Remote Veterans Apnea Management Portal

USER & ADMIN

VA FACING PORTAL

Department of Veterans Affairs,
REVAMP
VA118-12-Q-0582

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04/18/2013

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Note on Figures

This manual uses screen captures of the development version of the REVAMP application. The screens for the live version of the REVAMP application may appear different.

Additionally, the Figures in this manual display data that the VA program generated from a test database made up of a sample of rigorously de-identified VA patients. The Figures do not show protected health information and are not meant to depict representative data for the veteran population.

CHANGE LOG

Date	Version #	Author	Revision Description
4//18/2013	1	Intellica	Created

Overview

About REVAMP

REVAMP is a clinical application developed by Intellica Corporation for the VA to aid in monitoring and managing sleep apnea in Veterans.

The REVAMP VA-Facing web application allows Providers to monitor and treat sleep apnea in Veterans by retrieving data from the Veteran's CPAP machines and translating it into easy-to-read graphs. The Providers can also send messages to their Patients or other Providers from inside the application.

The REVAMP Patient Portal web application allows the Veterans to keep up with their sleep apnea patterns and view their treatment as graphs. It also allows them to keep in touch with their Providers, making this application truly a one-on-one patient-doctor web experience.

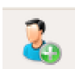
REVAMP VA-Facing Portal

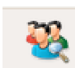
1.0 Getting Started

1.1 Overview of the User Interface

The REVAMP system is a web-based application that users access through a secure web portal. The system controls are designed to be similar to those that are commonly programmed into web pages. Therefore, if the users are familiar with navigating through web sites, they will find that REVAMP has many of the same controls, including hyperlinks, dropdown menus, navigation buttons, and selection checkboxes.

The following is a list of the icons that the Provider will encounter when using REVAMP.

 Add New Patient

 Patient Lookup

 New Encounter

 Assign Assessments

 Save

 Close Patient

To access the REVAMP VA-Facing system, type or copy and paste the following address into a web browser:

https://revamp.intellica.us/va/

1.2 Login

The login page will be displayed as shown in Figure 1:

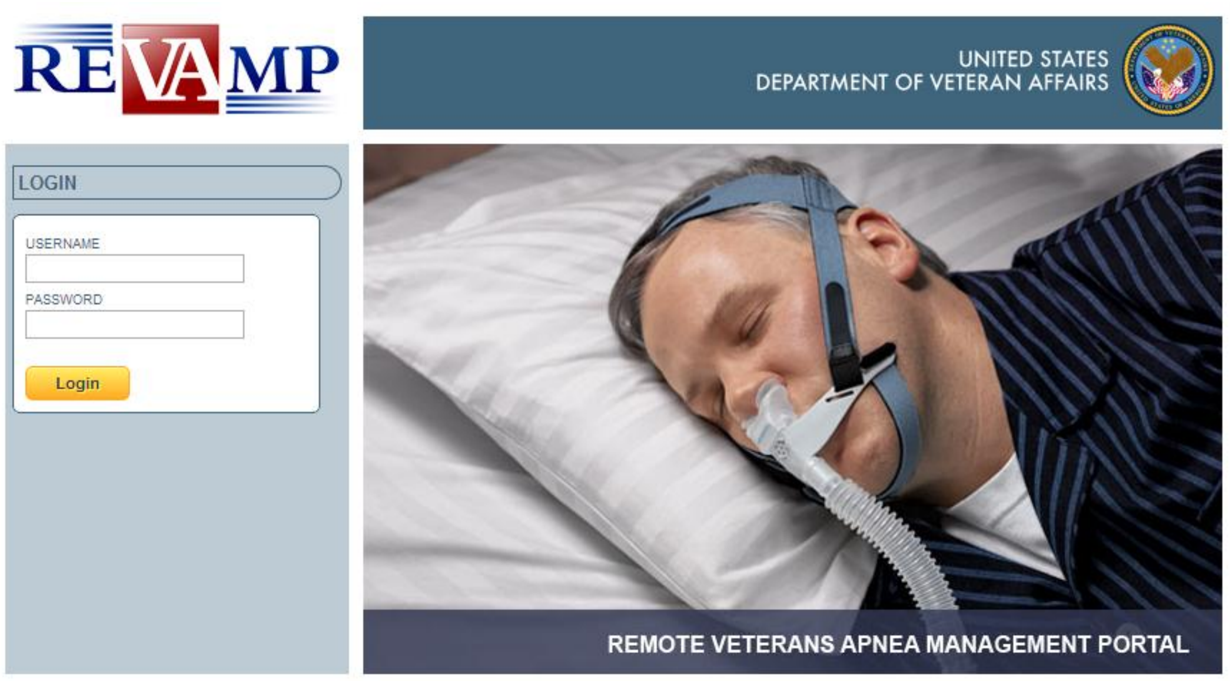


Figure 1: Login Screen

During the initial login, the User will be prompted to change their password. The password requirements are explained on page 9 of this manual. Once the User has logged into the system, the Dashboard will display.

1.3 Account Lockout

On the occasion that the User is locked out of his/her system, he/she must get in contact with the Application Administrator to regain access to their account.

2.0 Dashboard

The REVAMP Dashboard is the page that appears after a Provider has logged in. On the Dashboard, the New Patient and Lookup Patient icons are selectable.

3.0 File

The "File" menu item of the Menu Bar allows the Provider to access "New Patient," "Patient Lookup," "Clinical Note," and to change his/her own password with the "Change Password" button.

4.0 New Patient

The REVAMP application is a clinic-based system. Veterans are recommended to the program by their clinic. The Provider will create an account by clicking the Add New Patient icon and entering the Veteran using the Veteran's basic demographic and contact information, emergency contact information, and make and model information of their PAP machine. Figures 2-4 illustrate the different Patient account creation screens.

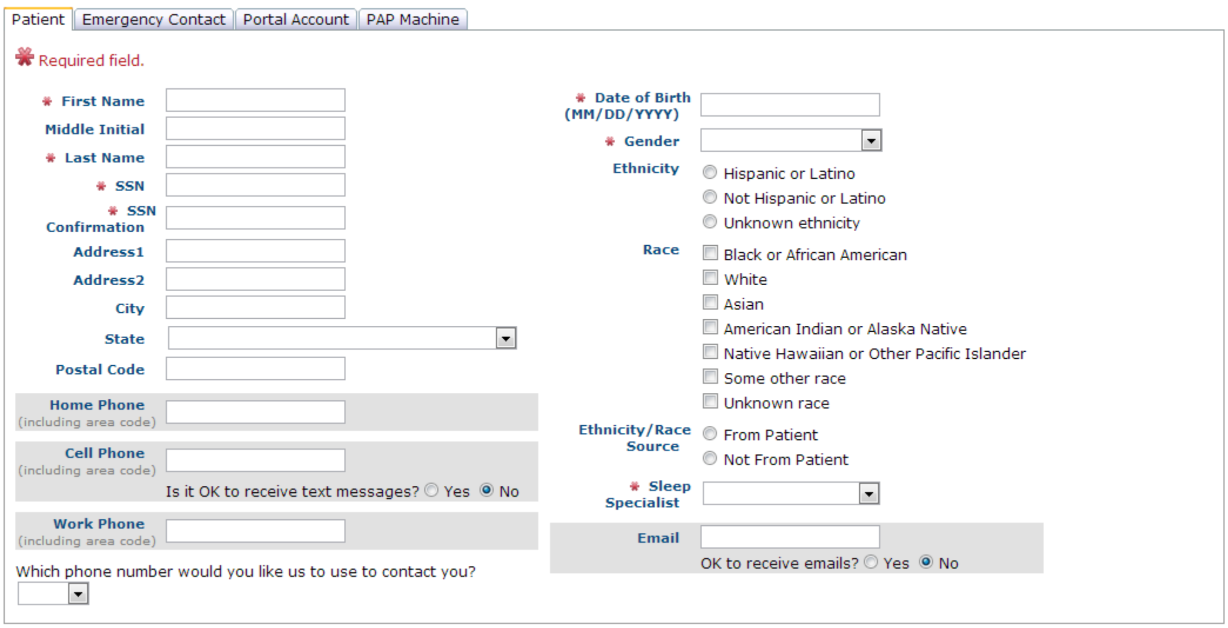


Figure 2: Patient Creation Screen

In the First screen, as shown in the figure above, the Provider can update the Patient's basic identifying information, including First Name, Last Name, Social Security Number, Address, Work and Cell/Home Phones and whether or not it is ok to contact the Patient on them, Date of Birth, Gender, Ethnicity and Race, Email, and which Sleep Specialist the Patient is assigned to.

The Following Fields are required to be filled out when registering a new patient:

- First Name
- Last Name
- Social Security Number
- Social Security Number Confirmation
- DOB
- Gender
- Sleep Specialist

NOTE: IT IS IMPORTANT TO SAVE ANY AND ALL CHANGES MADE DURING THE PATIENT CREATION PROCESS. THE PROVIDER CAN SAVE BY CLICKING THE SAVE ICON BEFORE NAVIGATING TO THE NEXT SCREEN/TAB.

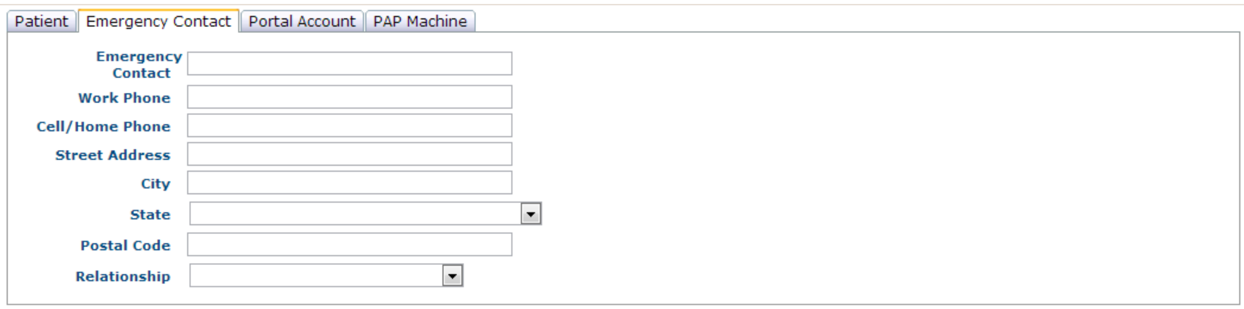


FIGURE 3: EMERGENCY CONTACT

In the Second screen, as shown in the figure above, the Provider can update the Patient's Emergency Contact information. The Emergency Contact information includes the Contact's Name, Work and Cell/Home Phones, Address, and Relationship to the Patient.

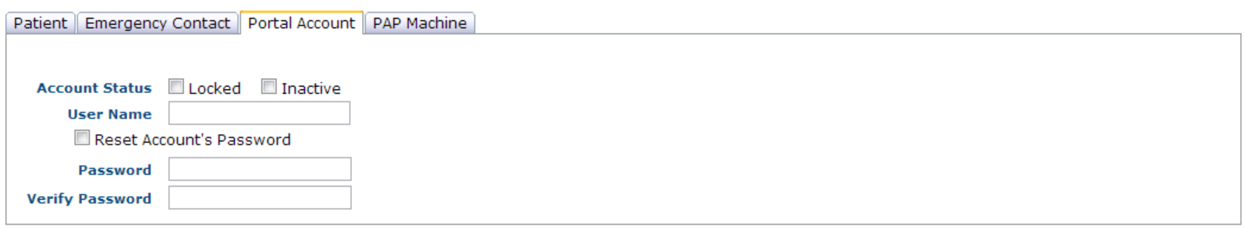


FIGURE 4: PORTAL ACCOUNT

The third screen, as shown in the figure above, allows for the Provider to create and update the Patient's Portal Account. The Patient will need a Portal Account to access the Patient facing side of REVAMP. When the Provider is creating the Portal Account for the Patient, he/she has to create a password for the Patient, which will have to be changed upon the initial login to the REVAMP system. The Provider will create a username, which can be something as simple as the patient's first and last names in a first.last format. However, it is important to note that when creating a User Name, the Provider should use whatever naming conventions, if any, their clinic has in place. Upon clicking the Save icon, the username will grey out and the password will disappear, signifying a successful Patient Portal account creation.

NOTE: USERNAMES CANNOT BE CHANGED, PLEASE VERIFY BEFORE SAVING.

4.1 Password Requirements

The following are the requirements that need to be met when creating a new password:

- Password must be at least 8 characters in length
- Password cannot be the same as any of the previous 10 passwords
- Password must include at least 3 out of the 4 character types:
    1. Uppercase letters
    2. Lowercase letters
    3. Numbers
    4. Special characters (e.g. #, $, @ etc.)

The Provider can link the patient's record to a PAP machine by going to the PAP Machine tab and entering a device serial. The Provider can enter the Type of Unit, selected whether it is an APAP or CPAP machine and select the manufacturer. The Provider can enter a PAP Pressure range for the patient in the Low Pressure and High Pressure fields. The Mask Type can be selected in the Mask Interface box and the Provider can add any relevant details in the text box. There is a field to enter the Date of the Home Sleep Test and the Baseline AHI from the study.

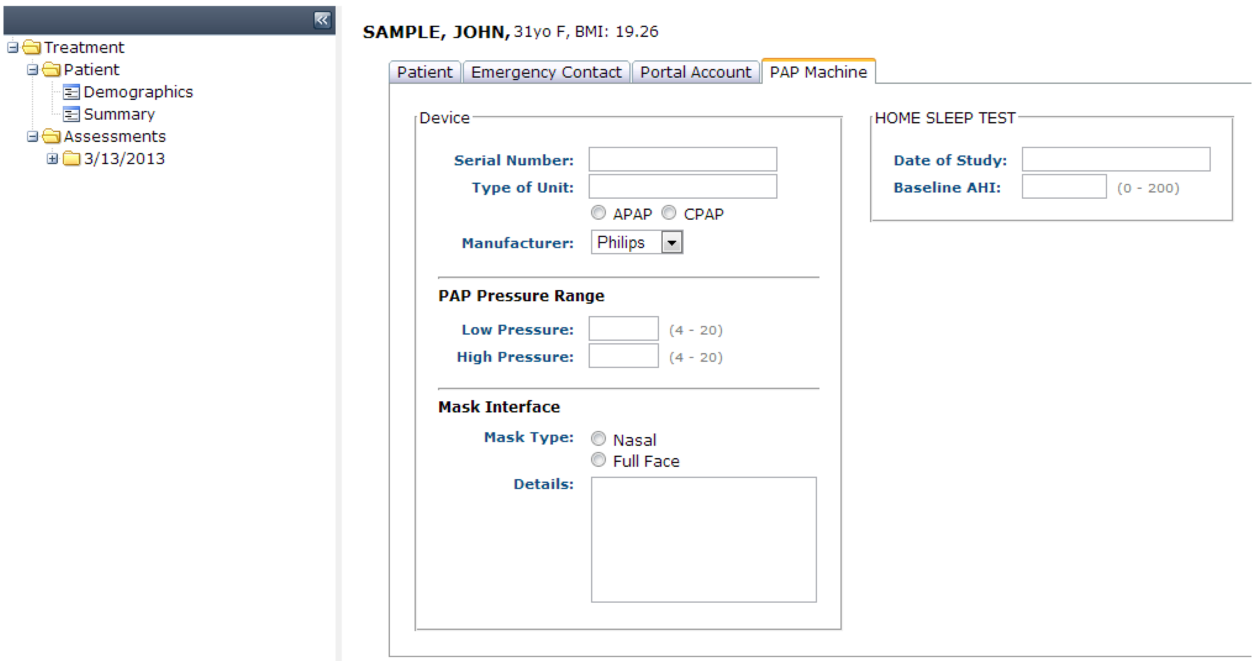


FIGURE 5: DEMOGRAPHICS PAP MACHINE TAB

If the Provider needs to change the device serial number they can do so by removing the previous serial number from the 'Serial Number' field, entering the new serial number and clicking save. The data from the original device and the data from the new device will populate the graphs. If the Provider would like to delete all of the data in the graph, he/she can save a blank serial number (delete all characters from the 'Serial Number' field and click 'Save') and this will clear all data from the graphs.

Note: If the Patient's graphical hub does not have data, and the patient is supposed to be receiving data already, the Provider should come to this tab to verify that the serial number was entered correctly.

5. 0 Patient Summary Page

The Patient Summary Page allows the Provider to view all of the Patient's CPAP Data in graphical form, the Events in the Patient's treatment, and to edit the Patient's treatment plan using a SOAP Note.

There are three main ITEMS on the Patient Summary Page: Treatment Tree, PAP Data tab, and Events tab.

5.1 Treatment Tree

The Treatment Tree, which is located on the left of the Patient Summary Page, allows the Provider to easily navigate through the Patient's Treatment, Demographics, Summary, and create SOAP Notes. Figure 5 illustrates what the Treatment Tree looks like.

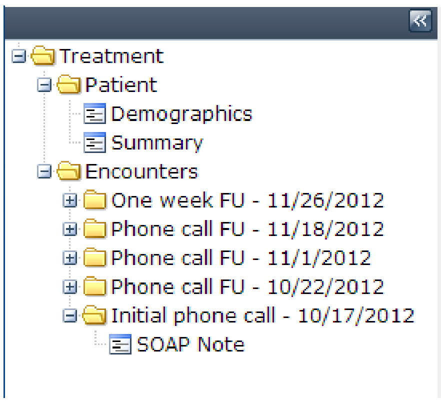


Figure 6: Treatment Tree

To expand or collapse a section of the Treatment Tree, the Provider can simply click the and buttons, respectively.

5.1.1 Demographics

When a Provider selects the Demographics from the Treatment Tree, the Patient's Demographics page will appear. This page looks very similar to the Patient creation page and functions as such. The Provider can use this page to edit the Patient's information, in particular resetting the Patient's password for their Portal Account.

Resetting a Patient's Portal Account Password

To Reset a Patient's Portal Account Password, the Provider should click the "Portal Account" tab of the Demographics section. Next, the Provider should select the radio button labeled "Reset Account's Password." After selecting this button, the Provider will type in the new password for the Patient, which the Patient will have to reset the next time he/she logs on to the Patient

Portal. After the Provider has typed in the new password, he/she should click on the Save icon in the Menu bar to confirm the changes.

Unlocking a Patient's Portal Account Password

The Provider can also Unlock/Lock and Inactivate/Activate a Patient Portal Account as well. If a Patient enters the incorrect password three times they will get locked out of their account and a checkmark will appear in the 'Locked' box. The Provider can unlock their account by clicking on the 'Locked' checkbox to remove the checkmark and then saving the changes. The Provider can place a checkmark in the 'Inactive' box to designate an account as inactive. This prevents anybody from logging on to the account.

5.2 PAP Data Tab

The PAP Data Tab allows the Provider to monitor the Patient's treatment adherence, mask leak, and view an apnea-hypopnea index in graphical form. The User can select from a dropdown list of questionnaires that have scores attached to them to view graphical displays of the patient's questionnaire results (if data is available). If the graph is blank, verify that the device serial number in the 'Pap machine' tab (in patient's Demographics area) is correct.

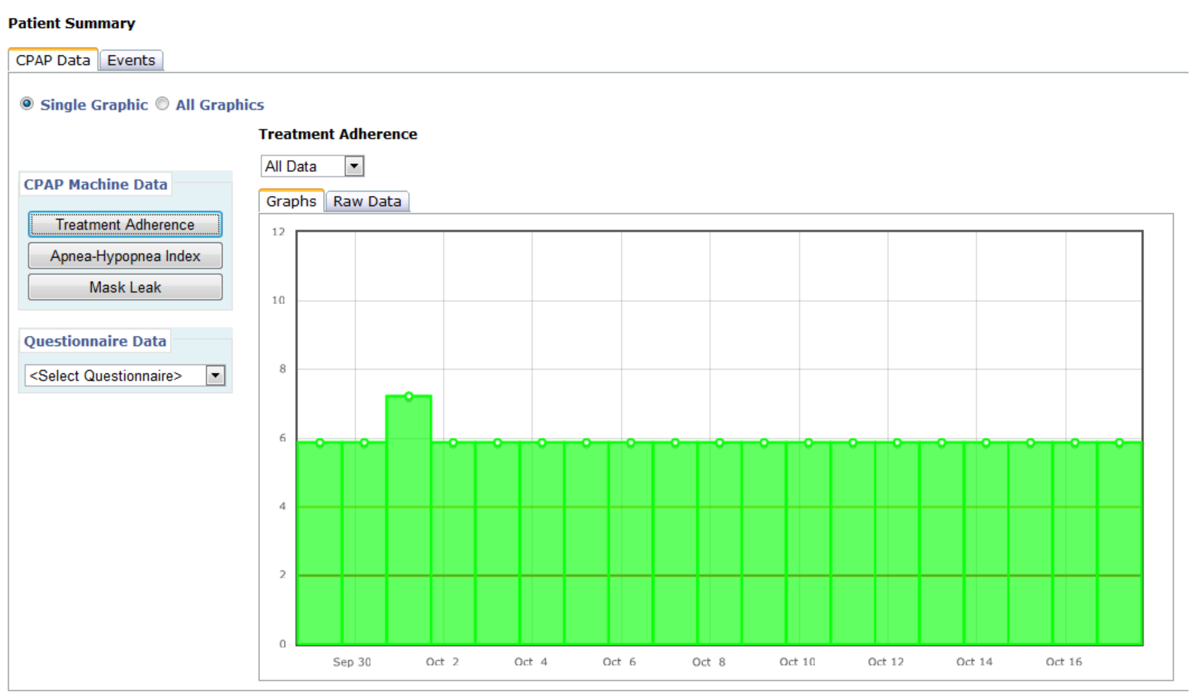


Figure 7: PAP Data Tab

Note: The Mask Leak graph includes the ***average*** Mask Leak for data coming from Philips and the ***median*** Mask Leak for data coming from ResMed.

5.3 Events Tab

The Events tab includes a list of the entire REVAMP treatment plan. Some items will require the Provider to manually enter a scheduled date and the update the status when done, while other will become “completed” only if the Patient does the required action, e.g. viewing the Embletta training video. The Provider may save changes by clicking on the Floppy disk icon next to the “Comments” column.

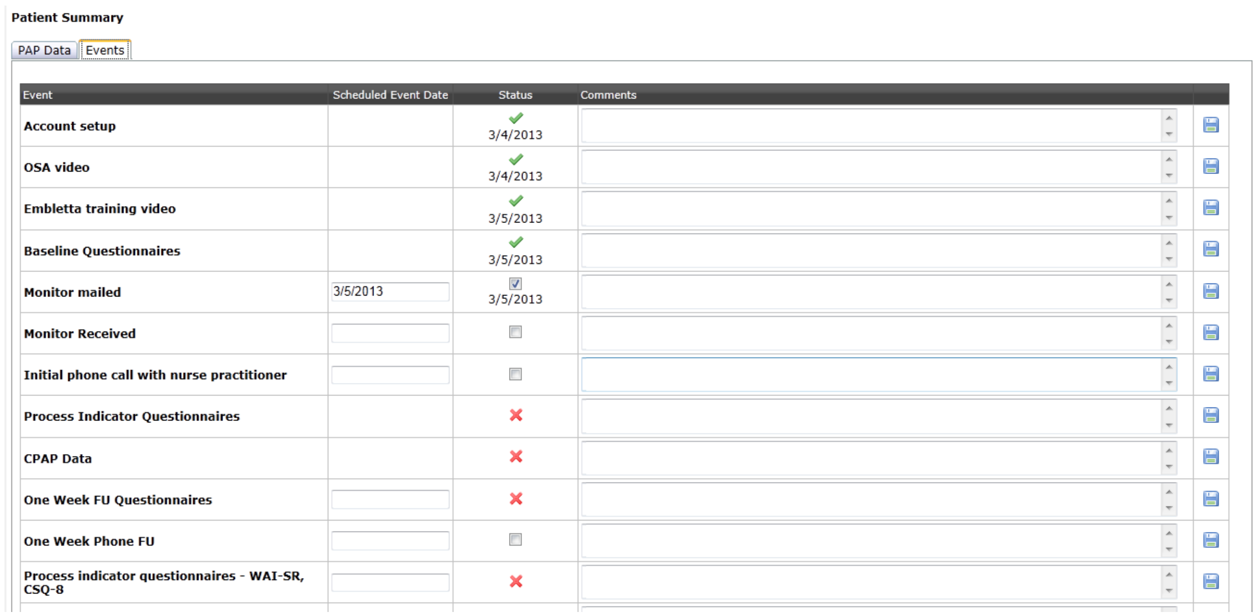


Figure 8: Patient Summary: Events Tab

There are two date columns in the Events tab. The first column displays the scheduled date for items that can be scheduled by the Provider.

When the Provider assigns a date for a group of questionnaires, those questionnaires will become available to the Patient 3 days prior to the scheduled date. The Patient will receive a reminder at that time as well. Once the Patient has completed all questionnaires from that group, the Status column will update with a checkmark and the date they were completed.   In the items that have a checkmark box that can be manually updated, e.g. Monitor Mailed, the date in the Status column will appear after the Provider has placed a checkmark on the box (by clicking on the box) and clicked the Floppy disk icon on the far right (by “Comments” column) to save the changes.

6.0 Assign Questionnaires

As mentioned in the previous section, in order to use the automatic questionnaires assigning system, the Provider needs to go to the Events tab for the patient (within the Summary section of the Patient Tree) and select the date by when the Provider wants the questionnaires to be complete. This will automatically assign the questionnaires to the patient 3 days prior to that date, and will send out the relevant reminders as well.

If the Provider wishes to assign questionnaires manually, he/she can open the patient's record and click on the Assign Assessments icon on the dashboard. The Provider can select or deselect a group of questionnaires by clicking the checkbox for the group of questionnaires, or the Provider can select questionnaires individually. The Provider then needs to click the Save icon in the tool bar.

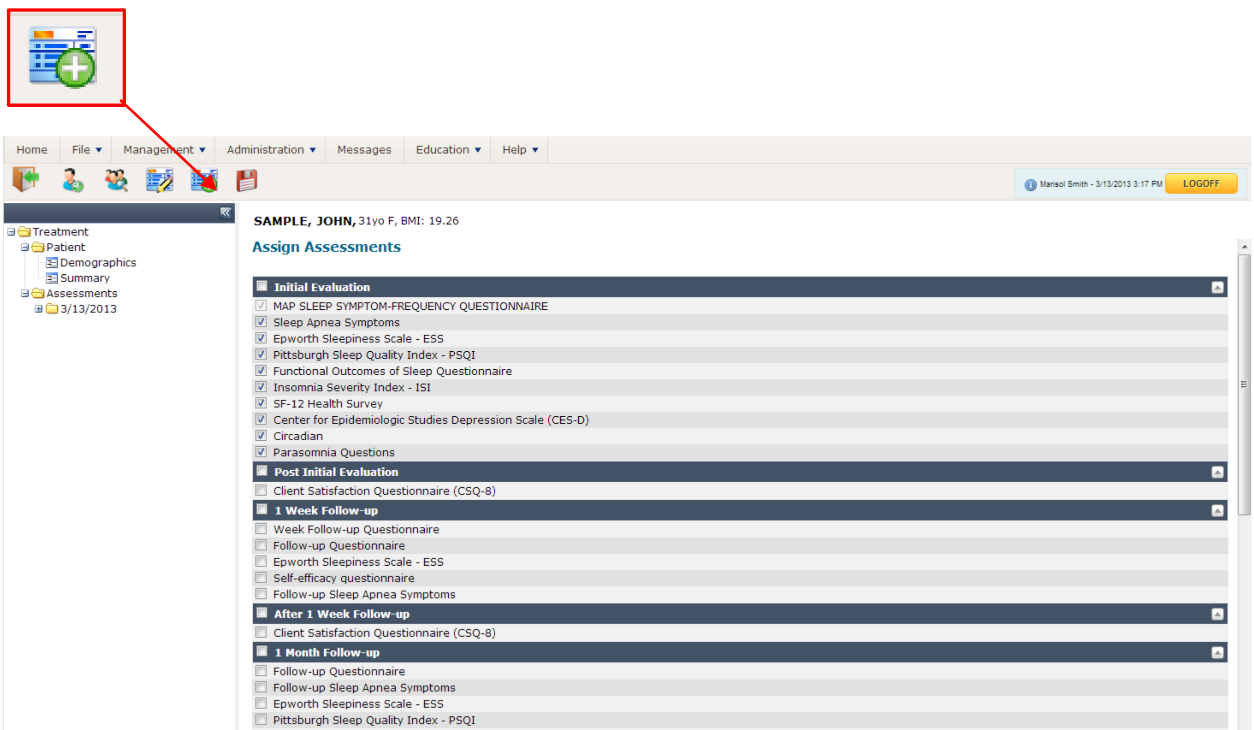


Figure 9: Assign Assessments

7.0 New Encounter

The User can create a new encounter for the patient by clicking on the New Encounter icon on the dashboard.   The User can then select what type of encounter/visit is being documented.

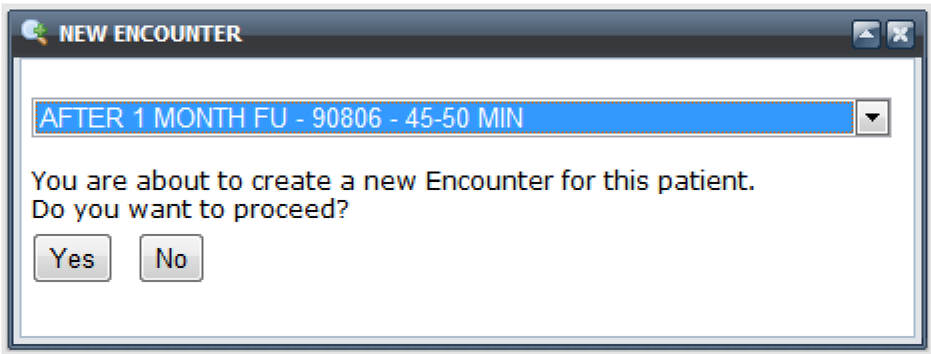


Figure 10: New Encounter Dialog

A new SOAP note will be available for the Provider to document the visit. The Provider can select an Encounter Template from the dropdown.

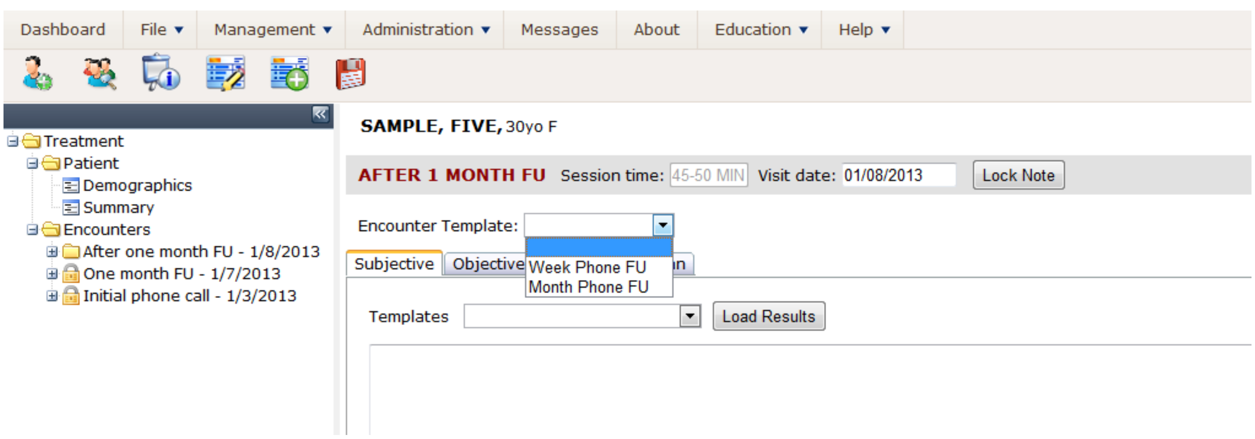


Figure 11: Encounter Template

The Template will cause the note area of the Subjective, Objective, and Assessment/Plan tabs to be automatically populated with the associated templates. These groups of templates can be created in the SOAP Note Templates Data Management Menu.

Providers can enter relevant data in the different sections of the note and save this data.

If desired, a Provider with appropriate rights can click on the 'Lock Note' button on the top right of the note area to lock a note once finalized.

7.1 Auto-populated Notes

The Auto-populate feature allows providers to automatically populate the note with data from certain groups of questionnaires. When the Patient completes the group of questionnaires for the One Week, One Month, and Three Month follow up phone calls, the Provider can create a note for this patient with data from these questionnaires.

The Provider needs to create an encounter for the related group (e.g. One Month Encounter for the One Month group of questionnaires). The Provider can then select the Month Phone FU encounter template.

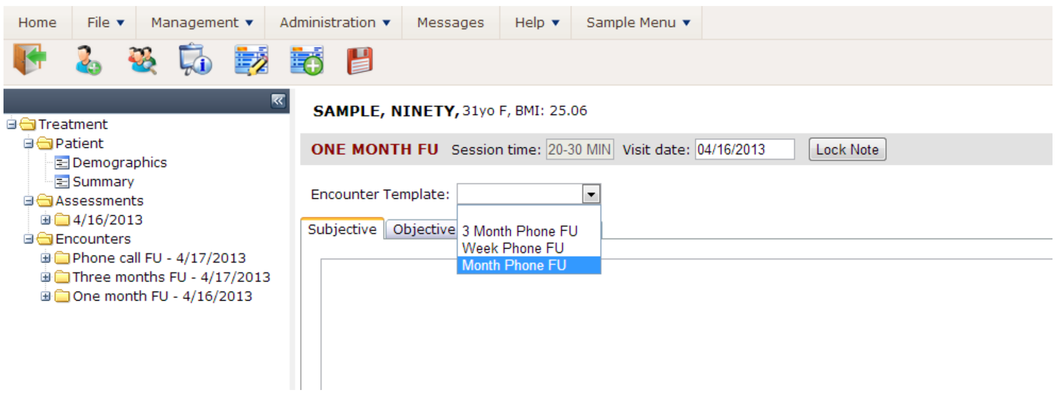


Figure 12 - Selecting Encounter Template

When the Encounter Template is selected, the Subjective note area will automatically populate with the data from the questionnaires. If the patient did not answer all questionnaires, only the data collected will be displayed; a "____" will be displayed in areas where an answer was not available. The Objective note area will display information related to the patient's PAP usage.

If new data becomes available, the User can reselect the relevant encounter template and the updated set of data will populate.

Note: Providers must click SAVE at each tab (Subjective, Objective, and Assessment/Plan) in order to save the data for that tab. If a User saves the Subjective tab information, but does not go to the Objective tab and click SAVE, the Objective tab note will not be saved. The User can reload the data if this happens.

8.0 Management

The Management section of the REVAMP application, which will only be accessible by those with the correct User Rights, is where the User can manage Templates, Clinics, and other such Content. To get to the Management section, the User will see it on the Menu Bar.

8.1 Data Management

The Data Management tab allows the User to manage the SOAP Note templates and the Referral Clinics.

SOAP Note Templates

To Manage the SOAP Note Templates, the User should select “SOAP Note Templates” from the “Data Management” section. The User will then be directed to the Template Management Page, where they will be able to Add Template Groups by selecting “Add Groups” and entering the information and then selecting the “Save” icon, or edit existing groups by selecting the Pencil icon next to the existing group and editing it, then selecting the “Save” icon. The User may also delete a group by selecting the red circle with the line running through it. The figure below illustrates the SOAP Note Templates page.

Figure 13: Template Management Page

After saving a Template Group title, the User can then add template text to specific areas of the note (Subjective, Objective or Assessment/Plan areas). The User can save more than one template to each area.

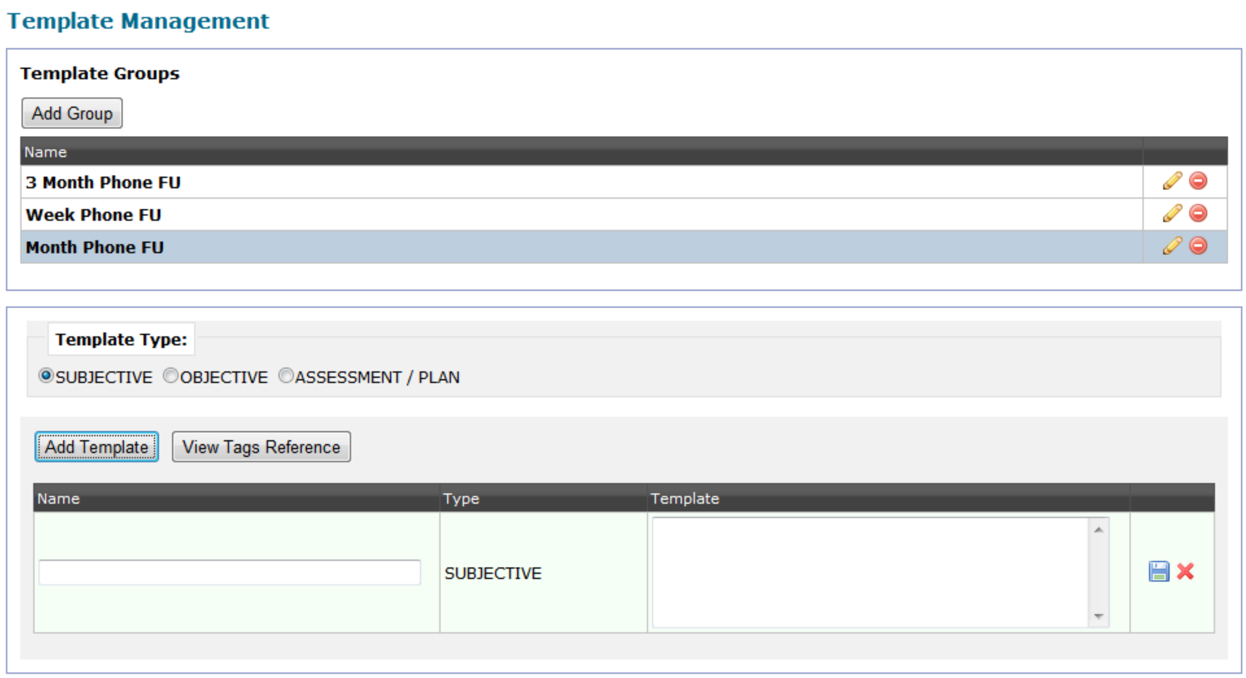


FIGURE 14: ADDING TEMPLATE TEXT

The User has the option of including tags in the text. Tags are statements that can be included in a template that pull certain data from the patient's record and display it in the note. The way these tags function is that the user can copy and paste the desired tag in the template and the application will automatically populate the correct information for the patient who has the template applied to their note. For example, if the user includes the tags [PARTICIPANT_NAME] and [HESHE] in a template for a female named Mary Smith, the tag [PARTICIPANT_NAME] would be replaced with "Mary Smith" and the word "She" would appear wherever the [HESHE] is placed.

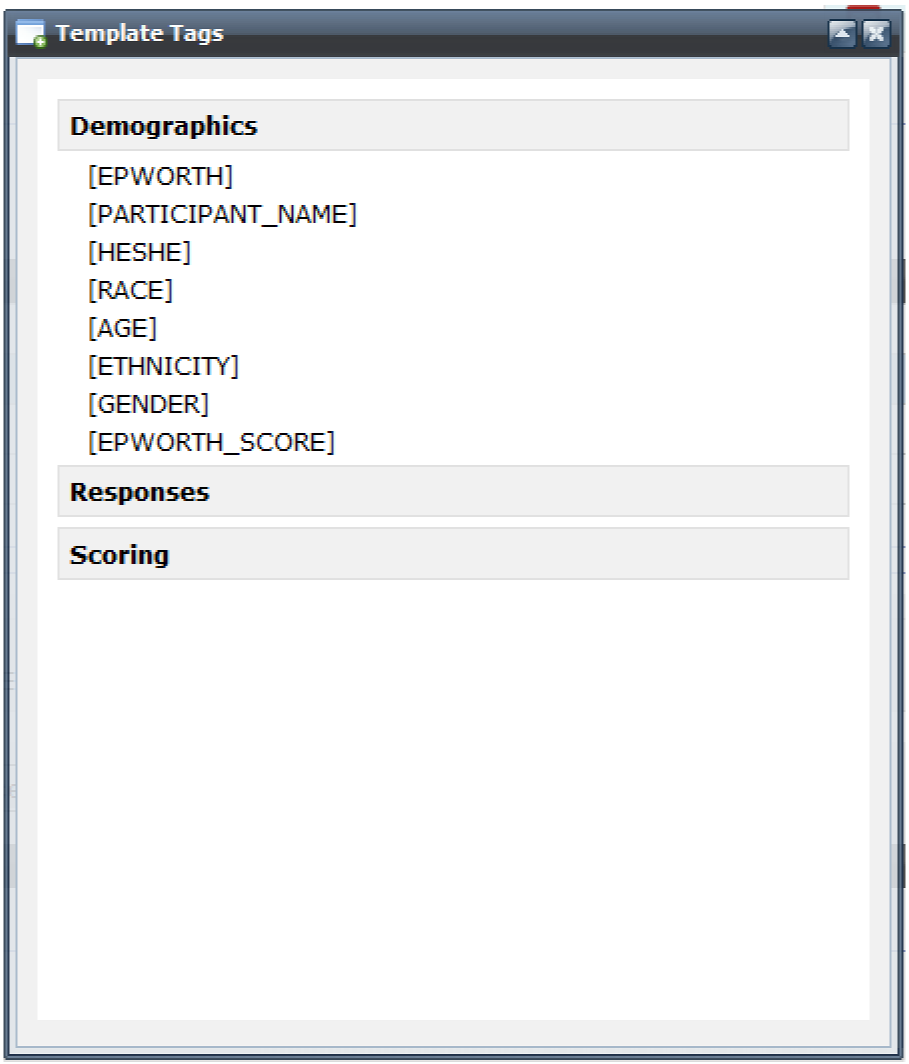


Figure 15: Tag List

8.2 Content Management

The Content Management section, which is also located under the Management tab of the Menu bar, allows the User to edit and add Web Pages, and edit the Menu Bar.

Edit Pages

From the Edit Pages section of the REVAMP application, the User can create or edit existing pages that can be published in the Menu Bar and accessed from the REVAMP application or the Patient Portal. To Create a Page, the User will select the “Create Page” radio button and input all the correct information about the page in the corresponding boxes, i.e. Title, Author, Status (Published or Unpublished), and page contents.

An Unpublished Page will be available for editing, but will not be accessible by Users on the site.

After the User has finished making changes, he/she should press the Save icon at the top of the screen to save.

The figure below illustrates the Create/ Edit Page Contents page.

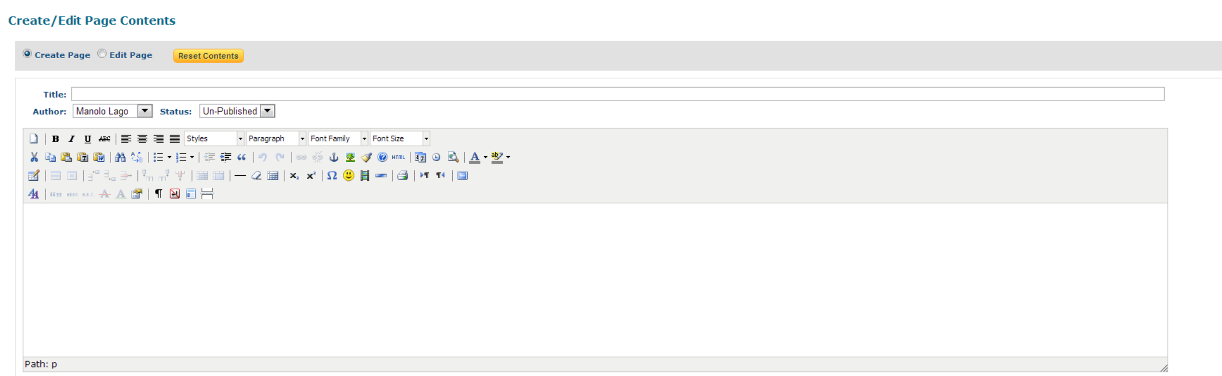


Figure 16: Create/Edit Page Contents

Edit Menu

The Menu editor allows the User to edit the Education and Help Menus by adding pages that they created. This can be achieved by first selecting either a Folder or a Page. Once they have selected the object, an Edit item page will appear on the right. The User can edit the Title, the Target Page (i.e. the page that loads when it is selected), whether it appears in the REVAMP Portal or the Patient Portal, and its sort order. In the Target Page, if the User selects “MENU GROUP”, then that item becomes a subfolder. The figure below shows the Menu Editor.

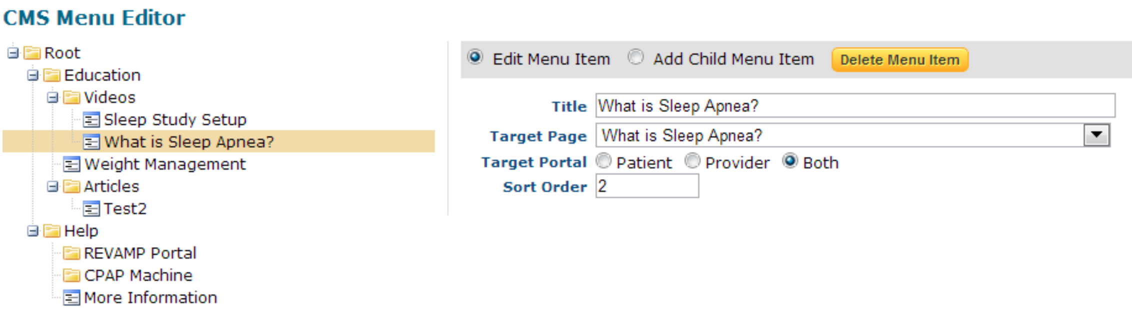


FIGURE 17: CMS MENU EDITOR

8.3 CASE MANAGEMENT

The Case Management section of the REVAMP application allows the Provider to look at a comprehensive list of the Patients in the program and see where they are in their treatment. Selecting a Patient's name will take the Provider to the Patient's Summary Page. A figure below demonstrates the Case Management Page.

View Events Due: View All

Patients		Account Setup	OSA video	Embletta training video	Baseline Questionnaires	Monitor mailed	Monitor Received	Initial phone call with nurse practitioner	Process Indicator Questionnaires	CPAP Data	One Week FU Questionnaires	One Week Phone FU	Process Indicator questionnaires WAI-SR, CSQ-8	One Month FU Questionnaires (FOSQ, PSQ-9, HAD, ESS)	One Month Phone FU	Process Indicator Questionnaires WAI-SR, CSQ-8	Three Month FU Questionnaires	Three Month Phone Reminder	Process Indicator Questionnaires WAI-SR, CSQ-8	End of protocol
ANDY DROID	(210) 555-5555	✓																		
NINE R LAGO	(210) 601-0266	✓								✓										
OCTO R LAGO	(210) 601-0266	✓		✓	✓															
QUATTUOR R LAGO	(210) 601-0266	✓								✓										
QUINQUE N LAGO	(210) 601-0266	✓																		
SETTE R LAGO	(210) 601-0266	✓			✓						✓									
TRES LAGO	(444) 444-4444	✓																		
TEST ONE	(888) 666-7777	✓				✓	✓	✓												
JOHN REVAMP	(210) 341-3101	✓																		
EIGHT SAMPLE		✓			✓															
ONE SAMPLE		✓																		
SIX M SAMPLE	(123) 456-7898	✓																		
ALPHA SANTANA	(787) 363-1181																			
BETA SANTANA	(787) 363-1181	✓		✓	✓	✓	✓							!	⚠					
JOE SMITH	(210) 341-3101	✓								✓										
JOHN M SMITH	(215) 767-7878	✓																		
ONE SMITH	(850) 699-9626	✓																		
THREE SMITH	(123) 457-8992	✓																		
TONY SMITH	(210) 341-3101	✓																		
SAMMY SUNG	(210) 555-5555	✓																		
JOHNNY TEST	(850) 699-9626	✓																		
TEST TWO	(666) 444-3322	✓								✓										

FIGURE 18: CASE MANAGEMENT PAGE

9.0 Administration

9.1 User Administration

From the User Administration page, which can be accessed under the Administration section of the menu bar, a Provider with the necessary Administration rights can look up and create new users, edit their rights, and label them as Providers or Administrators.

Adding a New User

If the Provider with Administration rights wishes to add a new user, they may enter their information on the "Details" tab, as shown in the figure below. The required fields in both the 'Details' and the 'Rights' tabs need to be filled out before clicking SAVE.

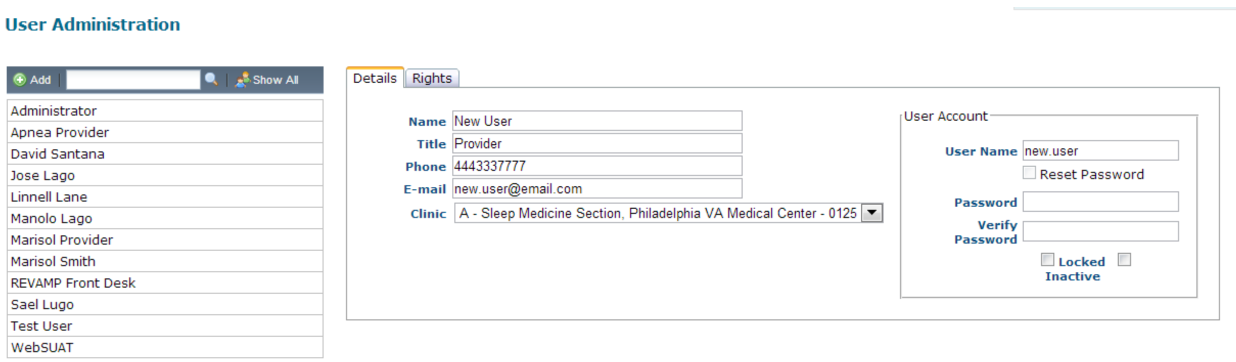


Figure 19: Adding a New User: Details Tab.

The required fields in the 'Details' tab are:

- Name
- E-mail
- Clinic
- User Name
- Password
- Verify Password

After entering all the information in the 'Details' tab and before the Provider can save the patient account, the Provider will need to select the 'Rights' tab and select whether the New User is a Provider or an Administrator, along with the New Users rights. Alternately, once the Provider has chosen the New User's Type, they can select "Load User Type Template" at the bottom of the "User Rights" section to load the default user rights.

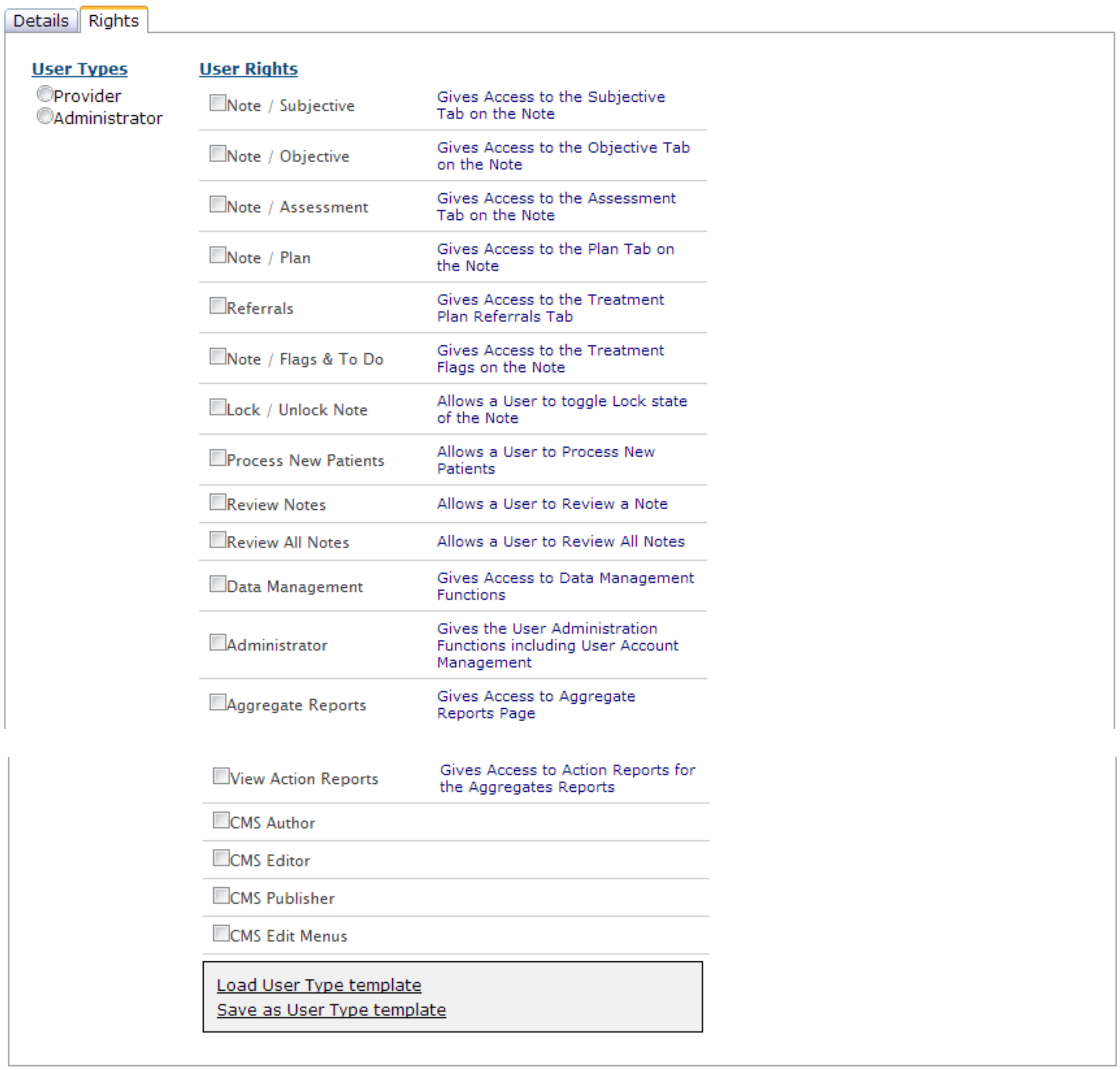


FIGURE 20: ADDING A NEW USER: SELECTING USER RIGHTS

9.2 Patient Portal Lookup

To Lookup a Patient's Portal Account, the Provider may select "Lookup Portal Account" in the Administration section of the menu bar, as illustrated in the figure below.

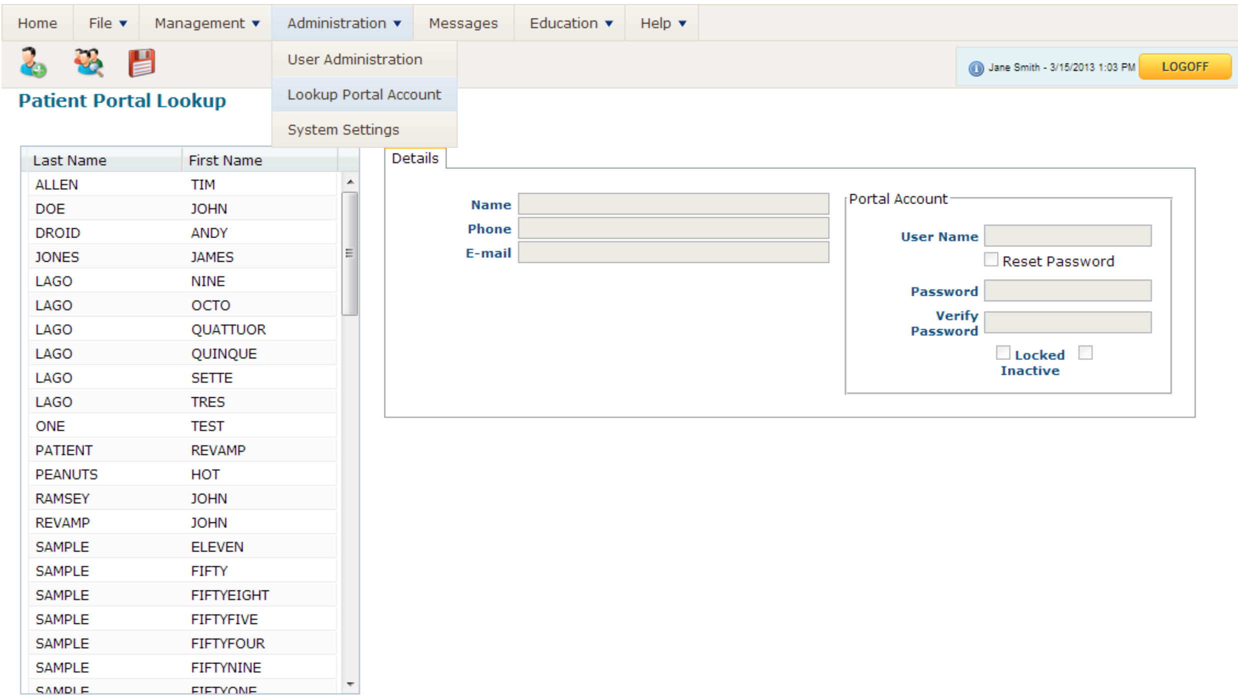


Figure 21: Patient Portal Lookup

To sort the patients, the Provider can click on the header of a column. This will allow the Provider to sort patient in alphabetical order increasing or decreasing. The Provider can also place the cursor on the right edge of a header. This will cause an arrow to appear. By clicking on this arrow the Provider is given the option to:

1. Sort Ascending
2. Sort Descending
3. Hide or display columns
4. Filter by keywords (Provider can type name or partial name of patient)

After finding the Patient, the Provider can click on the Patient's name and the Patient's information will appear in the right "Details" tab. Now the User can modify the Patient's portal account. The Provider can place a check in the 'Recent Password' box to enable the Password field. User can remove the check by the 'Locked' checkbox and click SAVE to unlock a Patient's account. The Provider can add a check to the 'Inactive' checkbox to designate an account as inactive. The account will then remain inaccessible until the checkmark is removed from the 'Inactive' box.

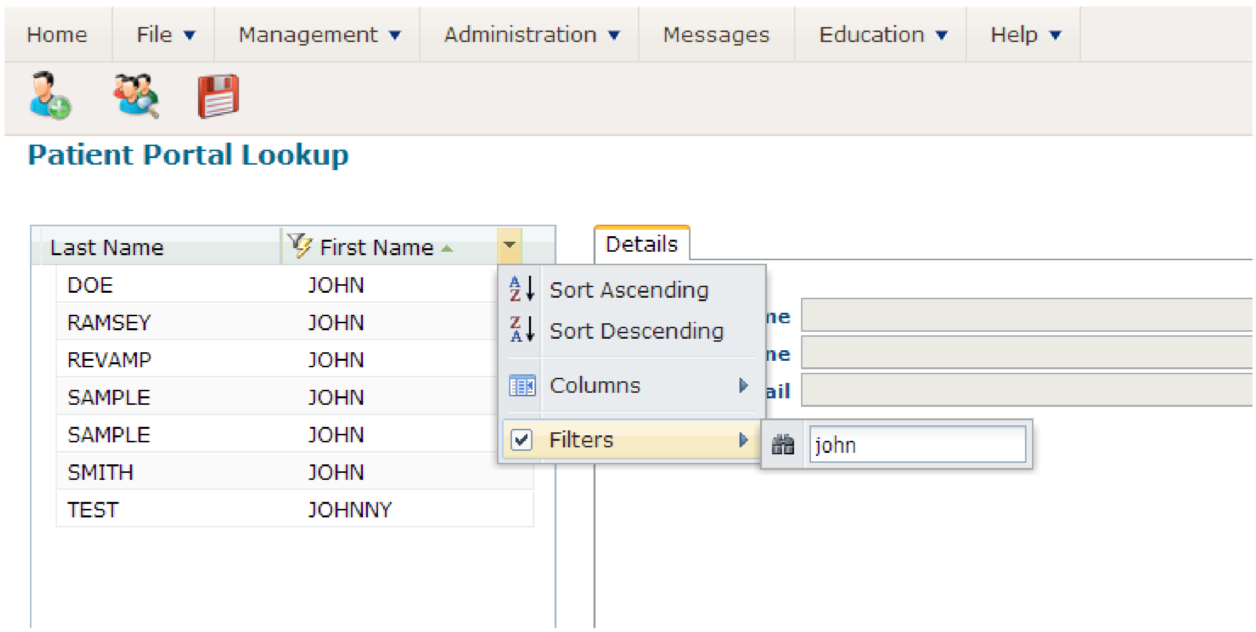


FIGURE 22: PATIENT PORTAL LOOKUP RESULTS

From this page, the Provider can reset the Patient Portal Account's password. The Provider can also Unlock/Lock and Inactivate/Activate a Patient Portal Account as well. If a Patient enters the incorrect password three times they will get locked out of their account. The Provider can unlock their account by clicking on the 'Locked' checkbox to remove the checkmark that appears in the box when locked, and then saving the changes. The Provider can place a checkmark in the 'Inactive' box to designate an account as inactive. This prevents anybody from logging on to the account.

9.3 SYSTEM SETTINGS

The System Settings section of the Application can be accessed through the Administration tab on the menu bar.

10.0 Messages

The Messages section of the Application allows for the Provider to contact the Patient, or other Providers, easily.

To access the Messages section, the Provider should click the “Messages” section of the Menu Bar. Figure 22 illustrates what will then appear.

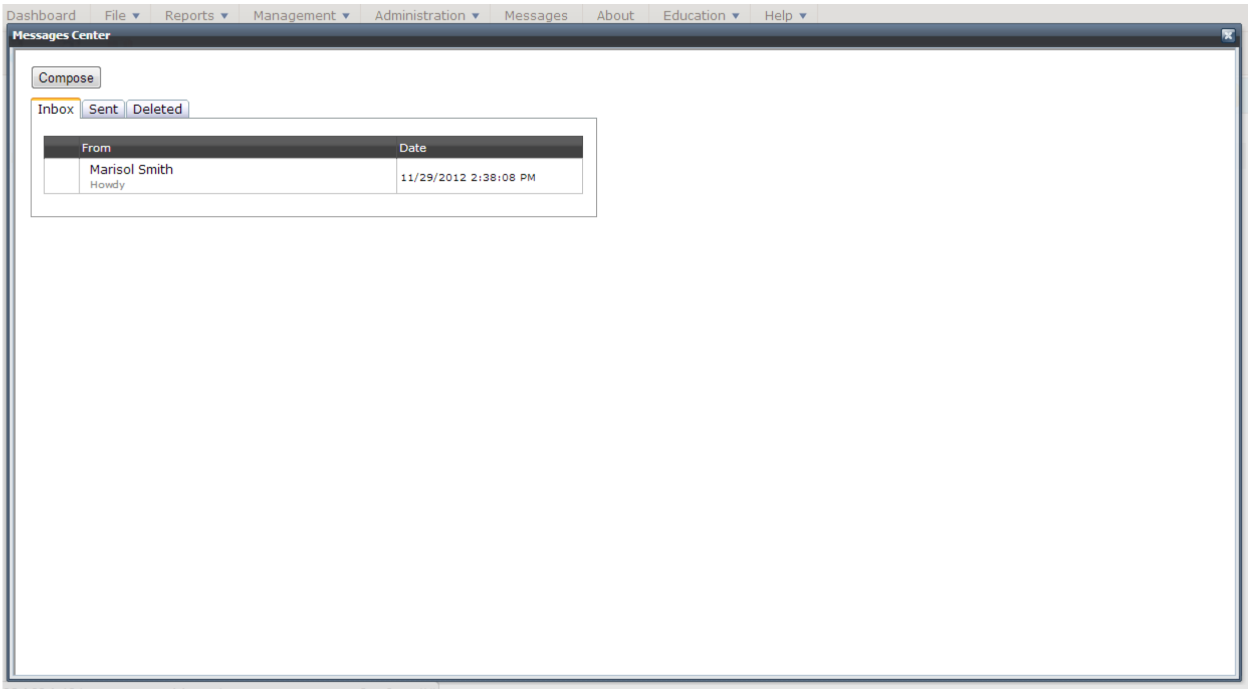


Figure 23: Messages Main Menu

The Provider can select Messages that he/she has already received, or, to compose a New Message, the Provider must click “Compose”. From there, the Provider can click “Select Provider” or “Select Patient” to select from a list of available Patients and Providers as a recipient. After selecting the Recipients, the Provider can click the “X” button on the top right of the pop-up to return to the message. The figures below show the “Compose Message” and “Select Provider” tools, respectively.

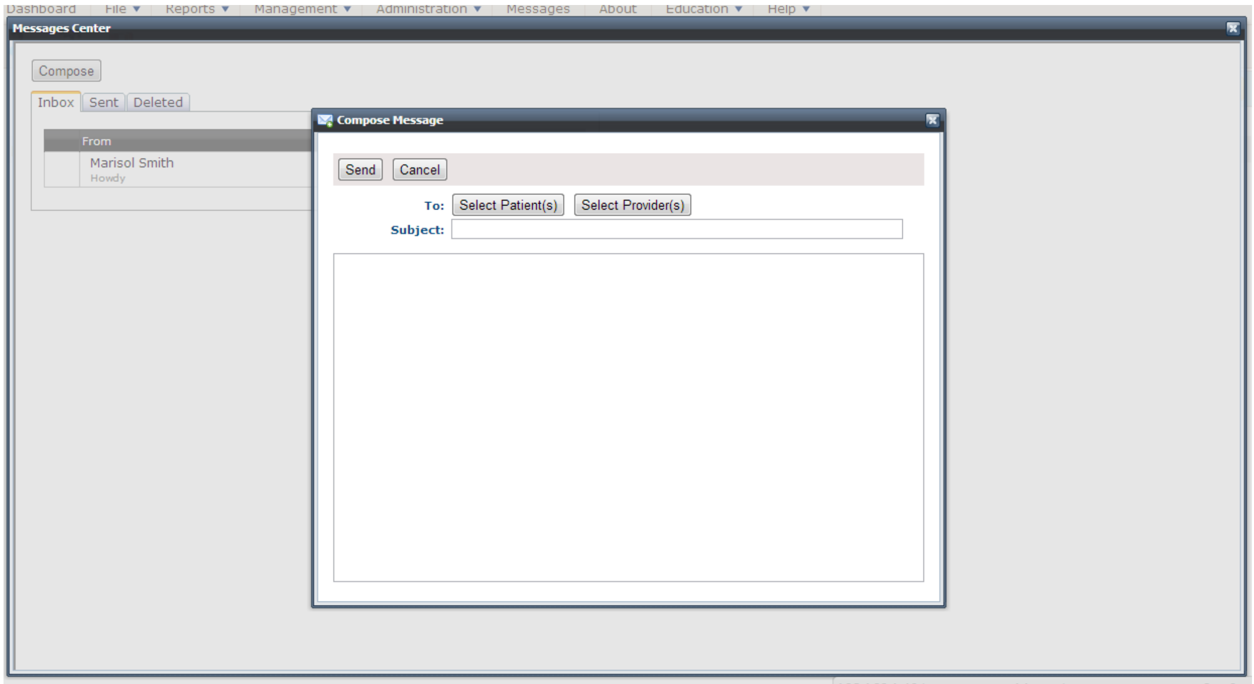


FIGURE 24: COMPOSE MESSAGE

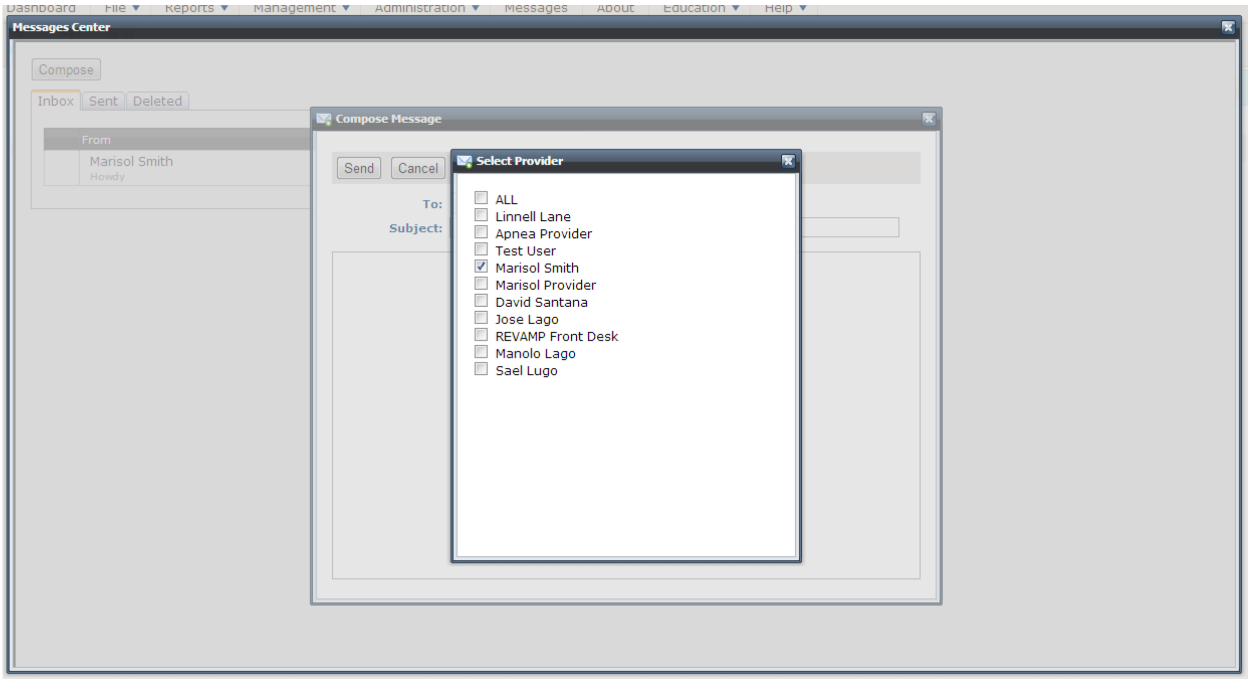


FIGURE 25: SELECT PROVIDER TOOL

After selecting the Recipients and entering the Message the Provider wishes to send, he/she may click “Send” to send it, or “Cancel” to cancel the entire Message.

When receiving a new Message, the Provider will see a red envelope next to their name on the top right of the web page.

11.0 HELP

The Help section on the menu bar of the REVAMP application features the User manual and tutorial videos to aid in using the application. The Provider can add pages and menu items to this section using the Content Management feature.