



Log In

Username

Password

Remember Me



Log In

Forgot Username/Password?



Forgot Username/Password



Please provide the email associated with the account

Email

Send Email to Reset Password

A notification email will also be sent to your Administrator

I am not sure what email is associated with my account?

[Email Administrator](#)

Log In

Forgot Username/Password?

[Change Password](#)

Email will contain link to reset password and username associated with account

This will open up their email and fill out the email field with their administrators email

Users will reach this page through two ways:

- Clicking the reset password link in their email if they forgot their username or password

OR

- If they log into their account after 90 days of not changing their password. This would require that the user had actually typed in the correct username and password to try and log in.



Reset Password



Please Provide a New Password Below

Username

Password 

Re-Enter Password

Reset Password and Log In

- Password must be 6 - 14 Characters
- Must contain at least **one uppercase letter** and **one number**

When user hovers over i this box appears next to i

Clinic A	Clinic P
Current	Current
Archive	Archive



Search

Clinic A

Current

Archive

Clinic P

Current

Archive

New User Link only appears
for the admin account



Clicking Support or feedback
opens up an email to
help@ellipsishealth.com

CJ Wang
Admin

- Account Settings
- Add New User
- Edit User
- Support/Feedback
- Logout



Search

Account Settings

Select a field to edit it

Personal Information

First Name: CJ Last Name: Wang
Phone: (858) 123 - 1234 Email: cwang@gmail.com

Account Information

User Name: CJ Role: Admin
Password ⓘ : *****
Password Confirmation: *****

Save

Cancel

Drop down shows Admin, Care Manager, Physician. Only an admin is allowed to change role to admin

- Password must but 6 - 14 Characters
- Must contain at least **one uppercase letter** and **one number**

When user hovers over i this box appears next to i

Edit User Link (can only be accessed by Admin)

Care Transition Tracking Tool

CJ Wang
Admin



Select User to Edit Tina Garcia

Edit User

Select a field to edit it

Personal Information

First Name: Tina	Last Name: Garcia
Phone: (858) 123 - 1234	Email: tgarcia@gmail.com

Account Information

User Name: CJ	Role: Care Manager
Password ⓘ : *****	
Password Confirmation: *****	

Save

Cancel

New User Link (can only be accessed by Admin)

Care Transition Tracking Tool

CJ Wang
Admin



Search

Add New User

Select a field to edit it

Personal Information

First Name:

Last Name:

Phone: (XXX) XXX-XXXX

Email:

Account Information

User Name:

Role: Select One

Password ⓘ :

Password Confirmation:

Create New User

Cancel

Clinic A	Clinic P
Current	Current
Archive	Archive




Dashboard Guidance ?

► In Hospital

▼ Discharged



15 Patients
Discharged Directly from ED

Patient	Contact Attempts
1. Jessica Allen	
1. Mike Booth 	1st Attempt
2. Sean Caren	
2. Delia Foster	2nd Attempt
3. Joel James	1st Attempt
4. Jake Gyllenhall	
4. Halle Barry	
4. Joe Longo	

12 Patients
Discharged Post Admission

Patient	Contact Attempts
1. Jessica Allen	
1. Mike Booth	1st Attempt
2. Sean Caren	
2. Delia Foster	
3. Joel James	1st Attempt
4. Jake Gyllenhall	
4. Halle Barry	
4. Joe Longo	

Texting Flow Diagram

-  Patient has been contacted by phone with no response
-  Patient has visited the ER Frequently

Clinic A

Clinic P

Current

Current

Archive

Archive



Search



Dashboard Guidance ?

In Hospital

Discharged

15 Patients

Discharged Directly from ED

Patient

Contact Attempts

Sort By Last Name (A to Z)
Sort By First Name (A to Z)
Sort by Text Priority (1 to 4)
Select by Text Priority

Drop down for patient

No Drop down for contact attempts -
automatically sorts by 1 - 2 attempts when
arrow is clicked.

2. Delia Foster

2

3. Joel James

1st Attempt

4. Jake Gyllenhall

4. Halle Barry

4. Joe Longo

12 Patients

Discharged Post Admission

Patient

Contact Attempts

Sort By Last Name (A to Z)

Sort By First Name (A to Z)

Sort by Text Priority (1 to 4)

Select by Text Priority

3. Joel James

1st Attempt

4. Jake Gyllenhall

4. Halle Barry

4. Joe Longo

Texting Flow Diagram




Patient has been contacted by phone with no response



Patient has visited the ER Frequently

Clinic A	Clinic P
Current	Current
Archive	Archive

 Olive View-UCLA
MEDICAL CENTER

Search

- In Hospital
- ▼ Discharged

15 Patients

Discharged Directly from ED

Patient

Contact Attempts

Sort By Last Name (A to Z)

Sort By First Name (A to Z)

Sort by Text Priority (1 to 4)

Sort by ER Frequency Flag

Select by Text Priority

1st Attempt

2. Delia Foster

3. Joel James

4. Jake Gyllenhall

4. Halle Barry

4. Joe Longo

Select:

☒ 1

☐ 2

☐ 3

☐ 4

12 Patients

Discharged Post Admission

Patient

Contact Attempts

1. Jessica Allen

Drop down for patient

No Drop down for contact attempts - automatically sorts by 1 - 2 attempts when arrow is clicked.

4. Jake Gyllenhall

4. Halle Barry

4. Joe Longo

Texting Flow Diagram

- Patient has been contacted by phone with no response
- Patient has visited the ER Frequently

Clinic A

Current

Archive

Clinic P

Current

Archive



Jess



11 Results:

Jessica Allen
Jessica Booth
Jessica Caren

► In Hospital

▼ Discharged

Search recognizes if person is typing in ID vs. Name.
Would pop-up their click box.


15 Patients

Discharged Directly from ED

Patient

Contact Attempts

1. Jessica Allen

1. Mike Booth  1st Attempt

2. Sean Caren

2. Delia Foster 2nd Attempt

3. Joel James 1st Attempt

4. Jake Gyllenhall

4. Halle Barry

4. Joe Longo

12 Patients

Discharged Post Admission

Patient

Contact Attempts

1. Jessica Allen

1. Mike Booth 1st Attempt

2. Sean Caren

2. Delia Foster

3. Joel James 1st Attempt

4. Jake Gyllenhall

4. Halle Barry

4. Joe Longo

Texting Flow Diagram



Patient has been contacted by phone with no response



Patient has visited the ER Frequently

Clinic A


Current

Archive

Clinic P

Current

Archive



Jessica

Matches

11 Patients

Match Search Criteria

Patient		MRN	Clinic	Patient Status	Case Status
Jessica Allen		0000000000	Clinic P	ED Arrival	Current
2. Jessica Booth	1st Attempt	0000000000	Clinic A	Directly Discharged	Current
2. Jessica Caren		0000000000	Clinic A	Discharged In-Patient	Current
Jessica Foster	2nd Attempt	0000000000	Clinic A	In-Patient Admission	Current
3. Jessica James	1st Attempt	0000000000	Clinic P	Directly Discharged	Current
3. Jessica Gyllenhall		0000000000	Clinic P	Directly Discharged	Current
Jessica Barry		0000000000	Clinic A	Directly Discharged	Archive
Jessica Longo		0000000000	Clinic P	ED Arrival	Current

Texting Flow Diagram

- Patient has been contacted by phone with no response
- Patient has visited the ER Frequently

Clinic A


Current

Archive

Clinic P

Current

Archive



Jessica

Matches

11 Patients

Match Search Criteria

Patient	MRN	Clinic	Patient Status	Case Status
Sort By Last Name (A to Z)	0000000000	Clinic P	ED Arrival	Current
Sort By First Name (A to Z)	0000000000	Clinic P	ED Arrival	Current
Sort by Text Priority (1 to 4)	0000000000	Clinic P	ED Arrival	Current
Sort by Contact Attempts (1-2)	0000000000	Clinic P	ED Arrival	Current
Sort by ER Frequency Flag	0000000000	Clinic P	ED Arrival	Current
Select by Text Priority	Select:	Clinic A	In-Patient Admission	Current
3. Jessica James 1st Attempt	<input checked="" type="checkbox"/> 1	Clinic P	Directly Discharged	Current
3. Jessica Gyllenhall	<input type="checkbox"/> 2	Clinic P	Directly Discharged	Current
Jessica Barry	<input type="checkbox"/> 3	Clinic P	Directly Discharged	Current
Jessica Longo	<input type="checkbox"/> 4	Clinic A	Directly Discharged	Archive
	<input type="checkbox"/> Blank	Clinic P	ED Arrival	Current

Sort is similar for Clinic, Patient Status, and Case Status
All have 1 sort option, and 1 select option

Texting Flow Diagram

- Patient has been contacted by phone with no response
- Patient has visited the ER Frequently

Clinic A	Clinic P
Current	Current
Archive	Archive



► In Hospital

▼ Discharged

Archive

If patient is contacted by phone successfully (indicated in pop-up box) they move to the archive section.

Close Guidance ?



15 Patients
Discharged Directly from ED

Patient	Contact Attempts
1. Jessica Allen	
1. Mike Booth	1st Attempt
2. Sean Caren	
2. Delia Foster	2nd Attempt
3. Joel James	1st Attempt
4. Jake Gyllenhall	
4. Halle Barry	
4. Joe Longo	

Patient Prioritization

Numbering/Order is based on patient responses to automated text messages (Refer to text flow diagram)

Texting Flow Diagram

-  Patient has been contacted by phone with no response
-  Patient has visited the ER Frequently

12 Patients
Discharged Post Admission

Patient	Contact Attempts
1. Jessica Allen	
1. Mike Booth	1st Attempt
2. Sean Caren	
2. Delia Foster	
3. Joel James	1st Attempt
4. Jake Gyllenhall	
4. Halle Barry	
4. Joe Longo	

No Response

If patient is contacted by phone with no response, this can be indicated in the pop-up and a grey box appears next to their name. Number of contact attempts is indicated next to their name, with a maximum of 3 contact attempts before automatically archiving a patient.

Clinic A	Clinic P
Current	Current
Archive	Archive



Dashboard Guidance ?

▼ In Hospital

11 Patients
ED Arrival

Patient

Jessica Allen
Mike Booth
Sean Caren
Delia Foster
Joel James
Jake Gyllenhall
Halle Barry
Joe Longo

9 Patients
In-patient Admission

Patient

Jessica Allen
Mike Booth
Sean Caren
Delia Foster
Joel James
Jake Gyllenhall
Halle Barry
Joe Longo

▼ Discharged

15 Patients
Discharged Directly from ED

Patient

Contact Attempts

1. Jessica Allen

12 Patients
Discharged Post Admission

Patient

Contact Attempts

1. Jessica Allen

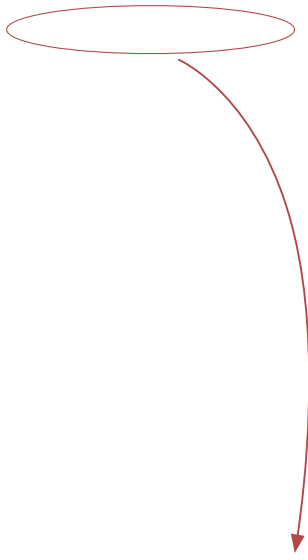
Clinic A
Current
Archive

Clinic P
Current
Archive



Search

Close Guidance ?



Discharge
Once discharged, patients automatically move to the discharged section.

Clinic A	Clinic P
Current	Current
Archive	Archive



► In Hospital

▼ Discharged

Dashboard Guidance ?

ED Arrival

Patient Name: Steve Smith

Patient ID: OVMC-9999999

Date Arrived: 10/10/2014

Phone Number: (123) 423-1234

Alternate Number: (123) 423-1221

Reason for ED Visit

ICD9: 250.19

Rank: 1

Date of Diagnosis: 10/10/2014

Description: This is example text for a description of a patient's diagnosis in the Emergency Room

Patient Appointments

Departed/Seen	Date/Time	Provider	Other
	10/11/14	Dr. Smith	
Cancelled	Date/Time	Provider	Other
	10/11/14	Dr. Smith	
Booked	Date/Time	Provider	Other
	10/11/14	Dr. Smith	

15 Patients Discharged

Patient

1. Jessica Allen

1. Mike Booth

2. Sean Caren

2. Delia Foster

3. Joel James

4. Jake Gyllenhall

4. Halle Barry

4. Joe Longo

Patients

1st Admission



Contact Attempts

1st Attempt

1st Attempt

4. Joe Longo

Texting Flow Diagram

-  Patient has been contacted by phone with no response
-  Patient has visited the ER Frequently

Clinic A	Clinic P
Current	Current
Archive	Archive



► In Hospital

▼ Discharged

In-Patient




Patient Name: Steve Smith		Patient ID: OVMC-9999999	
Date Arrived: 10/10/2014		Date Admitted: 10/10/2014	
Phone Number: (123) 423-1234		Alternate Number: (123) 423-1221	
Reason for ED Visit			
ICD9: 250.19	Rank: 1	Date of Diagnosis: 10/10/2014	
Description: This is example text for a description of a patient's diagnosis in the Emergency Room			
Patient Appointments			
Departed/ Seen	Date/Time 10/11/14	Provider Dr. Smith	Other
Cancelled	Date/Time 10/11/14	Provider Dr. Smith	Other
Booked	Date/Time 10/11/14	Provider Dr. Smith	Other

Dashboard Guidance ?

15 Patients
Discharged

Patient



- Jessica Allen
- Mike Booth 
- Sean Caren
- Delia Foster
- Joel James
- Jake Gyllenhall
- Halle Barry
- Joe Longo

Patients
1st Admission

Contact Attempts

- 1st Attempt
- 1st Attempt

Texting Flow Diagram

-  Patient has been contacted by phone with no response
-  Patient has visited the ER Frequently

Clinic A

Clinic P

Current

Archive

Possible responses for Status/Response:

: Yes (02.14.14 4:48 PM)

: No (02.14.14 4:48 PM)

: Awaiting Patient Response

: Invalid Response 1 - "Yes I did"

: Yes (02.14.14 4:48 PM), Invalid Response 1 - "Yes I did"

: Invalid Response 1 - "Yes I did", Invalid Response 2 - "I did book one"

Drop down Options for Contact Status:

- Patient Responded
- No Response: Attempt 1
- No Response: Attempt 2
- No Response: Attempt 3 (Archive)
- Archive

Directly Discharged



Patient Name: Steve Smith

Patient ID: OVMC-9999999

Date Arrived: 10/10/2014

Date Discharged: 10/10/2014

Phone Number: (123) 423-1234

Alternate Number: (123) 423-1221

Reason for ED Visit

ICD9: 250.19

Rank: 1

Date of Diagnosis: 10/10/2014

Description: This is example text for a description of a patient's diagnosis in the Emergency Room

Patient Appointments

Departed/
Seen

Date/Time
10/11/14

Provider
Dr. Smith

Other

Cancelled

Date/Time
10/11/14

Provider
Dr. Smith

Other

Booked

Date/Time
10/11/14

Provider
Dr. Smith

Other

Patient Contact Status: Text and Phone

Future Appointment : No (02/14/14 4:48 PM)

Enough Medication: No (02/14/14 4:48 PM)

Phone Contact Status: Select One



Change Patient Clinic: Clinic A



Notes

Enter Notes

Submit

04/8/14
11:25 PM

Second try at contacting patient, no response.



04/1/14
11:25 PM

Contacted patient once, still has not responded.



Search



board Guidance



Users must click submit buttons for action to occur. Once status is confirmed it turns grey unless user chooses different option in drop down

Drop Down Options for Clinic Assignment:
- Clinic A
- Clinic P
- Other (We should create a Misc. Archive for these patients)

When message is edited, have it pop into the notes box and submit.

Submit box should result in message appear below (or if editing, updating below).

Clinic P



Search

board Guidance ?

Directly Discharged

Patient has visited the ER 3 times in the last 6 months



Patient Name: Steve Smith

Patient ID: OVMC-9999999

Date Arrived: 10/10/2014

Date Discharged: 10/10/2014

Phone Number: (123) 423-1234

Alternate Number: (123) 423-1221

Reason for ED Visit

ICD9: 250.19

Rank: 1

Date of Diagnosis: 10/10/2014

Description: This is example text for a description of a patient's diagnosis in the Emergency Room

Patient Appointments

Departed/
Seen

Date/Time
10/11/14

Provider
Dr. Smith

Other

Cancelled

Date/Time
10/11/14

Provider
Dr. Smith

Other

Booked

Date/Time
10/11/14

Provider
Dr. Smith

Other

Patient Contact Status: Text and Phone

Future Appointment : No (02/14/14 4:48 PM)

Enough Medication: No (02/14/14 4:48 PM)

Phone Contact Status: Select One



Change Patient Clinic: Clinic A



Notes

Enter Notes

Submit

04/8/14
11:25 PM

Second try at contacting patient, no response.



04/1/14
11:25 PM

Contacted patient once, still has not responded.



Users must click submit buttons for action to occur. Once status is confirmed it turns grey unless user chooses different option in drop down

Drop Down Options for Clinic Assignment:
- Clinic A
- Clinic P
- Other (We should create a Misc. Archive for these patients)

When message is edited, have it pop into the notes box and submit.

Submit box should result in message appear below (or if editing, updating below).

Possible responses for Status/Response:

: Yes (02.14.14 4:48 PM)

: No (02.14.14 4:48 PM)

: Awaiting Patient Response

: Invalid Response 1 - "Yes I did"

: Yes (02.14.14 4:48 PM), Invalid Response 1 - "Yes I did"

: Invalid Response 1 - "Yes I did", Invalid Response 2 - "I did book one"

Drop down Options for Contact Status:

- Patient Responded
- No Response: Attempt 1
- No Response: Attempt 2
- No Response: Attempt 3 (Archive)
- Archive

Clinic A

Clinic P

Current

Archive

► In Hospital

▼ Discharged

Disc

Discharged Post In-Patient Admission



Patient Name: Steve Smith

Patient ID: OVMC-9999999

Date Arrived: 10/10/2014

Date Admitted: 10/10/2014

Date Discharged: 10/10/2014

Phone Number: (123) 423-1234

Alternate Number: (123) 423-1221

Reason for ED Visit

ICD9: 250.19

Rank: 1

Date of Diagnosis: 10/10/2014

Description: This is example text for a description of a patient's diagnosis in the Emergency Room

Patient Appointments

Departed/

Date/Time
10/11/14

Provider
Dr. Smith

Other

Completed

Date/Time
10/11/14

Provider
Dr. Smith

Other

Date/Time
10/11/14

Provider
Dr. Smith

Other

Contact Status: Text and Phone

Appointment : No (02/14/14 4:48 PM)

Enough Medication: No (02/14/14 4:48 PM)

Contact Status: Select One



Change Patient Clinic: Clinic A



Possible responses for Status/Response:

: Yes (02.14.14 4:48 PM)

: No (02.14.14 4:48 PM)

: Awaiting Patient Response

: Invalid Response 1 - "Yes I did"

: Yes (02.14.14 4:48 PM), Invalid Response 1 - "Yes I did"

: Invalid Response 1 - "Yes I did", Invalid Response 2 - "I did book one"

Users must click submit buttons for action to occur. Once status is confirmed it turns grey unless user chooses different option in drop down

Drop down Options for Contact Status:
- Patient Responded
- No Response: Attempt 1
- No Response: Attempt 2
- No Response: Attempt 3 (Archive)
- Archive

Drop Down Options for Clinic Assignment:
- Clinic A
- Clinic P
- Other (We should create a Misc. Archive for these patients)

When message is edited, have it pop into the notes box and submit.

Submit box should result in message appear below (or if editing, updating below).

Enter Notes

Submit

04/8/14
11:25 PM

Second try at contacting patient, no response.



04/1/14
11:25 PM

Contacted patient once, still has not responded.



Clinic A

Current

Archive

Clinic P

Current





Archive



Search



Archived Patients

Patient	MRN	Date Discharged	Contact Status
James Alford 	000000000	02.10.14	Unable to Contact
Mike Buchanan	000000000	02.10.14	Contacted
Laura Desdin	000000000	02.12.14	Contacted
Jean Frank	000000000	02.14.14	Contacted
Thomas Gale 	000000000	02.18.14	Contacted
Fred Kirk	000000000	02.18.14	Unable to Contact
James May	000000000	02.18.14	Unable to Contact
Thomas Hammond 	000000000	02.18.14	Contacted
James Melford	000000000	02.18.14	Unable to Contact
Mike Norris	000000000	02.20.14	Contacted
Laura Tungston	000000000	02.20.14	Contacted
Jean Vera 	000000000	02.20.14	Unable to Contact
Thomas Watson	000000000	02.20.14	Unable to Contact
Fred Watson	000000000	02.21.14	Unable to Contact
James Waters	000000000	02.21.14	Contacted
Thomas Winters	000000000	02.21.14	Contacted

 Patient has visited the ER Frequently

Clinic A


Current

Archive

Clinic P




Current

Archive



Search

Archived Patients

Patient	MRN	Date Discharged	Contact Status
James Alford 	0000000000	02.10.14	Sort A to Z Select
Mike I		02.10.14	Clicked
Laura		02.10.14	Contacted
Jean		02.10.14	Contacted
Thom	0000000000	02.18.14	Contacted
Fred Kirk	0000000000	02.18.14	Unable to Contact
James May	0000000000	02.18.14	Unable to Contact
Thomas Hammond 	0000000000	02.18.14	Contacted
James Melford	0000000000	02.18.14	Unable to Contact
Mike Norris	0000000000	02.20.14	Contacted
Laura Tungston	0000000000	02.20.14	Contacted
Jean Vera 	0000000000	02.20.14	Unable to Contact
Thomas Watson	0000000000	02.20.14	Unable to Contact
Fred Watson	0000000000	02.21.14	Unable to Contact
James Waters	0000000000	02.21.14	Contacted
Thomas Winters	0000000000	02.21.14	Contacted

 Patient has visited the ER Frequently

Clinic A

Clinic P

Current

Archive

Archived Pa

Patient

James Alford

Mike Buchanan

Laura Desdin

Jean Frank

Thomas Gale

Fred Kirk

James May

Thomas Hammond

James Melford

Mike Norris

Laura Tungston

Jean Vera

Thomas Watson

Fred Watson

James Waters

Thomas Winters

Discharged Post In-Patient Admission

X

Patient Name: Steve Smith

Patient ID: OVMC-9999999

Date Arrived: 10/10/2014

Date Admitted: 10/10/2014

Date Discharged: 10/10/2014

Phone Number: (123) 423-1234

Alternate Number: (123) 423-1221

Reason for ED Visit

ICD9: 250.19

Rank: 1

Date of Diagnosis: 10/10/2014

Description: This is example text for a description of a patient's diagnosis in the Emergency Room

Patient Appointments

Departed/
Seen

Date/Time
10/11/14

Provider
Dr. Smith

Other

Cancelled

Date/Time
10/11/14

Provider
Dr. Smith

Other

Booked

Date/Time
10/11/14

Provider
Dr. Smith

Other

Patient Contact Status: Text and Phone

Future Appointment : No (02/14/14 4:48 PM)

Enough Medication: No (02/14/14 4:48 PM)

Contact Status: Contacted Successfully

Change Patient Clinic: Clinic A

▼

✓

Notes

Enter Notes

Submit

04/8/14
11:25 PM

Second try at contacting patient, no response.


04/1/14
11:25 PM

Contacted patient once, still has not responded.



Notes cannot be edited or deleted in Archive

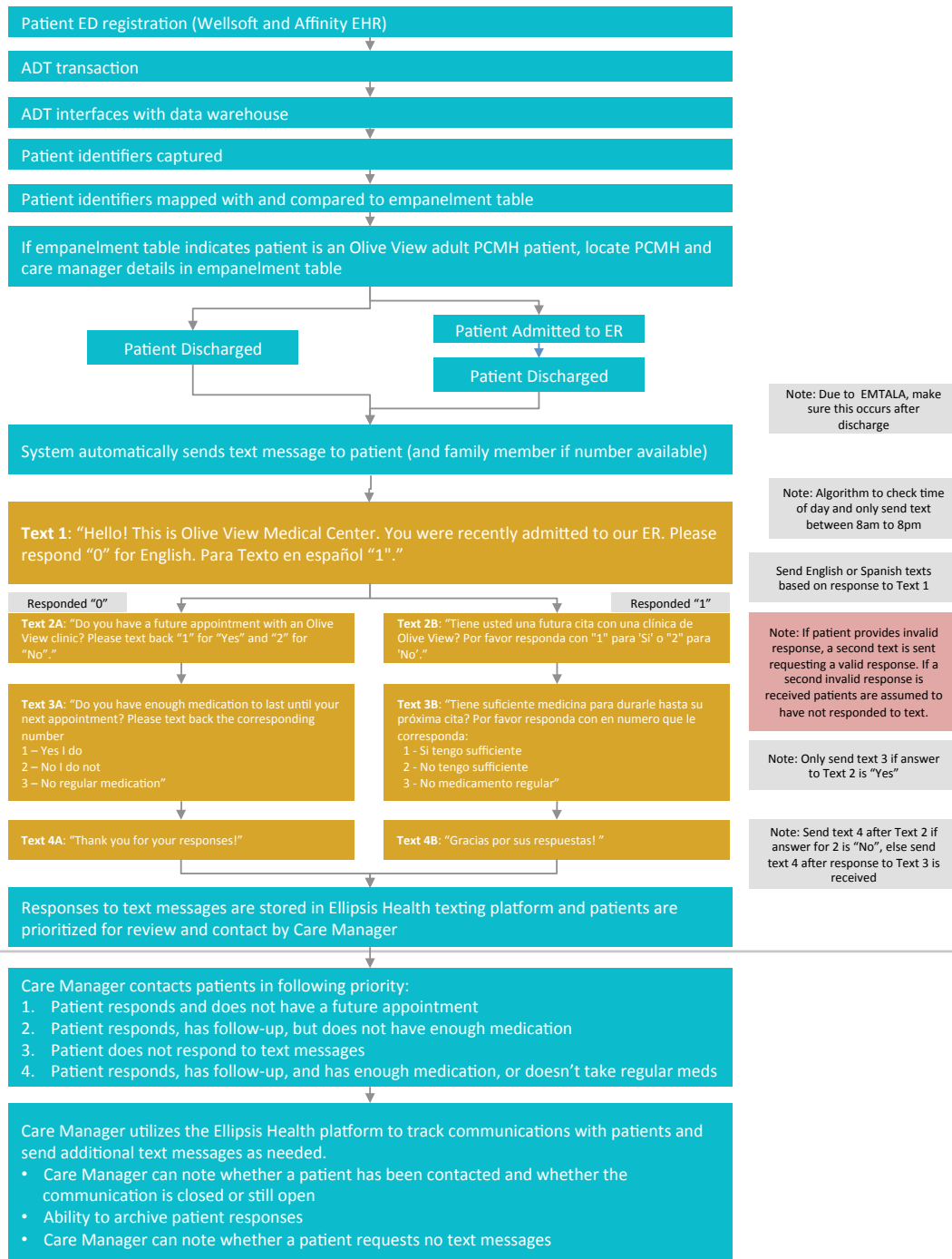
Patient has visited the ER Frequently

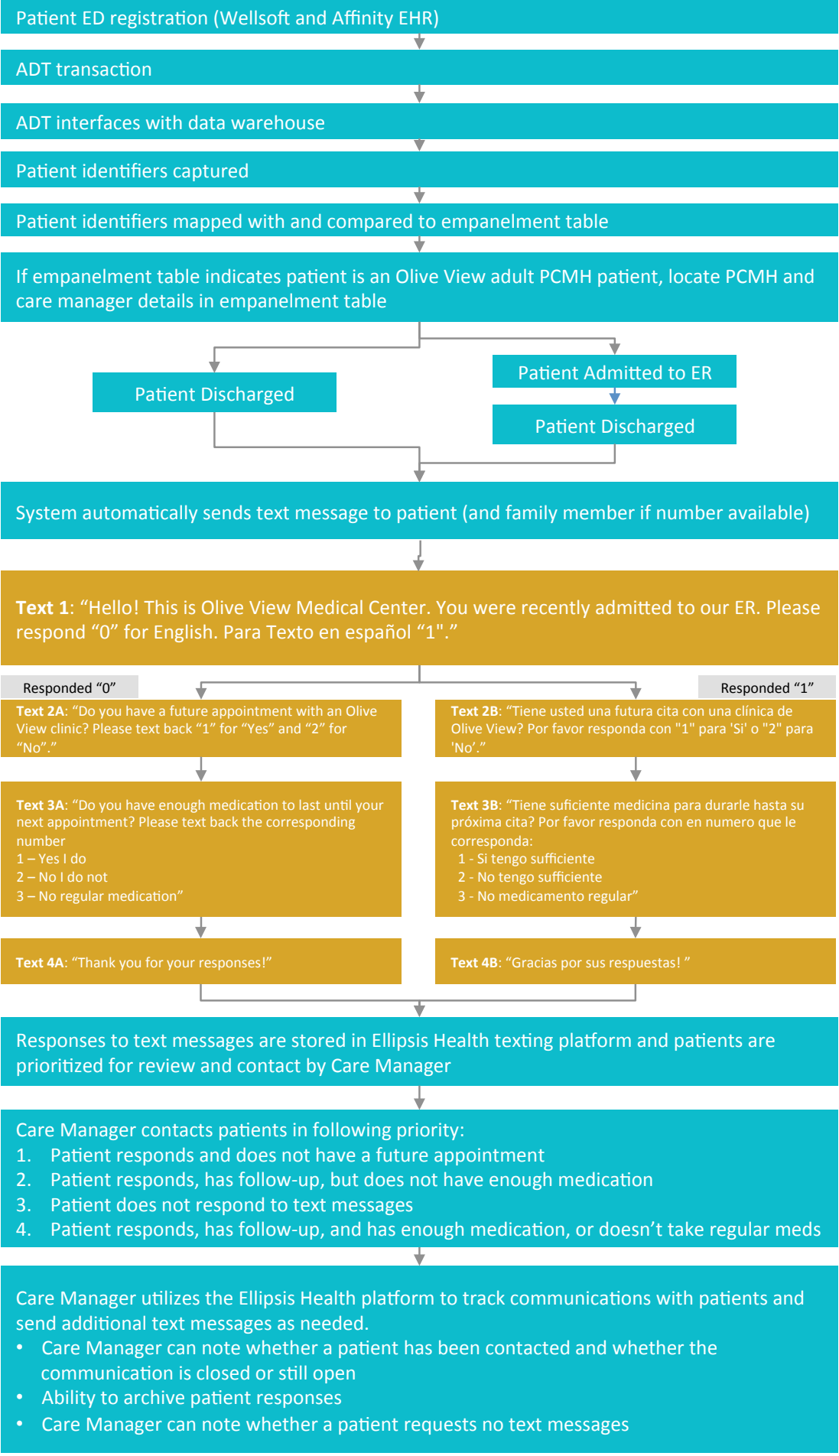
Clinic A	Clinic P
Current	Current
Archive	Archive





Texting Flow Diagram





Note: Due to EMTALA, make sure this occurs after discharge

Note: Algorithm to check time of day and only send text between 8am to 8pm

Send English or Spanish texts based on response to Text 1

Note: If patient provides invalid response, a second text is sent requesting a valid response. If a second invalid response is received patients are assumed to have not responded to text.

Note: Only send text 3 if answer to Text 2 is “Yes”

Note: Send text 4 after Text 2 if answer for 2 is “No”, else send text 4 after response to Text 3 is received

OVMC Data Feed:

- ADT Feed:
 - Patient time of ER admission, inpatient admission, discharge
 - Include Patient Clinic (Clinic A or P)
- EMR Feed:
 - Include appointment data

Texting Data Feed:

- Patient responses to text messages

- Date, 08/12/14
- Start - End 1:00 - 1:15 PM
- Location/Activity
- Location
- CAN Date (cancel date)
- Cancel Reason

Nice to Have:

- Provide patient condition (diagnosis in wellsoft)
- Alert if Labs are available, pop-up