New User Orientation

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Hi-Tech Menu System

HTS Login Menu

The Login Menu is the first screen that displays when you click the HTS icon on your desktop. This menu displays *all* HTS applications.

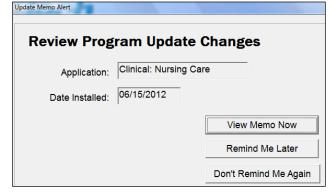
After you log in, you can access the applications used at your facility, based on menu security.



Update Memo Alert

After an update is installed, when you log in, the Master Menu will display the Review Program Update Changes message (on right). Click the following:

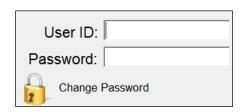
- View Memo Now to display/print the memo.
- Remind Me Later to display the Alert again in 24 hours for this User ID.
- Don't Remind Me Again to stop the display of this Alert for this User ID.



The Alert will be displayed for up to 30 days until the user clicks View Memo Now or Don't Remind Me Again

Log In to the HTS System

You must log in before you can use any programs. Security can be added to a User ID to limit program choices.



Invalid User ID/Password

OK

WARNING

NOTE: Your System Administrator (SA) must create a User ID for anyone who wants to log in to the System.

User ID: (1-10 alpha-numeric characters) Enter your User ID. Press the [Enter] key or click in the **Password** field.

Password: Enter your Password (1-10 alpha-numeric characters) and press the [Enter] key.

If you enter the *wrong* User ID, the screen will display: Invalid User ID/Password error message. Click OK and try again.

When you enter a valid User ID and Password:

- Your Home Menu will display all applications authorized for your User ID.
- Within those applications, if your User ID does not have access to a program, that menu option will be displayed in non-bold italics.

The Password field is a "blind" field. As you enter your codes, only bullets (*****) will be displayed. Someone watching cannot see what you enter.

Keep your Password <u>secret</u>. If someone uses your User ID and Password, any changes they make or records viewed will be logged under your User ID.

IMPORTANT: Once you have logged into the HTS System, do *not* leave your computer unattended. Another person could access data, and this action would be logged under your User ID. If you leave your system, *exit the program*.

Create or Change a Password

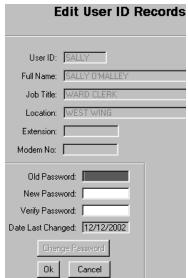
From the Log In or Home screens, enter your **User ID** then click the **Change Password** icon.



Edit User ID Records screen will be displayed with your User ID. Old Password: If you are setting up the *first* password, leave this field *blank*. Press the [Enter] key.

Enter New Password (1-10 alpha-numeric characters).

Verify Password: Enter the same *new* password. It must match the New Password entry or when you click Ok, the screen will display: New Passwords do not Match.



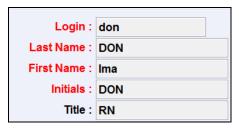
Electronic Signatures

As you move towards more electronic documentation and signature in Hi-Tech, be sure that each staff person's User ID record also includes credentials that should be included with the electronic signature.

Your System Administrator can access to these records through **Utilities > System Structure > Maintenance > User/Security**.

In the Full Name field, add the credentials after the last name, as shown on the right.

In the IMAR System, enter the credentials in the Title field, as shown below:





Inside an Application

Once you have selected an application, that application name displays at the top of your screen and the additional **Home** and **Search** icons will display on the left.



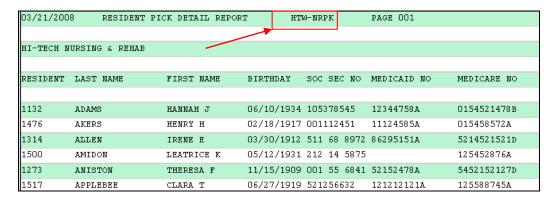
User Support Icons on Menu



Home: Click to return to your home menu.



Search Menus: Use to locate a menu option or specific report within the selected application. Example 1: You want to print the report shown below:



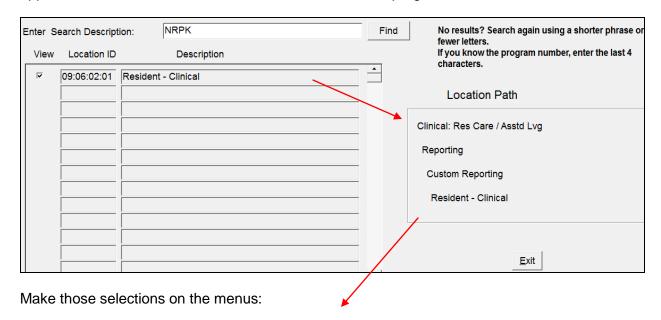
Continued on next page.

Click the **Search Menus** icon to display the Search box:



You can search using the program name at top of the report i.e. HTW-NRPK. Enter the information *after* "HTW-" i.e. **NRPK**. Click Find button. Note: you can also search on common names for the program such as **PICK**.

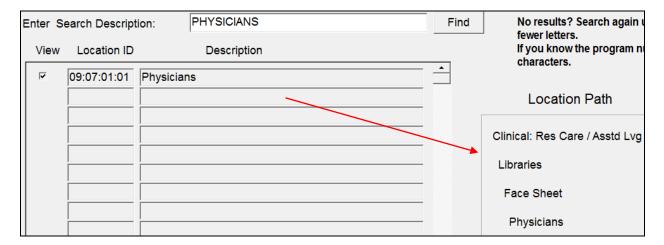
This will display the menu name for program: Resident – Clinical (see below)
Click the check box under View to display the **Location Path** of this program within the current application menu. Select those menu items to launch the program.



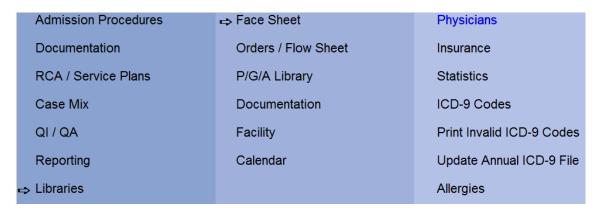
Admission Procedures	Face Sheet Reporting	Resident - Clinical
Documentation	⇒ Custom Reporting	Resident - Accounting
MDS / Care Plans	Orders	Stay Table
Case Mix	MDS	
QI / QA / Survey Reports	Care Plans	
⇒ Reporting	Calendar	

Continued on next page...

Example 2: To edit a Physician's record, at Enter Search Description, enter PHYSICIAN, (not Edit Physicians). Click Find button.



Check the view check box to display the Location Path. Make those menu selections:.



More Support Icons



User Manual: From the Login Menu, view Part 1 of the Menu System: Instructions for General Users.

After you login and select an application, click this icon to view the instructions for that application.

HTS provides current User's Instructions with each application update.



Update Memos: Each time you install an update, the Memo for that Release is to this list. Select the Memo you want to read.



E-mail Support: Send new support-related issues to: support@hi-techsoftware.com. Several support people receive at this address. If you email an individual and that person is out of the office, your email will not be read until he/she returns.

IMPORTANT: If you fax a support issue to HTS, follow up with a phone call to provide additional information and so your support issue can be logged in the order it is received.



GoToAssist: Establish Live Remote Assistance with the Hi-Tech Support Staff.

- Wait for Hi-Tech Phone Support to tell you when to click above on GoToAssist. This will connect you to Live Remote Assistance.
- Enter your Name, Facility Name, and the Code that HTS will provide.
 Phone Support will lead you through the process.

A GoToAssist session is available only through Phone Support during our Office Hours: Monday -Friday: 8 am to 5 pm

www.hitechsoftware.com. Go to our website to review recent news and Webinar schedules, download updates, learn more about HTS history, staff, services and products.



Exit: Click to exit Hi-Tech.

HTS System Structure

Information in the Hi-Tech Systems flows from one process to another eliminating duplicate data entry. For example:

- 1. You will first build the resident's face sheet information in Edit Medical Record.
- 2. You will then enter Physician Orders, including the diet order and med orders.
- 3. When you enter an MDS or an MDS-RCA, these programs pull in existing face sheet information from Edit Medical Record.
- 4. For Residential care, the MDS-RCA will pull in medications from Physician Orders into; Service Plan Part 1 will pull in the diet order from Physician Orders.

The System Flow Charts on the next page show how Library Codes and Face Sheet information is shared among other parts of the Hi-Tech Clinical Records System.

Libraries

HTS provides several libraries that you can edit to fit your facility's needs. Select frequently used text from libraries rather than re-enter this information.

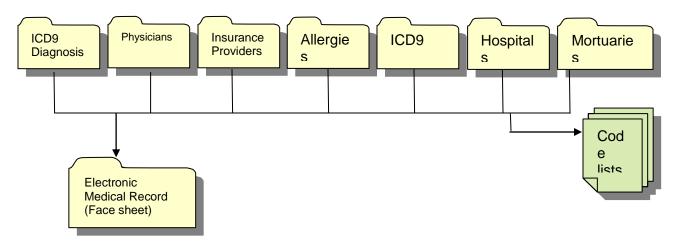
This will make your use of HTS much more efficient. Libraries include:

- 1. Physician Library (Name and address)
- 2. Med / Treatment Frequency
- 3. Routine / Diet / Standard Order
- 4. Allergy
- 5. Insurance
- 6. Hospital
- 7. Mortuary
- 8. City / Town
- 9. County

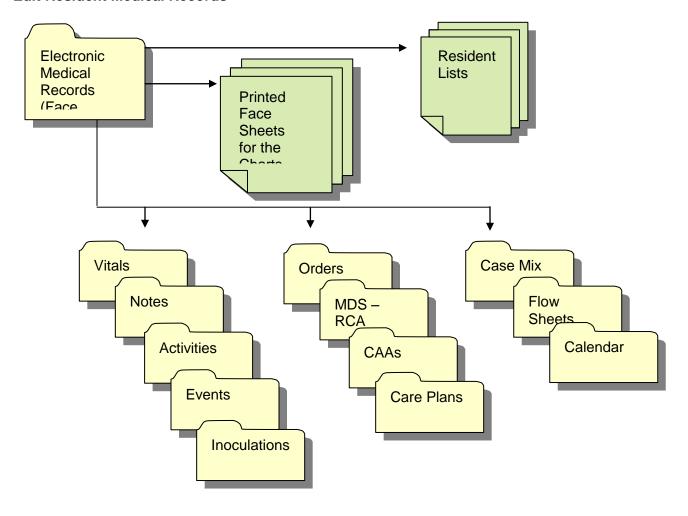
- 10. Problems / Goal / Approaches (for care plans)
- 11. Resident Notes
- 12. Resident Inoculations
- 13. Activities
- 14. Events
- 15. Flow Sheet
- 16. CAA Resources

System Flow Charts

Face Sheet Library Codes



Edit Resident Medical Records



Attach a Photo to Resident's EMR

Through Edit Medical Record, you can add a photo of the resident to the Demographics screen.

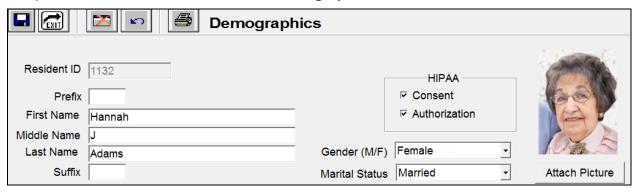
NOTE: Save photos as jpeg files (JPG) to the PICTURES folder on Hi-Tech DATA drive, or to another folder and path that you have defined through:

Libraries > Clinical Profile > Ok, Ok, Resident Photo Storage Path.

- 1. Click Attach Picture. The screen will default to your PICTURES folder or other path that you have defined. See NOTE above.
- 2. Choose a photo from the **Image** list. The photo will be displayed.
- 3. Click Ok



4. The photo will be added to the resident's **Demographics** screen.



Face Sheet Screens

Guidelines for entering face sheet information.

- Enter dates, phone numbers, and social security numbers without spaces, slashes or dashes. The program will format the entry.
- Do not use the letter O for the number zero, or the number zero for the letter O.
- Libraries: You can click the binoculars to select a response from one of the system libraries.
 HTS provides some of these libraries, such as the ICD9 Diagnosis library.
 You must build other libraries of information that is specific to your facility, such as the Physician library.

You can add some new library items from the **Edit Medical Record** program. For example, on the **Physicians / Diagnosis** screen, at Primary Physician enter a Physician code not yet on file. The program will ask, Do you wish to add this Doctor? Click Yes. The program will allow you to create a new physician's record.

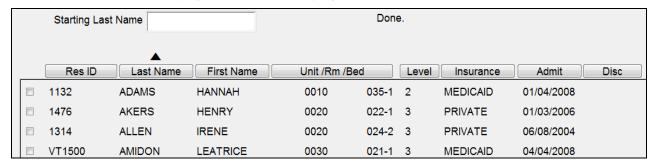
Create codes and access existing code records through **Libraries > Face Sheet** and the edit program for that type of code. (Follow state and federal regulations when creating codes.)

• To print any library, choose the print icon at the bottom right corner of the screen.

Resident Inquiry



Click the binoculars to display the Resident Inquiry screen:



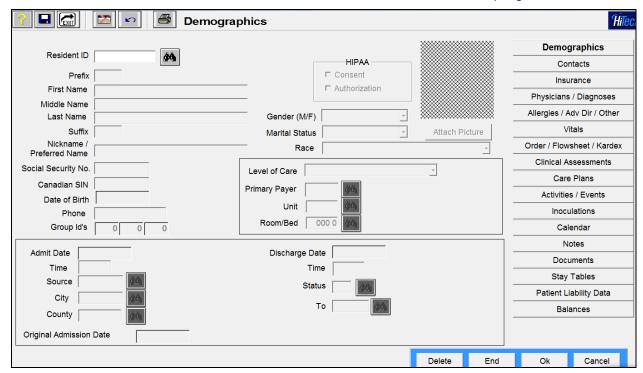
- Starting Last Name: Key in last name (not case-sensitive) and press [Enter] key
- Click Page Up and Page Down buttons to move up and down the list of names.
- Click column header to sort records by that topic. Click again to reverse-sort.
- Uncheck Active Residents Only at bottom of screen to include discharged residents.
- To select a resident, click the checkbox to the left of the name.

The selected resident will be displayed.

Admission Procedures >

Edit Medical Record NR03

Edit Medical Record accesses "traditional" face sheet information and parts of a resident's clinical record that can be maintained outside of the **Edit Medical Record** program.



After you select a resident, you can edit several parts of a resident's clinical record from the **button panel** on the right side of the screen.

The top five buttons access parts of the "traditional" Face Sheet.

You might also have access to the resident's financial information when you click the Balances button at the bottom of the button panel.

Demographics
Contacts
Insurance
Physicians / Diagnoses
Allergies / Adv Dir / Other

Other buttons access information that you can also maintain *outside* of **Edit Medical Record** by selecting an edit option on a menu, for example, **Documentation > Vitals.**

If you select the button from the **Edit Medical Record**, when you complete processing in that record, the program will return you to the resident's **Demographics** screen.

Your System Administrator can limit which users can access certain information. Call HTS for assistance.



View Medical Record

Use this method to provide view-only access to Surveyors and users who can view, and not change, the Medical Record.

From the Clinical Menu, select **View Medical Record**. This will display **Edit Medical Record > Demographics**.

Select the resident and then select the type of information in the button panel on the right side of the screen.

You will be able to view but not change the information on that screen.





Reporting > Custom Reporting > Resident - Clinical

Custom Reporting

NRPK

You can design listings of information that you have entered into residents' face sheets; for example:

- Resident names and room numbers
- Birth dates and age
- Religions
- Medicare and Medicaid numbers
- Admit and discharge dates.

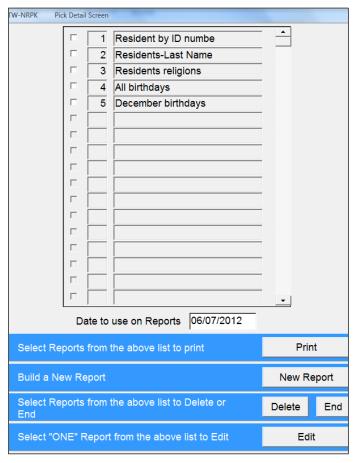
If you have already created and saved report designs, the program will first display a list of these reports (on right).

To *print* a report listed on this screen, click the checkbox in front of the report name to check mark it.

✓ 1 Resident by ID numbe

(You can select more than one.)
Click Print at bottom of the screen.

To *design* and print a *new* report, click New Report. See the next page.



To delete an existing report design, select report title and click Delete.

To *change* an existing report design, select that report and click Edit. The report will display the existing report design screens for you to change and record. See the next page.

Click End to end the program without printing.

Design a New Report or Edit an Existing Report Design

You must complete *two* screens when designing a report. Screen 1 (below) allows you to select which residents will be included on the report, and in what order:



Select the Sort Order that you want. You will usually sort in alphabetic order by Last Name of in numeric order by resident ID. Choose the other options depending on the type of information you are printing. Please note that selecting Birth Date sorts by the year born, so oldest residents are listed first.

Select Sort Order

Resident ID

Last Name

Unit / Room Bed

Religion
Physician
Birth Date
Primary Payor

If this is a list that will include protected health information (PHI), and it will be disclosed to persons outside the facility for reasons other than treatment, payment, or other health care operations (TPO) click

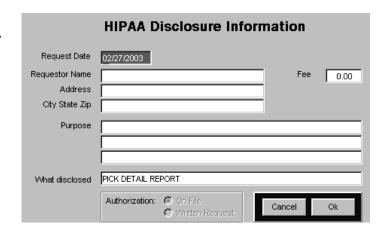
Log Non-Care Purpose/Use and complete the HIPAA Disclosure Information.

HIPAA Privacy / Disclosure

Log Non-Care Purpose / Use
(Skip Residents without Authorization)

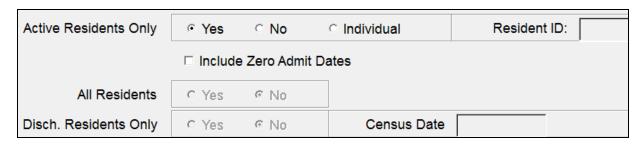
This record will be added to the HIPAA Disclosure Log which can be printed by selecting from the Master Menu: **Utilities > HIPAA Processing > Print Disclosure Log** (on right).

Click User Manual icon on the Utilities Menu for more information on HIPAA.

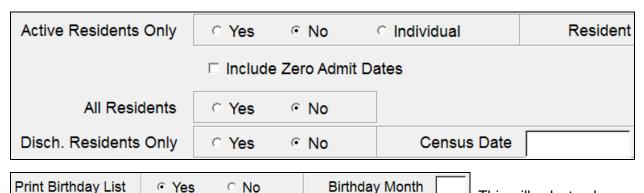


Decide which residents to list. Active, All or Individual.

If Active Resident Only ⊙Yes, you can select to Include Zero Admit Dates (without Admit Dates in the face sheet because not yet entered into the census:



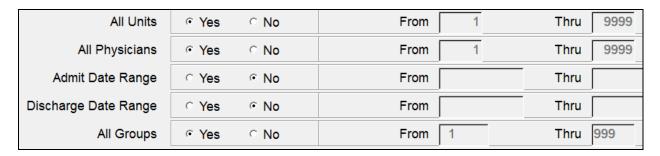
If you respond ONo, you can list Active and/or Discharged residents, and enter a Census Date to list thos in the facility on that date.



those residents with birthdays in a specific month. Enter the birthday month (i.e. 1 for January, 12 for December)

The next part of the screen allows you to be more specific about which residents should be included on the report.

- If you do not want to exclude any residents, leave the existing selections.
- If you do want to be more selective, click the opposite radio box and enter a selection range at From and Thru.



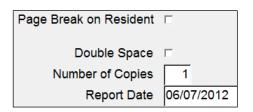
Access to these items might depend on previous selections. For example, if you have selected Active residents only, it makes no sense to ask for a discharge date range, because Active residents should have no discharge date in their face sheet.

Page Break on...: This part of the screen depends on previous selections. For example, the text at the right will be displayed if you are sorting by Resident ID or Last Name. If you select

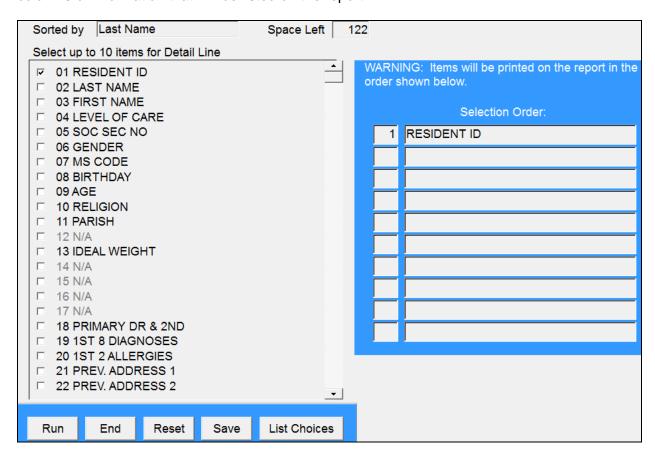
Page Break it will print a separate page for each resident, which is **not** a good idea..

If you selected another sort order, for example Ounit /Room Bed, the screen will display the options to the right. Clicking Page Break and Break Total on Unit is a good idea because it will print each Unit on its own page, making the report easier to read.

Click Ok to display Screen 2. On Screen 2, select the columns of information that will be listed on the report.



Page Break on Unit	
Break Total on Unit	
Double Space	
Number of Copies	1
Report Date	06/07/2012



Sorted by lists sort order selected on Screen 1.

Space Left indicates how much space is left on the page (from left to right margin) for information to be printed each time you select an item.

Click an item to check mark it: ☑ 01 Resident ID. Selected items will be listed under Selection Order in the sequence selected. Column headings will be printed in this same order. To change the order you can uncheck an item, and then check it again to add it to the end of the order.

Run To print or display the selected records. Does not save the design.

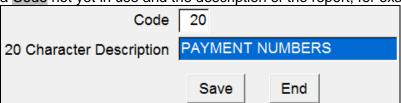
End To end the program without printing.

Reset To remove selections from Screen 2 so you can choose again.

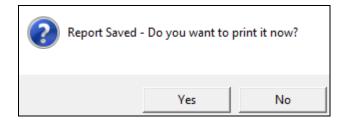
List Choices To print a listing of the items on the screen.

Save To save this report design.

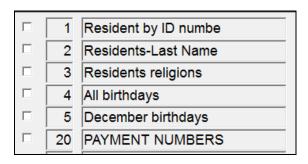
When saving a report design, the program first lists the existing report designs (on right). Enter a Code not yet in use and the description of the report, for example:



Click Save. The program will ask if you want to print the report now.

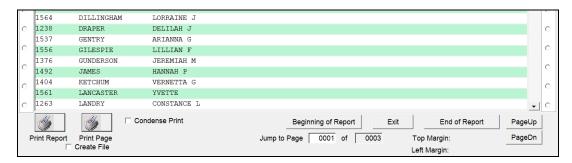


The next time you run this program, the saved report will be available for selection:



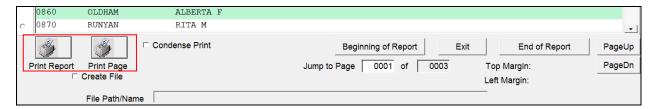
Reporting Options: Print, Display, Create File

Most Reporting programs will display in the following format and provide options to print a paper copy.



Print the Report

Make your selections on the program screen. Click Ok or Print. The report will be displayed. For example:



Click the Print Report or Print Page buttons (on left) to print to paper all or portions of the displayed report. The report will remain on the screen.

To view other parts of the report:

Click Beginning of Report or End of Report to move directly to the top or bottom of the report.

Click PageUp PageDn to move up or down one page at a time.

Use Jump to Page of 002 to move to a specific page of the report.

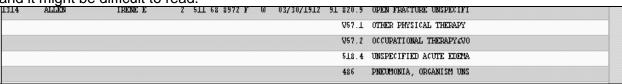
Use the vertical scroll bars on the right side of the screen to scroll up and down through the report. Click the up or down arrow to move one line at a time, or click and hold on the movable button to scroll quickly.



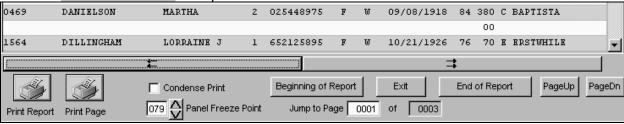
Condense Print

☑Condense Print: A wide report with several columns will be condensed to fit on one screen,

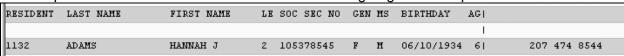
and it might be difficult to read.



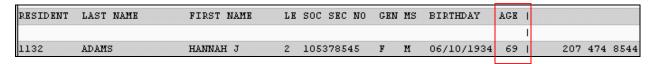
Uncheck □Condense Print to expand the text.



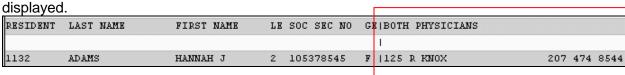
You won't see the entire report, so click at the bottom of the report to display the right side of the report. A vertical dashed line indicates the viewing edge of the report.



To move this edge to see more text, adjust Panel Freeze Point using the up A and down arrows. On the sample below, we increased the Panel Freeze Point to display the age:



We then reduced the Freeze Point to display the Physician name for the phone number that is



Create a File

To create a file that can be imported into Excel or other spread sheet application, check mark ☑ Create File.



File Path/Name: after CREATED\ enter a file name of your choice (up to 8 characters). Type in the full path to save the file in a different drive and directory. Click Ok. The file will be given the extension .HTF (for Hi-Tech File) and be saved in the specified directory.

In the spreadsheet program, import the file. See your spreadsheet software user's manual .

If you can access **Utilities**, to display or print the file, select **Utilities > Created Files > Display** or **Print**. At the Enter FILE NAME prompt, click **Browse** to display a list of files that you have spooled. Select the file and click **Ok**. The report will be displayed or printed.



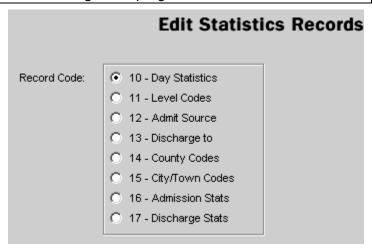
Libraries > Face Sheet

Statistics RB18

The Resident Billing System uses these codes to maintain statistics on the census changes processed through the Census programs. Clinical can use these same codes to identify residents through **Edit Medical Record**. If your Clinical and Billing Systems are integrated, please consult with your billing office before accessing these programs.

Each type of census record has its own input screen where you can describe the code.

10 - DAY STATISTICS should only be accessed by your billing office.

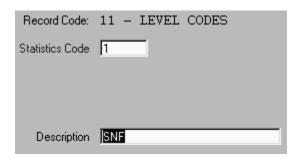


11 - LEVEL CODES

<u>Purpose of stat:</u> <u>Defines the Level of Care codes used in Census so you can track number of residents in each level of care.</u>

The following are already defined. **Do not delete or change these codes**:

- 1 = SNF (skilled)
- 2 = ICF
- 3 = RCF (Residential Care), BC or BCF
- 4 = MR
- 5 = Other



Sample Face Sheet Page 1 of 2

HI-TECH NURSING & REHAB							
Date: 06/07/2012 Resident Face Sheet (Page 1 of 2) 2187 THERESA P APPLETON							
Nickname Birth Date Gender Race Marital Status Language Hospital Choice Pharmacy	04/23/1930 F White Widowed French / Engli INLAND HOSE CVS			Admit Date Adm from Origina I Ad Unit/Rm/Be Religion Parish	dmit		JNIT 026 2 lic
Resident Phone Level SS# Medicare A# Medicare B# Medicaid#	207 474 7123 SNF 001-00-2043 934562709A 934562709A 86295151A	Primary Payor Medicare D# Mor D Carrier Mor D Eff. Date Mod Rev. Date	MGR A 00/00/00 07/01/20	000	MCR C I Claim# Group# Oth Insu Claim# Group#	iranœ	BLUE GROSS XVB123456
First to Notify / E				ry Physician			
CHARLES APP POB 150	PLETON	ADEGGO DAVID					
SKOWHEGAN HUSBAND Home 207 47 Other 210 47	4 4122	dE 04976 Jan-Mar	PHONE 207 488 5452 FAX 207 477 5454 Allergies AMOXICILLIN, DEMORAL, PENICILLIN, SULFA, PET HAIR				
☐ 1st to Notify☐ 2nd to Notif☐ 3rd to Notif☐ Case Mana	Advanced Directives □ Financial Contact □ Legal Guardian □ 1st to Notify □ DPOA - Medical □ 2nd to Notify □ DPOA - Financial □ 3rd to Notify □ Medical POA □ Case Manager □ Financial POA □ Day Program						
Diagnoses (DX)							
Hosp Adm. DX: 1: 250.01 DIABETES MELLITUS/DIABETES MELLITUS WITHOUT MENTION OF COMPLICATIO 2: 401.9 ESSENTIAL HYPERTENSION/UNSPECIFIED ESSENTIAL HYPERTENSION 3: 294.11 PERSISTENT MENTAL DISORDER DUE TO CONDITIONS CLAVIDEMENTIA IN CONDITIONS CLASSIFIED ELSEW 4: 733.09 OTHER DISORDERS OF BONE AND CARTILAGENOTHER OSTEOPOROSIS 5: 311 DEPRESSIVE DISORDER, NOT ELSEWHERE CLASSIFIED 6: 438.20 LATE EFFECTS OF CEREBROVASCULAR DISEASE/LATE EFFECT OF CEREBROVASCULAR DISEASE, HEMIPL 7: 414.00 OTHER FORMS OF CHRONIC ISCHEMIC HEART DISEASE/CORONARY ATHEROSCLEROSIS OF UNSPECIFIED 8: 272.0 DISORDERS OF LIPOID METABOLISM/PURE HYPERCHOLESTEROLEMIA 9: 10: 11:							
12:							

Page 2 of 2

HITECH NURSING	& REHAB			1800	
		sident Face Sheet	(Page 2 of 2)	A S	
2187	THERESA P APP	LETON		S EN BY	
Previous Address	POB 150				
	SKOWHEGAN	ME 04976			
Dentist		Financia I Contact			
NONE SPECIFIED	ı	CHARLES APPLETON		☑ Financial Contact	
		POB 150		☑ 1st to Notify ☐ 2nd to Notify	
PHONE	FAX 0000000000	SKOWHEGAN	ME 04976	3rd to Notify	
		HUSBAND		☐ Case Manager ☐ Day Program	
-Physician ———	A DEN	Home 207 474 4122		☐ Legal Guardian	
GALUMET KA 357 RIVER ROAD	AREN	Other 210 474 2145	Jan-Mar	DPOA - Medical DPOA - Financial	
ALBION	ME 04910			☐ Medical POA	
PHONE 207 453 59 Cardiologist	547 FAX			☐ Financial POA	
		5 II II II			
Physician		2nd to Notify GLORIA SANDERS		☐ Financial Contact	
Heart Glen Main Street		234 MADISON AVE		1st to Notify	
Burlington	VT 58745	SKOWHEGAN	ME 04976	☑ 2nd to Notify ☐ 3rd to Notify	
PHONE 802 456 8: Cardiologist	545 FAX 802 456 8546	FRIEND	ME 04970	☐ Case Manager	
Caldblogst				Day Program	
Day Program or 3rd	to Notify	Home 474 2468 Other 207 895 4321	C====	☐ Legal Guardian ☐ DPOA - Medical	
VIRGINIA WEST 100 FRONT ST		Other 207 890 4321	Camp	DPOA - Financial	
1001110141 01				☐ Medical POA ☐ Financial POA	
SKOWHEGAN DAUGHTER	ME 04976				
DAGGITTER		—Legal Guardian ————			
Home 474 432		NONE SPECIFIED		☐ Financial Contact ☐ 1st to Notify	
Work 474 222	22			2nd to Notify	
				☐ 3rd to Notify ☐ Case Manager	
_	_			Day Program	
☐ Financial Conta ☐ 1st to Notify	oct ∐ Legal Guardian □ DPOA - Medical			Legal Guardian	
2nd to Notify	DPOA - Financial			☐ DPOA - Medical ☐ DPOA - Financial	
☑ 3rd to Notify ☐ Case Manager	☐ Medical POA ☐ Financial POA			☐ Medical POA	
Day Program	LI FINANCIAI FOX			☐ Financial POA	
Other					
PLACE OF BIRTH: Canada LIFE TIME OCCUPATION: Mill Worker					
Discharge Plan	io remain at Ai-lech Waho	r und we can no longer meet	nei lieeus.		
Discharge Date/Hr	00/00/0000 00:00 Re	ason	То		
Mortuary	LAWRY BROTHERS				
	107 MAIN STREET FAIR	RFIELD ME 04937	207	7 453 6049 125	