Introduction To Clipboard

"Clipboard" is the name of a Cerner tool that fulfills a wish list item from several clinics: A way for patients to complete things like medical history forms via the patient portal before the actual appointment, thus saving time during the rooming process. Following completion of the MPage 6.9 update, Clipboard is now being implemented and configured for pilot group use and testing.

Keep in mind that this product is evolving. It has a limited set of abilities at present, but those are slated to expand over the next couple of years. And the Unity team needs to observe this initial rollout and develop more experience with the tool before we start trying to implement the coming capabilities.

Broadly speaking, Clipboard will allow us to send a questionnaire to patients via the patient portal. They'll get an Email that they've received a portal communication. When they sign into the portal they'll see that they've been sent a Clipboard to answer. They click on it, and walk through answering the questions.

Some aspects of basic medical history are currently available as questions in Clipboard. These include:

- 1) **Medications**. The patient can see the med list on the chart and indicate that it looks right to them. They can submit additional meds not on the list. They can tell us if they see meds on the list that they are *not* taking. And they complete compliance data to indicate whether or not they are actually taking meds as directed.
- 2) **Allergies**. The patient can see the allergy list on the chart and indicate that it looks right to them. They can request removal of incorrect allergies, and request addition of new ones that are missing.
- 3) **Active Health Issues**. This is worded a bit broadly to patients, apparently by Cerner design, but it is meant to map to the Problem List on the Cerner chart. Patients can request removal of items they question, and request addition of new ones. If they are truly items that belong on the Problem List, providers/staff can accept them, but there will be times that the patient might mention things that are more along the line of "chief complaints," which the office won't add to the chart's Problem List.
- 4) **Procedures and Surgeries**. The patient can see the procedure list on the chart and indicate that it looks right to them. They can request removal of incorrect procedures, and request addition of new ones that are missing.
- 5) **Immunizations**. The patient can see the immunization list on the chart and indicate that it looks right to them. They can request removal/update of incorrect listings, and request inclusion of additional vaccinations that are missing.

Some aspects of the medical history are not currently available via Clipboard, as Cerner is revising their formats. These include:

Family History Social History

A Clipboard with these questions will appear on the patient's portal site 30 days prior to the appointment date, and if s/he hasn't completed it as the appointment approaches, s/he will receive reminders at 7 and 2 days prior to the appointment. When there are no changes to make, the patient will acknowledge and move on to the next section, so working through it is pretty quick for the patient.

When the patient submits answers to a Clipboard, a designated contact in the clinic, such as a staff pool, will receive a notice in Message Center, so that they can review the submitted information. Alternately, staff rooming the patient on appointment day can view the data at that time. Since much of this is the history confirmation, medication review, and chief complaint-type questions they typically ask and enter via intake PowerForms, this puts the staff ahead of the game as they room the patient, and helps the patient get into the room faster. Of course, this information is available to providers, too.

The basic medical history information from the Clipboard appears on Workflow tabs, or MPages. It is generally indicated with purple diamonds or dots, and text informing you that "Outside records are available for review." In each section of the chart such patient-submitted information will appear under a subheading "Unverified Data from Outside Sources," as compared to data already on the chart in the subheading "Verified Local Record Data."

Below is a review of how this looks, and how to import outside data into the patient's chart. This will focus on Workflow tabs and Clipboard data, but with the MPage 6.9 update we also have other ways to review and incorporate outside data from other sources such as Health Information Exchanges and other medical facilities/other EHRs. So you will see some evolution of this process over time. You may wish to review the CommonWell Introduction document for further information about importing outside records.

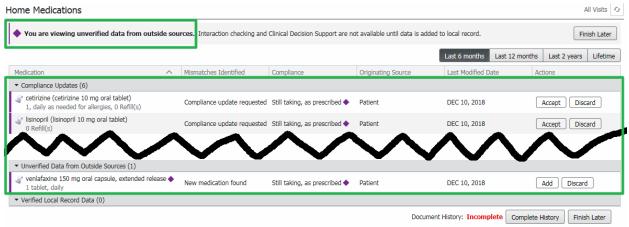
In general, you will see the submitted "Unverified data." Clicking on it will give you the opportunity to see any details the patient added, and reveal a button to add or discard the data. When you add data, this is similar to adding a manual entry yourself. You may see required fields that must be completed before the Add button is active. After refresh, the entry will move from the "Unverified" subheading and join the other chart data.

Sometimes patients will have submitted free text entries they have typed, and you may be prompted to perform a search to choose an available corresponding selection to add to the chart. You may find yourself having to do this more often than you'd think necessary. To avoid unacceptably slow patient portal performance, patients only see a relatively short list of results when they perform searches for even correctly-typed terms, e.g., "psoriasis." So the patient has to add psoriasis as a free text entry, and when the staff/provider imports it, s/he will have to search for psoriasis to add it to the chart.

Medical History

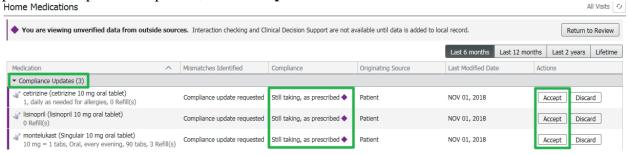
Medications

The **Home Medications** component on Workflow tabs will notify you when unverified outside data has been received:



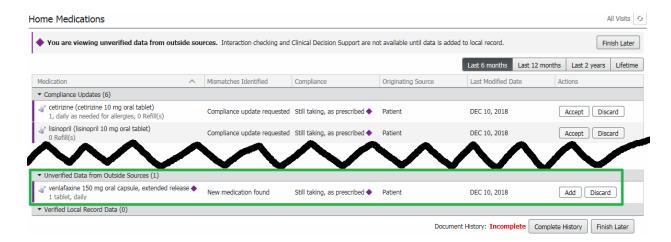
Receipt and acknowledgement of this information is actually the same activity that the staff performs when they record "Medications by History" to start the Medication Reconciliation process as they room the patient. So this tool helps speed that process.

You actually see a couple different types of information. For meds the patient is taking, the patient has to enter compliance responses on the portal. So if this is imported, medication compliance is recorded--something that is measured on several quality programs. To accept the patient's compliance responses, click **Accept**:

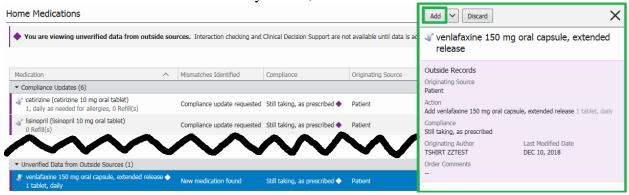


In cases where the patient's med list has not changed, this may be all that needs to be done.

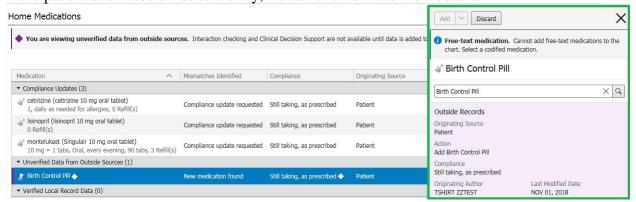
However, the patient may have stated there are other meds that are being taken:



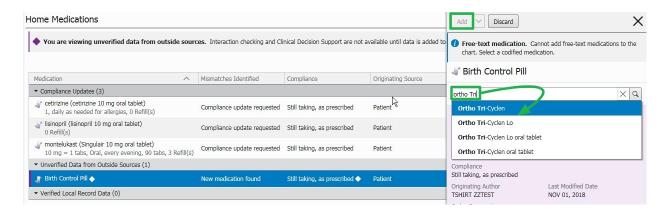
Here, since the EHR found a match for the patient's submission, we could just click **Add**. Or we could click the new med to view/modify details, then **Add**:



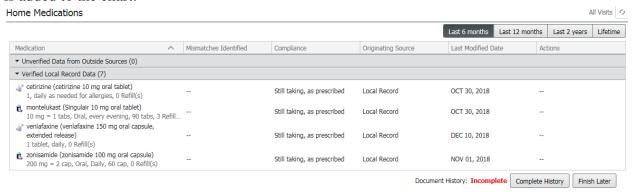
If the patient submitted a free text entry, we can click on it to view details:



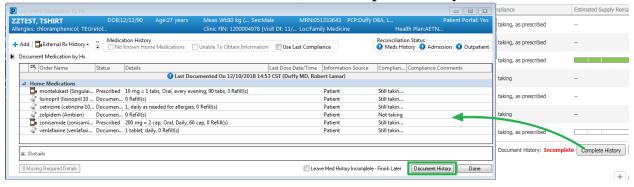
You might just **Discard** it and ask the patient about it later. Or if you've left it there until you can talk to the patient, you can address it further. If you elicit enough information to identify the drug, you can search, select, update details, and then **Add** the medication:



When all entries have been addressed, the purple "Unverified data" notices go away, and the data is added to the chart:



Remember, at this point the staff is completing <u>Medications By History</u>, the initial step in Medication Reconciliation. To finish that off, click **Complete History**:



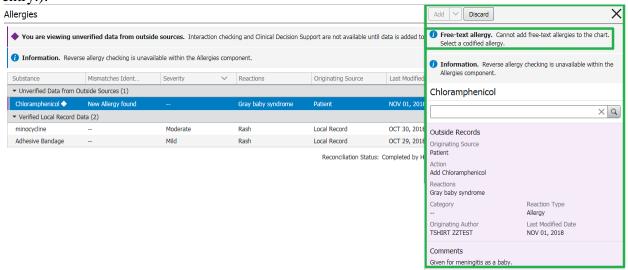
If the patient had not submitted the Clipboard data, the staff would have to go through everything here line by line. But since that work has already been done, including the more tedious compliance data, you can just click **Document History**, and Medications By History is done. Medication Reconciliation is ready for the provider to sign-off or update as necessary.

Allergies

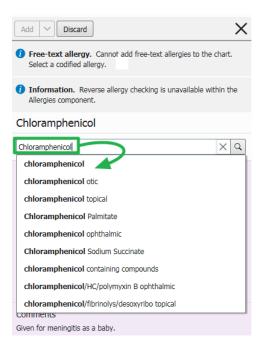
The **Allergies** component on Workflow tabs will notify you when unverified outside data is available:



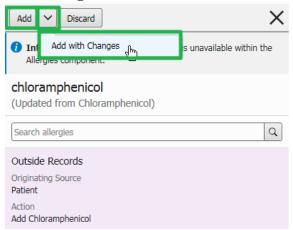
If you feel this entry is incorrect, redundant, or you just want to confirm further with the patient before adding, you can click **Discard**. If you wish to add it, click **Add**. If it can be added directly, that's all you have to do, but most often there will be required details to complete. The details will be displayed on a side-panel to the right. (You also see this if you just click on the entry.):



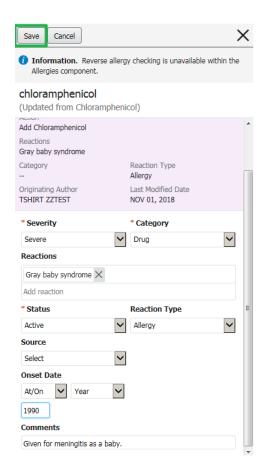
In this example it was a free text entry by the patient, so you'll have to search for the allergen and select from the search results:



The **Add** button then becomes available. You can click **Add** or use the dropdown arrow to **Add** with Changes:



Either way, you'll be shown any missing required details, marked with red asterisks. Complete the details, and then you can click **Save** to enter it into the chart:

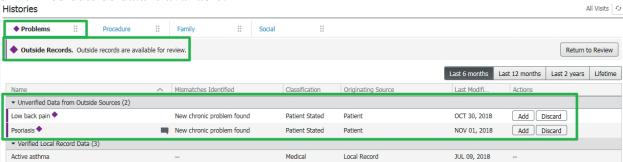


The purple "Unverified data" notice goes away, and the allergy will be added to the chart (though you may have to refresh the component to see that):



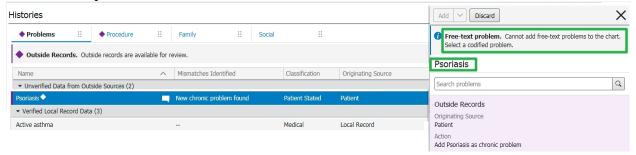
Active Health Issues

The **Problems** tab on the **Histories** component on Workflow tabs will notify you when unverified outside data is available:

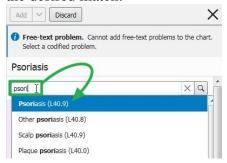


We may not want to add something as nonspecific as "Low back pain" to the problem list, at least before discussing further with the patient to learn further details. So you could click **Discard** to remove that, or leave it as a reminder to discuss further with the patient.

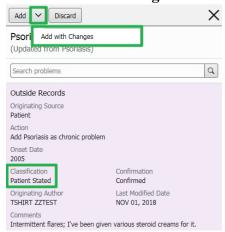
But we'll add psoriasis. Click on it to see details:



If it were added by the patient as a direct search match on the Patient Portal, you could click **Add** here and be done. But in this example, the limited search tool on the Patient Portal didn't give the patient a match, so s/he had to enter it as free text. So we'll need to perform a search; select the desired match:



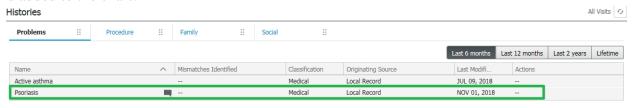
The details will display, and there is an important detail for you to notice. There is a **Classification** field, and it says **Patient Stated**, since at the moment the patient added this entry. Patient-Stated problems do not display in encounter documents. So if we really want to add this to the chart, we need to change this. Click the **dropdown arrow** next to the **Add** button and select **Add with Changes**:



Click the **Classification dropdown arrow**, and change it to **Medical**. After that, update any other details desired and click **Save**:

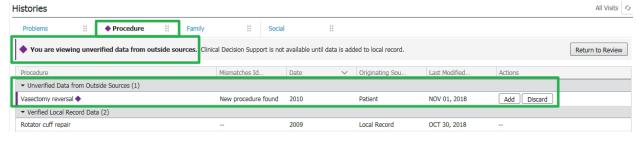


The purple "Unverified data" notice disappears (after refresh if necessary), and the new problem is added to the chart:

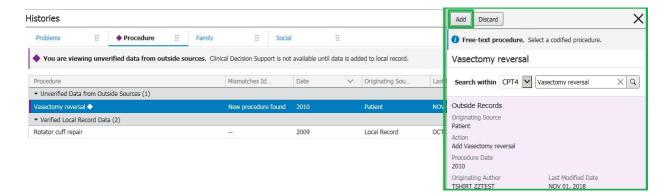


Procedures and Surgeries

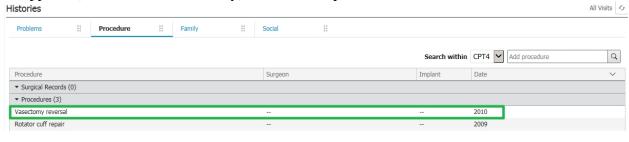
The **Procedures** tab on the **Histories** component on Workflow tabs will notify you when unverified outside data is available:



If you click on the new entry or its **Add** button, the details display on the side panel:

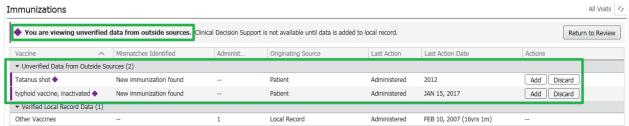


Details can be updated as desired. But in this case, since we allow free text procedure listings, you can click the **Add** button to add the entry to the chart. The purple "Unverified data" notice disappears (after refresh if necessary), and the new procedure is added to the chart:

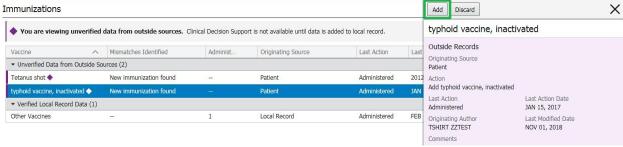


Immunizations

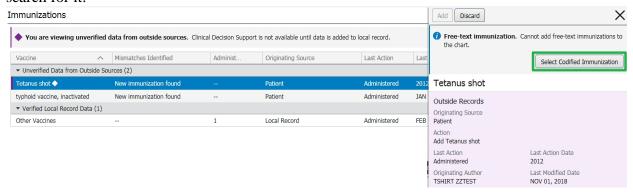
The **Immunizations** component on Workflow tabs will notify you when unverified outside data is available:



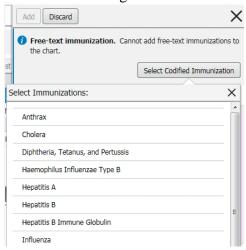
For demonstration purposes, the patient entered the typhoid vaccine as a direct search match on the portal. So you can click **Add** to add it, or click on it to view the details, then add it:



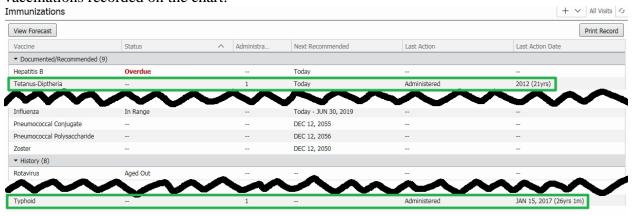
But the patient entered "Tetanus shot" as free text, so when you click on it, you're notified that you can't directly add it, and given the opportunity to click **Select Codified Immunization** to search for it:



Scroll down through the available listings and make your selection:



After making your selection and adding any desired details, you can add it to the chart. The purple "Unverified data" notice will go away (after refresh if necessary), displaying the vaccinations recorded on the chart:



Intake Questions and Data Other Than Medical History

In the future, we will be able to send additional Clipboards to ask other situation/clinic-specific questions. But those capabilities will have to wait for us to complete the product updates in progress in 2019, and for us to gain further familiarity with Clipboard after its initial implementation.