CERNER/ CARVIVE MATERIALS

Training materials for a successful implementation for Practices

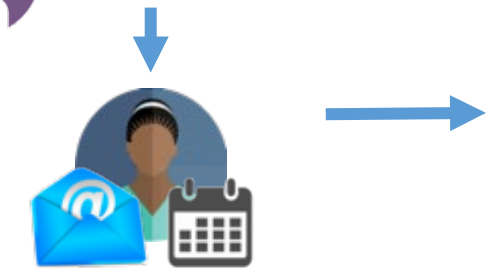
HEALTH SYSTEM

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

carevive

PROmpt
Self-guided Enrollment

05
18
21

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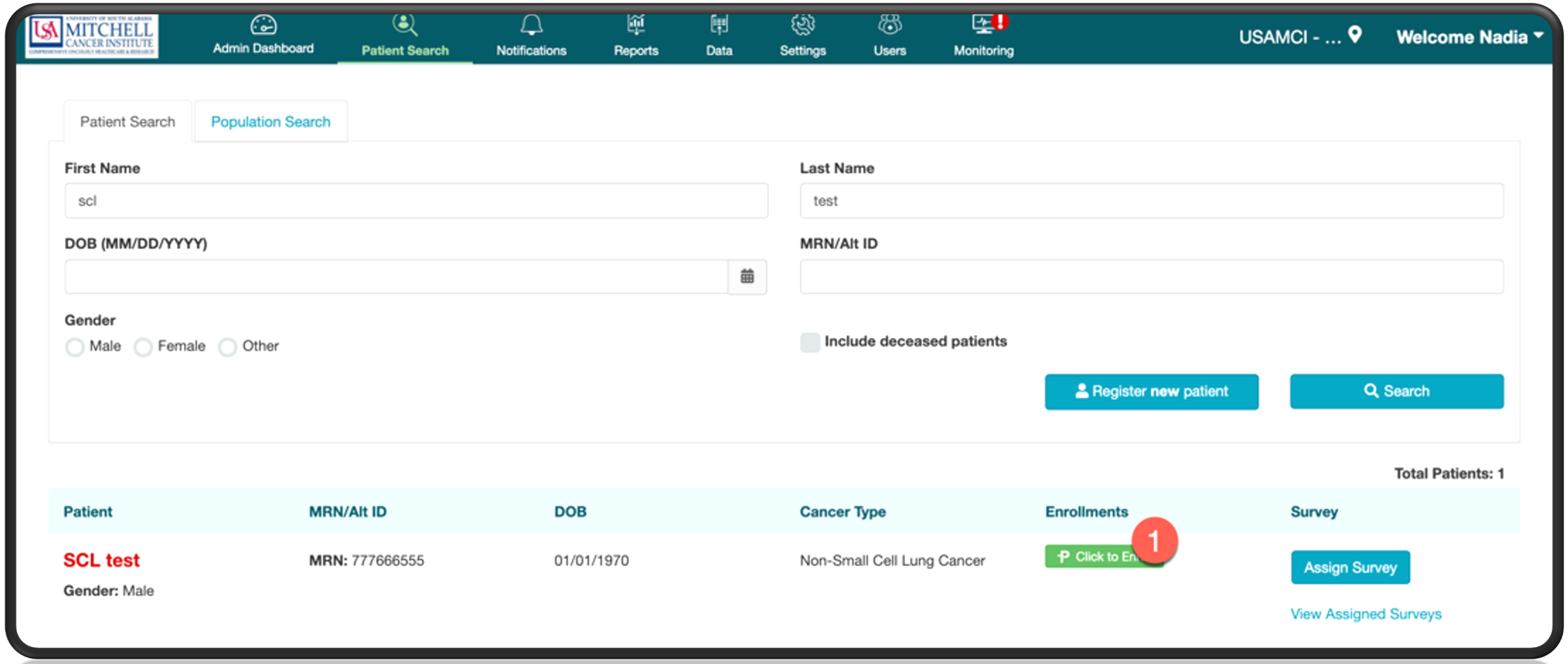
Go to Patient Search screen and search for patient record. Click to Enroll begins the process.



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Carevive PROmpt® Guided Enrollment Workflow

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

--Please Select--

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

Carevīve PROmpt® Terms & Conditions

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This website and application is operated by Carevive Systems

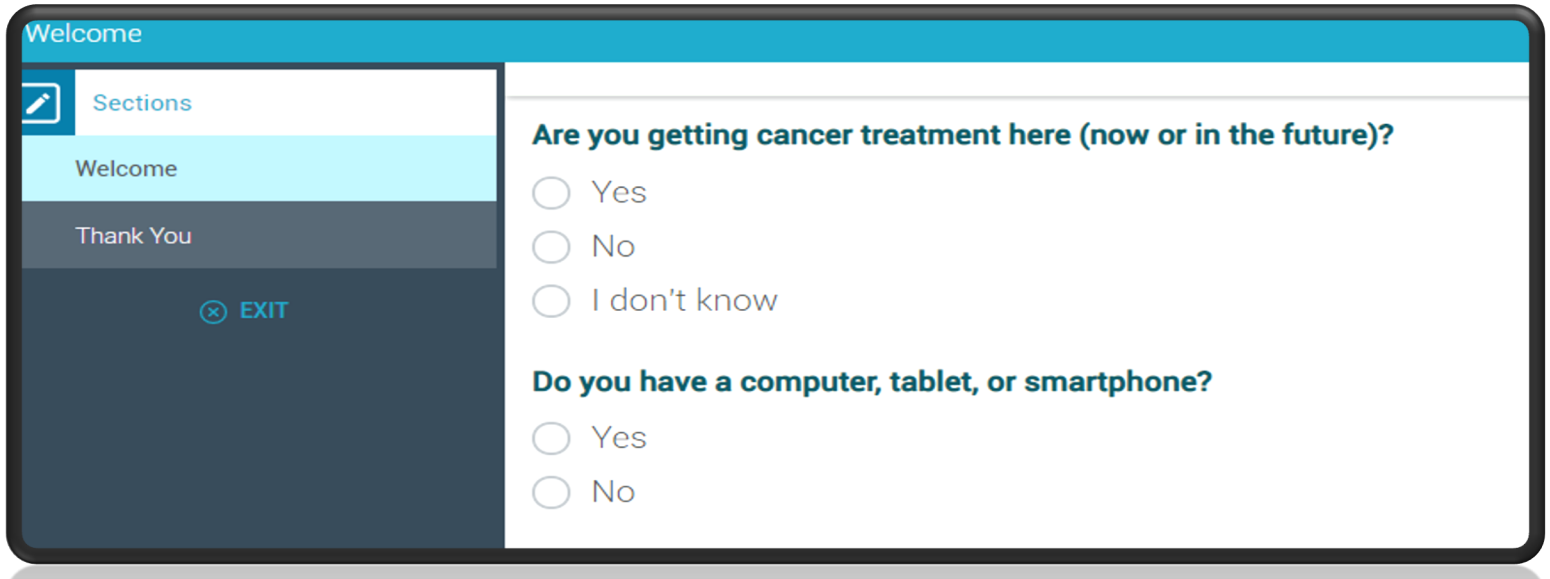
Carevive Systems ("Carevive," "we" or "us") owns and operates the website www.carevive.com ("the Site"). Carevive Systems also develops, operates and distributes certain software applications (Apps), which include hosted applications and applications for mobile devices and related service software (the "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.



.

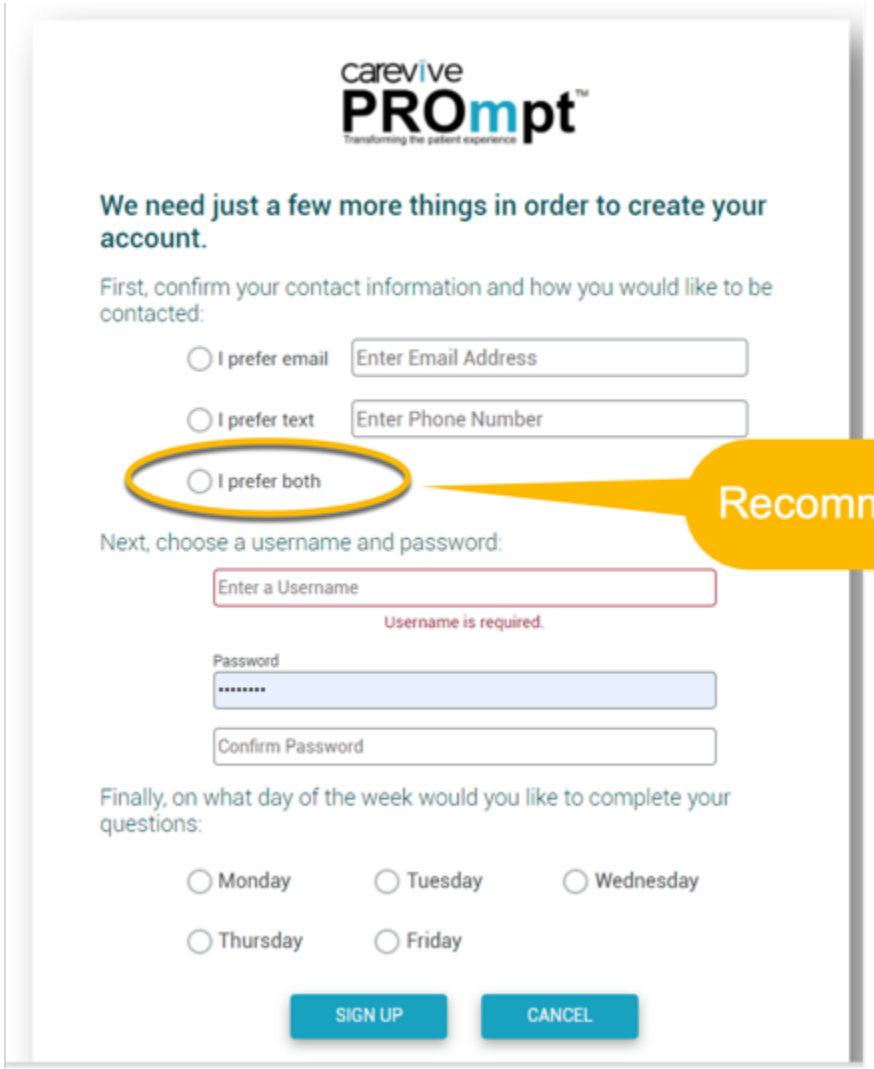
After selecting **Yes** for both questions, your patient moves on to watch a brief video to learn about PROmpt and answer whether they want to participate.

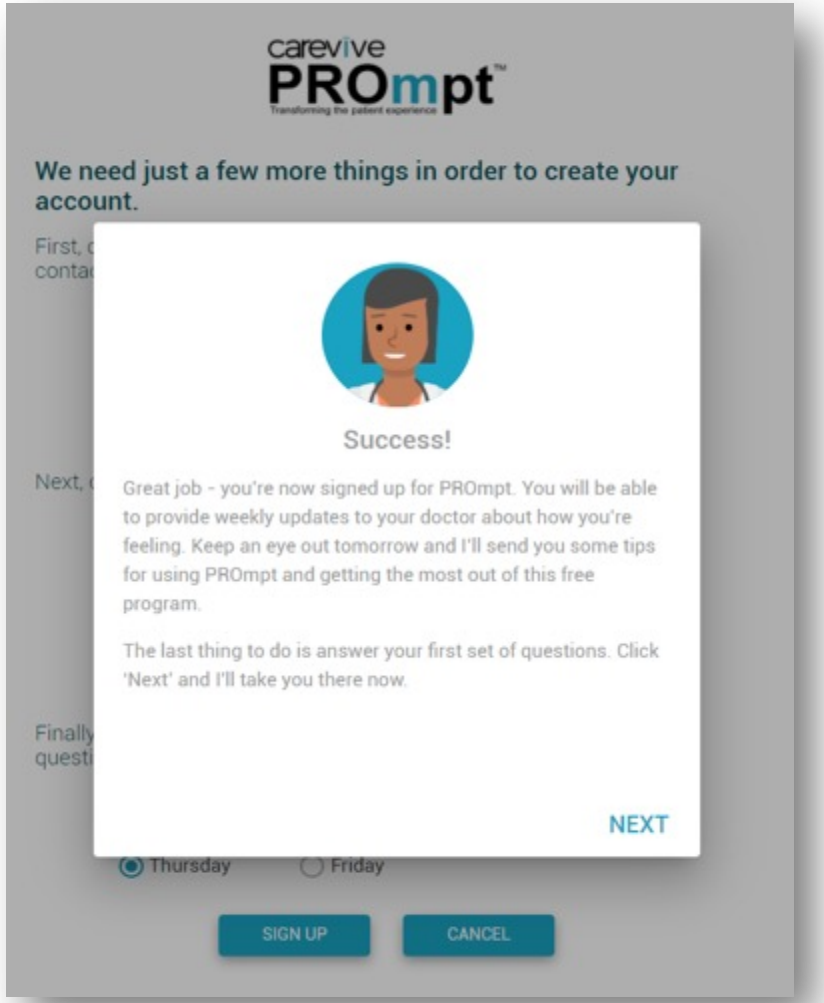
Watch this brief video to learn more about PROmpt

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

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.

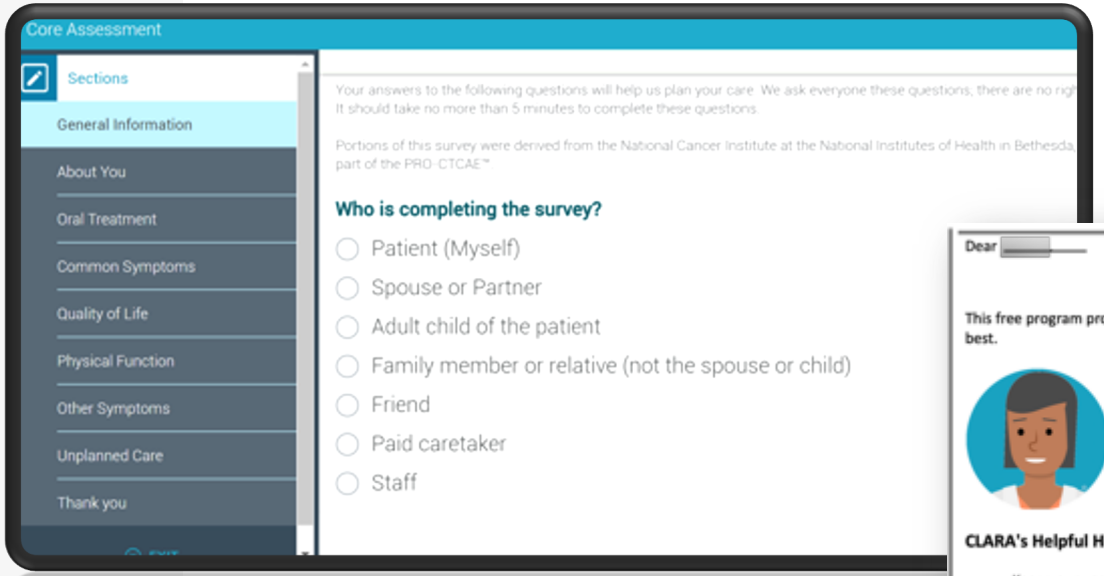


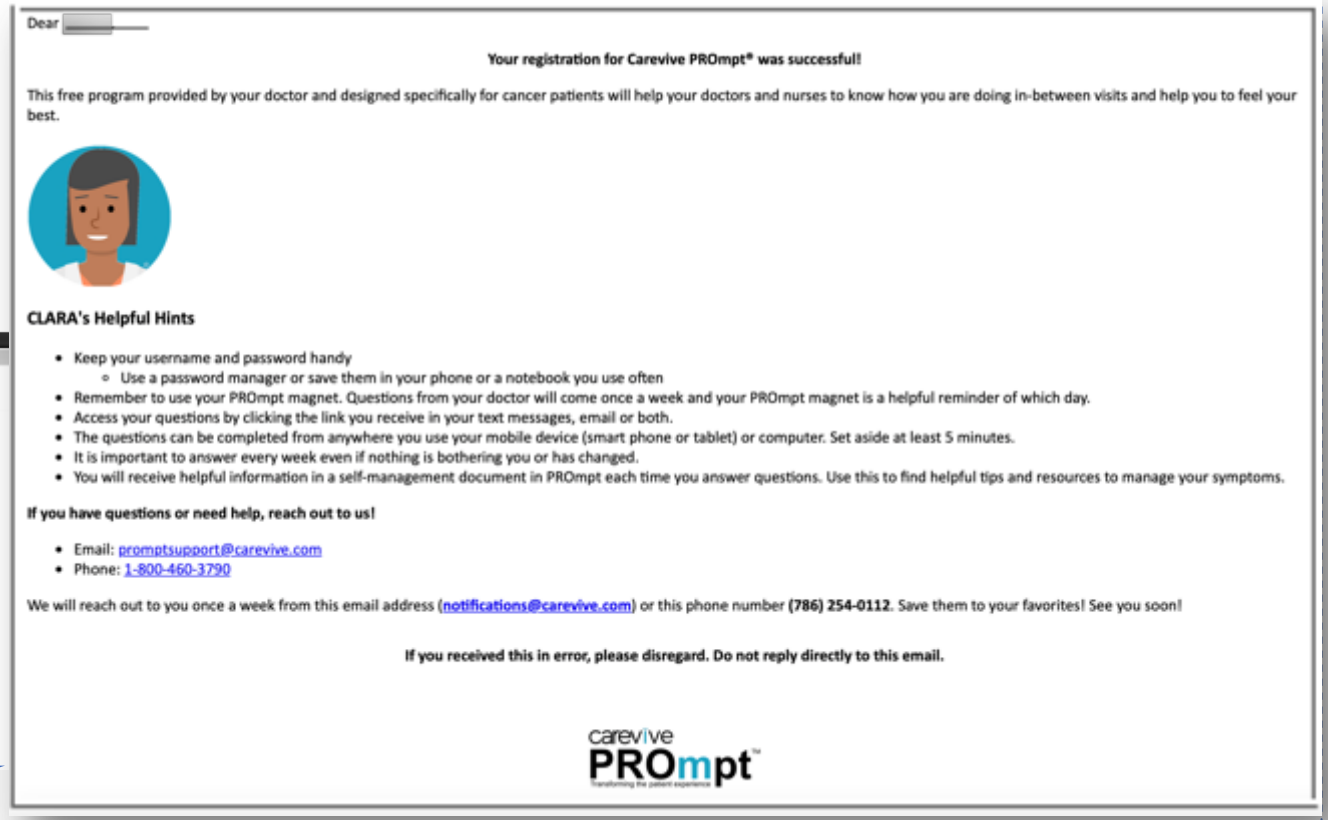


After completing registration, the patient has successfully enrolled in PROmpt and will now complete their first survey.

After completing the questions and submitting the survey, the process is complete!

Patient will receive a notification from PROmpt with tips for success.





Dear [redacted]

Your registration for Carevive PROmpt® was successful!

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.

CLARA's Helpful Hints

- Keep your username and password handy
  - 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.
- 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.

If you have questions or need help, reach out to us!

- Email: promptsupport@carevive.com
- Phone: 1-800-460-3790

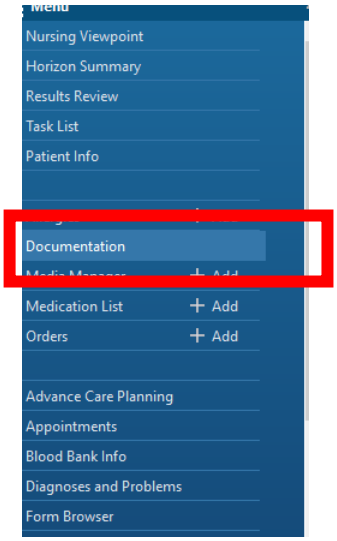
We will reach out to you once a week from this email address (notifications@carevive.com) or this phone number **(786) 254-0112**. Save them to your favorites! See you soon!

If you received this in error, please disregard. Do not reply directly to this email.

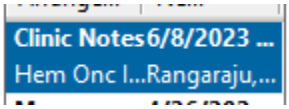
carevive PROmpt™

<u>2 ways to check eligibility of patients/ Chart abstraction:</u>

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)

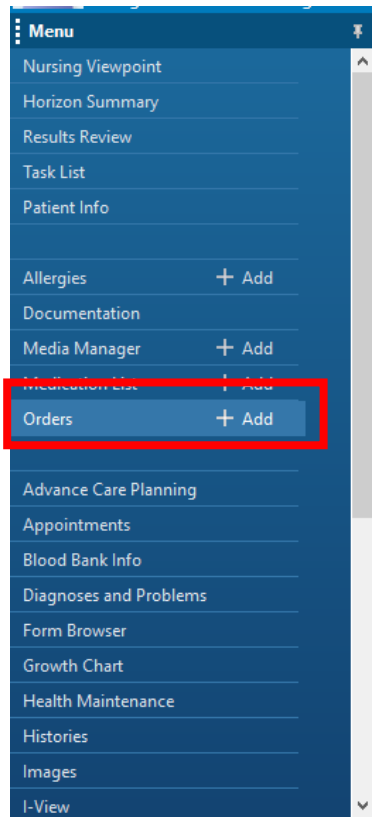


        i.
        ii. If there is not note there look at messages between Physicians, nurses, and social work.
        iii. Once clinic note is selected scroll down to **Impression and Plan**:
            1. Example plan:

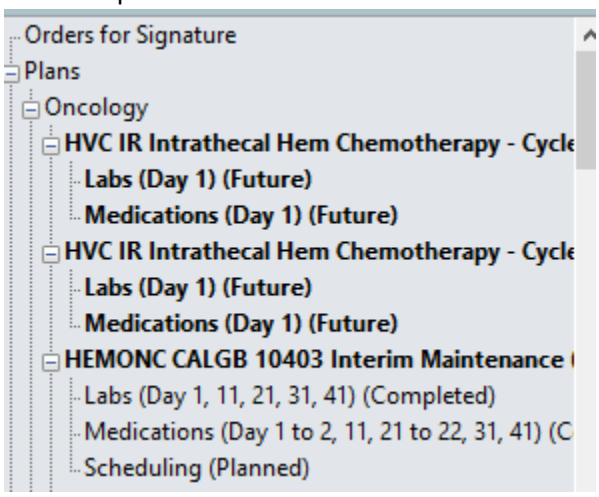
Impression and Plan

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

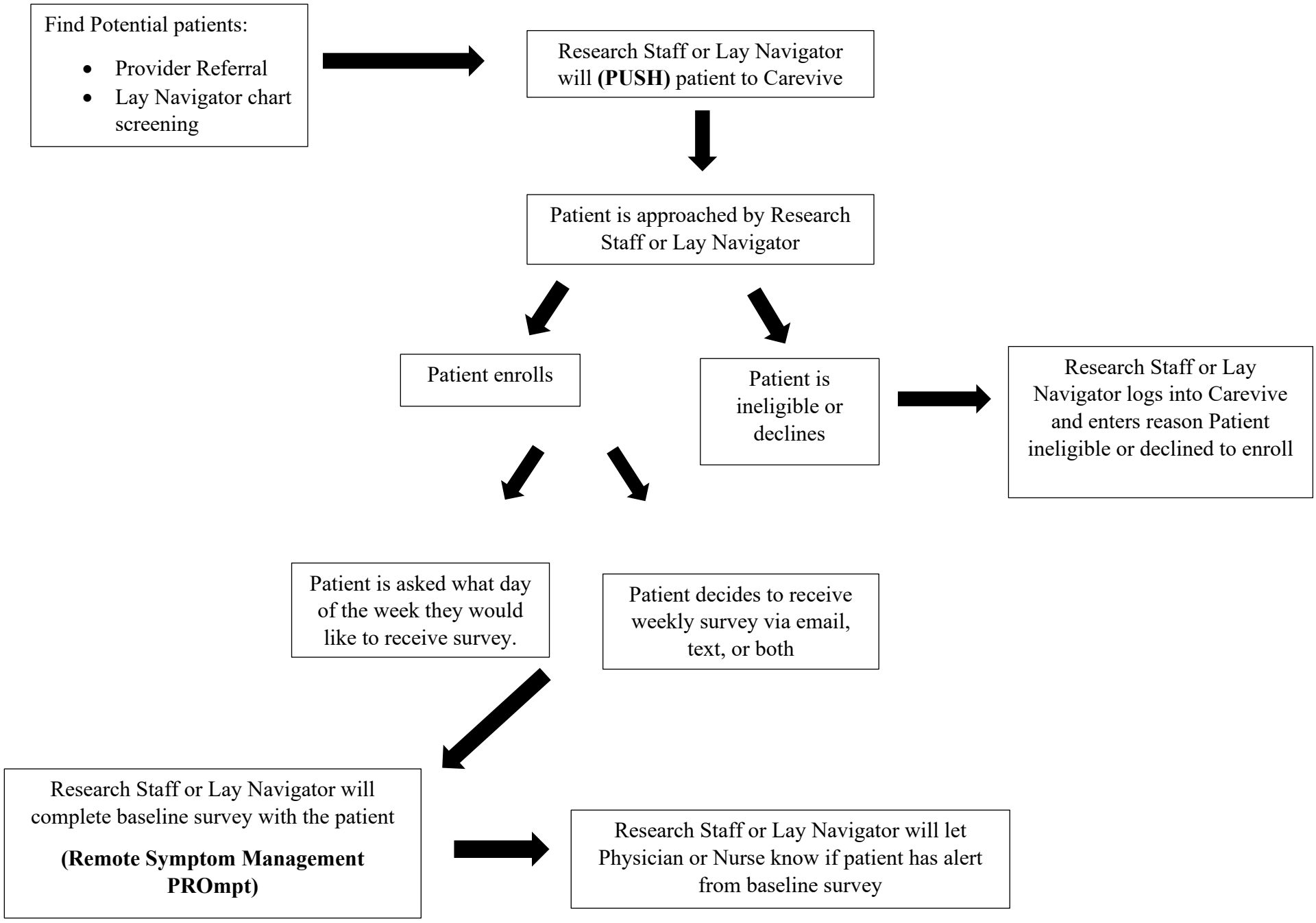
Things You Will Need:

- ☐ 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 (**No Fridays**)	
Give patient **(Baseline)** 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

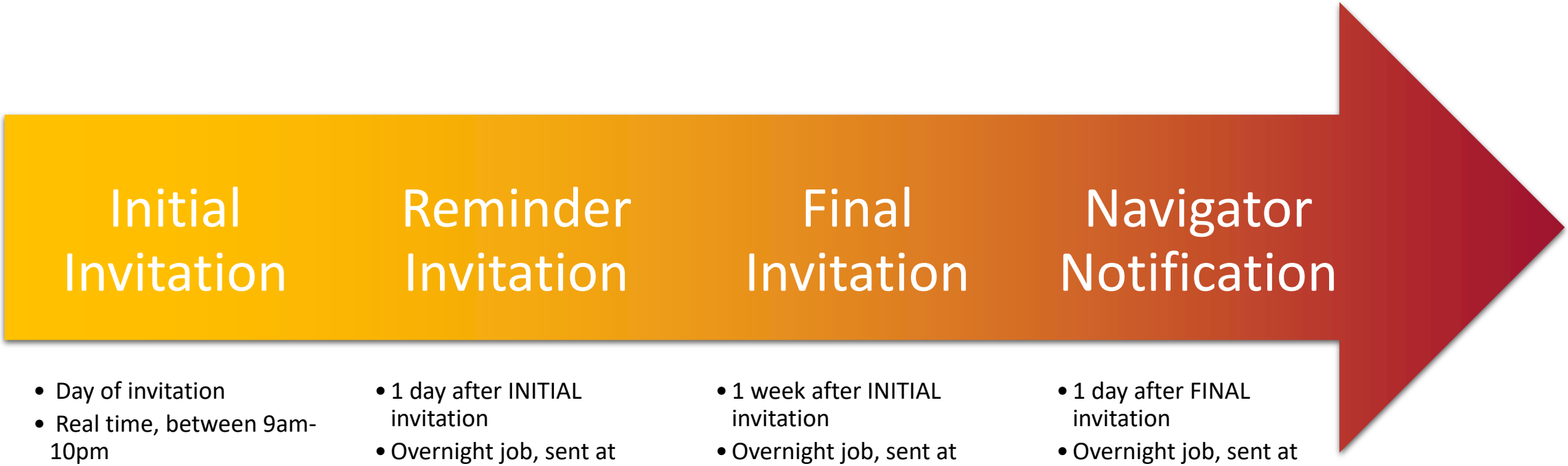
Thank you for your time and have a great day!

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



- Day of invitation
- Real time, between 9am-10pm

- 1 day after INITIAL invitation
- Overnight job, sent at approx. 9am

- 1 week after INITIAL invitation
- Overnight job, sent at approx. 9am

- 1 day after FINAL invitation
- Overnight job, sent at approx. 9am

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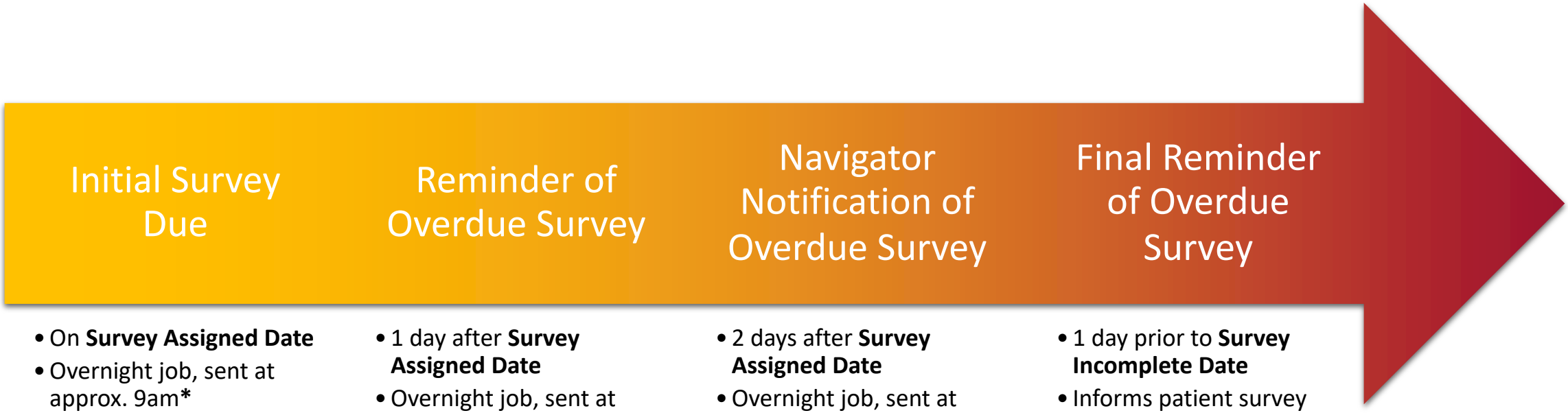
Additional **Survey** Reminders and Non-Clinical Notifications



- On **Survey Assigned Date**
- Overnight job, sent at approx. 9am*

- 1 day after **Survey Assigned Date**
- Overnight job, sent at approx. 9am

- 2 days after **Survey Assigned Date**
- Overnight job, sent at approx. 9am

- 1 day prior to **Survey Incomplete Date**
- Informs patient survey will expire the next day
- Overnight job, sent at approx. 9am

Reminder of Open Survey

- 2 hours **after survey 'start'**
- Informs patient survey still in progress and will be auto-submitted the next day if not finished
- Between 9am-10pm

***Note:** Survey schedules and/or individual surveys assigned/started for the current day will trigger an immediate (real time) survey due notification, between 9am-10pm

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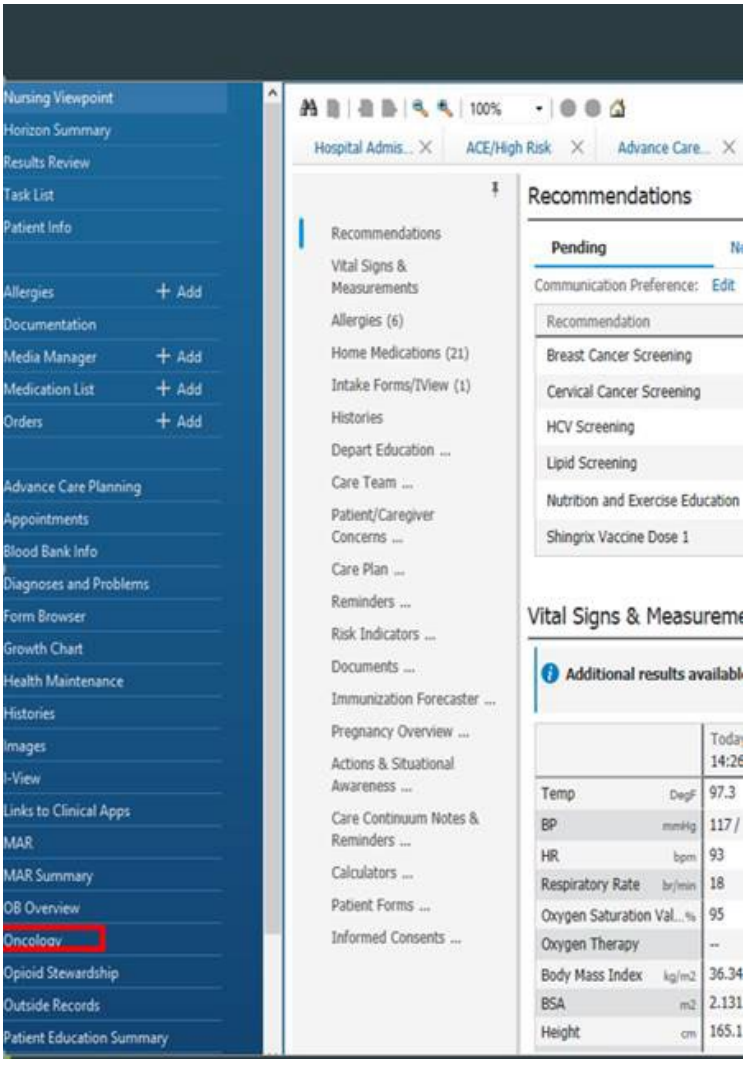
TECH/ COMMON NEEDS

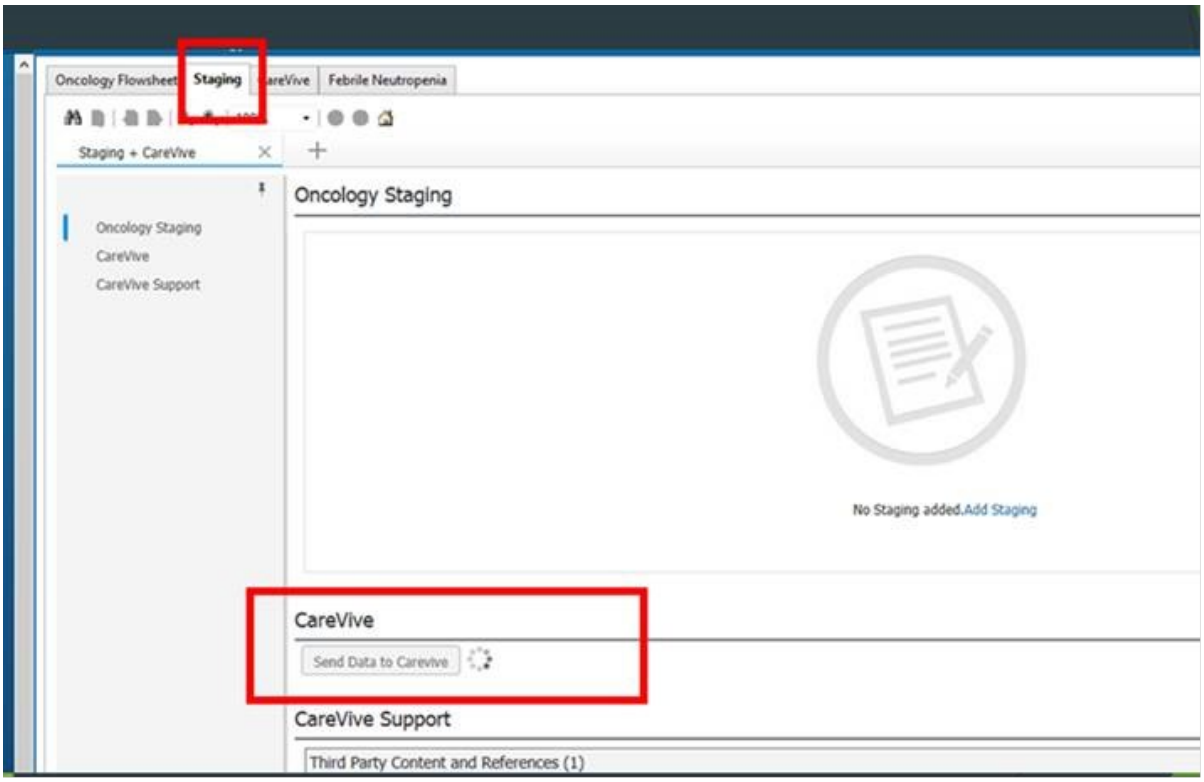
PERSON ENROLLING PATIENTS

Sending Patient to Carevive

Steps:

→ Oncology
→ Staging
→ Send data to Carevive




Oncology Flowsheet
Staging
Febrile Neutropenia
Staging + CareVive
Oncology Staging
CareVive
CareVive Support
Oncology Staging
No Staging added.Add Staging
CareVive
Send Data to Carevive
CareVive Support
Third Party Content and References (1)

Entering Diagnosis and Care Team

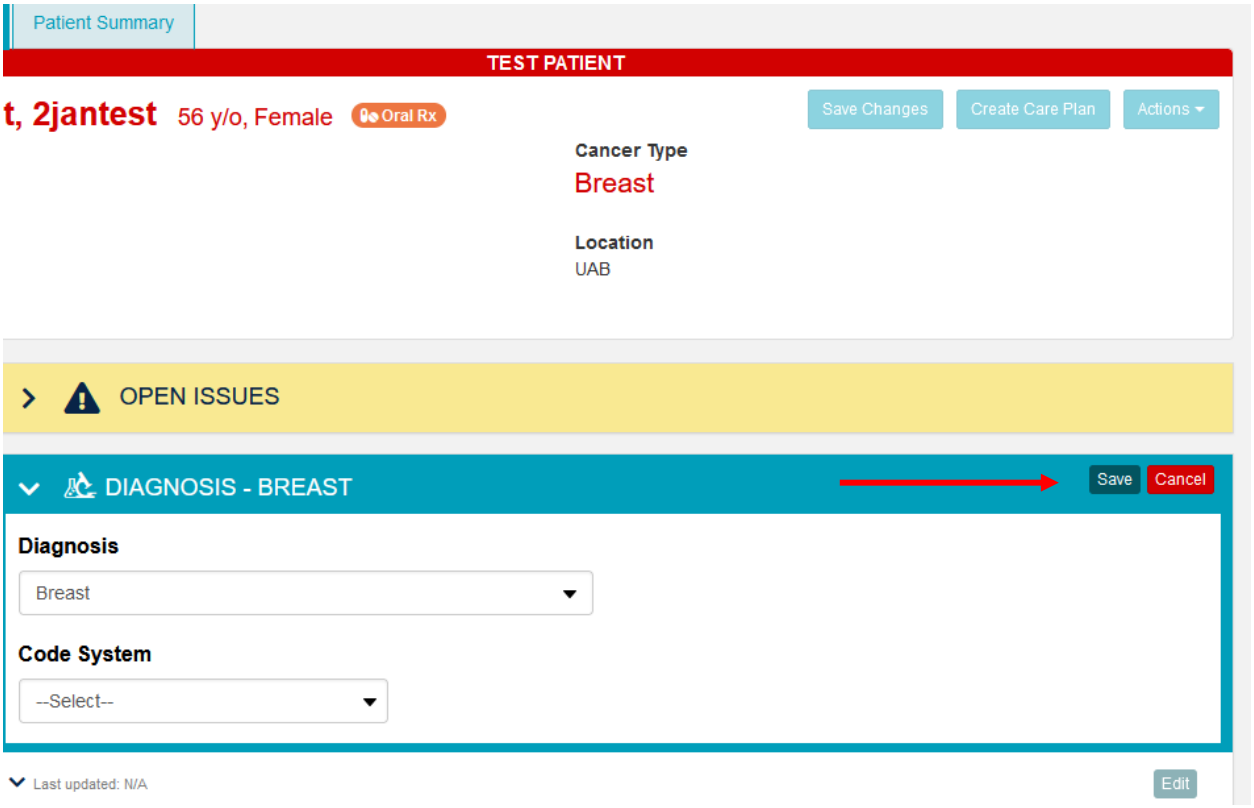
Diagnosis

Dashboard Tab:

→ Diagnosis (Edit)

- Enter in drop down
- Save

***after pushing pt to Carevive and the diagnosis is not there manually enter**



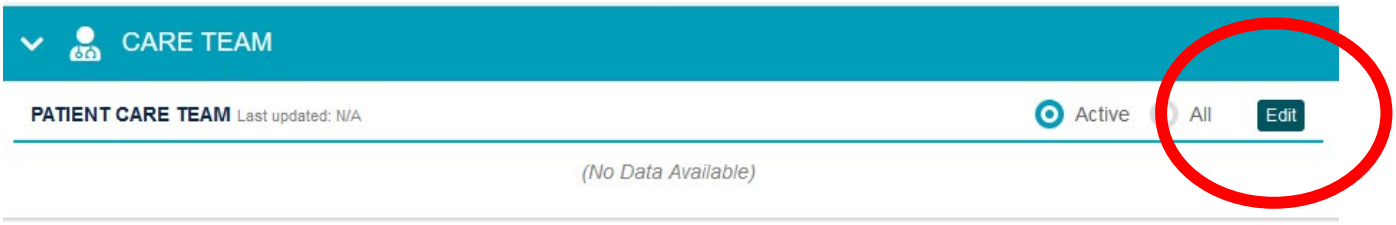
Care Team:

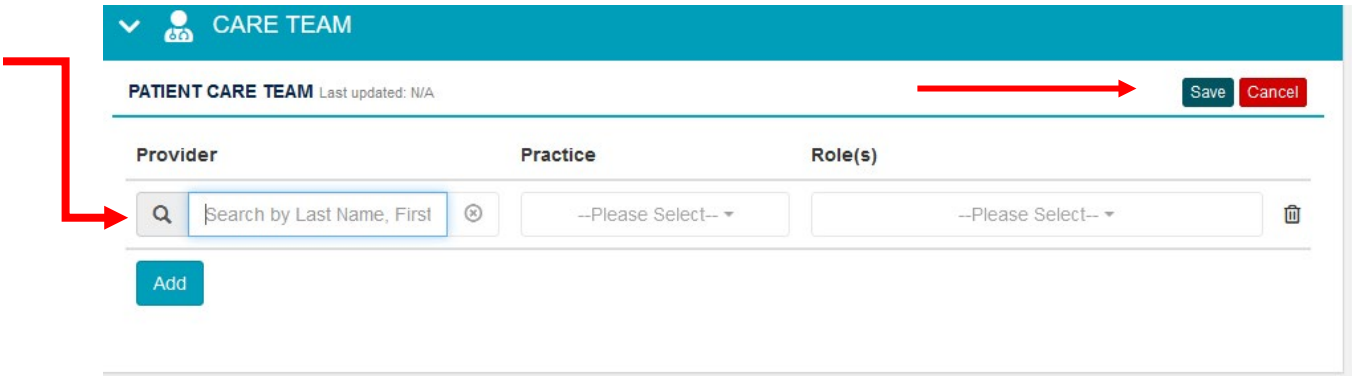
Dashboard Tab:

→ **Care Team**

- **Edit**
- **Click Add**
- **Enter pts Oncology provider**
- **Save**

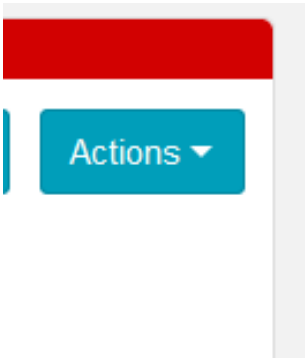
***enter if the patient is enrolled, ineligible, or declined**

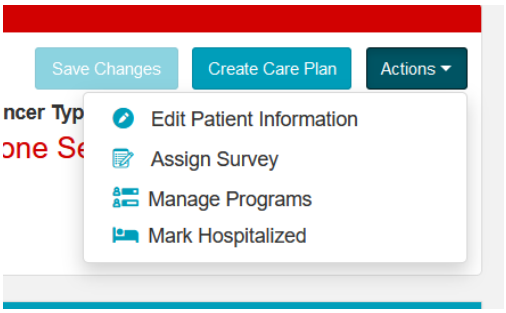


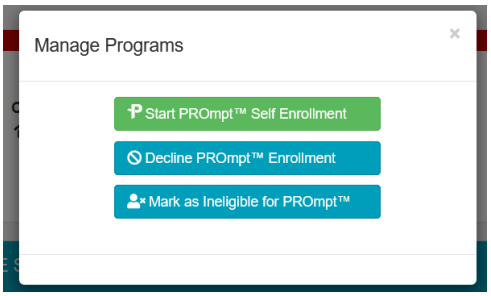


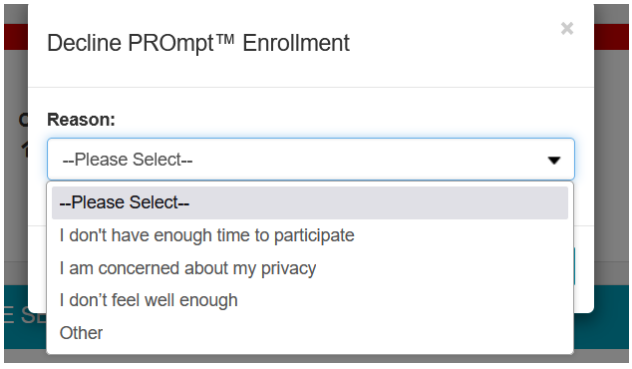
How to mark patients as Declined or Ineligible

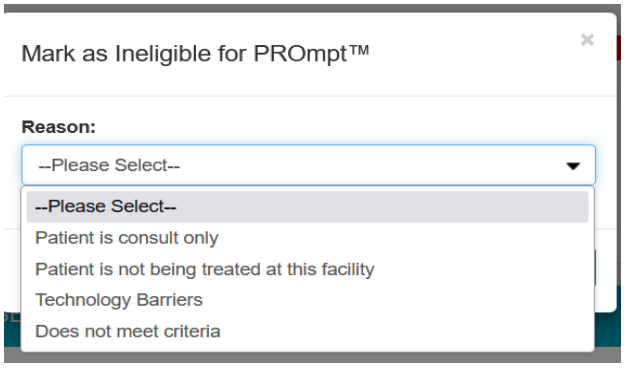
1. Select actions tab
2. Manage programs
    a. Select Declined or Ineligible
    b. Select reason for declined or ineligible
3. Ater selecting reason select the mark as ineligible or mark as declined button







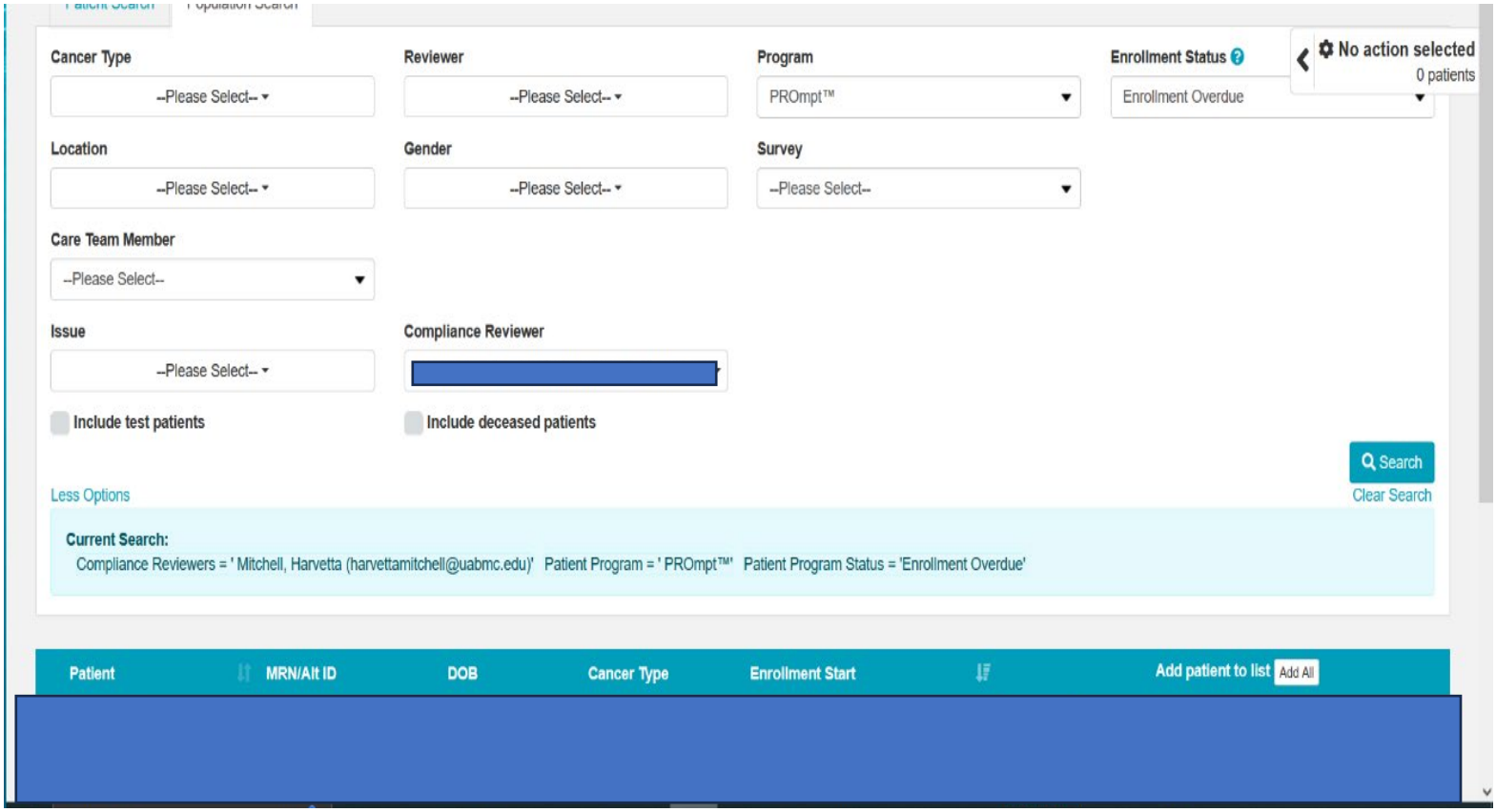




How to identify patients with overdue enrollment

1. **Population search**
    a. **More options**
2. **Compliance Reviewer**
    a. **Enter your name**
3. **Program**
    a. **Drop down (PROMPT)**
    b. **Enrollment Status (Enrollment Overdue)**
4. **Search**
    a. **Patients will show at the bottom**

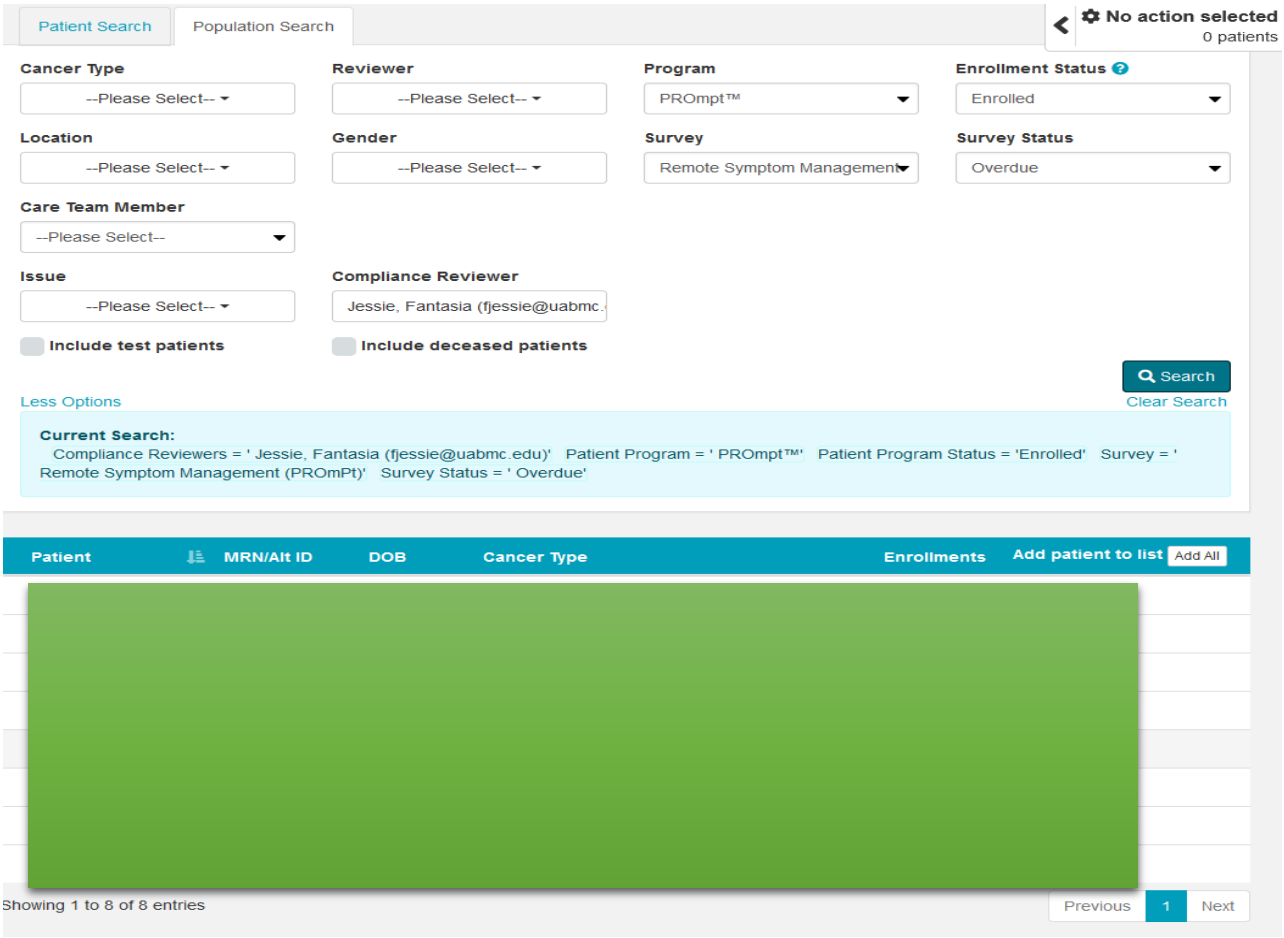
See example below:



How to identify patients with due and overdue surveys

1. **Population search**
    a. **More options**
2. **Compliance Reviewer**
    a. **Enter your name**
3. **Program**
    a. **Drop down (PROMPT)**
    b. **Enrollment Status (Enrolled)**
    c. **Survey (RSM)**
    d. **Survey Status (Overdue)**
4. **Search**
    a. **Patients will show at the bottom**

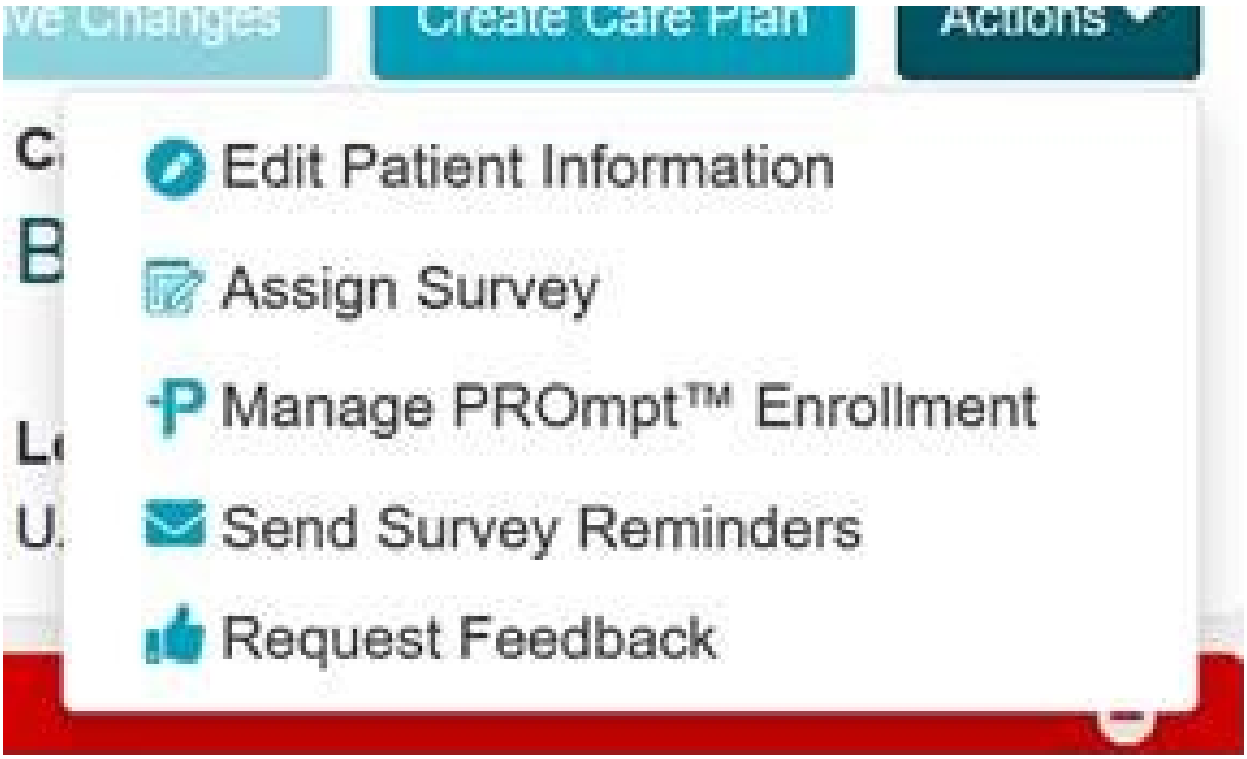
See example below:



How to send survey reminder:

Actions tab >

- Send survey reminders

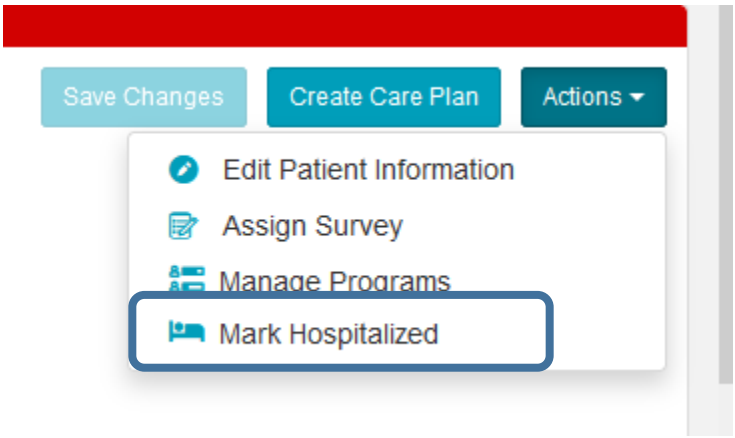


How to mark patients as hospitalized in Carevive

Actions Tab:

→Mark Hospitalized

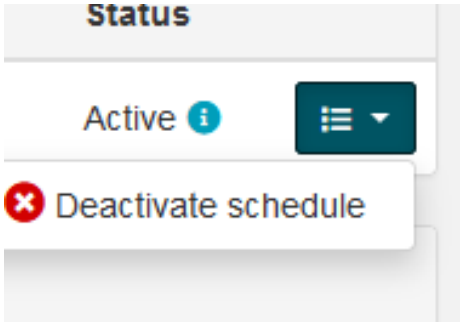
*Be sure to stop surveys when patient is marked hospitalized



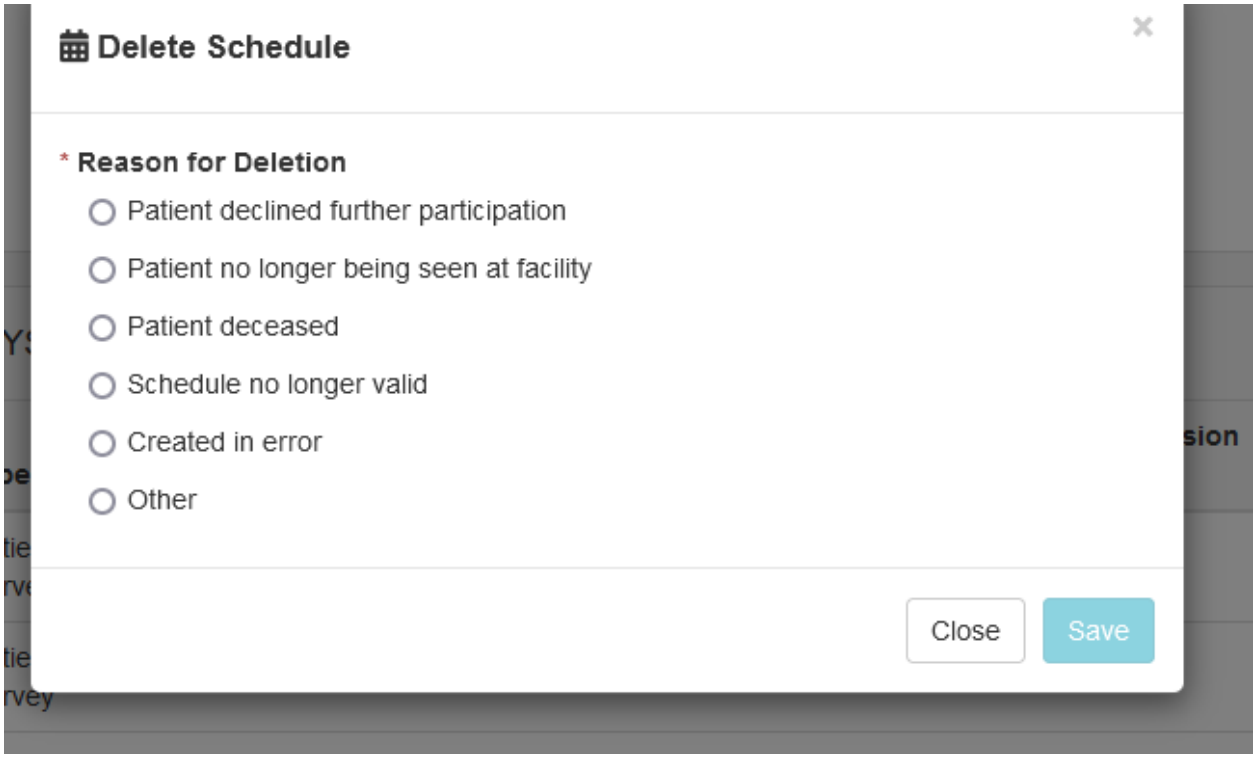
Deactivating schedule and changing survey date

Deactivating survey schedule:

Patient Summary Tab

- **Scheduled Surveys**
  - 

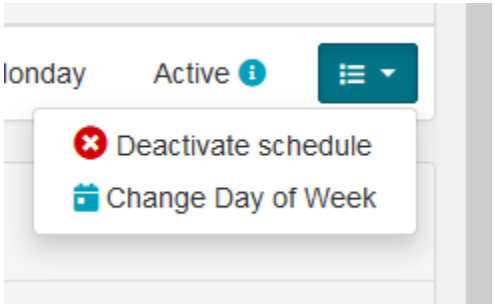
    - **Delete schedule**
      - **Reason for Deletion**



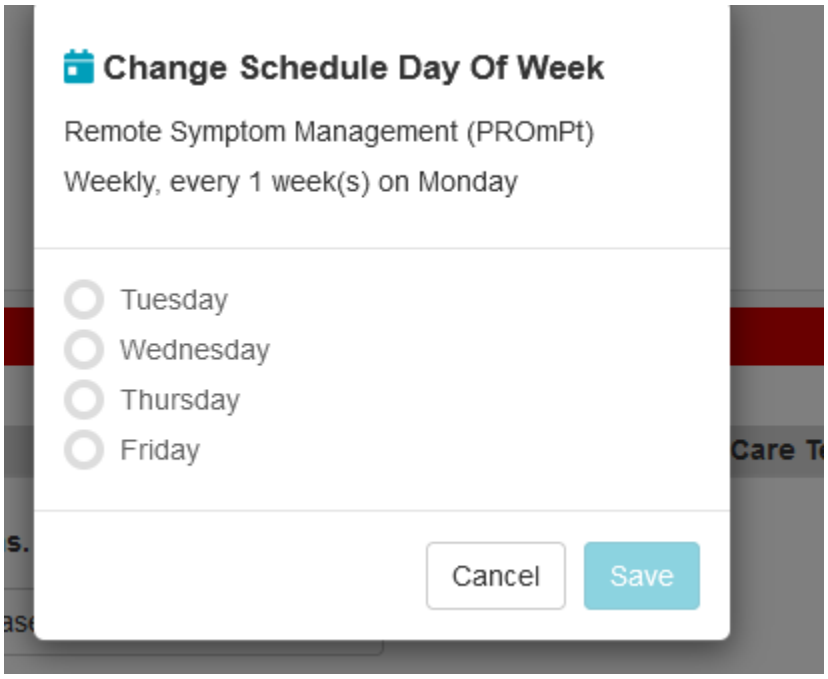
Changing Date of Survey:

Patient Summary Tab

- **Scheduled Surveys**
  - **Change date of the week**



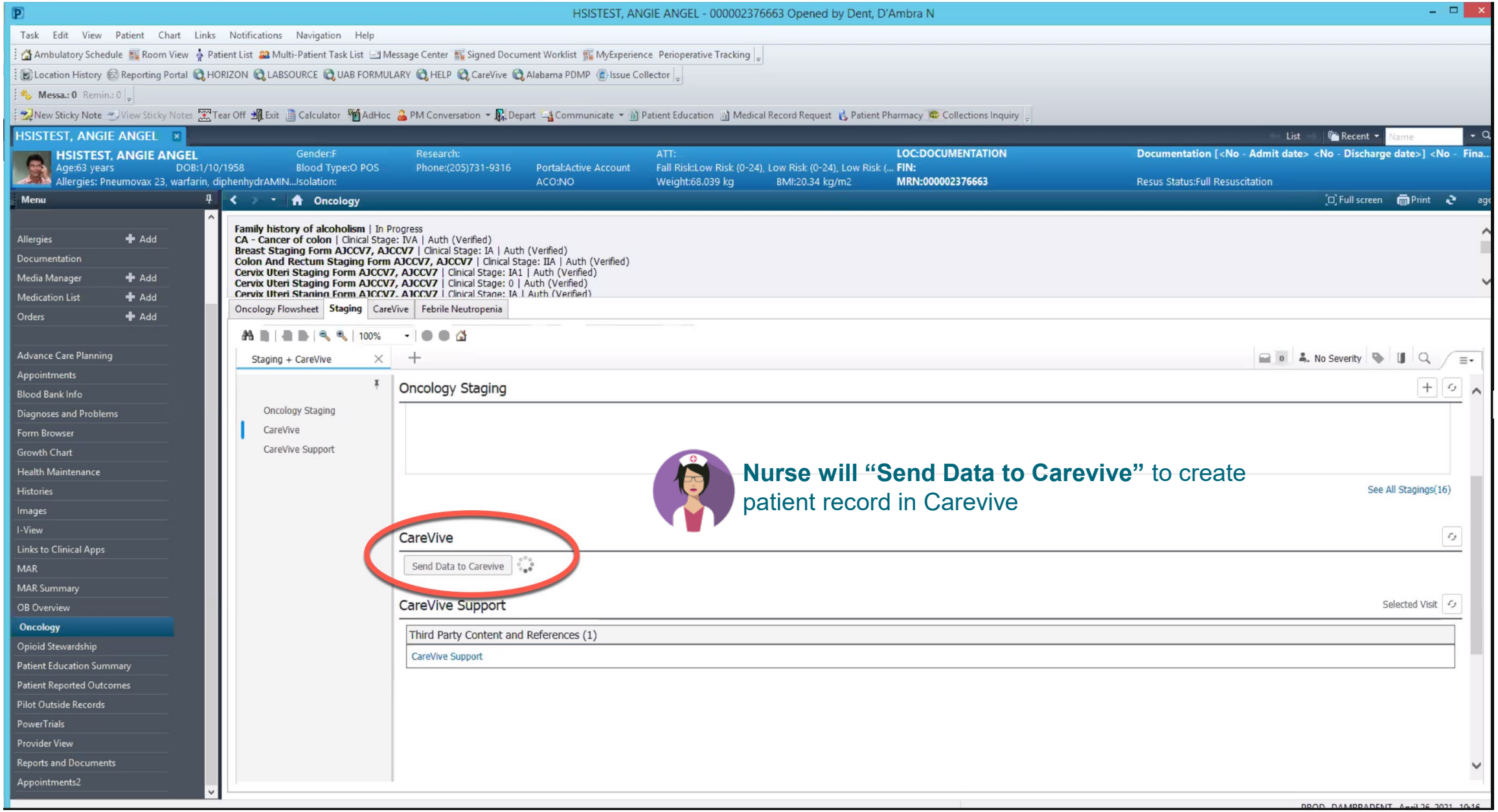
- **Click change date of week**



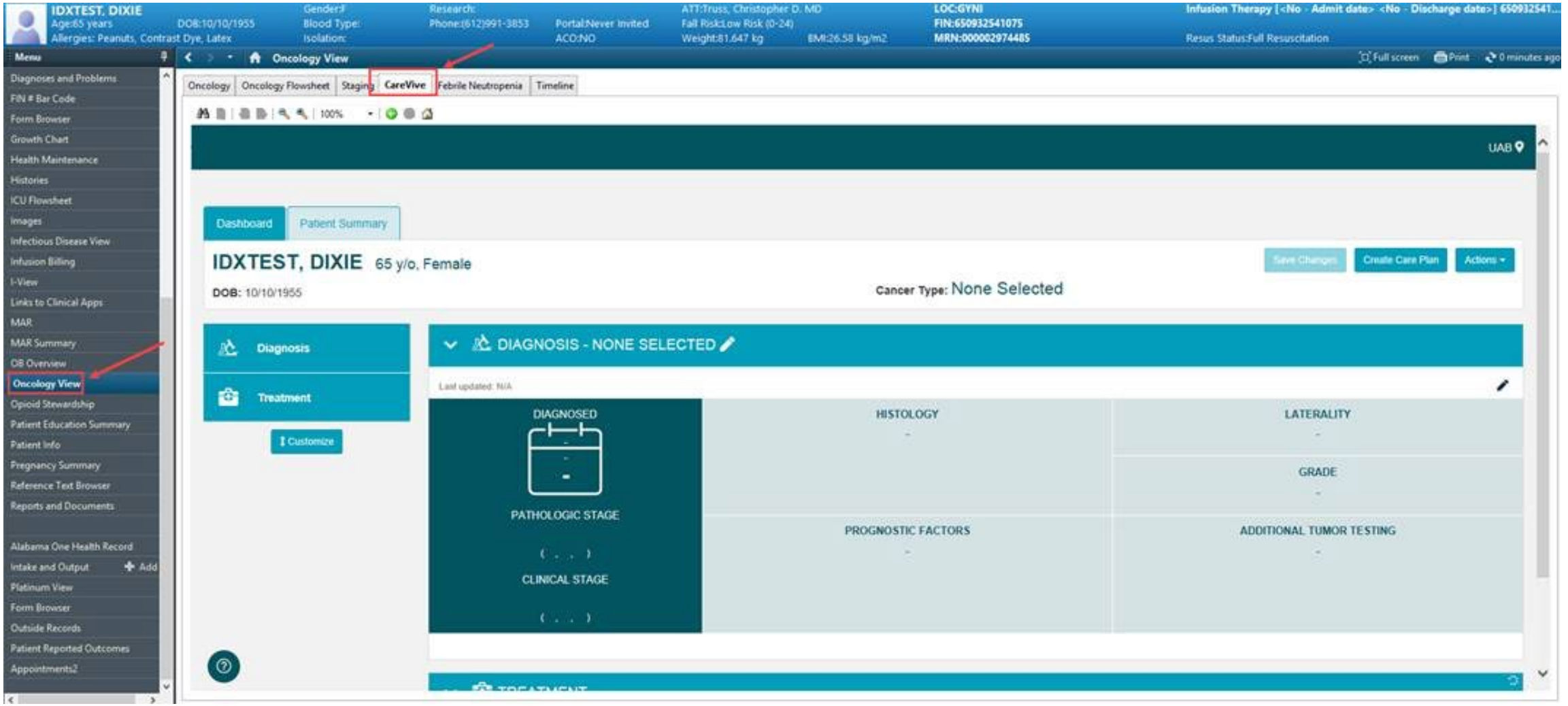
Note Friday is an option here but we do not give patients the option for completion of surveys on Fridays

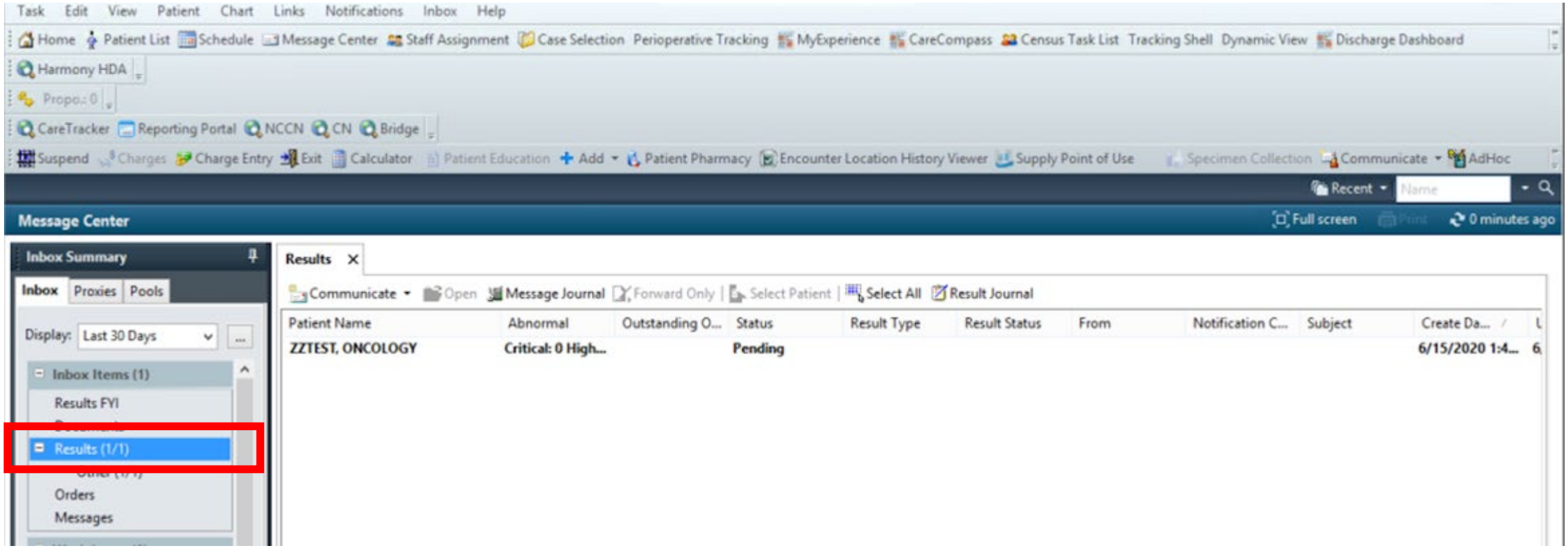
TECH NEEDS

Nurse


HSISTEST, ANGIE ANGEL - 000002376663 Opened by Dent, D'Ambra N
Task Edit View Patient Chart Links Notifications Navigation Help
Ambulatory Schedule Room View Patient List Multi-Patient Task List Message Center Signed Document Worklist MyExperience Perioperative Tracking
Location History Reporting Portal HORIZON LABSOURCE UAB FORMULARY HELP CareVive Alabama PDMP Issue Collector
New Sticky Note View Sticky Notes Tear Off Exit Calculator AdHoc PM Conversation Depart Communicate Patient Education Medical Record Request Patient Pharmacy Collections Inquiry
HSISTEST, ANGIE ANGEL
Age:63 years DOB:1/10/1958 Gender:F Blood Type:O POS Research: Phone:(205)731-9316 Portal:Active Account ACO:NO ATT: Fall Risk:Low Risk (0-24), Low Risk (0-24), Low Risk (... Weight:68.039 kg BMI:20.34 kg/m2 LOC:DOCUMENTATION FIN: MRN:000002376663
Allergies: Pneumovax 23, warfarin, diphenhydrAMIN...Isolation:
Documentation [<No - Admit date> <No - Discharge date>] <No - Fina..
Resus Status:Full Resuscitation
Menu
Allergies Add
Documentation
Media Manager Add
Medication List Add
Orders Add
Advance Care Planning
Appointments
Blood Bank Info
Diagnoses and Problems
Form Browser
Growth Chart
Health Maintenance
Histories
Images
I-View
Links to Clinical Apps
MAR
MAR Summary
OB Overview
Oncology
Opioid Stewardship
Patient Education Summary
Patient Reported Outcomes
Pilot Outside Records
PowerTrials
Provider View
Reports and Documents
Appointments2
Oncology
Full screen Print
Family history of alcoholism | In Progress
CA - Cancer of colon | Clinical Stage: IVA | Auth (Verified)
Breast Staging Form AJCCV7, AJCCV7 | Clinical Stage: IA | Auth (Verified)
Colon And Rectum Staging Form AJCCV7, AJCCV7 | Clinical Stage: IIA | Auth (Verified)
Cervix Uteri Staging Form AJCCV7, AJCCV7 | Clinical Stage: IA1 | Auth (Verified)
Cervix Uteri Staging Form AJCCV7, AJCCV7 | Clinical Stage: 0 | Auth (Verified)
Oncology Flowsheet Staging CareVive Febrile Neutropenia
100%
Staging + CareVive
No Severity
Oncology Staging
CareVive
CareVive Support
Oncology Staging
See All Stagings(16)
Nurse will "Send Data to Carevive" to create patient record in Carevive
CareVive
Send Data to Carevive
CareVive Support
Selected Visit
Third Party Content and References (1)
CareVive Support

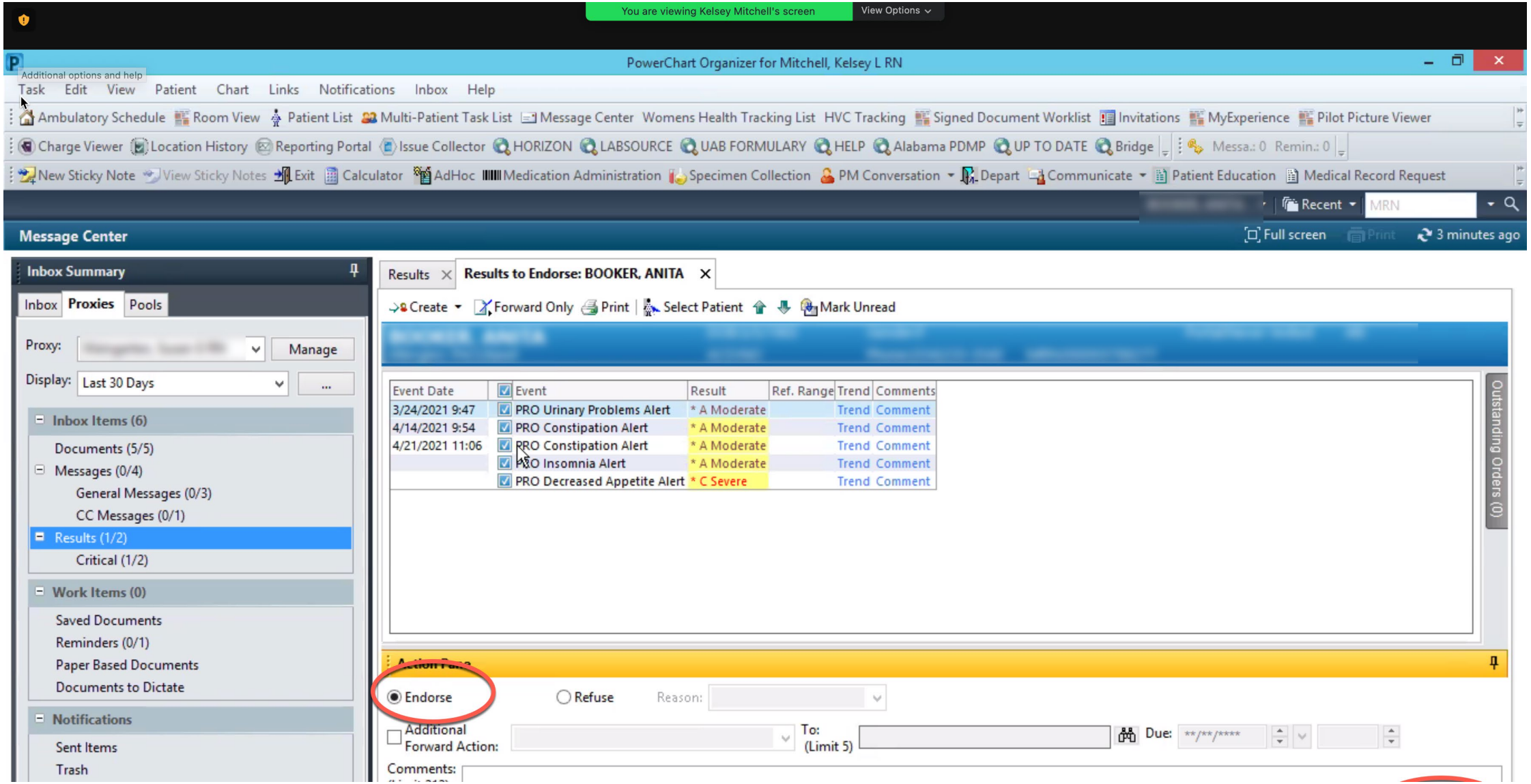
Where to access Carevive in Impact

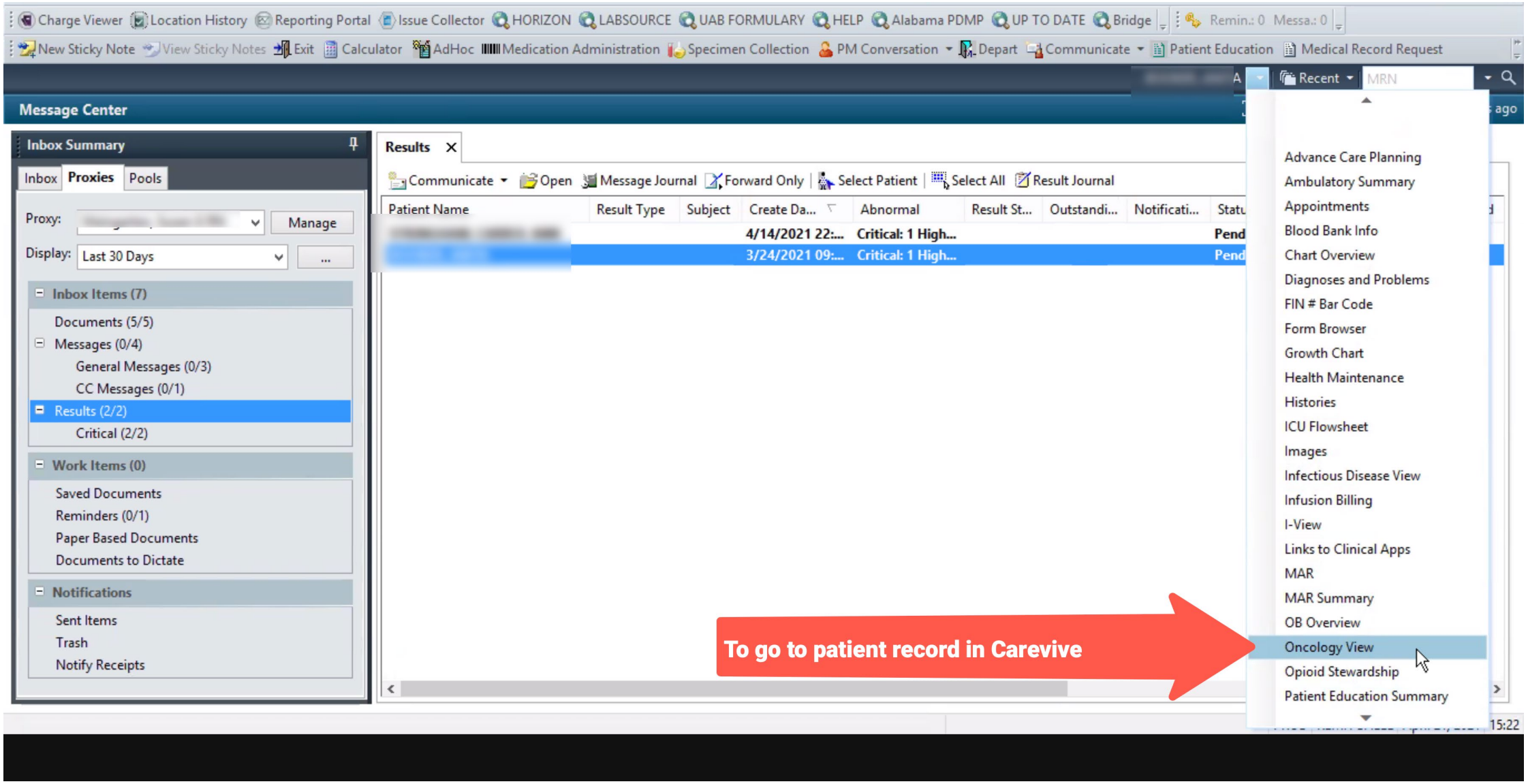




Message Center Alerts

Results Review section allows proxy access for coverage


You are viewing Kelsey Mitchell's screen
View Options
PowerChart Organizer for Mitchell, Kelsey L RN
Additional options and help
Task Edit View Patient Chart Links Notifications Inbox Help
Ambulatory Schedule Room View Patient List Multi-Patient Task List Message Center Womens Health Tracking List HVC Tracking Signed Document Worklist Invitations MyExperience Pilot Picture Viewer
Charge Viewer Location History Reporting Portal Issue Collector HORIZON LABSOURCE UAB FORMULARY HELP Alabama PDMP UP TO DATE Bridge
New Sticky Note View Sticky Notes Exit Calculator AdHoc Medication Administration Specimen Collection PM Conversation Depart Communicate Patient Education Medical Record Request
Recent MRN
Message Center
Full screen Print 3 minutes ago
Inbox Summary
Inbox Proxies Pools
Proxy: Manage
Display: Last 30 Days
Inbox Items (6)
Documents (5/5)
Messages (0/4)
General Messages (0/3)
CC Messages (0/1)
Results (1/2)
Critical (1/2)
Work Items (0)
Saved Documents
Reminders (0/1)
Paper Based Documents
Documents to Dictate
Notifications
Sent Items
Trash
Results
Results to Endorse: BOOKER, ANITA
Create Forward Only Print Select Patient Mark Unread
Event Date Event Result Ref. Range Trend Comments
3/24/2021 9:47 PRO Urinary Problems Alert * A Moderate Trend Comment
4/14/2021 9:54 PRO Constipation Alert * A Moderate Trend Comment
4/21/2021 11:06 PRO Constipation Alert * A Moderate Trend Comment
PRO Insomnia Alert * A Moderate Trend Comment
PRO Decreased Appetite Alert * C Severe Trend Comment
Outstanding Orders (0)
Endorse
Refuse
Reason:
Additional Forward Action:
To: (Limit 5)
Due: **/**/****
Comments:


Charge Viewer
Location History
Reporting Portal
Issue Collector
HORIZON
LABSOURCE
UAB FORMULARY
HELP
Alabama PDMP
UP TO DATE
Bridge
New Sticky Note
View Sticky Notes
Exit
Calculator
AdHoc
Medication Administration
Specimen Collection
PM Conversation
Depart
Communicate
Patient Education
Medical Record Request
Recent
MRN
Message Center
Inbox Summary
Inbox
Proxies
Pools
Proxy:
Manage
Display:
Last 30 Days
Inbox Items (7)
Documents (5/5)
Messages (0/4)
General Messages (0/3)
CC Messages (0/1)
Results (2/2)
Critical (2/2)
Work Items (0)
Saved Documents
Reminders (0/1)
Paper Based Documents
Documents to Dictate
Notifications
Sent Items
Trash
Notify Receipts
Results
Communicate
Open
Message Journal
Forward Only
Select Patient
Select All
Result Journal
Patient Name
Result Type
Subject
Create Da...
Abnormal
Result St...
Outstandi...
Notificati...
4/14/2021 22:...
Critical: 1 High...
3/24/2021 09:...
Critical: 1 High...
Advance Care Planning
Ambulatory Summary
Appointments
Blood Bank Info
Chart Overview
Diagnoses and Problems
FIN # Bar Code
Form Browser
Growth Chart
Health Maintenance
Histories
ICU Flowsheet
Images
Infectious Disease View
Infusion Billing
I-View
Links to Clinical Apps
MAR
MAR Summary
OB Overview
Oncology View
Opioid Stewardship
Patient Education Summary
To go to patient record in Carevive

Karp, Lori- 69 y/o, Female

Enrolled | Oral Rx

Save Changes | Create Care Plan | Actions

MRN
1122345
DOB
08/31/1954

Contact Information
kristen.dininno@carevive.com

Cancer Type
Breast

Location
Cerner

ALERT

Nausea / Vomiting

Open / All

Expected Level: None

Date	Level	Trigger(s)	Call Back	Status	Care Team Response	Acknowledged By
04/03/2024	Moderate	SA-CTC: Nausea Score 2	Not Answered	Open		
04/02/2024	Moderate	SA-CTC: Nausea Score 2	No	Open		

Care Team Response: --Please Select--

Rash

Open / All

Expected Level: None

Date	Level	Trigger(s)	Call Back	Status	Care Team Response	Acknowledged By
04/02/2024	Present	SA-CTC: Rash	No	Open		

Care Team Response: --Please Select--

Internal Notes/Comments
Add Notes/Comments

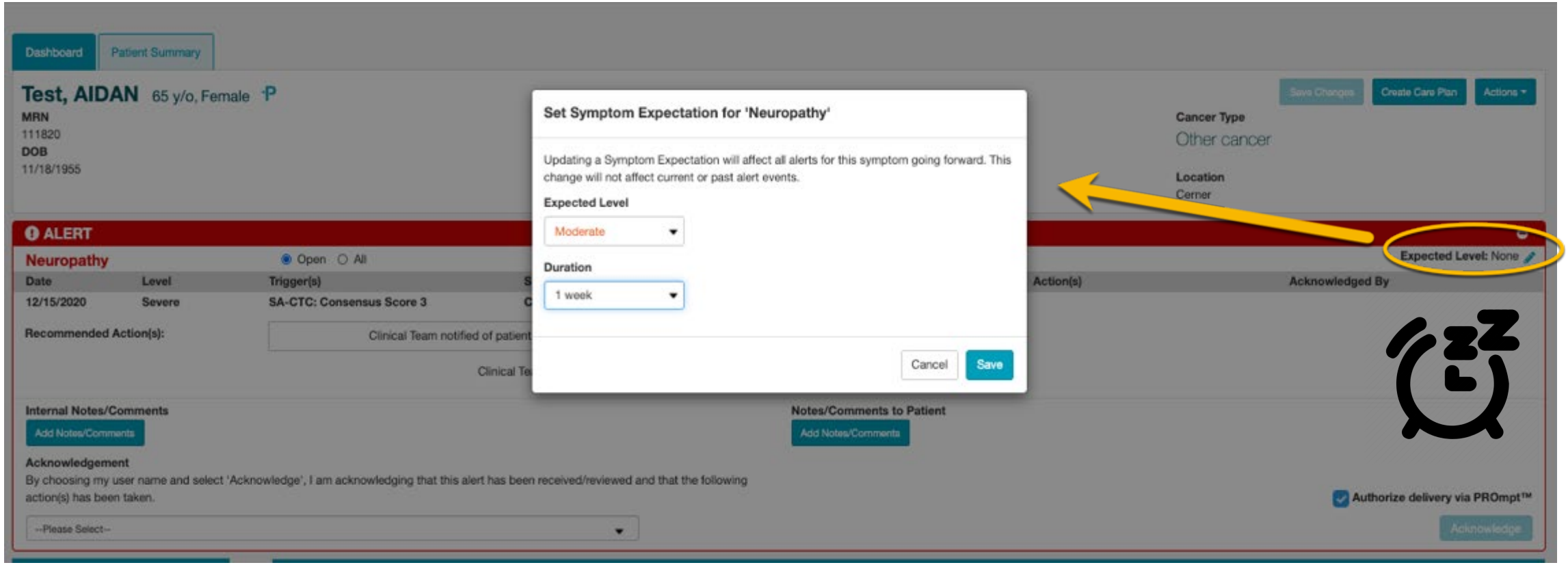
Notes/Comments to Patient
Add Notes/Comments

Acknowledgement
By choosing my user name and selecting 'Acknowledge', I am acknowledging that this alert has been received/reviewed with the following care team response.

--Please Select--

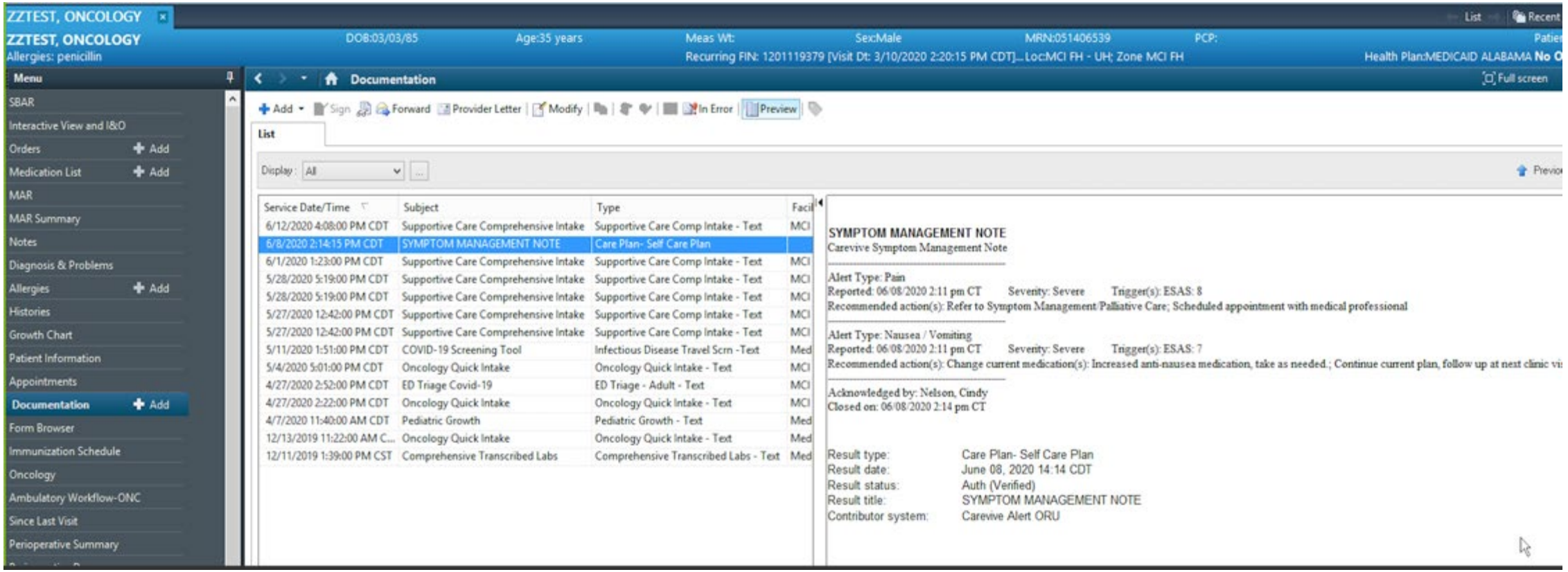
Authorize delivery via PROmpt™ | Generate PDF

Acknowledge



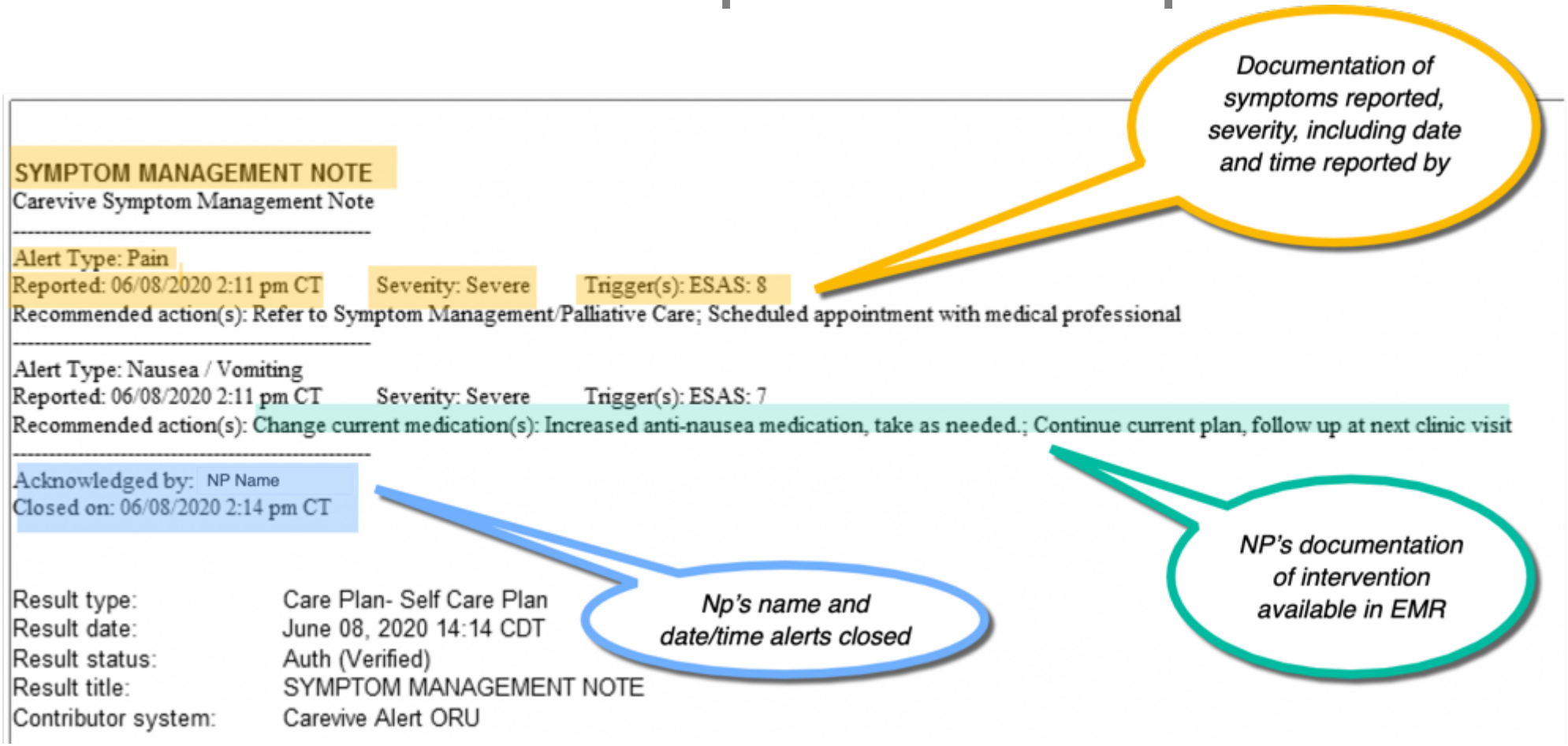
Snooze - Set Symptom Expectation for patients

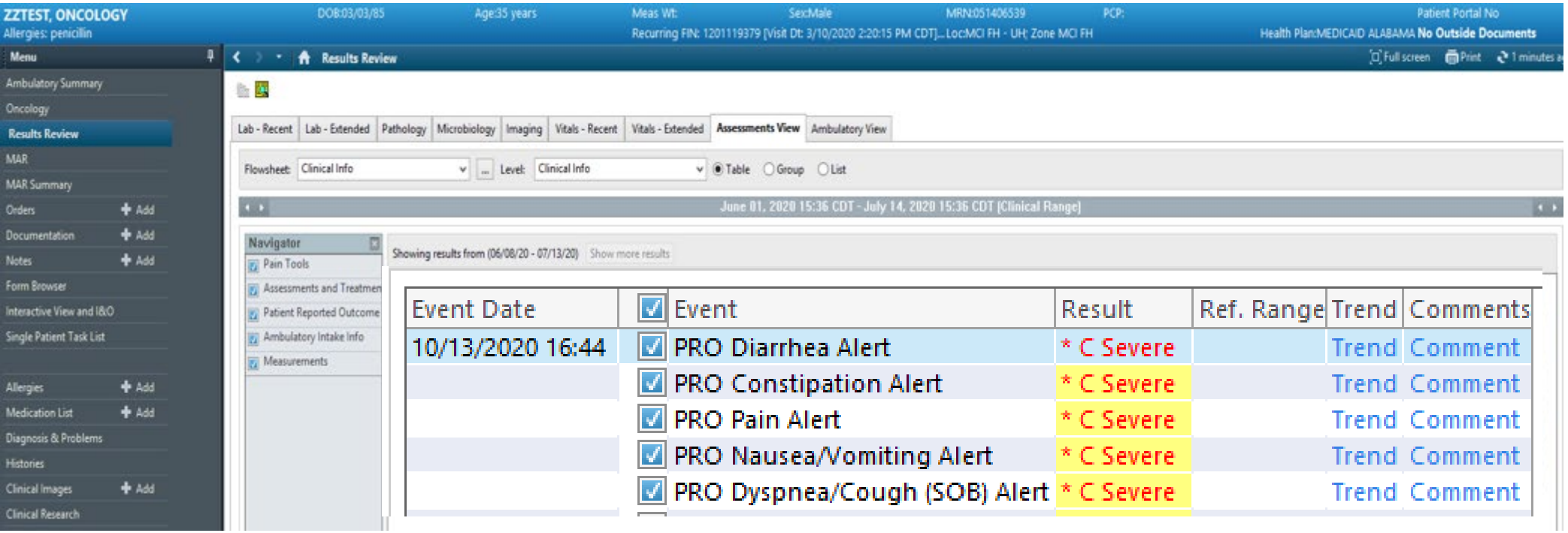
While closing symptom alerts, set an expected level for upcoming weeks to manage potential alerts



Symptom Management Note

Closer View of Symptom Management Note in EMR and to patient in PROmpt





Oncology Flowsheet

Frequently Asked Questions

- **Can patients access PROmpt through the patient portal?** – Not at this time. PROmpt is not yet integrated with the Cerner patient portal.

- **Can patients contact us whenever they want through PROmpt?** – No. The system only sends surveys based on the weekly schedule created in their Carevive record.

- **What happens on the days in-between surveys?** – When enrolling patients in PROmpt they should be instructed when to call with symptoms. This is at your clinical discretion but generally this is when they experience acute symptoms not previously reported or managed.

- **What happens on weekends and after-hours?** During hours the clinic is closed, upon opening a survey the patient will receive an alert notifying them that the clinic is closed and what to do if they require immediate attention.

- **Will patients continue to contact us all of the ways they do now in addition to PROmpt?** – This is possible, but this project presents an opportunity to set new expectations and guide new patients how to contact you.

- **What happens when I am off?** – When off another nurse should have proxy to your inbox. The nurse covering will check your Results Review section in message center and manage symptoms alerts.

TECH NEEDS

Physician

Carevive Symptom Management Re-launch

Table of Contents

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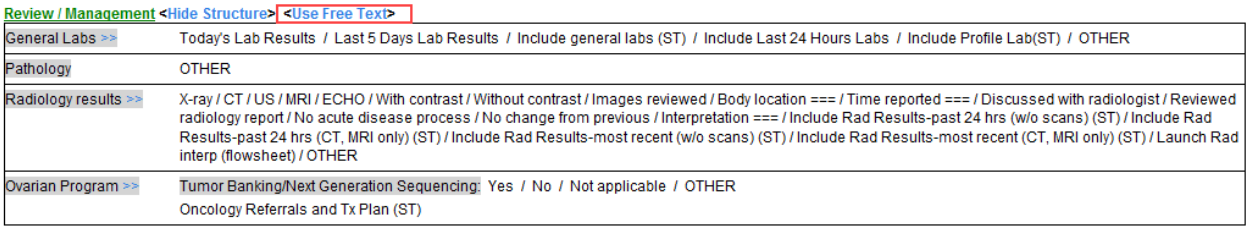
Alert Management 5

Alerts in Carevive 6

Smart Templates for Powernote

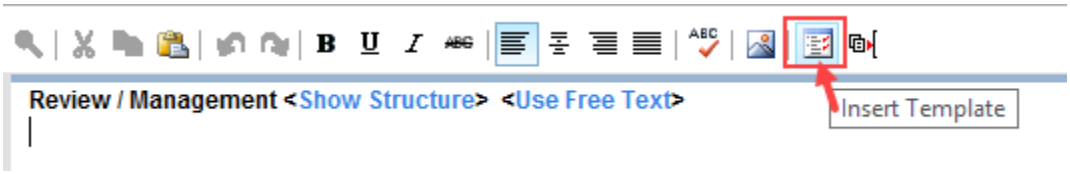
To include the symptoms that patients report in your powernote, you will need to add the Smart Template (ST) and update your pre-completed note. This will only need to be added once NOT each time. First, choose the section of your note you want to have the ST display. (Most notes have this in the Review/Management paragraph that is shown below.)



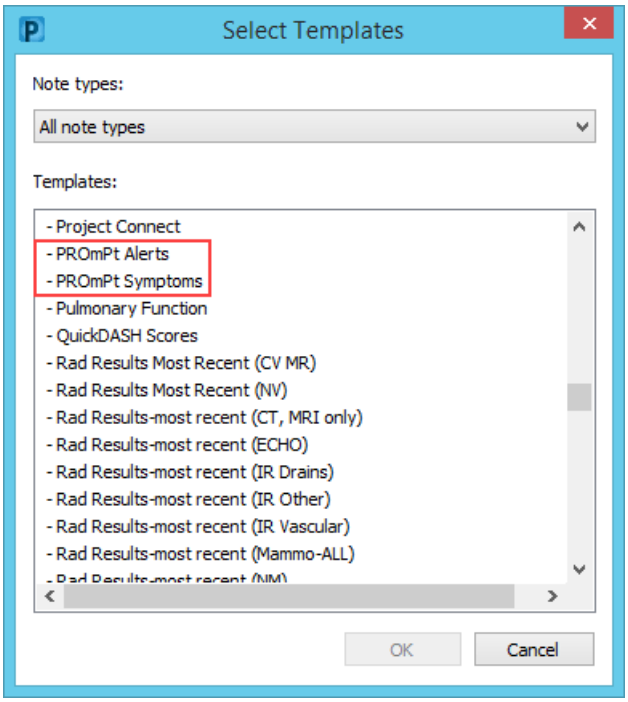
Review / Management <Hide Structure> <Use Free Text>

General Labs >>	Today's Lab Results / Last 5 Days Lab Results / Include general labs (ST) / Include Last 24 Hours Labs / Include Profile Lab(ST) / OTHER
Pathology	OTHER
Radiology results >>	X-ray / CT / US / MRI / ECHO / With contrast / Without contrast / Images reviewed / Body location === / Time reported === / Discussed with radiologist / Reviewed radiology report / No acute disease process / No change from previous / Interpretation === / Include Rad Results-past 24 hrs (w/o scans) (ST) / Include Rad Results-past 24 hrs (CT, MRI only) (ST) / Include Rad Results-most recent (w/o scans) (ST) / Include Rad Results-most recent (CT, MRI only) (ST) / Launch Rad interp (flowsheet) / OTHER
Ovarian Program >>	Tumor Banking/Next Generation Sequencing: Yes / No / Not applicable / OTHER Oncology Referrals and Tx Plan (ST)

Select the **Use Free Text** option to insert the STs. You can only add one ST at a time. After selecting **Use Free Text**, choose the icon that looks like the one outlined below from the top section of the note to insert the ST.



You will need to search for the ST you need. The next window that appears will allow you to search. You will not be able to scroll with the wheel on your mouse but you can scroll through the options. Select the options below to add both STs to your note. You will have to add them individually. After adding the template, select **OK**.



Your note will then have both STs and should look like the Review/Management paragraph below when a patient has actual survey results. You will only see the outlined titled if there is no data on the patient.

Review / Management <Show Structure> <Use Free Text>

PROMPT Symptoms(Last 30 Days)

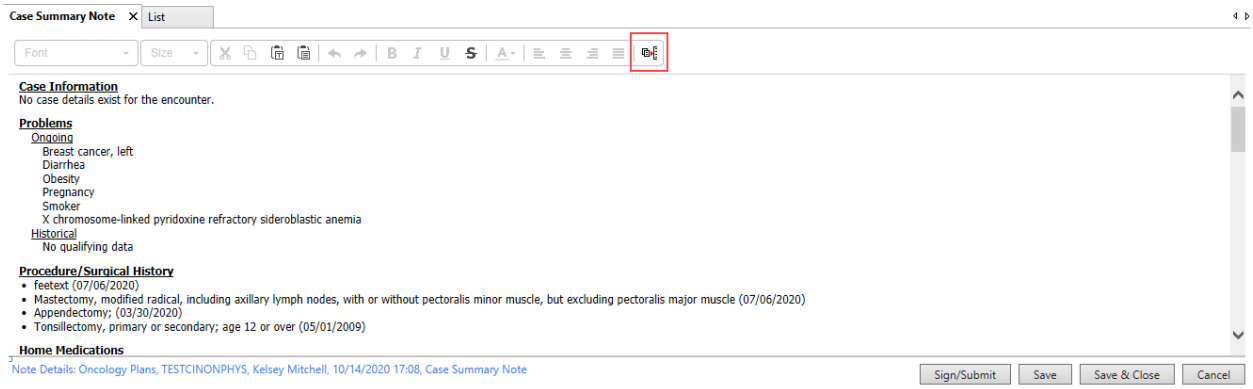
Constipation Score :	**Severe**	(10/12/20)
Cough Score :	**Severe**	(10/12/20)
Decreased Appetite Score :	**Severe**	(10/12/20)
Diarrhea Score :	**Severe**	(10/12/20)
Fever Score :	**Yes**	(10/12/20)
Frequent Urination Score :	**Severe**	(10/12/20)
Insomnia Score :	**Severe**	(10/12/20)
Nausea Score :	**Severe**	(10/12/20)
Numbness & Tingling Score :	**Severe**	(10/12/20)
Pain Score :	**Severe**	(10/12/20)
Painful Urination Score :	**Severe**	(10/12/20)
Vomiting Score :	**Severe**	(10/12/20)
Performance Status :	**4 - Pretty much bedridden, rarely out of bed**	(10/12/20)
Other Symptoms :	**Yes**	(10/12/20)
Description Of Other Symptoms :	**Testing**	(10/12/20)

PROMPT Alerts(Last 30 Days)

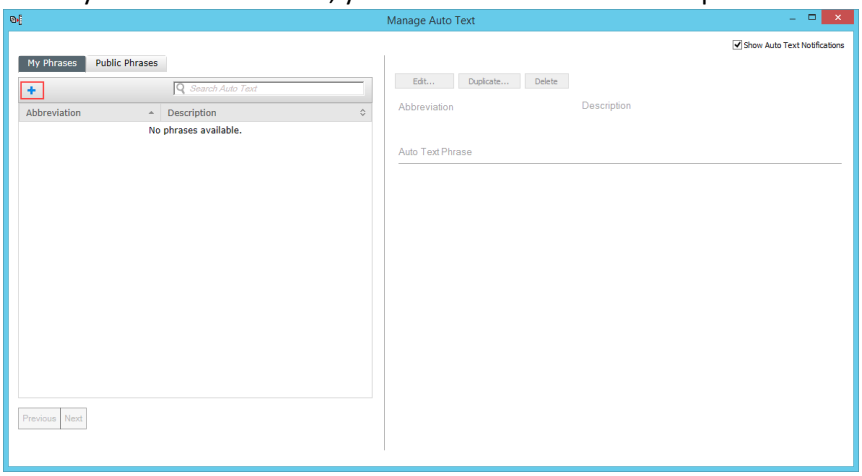
Anxiety :	**Severe**	(09/25/20)
Diarrhea :	**Severe**	(10/13/20)
Constipation :	**Severe**	(10/13/20)
Pain :	**Severe**	(10/13/20)
Nausea :	**Severe**	(10/13/20)
Shortness of Breath :	**Severe**	(10/13/20)
Insomnia :	**Severe**	(10/13/20)
Neuropathy :	**Severe**	(10/13/20)

PROMPT for Dynamic Documentation Notes

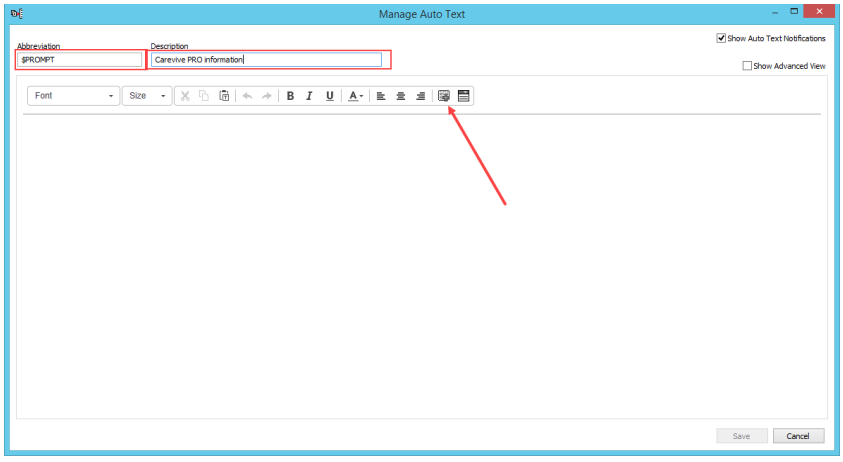
When in the Oncology Navigator Case Summary Note, you will need to create an autotext to pull in the results of the surveys. This can be done by choosing the icon outlined below to manage your autotexts.



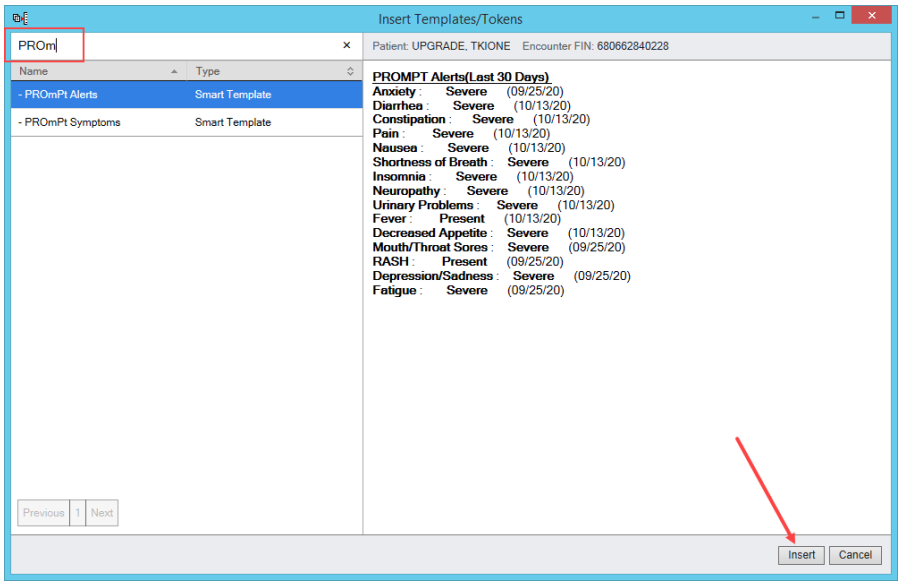
When you choose that icon, you will have a new window open. In that window, select the blue plus sign.



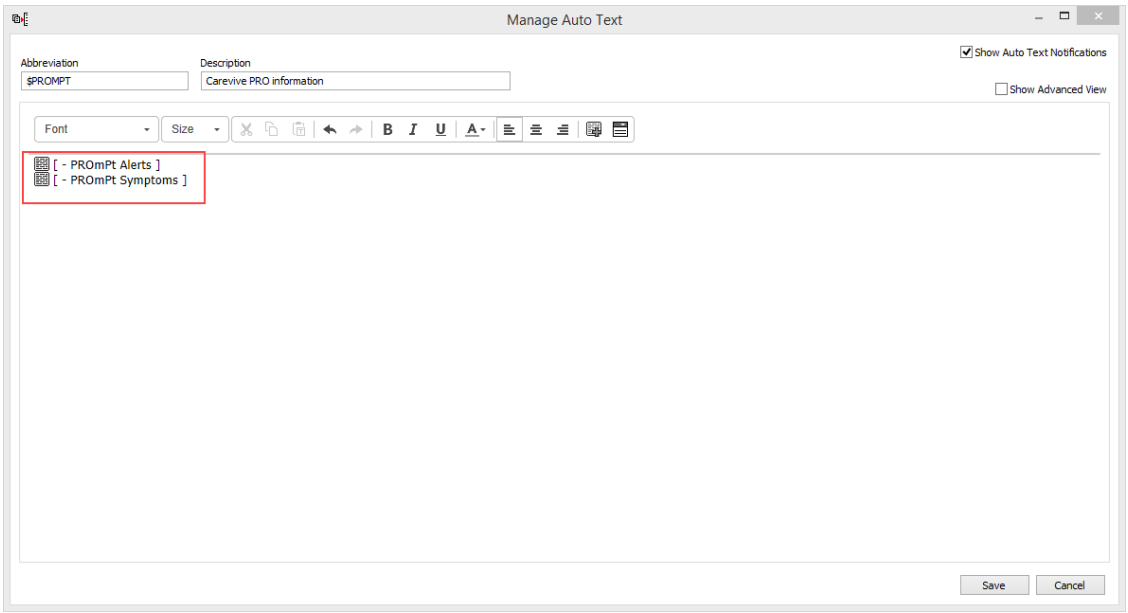
In the next window that opens, enter a name and description for this autotext. We recommend using the $ special character to create this autotext as the first character like below. From there you will choose the icon the arrow is pointing indicating below.



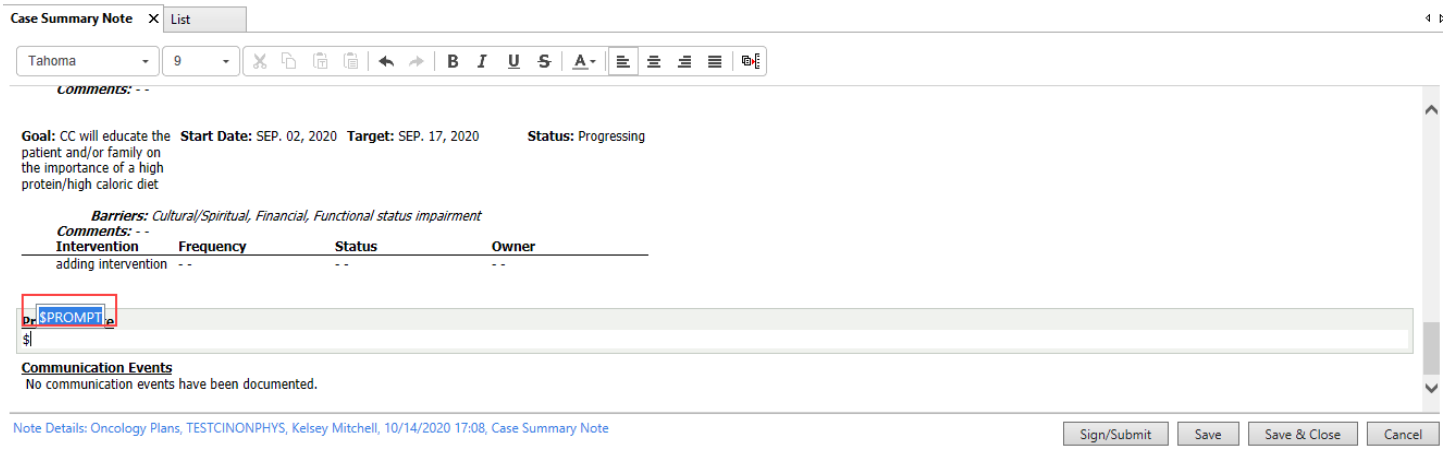
In the next window, search for PROmPt and select each option listed. You will need to insert them individually. Select PROmPt Alert first then select Insert. Next, repeat the steps to add PROmPt Symptoms.



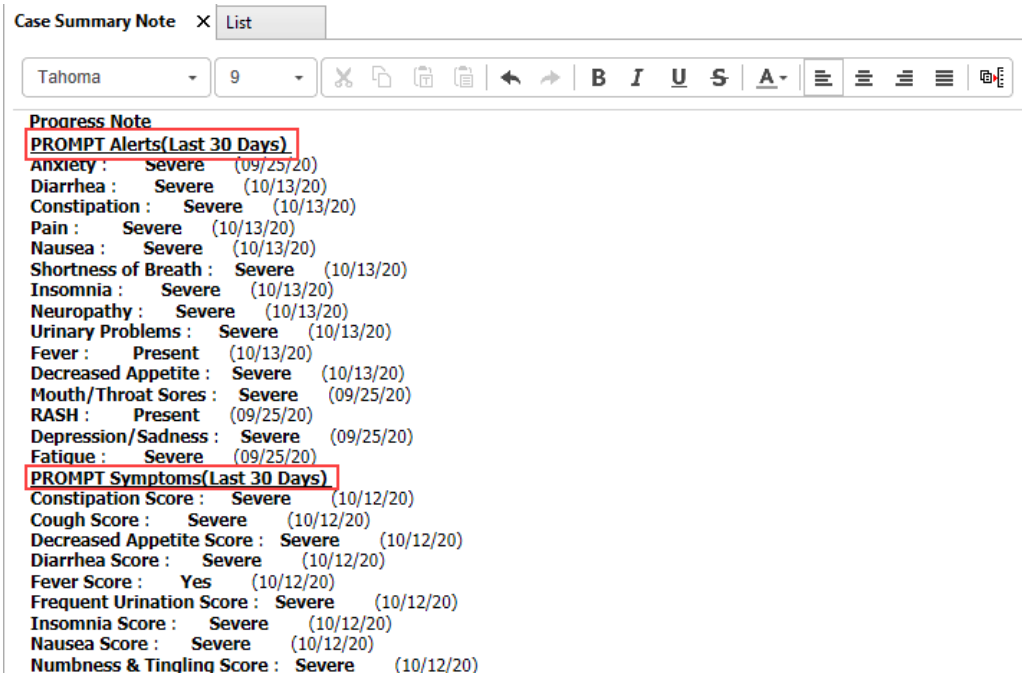
Once you complete adding both options, your window should look like the one below. To get them stacked on top of each other you will need to select enter after the PROmPt Alerts text. Finally choose **Save**.



You will return to this window and see your newly created autotext. You may close this window with the red X in the top right. Next you will need to add the autotext to a free text section of your note. The only free text section today is the Progress Note section. Enter the $ special character and your $PROmPt autotext will appear. Tap the enter key to have it appear.

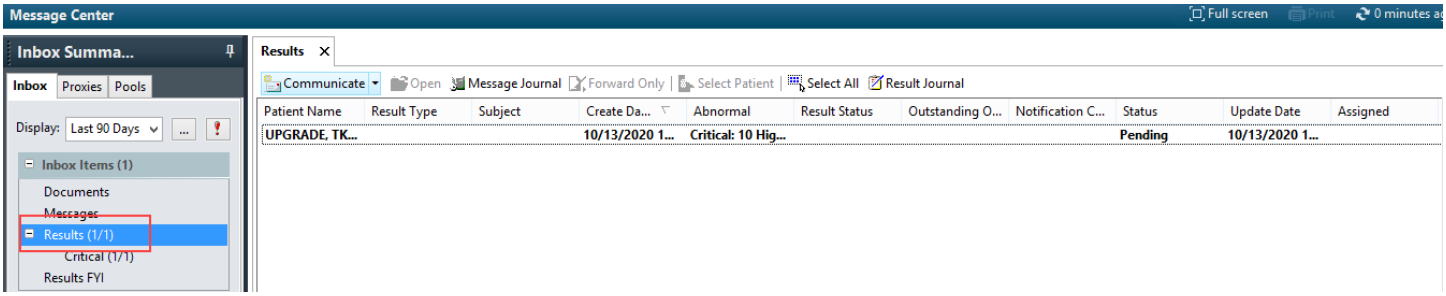


After enter is selected, your note should look like the screen below if the patient has any data to pull in. You can still type into the Progress Note section if you would like.

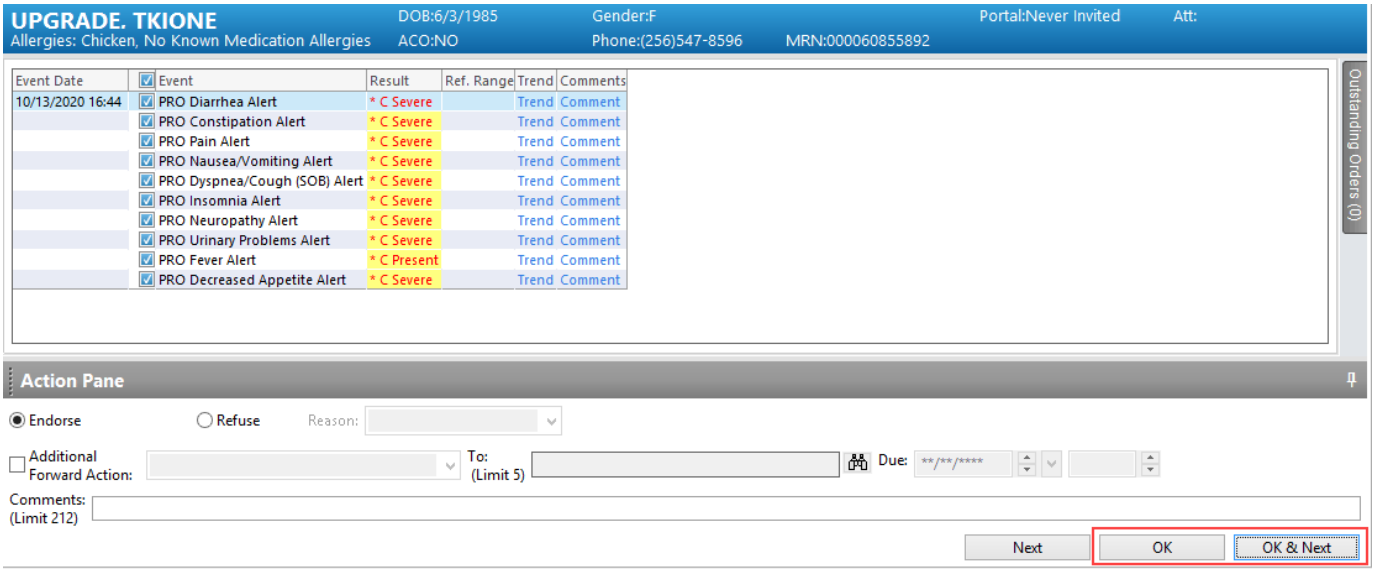


Alert Management

When patients submit surveys, results will route to the patient's Carevive dashboard and to the assigned primary reviewer's inbox in Message Center. Alerts in Message Center will flow to the Results section of Message Center. **NOTE**:This is a section of the Message Center that is uncommonly used by nursing staff.

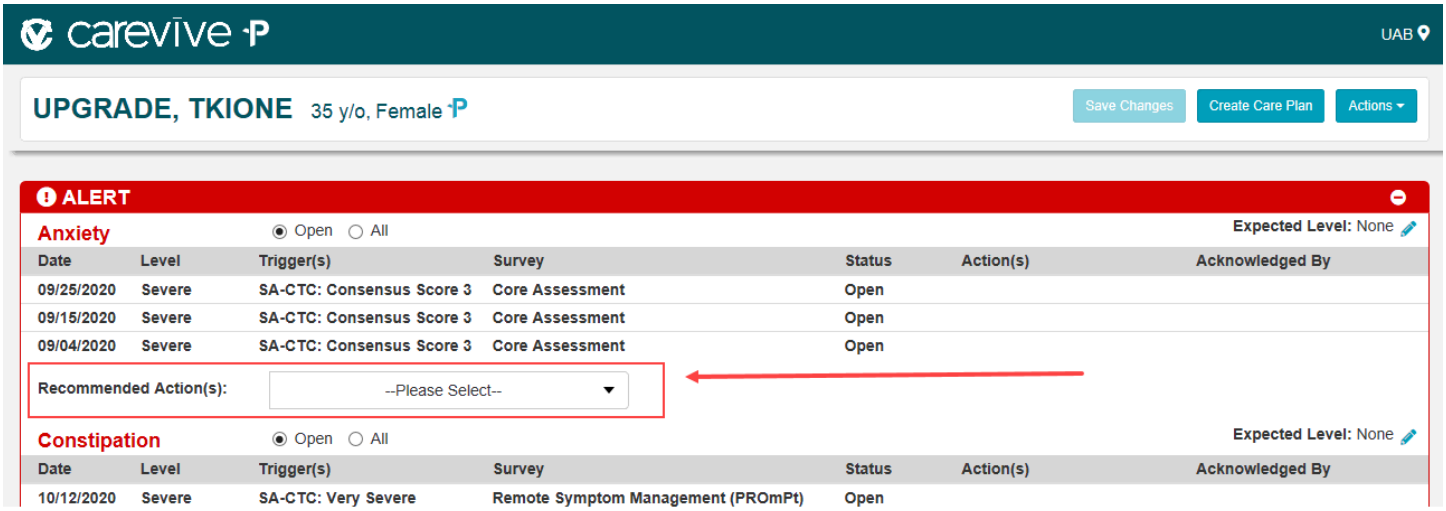


To view the results of the survey, you will need to double click on the line for the patient of interest. This will show you all of the results within that patient's survey. If the results are critical, they will be red as shown below. To clear the results from your inbox, you will need to select **OK** or **OK & Next**. The results should only be cleared after they are worked in Carevive.

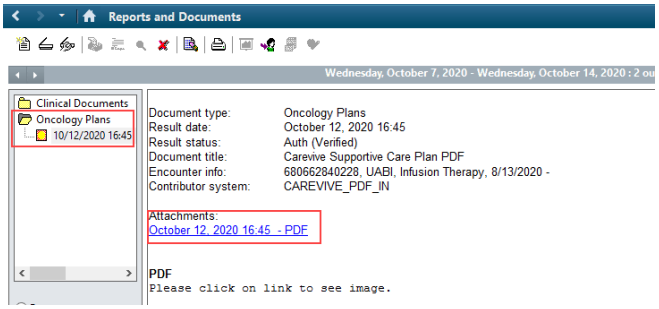


Alerts in Carevive

The alerts that route to your inbox only indicate that alerts exist in Carevive to be addressed. They also allow the medical record to be the singular source of truth. Once alerts are addressed in Carevive, the recommendations flow to our medical record and to the patient to review. The alerts appear as below. Critical alerts are red.



To address the alert, you will need to choose from the outlined drop down what your recommendations are for the patient. Recommendations may require interaction with other disciplines or the primary oncologist for the patient. The patient will get generic information while you are working their alerts to provide final recommendations. The initial generic information will flow to the patient's Carevive account and into the medical record in Report and Documents.



UAB COMPREHENSIVE CANCER CENTER

Symptom Self-Management Plan

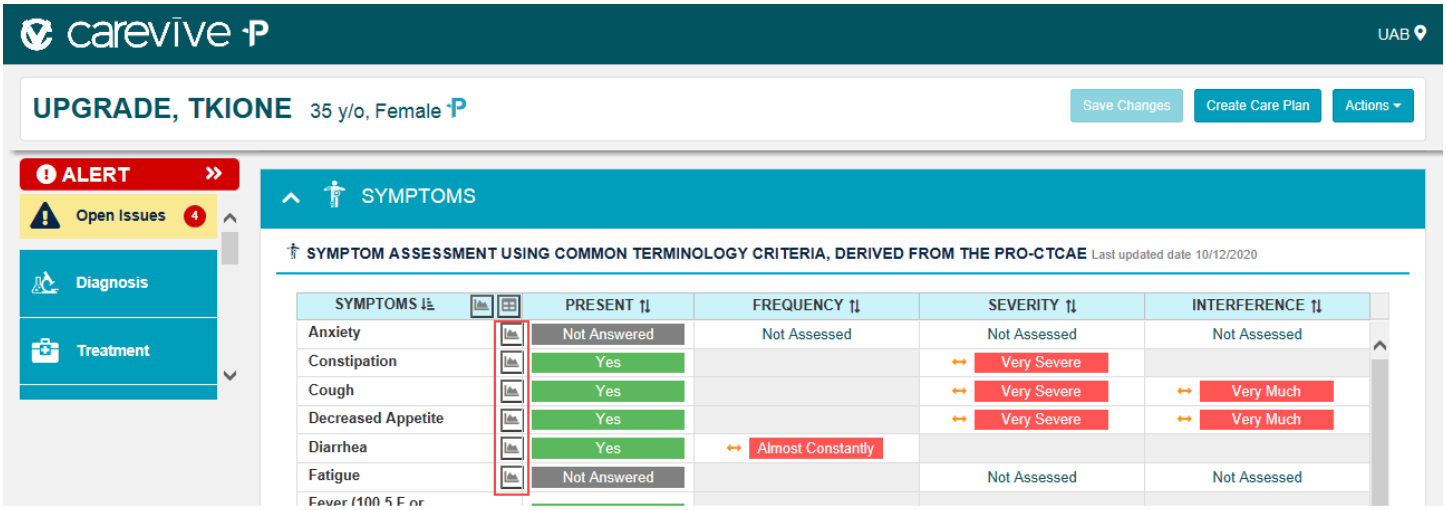
Patient Information

Name: TKIONE UPGRADE
DOB: 06/03/1985
MRN: 60855892
Cancer Type: Breast
Prepared on: 10/12/2020 4:44 pm CT

Table of Contents

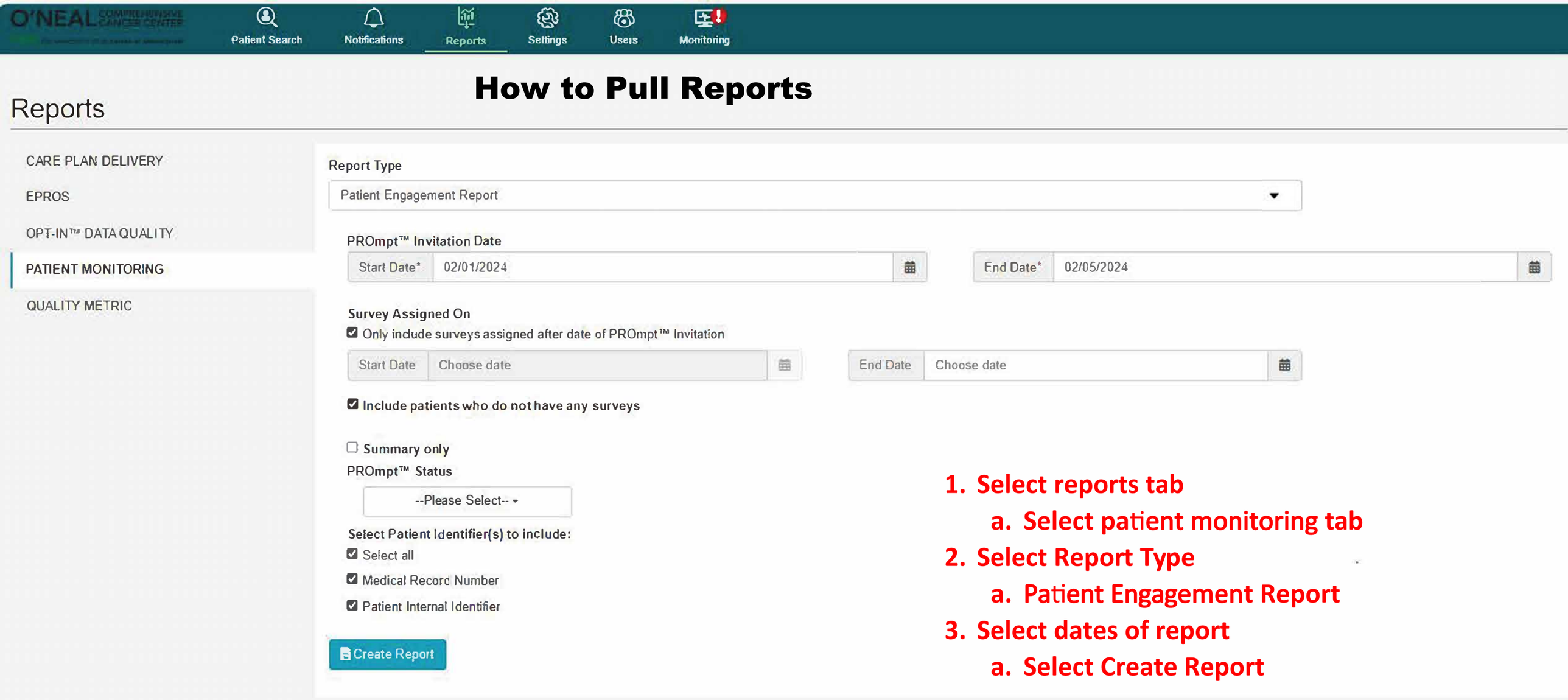
About Your Plan 2
Your Symptoms 3
When To Call Your Doctor 10
Resources & Contact Information 11

The alerts also have the ability to be graphed so you can see results over time. Simply choose the graph icon. This may prove helpful as you work your results and relay information to the oncology team.



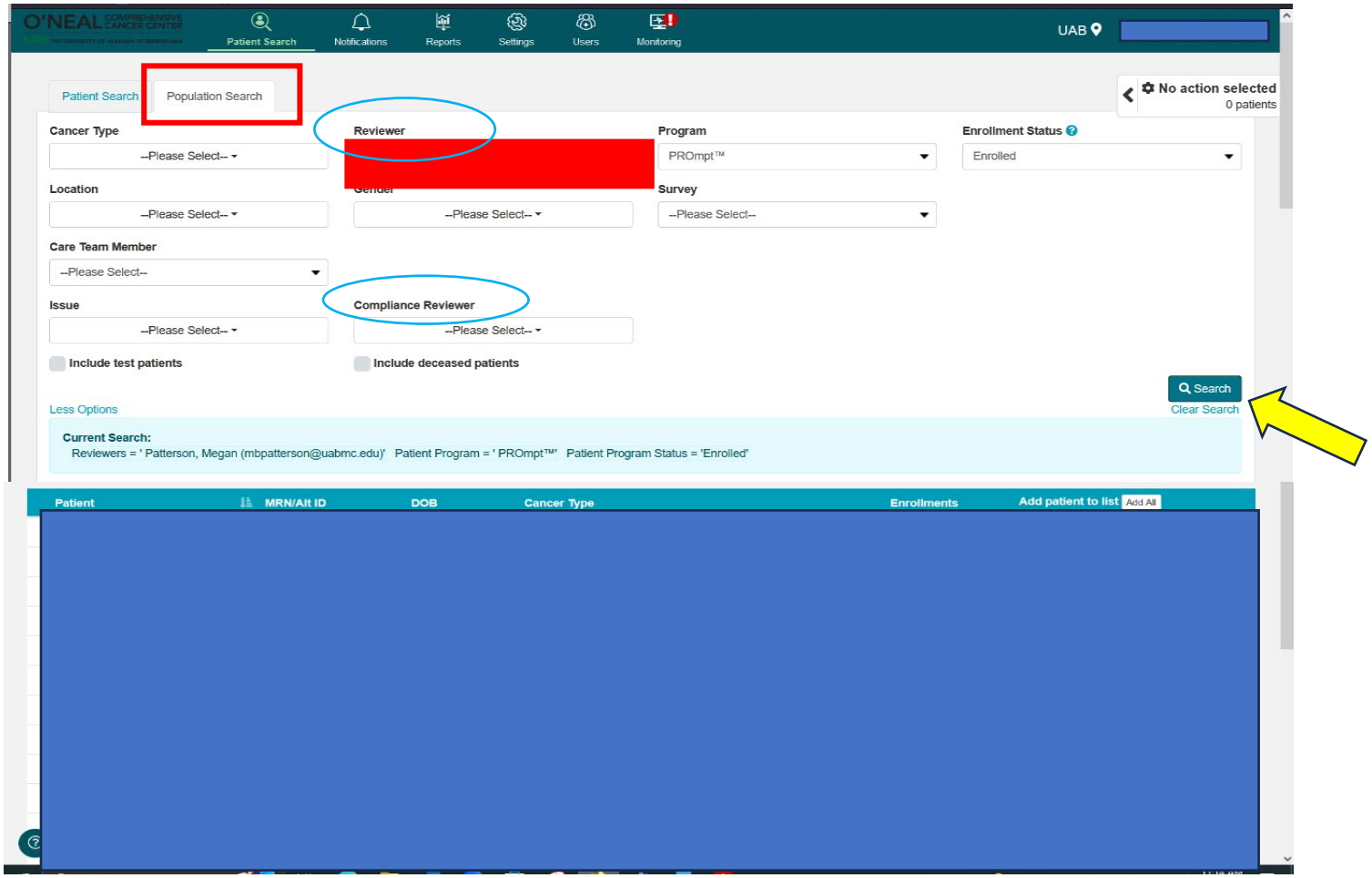
If you have additional questions, please follow up with your clinical informatics liaison (clinicalinformatics@uabmc.edu), call, or email the help desk (205.934.8888 or helpdesk@uabmc.edu).

TECH/QUALITY MONITORING


O'NEAL COMPREHENSIVE CANCER CENTER
Patient Search
Notifications
Reports
Settings
Users
Monitoring
How to Pull Reports
Reports
CARE PLAN DELIVERY
EPROS
OPT-IN™ DATA QUALITY
PATIENT MONITORING
QUALITY METRIC
Report Type
Patient Engagement Report
PROmpt™ Invitation Date
Start Date*
02/01/2024
End Date*
02/05/2024
Survey Assigned On
Only include surveys assigned after date of PROmpt™ Invitation
Start Date
Choose date
End Date
Choose date
Include patients who do not have any surveys
Summary only
PROmpt™ Status
--Please Select--
Select Patient Identifier(s) to include:
Select all
Medical Record Number
Patient Internal Identifier
Create Report
1. Select reports tab
a. Select patient monitoring tab
2. Select Report Type
a. Patient Engagement Report
3. Select dates of report
a. Select Create Report

How to find patients assigned to a specific reviewer

Reviewer/ Compliance Reviewer

1. Population Search
2. Select or type in reviewer name from drop down
3. Select program **(PROMPT)**
4. Select enrollment status
    a. Search

See example below: