DATA ENTRY AND SUBMISSION IN PTRACKER

Overview

To collect the data needed for the PMTCT Tracker (*PTracker*), the Nurses/Health Providers (End users) will be provided with either a Desktop, Laptop or Tablet Computer to record patient level data from existing patient Registers. Each user will have a unique username and password for accessing the system in order to record data. The computer/device is to remain plugged in and stored under lock and key within the health facility every day, including weekends. Each user will be held responsible for any damage done to the equipment while in his/her care.

The respective facility Nurse-in-Charges are responsible for overseeing the day-to-day use of *PTracker* equipment and ensuring that they are in good working order. Tablets and Laptops should be locked and secured and should only to be used for data collection and reporting purposes.

Keeping the computers, tablets and the data stored on them is of upmost importance because the devices may contain protected health information (PHI). In the event that a computer or tablet is lost or stolen, this has to be reported **immediately** to the supervisor to ensure that appropriate measures are taken. *PTracker* tablets are encrypted (encoded for security) so that if they are lost or stolen, the information stored on them cannot be retrieved and the tablets can be deleted remotely to ensure that any data are kept confidential. The tablets are protected by a password that will be given to each user after training. The passwords must NOT be shared with anyone else. See SOP on **GUIDING PRINCIPLES FOR USE OF PTRACKER EQUIPMENT.**

Data Sources for PTracker

Data obtained from the patient's registers are to be entered into the computers/tablets. There will be five (5) types of electronic forms in the system:

1) **Patient Registration Form**- Used to register a client at ANC, L&D or at Post Natal Care.
2) **Antenatal Visit Form** – Used to record ANC1 and follow-up visits.
3) **Labour & Delivery (Maternity) Form**- Used to record a maternity event.
4) **Postnatal Visit Form**- Used to record a postnatal visit for a mother
5) **Infant Postnatal Visit Form**- Used to record a postnatal visit for an HIV exposed infant

To record information, the user must make use of data already recorded in the Patient Registers at their facility. Users together with the national PMTCT coordinator must ensure that the have the most recent revised registers in use at their facility before rolling out of *PTracker*. The data source for the respective *PTracker* Electronic forms are as follows:

Form	Source of data & version
Patient Registration	Demographic details contained in *either* • Antenatal Clinic/Care (ANC) Register (Rev.08/16) • Delivery Register (Rev. April 2016) • Mother Baby Follow up Care Register (Rev. 2012)
Antenatal Visit	Antenatal Clinic/Care (ANC) Register (Rev.08/16)
Labour & Delivery	Delivery Register (Rev. April 2016)
Postnatal Visit	Mother Baby Follow up Care Register (Rev. 2012)
Infant Postnatal Visit	Mother Baby Follow up Care Register (Rev. 2012)

Frequency of Reporting and Submitting Electronic Forms in PTracker

While data entry for *PTracker* is for <u>all</u> clients at ANC1 (first ANC visits) and at L&D, ANC and Post-natal care follow-up are only to be recorded for HIV positive clients and HIV exposed infants. In other words, <u>every</u> visit of HIV positive clients and their exposed infants are to be recorded and tracked in *PTracker* whereas universal reporting is required for all women, regardless of HIV status at first ANC and at L &D.

Users are expected to complete and submit forms of <u>all</u> clients in all in their respective registers at least **once every 24 hours**. For example, if a first ANC day occurs on a Monday all the data for first ANC visits collected that Monday should be recorded into the PTracker system by COB on Monday but **no later** than Friday of the same week. To minimize the potential interruption to patient work flow, It is recommended that data entry into *PTracker* occurs between 2pm and 4:30pm each day after patients have left the clinic.

Review of Data in PTracker

Data accuracy is one of the central attributes that define data quality. Correct data is critical for the success of *PTracker* and for PMTCT program improvement. The support staff will be responsible for reviewing the data entries on a regular basis so that any errors can be corrected quickly. Reviewing goes a long way in reducing data entry errors. During the beginning of data recording into *PTracker,* it is especially important that the support staff conduct thorough reviews of the records entered.

PTracker Software Upgrade

The most current version being used for national implementation is *PTracker* version 1.3.1. During the pilot and through the early stages of PTracker implementation, it is expected that we will find several bugs within the *PTracker* system that will need fixing to further improve the system. Users are therefore expected to document and report any errors or bugs they experience when using *PTracker* to the system administrator (see support section). Once errors are fixed or changes are made to the *PTracker* system, a newer released versions will be automatically available on desktops and laptops from the server. Manual download will be required for all *PTracker* tablets. Each user will be notified via the Whatsapp group, email or phone text messages of any errors or changes made to the system. *PTracker* Endusers

with the help of support staff will be responsible for completing automatic or manual download of new releases of the *PTracker* software after being notified of the upgraded version of *PTracker*.

Generating the PTracker ID

The *PTracker* ID will be unique for each pregnancy across the entire program. It will have a combination of the master facility list code (MFLC), the register label, the year and the register serial number. The basic element is the register serial number.

The formula will be as: 12345   A   17   0001

                                  MFLC   Register label   Year   Serial No.

Note:

The register label will vary depending on the entry point. If a client first encounter is ANC, the first register will be labeled "A", then "B", "C" and "D". For Labor and Delivery, it will be "L", then "M" and "N". For PNC, the labelling will start from "P" then "Q" and "R".

Example:

Based on the above rule, the PTracker ID for

- ANC visit entry point will be 12345**A**170001
- L&D visit entry point will be 12345**L**170001
- PNC visit entry point will be 12345**P**170001

See SOP on more details on **How to Generate PTracker ID in *PTracker* Manual**.

Unlocking the Computers and Tablets

Every device is secured with a passcode to prevent unauthorized access to the data stored on the device. The passcode to unlock the devices is **9315**, the user name is **ptracker.**

Access To PTracker Server

To access the PTracker server, you must enter the following address on your Web Browser's address bar, https://ptracker.mhss.gov.na this will load the *PTracker* Web Application and you will be required to login.

Login to PTracker

In order to login and access the *PTracker* system, you must have authorized user credentials for your facility or duty station. If you have not already been assigned the necessary credentials, ask your immediate supervisor at your facility to request system access from the system administrator by submitting a ***PTracker* User Access Request Form.**

Password Resets

In order to ensure security of the system, all issued user accounts are automatically deactivated after two months of non-use. To reset passwords for any of the following reasons:

   a. The user knows their password but wants to change it to something new.
   b. The user is unable to sign in and wants to reset their password
   c. The user has forgotten his/her password and is unable to sign in

Please use contact *PTracker* Support staff via Whatsapp, text or call by using the numbers below:

<div align="center">

081-467-3343   OR   081-467-3349

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When going on Leave

In order to ensure continued usage of *PTracker* within the facility, all users must provide adequate notice time in order for replacement and training arrangements to be made in timely manner. It is recommended that leave of absence notice be given at least 2 weeks prior to going on leave.

2 weeks or more prior to leave of absence:

   a) Work with facility supervisor to identify interim replacement.
   b) If interim replacement does not have *PTracker* access, Facility supervisor should request user access for interim replacement using the ***PTracker* User Access Request Form.**
   c) Notify *PTracker* coordinator of absence.
   d) Notify *PTracker* WhatsApp group.
   e) If interim replacement is not trained on *PTracker*, notify the *PTracker* coordinator to make training arrangements.

You are strongly cautioned against providing unauthorized access to anyone that has not been trained or sensitized to the *PTracker system*. Unauthorized use or access of *PTracker* is a violation of privacy and akin to negligence. Thus, it is punishable to the full extent of the law.

When a New Health Provider Joins The Health Facility

If this person is to be working with elements of *PTracker*, this person will need to be sensitized, trained and on boarded onto the *PTracker* system.

Before or on the date this person has joined the facility supervisor should;

   a) Notify PTracker support team of new user(s)
   b) If the new staff member will need training on *PTracker,* existing users can train new user.
   c) If multiple new users are at a facility, work together with the *PTracker* coordinator to train and onboard multiple new users.

d) Request user access & credentials using the **PTracker User Access Request Form**.

Remember existing PTracker users are <u>**NOT**</u> allowed to share access and credentials with anyone!!!

PTracker Support

For any helpdesk issues regarding the use of the PTracker System, internet connectivity and hardware, call the support numbers below, these are manned by the PTracker support team.

PTRACKER 1: 081-467-3343

PTRACKER 2: 081-467-3349

You can also make use of the WhatsApp forum by posting helpdesk issues on the MOHSS PTracker Whatsapp group. All users are encouraged to join the group for prompt support, announcements and assistance on the use of the system. Please note, this group is solely for PTracker support. Forwarded advertisements and other unrelated postings are not allowed on the group.

Additionally, for guidance on clinical practice in PMTCT, you can also make use of the nurse mentors, clinical mentors, PHC supervisors, PMTCT program Nurse Mentor, Kaarina Shaningwe.