



CC360 HealthCenter ClinicianWeb Owners manual

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R3.5_V1.1	12.05.2015	Anne Odgaard	Review
R3.5_V1.2	12.05.2015	Dorthe Valsted	Final document

1. Introduction and intended use

This document helps you getting familiarized with the CommunityCare360 HealthCenter clinician web portal. The document describes the functionality that you have access to, and helping you to actively accessing the citizens' status in the CC360-HC application. This document is for the CC360-HC clinician web portal version 3.5.

CommunityCare360 HealthCenter (CC360-HC) is intended to create awareness of the patients own health status at his home or away from health care facilities.

The intended users for the browser application (CC360-HC Clinical Application) are the health professionals having an interest in the well-being of the patient. Using the browser enables the health professionals to gather sufficient patient data stored on the CC360-HC CoreServer to exercise a professional judgment of the status of his/hers patient.

2. Product Specifications

This document is for the CC360-HC clinician web portal version 3.5.

2.1 Compatibility

The CC360-HC Clinical Web portal is designed for use in the following browser:

Browser name	Version
Firefox	3+
Internet Explorer	9+
Chromium and Google Chrome	All
Safari	3.0+

3. Product description

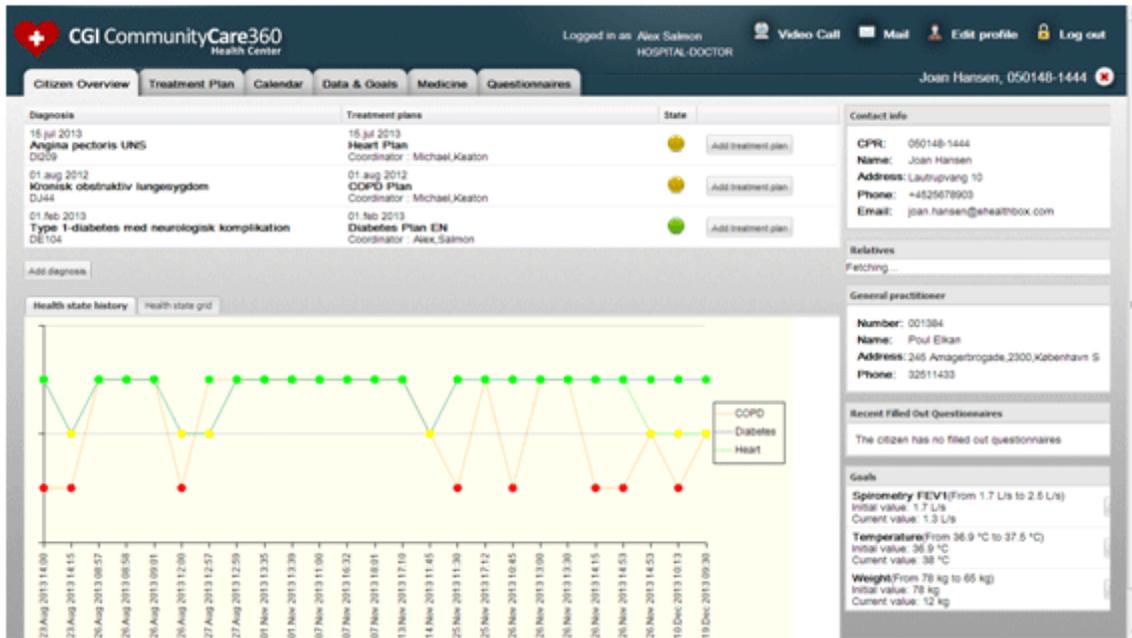
In the web portal the menu is displayed as tabs in the top ribbon.

The main features of the CC360-HC are:

- Citizen Overview
- Treatment plan
- Calendar
- Data and goals
- Medication
- Questionnaire
- Video call
- Mail
- Profile

All these features are described in the following chapters.

CC360-HC clinician portal is intended to be used by the clinician to get an overview of the citizens' status and current health, not as a treatment tool.



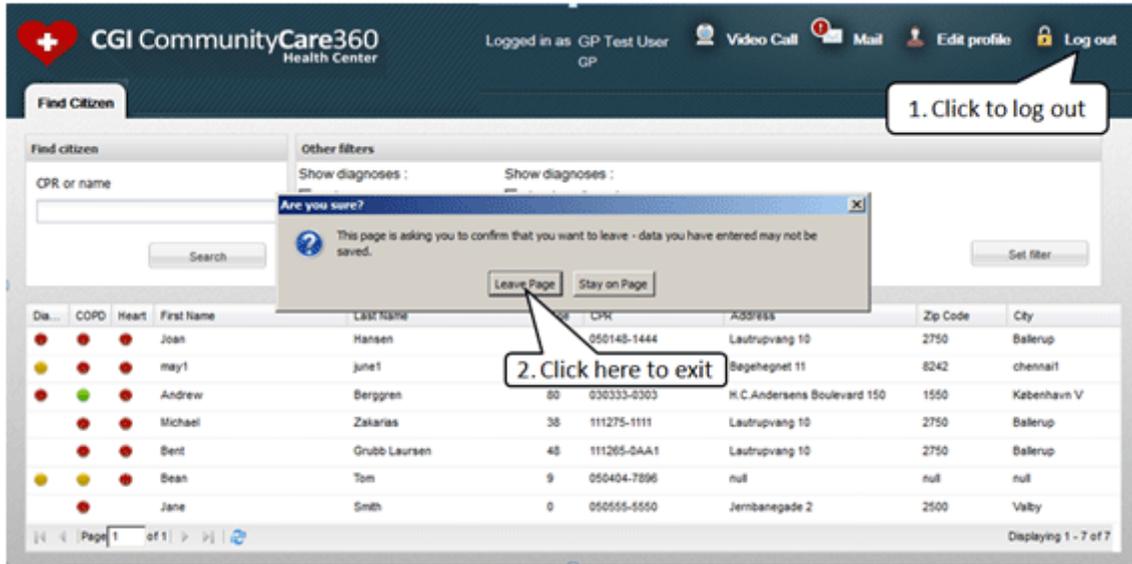
3.1 Login

The login credentials are provided to you by a CC360-HC administrator. Both user name and password are case sensitive. The limit of incorrect login attempts is set to 5 by default. If you fail to login within 5 attempts, the account will be locked. A CC360-HC administrator [insert name of CC360-HC administrator] will help you unlock the account.



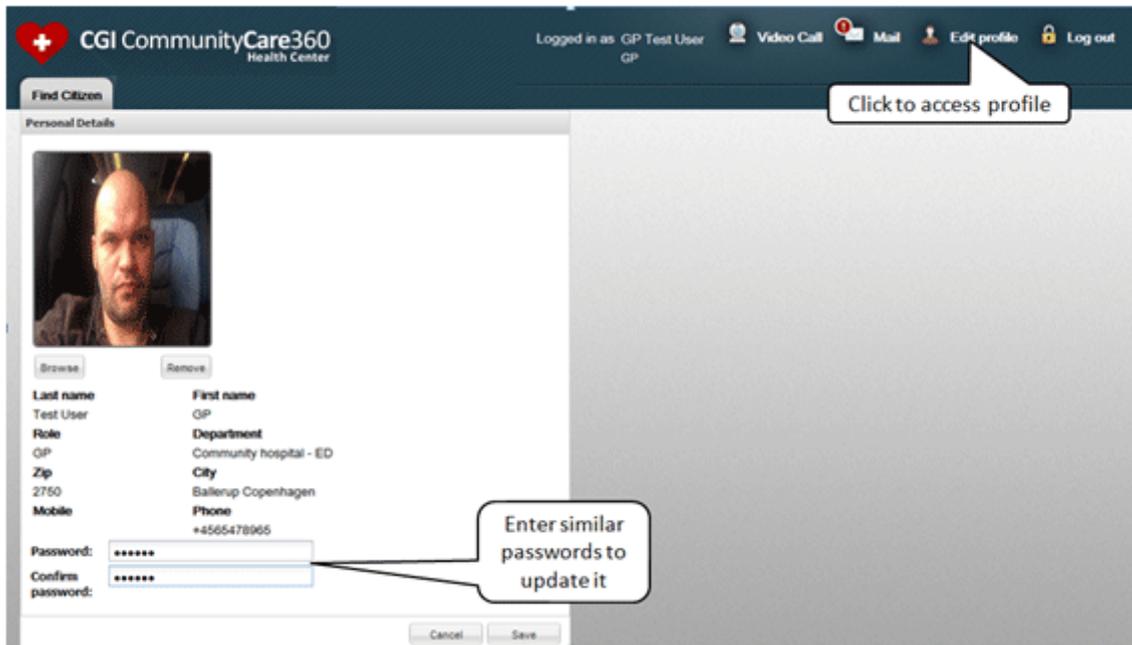
3.2 Logout

The logout option is available at the top-right corner of the portal.. If you remain inactive for more than 30 minutes, you will be logged out of the portal automatically.



3.3 Edit profile

Click Edit profile at the top-right corner to access your profile. You can view your information in the profile. You can update the password to access the CC360-HC. Your credential to access both SugarCRM and CC360-HC is similar, the rest of your profile details can be updated in SugarCRM.

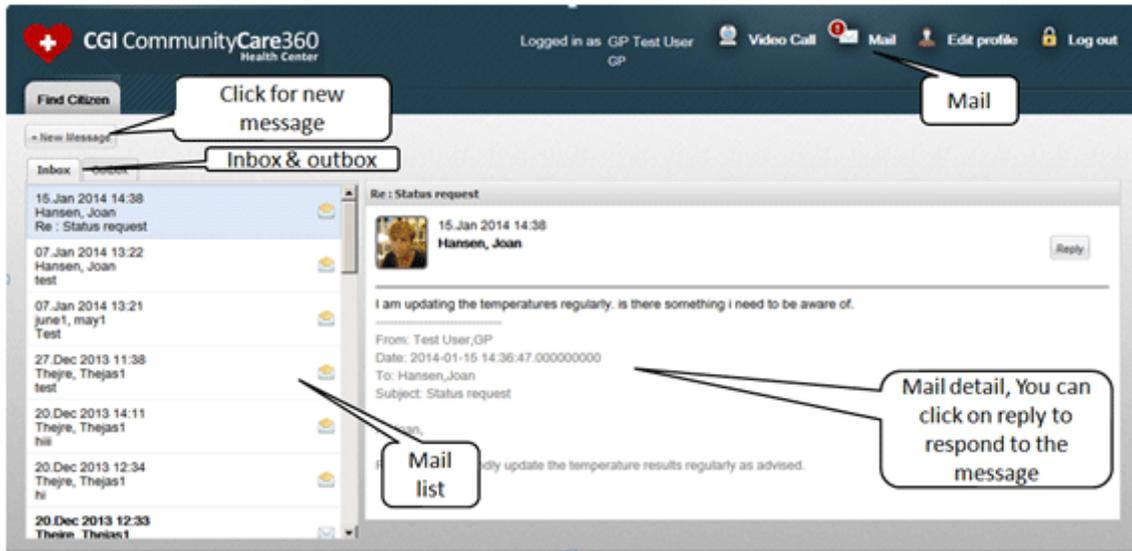


3.4 Video call

You can initiate a video call to a citizen, using the central call center [Insert name of central call center] or you can connect solely to the call center. Select a citizen and click on the Video call link to place a video call to the specific citizen. If you have not selected a citizen, you will be connected to the call center.

3.5 Mail

You can use the mail function to communicate with citizens or system administrators. An alert icon will appear  , when a new mail is received. An inbox will list all the mails received by you and the Out box will list all the mails sent by you. The unread mails will be in bold caption in the lists to help you identify the read and unread mails. In the outbox, the mails will be in bold captions, until the recipient has read the mail.



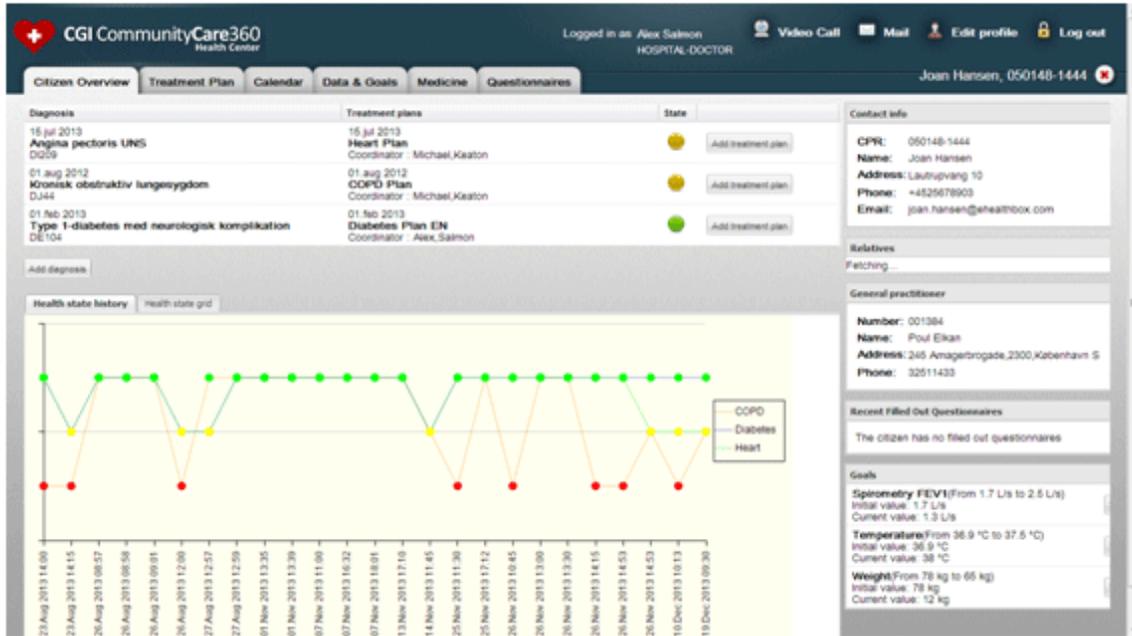
3.6 Citizen Overview

The Patient Overview gives you an overview over the citizens' course of disease. The list of the diagnosis added to the citizen and the corresponding treatment plans are enlisted here. You can add new diagnosis and a treatment plan to the diagnosis or you can add a new treatment plan for an existing diagnosis. This can be beneficial if the citizen receives a new diagnosis that may influence on an already existing diagnosis. The status of the diagnosis is visible and you can see the variation of the diagnosis' status over time in the bottom half page. When you hover your mouse over the chart, the reason for the diagnosis status will be visible.

The second tab in the chart shows historical variation of the diagnosis status in a table. The right side of the page shows:

- Contact details of the citizen
- Contact details of relatives
- The general practitioner
- Recently answered questionnaires
- The goals assigned to the citizen
- Allergy information

The overview has all the relevant details needed by the clinician.



3.7 Treatment plans

You can update a disease by adding a diagnosis. It could be Diabetes, COPD or a heart related disease. Further treatment can be tracked by assigning treatment plans to the diagnosis. The template plans can be set up in the admin module, sugar CRM, that can be used as a reference, while assigning it to the citizen. The treatment plans will have a set of health efforts, checklist items and questionnaires that can help the citizen and the clinician towards a better health for the citizen. The information is tiered and can be opened in a tree view that folds out the treatment plan to get the overview of the diagnoses and treatment plans with health efforts.

This screenshot shows the 'Data & Goals' section of the software. A callout box points to the 'Add treatment plan' button. The main area displays a tree view of treatment plans for three diagnoses: DQ09 Angina pectoris UNS, DJ44 Kronisk obstruktiv lungesygdrom, and DE104 Type 1-diabetes med neurologisk komplikation. Each diagnosis has a corresponding plan (Heart Plan, COPD Plan, and Diabetes Plan EN). The table below shows the details of these plans and their associated health efforts.

Name	Type	Show On Citizen Web	Status	Notifications	Actual Date	Coordinator/Producer	Add Health Effort	View/Edit
DQ09 Angina pectoris UNS								
Heart Plan								
Treatment onset Heart	Appointment	<input checked="" type="checkbox"/>	Completed		2013-07-25	Michael Keaton	<input checked="" type="checkbox"/>	
3 months check Heart	Appointment	<input checked="" type="checkbox"/>	Completed		2013-08-22	Michael Keaton	<input checked="" type="checkbox"/>	
6 months check Heart	Appointment	<input checked="" type="checkbox"/>	Planned	Overdue	2014-01-16	Eric Cameron	<input checked="" type="checkbox"/>	
9 months check Heart	Appointment	<input checked="" type="checkbox"/>	Planned	Pending	2014-04-28	Alex Salmon	<input checked="" type="checkbox"/>	
12 months check Heart	Appointment	<input checked="" type="checkbox"/>	Planned	Pending	2014-07-28	Alex Salmon	<input checked="" type="checkbox"/>	
Empowerment support Heart	Appointment	<input checked="" type="checkbox"/>	Completed				<input checked="" type="checkbox"/>	
DJ44 Kronisk obstruktiv lungesygdrom								
COPD Plan								
Treatment onset COPD	Appointment	<input checked="" type="checkbox"/>	Completed		12-08-05		<input checked="" type="checkbox"/>	
3 months check COPD	Appointment	<input checked="" type="checkbox"/>	Completed		12-12-20		<input checked="" type="checkbox"/>	
6 months check COPD	Appointment	<input checked="" type="checkbox"/>	Completed		13-02-01		<input checked="" type="checkbox"/>	
9 months check COPD	Appointment	<input checked="" type="checkbox"/>	Completed		13-05-01	Michael Keaton	<input checked="" type="checkbox"/>	
1 year check COPD	Appointment	<input checked="" type="checkbox"/>	Completed		13-08-01	Michael Keaton	<input checked="" type="checkbox"/>	
15 months check COPD	Appointment	<input checked="" type="checkbox"/>	Completed		2013-09-07	Michael Keaton	<input checked="" type="checkbox"/>	
Video conference	Appointment	<input checked="" type="checkbox"/>	Completed		2013-11-20	Alex Salmon	<input checked="" type="checkbox"/>	
Mobile Unit - Hospital consultation	Other	<input checked="" type="checkbox"/>	Completed		2013-11-20	Alex Salmon	<input checked="" type="checkbox"/>	
Mobile Unit	Appointment	<input checked="" type="checkbox"/>	Completed		2013-11-20	Michael Keaton	<input checked="" type="checkbox"/>	
18 months check COPD	Appointment	<input checked="" type="checkbox"/>	Planned	Overdue	2013-12-20	Alex Salmon	<input checked="" type="checkbox"/>	

3.8 The Treatment plan

The treatment plan can be added either from the Citizen overview or from the treatment plan function. A plan can be added to an already existing diagnosis. The plan can be further modified after adding it, to match the citizens' medical history better. A treatment plan can be added with an instantiation date and a coordinator.

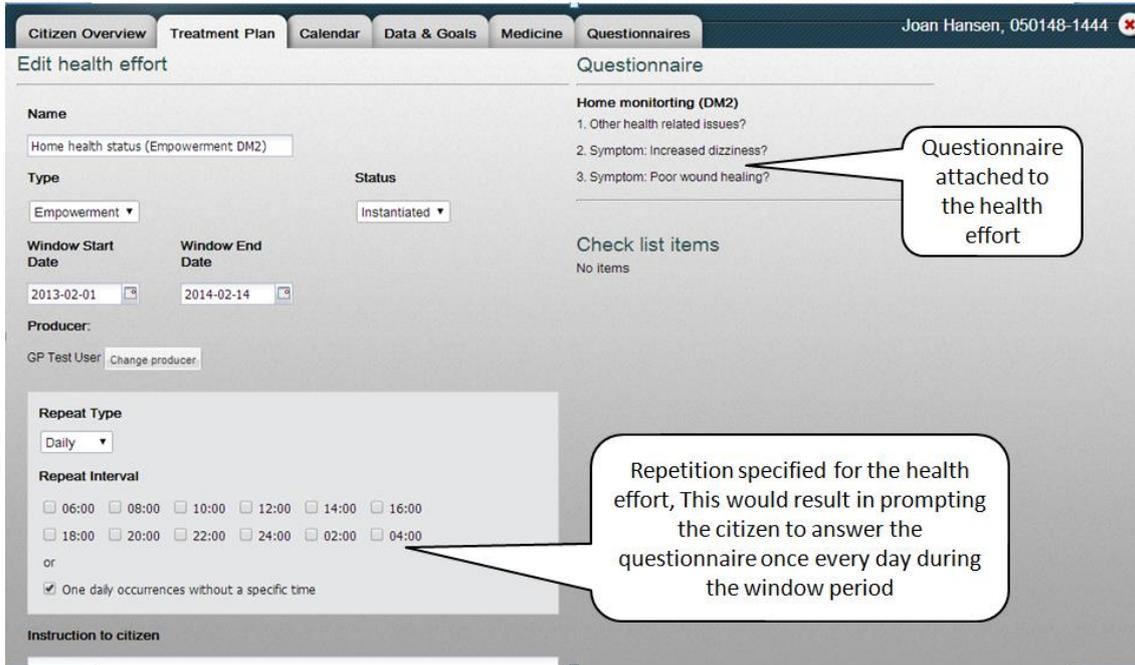
3.9 Health Efforts

A number of health efforts with or without sub-health efforts are part of the treatment plan. A health effort can either have an actual date and time or a window period specifying the intervals of repeating the health effort. This will help the citizen to follow the plan prescribed as part of the treatment and any clinician in the CC360-HC can follow the progress of the efforts. The picture above shows a health effort in edit mode

3.10 Check List Items

The health effort can be set up with a list of items that citizen and clinician can use in treatment of the disease. This list is called a check list. Every check list item can have a set of check list items. A check list item may require you to enter a result, which can be done by clicking the blue text.

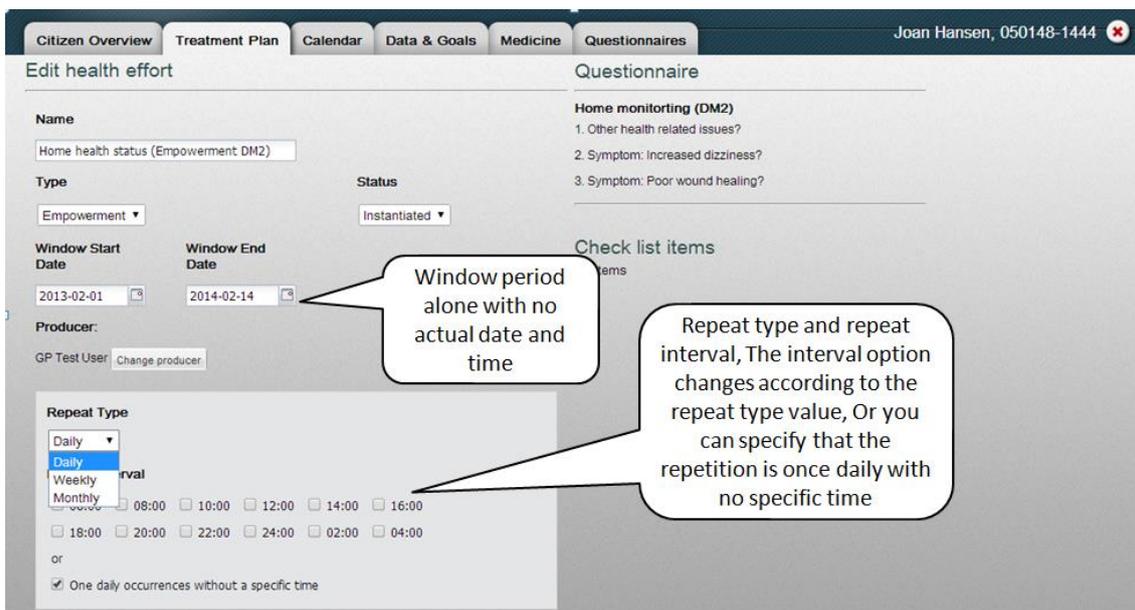
3.11 Attached questionnaires



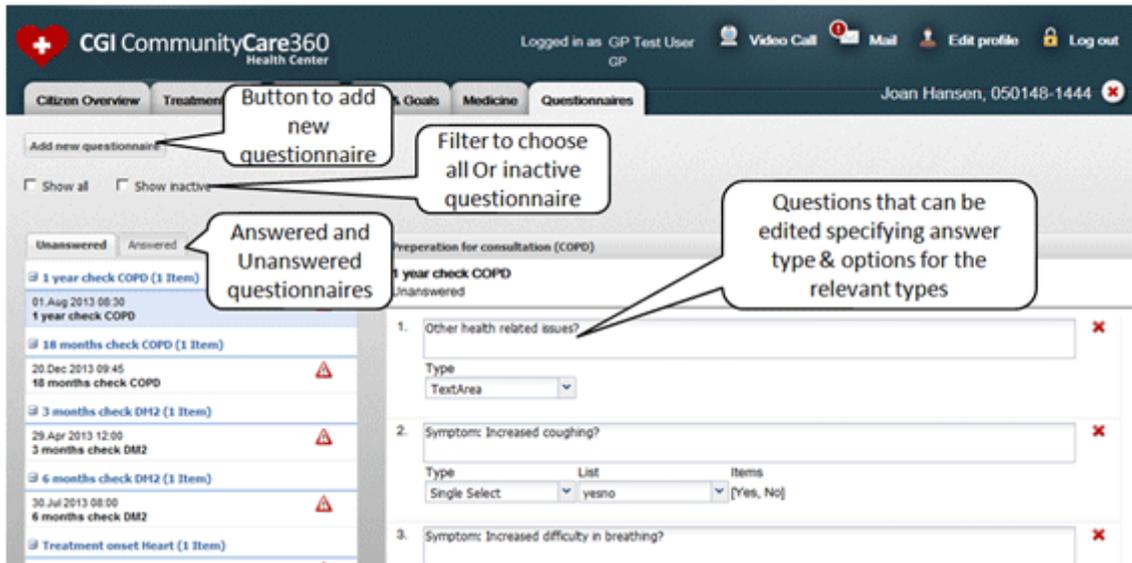
The health effort added to a citizen, can have a set of questionnaires. You can assign a questionnaire to citizens' health effort by changing the status of the health effort to "Planned". You can edit a questionnaire by modifying questions and also add a questionnaire if there is no questionnaire. This is beneficial if the clinician wishes to customize the questionnaire to a citizen.

3.12 Attached continuity

The continuity of a health effort refers to the repetitive nature of the health effort. With the window period specified and without an actual date and time, you can specify the nature of repetition and the intervals. The clinician and citizen do then have a clear picture of the treatment plan and health effort. All these features of the CC360-HC make the treatment for diseases, chronic and non chronic, well defined.



3.13 Questionnaires



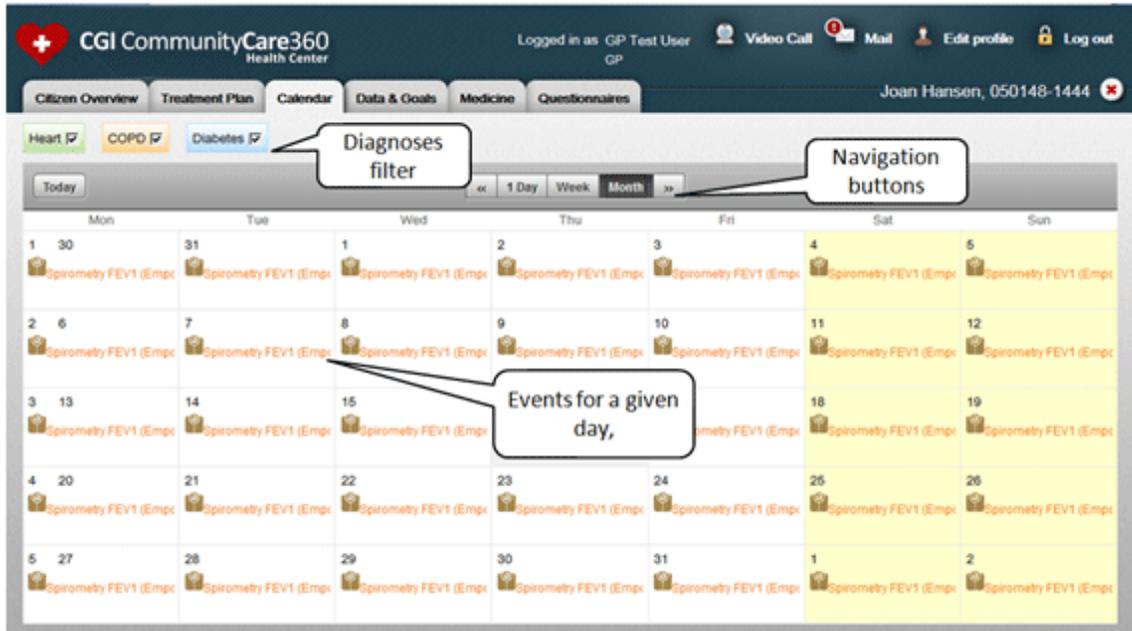
You can see the citizen’s questionnaire in the above screen dump. The answered questions are all accessible in the right tab and the unanswered questions are in the left tab. You can see the responses by the citizen in the answered questionnaire. You can customize the unanswered questionnaire to match the citizens’ current situation. You can select the check boxes at the top of the page to view the entire questionnaires or to view inactive questionnaires. You can add a new questionnaire by clicking the Add button.

You can view a citizens’ answers to the questions and apply filters according to non-standard answers and specific questions.

You can display messages and content, specific to the citizen, according to the citizen’s answers to certain questions. For each type of question, you can modify alert limits by the diagnosis type, so it fits the specific citizen.

3.14 Calendar

The Calendar function is a calendar that arrange the events planned for the citizen regarding the diagnosis. The events for the diagnoses are grouped and the check boxes above the calendar can be used to filter the events per diagnoses or to show all the diagnoses events, depending on the needed overview by the clinician and the citizen. The calendar primarily has day view, week view and month view and opens in month view by default. The Today button in the calendar can be used to return to view the current date. The events in the calendar will help citizens to know the activities for the day, which could be performing a vital measurement or preparing for a consultation.

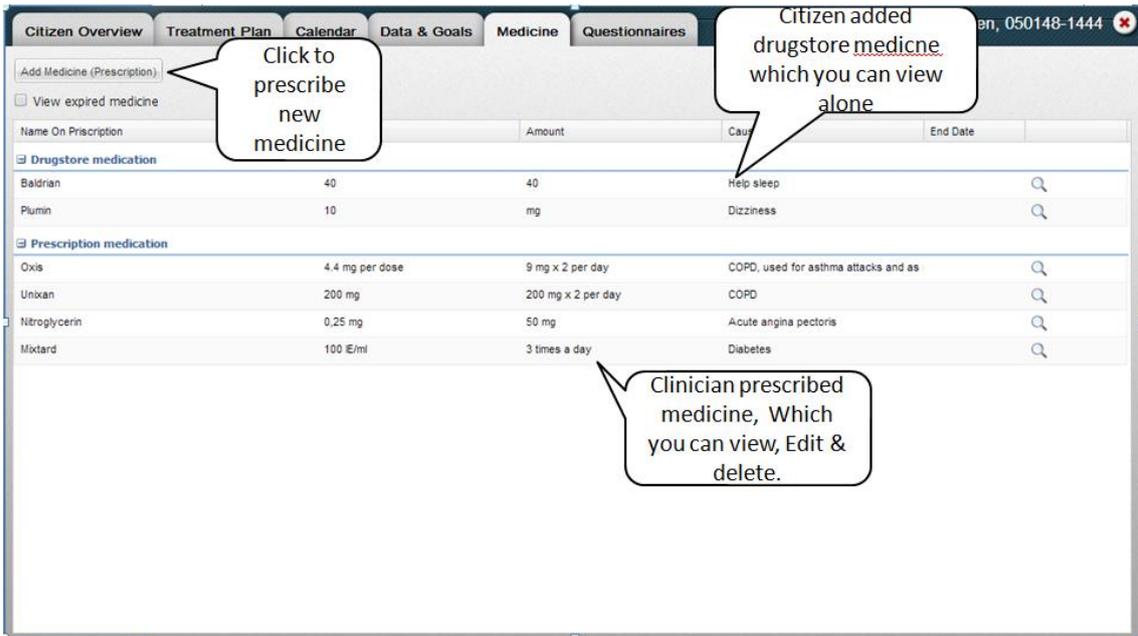


3.15 Data and Goals

A health effort has measurable results with limits. The result is added when the health efforts are added. Result data for a given type of allowed result can be added. You can also add a new result type. The different tabs can be selected in the Results function to see all the corresponding results and goals. You can add a result by clicking the “Add data manually” button and enter the values in the dialog as well as modifying or deleting an existing result. You can view the attachment of the result if added, or you can add or remove an attachment to the result. You can add goals to the result type, which the citizen would try to achieve over time with the help of CC360.

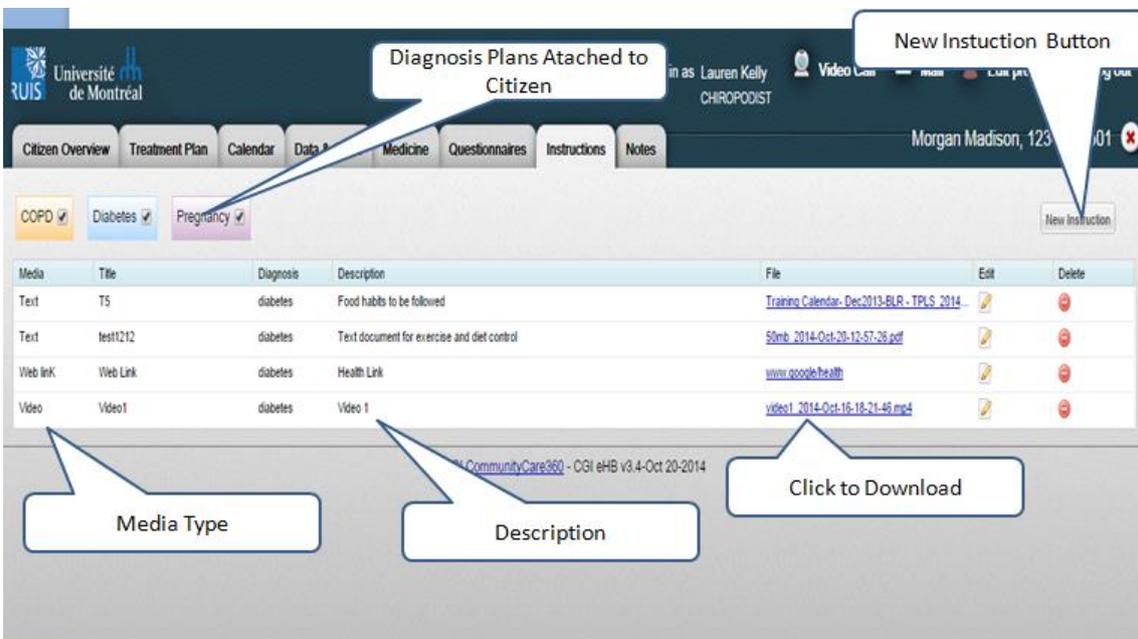
3.16 Medication

The Medication function helps you keep track of the medication that is prescribed to the citizen. The prescribed medication is categorized as Prescribed medication and self medication is categorized as Drugstore medication. This will help you get an overview of the citizen’s medication and current medication intake. The check box “View expired medication”, will display all medication that are discontinued and can help the clinician getting an overview of the citizens’ medication history. You can add, update or delete a medication; the “add medication” button will add the prescribed medication. The Edit button would help edit a prescribed medication and delete button would help deleting the medication. The drugstore medications are available to the clinician for viewing only and cannot be modified or deleted, only citizens can perform this action.



3.17 Instructions

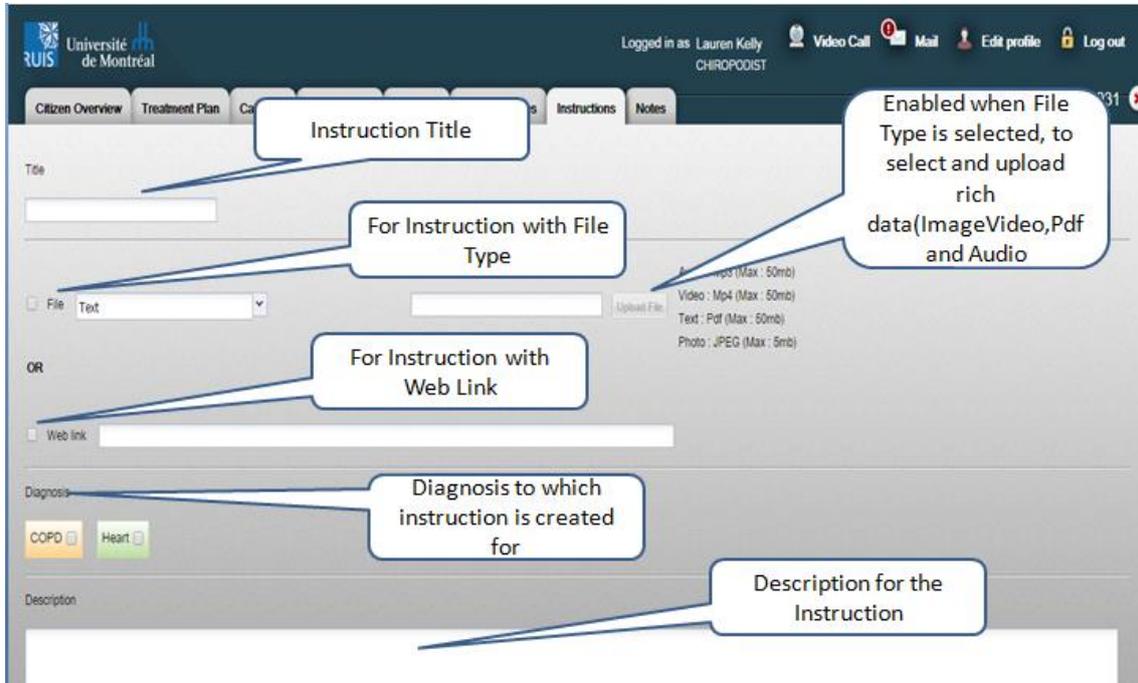
The Instruction function helps the clinician to give instructions to the citizen. Instruction displays all the diagnosis plans attached to the citizen in the upper part of the screen, and all current and/or created instructions in a table format including 'Media', 'Title', 'Diagnosis', 'File', 'Edit' and 'Delete'. The instructions are ordered with newest date on top. The instructions can be filtered, based on diagnosis to assist the clinician in finding the desired one.



3.17.1 Create Instruction

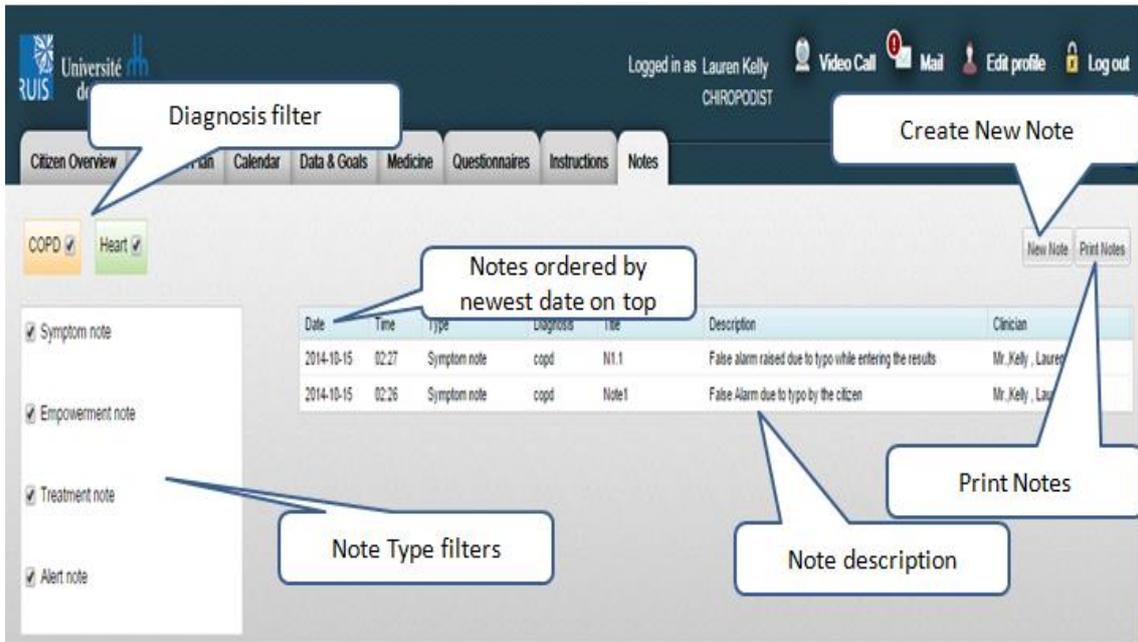
You can create instructions for the citizen for a specific diagnosis, attaching rich data such as Video(.mp4), Image(.jpeg), Audio(.mp3) and Text(.pdf). You can also create instruction for a specific diagnosis attaching web links.

You can edit and delete the instructions. The instructions are ordered by date in descending order.



3.18 Notes

The Notes function helps you to take notes about the citizen and the citizen can see the notes as well. You cannot modify an existing note; You can only create a new note to modify another note. If a blood sugar measure e.g. is higher than the reference value, an alert will be activated. During processing of an alert, you can indicate from a drop-down menu how the alert is managed. This action is registered with the date and the time. You can print the notes if needed.

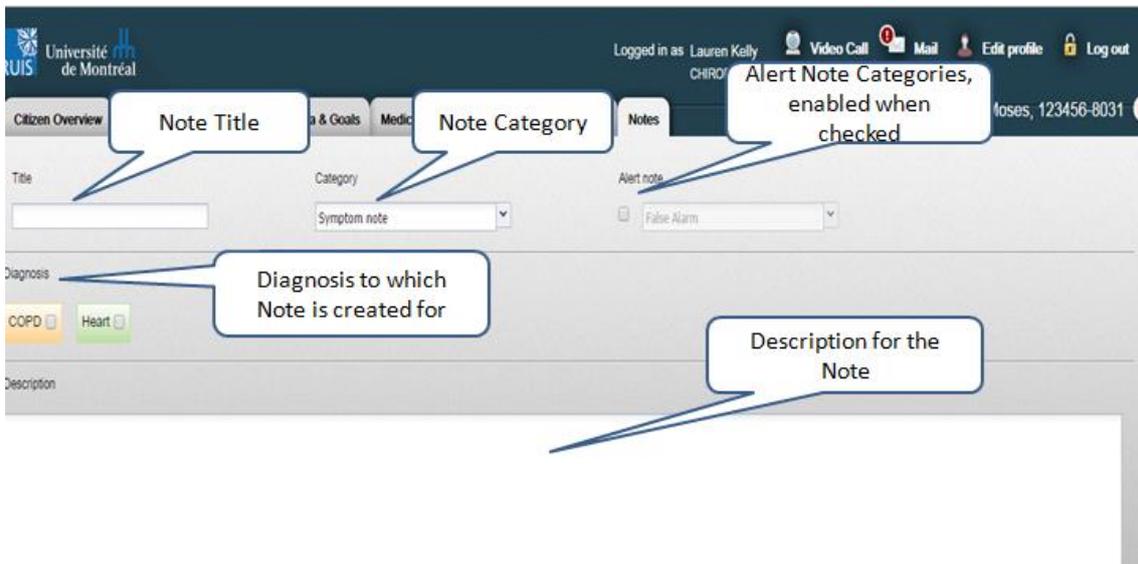


3.18.1 Note Creation

You can create a note from the 'Notes' tab by providing:

- 'Title'
- 'Note Category',
- 'Alert Note Category'
- 'Diagnosis Plan'
- 'Description' details.

You can also create a note of type 'Alert Note' from Citizen Overview page for diagnosis with state color 'Red', 'Amber' or 'Green'. An alert note can be helpful to create awareness of changes in the citizens condition.



4. Troubleshooting

Problem	Possible Cause	Solution
Red-Amber-Green algorithm calculation does not work	A reference value has not been entered	Enter reference value
The CC360 is not available	There may be a technical issue	Contact a system administrator
Login not possible	Wrong password og username	Contact a system administrator

5. Manufacturer and Classification

Product Identification		
Product name	Model/number	
CGI CommunityCare360-HealthCenter (CC360-HC)	Version 3.5	
Manufacturer		
Name of Company	Address	Representative
©CGI Danmark A/S	Lautruphoej 10 DK-2750 Ballerup Denmark	Michael Zakarias
Conformity Assessment		
Health Authority Registration	Device classification and registration number	Route to compliance
Health Canada	Class I Medical Device MDEL # 6334	Annex VII of the Medical Devices Directive 93/42/EEC.
FDA	Class I Medical Device Operator Number 10048035	N/A
	Class I Medical device No reg. number is given for Class I devices.	N/A