



**Priority Consult
Care Coordinator Forum
Wednesday, June 10 and Thursday, June 11, 2009
Minutes**

Attendees:

Rachel Elliott, Client Liaison, Priority Consult, 513-569-5203, relliott@priorityconsult.com
Bobbie Ryan, RN, Care Coordinator, Mayfield Clinic & Spine Institute, 513-569-5237, bryan@mayfieldclinic.com
Katrina Clement, Administrative Assistant, Priority Consult, 513-569-5363, kclement@priorityconsult.com
Sylvia Fields, RN, BSN, Cabell Huntington Hospital Back & Spine Center, Huntington, WV
Diana France, RN, Illinois Neurological Institute – Physicians, LLC, Peoria, IL
Marsha Sams - Kentucky Neuroscience and Orthopedics Institute, Lexington, KY
Joe Adams, Sanford Spine Center, Sioux Falls, SD
Amber Castle, Sanford Spine Center, Sioux Falls, SD
Beth Bourdreaux, Thibodaux Medical Center, Thibodaux, LA
Debra Vasquez, RN, Tallahassee Memorial Neurosurgery Center, Tallahassee, FL
Lori Mueller, RN, West Virginia University Hospitals Morgantown, WV
Leslie Crossley, RN, West Virginia University Spine Center, Morgantown, WV

**On-Line History Form for Priority Consult
Presented by: Rachel Elliott, Client Liaison, Priority Consult**

Introduction:

Rachel welcomed the group and made introductions. Attendees introduced themselves and gave a brief description of how long they have used Priority Consult.

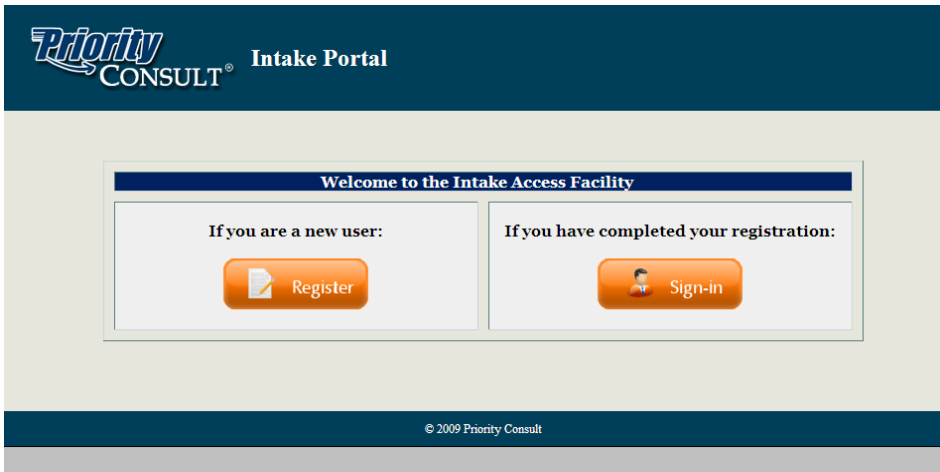
Concept Description:

Rachel began by explaining the concept of the on-line history form, which is to give patients another contact point to give their information. Rachel explained that this online piece is just the first step in a more complete online communication piece.

Priority Consult Software:

Rachel opened the link to the on-line patient history and began to explain the process from a patient perspective.


<http://www.newpatienthistory.com/>



The patient first enters their registration information.

The image shows the 'Intake User Registration' form. At the top left is the logo 'Priority CONSULT'. To its right, the text 'Intake User Registration' is displayed. Below this is a section titled 'User Information' in a grey box. The form contains several input fields: 'Email Address:', 'First Name:', 'Last Name:', 'Middle Initial:', 'Password:', 'Re-type Password:', 'Security Questions: In which city were you born?', and 'What is your favorite color?'. Each label is followed by a corresponding text input field. At the bottom right of the form is a button labeled 'Submit Registration'. At the bottom left, there is a link: 'If you already have an account: [Sign In](#)'.

Once this portion of the form is filled out the patient will see the screen below.



Intake User Registration Success

You have successfully completed the registration.

[Sign In](#) here to start accessing the intake form.

Your username will be `kclement@mayfieldclinic.com`.

Use the nominated password you entered in the registration form.

An email is sent to the patient at the email address provide as well as creates an entry in the Intake pending queue.



Priority Consult Intake Registration Confirmation
Priority Consult Registration to: kclement
Sent by: **`newuser@priorityconsult.net`**



Katrina Clement, this is to confirm your registration.

You just completed your registration for the Priority Consult Intake data entry facility.

In order to access the Priority Consult Intake form, click the link below or copy and paste it onto your browser.

<http://www.newpatienthistory.com/>

This is a system generated email, do not reply to this message.

The patient is then taken to the log in screen where they are asked to log in using the email and password provided at registration.



Intake Form Web Access

Please identify yourself:

Username

Password

[Sign Up](#) to register for a new account.

This application supports the following browsers:
IE 6.x, IE 7.x, Firefox 3.x and Opera 9.x

Javascript must be enabled to use this site.

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The patient is taken to a screen where they are asked to pick their provider.

A screenshot of the "Intake Provider Selection" screen. The top header is dark blue with the "Priority CONSULT" logo on the left and the text "Intake Provider Selection" on the right. Below the header is a light beige area containing a "Logout" button on the left. In the center, there is a label "Select a Provider:" followed by a dropdown menu showing "Test Company". Below the dropdown is a "Submit Selection" button. At the bottom of the beige area is a dark blue footer with the text "© 2009 Priority Consult".

Priority CONSULT® Intake Provider Selection

Logout

Select a Provider:

© 2009 Priority Consult

They are then asked for contact information.

Patient Information Medical History Work History and Doctors Medications and Tests Save

You are at Step 1 of 5

Patient Information

Provider: Test Company
PCP:
Referral Source:
First Name:
Last Name:
Middle Initial:
Address 1:
Address 2:
City:
State:
Zip: Done

Birthdate: (MM/DD/YYYY) Done

Gender: Male Female

Daytime Phone: (eg 513-407-6325)

Nighttime Phone:

Other Phone:

Callback time preferred: Morning Afternoon Anytime After hours

Email: Done

Insurance:
Secondary Insurance:

NEXT →

After entering contact information the patient then begins entering their medical history. This section mimics the medical history section on the medical history form in the Lotus Notes version.

The screenshot shows a web-based form titled "Medical History" with a progress bar at the top indicating "You are at Step 2 of 5". The navigation tabs at the top are "Patient Information", "Medical History", "Work History and Doctors", "Medications and Tests", and "Save". The "Medical History" tab is active. The form contains the following fields and options:

- Age: 29
- Height: [] ft. [] in.
- Weight: [] lbs.
- BMI: []
- Do you smoke?: No Yes
- History of Illness: What is your chief complaint? []

Once complete the patient moves on to Work History and Doctors.

The screenshot shows a web-based form titled "Work History and Doctors" with a progress bar at the top indicating "You are at Step 3 of 5". The navigation tabs at the top are "Patient Information", "Medical History", "Work History and Doctors", "Medications and Tests", and "Save". The "Work History and Doctors" tab is active. The form contains the following fields and options:

- Are you able to work with your condition? Yes No Does not apply
- Other occupation information []
- Have you ever filed a Workers' Compensation claim related to a neck or back injury? []
- Bowel / Bladder / Incontinence (Red Flags): Since the onset of symptoms, have you experienced any new problems urinating or having bowel movements? Yes No

As illustrated below the patient is able to toggle back and forth between screens to check accuracy and to make changes.

What other doctors (non-chiropractors) have treated you for your spine problem

Doctor's Name	Specialty	Month/Year
<input type="text"/>	<input type="text" value="Select Specialty"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="Select Specialty"/>	<input type="text"/>
<input type="text"/>	<input type="text" value="Select Specialty"/>	<input type="text"/>

[Work History and Doctors](#)

Have you visited a chiropractor for this problem? Yes No

Have you had physical therapy for this problem? Yes No

Have you recieved an epidural steroid injection for this problem? Yes No

The next section is Medications and Tests.

Patient Information **Medical History** **Work History and Doctors** **Medications and Tests** **Save**

You are at Step 4 of 5

Have you recieved a Medrol (steroid) dose pack for this problem? Yes No

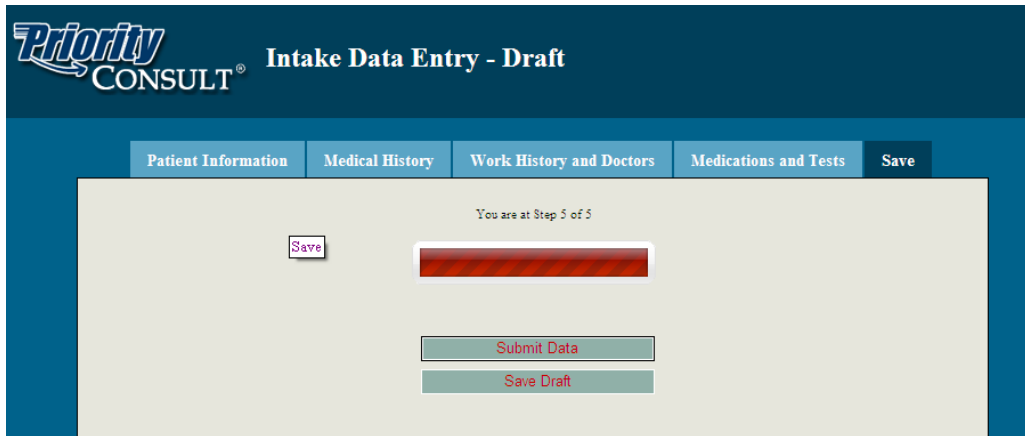
[Medications and Tests](#)

Prescription Medication

Are you taking prescription medication for this problem? Yes No

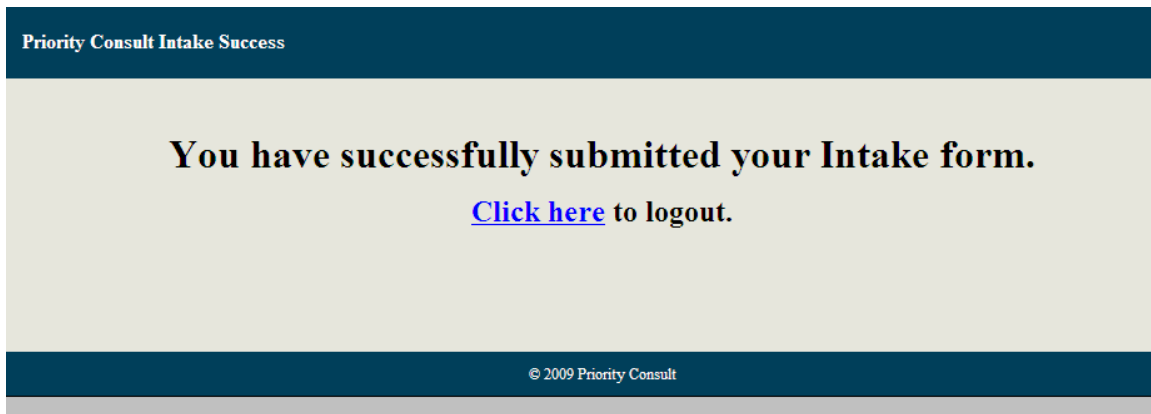
Allergies

Finally the patient may submit the history form.



The screenshot shows the 'Priority CONSULT' logo in the top left corner. The main heading is 'Intake Data Entry - Draft'. Below this is a navigation bar with five tabs: 'Patient Information', 'Medical History', 'Work History and Doctors', 'Medications and Tests', and 'Save'. The 'Save' tab is highlighted. The main content area is light gray and contains the text 'You are at Step 5 of 5'. Below this text are three buttons: a small 'Save' button, a red button with a white border, and two green buttons labeled 'Submit Data' and 'Save Draft'.

After submitting the form the patient is taken to the confirmation screen and asked to logout. The patient can feel confident if using a public computer that the information remains secure.



The screenshot shows a confirmation screen with a dark blue header containing the text 'Priority Consult Intake Success'. The main content area is light gray and features the text 'You have successfully submitted your Intake form.' in bold. Below this text is a blue hyperlink that says 'Click here to logout.'. At the bottom of the screen, there is a dark blue footer with the text '© 2009 Priority Consult'.

The information then can be opened in the Intake Pending queue for a coordinator to call the patient and confirm the information and make any changes and or corrections needed. The coordinator can then explain the process in detail to the patient and answer any questions they may have.

Closing Questions:

How will the patient know how to access the on-line history form?

The patient will be directed by website, marketing and referring physicians, basically the same way that patients know to call the phone number to talk to a live person. Each client can determine what works best for them and we can assist in directing patient traffic accordingly.

Will the page "time-out"?

Yes. The page time out is a security measure set up to make sure that PHI is protected.

When will the on-line history form be made available to patient?

The on-line history form is in development stage now and will begin testing in the next few weeks. Please contact us if you would like to participate in the development and testing.

Next Meeting Date:

Wednesday, July 8, 2009 11:00 AM EST

Thursday, July 9, 2009 11:00 AM EST