



Remote Veterans Apnea Management Portal Manual

Version 1.1

Powered by  Intellica

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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.

## 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.

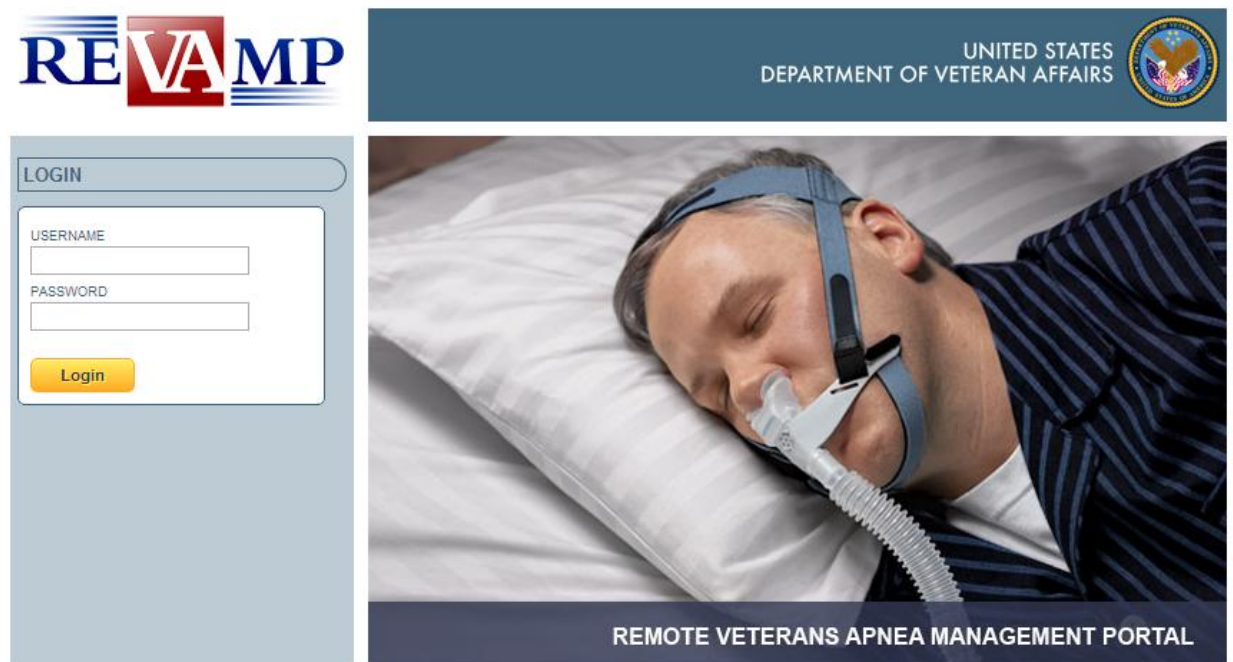
	Add New Patient
	Patient Lookup
	New Encounter
	Assign Assessments
	Save
	Close Patient

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

<https://revamp.vacloud.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.

**Required field.**

\* First Name   
Middle Initial   
\* Last Name   
\* SSN   
\* SSN Confirmation   
Address1   
Address2   
City   
State   
Postal Code   
Home Phone   
(including area code)  
Cell Phone   
(including area code)  
Is it OK to receive text messages? ☐ Yes ☒ No  
Work Phone   
(including area code)  
Which phone number would you like us to use to contact you?  
  
Date of Birth (MM/DD/YYYY)   
\* Gender   
Ethnicity ☐ Hispanic or Latino  
☐ Not Hispanic or Latino  
☐ Unknown ethnicity  
Race ☐ Black or African American  
☐ White  
☐ Asian  
☐ American Indian or Alaska Native  
☐ Native Hawaiian or Other Pacific Islander  
☐ Some other race  
☐ Unknown race  
Ethnicity/Race Source ☐ From Patient  
☐ Not From Patient  
\* Sleep Specialist   
Email   
OK to receive emails? ☐ Yes ☒ No

**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.**

The screenshot shows a tabbed interface with four tabs: 'Patient', 'Emergency Contact', 'Portal Account', and 'PAP Machine'. The 'Emergency Contact' tab is selected and highlighted with a yellow border. The form contains the following fields: 'Emergency Contact' (text input), 'Work Phone' (text input), 'Cell/Home Phone' (text input), 'Street Address' (text input), 'City' (text input), 'State' (dropdown menu), 'Postal Code' (text input), and 'Relationship' (dropdown menu).

**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.

The screenshot shows the same tabbed interface as Figure 3, but with the 'Portal Account' tab selected and highlighted with a yellow border. The form contains the following fields: 'Account Status' with checkboxes for 'Locked' and 'Inactive', 'User Name' (text input), a checkbox for 'Reset Account's Password', 'Password' (text input), and 'Verify Password' (text input).

**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. The Serial Number is the 'Flowgen serial number (CPAP)' field in ResMed data and 'DeviceSerial' in Philips data.

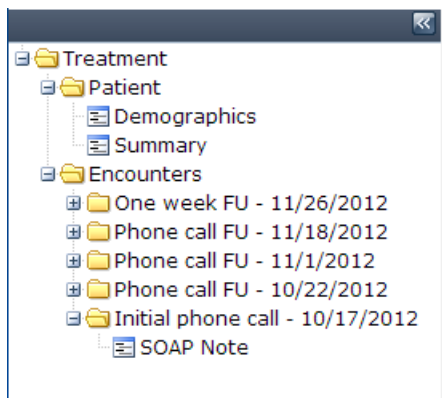
## 5.0 PATIENT SUMMARY PAGE

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

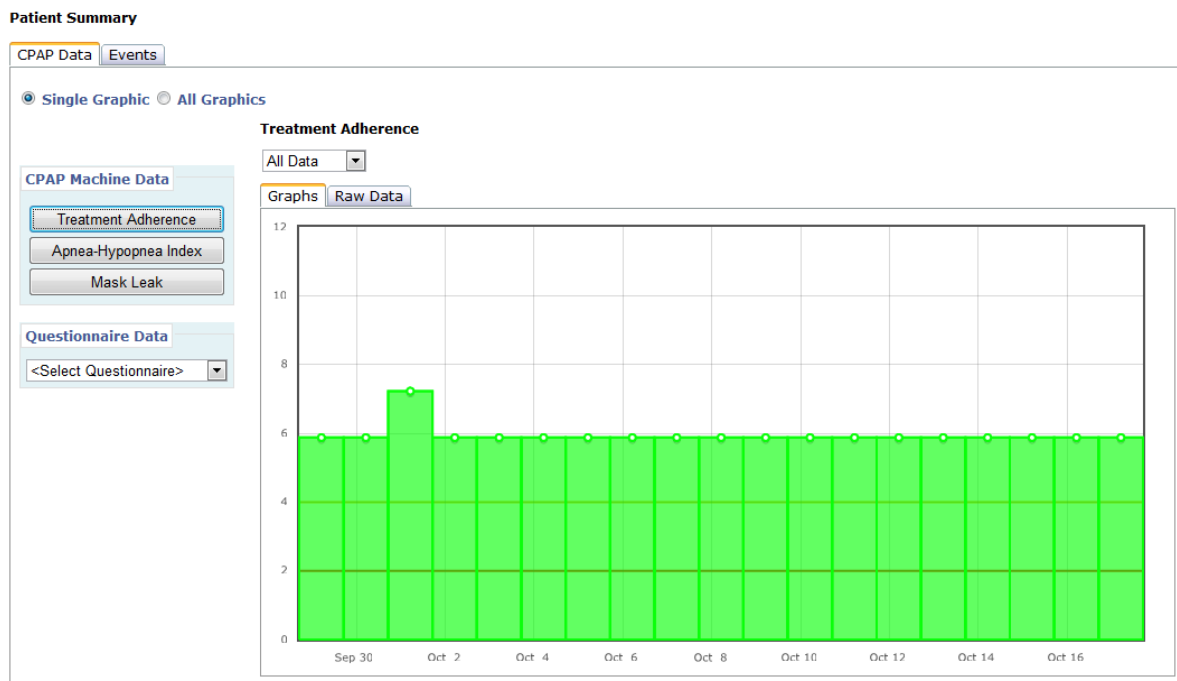
Portal. After the Provider has typed in the new password, he/she should click on the Save icon in the Menu bar to confirm the changes.

## 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 then update the status when done, while others 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.

Patient Summary

PAP Data | **Events**

Event	Scheduled Event Date	Status	Comments
Account setup		3/4/2013 ✓	
OSA video		3/4/2013 ✓	
Embletta training video		3/5/2013 ✓	
Baseline Questionnaires		3/5/2013 ✓	
Monitor mailed	3/5/2013	<input checked="" type="checkbox"/> 3/5/2013	
Monitor Received		<input type="checkbox"/>	
Initial phone call with nurse practitioner		<input type="checkbox"/>	
Process Indicator Questionnaires		✗	
CPAP Data		✗	
One Week FU Questionnaires		✗	
One Week Phone FU		<input type="checkbox"/>	
Process indicator questionnaires - WAI-SR, CSQ-8		✗	

**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.

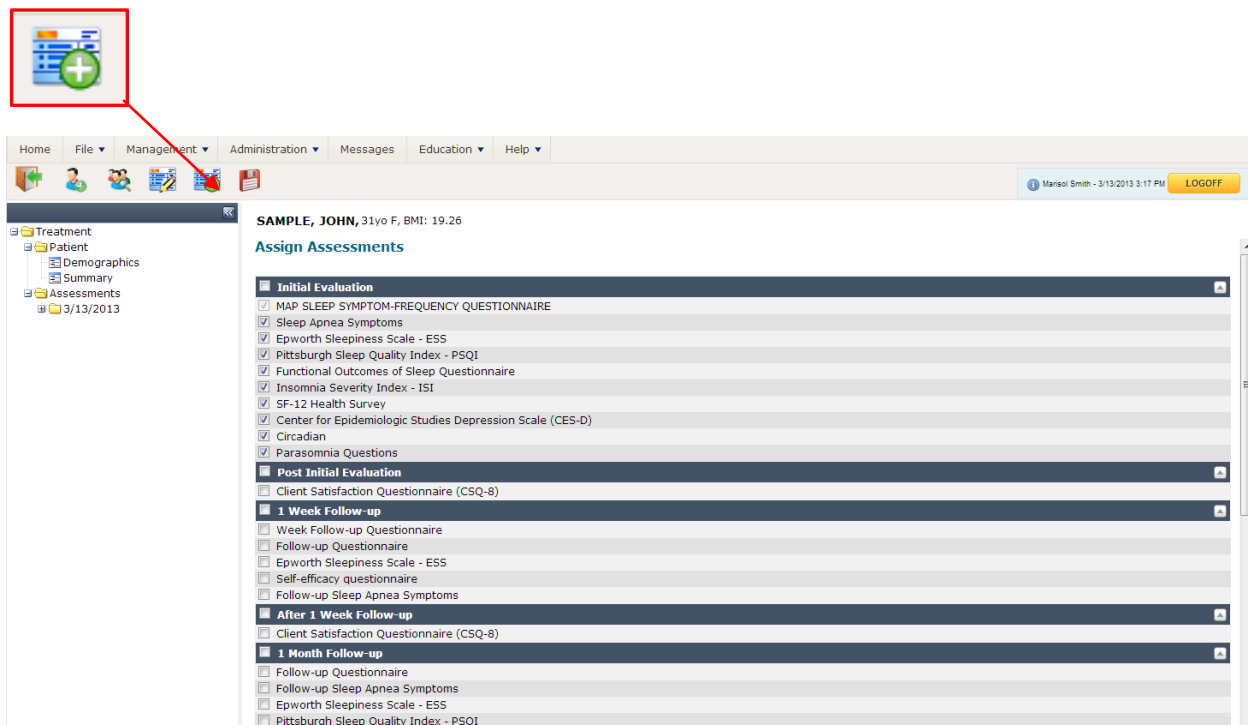
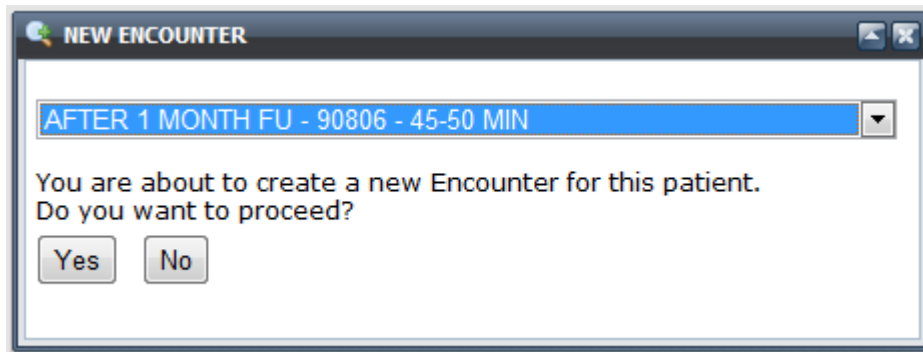


FIGURE 9: ASSIGN ASSESSMENTS



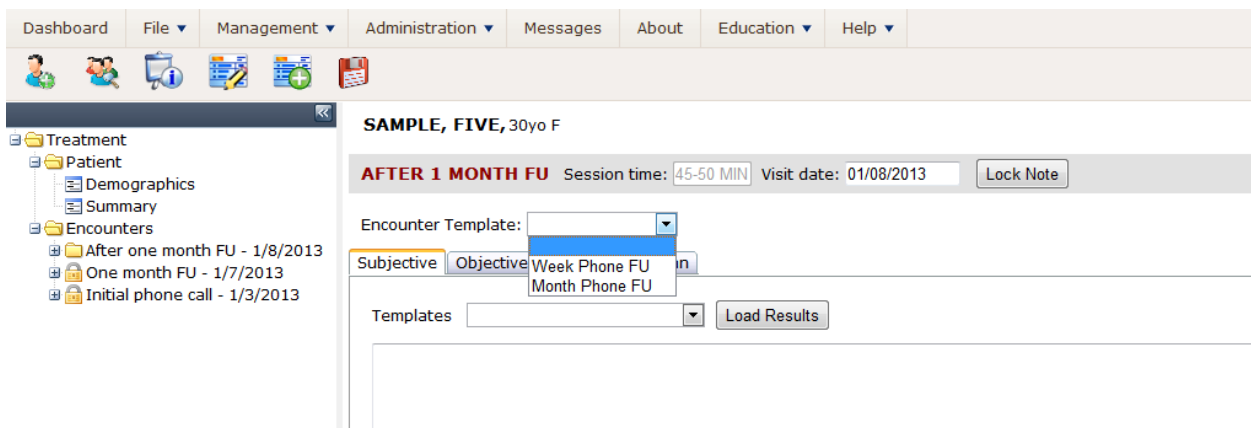
## 7.0 NEW ENCOUNTER

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.

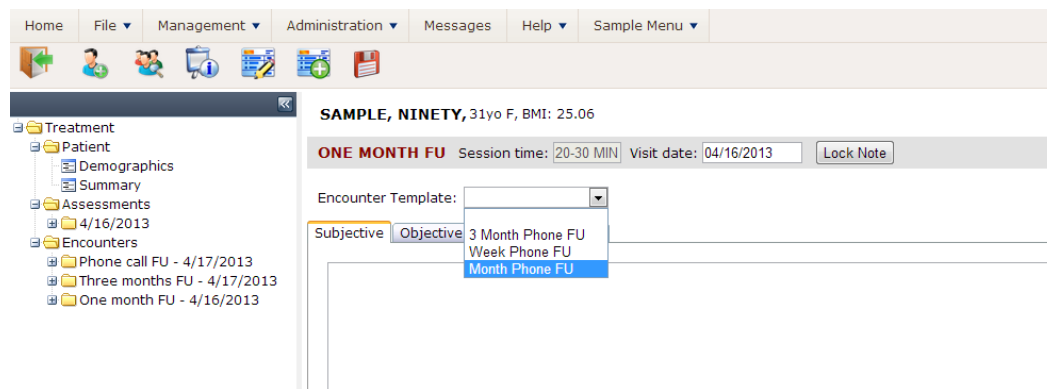
Providers can enter relevant data in the different sections of the note and save this data.

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.

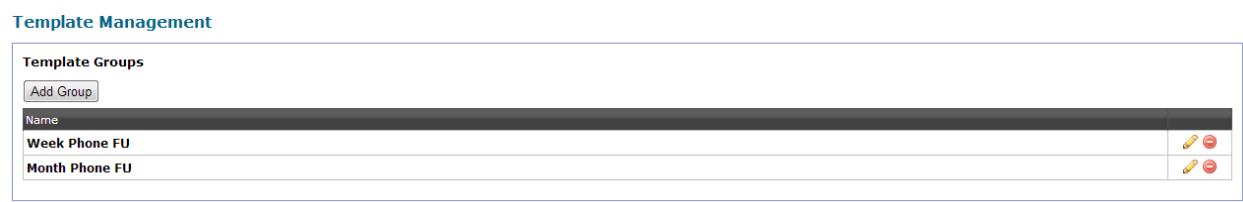








FIGURE 13: TEMPLATE MANAGEMENT PAGE

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.

### Template Management

**Template Groups**  
Add Group

Name	
3 Month Phone FU	 
Week Phone FU	 
Month Phone FU	 

**Template Type:**  
☒ SUBJECTIVE ☐ OBJECTIVE ☐ ASSESSMENT / PLAN  
  

Add Template

View Tags Reference



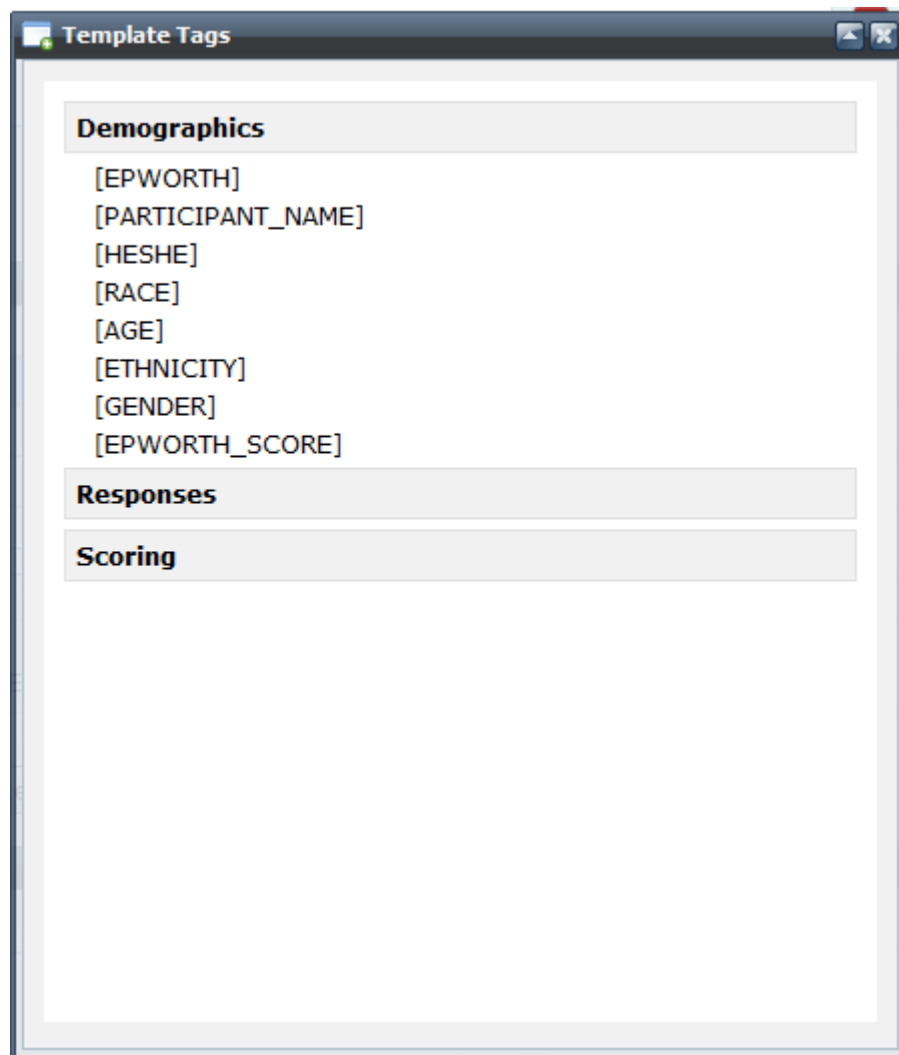
Name	Type	Template	
<input type="text"/>	SUBJECTIVE	<div></div>	 

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.

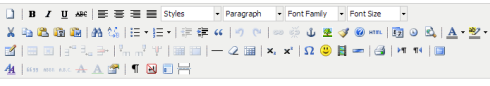
The figure below illustrates the Create/ Edit Page Contents page.

Create/Edit Page Contents

Create Page Edit Page Reset Contents

Title:

Author: Manolo Lago Status: Un-Published



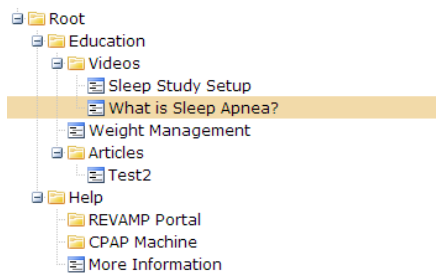
Path: p

**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.

## CMS Menu Editor



☒ Edit Menu Item
 ☐ Add Child Menu Item

Title:

Target Page:

Target Portal: ☐ Patient ☐ Provider ☒ Both

Sort Order:

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

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.

##### User Administration

The screenshot displays the 'User Administration' interface. On the left is a list of existing users: Administrator, Apnea Provider, David Santana, Jose Lago, Linnell Lane, Manolo Lago, Marisol Provider, Marisol Smith, REVAMP Front Desk, Sael Lugo, Test User, and WebSUAT. The main area is divided into two tabs: 'Details' (active) and 'Rights'. The 'Details' tab contains several input fields: 'Name' (New User), 'Title' (Provider), 'Phone' (4443337777), 'E-mail' (new.user@email.com), and 'Clinic' (A - Sleep Medicine Section, Philadelphia VA Medical Center - 0125). To the right of these fields is a 'User Account' section with 'User Name' (new.user), a 'Reset Password' checkbox, 'Password' and 'Verify Password' fields, and 'Locked' and 'Inactive' checkboxes.

**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.

Details
Rights

**User Types**
  
☐ Provider
   
☐ Administrator

**User Rights**

<input type="checkbox"/> Note / Subjective	Gives Access to the Subjective Tab on the Note
<input type="checkbox"/> Note / Objective	Gives Access to the Objective Tab on the Note
<input type="checkbox"/> Note / Assessment	Gives Access to the Assessment Tab on the Note
<input type="checkbox"/> Note / Plan	Gives Access to the Plan Tab on the Note
<input type="checkbox"/> Referrals	Gives Access to the Treatment Plan Referrals Tab
<input type="checkbox"/> Note / Flags & To Do	Gives Access to the Treatment Flags on the Note
<input type="checkbox"/> Lock / Unlock Note	Allows a User to toggle Lock state of the Note
<input type="checkbox"/> Process New Patients	Allows a User to Process New Patients
<input type="checkbox"/> Review Notes	Allows a User to Review a Note
<input type="checkbox"/> Review All Notes	Allows a User to Review All Notes
<input type="checkbox"/> Data Management	Gives Access to Data Management Functions
<input type="checkbox"/> Administrator	Gives the User Administration Functions including User Account Management
<input type="checkbox"/> Aggregate Reports	Gives Access to Aggregate Reports Page
<input type="checkbox"/> View Action Reports	Gives Access to Action Reports for the Aggregates Reports
<input type="checkbox"/> CMS Author	
<input type="checkbox"/> CMS Editor	
<input type="checkbox"/> CMS Publisher	
<input type="checkbox"/> CMS Edit Menus	

[Load User Type template](#)
  
[Save as User Type template](#)

**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.

Last Name	First Name
ALLEN	TIM
DOE	JOHN
DROID	ANDY
JONES	JAMES
LAGO	NINE
LAGO	OCTO
LAGO	QUATTUOR
LAGO	QUINQUE
LAGO	SETTE
LAGO	TRES
ONE	TEST
PATIENT	REVAMP
PEANUTS	HOT
RAMSEY	JOHN
REVAMP	JOHN
SAMPLE	ELEVEN
SAMPLE	FIFTY
SAMPLE	FIFTYEIGHT
SAMPLE	FIFTYFIVE
SAMPLE	FIFTYFOUR
SAMPLE	FIFTYNINE
SAMPLE	FIFTYONE

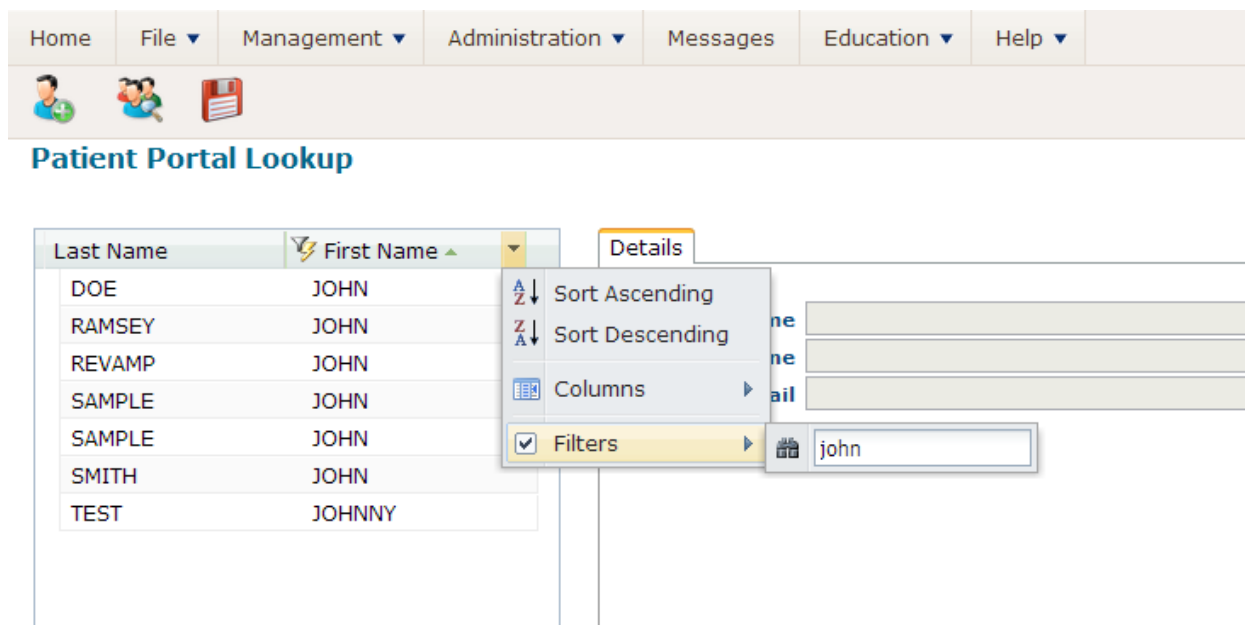
**Details**  
**Name**   
**Phone**   
**E-mail**   
**Portal Account**  
**User Name**   
☐ Reset Password  
**Password**   
**Verify Password**   
☐ Locked ☐ Inactive

**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.

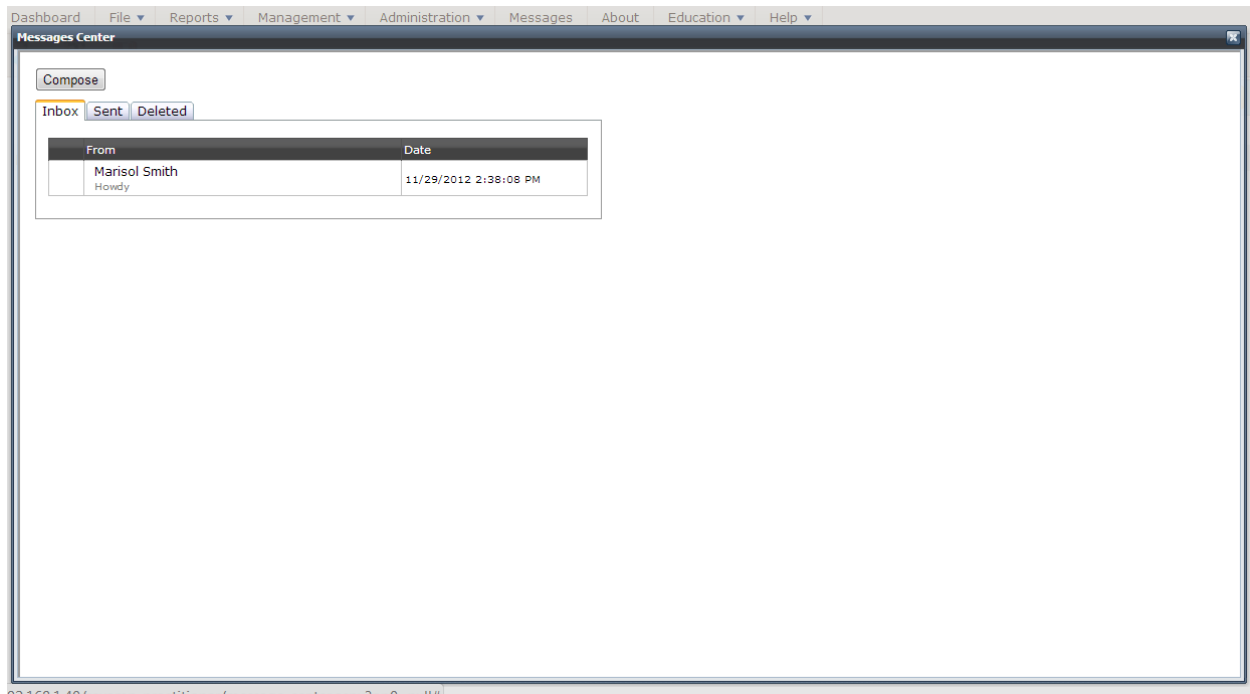
## 9.3 SYSTEM SETTINGS

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

## 10.0 MESSAGES

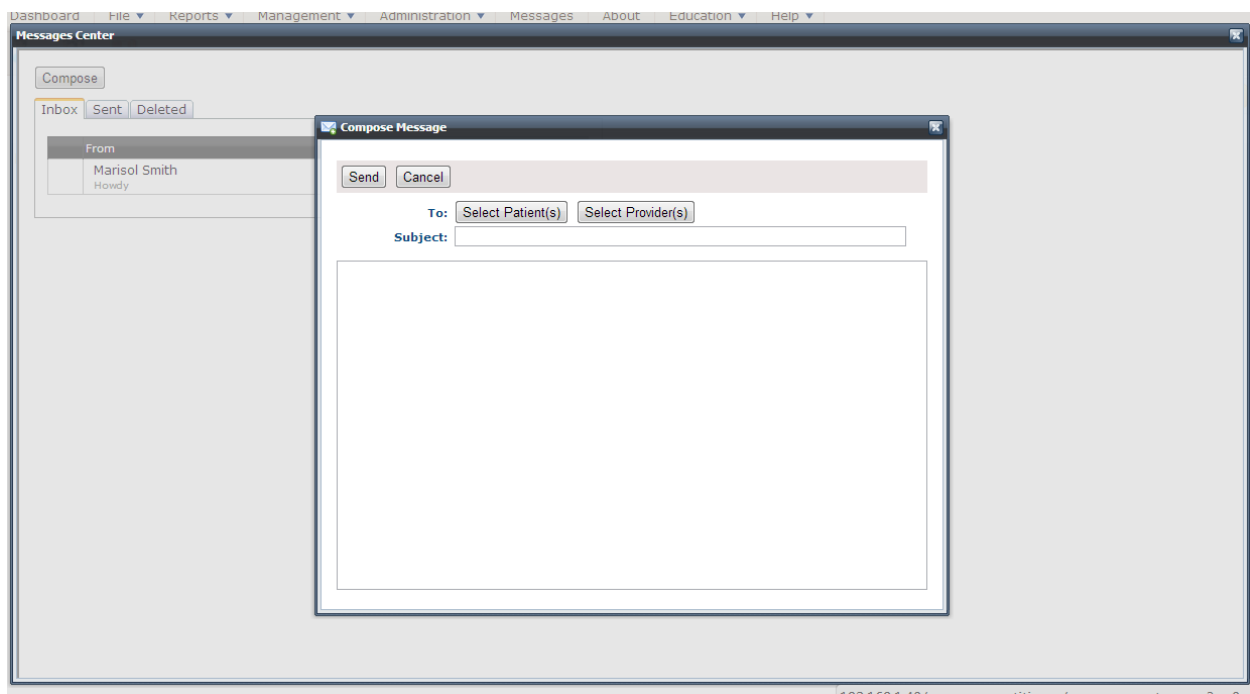
The Messages section of the Application allows for the Provider to contact the Patient, or other Providers, easily.

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

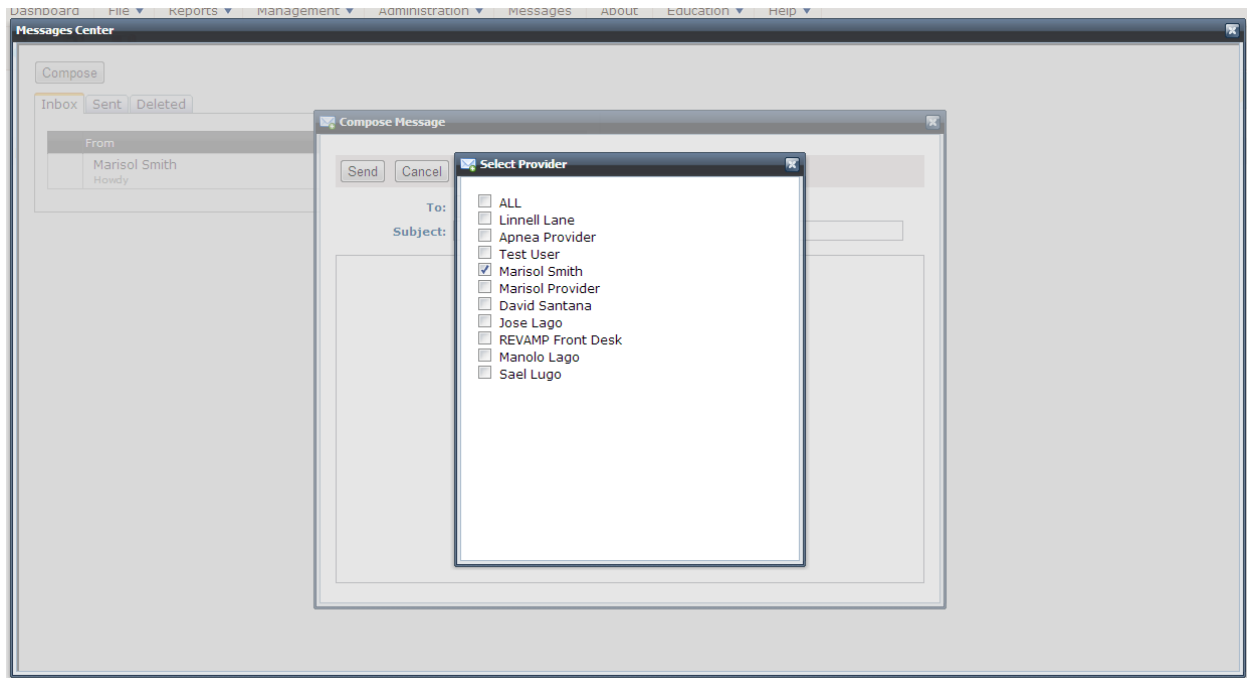


**FIGURE 23: MESSAGES MAIN MENU**

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.

## 12.0 TROUBLESHOOTING

### Issue:

No PAP Data in Patient's Graphical Hub

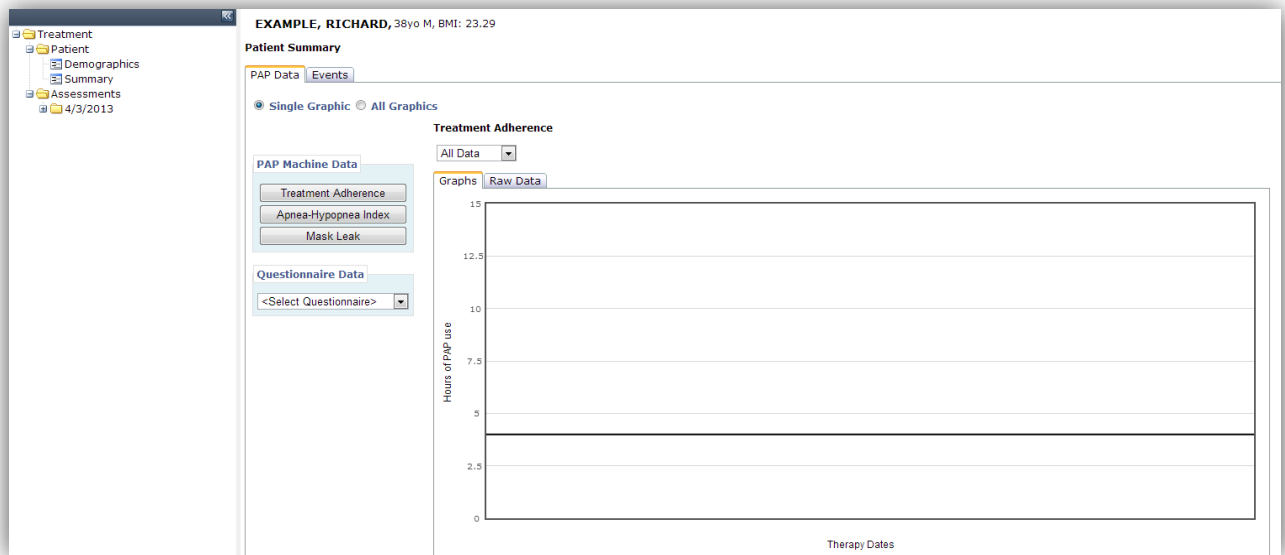


FIGURE 26 - NO PAP DATA PATIENT'S GRAPH

### Suggested Solution:

Verify serial number in PAP Machine tab (Patient's Demographics section in Treatment Tree)

The screenshot shows the 'PAP Machine' tab for 'EXAMPLE, RICHARD, 38yo M, BMI: 23.29'. The 'Serial Number' field is highlighted with a red box and contains the value '1234'. The 'Type of Unit' is 'Star 60', and the 'Manufacturer' is 'Philips'. The 'PAP Pressure Range' section shows 'Low Pressure' at 5 and 'High Pressure' at 20. The 'Mask Interface' section shows 'Mask Type' as 'Nasal'. The left sidebar shows the 'Treatment' tree with 'Patient' > 'Demographics' > 'Summary' > 'Assessments' > '4/3/2013'. Red arrows point to the 'Demographics' folder and the 'PAP Machine' tab.

FIGURE 27: PAP MACHINE SERIAL NUMBER

**Issue:**

Text not saving in tab for Encounter Note

The screenshot shows a medical software interface for a patient named RICHARD, 38yo M, BMI: 23.29. The left sidebar contains a tree view with folders: Treatment, Patient (Demographics, Summary), Assessments, 4/3/2013, Encounters, and Initial phone call - 4/4/2013. The main panel is titled 'INITIAL PHONE CALL' with session time '20-30 MIN' and visit date '04/04/2013'. It has a 'Lock Note' button. Below this is an 'Encounter Template' dropdown. The 'Subjective' tab is selected, and the 'Objective' tab is highlighted. The 'Assessment / Plan' tab is also visible. The 'Templates' dropdown is set to 'OBJECTIVE (from PAP data)'. The main text area is empty.

FIGURE 28: SOAP NOTE BLANK

**Suggested Solution:**

Make sure to click 'Save' for each tab.

The screenshot shows the same medical software interface as Figure 28, but with data saved in the 'Objective' tab. The 'Objective' tab is now selected. The main text area contains the following text: 'OBJECTIVE (from PAP data)', 'CPAP ADHERENCE DOWNLOAD', 'Date range: from: \_\_\_\_\_ to \_\_\_\_\_', 'Days with Device Usage: 80 days', and 'Days without Device Usage: \_\_\_\_ days'.

FIGURE 29: SOAP NOTE DATA SAVED










**Issue:**

Event changes not being saved.

**SAMPLE, THIRTYFOUR, 30yo M, BMI: 22.14**

Patient Summary

PAP Data Events

Event	Scheduled Event Date	Status	Comments	
Account setup		✓ 3/7/2013		
OSA video		✓ 3/7/2013		
Embletta training video		✓ 3/7/2013		
Initial Evaluation Questionnaires		✓ 3/7/2013		
Monitor mailed		<input type="checkbox"/>		
Monitor received		<input type="checkbox"/>		
Initial phone evaluation		<input type="checkbox"/>		

**FIGURE 30: EVENT CHANGES NOT BEING SAVED**







**Suggested Solution:**

Make sure to click save icon on far right for each event update. You must click the Save icon for the specific event you want to save; only that event will be saved thus User should only enter the data for one event at a time.

**SAMPLE, THIRTYFOUR, 30yo M, BMI: 22.14**

Patient Summary

PAP Data Events

Event	Scheduled Event Date	Status	Comments	
Account setup		✓ 3/7/2013		
OSA video		✓ 3/7/2013		
Embletta training video		✓ 3/7/2013	Patient had questions and clinic gave patient more information.	
Initial Evaluation Questionnaires		✓ 3/7/2013		
Monitor mailed	4/2/2013	<input checked="" type="checkbox"/> 4/4/2013	Monitor was mailed in the morning via FedEx overnight.	
Monitor received		<input type="checkbox"/>		

**FIGURE 31: EVENTS SAVE ICON ON FAR RIGHT**

## Issue:

Page has been added to a Menu but is not showing up in the Portals

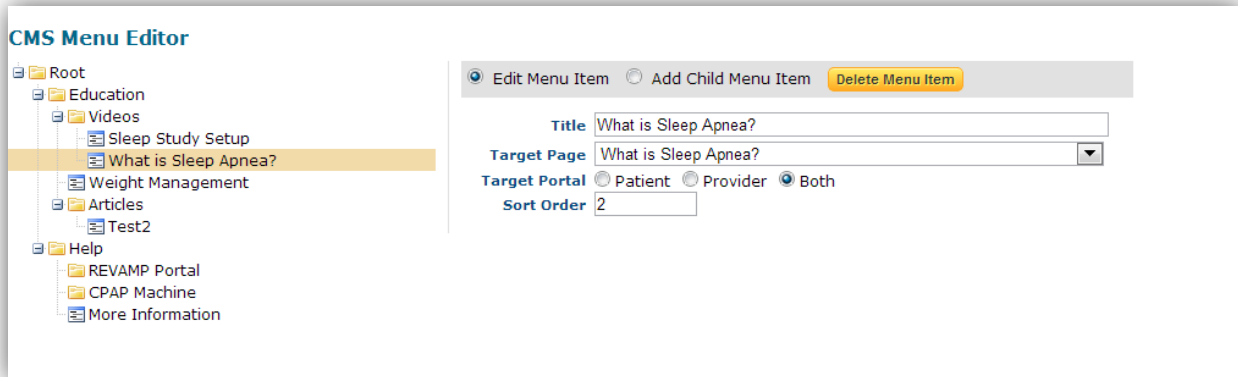


FIGURE 32: PAGE ADDED TO MENU BUT NOT DISPLAYING

## Suggested Solution:

Go to 'Edit Pages' and verify that the page is set to 'Published'.

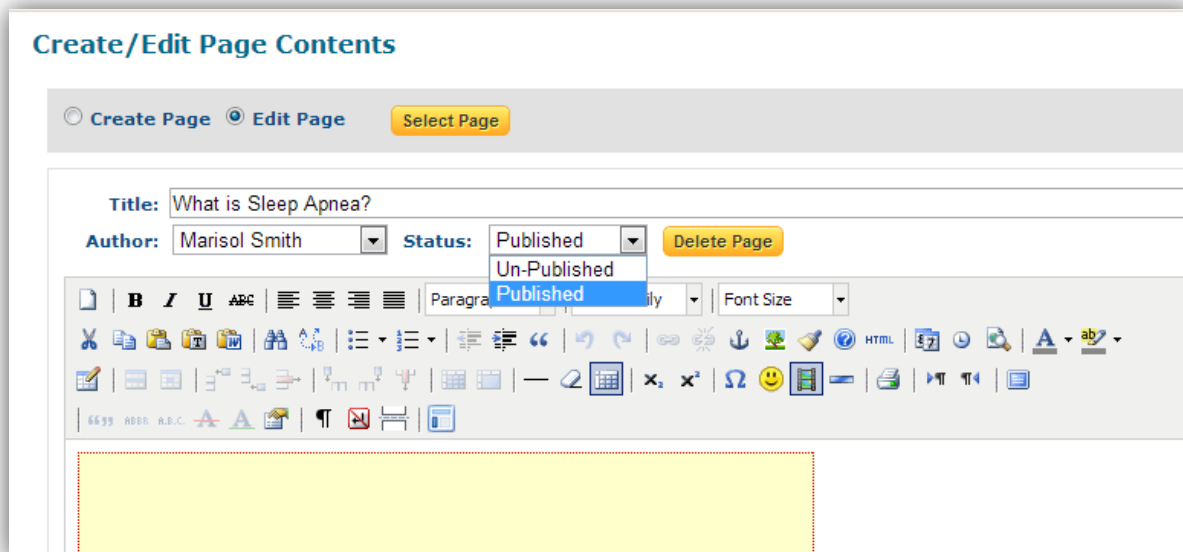
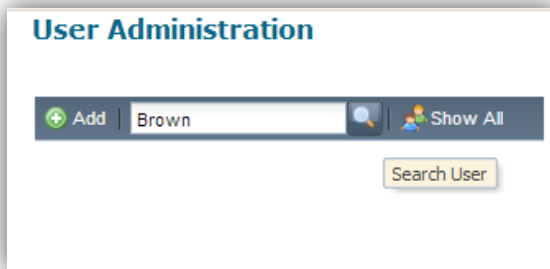


FIGURE 33: PUBLISHING PAGES

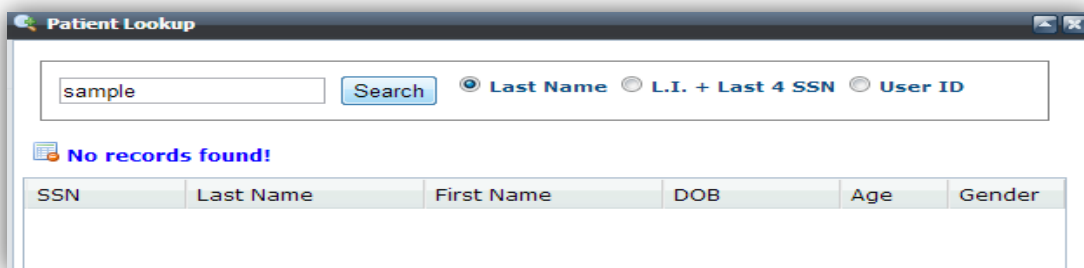
## Issue:

User cannot find Users and Patients from his/her clinic



The 'User Administration' window features a search bar with a green plus icon and a magnifying glass icon. The search bar contains the text 'Brown'. To the right of the search bar is a 'Show All' button with a person icon. Below the search bar is a 'Search User' button.

FIGURE 34: USER NOT FOUND

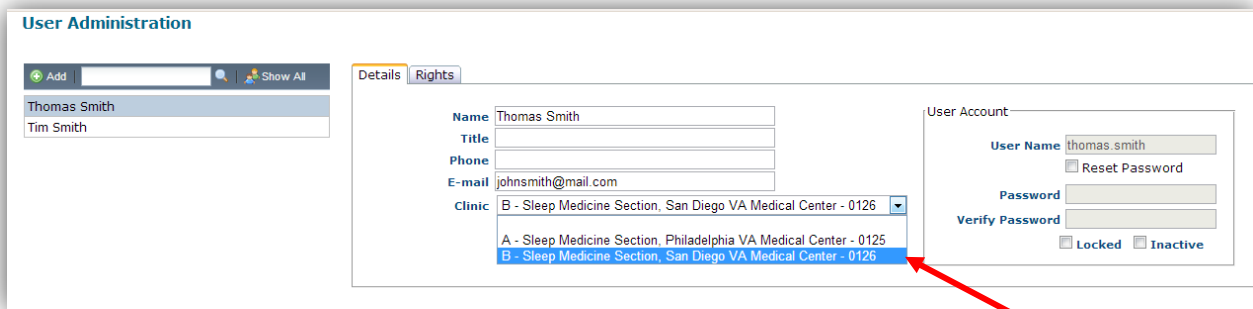


The 'Patient Lookup' window has a search bar with the text 'sample' and a 'Search' button. Below the search bar are three radio buttons: 'Last Name' (selected), 'L.I. + Last 4 SSN', and 'User ID'. Below the radio buttons is a message 'No records found!' with a red exclamation mark icon. Below the message is a table with the following columns: SSN, Last Name, First Name, DOB, Age, and Gender.

FIGURE 35: PATIENT NOT FOUND

## Suggested Solution:

Go to User Administration and verify that 'Clinic' field is correct. Users and patients displayed in application are filtered by clinic.

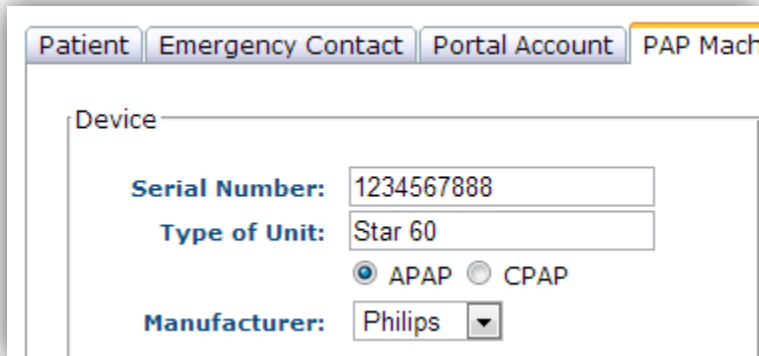


The 'User Administration' window shows a list of users on the left: Thomas Smith and Tim Smith. The 'Details' tab is selected, showing the following fields: Name (Thomas Smith), Title, Phone, E-mail (johnsmith@mail.com), and Clinic (B - Sleep Medicine Section, San Diego VA Medical Center - 0126). The 'User Account' section on the right shows: User Name (thomas.smith), Password, Verify Password, and checkboxes for Reset Password, Locked, and Inactive. A red arrow points to the 'Clinic' dropdown menu.

FIGURE 36: USER ADMINISTRATION CLINIC

### Issue:

Patient has been assigned wrong PAP Machine Serial Number

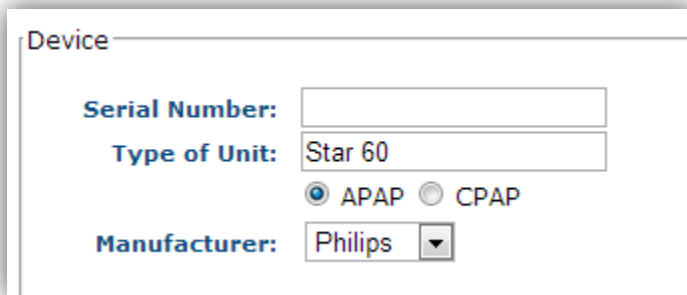


The screenshot shows a web application interface with four tabs: 'Patient', 'Emergency Contact', 'Portal Account', and 'PAP Machine'. The 'PAP Machine' tab is selected. Below the tabs is a section titled 'Device'. Inside this section, there are four fields: 'Serial Number' with the value '1234567888', 'Type of Unit' with the value 'Star 60', a radio button selection for 'APAP' (selected) and 'CPAP', and a 'Manufacturer' dropdown menu currently set to 'Philips'.

FIGURE 37: PAP MACHINE SERIAL NUMBER CORRECTION

### Suggested Solution:

Provider needs to delete all of the data in the graph, by deleting all characters from the 'Serial Number' field and clicking 'Save' with a blank field. Now all data will be removed from Patient's graphs. The Provider can then add the correct serial number.

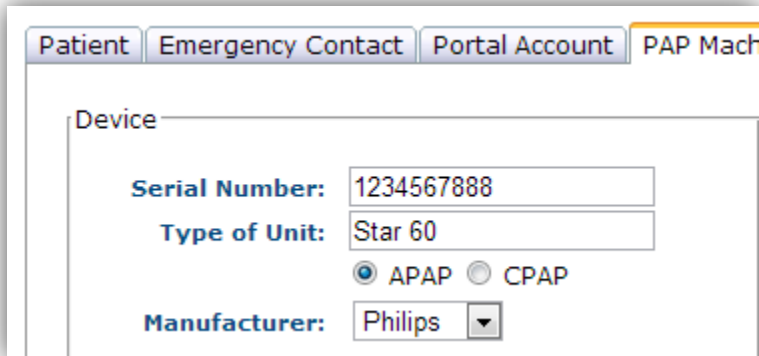


This screenshot shows the same 'PAP Machine' configuration form as Figure 37, but the 'Serial Number' field is now empty. The other fields remain the same: 'Type of Unit' is 'Star 60', 'APAP' is selected, and 'Manufacturer' is 'Philips'.

FIGURE 38: DELETING INCORRECT MACHINE

### Issue:

Patient's PAP Machine has broken and new PAP Machine needs to be assigned.

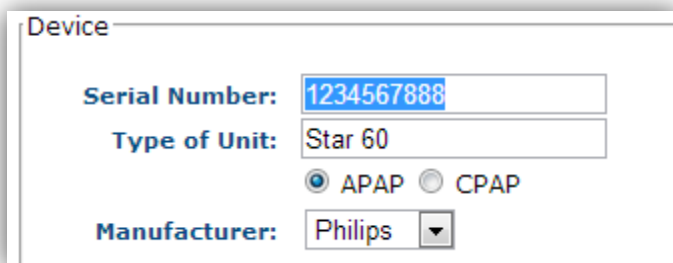


A screenshot of a web application interface for managing patient data. At the top, there are four tabs: 'Patient', 'Emergency Contact', 'Portal Account', and 'PAP Machine'. The 'PAP Machine' tab is currently selected and highlighted with an orange border. Below the tabs, there is a section titled 'Device'. Inside this section, there are four fields: 'Serial Number' with the value '1234567888', 'Type of Unit' with the value 'Star 60', a radio button selection for 'APAP' (which is selected) and 'CPAP', and a 'Manufacturer' dropdown menu showing 'Philips'.

FIGURE 39: PAP MACHINE REPLACEMENT

### Suggested Solution:

Provider needs to replace the older serial number with the new one, but without clearing out the previous data. To do this the Provider can simply highlight the older serial number and enter the new number to replace the old one. **Clicking save with a blank field is the only way to clear the old data**, but if the Provider simply replaces the serial number and then clicks save, the older data will remain and the new data will start coming in.



A screenshot of the same web application interface as Figure 39, but with the 'Serial Number' field highlighted in blue. The value '1234567888' is still present in the field. The other fields ('Type of Unit', 'APAP/CPAP', and 'Manufacturer') remain the same as in Figure 39.

FIGURE 40: ADDING NEW PAP MACHINE TO PATIENT

**Issue:**

The page is not loading. User is getting the following message: This webpage is not available or “server where this page is located is not responding”

**Suggested Solution:**

Verify that address is <https://revamp.intellica.us/va/> and not <http://revamp.intellica.us/va/> (it needs to be 'https' and not 'http').