initiated</th>
<th>Medication Refill Requests</th>
<th>Registered Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 or Younger</td>
<td>Total</td>
<td>2</td>
<td>14</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td>13 to 18</td>
<td>Total</td>
<td>1</td>
<td>4</td>
<td>5</td>
<td>0</td>
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<tr>
<td>19 to 30</td>
<td>Total</td>
<td>22</td>
<td>68</td>
<td>66</td>
<td>18</td>
</tr>
<tr>
<td>31 to 40</td>
<td>Total</td>
<td>23</td>
<td>140</td>
<td>185</td>
<td>27</td>
</tr>
<tr>
<td>41 to 60</td>
<td>Total</td>
<td>59</td>
<td>249</td>
<td>265</td>
<td>51</td>
</tr>
<tr>
<td>51 to 60</td>
<td>Total</td>
<td>52</td>
<td>333</td>
<td>340</td>
<td>67</td>
</tr>
<tr>
<td>Over 60</td>
<td>Total</td>
<td>25</td>
<td>333</td>
<td>358</td>
<td>49</td>
</tr>
</tbody>
</table>

**Total:** 184, 1141, 1234, 224

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### NextMD Cycletimes

<table>
<thead>
<tr>
<th>Responder</th>
<th>Responses</th>
<th>Avg Cycle Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe</td>
<td>90</td>
<td>0 day(s) 03:39:00</td>
</tr>
<tr>
<td>John Smith</td>
<td>36</td>
<td>0 day(s) 09:59:00</td>
</tr>
<tr>
<td>Sarah Lee</td>
<td>16</td>
<td>0 day(s) 07:30:00</td>
</tr>
<tr>
<td>Emily Carter</td>
<td>13</td>
<td>0 day(s) 08:00:00</td>
</tr>
<tr>
<td>Michael Brown</td>
<td>11</td>
<td>0 day(s) 04:00:00</td>
</tr>
<tr>
<td>Matthew Grey</td>
<td>6</td>
<td>0 day(s) 18:18:00</td>
</tr>
<tr>
<td>David White</td>
<td>5</td>
<td>0 day(s) 04:58:00</td>
</tr>
<tr>
<td>Ethan Brown</td>
<td>3</td>
<td>0 day(s) 01:17:00</td>
</tr>
<tr>
<td>Olivia Jones</td>
<td>2</td>
<td>0 day(s) 05:20:00</td>
</tr>
<tr>
<td>Rachel Green</td>
<td>2</td>
<td>0 day(s) 11:37:00</td>
</tr>
<tr>
<td>Thomas King</td>
<td>1</td>
<td>0 day(s) 00:00:00</td>
</tr>
<tr>
<td>Clara Black</td>
<td>1</td>
<td>0 day(s) 01:35:00</td>
</tr>
<tr>
<td>Isabella Rose</td>
<td>1</td>
<td>0 day(s) 01:02:00</td>
</tr>
</tbody>
</table>
Using the Tools you Have

- Deep Domain
- I2i
- Tableau
- Pentaho
- SQL/SSRS
Here to stay......

- Slow climb/be patient - Even the best systems took time
- Expect greater mobile device integration in the future
- Alternative Touch option
- Providers carry most weight in promoting the tool
Outcomes/Use Data to Promote

% Kept Appointments
Requests through Portal vs. All Other Means

- Portal: 94%
- Clinic: 86%

The graph shows higher kept appointment rates for requests made through the portal compared to those made at the clinic.
LAB COMPLIANCE
PORTAL COHORT VS. CLINIC AVERAGE
BIGGER IS BETTER

PORTAL: 81.94
CLINIC AVG: 75.63
HYPERTENSION PATIENTS COMPLIANCE RATES

PORTAL POPULATION NEARLY 7% MORE COMPLIANT THAN CLINIC AVERAGE

<table>
<thead>
<tr>
<th>Portal Population Percent Compliant</th>
<th>Total HTN Population Compliant</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>68.07</td>
</tr>
<tr>
<td>2</td>
<td>61.26</td>
</tr>
</tbody>
</table>
Advice/Takeaways

- Route messages using existing workflows
- Establish trust in the system by answering ASAP/Service Model
- Compare tools and challenge vendors
- Engage clinicians to help promote the product
- Monitor and analyze for trends/build canned responses
Portal Data Forms

Agenda

- Life Cycle of Online Forms (Templates)
- Online Forms
  - KBM Patient Portal Templates (Online forms)
  - Custom Created Templates (Online Forms)
  - Publishing Form Sets
- Supported Functionality
- Interactive Medical History (IMH)
  - IMH - Discrete
Life Cycle of an Online form

- The template is assigned to the patient.
  - Enrollment
  - Manual Assignment
  - Attachments to communications
Life Cycle of an Online Form

- Preprocessing Event
  - Demographic information is extracted and prepopulated
  - Copy Forward Data is prepopulated
  - The NextGen Communication Services fires the special “Prepopulate” triggers
  - Snap shots of picklists are taken
Life Cycle of an Online form

- Delivery
  - Template is posted to the website
  - Patient Receives the email notification
Life Cycle of an Online form

- Completion
  - Patient completes the template online
  - Template is delivered to the practice for importation
Life Cycle of an Online form

- Assignment
- Pre-processing
- Delivery
- Completion
- Importation

- Importation
  - Staff Member Imports the template
  - Template tables are populated
  - Post Data Import Triggers are fired.
## Existing Online Forms (Templates) Available

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Display As Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>nxmd_demographics</td>
<td>Patient Portal Demographics</td>
</tr>
<tr>
<td>nxmd_FamilyHealthHX</td>
<td>Patient Portal – Family Health History</td>
</tr>
<tr>
<td>nxmd_PastMedHX</td>
<td>Patient Portal – Past Medical History</td>
</tr>
<tr>
<td>nxmd_PastSurgHX</td>
<td>Patient Portal – Past Surgical History</td>
</tr>
<tr>
<td>Nxmd_spec_type</td>
<td>Patient Portal – Spec Template</td>
</tr>
<tr>
<td>Nxmd_config</td>
<td>Ngkbm Nxmd Template Config</td>
</tr>
</tbody>
</table>
## Existing Online Forms (Templates) Available

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Display As Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>nxmd_social_hx</td>
<td>Patient Portal – Social History</td>
</tr>
<tr>
<td>nxmd_ob_SHX</td>
<td>Patient Portal – OB Social Hx</td>
</tr>
<tr>
<td>nxmd_peds_sochnx1</td>
<td>Patient Portal – Peds Social HX 1</td>
</tr>
<tr>
<td>nxmd_peds_sochnx2</td>
<td>Patient Portal – Peds Social HX 2</td>
</tr>
<tr>
<td>nxmd_peds_sochnx3</td>
<td>Patient Portal – Peds Social HX 3</td>
</tr>
<tr>
<td>nxmd_meds_allerg</td>
<td>Patient Portal – Medications and Allergies</td>
</tr>
</tbody>
</table>
NGKBM Nxmd Template Config
### How to customize Patient Portal templates:

Custom Patient Portal templates (Double-click a row to add or edit items in that row.)

<table>
<thead>
<tr>
<th>Template Type / Template Name</th>
<th>Display 1</th>
<th>Display 2</th>
<th>Display 3</th>
<th>Display 4</th>
<th>Display 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergies</td>
<td>rxmd_spec_type_RD_Alt</td>
<td>(D)-LIMONENE FLAVOR</td>
<td>0.2 MICRON FILTER ATTACHMENT</td>
<td>0.3 % SODIUM CHLORIDE</td>
<td>0.9 % SODIUM CHLORIDE</td>
</tr>
<tr>
<td>Family History</td>
<td>rxmd_spec_type_RD_FH</td>
<td>Abdominal aortic aneurysm</td>
<td>ADD/ADHD</td>
<td>Alzheimer's disease</td>
<td>Anxiety</td>
</tr>
</tbody>
</table>

- **Family History**
  - **rxmd_FamilyHealthHX**: Hypertension, Diabetes, Depression, Cancer

- **Past Medical History**
  - **rxmd_PastMedHX**: Acute appendicitis with appendix abscess, Cancer, Congenital muscular hypertrophy-cerebral syndrome

- **Past Surgical History**
  - **rxmd_PastSurgHX**: Abdominal aortic aneurysm, Appendicitis of a pelvic appendix, Cancer

The following types of templates:

- Chronic illnesses
- Past Medical History
- Family History
- Past Surgical History
### NGKBM Nxmd Template Config

#### Patient Portal Template Customization

The following is used to configure the Patient Portal templates copied from nxmd_spec_type template.

Custom Patient Portal templates (Double-click a row to add or edit items in that row)

<table>
<thead>
<tr>
<th>Template Type /</th>
<th>Template Name</th>
<th>Display 1</th>
<th>Display 2</th>
<th>Display 3</th>
<th>Display 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergies</td>
<td>nxmd_spec_type_RD_Alg</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FLAVOR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.3 % SODIUM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.9 % SODIUM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family History</td>
<td>nxmd_spec_type_RD_FH</td>
<td>Abdominal aortic aneurysm</td>
<td>Alzheimer's disease</td>
<td>Anxiety</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family History</td>
<td>nxmd_familyHealthHX</td>
<td>Hypertension</td>
<td>Depression</td>
<td>Cancer</td>
<td></td>
</tr>
<tr>
<td>Past Medical History</td>
<td>nxmd_PastMedHX</td>
<td>Acute appendicitis with appendectomy</td>
<td>Congenital musculoskeletal hypertrophy-cerebral palsy</td>
<td>Cancer</td>
<td></td>
</tr>
<tr>
<td>Past Surgical History</td>
<td>nxmd_PastSurgHX</td>
<td>Abdominal aortic aneurysm</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Open**
- **Delete**
- **Add New**
- **Sort Special**
- **Cancel**
- **Default Sort**
<table>
<thead>
<tr>
<th>Disease</th>
<th>SNOMED code</th>
<th>Field label</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute appendicitis with appendix abscess</td>
<td>266439004</td>
<td>Acute appendicitis with appendix abscess</td>
</tr>
<tr>
<td>Malignant neoplastic disease</td>
<td>363346000</td>
<td>Cancer</td>
</tr>
<tr>
<td>Congenital muscular hypertrophy-cerebral syn</td>
<td>55016009</td>
<td>Congenital muscular hypertrophy-cerebral syn</td>
</tr>
</tbody>
</table>
Past Surgical History

Please select any of the surgeries or procedures you have ever had.

- Abdominal aortic aneurysm
- Appendicitis of a pelvic appendix
- Cancer

Comments:
How to Use the “Spec Type Template”

- Make a copy of the template in template editor
  - Know which category content you plan to configure this copied template for and possibly name it accordingly.

- Set up the template in System/Practice template NGKBM NXMD Template Config

- Publish template via a form set
"Spec Type" template

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Modified by</th>
<th>Modify-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>nxml_pastmedhistory</td>
<td>Medical Records</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_pastmedhistory</td>
<td>Medical Records</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_pastmedhistory</td>
<td>Medical Records</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_pastmedhistory</td>
<td>Medical Records</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_peds_sochx_1</td>
<td>MR Popup</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_peds_sochx_2</td>
<td>MR Popup</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_peds_sochx_3</td>
<td>MR Popup</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_Social_Hx</td>
<td>Medical Records</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_spec_type</td>
<td>Medical Records</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>nxml_spec_type_demo</td>
<td>Medical Records</td>
<td>Anita Admin</td>
<td>07/18/14 06:25 AM</td>
</tr>
<tr>
<td>NYHA</td>
<td>MR Popup</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
<tr>
<td>DB_Accuracy_Help</td>
<td>MR Popup</td>
<td>Allie Smith</td>
<td>09/23/13 01:20 PM</td>
</tr>
</tbody>
</table>

Find Templates that match these search criteria: 
Template Name: nxml_spec_type
“Spec Type” template - copy

Once you copy this template, you don't need to modify anything, just name the template accordingly. Your copied template should look just like this one.
“Spec Type” template - configure

These checkboxes are what you will define by the NGKBM_Nxmd_Template_Config workflow
### How to customize Patient Portal templates:

1. In template editor, copy the template nxmd_spec_type. It is recommended to name the template according to the specialty and type of template. You must choose "Create New" as the Template Fields option. For example, a Pediatric medication template would be named nxmd_peds_meds.

2. Launch the configuration popup from the Custom Patient Portal templates grid. Right-click and select add new.
Patient Survey

5 - Excellent, 4 - Very Good, 3 - Good, 2 - Fair, 1 - Poor

1) Length of time you waited to be seen for your appointment?
2) Overall, how would you rate your experience today?
3) Length of time spent with the person you saw today?
4) Getting the help that you needed today?
5) The personal manner of the person you saw today?
6) The courtesy of our staff?
7) Cleanliness of our office?
8) Overall impression of practice response time for messages, appointment requests and prescription renewal requests, sent through patient portal?
Custom Online Form - Sample

Patient Survey
5 - Excellent, 4 - Very Good, 3 - Good, 2 - Fair, 1 - Poor

1) LENGTH OF TIME YOU WAITED TO BE SEEN FOR YOUR APPOINTMENT?
2) OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE TODAY?
3) LENGTH OF TIME SPENT WITH THE PERSON YOU SAW TODAY?
4) GETTING THE HELP THAT YOU NEEDED TODAY?
5) THE PERSONAL MANNER OF THE PERSON YOU SAW TODAY?
6) THE COURTESY OF OUR STAFF?
7) CLEANLINESS OF OUR OFFICE?
8) OVERALL IMPRESSION OF PRACTICE RESPONSE TIME FOR MESSAGES, APPOINTMENT REQUESTS AND PRESCRIPTION RENEWAL REQUESTS SENT THROUGH PATIENT PORTAL?
Custom Online Form - Sample
Custom Online Form - Sample
Publishing Templates

- Create Form Set for patients to fill out

- Configuration Options
  - Prepopulating with Data
  - Automatically sending forms as part of an enrollment
  - Assigning templates to the Form Set
  - Recurrence
  - Routing
Online Form Set - Data Pre-population
Online Form Set - Data Pre-population

- When the “Pre-populate flag is set” the following data is fetched
  - Data from demographic tables
  - Medical Record Template fields with the “Copy Forward” attribute
  - The “Pre-populate” special event will fire.
Online Form Set - With New Enrollment

Send this online form set automatically as part of a patient enrollment

Prepopulate Demographic Templates with data when sending to a patient
Online Form Set - Assigning Templates
Online Form Set - Recurrence
Online Form Set – Routing Rules

This template set is of the following type:
- Est. Pt. Packet

(These values are defined in the routing rules editor)

When a patient completes this form set, send a task list item to:
- Name
  - Dr. Jones
  - John, Smith

(These values are defined in the routing rules editor)
SCHC Custom Template – INR project

• PDSA – Plan Do Study Act – Requirement for all Managers

• Coumadin Program – 200 patients. 1 RN manages using integrated EHR/Reporting process.

• Some Medicare patients have Home INR monitors

• Generally more complaint than rest of cohort

• Medicaid does not cover Home INR machines
If Medicaid Pts had Home INR, will it improve compliance?

- Identify 10 patients with the following criteria
  - Partnership Health (MediCal Managed Care Patients)
  - History of non-compliance
  - Been in the program for at least 18 months.

- Purchase Machines and Distribute to 10 patients
  - If not portal account, create one.
  - Train on both machine and portal at next scheduled appointment.

- Get data
  - Ask PHC for True cost going back 18 months on all 10 patients
  - Compare to the pilot after 6 months.

- Present Case to PHC
INR Date: ***/***/****  INR Result:

Have you had any medication changes?

Do you have any bruising or bleeding?

Are you ill or do you have any immediate health concerns?

Have you taken any over the counter medications or herbal remedies?

Have you made any diet changes?

Do you have any upcoming surgical procedures?

Provider:  Phone: (###)####-#####

If the InkLink program is down, please call the Cardiovascular Group at 246-5963. If the laboratory is down, please call the Nurse On call after hours at 246-8710 and press 1.

BACKGROUND IMAGE ALIGNMENT IS INTENTIONAL TO CORRECT RENDERING PROBLEM AT RUNTIME
To:  Test, Linda
Subject: Anticoagulant Home Monitoring

From: Charles Kitzman (ADM)

Demonstration purposes
Patient Portal Message

Message
Attachments

Send & Chart   Reply   Forward   Save   Add To Chart   Send Task   Open Chart   Priority

Type   Item

Template   Anticoagulation Management Home Reporting

Add An Attachment

Templates

Anticoagulation Management Home Reporting

OK Cancel
Patient Side

PROVIDING INFORMATION VIA TEMPLATE TO CLINICAL TEAM
<table>
<thead>
<tr>
<th>Type</th>
<th>To</th>
<th>From</th>
<th>Subject</th>
<th>Practice</th>
<th>Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messages</td>
<td>Linda Test</td>
<td>Coumadin Nurse</td>
<td>Anticoagulant Home Monitoring</td>
<td>Shasta Community</td>
<td>12/1/2016</td>
</tr>
<tr>
<td>Messages</td>
<td>Linda Test</td>
<td>Tina Cable [RN]</td>
<td></td>
<td>Shasta Community</td>
<td>11/17/2016</td>
</tr>
<tr>
<td>Messages</td>
<td>Linda Test</td>
<td>Tina Cable [RN]</td>
<td></td>
<td>Shasta Community</td>
<td>11/17/2016</td>
</tr>
<tr>
<td>Templates</td>
<td>Linda Test</td>
<td>Shasta Community H</td>
<td>Anticoagulation Management Home Reporting</td>
<td>Shasta Community</td>
<td>11/17/2016</td>
</tr>
<tr>
<td>Messages</td>
<td>Linda Test</td>
<td>Tina Cable [RN]</td>
<td></td>
<td>Shasta Community</td>
<td>11/2/2016</td>
</tr>
<tr>
<td>Messages</td>
<td>Linda Test</td>
<td>Tina Cable [RN]</td>
<td>INR test</td>
<td>Shasta Community</td>
<td>10/19/2020</td>
</tr>
<tr>
<td>Documents</td>
<td>Linda Test</td>
<td>Shasta Community H</td>
<td>Anticoagulation_Dosing</td>
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<td>10/18/2016</td>
</tr>
<tr>
<td>Documents</td>
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<tr>
<td>Messages</td>
<td>Linda Test</td>
<td>Tina Cable [RN]</td>
<td>INR testing</td>
<td>Shasta Community</td>
<td>10/17/2016</td>
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<tr>
<td>Personal</td>
<td>Linda Test</td>
<td>Shasta Community H</td>
<td>Personal Health Record 10/18/2016</td>
<td>Shasta Community</td>
<td>10/18/2016</td>
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<td>Personal Health Record 10/09/2015</td>
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</tr>
</tbody>
</table>
Anticoagulant Home Monitoring - Message

From: Coumadin Nurse
To: Linda Test
Received: Thu 12/1/2016 6:12:20 PM GMT
Attachments: Anticoagulation Management Home Reporting

Demonstration purposes
Please follow the on-screen instructions and complete the following forms that have been sent to you from your practice. If you have any questions or concerns please contact your practice.

Please click the **Next** button to begin filling out your on-line medical forms.

**Special Instructions from your practice:**

Please enter your daily PT/TNR results and questionnaire so that we can track your progress.
Anticoagulation Management Home Reporting (Page 1 of 1)

<table>
<thead>
<tr>
<th>Have you had any medication changes?</th>
<th>No</th>
<th>Yes, please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have any bruising or bleeding?</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Are you ill or do you have any immediate health concerns?</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Have you taken any over the counter medications or herbal remedies?</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Have you made any diet changes?</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Do you have any upcoming surgical procedures?</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

INR Date: [ ] INR Result: [ ]

WARNING: If you have an INR score of 5 or higher, please contact the Coumadin Nurse immediately at 246-5963.

If the health center is closed, contact the Nurse On call after hours service at 246-5710 and Press 1.

Type: [ ] Date: [ ]

Provider: [ ] Phone: [ ]
WARNING: If you have an INR score of 5 or higher, please contact the Coumadin Nurse immediately at 246-5963.

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Anticoagulation Management Home Reporting (Page 1 of 1)

INR Date: [ ]  INR Result: [ ]

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<td>[ ]</td>
<td>[ ]</td>
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<td></td>
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**WARNING:** If you have an INR score of 5 or higher, please contact the Coumadin Nurse immediately at 246-5963.

If the health center is closed, contact the Nurse On call after hours service at 246-5710 and Press 1.

1. **INR Date:** 12/01/2016
2. **INR Result:** 2.4
3. **Have you had any medication changes?**
   - No
   - Yes, please explain
4. **Do you have any bruising or bleeding?**
   - No
   - Yes
5. **Are you ill or do you have any immediate health concerns?**
   - No
   - Yes
6. **Have you taken any over the counter medications or herbal remedies?**
   - No
   - Yes
7. **Have you made any diet changes?**
   - No
   - Yes, started eating beef and look choy
8. **Do you have any upcoming surgical procedures?**
   - Type:
   - Date:
   - Provider:
   - Phone:
Thank you for taking the time to complete these online forms. Your completed forms have been submitted to your practice for review.
Practice Side

MANAGING INBOUND INFORMATION
INR Date: 12/01/2016
INR Result: 2.4

WARNING: If you have an INR score of 5 or higher...

- Have you had any medication changes?
- Do you have any bruising or bleeding?
- Are you ill or do you have any immediate health concerns?
- Have you taken any over the counter medications or herbal remedies?
- Have you made any diet changes?
- Do you have any upcoming surgical procedures?

Type: [ ]
Date: [ ]
Provider: [ ]
Phone: [ ]

Rendering on the inbound is inconsistent.
Once the user accepts and imports, if lab values are present, they are added to the orders module automagically.
Results are viewed by lab short description. Patient has some multiple results on same date and time.

<table>
<thead>
<tr>
<th>Collection Date &amp; Time</th>
<th>Hemoglobin A1c</th>
<th>Prothrombin Time</th>
<th>INR</th>
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</thead>
<tbody>
<tr>
<td>12/01/2016 11:15</td>
<td>7.5</td>
<td>2.4</td>
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<tr>
<td>11/17/2016 08:27</td>
<td>9.2</td>
<td>2.4</td>
<td></td>
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<tr>
<td>11/16/2016 15:59</td>
<td>2.4</td>
<td>1.9</td>
<td>2.4</td>
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<td>09/17/2016 12:00</td>
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<td>03:32</td>
<td>07:20</td>
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<tr>
<td>04/29/2016</td>
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</tr>
<tr>
<td>10/29/2015</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Demo and Discussion

CHARLES KITZMAN, MMI

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@CIO4SCHC
LINKEDIN