

# HEALTH SYSTEM

WORKFLOW MATERIALS



# Remote Symptom Monitoring Model



## 1. Patients diagnosed and discuss treatment with Provider

- Provider Educate & Endorse the benefits of proactive reporting of symptoms through weekly at-home surveys



Nurse will "Send Data to Carevive" to create patient record in Carevive



## 2. Lay Navigator

- Enrolls patient in PROmpt®
- Educates about Remote Symptom Monitoring
- Ensures patient completes registration
- Assigns recurring survey schedule based on infusion schedule



## 3. Weekly patient completes symptom assessment

- Patient is notified whenever symptom assessments are due
- Patient completes remotely or in the clinic during routine treatments



## 4. Patient receives education

- Real-time, auto-generated Symptom-Self Management Plan



## 5. Alert notification of elevated symptom responses sent to message center

- Clinical Intervention to manage elevated symptom
- Documentation of Intervention recorded on Carevive Dashboard



## 6. Providers & Pharmacists

- Endorse program to patient
- Review ePRO and longitudinal trends
- Pharmacists may close alerts when speaking with patients

# Workflow



# **PR0mpt Self-guided Enrollment**

05  
18  
21

Go to **Patient Search** screen and search for patient record. **Click to Enroll** begins the process.

The screenshot shows the 'Patient Search' interface. At the top, there is a navigation bar with the following items: USA MITCHELL CANCER INSTITUTE, Admin Dashboard, Patient Search (highlighted), Notifications, Reports, Data, Settings, Users, Monitoring, USAMCI - ... (with a location pin icon), and Welcome Nadia (with a dropdown arrow). Below the navigation bar, there are two tabs: 'Patient Search' and 'Population Search'. The main search area contains several input fields: 'First Name' (containing 'scl'), 'Last Name' (containing 'test'), 'DOB (MM/DD/YYYY)' (empty), and 'MRN/Alt ID' (empty). There are also radio buttons for 'Gender' (Male, Female, Other) and a checkbox for 'Include deceased patients'. At the bottom right of the search area are two buttons: 'Register new patient' and 'Search'. Below the search area, there is a table with the following columns: Patient, MRN/Alt ID, DOB, Cancer Type, Enrollments, and Survey. The table contains one row with the following data: Patient: SCL test, MRN/Alt ID: MRN: 777666555, DOB: 01/01/1970, Cancer Type: Non-Small Cell Lung Cancer, Enrollments: Click to Enroll (with a red circle containing the number 1), and Survey: Assign Survey. Below the table, there is a link for 'View Assigned Surveys'.

You are starting the Carevive PROMpt® Guided Enrollment workflow for this patient.

Your patient will be asked a few questions to determine if they are a good candidate for Remote Symptom Management, using Carevive PROMpt®. If they are a good fit, they will then be shown a short video explaining the program, walked through how to enroll, and be given their first full survey to complete.

### Confirm reviewer assignments:

Primary Oncology Provider

**Primary Reviewer** A primary reviewer is required when enrolling in PROMpt™

Secondary Reviewer

Compliance Reviewer

Same as primary reviewer

### Options: ⓘ

Start first survey  Create survey schedule

Patient Preferred Language

Use default (English) ▼

### What method should we use for this patient?

- Take survey on this device.
- Scan a QR code to open it on another device.
- Send an Email with the survey link.
- Send a Text Message with the survey link.

Cancel

Start

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Carevive Systems ("Carevive," "we" or "us") owns and operates the website [www.carevive.com](http://www.carevive.com) ("the Site"). Carevive Systems also develops, operates and distributes certain software applications (Apps), which include hosted applications and applications for mobile devices and related service software (the "Service Software"). Carevive's automated software enables each patient to receive his or her own unique, personalized care plans that can be customized and edited by oncology physicians and nurses at each clinic visit, in a way that is not possible with either electronic medical records or care management software. To develop our care plans, our software generates automated, personalized symptom assessment and management guidance based on individual patient diagnosis, treatment, and risk. The Site, Apps and Service Software along with the communication tools, data collection and transmission, storage, analysis and reporting tools, functions and related services, are collectively referred to in this Privacy Policy as the "Service."

I have read and agree to the Terms & Conditions

English (US) ▾

DECLINE

ACCEPT

Immediately following the acceptance of the EULA, the patient will answer the two questions in the **Onboarding Survey**. This survey is designed to determine patient suitability into the PROmpt program.

Welcome

Sections

Welcome

Thank You

EXIT

**Are you getting cancer treatment here (now or in the future)?**

Yes

No

I don't know

**Do you have a computer, tablet, or smartphone?**

Yes

No

After selecting **Yes** for both questions, your patient moves on to watch a brief video to learn about PROmpt and answer whether they want to participate.

Watch this brief video to learn more about PROmpt

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**PROmpt**<sup>®</sup>  
Transforming the patient experience



**Welcome to Carevive PROmpt®! Your doctor will use this service to communicate and share important information with you about your care. Would you like to register so that you can use your computer, smartphone or tablet to view this information? \***

- Yes
- No



 **PREV**



**NEXT** 



**PROmpt** navigates patient to the **registration** page, where they will enter their contact information, choose a **Username and Password**, and choose which day of the week they prefer to take their weekly survey.

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**We need just a few more things in order to create your account.**

First, confirm your contact information and how you would like to be contacted:

I prefer email

I prefer text

I prefer both

Next, choose a username and password:

Username is required.

Password

Confirm Password

Finally, on what day of the week would you like to complete your questions:


Monday     Tuesday     Wednesday

Thursday     Friday

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**We need just a few more things in order to create your account.**

First, c  
contac



**Success!**

Next, c

Great job - you're now signed up for PROmpt. You will be able to provide weekly updates to your doctor about how you're feeling. Keep an eye out tomorrow and I'll send you some tips for using PROmpt and getting the most out of this free program.

The last thing to do is answer your first set of questions. Click 'Next' and I'll take you there now.

Finally  
quest

Thursday     Friday

After completing registration, the patient has successfully enrolled in PROmpt and will now complete their first survey.

After completing the questions and submitting the survey, the process is complete!  
Patient will receive a notification from PROMpt with tips for success.

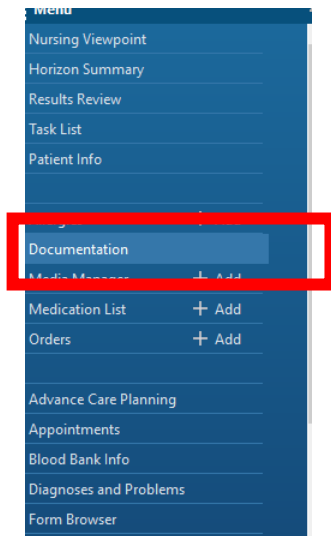
The screenshot shows a mobile application interface for a 'Core Assessment'. On the left is a dark sidebar with a 'Sections' menu containing: General Information, About You, Oral Treatment, Common Symptoms, Quality of Life, Physical Function, Other Symptoms, Unplanned Care, and Thank you. The main content area has a blue header with the title 'Core Assessment'. Below the header, there is a paragraph: 'Your answers to the following questions will help us plan your care. We ask everyone these questions, there are no right or wrong answers. It should take no more than 5 minutes to complete these questions.' This is followed by a smaller paragraph: 'Portions of this survey were derived from the National Cancer Institute at the National Institutes of Health in Bethesda, part of the PRO-CTCAE™'. The main question is 'Who is completing the survey?' with seven radio button options: Patient (Myself), Spouse or Partner, Adult child of the patient, Family member or relative (not the spouse or child), Friend, Paid caretaker, and Staff.

The screenshot shows an email notification with a white background and a thin border. At the top left, it says 'Dear [redacted]'. The main heading is 'Your registration for Carevive PROMpt® was successful!'. Below this is a paragraph: 'This free program provided by your doctor and designed specifically for cancer patients will help your doctors and nurses to know how you are doing in-between visits and help you to feel your best.' To the left of this paragraph is a circular profile picture of a woman with dark hair. Below the profile picture is the section 'CLARA's Helpful Hints' with a bulleted list: 'Keep your username and password handy' (with a sub-bullet 'Use a password manager or save them in your phone or a notebook you use often'), 'Remember to use your PROMpt magnet. Questions from your doctor will come once a week and your PROMpt magnet is a helpful reminder of which day.', 'Access your questions by clicking the link you receive in your text messages, email or both.', 'The questions can be completed from anywhere you use your mobile device (smart phone or tablet) or computer. Set aside at least 5 minutes.', 'It is important to answer every week even if nothing is bothering you or has changed.', and 'You will receive helpful information in a self-management document in PROMpt each time you answer questions. Use this to find helpful tips and resources to manage your symptoms.' Below the list is the text 'If you have questions or need help, reach out to us!' followed by two bullet points: 'Email: [promptsupport@carevive.com](mailto:promptsupport@carevive.com)' and 'Phone: 1-800-460-3790'. The next paragraph says 'We will reach out to you once a week from this email address ([notifications@carevive.com](mailto:notifications@carevive.com)) or this phone number (786) 254-0112. Save them to your favorites! See you soon!'. At the bottom center, it says 'If you received this in error, please disregard. Do not reply directly to this email.' The Carevive PROMpt logo is at the bottom right, with the tagline 'Transforming the patient experience'.

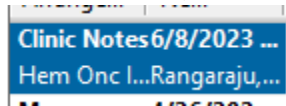
2 ways to check eligibility of patients/ Chart abstraction:

1. In IMPACT click patient from AMB SCH or search by name or MRN
2. Menu:

- a. Documentation



- b. Clinic Note: Hem/ onc ( select the newest note)



- i.
- ii. If there is not note there look at messages between Physicians, nurses, and social work.
- iii. Once clinic note is selected scroll down to **Impression and Plan:**

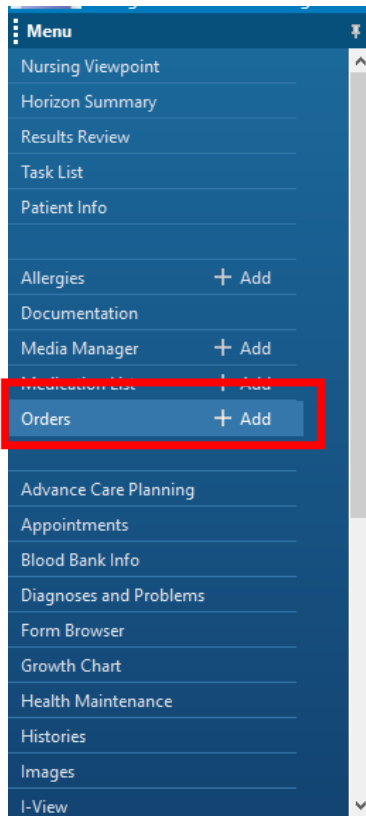
1. Example plan:

**Impression and Plan**

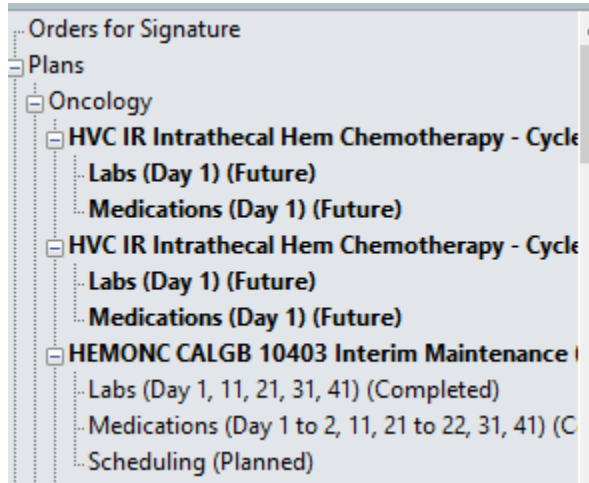
PLAN :  
- Follow up on NGS, FLOW  
- Likelt relaosted to OSA + Smoking-  
Follow up on OSA testing in july  
- RTC PRN  
- Will communicate results via portal

1. Menu:

- a. Orders:



2. Under orders there will be chemo start date and drug name:
  - a. Example:



# Remote Symptom Management Enrollment Checklist

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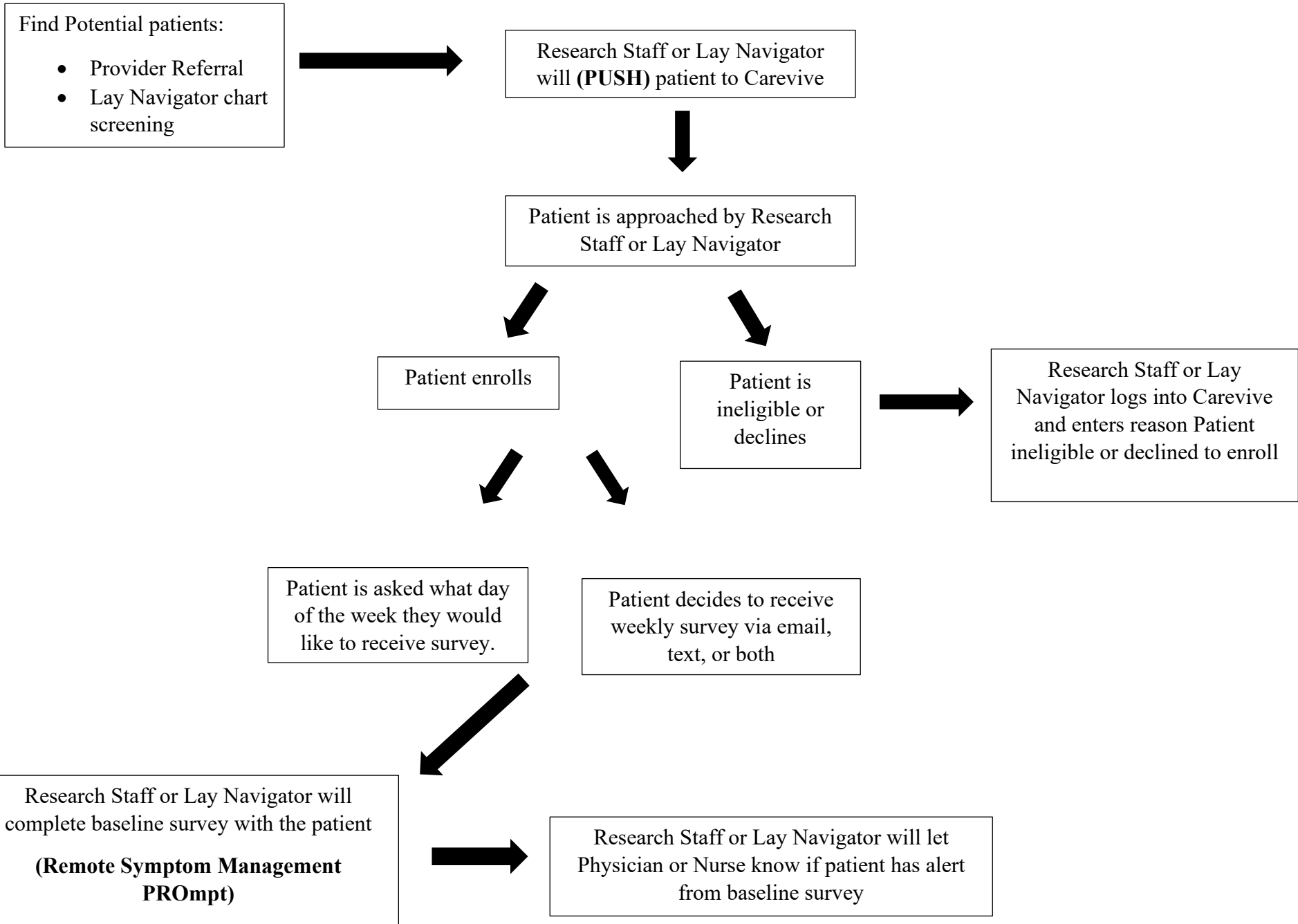
**Things You Will Need:**

- Script
- iPad for enrollment
- Patient Materials

RSM (PROmpt™) Checklist	Completed ✓
Push the patient to Carevive	
Enter the Primary & Compliance Reviewer	
Show the PROmpt™ information video to patient	
Give the patient: Patient Materials	
Choose to receive survey via email, text, or both for patient	
Create a username and password with patient	
Select the day the patient will receive survey weekly ( <b>No Fridays</b> )	
Give patient ( <b>Baseline</b> ) Remote Symptom Monitoring survey	
RSM Ineligible or Declined (PROmpt™) Patients:	
Push patient to Carevive	
Mark patient as Ineligible or Declined for Remote Symptom Monitoring	

Date: \_\_\_\_\_

# ePRO Process Diagram:



# Remote Symptom Monitoring Survey

## Script

Hello,

My name is [\_\_\_\_], I am a member of Dr. [\_\_\_\_]'s team. "As part of standard of care, UAB's Clinic is using a new tool called Remote Symptom Monitoring which is a home based symptom monitoring system. Dr. [\_\_\_\_] feels this is a great way to report your symptoms between visits which allows us to stay connected with you and know how you are feeling at home.

We will use this system to send you a survey via email, text, or both letting us know how you are feeling and if you have any symptoms. This is important because if you are not feeling well, we can address your symptoms quickly before they get worse. If you are feeling okay or there is nothing new, we still want to hear from you.

This system will also give you information about ways to manage your symptoms at home and our telephone numbers for who to call and when, if you need to contact us."

You will receive a survey one time a week for the next 6 months, at any time you feel this survey is becoming overwhelming for you, give us a call and we will remove you from receiving the survey.

Is now a good time to complete the survey?

- Yes (Proceed to Remote Symptom Monitoring Survey)
- No (STOP schedule a time to complete survey)
- Decline (STOP thank them for their time)

Do you have any questions for me?

[If Yes, answer questions then proceed to Thank you script]

[If No, proceed to Thank you script]

THANK YOU SCRIPT

**Thank you for your time and have a great day.**

**Goodbye.**

## Example Script for Overdue Surveys

*Hi (Insert pt name) this is (insert your name) calling from UAB with Dr. (insert Dr's. name) clinical team, just giving you a reminder call about your Remote Symptom Monitoring and Management survey, Dr. (insert Dr's name) just wants to stay connected with you between visits which allows us to stay connected with you and know how you are feeling at.*

*Are you having issues receiving the surveys?*

- Yes (Proceed to help Patient with issue)
  - Ask patient what they need help with and are there any questions
- No (Let the patient know you will send them another survey reminder)
- Declines to receives survey (Proceed to un-enroll and stop the survey schedule)

Thank you Script

Thank you for your time and have a great day!

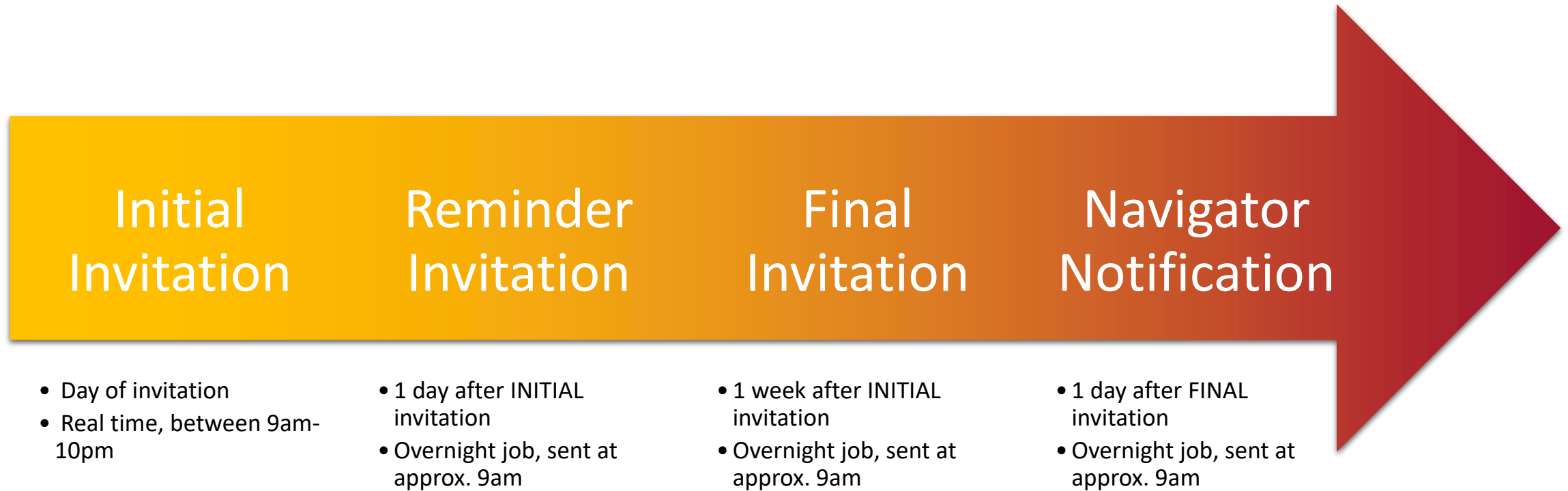
Goodbye.



## **Example Script for calling patient to remind them about surveys:**

*Hi (insert patient name) this is ( insert your name) calling from (Dr. \_\_\_\_\_) office just giving you a follow up call to see if you had any issues with completing weekly surveys. (Dr.\_\_\_\_\_) just wants to make sure that she/he stays connected with you in between visits which allows us to stay connected with you and know how you are feeling at home.*

# Additional Enrollment Reminders and Non-Clinical Notifications



# Additional Survey Reminders and Non-Clinical Notifications

