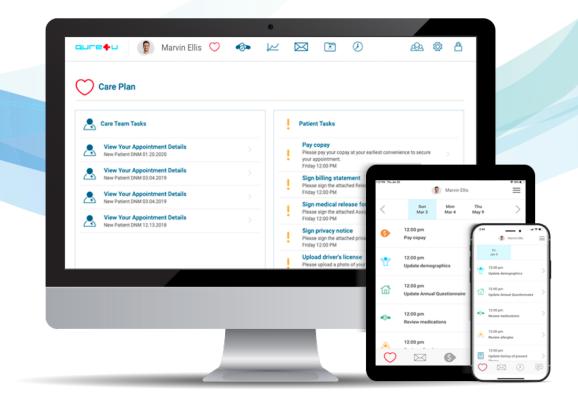
Qure4u Systems Training





Qure4u System at a Glance

- CareManager Extension
- Secure Messaging
- Online Scheduling
- MyCarePlan
- Digital Check In (Quicklink and In-Office Tablets)
- DriveUp
- Telehealth
- Remote Patient Monitoring & Clinical Care Plans



CareManager

Cornerstone of the Qure4u System



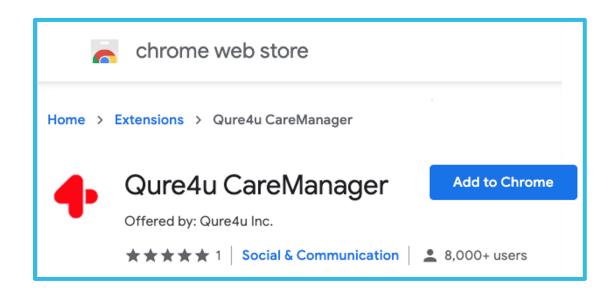
Who uses the CareManager Extension?

- Administrator
 - Checking in patients
 - Viewing patients' status
 - Messaging patients and staff
 - Posting and viewing items on the Newsfeed

- Clinicians
 - Connecting to Telehealth visits
 - Viewing patients' status
 - Messaging patients and staff
 - Posting and viewing items on the Newsfeed



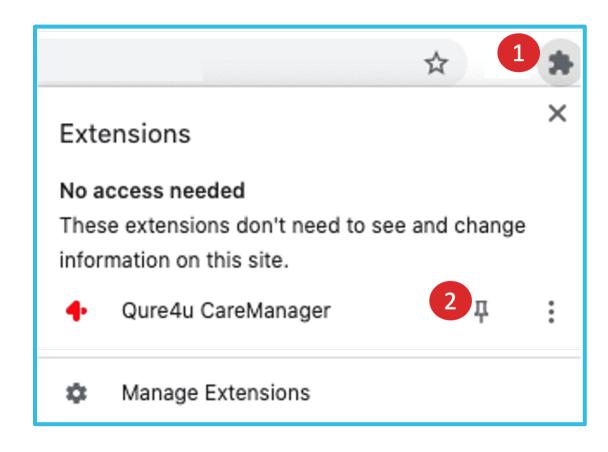
First: Download the CareManager Extension



Download and install the CareManager extension from the Google Chrome Web Store



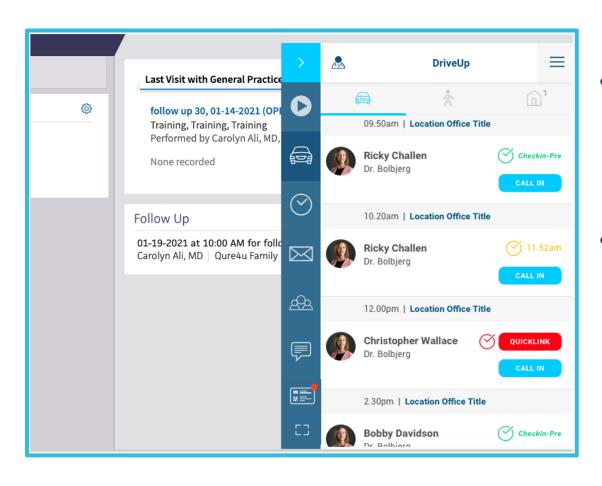
Second: Pin the Extension to Chrome



Select the Puzzle Piece (1) and then the Pushpin (2) next to the Extension to pin it to your browser



Third: Open the extension inside Athena



- You may need to refresh Athena before the Extension will open
 - It will only open while you are in an Athena window
- New staff will need to be added to the system by Qure4u Support before they can register their account and begin using the Extension



Features of the CareManager Extension

















Minimizes
the window
to the side
when
maximized
and brings
back to
maximum
size when
minimized

Telehealth
Waiting
Room:
Shows
patients who
have called
in for their
Telehealth
visit and are
not speaking
a provider

DriveUp:
Allows staff
to track a
patient's
status as
they park at
the office,
walk in from
the parking
lot, and
arrive at the
front desk.

Scheduling view:
Displays the schedule (see the next slide for information on this view)

Messaging
view:
Shows
messages
and allows
staff to send
messages
internally
and to
patients

Patient search:
Patients can be quickly searched by name, date of birth, and phone number

Follow Ups:
Staff can
view any
patients'
Care Plan
Tasks that
are outside
of normal
limits
(additional
user
Permission)

Newsfeed:
Allows staff
to share
videos,
images, and
links both
internally
and with
patients

Insurance
Card Review:
Receive
insurance
cards and
import them
into Athena.



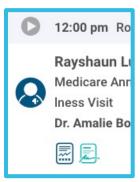
CareManager Extension Key

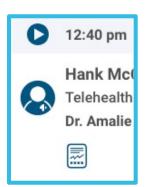
Patients who have activated their account in MyCarePlan will have a light purple bar that turns dark purple as they complete the check-in process

Patients who are checking in using Quicklink or the in-office tablet will have a light-yellow bar that turns dark yellow as they complete the check-in process

Once a patient is Ready for Staff, the bar will turn green

When the patient is in the checkout process, the bar will be dark blue





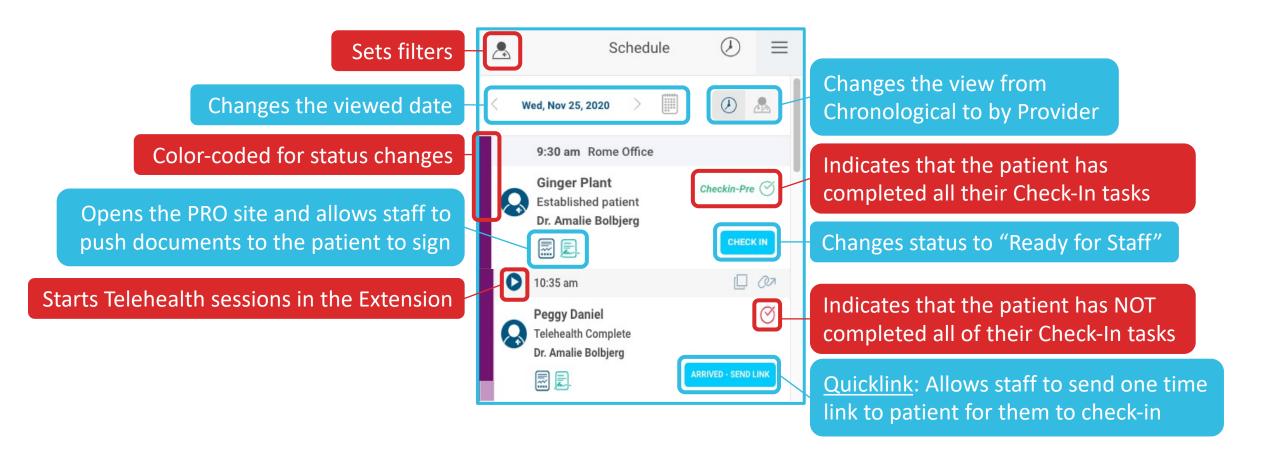
The grey play button indicates that the patient will be seen in the office.

Selecting it gives the option to change the appointment to a Telehealth appointment and turns the button blue.

Connect to the Telehealth appointment inside the extension by clicking the blue play button.

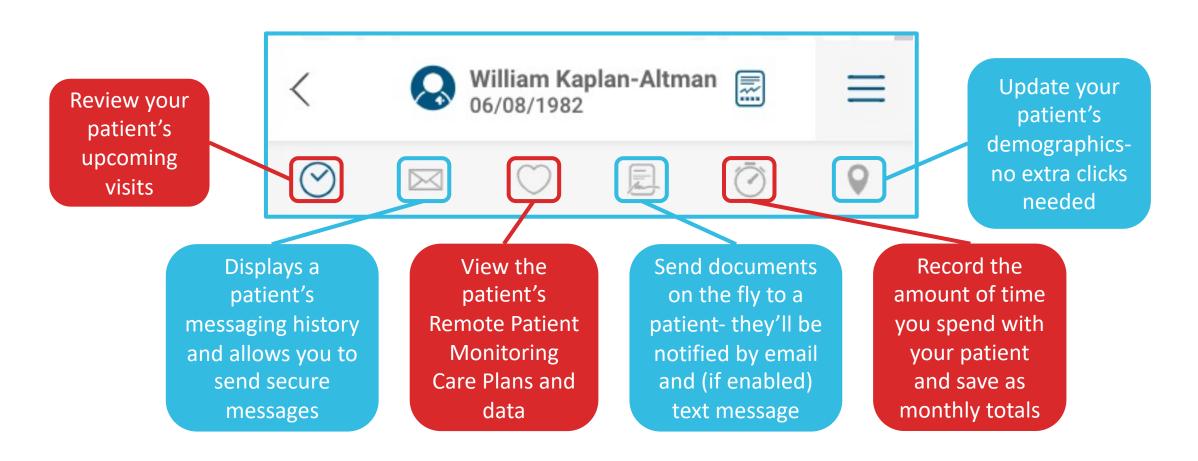


Details of the CareManager Extension: Scheduling View





Details of the CareManager Extension: Patient Detail View



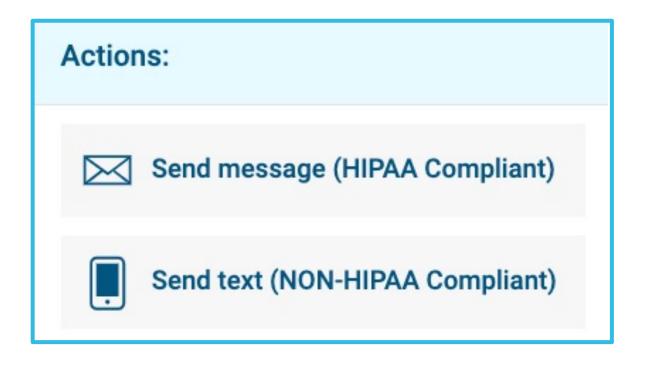


Messaging

Staying In Touch



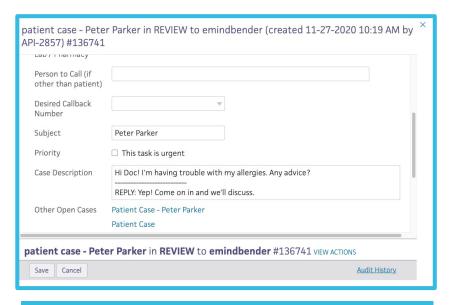
Two Types of Messages



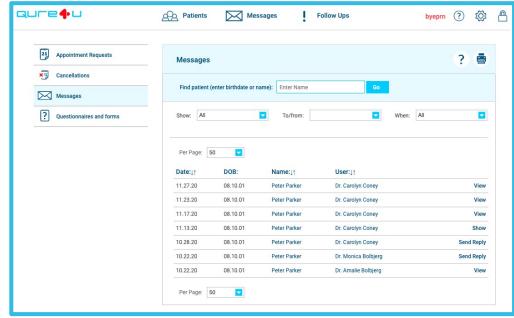
- Secure Messages are
 - Tracked in the system for the practice's staff and for the patient
 - HIPAA compliant
 - Require the patient to log in to view
- Text Messages are
 - Perfect for short messages that do not need to be saved
 - Used to remind patients of appointments or to log into their MyCarePlan



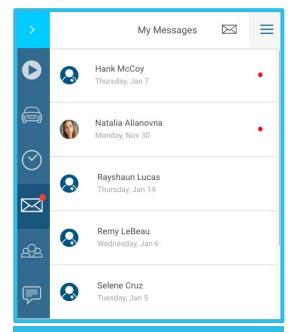
Viewing Secure Messages - Staff



Messages can be viewed and replied to as patient cases inside Athena, but you must review each patient's chart to find them.



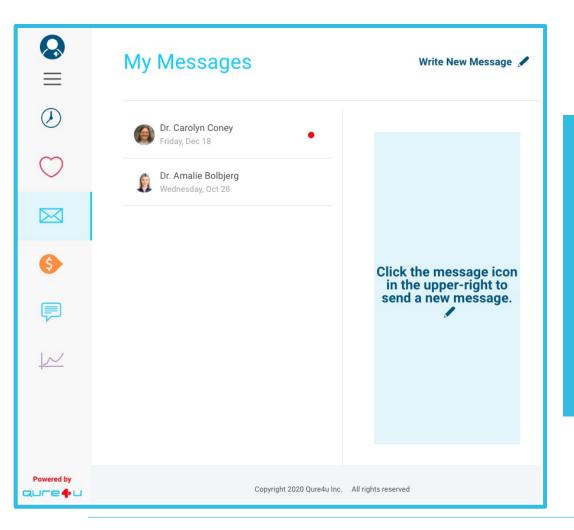
Inside the PRO side, you can review all messages by patient, status, or user that it was sent to.



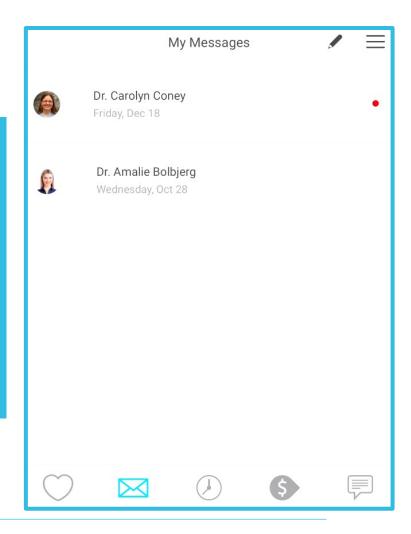
The CareManager extension allows staff to message within the practice and to patients. Unread messages are easily recognized with the red dot.



Viewing Secure Messages - Patients

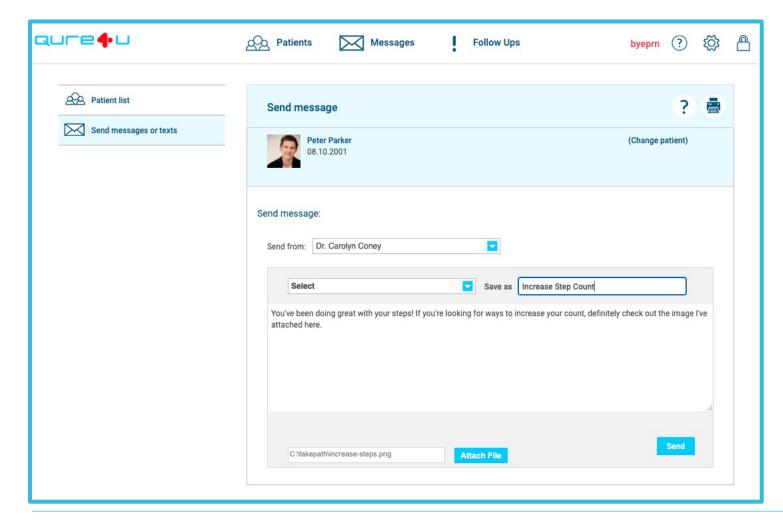


Patients can view previous conversations and begin new ones from the envelope icon in both the MyCarePlan website and app.





Creating Message Quicktext



Messages typed into the PRO site can be saved and reused for multiple patients.

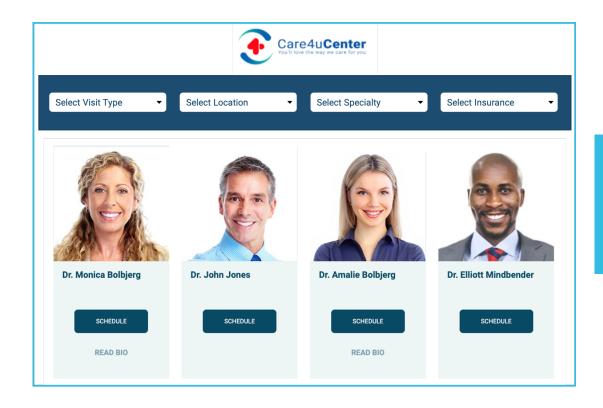


Online Scheduling

Empowering patients



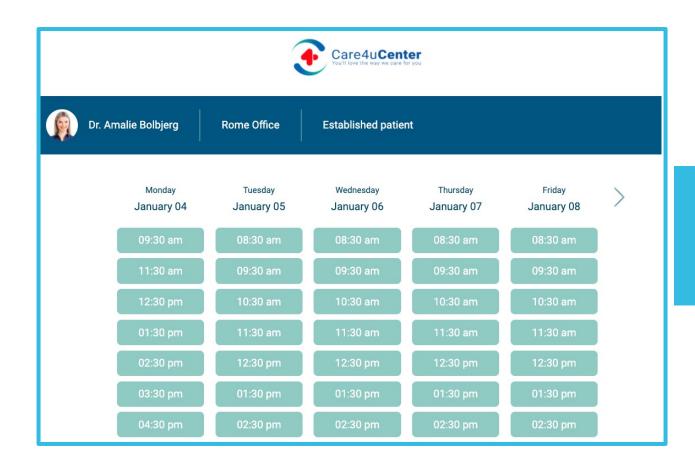
Online Scheduling- Filters



Patients set filters and click to schedule with the provider of their choice.



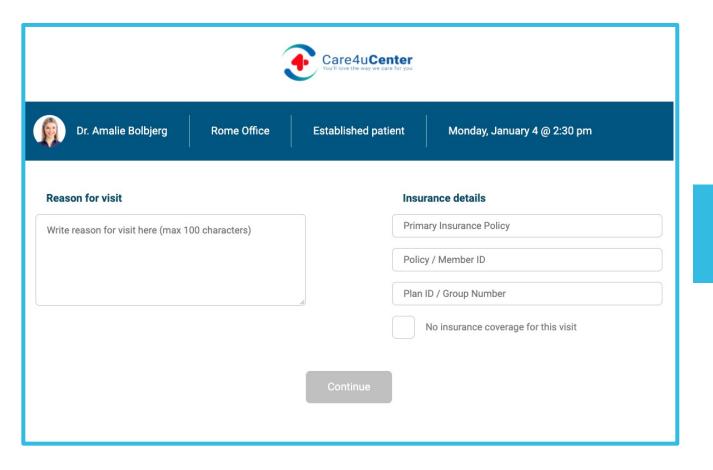
Online Scheduling- Choosing a Time



The system shows the provider's availability based on the selected filters.



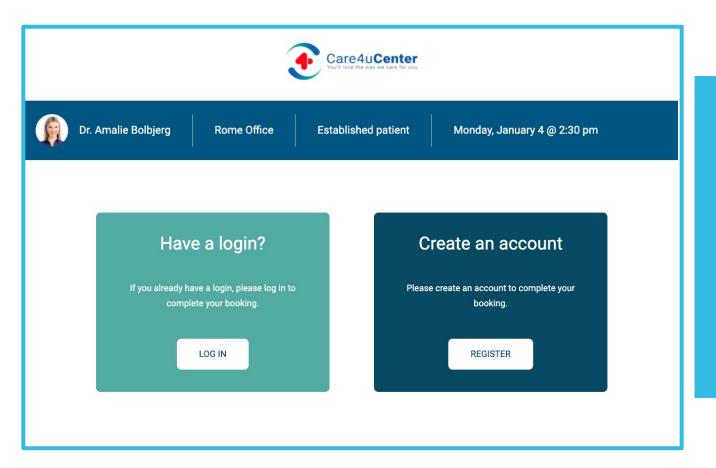
Online Scheduling- Appointment Details



Patients enter details for their visit and insurance.



Online Scheduling- New or Established Patient



If they are an existing patient, the system will direct them to their MyCarePlan.

If they're new, it allows them to activate their MyCarePlan account.



MyCareplan

Our Patients' Connection to their Care



Step One: Patient is Registered & Scheduled in Athena

- Must have on file
 - Name
 - Date of Birth
 - Email Address
 - Phone number (in the Mobile Phone Number field)
 - Does not need to be a mobile number, but does need to be filled in
- Qure4u will automatically send the patient their activation links
- Recommended browsers for Patient Use: Google Chrome, Mozilla Firefox, or Apple Safari
 - For the best experience, have patients download our app from the Apple App Store or the Google Play Store



Step Two: Patient Receives Activation Link



Dear Remy,

You have a new appointment with us: 12/15/2020 at 12:30 PM with Dr. Amalie Bolbjerg

Location:

6127 26th Street West, Bradenton, 34205

ACTION NEEDED: If you have not already done so, please log in and prepare as soon as possible. Well in advance of your appointment, we need you to update demographics, pay copay and sign virtual consent forms.

IMPORTANT: Please use the activation link below, do not register as a new user. You will be able to set your own password after activation.

CLICK HERE TO ACTIVATE YOUR ACCOUNT

If you log in via the web, please only use Google Chrome, Firefox or Safari to access your account.

Hi, Remy. Check-in to your appointment with MyCarePlan now!

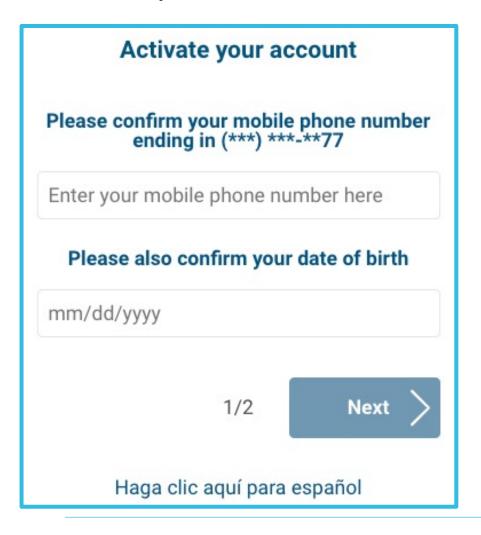
Check-In Now: https://my-care-plan.com/r/V5jN4gn

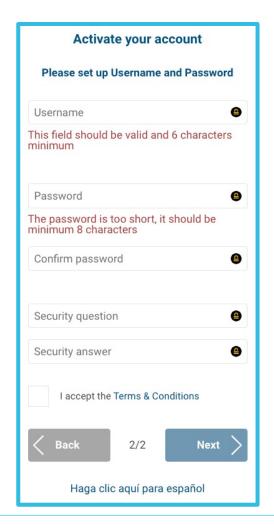
Patients receive messages via email and (if enabled) text messages that invite them to activate their account and check in for their appointment

Emails are always sent in both English and Spanish (top half of the email will be in English)



Step Three: Patient Activates Account



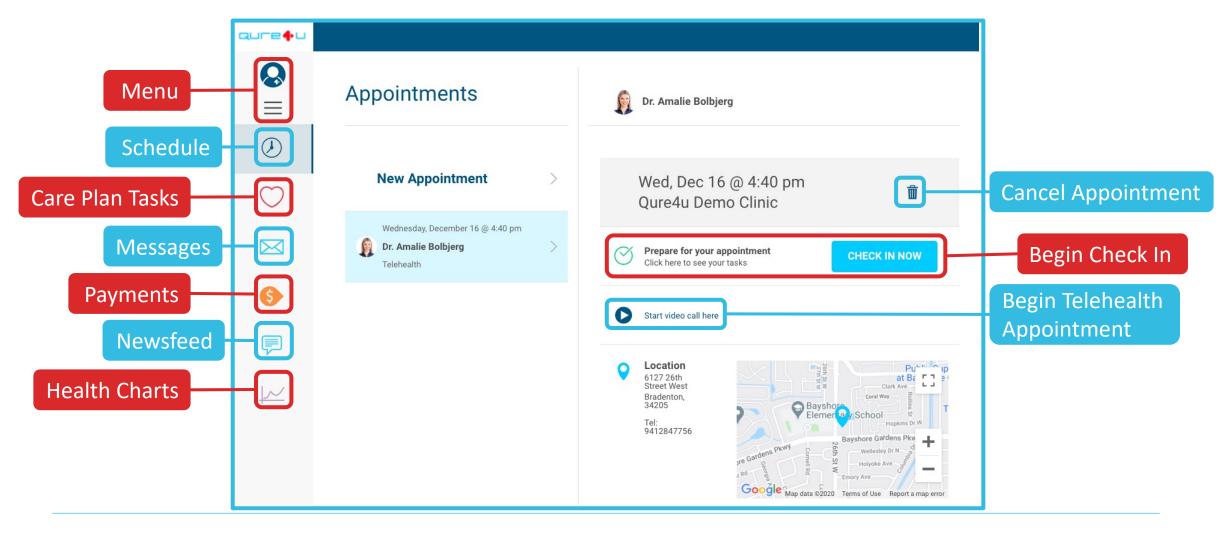


The patient sets their own username, password, and security question when they activate their account.

Practices can send them a link to activate their account or reset their password from the PRO site.



Details of the MyCarePlan Dashboard

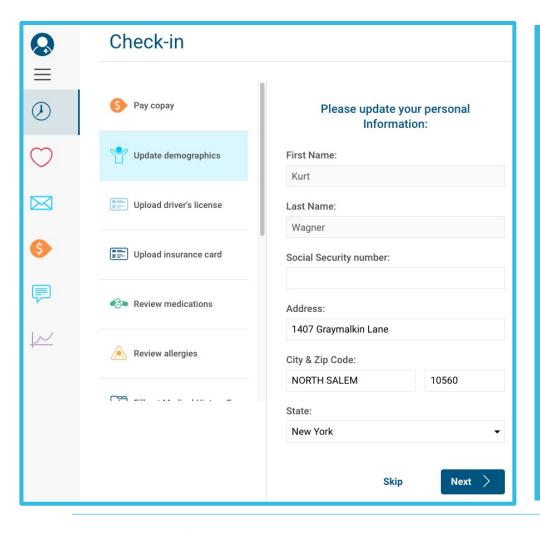


Checking In

From Home and from the Practice

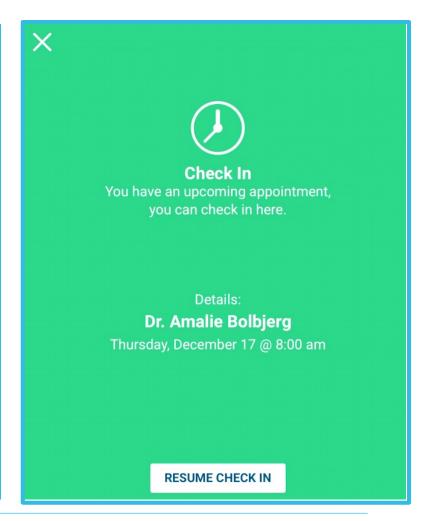


From MyCarePlan Before the Visit



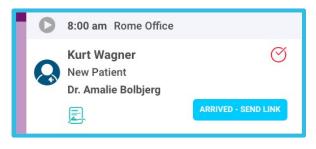
Patients use the MyCarePlan website or mobile app to log into their account and complete the assigned tasks.

Tasks can be customized for specific appointment types.
They will import administrative and clinical data into the patient's chart.

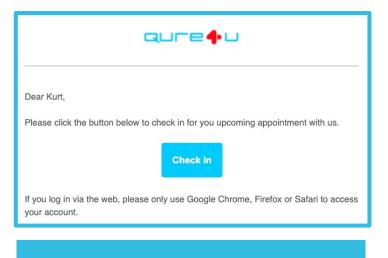




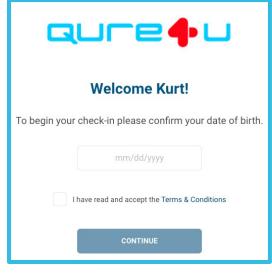
Checking In at the Office: Quicklink



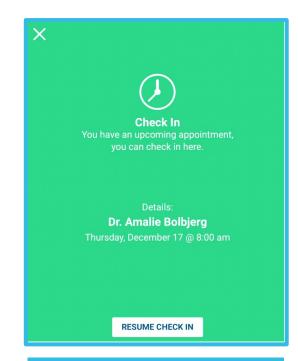
From the CareManager
Extension, a staff
member clicks
"Arrived – Send Link"



This sends and email and a text (if enabled) to the patient asking them to check in



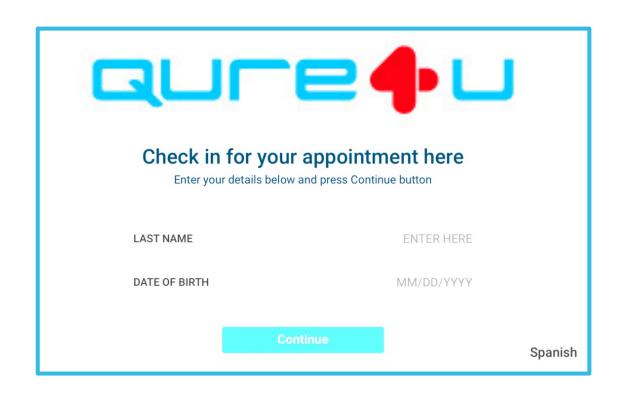
The patient logs in with their date of birth



And completes the check in process on their personal device



Checking In at the Office: Tablets

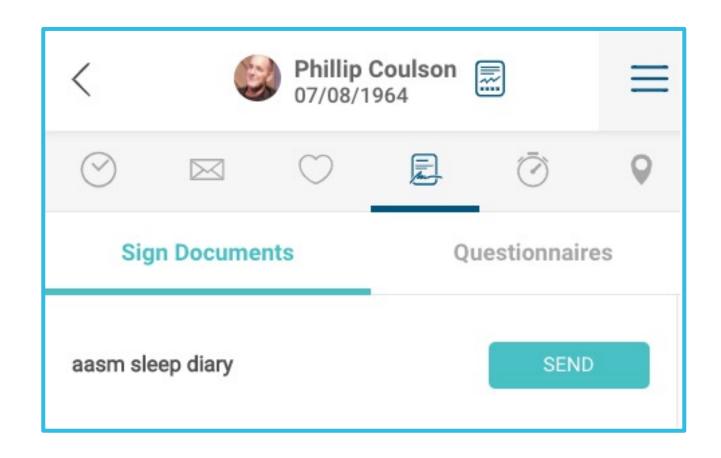


Patients checking in at the office can use our app on your tablets

- No need to sign into the app on their device
- Marks them as "Ready for Staff" once complete



Sending Documents "On the Fly"

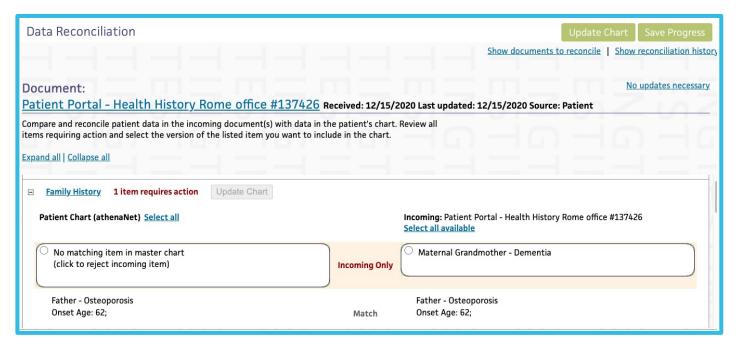


Selecting the document icon under a patient's detail view displays the available documents to send.

The patient will be notified by email and (if enabled) text that they have documents to complete. The link in their notification will only ask for their date of birth before allowing them to sign.



Reconciling Data in the Patient's Chart



- Data imported from demographics appears immediately in Athena
- Data into the patient's chart may take a few minutes
 - Can include allergies, History of Present Illness, Review of Systems, and Consent forms among others



DriveUp

Expanding your waiting room and keeping your patients safe



Sent to the Patient Before the Visit

Dear Theodore.

You have a new appointment with us: 1/14/2021 at 3:45 PM with Dr. Ali

Location:

4740 Pearl Parkway, Suite 200 Boulder, 80301

ACTION NEEDED: If you have not already done so, please log in and prepare as soon as possible. Well in advance of your appointment, we need you to update demographics, pay copay and sign virtual consent forms.

Click here when you arrive for your appointment

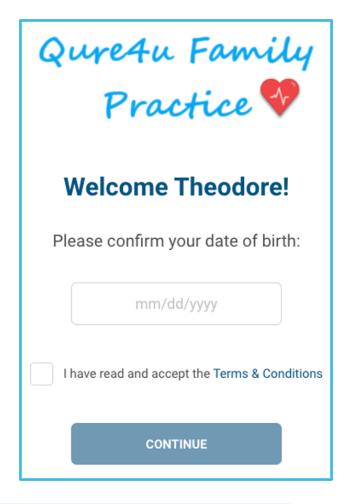
Click here to let us know when you have arrived for your appointment: https://q4u.io/nLwv1jV

Do not come inside until we have sent you a text inviting you in.

Text "Stop" to Opt-Out

Patients will
receive an email
(and text, if enabled)
30 minutes before their
appointment, asking
them to click once
they've arrived.

A browser window will open, asking them to confirm their identity.





The Patient Checks In



Qure4u Family
Practice

Appointment Details:

Dr. Ali

Thursday, January 14 @ 3:45 pm

4740 Pearl Parkway, Boulder 80301

VIEW ON MAP

Please wait in the parking lot and tap the button below when you are arrived.

I HAVE ARRIVED

When the patient has confirmed their identity, they will have a new browser window asking them to click

I have arrived.

Once they do, the screen will display **Arrived** until the office staff call them in.

Virtual Waiting Room

Qure4u Family Practice **

Appointment Details:

Dr. Ali

Thursday, January 14 @ 3:45 pm 4740 Pearl Parkway, Boulder 80301

VIEW ON MAP

STATUS:

Arrived

UNDO

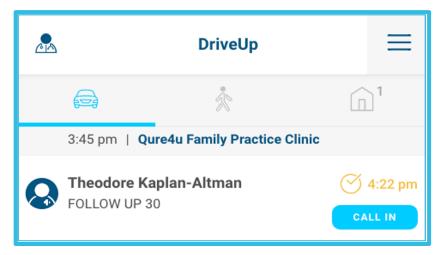
Thank you!

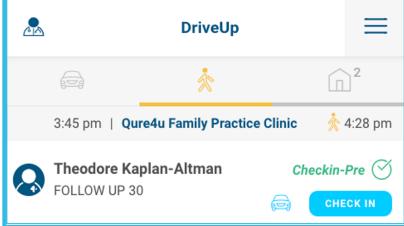
We will send you a text message when it is your turn to come inside.

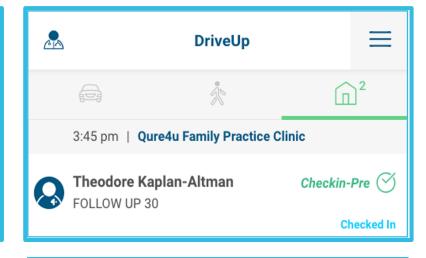
Please remember to wear a mask at all times.



Inside the Office







In the CareManager Extension the patient shows in the first tab, indicating that they are parked and ready to be called in. If Quicklink is used, the time that the link is sent will display in yellow.

Once staff clicks **Call In**, the patient will be notified by text and their name will move to the second icon, indicating that they are coming into the office.

When the patient arrives at the office, the staff can select **Check In** to move them to the last icon of a building. The numbers at each icon indicate how many patients are listed in that stage.



Telehealth

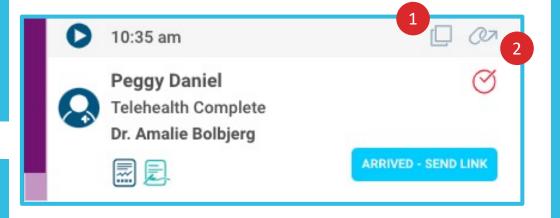
Connecting Virtually with Patients



Connecting to Patients

Selecting the blue play button in the CareManager Extension will begin your call with the patient.

Up to 4 individuals can be connected to the call at the same time.

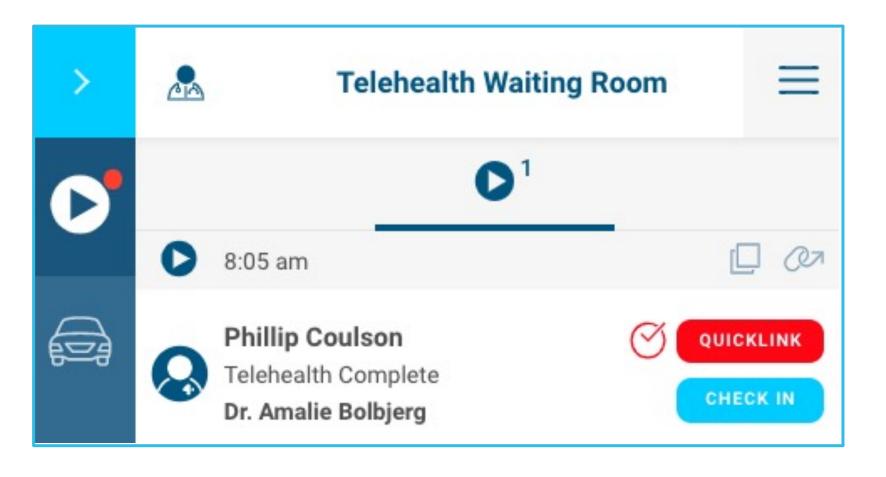


The CareManager Extension opens over Athena, allowing you to view and log data into the patient's chart while on the call. It features **Copy** (1- copies the unique link for you to share with other professionals and **Send link** (2- sends a unique link to the patient to share with family or friends and connect to the call).



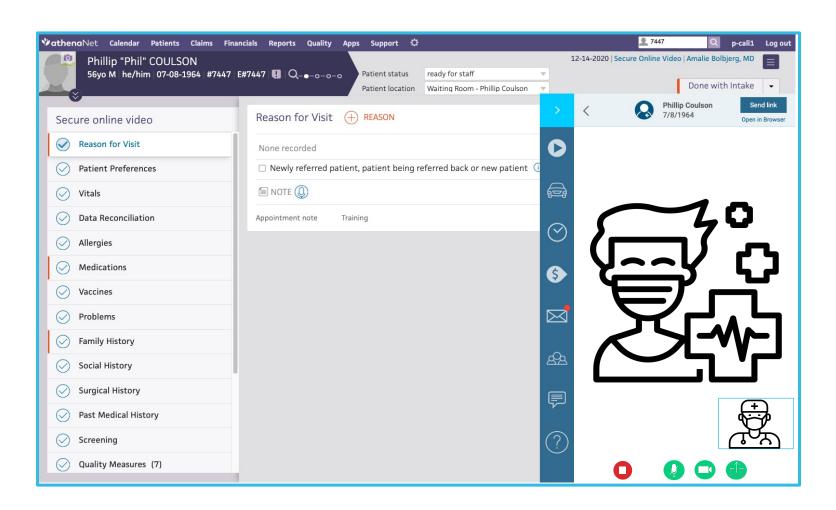
Telehealth Waiting Room

Easily view all patients that have called in for their appointments and are waiting to connect with a provider.





Details of the Telehealth View- Extension



This view allows the provider to minimize or hide the extension to give them a full screen view of the chart while they document the visit.

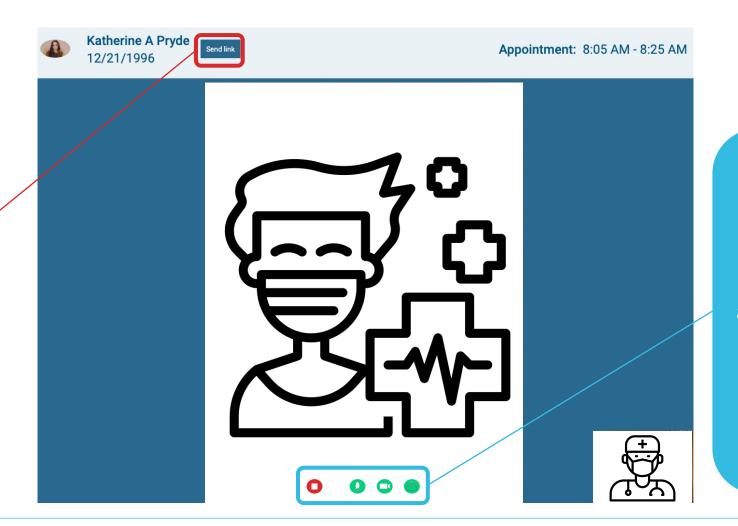
Providers can click "Open in Browser" for a full screen view



Details of the Telehealth View- Browser

Allows the provider to send a unique link to the patient's email and (if enabled) as a text.

This link allows them to join without needing to sign in to MyCarePlan



This is the provider's toolbar for during the call.

From left to right, they allow them to stop the call, mute their microphone, turn off their camera, and share their screen.



Remote Patient Monitoring & Clinical Care Plans

Promoting wellness in between visits



RPM vs. CCP

Remote Patient Monitoring

- Tied to a condition or diagnosis
- Measures vital data
- Gathers data for as long as needed
- Turned on by your staff in the CareManager Extension

Clinical Care Plans

- Tied to an upcoming appointment type
- Tracks as a patient completes tasks (can include vital data)
- Gathers data before and after the specific appointment
- Turned on by Qure4u staff in Administration

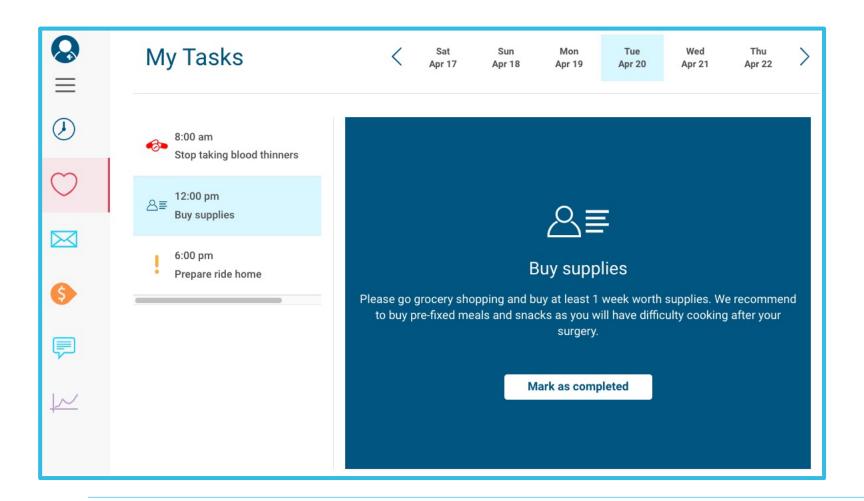


Workflow Notes

- Usually done by Care Management team or an individual tasked with monitoring the data from the system
- Patients have been selected ahead of time
- Your patient is already in the office when they're approached about the program
- Approach patients with an invitation to participate in the program
 - "We are using a new system to help our patients stay in touch with us in between visits so we can continue to support their health. Let's have our Care Management staff meet with you today to answer any questions you have and get you all set up."



What does the Patient see?

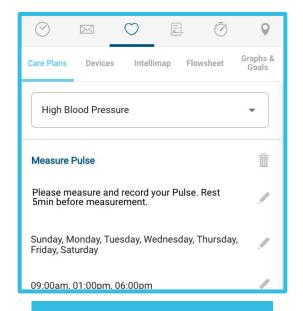


Under the **heart** icon in a patient's MyCarePlan page, they will see the tasks listed for them.

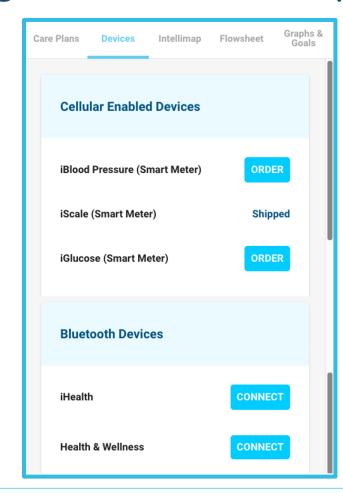
Tasks can only be marked complete on the day that they are assigned.



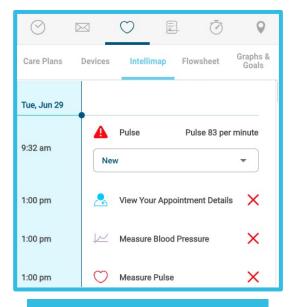
Remote Patient Monitoring and the CareManager Extension (part 1)



Add new care plans, edit the patient's tasks, and integrate devices



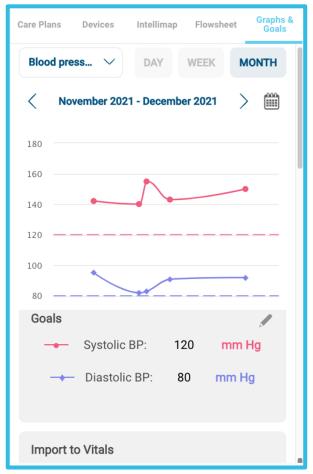
Connect and disconnect patient's devices or order new Cellular Enabled Devices that work immediately for the patient- no login required.



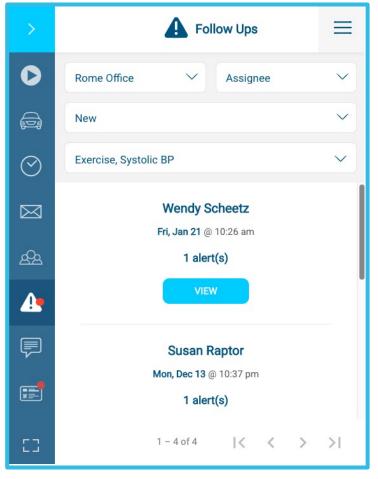
Monitor a patient's completed items and any that are flagged as outside of the patient's goals



Remote Patient Monitoring and the CareManager Extension (part 2)



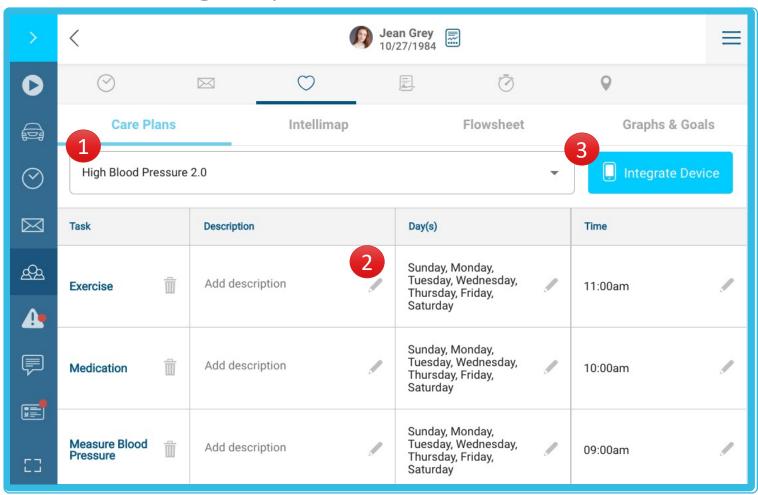
View the patient's data over time, adjust goals, and import directly into athenaHealth



Review all data that's been marked for follow up or divide into what you need to see most by data, location, and status.



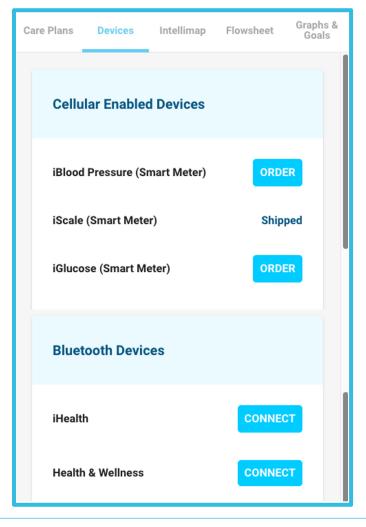
Setting Up the RPM Care Plan



- 1. Select the desired Care Plan from the drop-down menu
- 2. Edit the task's description and frequency as needed
- 3. Integrate the patient's health app to automatically import data into the Qure4u system



Integrating a Device

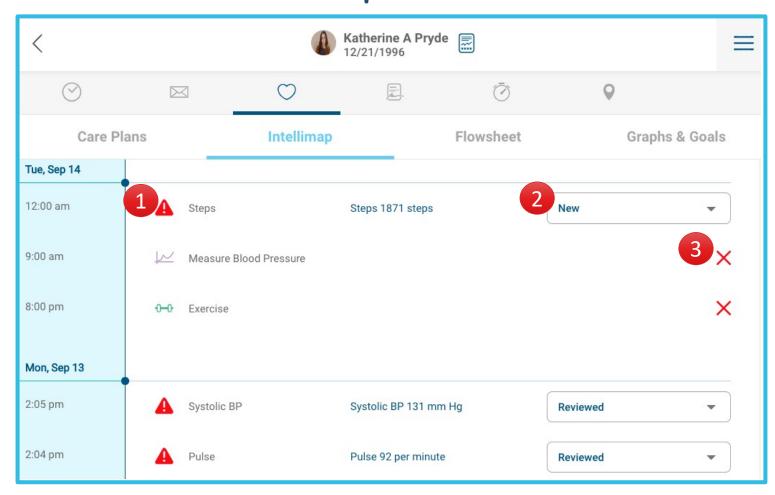


Cellular Enabled Devices are ordered from the Extension and shipped right to the patient. Once they open the box and start taking readings, the data will show up in the Extension. No set up required.

Bluetooth Devices are connected by pressing the **Connect** button and following the on-screen prompts. Patients will need to sign into their accounts during an inperson visit.



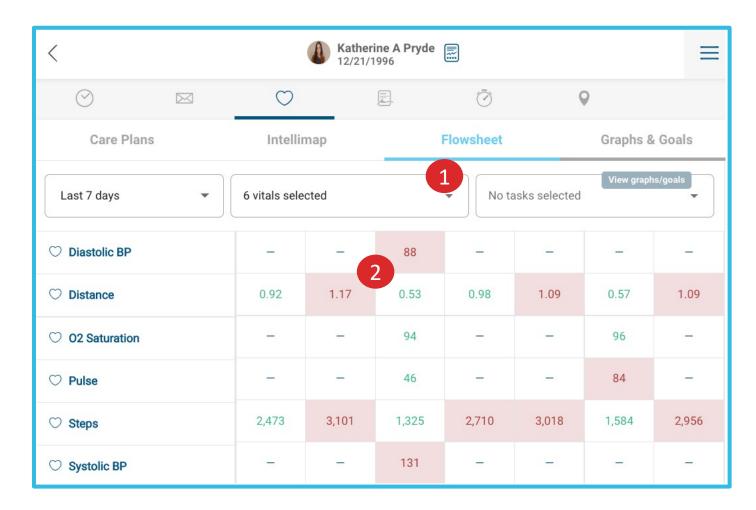
The Intellimap



- View items that have triggered a Follow Up task
- 2. Edit the item's status
- 3. Review missed tasks from the patient's Care Plan



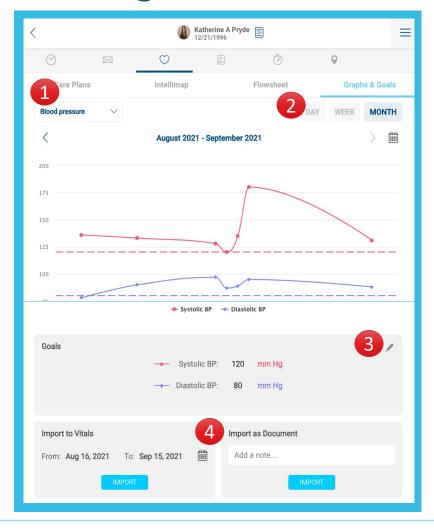
The Flowsheet



- 1. Select the vitals that you want to view
- 2. All items marked in red and bold are outside of the patient's goal range



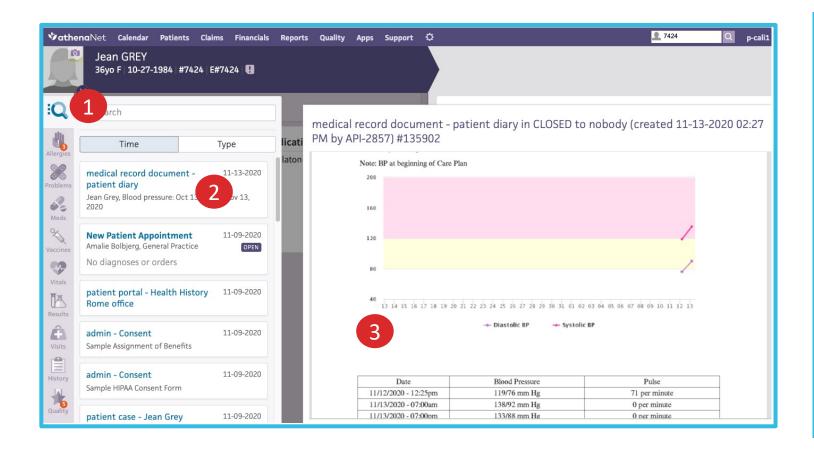
Monitoring Data with Graphs & Goals



- 1. Some graphs have more than one data point displayed, so use the drop-down to view the data
- 2. Change the view to see it from one day or over a month's time
- 3. Set and edit the goal
- 4. Import the data into the patient's chart in Athena as a vital statistic or a flat document



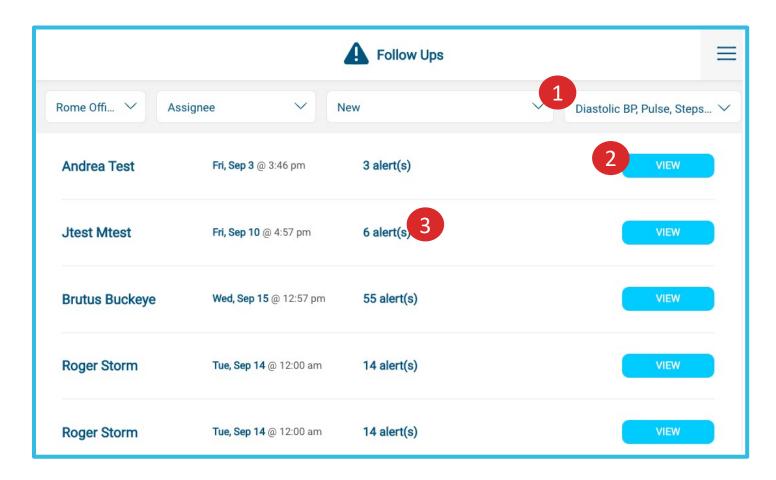
Graph & Goals- Data in Athena



- Select the magnifying glass to search for the patient's recently imported Graphs & Goals data
- View the data as a medical record document- patient diary
- 3. Information is saved as an image with both the graph and a table showing all the data



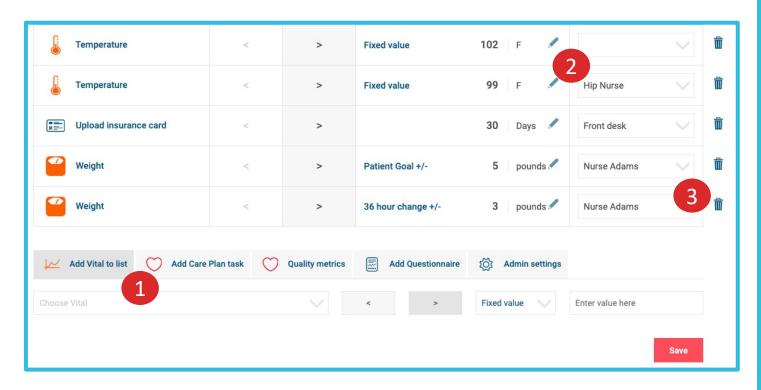
Follow Ups- Reviewing Data



- 1. Sort the Follow Ups list by vital or status to see what needs to be done
- 2. View the patient's Graphs and Goals to see if the data is part of a trend
- 3. Alerts are grouped by type, then by patient



Follow Ups- Setting Values



- Add a new vital to monitor by selecting from the Follow Ups list on the PRO site and adjusting the values that will generate an alert
- 2. Edit existing values within each line item
- 3. Delete a value by selecting the trash can

Note: These values are shared throughout your practice, so use care when adjusting this area.



In Closing

Make sure your questions are answered!



Qure4u Support

Patient Support

Call: (844) 961-2226

Hours
Monday - Friday
8:00AM - 8:00PM EST



Email patient@qure4u.Freshdesk.com

Customer Support

Call: (844) 949-2423

Hours

Monday – Friday

8:00AM – 8:00PM EST

Email support@qure4u.com

