



DiabetesManager® HCP Web-Based Application

User's Manual

Version 1.1

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WellDoc™
DiabetesManager®
HCP Web-based Application

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Chapter 1: About this Guide

The DiabetesManager® system helps your patients manage their Diabetes. It allows them to record daily activities, such as blood glucose readings, exercise, and food consumption. This data is stored so that you and your patient can review their activity and make the necessary changes to optimize their healthcare. A team of diabetes specialists, educators, and people with diabetes developed DiabetesManager. DiabetesManager is a product of WellDoc™ Inc.

The healthcare provider (HCP) Web-based application provides a method for you to review your patients' logbook, medications, and other medical information as well as a method for private communication between you and your patient.

Two types of healthcare providers can utilise the DiabetesManager HCP Web-based application; a prescribing HCP (pHCP) and non-prescribing HCP (npHCP). You are a pHCP if you have a license to write prescriptions. You are a npHCP if you provide care to patients but are not licensed to write prescriptions.

This document describes how to use the DiabetesManager HCP Web-based application. All features are visible to all HCPs, but a few features may only be executed by pHCPs. The differences are noted within the manual.

Key Features

DiabetesManager helps you manage your patients' diabetes. The application provides:

- Educational articles and diabetes tips for you to share with your patients
- A logbook that contains data such as blood glucose reading entered by your patients
- A message center for better communication between you and your patient
- Your patients personal health history

In This Chapter

- Key Features
- Understanding the DiabetesManager System
- Intended Audience
- Conventions
- Getting Help

Understanding the DiabetesManager System

The HCP Web-based application is part of the DiabetesManager system. The system contains the following components:

- A mobile application for patients
- A web-based application for patients
- A web-based application for healthcare providers (HCP)
- A web-based application for account directors (AD)

Patients have a Web-based application and/or a mobile application for entry of information in to their logbook, access to the messaging center, access to the learning library, and their medical history. Account directors provide administrative support for the Web-based application activities of many healthcare providers.

Intended Audience

This guide is intended for use by healthcare providers that support people with diabetes. Basic knowledge of the internet and advanced knowledge of diabetes is assumed.

Conventions

The following conventions are used in this guide.

Convention	Description
Bold	Actions you should take such as text or data to be typed exactly or items to click.
<i>Italics</i>	Items to type for which you must supply a value.
Screen Name	Screen Names are in initial caps.

Getting Help

Context-sensitive help is available for many items. As you hover over an item, help items appear to guide you.

If you need further assistance, please contact WellDoc Inc. via e-mail at technicalsupport@welldocinc.com or call 888.MYDMHELP (888.693.6435). Telephone support is available 9:00 am to 5:00 pm EST Monday through Friday and is free of charge.

Chapter 2: Getting Started

The Web-based application provides an easy way for you to review your patient's logbook entries, add logbook entries for patients, forward literature about diabetes to patients, and communicate with your patients.

This chapter gets you started working with DiabetesManager and describes the user interface.

System Requirements

DiabetesManager runs on most computers with their default settings. The requirements below are the minimum items needed to use the Web-based application on the internet.

- computer
- web browser
- internet connectivity
- keyboard for data entry
- Adobe® Acrobat® Reader

Browser Compatibility

DiabetesManager is compatible with:

- Microsoft® Internet Explorer (IE) versions 6.0 and 7.0
- Mozilla® Firefox® 2.0 and 3.0.

Browser Security

Medium (the default for IE) security settings are recommended. The method for changing this setting differs by browser. For IE, select the Security and Privacy settings within Internet Options to select the Medium setting.

System Updates

Acrobat Reader, Internet Explorer, and Mozilla Firefox are all free. If you do not currently have them on your system, you can download the latest free versions:

In This Chapter

- System Requirements
- Registration
- Logging In
- Understanding the Interface
- Learning Library
- Practice Profile

Getting Started

- Acrobat
<http://get.adobe.com/reader/>
- Internet Explorer
<http://www.microsoft.com/windows/internet-explorer/default.aspx>
- Firefox
<http://www.mozilla.com/en-US/firefox/ie.html>

Screen Display

A minimum page resolution of 1024 X 768 pixels is recommend to avoid page scrolling when the application is maximized. The procedure to change default display setting differs by operating system. For example, in Microsoft Windows®, select the Display icon within your Control Panel.

Registration

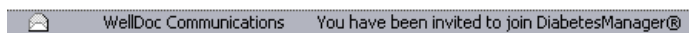
You are invited to become a DiabetesManager healthcare provider when a patient has listed you as their healthcare provider or when an Account Director has sent you an invitation. You can be invited by a fax transmission or email message. If an Account Director has sent you an email invitation, click the link within the email to access your private registration page.

If you have received a fax transmission, generated when a patient adds or makes changes to their medication regimen, enter the link provided in the transmission in your web browser.

To begin registration:

1. Open the e-mail invitation sent to you from WellDoc Inc or type the address you received on a fax into your web browser. If you received a fax, go to step 3.

It appears in your e-mail client inbox similar to the following:



2. Click the link within the e-mail to open your web browser to the linked page.
3. Follow the DiabetesManager Registration wizard through all the screens and enter as much information as you can.

Registration for pHCPs and npHCPs is slightly different in that pHCPs have a few additional screens to fill out.

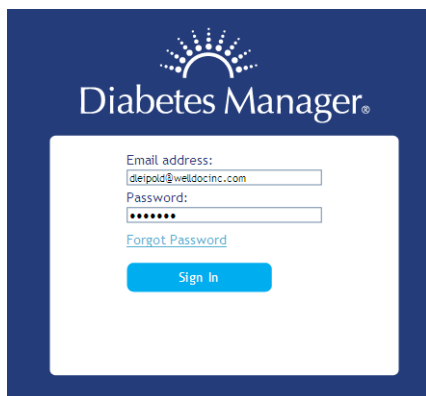
The password you create must be 6-12 characters and contain one letter and one number. It is case sensitive, so if you type upper and lower case letters, it will have to be entered in exactly the same way at the login screen.

Logging In

Once registration is complete (see “Registration” on page 2-2), you can access DiabetesManager at anytime.

To access DiabetesManager:

1. Go to www.mydiabetes-manager.com.



It is recommended that you bookmark this page in your web browser, so that you have quick and easy access to the application.

2. At the login screen, enter your e-mail address and your password.

Your e-mail login is the same e-mail address at which you received your Registration notification. You set your password during registration.

If you have forgotten your password, click the **Forgot Password** link. Enter the answer to the security question (set during registration) and click **Submit**. A new temporary password is sent to your e-mail. Return to the login screen and enter your e-mail and the new password. You are prompted to create a new permanent password. If you have forgotten your e-mail address, please contact your account director.

Upon successful login, the Patient List Screen is displayed.

Understanding the Interface

The DiabetesManager user interface is designed to be user friendly and easy-to-use. You can access all major features of the application from the left navigation bar.

Screen Title/Patient Name: one dot one, Version (DOB: 1/21/1955)

Text Size Control: TEXT SIZE A A

User Information Area: Welcome, hcp version one dot one Logout
Last Login: 12/2/2009 10:51 AM(EST)

Left Navigation bar: Patient List, Message Center, Learning Library, Practice Profile, Settings + Security

Top Navigation bar: Messages, Progress Notes, Logbook, Standards of Care, Patient Profile, Clinical Profile, Settings

Requires Attention: This patient has restricted use of DiabetesManager® until the following information is confirmed by you: Medication List

Blood Glucose Summary:

	BREAKFAST / FASTING	AFTER BREAKFAST	LUNCH	AFTER LUNCH	DINNER	AFTER DINNER	BEDTIME
Your average 11/18/2009 - 12/02/2009	100		400*				
Past average 11/03/2009 - 11/17/2009	152		400				
Target	70 - 130	70 - 179	70 - 130	70 - 179	70 - 130	70 - 179	110 - 150
% in target	25%	-	-	-	-	-	-
# of blood glucose values < 70	5	-	-	-	-	-	-
Total # of blood glucose values	8	0	1	0	0	0	0






Standards of Care:

Legend: In Target Out of Target Missing Overdue

Category	Value	Patient Status	Target
A1c	*missing*	?	< 7.0 %
Blood Pressure	*missing*	?	< 130/80 mmHg
Total Cholesterol	*missing*	?	< 200 mg/dL
LDL	*missing*	?	< 100 mg/dL
HDL	*missing*	?	> 50 mg/dL
Triglycerides	*missing*	?	< 150 mg/dL
Urine Microalbumin- to-Creatinine Ratio	*missing*	?	< 30 µg/creat
Urine Microalbumin	*missing*	?	< 30 µg/mL
Serum Creatinine	*missing*	?	< 1.5 mg/dL
Eye Exam	*missing*	?	Annually
Foot Exam	*missing*	?	Annually
Dental Exam	*missing*	?	Every 6 months
Flu Shot	*missing*	?	Annually, during the flu season
Pneumonia Vaccine	*missing*	?	One time
Aspirin Use	Yes, I take Aspirin (10/29/2009)	✓	As directed by your doctor
Exercise	*missing*	?	At least 150 min/week

Left Navigation Bar

The left navigation bar is the primary source of navigation throughout the application. Clicking on a menu button on this bar takes you to the main screen for that feature. When you click a menu, sub-menu items may also be displayed. The left navigation bar expands to display sub-menu items. You may then click these items to navigate to those topics.

Item	Description
 Patient List	List all patients assigned to you or your practice.
 Message Center	View, send, and receive messages from your patients or other HCPs.
 Learning Library	Check out educational info that can help your patients take care of their diabetes and health.
 Practice Profile	View contact information for you and your practice.
 Settings + Security	Modify features of your account, such as web login.

Display Area

All of the application functionality is shown in the Display Area. Navigation with the Display Area is performed through a combination of links, buttons, and panes.

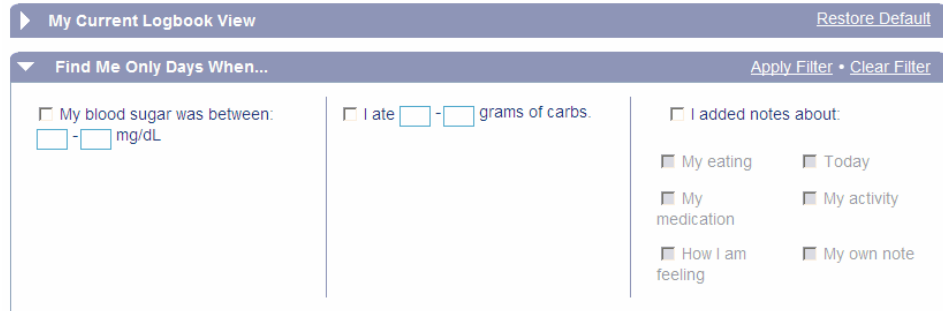
Screen Title

The title of the screen is shown across the top blue bar in the Display Area. When the screen level drills down into sub-items, the title name is hyphenated to help you keep track of your level.

Logbook - Calendar View

Panes

Information is grouped into panes in the display area. Panes are separated by light blue bars that title each pane. A single pane may have sections within in. You can open or close panes using the expand and collapse arrows on the title bar for each pane.



Links

[Learn More](#)

You can click a link to go to a screen containing information about the link. Links are light blue and underlined.

Buttons



You can click a button to execute an action.

Icons



Icons are used to provide a pictorial clue for text. They can also be used to initiate a task. For example, the breakfast icon is displayed next to breakfast records and can not be clicked, while the pencil icon is an active icon that can be clicked to edit data in the row of a table. Text pops up when you hover over active icons to describe their functionality.

User Information Area and Logging Out



The User Information area displays the name of the person currently logged in, the start time and date of the current login, and provides a method for exiting the application. It is recommended to logout of the application when you are not using it, since access to your private health information is displayable within the application. When you logout, the Login screen is displayed.

If you exit your web browser with logging out, you are automatically logged out.

Top Navigation Bar

When in the Patient Summary Page, a Top Navigation bar helps you navigate through the patient's Web-based application. This bar mimics many of the options available in the Patient's Web-based application left navigation bar.

Changing the Display Text Size



You can use the Text Size Controller to increase or decrease the size of the text displayed in the DiabetesManager application. Click the "A" character that represents the desired text size.

Learning Library

The learning library contains PDF files about nutrition, activity, hypoglycemia, hyperglycemia, sick days, coping with diabetes, and more. The library content was written by diabetes educators and is updated with information on a regular basis. This information is read-only. Visit the library occasionally as new articles are often added. You can tell your patients about particular articles you recommend they read.

Getting Started

To access Learning Library articles:

1. Click **Learning Library** on the left navigation bar.
The Learning Library is displayed.

The screenshot shows the Diabetes Manager web application interface. At the top, there is a dark blue header with the Diabetes Manager logo on the left, a welcome message "Welcome, hcp version one dot one" and a "Logout" link on the right, and a "Last Login: 12/2/2009 10:51 AM(EST)" timestamp. Below the header is a navigation bar with several menu items: "Patient List", "Message Center", "Learning Library" (which is highlighted in dark blue), "Practice Profile", and "Settings + Security". The main content area is titled "Table of Contents - Learning Library" and includes a link to "Download Adobe Reader to view PDF files" and "Expand All" / "Collapse All" options. The content is organized into sections: "The Basics about Diabetes" (expanded), "Medications and Monitoring", "Day to Day Healthy Living", "Problem Solving", and "Reducing Risks". Under "The Basics about Diabetes", there is a sub-header "Start with the basics ? understanding diabetes and how this affects your body." followed by a list of articles, each with an "HTML" link and a PDF icon. The articles listed are: "What is Type 2 Diabetes", "Understanding and Preventing Complications", "The Hemoglobin A1c Test", "Diabetes and Feelings", "Making Changes One Step at a Time", and "Diabetes Resources Reading List". At the bottom of the page, there is a footer with a suggestion link "Have suggestions or comments to make DiabetesManager® even better? Contact WellDoc" and a "Terms & Conditions" link.

2. Navigate through the library and select the HTML or PDF version of the desired articles.
The HTML version displays directly in your browser. The PDF version invokes Adobe Acrobat Reader and displays the article nicely formatted for printing.

Automated Curriculum

TBD

Practice Profile

The practice profile allows you to set personal or practice contact information. This information is displayed to users so that they can contact you.

To update the practice profile:

1. Click **Practice Profile** in the left navigation bar.

The Practice Profile screen is shown.

Diabetes Manager

Welcome, hcp version one dot one [Logout](#)
Last Login: 12/2/2009 10:51 AM(EST)

TEXT SIZE A A

Patient List

Message Center

Learning Library

Practice Profile

Settings + Security

Practice profile

[Update Section](#)

Ms. hcp version one dot one , MD

Personal contact information

Cell phone: (675) 768 - 9879
Email address: wd.testdm+h1@gmail.com

*This personal contact information is not visible to your patients.
It is only used by the system to contact you.*

Office information

Primary Office Location	Phone	Fax	
1501 st paul st Baltimore MD 21202	(453) 655 - 5676	(657) 576 - 5766	

This is the primary contact information for your practice.

Have suggestions or comments to make DiabetesManager® even better? [Contact WellDoc](#) [Terms & Conditions](#)

2. Click **Update Section**.
3. Enter the desired criteria.
4. Click **Save**.

Chapter 3: Settings and Security

The Settings + Security screen allows you to control your patients coaching messages, enable patient communication with you, and change your login password.

E-mail Notifications for Messages

When messages are in your DiabetesManager inbox, e-mail notifications can be sent to the e-mail address you provided to become a registered user. You will not receive more than one e-mail per day. If you do not wish to be notified, you can turn the system off.

To turn off e-mail notifications:

1. Click **Settings + Security** on the left navigation bar.

In This Chapter

- E-mail Notifications for Messages
- Patient Communication
- Message Signature
- Changing Your Password

The Settings and Security page appears.

The screenshot shows the Diabetes Manager interface. At the top, there is a header with the Diabetes Manager logo, a welcome message for 'hcp version one dot one', and a 'Logout' link. Below the header is a navigation bar with 'Settings + Security' selected. On the left, there is a sidebar with icons for Patient List, Message Center, Learning Library, Practice Profile, and Settings + Security. The main content area is titled 'Settings + Security' and contains several sections: 'Communication with your Patients' with a 'Your Patients' Agreement' box, 'Communication from the System' with a 'Receive an email when there are messages waiting for you in your DiabetesManager® inbox?' option, and 'Your Signature for Outgoing Messages' with fields for 'Name displayed as "From" when composing a message:' and 'Footer shown in messages you compose:'. At the bottom, there is a footer with a suggestion link and 'Terms & Conditions'.

2. Click **Edit Settings**.

The Update Settings dialog appears.

3. Select the **Off** radio button on the E-mail Reminders for Messages pane.

If notifications have been turned Off and you wish to turn them back on, you can click the On radio button.

4. Click **Save**.

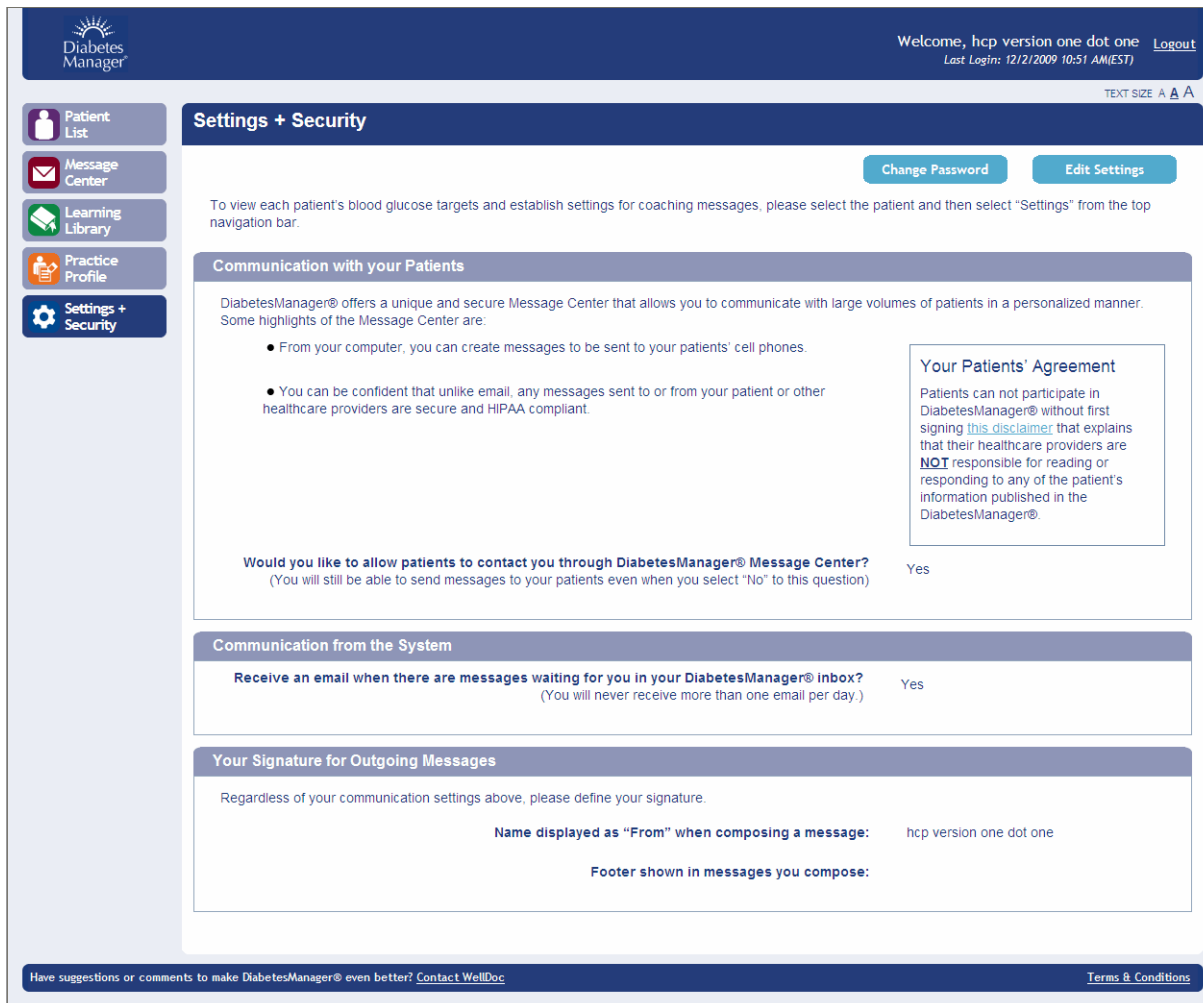
Patient Communication

You can allow patients to send you messages through the Message Center or disable this functionality for them. In either case, you can still send your patients messages through this secure center.

To turn off patient sending ability:

1. Click **Settings + Security** on the left navigation bar.

The Settings and Security page appears.



2. Click **Edit Settings**.
The Update Settings dialog appears.
3. Select the **Off** radio button on the Communication with your Patients pane.
If notifications have been turned Off and you wish to turn them back on, you can click the On radio button.
4. Click **Save**.

Message Signature

You can create a default signature that is appended at the bottom of all of your outgoing messages to patients.

To create a default signature:

1. Click **Settings + Security** on the left navigation bar.

Changing Your Password

Settings and Security

The Settings and Security page appears.

The screenshot shows the 'Settings + Security' page in the Diabetes Manager application. The page has a dark blue header with the Diabetes Manager logo on the left and user information on the right: 'Welcome, hcp version one dot one', 'Logout', and 'Last Login: 12/2/2009 10:51 AM(EST)'. Below the header is a navigation bar with 'Settings + Security' selected. On the left is a sidebar with icons for Patient List, Message Center, Learning Library, Practice Profile, and Settings + Security. The main content area has two buttons: 'Change Password' and 'Edit Settings'. Below these is a text block explaining that users can view patient blood glucose targets and establish coaching message settings. The page is divided into three sections: 'Communication with your Patients', 'Communication from the System', and 'Your Signature for Outgoing Messages'. The 'Communication with your Patients' section includes a list of features and a 'Your Patients' Agreement' box. The 'Communication from the System' section has a toggle for receiving emails. The 'Your Signature for Outgoing Messages' section has fields for name and footer.

2. Click **Edit Settings**.
The Update Settings dialog appears.
3. Enter the desired information in the Your Signature for Outgoing Messages pane.
4. Click **Save**.

Changing Your Password

You can change the web-application login password. Your password is case-sensitive and must:

- Have 6 to 10 characters
- Have at least one letter
- Have at least one number
- Be easy for you to remember

Write down your new password and keep it in a safe place.

To change your password:

1. Click **Settings + Security** on the left navigation bar.
The Settings and Security page appears.

The screenshot displays the Diabetes Manager interface. At the top, the header includes the Diabetes Manager logo, the user name 'Welcome, hcp version one dot one', and a 'Logout' link. Below the header is a navigation bar with 'Settings + Security' selected. The left sidebar contains icons for Patient List, Message Center, Learning Library, Practice Profile, and Settings + Security. The main content area features a 'Change Password' button and an 'Edit Settings' button. The 'Communication with your Patients' section contains a list of bullet points and a 'Your Patients' Agreement' box. The 'Communication from the System' section has a 'Receive an email when there are messages waiting for you in your DiabetesManager® inbox?' option. The 'Your Signature for Outgoing Messages' section includes fields for 'Name displayed as "From" when composing a message:' and 'Footer shown in messages you compose:'. The footer of the page contains a link to 'Contact WellDoc' and a 'Terms & Conditions' link.

2. Click **Change Password**.

The Change Password screen appears.

Diabetes Manager

Welcome, hcp version one dot one [Logout](#)
Last Login: 12/2/2009 10:51 AM(EST)

TEXT SIZE A A

Patient List

Message Center

Learning Library

Practice Profile

Settings + Security

Settings + Security - Change Password

Your password is case sensitive and should:

- Have 6 to 10 characters
- Have at least one letter
- Have at least one number
- Be easy for you to remember!

Write down your new password and keep it in a safe place.

Current Password

New Password

Confirm New Password

Save

Have suggestions or comments to make DiabetesManager® even better? [Contact WellDoc](#) [Terms & Conditions](#)

3. Enter your current password, the new password, and the new password again.
4. Click **Save**.

Chapter 4: Using the Message Center

The Message Center provides secure communication between you and the DiabetesManager system and between you and your patients. It works in a similar fashion to many other e-mail clients in that it has an inbox, outbox, and sent, drafts, and saved items folders. The DiabetesManager may send you messages about your patient that need your attention or patients may send you messages. Some messages are based on defined thresholds set in the system for your patient. The message system has the following features:

Feature	Description
Inbox	Message are received from the DiabetesManager system or from the patient. Messages can be general communication or items that need your attention.
Compose	Ability to compose messages for communication with your patients.
Sent Items	Record of messages that were composed.
Outbox	Messages that are currently being sent.
Drafts	Messages that were composed but not sent. Messages were saved to this folder.
Saved	Messages that have been specially marked to save.

Note: You can control whether your patient can initiate communication with you (see “Patient Communication” on page 3-2).

In This Chapter

- Composing Messages
- Reading Messages
- Deleting Messages
- Searching for Messages

Composing Messages



Use the message system in between appointments to communicate non-urgent information to your patient.

You can compose messages that are sent directly to your patients.

To compose new messages:

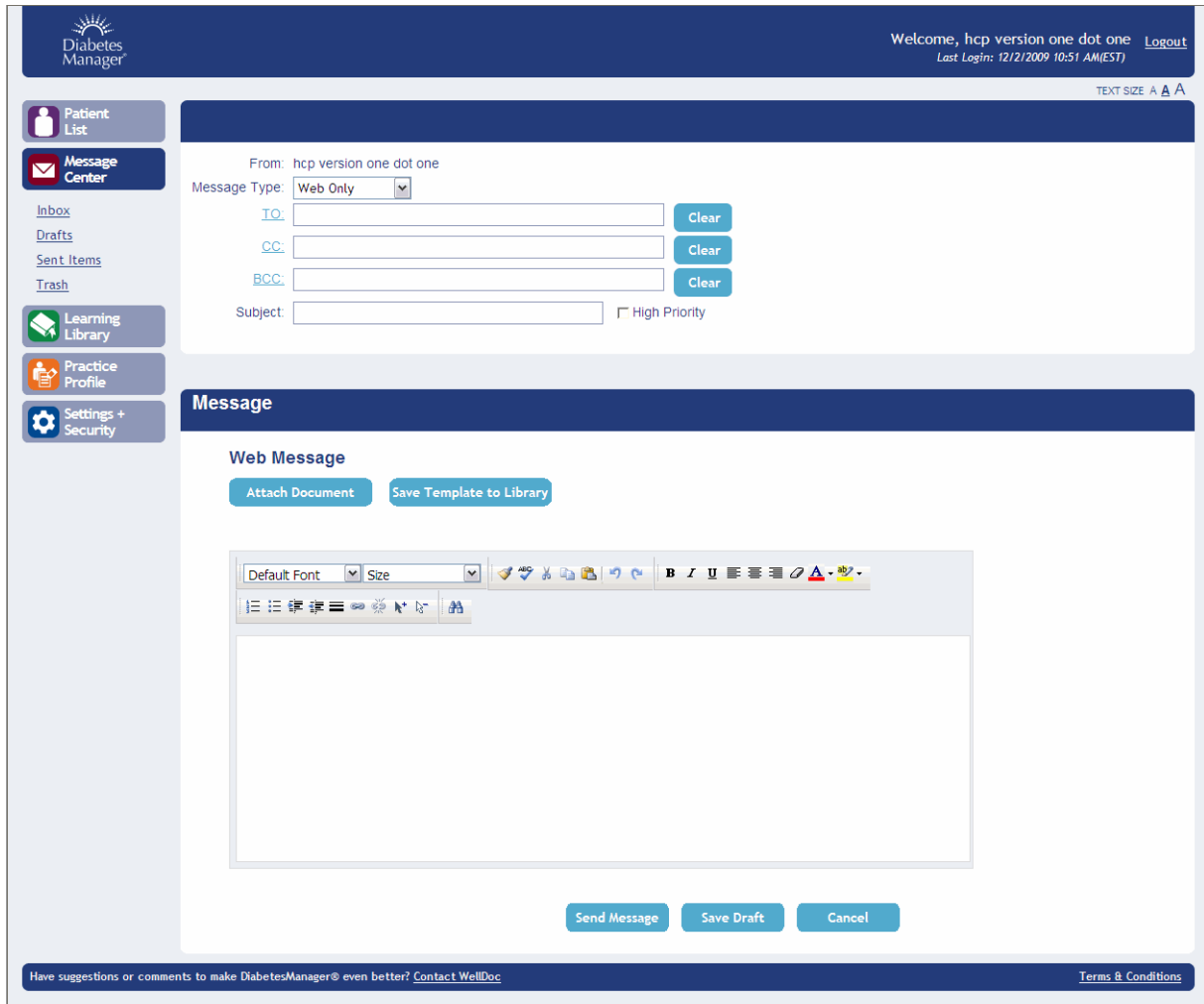
1. Click **Message Center** on the left navigation bar.

The messages in your inbox are displayed.



2. Click **Compose New**.

The New Message window appears.



3. Select the message type from the pulldown.
You can send messages to the Patient Web-based application or the Patient Mobile application.
4. Click the **To** link to select recipients from your patient list.
You can also click the **CC** link to send carbon copies of the message to other providers and case managers. Remember that only your patients or other healthcare providers in the system can receive e-mail from this system. Use your regular e-mail clients for communication with other people.
If you want to delete all the names out of the To or CC lines, click **Clear** and then re-enter the desired names.
5. Enter a subject for the e-mail.
6. If the message is high priority, click the **High Priority** check box.
7. In the message area, enter your message.
You can hover over the icons in the message toolbar and click the icon to use their formatting functionality.

Using the Message Center

8. If you wish to attach a document, click **Attach** and then **Browse** to locate the desired document. Click the document and then click **Open**. Click **Done** to return to the message window.
If you wish to save a draft of the message before it is sent, click **Save Draft**. The draft is then stored in the Drafts folder.
9. **Save Template to Library**, if desired.
10. Click **Send Message**.
You can view the templates when you send a message to a patient when in the Patient's Summary table.

Reading Messages

Your inbox is displayed when you enter the Message Center or when you click **Inbox** on the left navigation bar. To read a message, click on the message's subject. You can forward an open message to another healthcare provider, delete the message, or compose a new message.

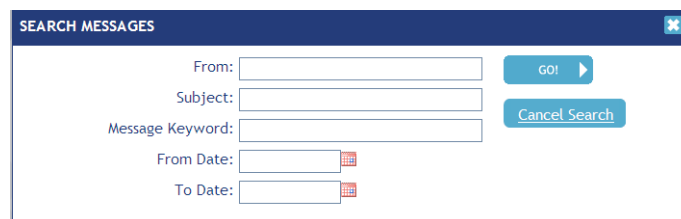
To return to your inbox, click **Inbox** on the left navigation bar.

Deleting Messages

From any of your mail folders, you can delete messages by clicking the checkbox in the message summary line and then clicking **Delete**.

Searching for Messages

You can search for messages in each of your message folders. Click the desired folder and then the **Search** button above the message list. Enter the desired search criteria and Click **Go**.



The screenshot shows a dialog box titled "SEARCH MESSAGES" with a close button in the top right corner. Inside the dialog, there are five input fields: "From:", "Subject:", "Message Keyword:", "From Date:", and "To Date:". The "From Date:" and "To Date:" fields have small calendar icons to their right. To the right of the "From:" and "Subject:" fields is a blue button labeled "go!". To the right of the "Message Keyword:" field is a blue button labeled "Cancel Search".

To return to the current inbox, select **Clear Filter**. This removes the searched messages from the display area and replaces them with the most current messages in your inbox.

Chapter 5: Using Your Patient List

The Patient List screen is displayed every time you log into the application. It provides a list of all of your (and your practice's) patients that are registered with DiabetesManager. Each patient is listed in the Patient Summary Table. In the Patient Summary Table, the patients row summarizes patient cell phone use, medication validation, risk (as set by you), messages from the patient from the Message Center, progress notes and follow up dates (set by you), and the patient's other HCPs (if applicable).

You can return to the Patient Summary Table at anytime by clicking the Patient List menu on the left navigation bar.

In This Chapter

- View
- Patient Medication Changes
- Messages
- Progress Notes
- Patient Settings

View

You can view a list of patients assigned to you (My Patients) or to your practice (All Patients) by clicking the desired radio button. The Patient Summary Table displays the list of patients according to your selection.

Diabetes Manager

Welcome, hcp version one dot one [Logout](#)
Last Login: 12/11/2009 1:28 PM(EST)

TEXT SIZE A A

Patient List

My Patients All Patients

	Patient List ▲	Risk	✉	Progress Notes Follow-Up	Case Manager
	Isenberg, Joseph 1/1/1964 Active		🔗		
	meds two, test 1/1/1971 Active		🔗		
	meds, test 3/28/1964 Active		🔗		case manager login, divya
	one dot one, Version 1/21/1955 Active		🔗		case manager login, divya
	regf, test 2/1/1968 Active		🔗		case manager login, divya
	test, settings 11/28/1964 Registration Complete		🔗		

Page: 1 View 25 per page

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Using Your Patient List

To view or change all other populated items contained in the summary row, click the item.

Note: Only the items that apply to the specific patient are shown in the patient's row. Some cells in the table may be empty. For example, if there are no progress notes, the progress notes cell will be empty.

Setting Patient Risk

You can edit the patients risk status by clicking the edit icon. Select from the pulldown to indicate whether you consider the patient to be low risk, medium risk or high risk.

Drilling Down to Patient Details

To drill down into the patients details, click the name of the patient in the Patient Summary Table. You are placed in the Patient Summary page.

Top Navigation Bar

Diabetes Manager

Welcome, hcp version one dot one
Last Login: 12/2/2009 10:51 AM(EST) Logout

one_dot_one_Version (DOB: 1/21/1955)

Messages Progress Notes Logbooks Standards of Care Patient Profile Clinical Profile Settings

Expand All Collapse All

Requires Attention:

This patient has restricted use of DiabetesManager® until the following information is confirmed by you:
Medication List

Blood Glucose Summary

	BREAKFAST / FASTING	AFTER BREAKFAST	LUNCH	AFTER LUNCH	DINNER	AFTER DINNER	BEDTIME
Your average 11/8/2009 - 12/2/2009	100		400*				
Past average 11/8/2009 - 11/17/2009	152		400				
Target	70 - 130	70 - 179	70 - 130	70 - 179	70 - 130	70 - 179	110 - 150
% in target	25%	-	-	-	-	-	-
# of blood glucose values < 70	5	-	-	-	-	-	-
Total # of blood glucose values	8	0	1	0	0	0	0

* - less than or equal to 3 readings
All blood glucose values are assumed to be measured in mg/dL. The blood glucose targets shown are recommendations from the American Diabetes Association. Talk with your healthcare provider about what is right for you. The total # of blood glucose values and % in target numbers are calculated using all blood glucose values for a particular reading time (i.e. before lunch or bedtime) excluding any re-check blood glucose values (taken for very high or very low blood glucose values during that time). Targets cannot be changed at this time.

Standards of Care

Legend: In Target Out of Target Missing Overdue

Category	Value	Patient Status	Target
A1c	"missing"	<input type="checkbox"/>	< 7.0 %
Blood Pressure	"missing"	<input type="checkbox"/>	< 130/80 mmHg
Total Cholesterol	"missing"	<input type="checkbox"/>	< 200 mg/dL
LDL	"missing"	<input type="checkbox"/>	< 100 mg/dL
HDL	"missing"	<input type="checkbox"/>	> 50 mg/dL
Triglycerides	"missing"	<input type="checkbox"/>	< 150 mg/dL
Urine Microalbumin-to-Creatinine Ratio	"missing"	<input type="checkbox"/>	< 30 µg/treat
Urine Microalbumin	"missing"	<input type="checkbox"/>	< 30 µg/mL
Serum Creatinine	"missing"	<input type="checkbox"/>	< 1.5 mg/dL
Eye Exam	"missing"	<input type="checkbox"/>	Annually
Foot Exam	"missing"	<input type="checkbox"/>	Annually
Dental Exam	"missing"	<input type="checkbox"/>	Every 6 months
Flu Shot	"missing"	<input type="checkbox"/>	Annually, during the flu season
Pneumonia Vaccine	"missing"	<input type="checkbox"/>	One time
Aspirin Use	Yes: I take Aspirin (10/29/2009)	<input checked="" type="checkbox"/>	As directed by your doctor
Exercise	"missing"	<input type="checkbox"/>	At least 150 min/week
Smoking	Yes (11/16/2009)	<input type="checkbox"/>	No smoking
Weight	134 lbs	<input type="checkbox"/>	Reduce by 5 - 10% if BMI not 18.5-24.9
BMI	13.4 (01/21/1989)	<input type="checkbox"/>	18.5 - 24.9

The Diabetes Manager® targets were chosen based on evidence based guidelines and consensus statements. ALWAYS talk to your healthcare provider about what numbers are right for you. References can be found by clicking the bull's eye on the column labeled "Target" at the top of the page.

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Once you are in a Patient's Summary Page, navigation is performed through the Top navigation bar. All items selected from this bar pertain only to the selected patient. Items contained in the Top navigation are the same items available to the patient in the Patient Web-based application. Although the names of these items may be tailored for the HCP view, the content is the same.

Using Your Patient List


In addition to the Top navigation bar, the Patient Summary Page has section that indicates when validation is needed for the patient (only enabled for pHCPs, the patients logbook Blood glucose summary, and the patients Standards of Care summary (referred to as the Control Center in the Patient version))

Patient Medication Changes

Patients can make changes to their medication regimen in their application. When they make these changes, the change is shown in the Patient List and enabled for pHCPs to verify. When pHCP approval is needed an icon appears next to the patient's name in the list. npHCPs can see that the medication needs validation, but cannot perform this task. The option is grayed out.

pHCP validation, allows the medication to be displayed with full dosage information to the patient in their logbook entry screen. Without pHCP validation, the patient can only see the name of the medication in their logbook entry screen.

To validate medication

1. In the patient list, click the  icon in the Patient's summary row.
You may also click the patient name to see the Patient Summary window. The validation window appears.
2. Click the item type in the Requires attention pane that you wish to validate.

The validation window appears for the item selected.

Diabetes Manager
Welcome, hcp version one dot one
Last Login: 12/2/2009 10:51 AM(EST)

one dot one, Version (DOB: 1/21/1955)

Messages Progress Notes Logbook Standards of Care Patient Profile Clinical Profile Settings
Labs & Exams Medication Lifestyle Medical History

Expand All Collapse All

Active Medication List

Medications for You to Confirm

The following medication changes were made by your patient. Please review for accuracy before you accept the changes. If you do not agree with the change, please reject the change. Your patient's active medication list will be updated accordingly.

	Medication, Frequency	Dosage	Amount	Time	Date Submitted	
Change	Apidra, Daily	Insulin-Carb Ratio	New New 1.5 unit(s) 3 unit(s)	Breakfast	11/30/2009	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Change	Glipizide, Daily	5 mg	1.5 pill(s)	As Needed (> 200)	11/23/2009	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Change	Glyburide Micronized-Metformin, Daily	1.25-250 mg	2.5 pill(s)	Breakfast	11/30/2009	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
		1.25-250 mg	1 pill(s)	Lunch	11/18/2009	
		1.25-250 mg	2 pill(s)	Dinner, Bedtime	11/18/2009	
		1.25-250 mg	3 pill(s)	08:00am - 08:30am, 04:00am - 04:30am	11/18/2009	

Medication History

Allergies + Side Effects

Insurance, Pharmacy, and Supplies

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- Click the Accept icon to validate the change or the Reject icon to reject the change. Your patient is notified of your changes.

Messages

Clicking the messages in the summary table of the message option in the top navigation bar, takes to you to the Message Center specifically for this patient. See “Using the Message Center” on page 4-1 for more information.

Progress Notes

You can create notes about your patient that include general progress and follow up dates. Current notes are listed in the Patient Summary table. Clicking on them takes you to the note details and the ability to edit them or close them when they are no longer

Patient Settings

Using Your Patient List

pertinent. You can create new notes for a patient using the Progress Notes option in the top navigation bar and clicking **Create Note**.

The screenshot displays the Diabetes Manager interface for a patient named 'one dot one, Version (DOB: 1/21/1955)'. The top navigation bar includes 'Messages', 'Progress Notes', 'Logbook', 'Standards of Care', 'Patient Profile', 'Clinical Profile', and 'Settings'. The 'Progress Notes' section is active, showing a table of notes under the 'Active' tab. The table has columns for 'Originated', 'Issue', 'Notes and Plan', and 'Follow-up Date'. Two notes are listed, both dated 11/2/2009, with issues 'Coping' and 'Carbs', and notes 'test...'. A 'Create a note' link is visible above the table. The 'Closed' tab shows 'None listed.'.


Originated	Issue	Notes and Plan	Follow-up Date
11/2/2009 H. Version one dot one	Coping	test...	
11/2/2009 H. Version one dot one	Carbs	test...	

Patient Settings

The Patient Settings page, accessible from the Top Navigation bar, shows the patients blood glucose targets. These targets are then used to evaluate in target and out of target readings.

It also allows pHCPs to set the level of Real-time BG coaching feedback patients get when they enter blood glucose values into their logbook and whether patients receives

self-management education or standards of care messages in their Message Center inbox.



Welcome, hcp version one dot one [Logout](#)
Last Login: 12/2/2009 10:51 AM(EST)

one dot one, Version (DOB: 1/21/1955)
TEXT SIZE [A](#) [A](#)

[Messages](#) | [Progress Notes](#) | [Logbook](#) | [Standards of Care](#) | [Patient Profile](#) | [Clinical Profile](#) | **[Settings](#)**

Blood Glucose Targets

The DiabetesManager® follows the guidelines of several leading diabetes organizations for blood glucose targets, including the American Diabetes Association. The following are the blood glucose targets used in DiabetesManager®:

Before Meals ^[1]	After Meals ^[2]	Bedtime ^[3]	Before Exercise ^[4]
70 - 130 mg/dL	70 - 179 mg/dL	110 - 150 mg/dL	100 - 150 mg/dL

References:
 [1] American Diabetes Association. 2009 Standards of Medical Care. Diabetes Care. 31:S12-S54 (2009)
 [2] American Diabetes Association. 2009 Standards of Medical Care. Diabetes Care. 31:S12-S54 (2009)
 [3] Cefalu, William. (2001) Practical Guide to Diabetes Management 2nd Edition (pp. 39). New York: Medical Information Press.
 [4] American Diabetes Association. (2005) American Diabetes Association Complete Guide to Diabetes. 4th Edition. (pp. 173) Virginia: American Diabetes Association.

Patient Coaching Messages

Coaching messages provide:

- positive reinforcement to motivate and encourage self-monitoring
- in-context learning opportunities to better recognize patterns

These messages NEVER give direct medication advice to your patients.

BLOOD GLUCOSE MESSAGES
 These messages address the patient's entered blood glucose values with regard to the blood glucose targets above. For example:

"John, a blood sugar of 190 is high; however, feel good that you took the time to record it. All of this information will help you learn more about your diabetes."

"John, have you noticed how high your blood sugar goes after lunch? On average, your after lunch readings are over target and are more than 100 points higher than your before lunch readings. Record what you are eating at lunch and discuss this with your healthcare team. You may need less carbs at lunch."

Please choose the level of blood glucose messaging for this patient:

<input type="radio"/>		Turn all on
<input checked="" type="radio"/>		Turn only critical message support on <small>This will turn off all messages except those that provide support during hypoglycemia (<70 mg/dL) or hyperglycemia (>=300 mg/dL); retest reminders, for example.</small>
<input type="radio"/>		Turn all off

SELF-MANAGEMENT AND STANDARDS OF CARE MESSAGES
 Similar to blood glucose messaging, these messages address the following behaviors and metrics, regardless of any blood glucose targets:

- self-management - includes medication adherence, weight management and nutrition support
- standards of care - includes reminders and education for yearly eye exams, as well as vaccinations and screenings

Please choose the level of self-management and standards of care messaging for this patient:

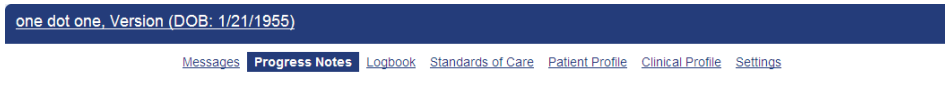
<input type="radio"/>		Turn all on
<input checked="" type="radio"/>		Turn all off

Save

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[Terms & Conditions](#)

Chapter 6: Reviewing Your Patient's Information

The Top navigation bar allows you to review all of the information your patient into their Web-based application and allows you enter or modify that information.



In This Chapter

- Logbook
- Standards of Care
- Clinical Profile
- Patient Profile

Logbook

The DiabetesManager Logbook provides a single location where information about daily diabetes-related activity is stored. Information such as blood glucose readings, carbohydrate intake counts, medication taken, and exercise can be entered into the logbook by you or your patient. This information can be entered as it happens or at a later date. The logbook is viewable and modifiable.

Entering New Information

You can enter information about a patient's current activity, such as blood sugar readings, eating, and exercising. A time stamp is added to the data when you enter it.

1. Select **Logbook** from the top navigation menu.

Reviewing Your Patient's Information

The Logbook Calendar View is displayed.

Diabetes Manager | Welcome, hcp version one dot one | Logout
Last Login: 12/2/2009 10:51 AM(EST) | TEXT SIZE A A A

one dot one, Version (DOB: 1/21/1955)

Messages | Progress Notes | **Logbook** | Standards of Care | Patient Profile | Clinical Profile | Settings

Calendar View | Blood Glucose Summary | Enter New Info | Add Old Info

Date Range (November 18, 2009 - December 02, 2009) | Apply Change | Restore Default

My Current Logbook View | Restore Default

Find Me Only Days When... | Apply Filter | Clear Filter

Diabetes Medications | Enter New Info | Add Old Info

	BREAKFAST / FASTING	AFTER BREAKFAST	LUNCH	AFTER LUNCH	DINNER	AFTER DINNER	BEDTIME	OTHER
August 31 Monday	8:55 AM 141 Metformin 1000 mg		2:18 PM Precose 50 mg			11:26 PM 97		
September 1 Tuesday	9:44 AM 110 Metformin 1000 mg			4:14 PM 91		11:38 PM 139 Carbs: 40g		
September 2 Wednesday	8:23 AM 144 Metformin 1000 mg			3:42 PM 115 Carbs: 18g	7:43 PM 122 Metformin 1000 mg			
September 3 Thursday	10:04 AM 147 Metformin 1000 mg		3:12 PM 69					

Note: All blood sugars are assumed to be measured in mg/dL. The information entered in this logbook is self reported and not validated.

LEGEND
Reading Type Icons
☝ Breakfast

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2. Select **Enter New Info**.

The Enter New Info Screen appears.



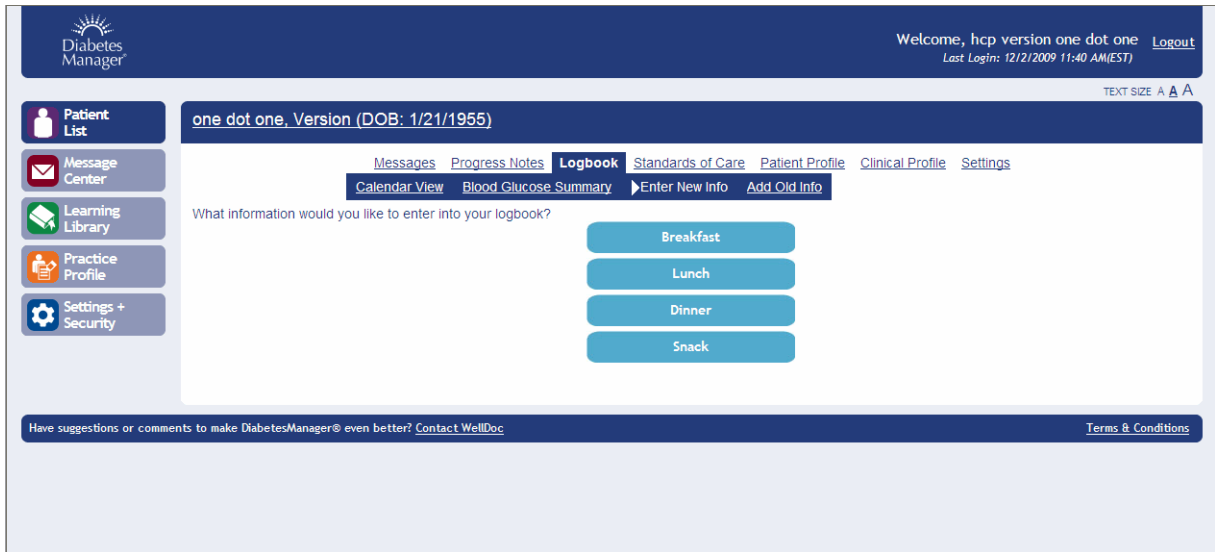
3. Select the desired menu item and submenu item (if required).

The following menus are available:

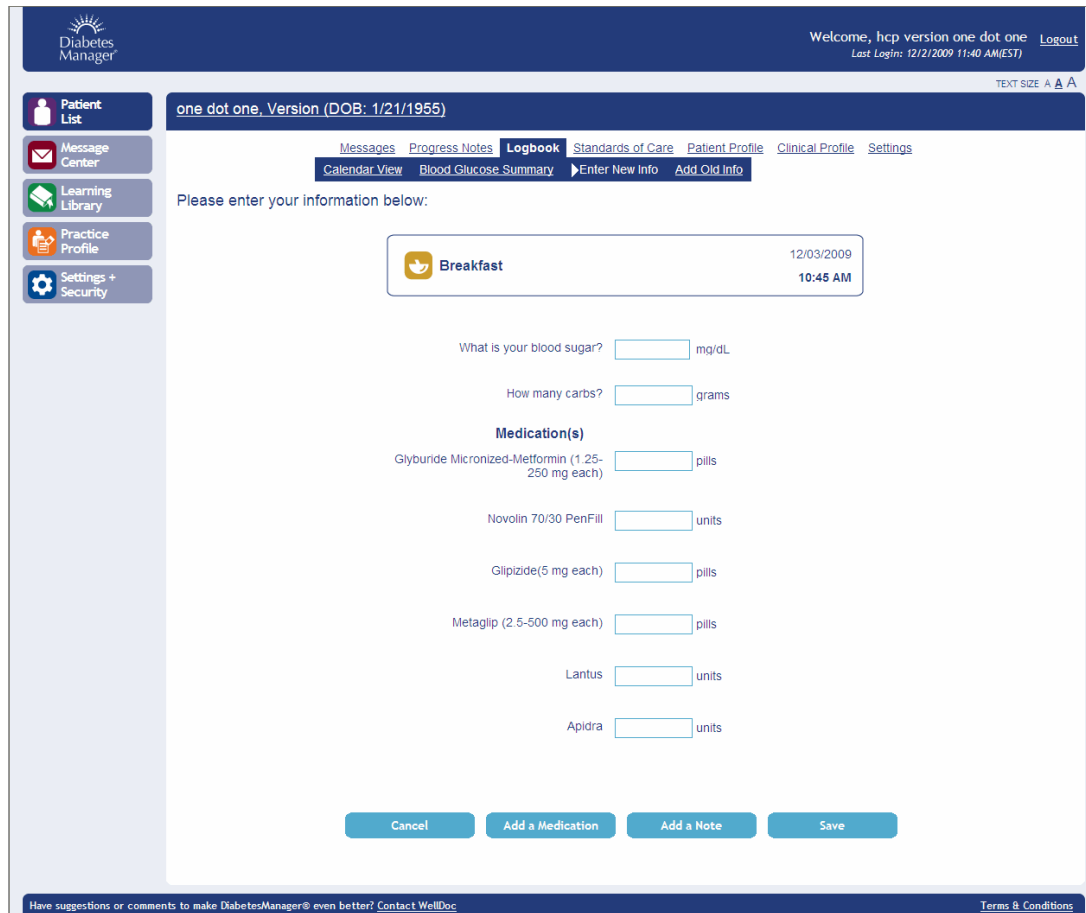
Menu item	Description
Meal Info	Enter information before they ate a meal.
Bedtime	Enter information before they go to bed.
Just Take Meds	Only enter the medications they are taking.
Just Check Sugar	Only enter blood sugar readings.
After Meal	Enter information related to 1-2 hours after the start of a meal.
Exercise Info	Enter information before exercise.
After Exercise Info	Enter information related to the exercise just done.
Make A Note	Add a note to entries about eating, medications, feelings, schedule, activity, and anything is important to note.

Reviewing Your Patient's Information

An example of a submenu is the Meal info submenu.



4. Continue navigating through the screens until you reach the desired data entry screen.



5. Enter all the data you wish to record.

If you wish to add notes, click **Add Notes**. The following screen appears, click the desired notes or add your own. Click **Add to Entry**.

What would you like to make a note about?

My eating

- Don't know or guessed carbs
- Ate at a restaurant
- Ate more than usual
- Ate my usual amount
- Ate less than usual
- Skipped a meal
- Drinking alcohol

How I am feeling

- Stressed
- Depressed
- Tired
- Sick
- Felt like low sugar

Today

- On vacation
- Having crazy schedule

My medications

- Ran out of Meds
- Forgot my meds
- Taking steroids/cortisone

My activity

- Exercising now
- Exercised earlier today
- More active than usual
- Less active than usual

My own note

- My own note

Add to Entry

If you wish to add a medication, click **Add Medication**, Add the medication from the lists of medications you are currently taking. Click **Save**.

To add a new medication to the list see “Medications” on page 6-8.

6. After all data has been entered, select **Save**.

Adding Old Information in the Logbook

You can enter information that happened earlier, such as blood sugar readings you took. You can enter information from anytime after you completed registration of the product.

1. Select **Logbook** from the top navigation menu.

The Logbook Calendar View is displayed.

2. Select **Add old info**.

A calendar is displayed.

Choose the date

To select the day, click on the date.

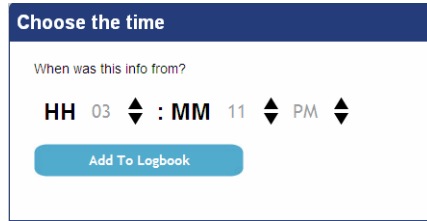
< September 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

3. Select the date the activity occurred.

Reviewing Your Patient's Information

A time entry window appears.



4. Select the time the activity occurred.
Use the up and down arrows. Include hours, minutes, and am or pm.
5. Click **Add to logbook**.
The Enter Old Info Window appears. See “Entering New Information” on page 6-1 for details on menu selections and entering data.
6. Select the desired menu item and submenu item (if required).
7. Enter the data such as blood sugar number or carbohydrate count.
8. Select **Save**.

Viewing/Editing Information in the Logbook

The last two weeks worth of entries are displayed in the logbook by default. You can search for specific logbook entries by date range or other criteria. High or low sugar readings are shown in red. You can turn the color coding off by checking the **turn color off** box.

1. Select **Logbook** from the top navigation menu.
The Logbook Calendar View is displayed.

2. Select Calendar View.

Diabetes Manager
Welcome, hcp version one dot one
Last Login: 12/2/2009 10:51 AM(EST)
TEXT SIZE A A A

one dot one, Version (DOB: 1/21/1955)

Messages Progress Notes **Logbook** Standards of Care Patient Profile Clinical Profile Settings
Calendar View Blood Glucose Summary Enter New Info Add Old Info

Date Range (November 18, 2009 - December 02, 2009) Apply Change Restore Default

My Current Logbook View Restore Default

Find Me Only Days When... Apply Filter Clear Filter

Diabetes Medications Enter New info Add Old info

	BREAKFAST / FASTING	AFTER BREAKFAST	LUNCH	AFTER LUNCH	DINNER	AFTER DINNER	BEDTIME	OTHER
August 31 Monday	8:55 AM 141 Metformin 1000 mg		2:18 PM Precose 50 mg			11:26 PM 97		
September 1 Tuesday	9:44 AM 110 Metformin 1000 mg			4:14 PM 91		11:38 PM 139 Carbs: 40g		
September 2 Wednesday	8:23 AM 144 Metformin 1000 mg			3:42 PM 115 Carbs: 18g	7:43 PM 122 Metformin 1000 mg			
September 3 Thursday	10:04 AM 147 Metformin 1000 mg		3:12 PM 69					

Note: All blood sugars are assumed to be measured in mg/dL. The information entered in this logbook is self reported and not validated.

LEGEND
Reading Type Icons
☕ Breakfast

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Searching for Logbook Entries

1. Search for the desired logbook entry using a **Date Range** or **Find Me Only On Days When....**

Reviewing Your Patient's Information

Select the Date Range pane and the select the From and To dates from the pulldowns or a Present Range. Click **Apply Change** to change the logbook view below.

Select the Find me Only on Days When... pane and then check the boxes in each section that indicate the blood sugar or carbohydrate reading or notes for which you wish to search. Click **Apply Filter** to change the logbook view below.

2. To modify entries, click the entry in the logbook.
3. Edit the data shown using normal data entry methods on the web.

4. Select **Save** after you have modified information.
You can also Add More Info, such as notes, or additional medication, to this entry or Delete it, by clicking those buttons.

Sugar Summary

You can view a summary based on blood sugar readings that evaluates the data you have entered and provides you with averages and pair information.

1. Select **Logbook** from the top navigation menu.

The Logbook Calendar View is displayed.

2. Select **Sugar Summary**.

The Sugar Summary screen is displayed.

SUGAR SUMMARY ☐ turn color off

OVERALL MEAN: 125 mg/dL - This is the mean of ALL blood sugars entered during this date range, including values taken before/after exercise, in the middle of the night, etc. The chart below only displays the average blood sugars for meals and bedtime.

	BREAKFAST / FASTING	AFTER BREAKFAST	LUNCH	AFTER LUNCH	DINNER	AFTER DINNER	BEDTIME
Your average <small>08/27/2009 - 09/10/2009</small>	140	142*	97*	110*	128*	128*	
Past average <small>08/12/2009 - 08/26/2009</small>	270	200	300	125			44
Target	70 - 130	70 - 170	70 - 130	70 - 170	70 - 130	70 - 170	100 - 150
% in target	14%	100%	67%	100%	67%	100%	-
# of sugars < 70	-	-	1	-	-	-	-
Total # of sugars	7	1	3	3	3	3	0

* - too few readings
Note: All blood sugars are assumed to be measured in mg/dL.

PAIRS SUMMARY

What is a pair?
A pair looks at TWO different blood sugars related by an event (such as a meal or sleep). When you look at these blood sugars together, you learn more about your diabetes than you would with one blood sugar alone.

Mealtime pairs
Mealtime pairs are blood sugars taken right before eating and again 1 ½ to 2 hours after the start of the meal. Below you will see the average "before meal" blood sugar, the average "after meal" blood sugar, and the difference between the two. This gives you a look into how your food (and your mealtime medication) affects your blood sugar.

BREAKFAST PAIR

START
 BREAKFAST / FASTING
ABOVE TARGET

2

END
 AFTER BREAKFAST
IN TARGET

LUNCH PAIR

START
 LUNCH
IN TARGET

13

END
 AFTER LUNCH
IN TARGET

DINNER PAIR

START
 DINNER
IN TARGET

0

END
 AFTER DINNER
IN TARGET

Overnight pair
The overnight pair looks at blood sugars at bedtime and blood sugars when you wake in the morning (fasting/before breakfast). Below you will see the average "bedtime" blood sugar, the average "fasting/before breakfast" blood sugar, and the difference between the two. This shows you how your blood sugar is doing overnight while you're sleeping.

OVERNIGHT PAIR

START
 BEDTIME

END
 BREAKFAST / FASTING

Reviewing Your Patient's Information

3. If desired, select a date range from the Date Range pane From and To pulldowns or a Present Range.

▼ Date Range (August 27, 2009 - September 10, 2009) Apply Change • Restore Default

FROM... TO... PRESET RANGE...

August 27 2009 September 10 2009

4. Click **Apply Change** to change the sugar summary view below. Averages are calculated and displayed in the table. If only some information is available, an asterisk is placed next to the value listed indicating that this may not be a true average.

Your average 08/27/2009 - 09/10/2009	140	142*	97*	110*	128*	128*
-----------------------------------------	-----	------	-----	------	------	------

If not enough entries have been added, data may not be displayed at all. High and low sugar reading are shown in red. You can turn the color coding off by checking the **turn color off** box.

Understanding Pairs

A pair looks at two different blood sugars related by an event (such as a meal or sleep). Mealtime pairs are blood sugars taken right before eating and again 1 ½ to 2 hours after the start of the meal. Mealtime pairs show the average “before meal” blood sugar, the average “after meal” blood sugar, and the difference between the two. This gives you a look into how food (and mealtime medication) affects your patient’s blood sugar.

The overnight pair looks at blood sugars at bedtime and blood sugars in the morning (fasting/before breakfast). Overnight pairs show the average “bedtime” blood sugar, the average “fasting/before breakfast” blood sugar, and the difference between the two. This shows you how blood sugar is changing overnight.

Standards of Care

This page provides an overview of the following patient information:

- Lab values
- Exam dates
- Lifestyle behaviors
- Weight and BMI
- Recommended labs, exams, and shots
- Target values: in target, out of target, missing, or overdue
- Status

If changes are needed to the information displayed in the Standards of Care, access the personal health record to make those changes. See “Clinical Profile” on page 6-11 for more information.

Note: The patients view of this page is called the Control Center.

To access your patient's standards of care:

1. Click **Standards of Care** on the top navigation bar.

The Control Center screen is displayed.

Diabetes Manager
Welcome, hcp version one dot one [Logout](#)
Last Login: 12/2/2009 10:51 AM(EST)
TEXT SIZE A A

one dot one, Version (DOB: 1/21/1955)

Messages Progress Notes Logbook **Standards of Care** Patient Profile Clinical Profile Settings

▼ **Type 2 diabetes is like a puzzle...**
There are many pieces that fit together to help create the "big" picture of your health.

Explore the sections of the control center to see what pieces need more attention. Learn what you can do to make these pieces fit together. The more green checkmarks you see, the better your control of your diabetes and your health!

Received new labs? Just had an exam? Something doesn't look right? Update or make changes in your personal health record.

There's tons more to discover in the Learning Library! Check it out!

Legend: In Target Out of Target Missing Overdue

Category	Value	Status	Target
A1c	6.5 % (07/07/2009)		< 7.0 %
Blood Pressure	120/70 mmHg (07/28/2009)		< 130/80 mmHg
Total Cholesterol	100 mg/dL (08/01/2009)		< 200 mg/dL
LDL	50 mg/dL (03/05/2009)		< 70 mg/dL
HDL	50 mg/dL (04/10/2009)		> 40 mg/dL
Triglycerides	130 mg/dL (01/12/2009)		< 150 mg/dL
Urine Microalbumin- to-Creatinine Ratio	20 µg/creat (04/03/2009)		< 30 µg/creat
Urine Microalbumin	15 µg/mL (04/07/2009)		< 30 µg/mL
Serum Creatinine	1.7 mg/dL (07/27/2009)		< 1.5 mg/dL
Eye Exam	02/03/2008		Annually
Foot Exam	06/11/2009		Annually
Dental Exam	06/05/2009		Every 6 months
Flu Shot	03/13/2009		Annually, during the fall
Pneumonia Vaccine	07/15/2009		One time
Aspirin Use	No. I was never told to take it (07/22/2009)		Ask your healthcare provider if you should take a daily aspirin
Exercise	240 min/week (07/24/2009)		At least 150 min/week
Smoking	Quit (02/02/2009)		No smoking
Weight	116 lbs		Reduce by 5 - 10% if BMI not 18.5-24.9
BMI	21.9 (08/01/2009)		18.5 - 24.9

Have suggestions or comment

2. View the desired information.

Clinical Profile

You can view or change information that has been saved in the patient's personal health record. A subset of this information is displayed in the Standards of Care, but all of this information can only be modified in the Clinical Profile. This Clinical Profile contains:

- Medical history
- Medication list
- Medication history
- Medication schedules

Reviewing Your Patient's Information

- Medication allergies
- Exams and shots
- Lab reports
- Weight and BMI
- Lifestyle habits
- Pharmacy, diabetes supplies, and insurance information

This information was entered during registration and is modifiable in this application.

Note: The patient view of this page is call Personal Health History (PHR).

Labs & Exams

You can view or modify lab reports as well as exam history and schedule.

To modify lab and exam information:

1. Click **Clinical Profile** on the top navigation bar.
The Procedures screen (labs and reports default screen) appears with labs and reports selected.
2. Click **Labs & Reports**.

The labs and reports screen is displayed.

The screenshot displays the Diabetes Manager interface for a patient named 'one dot one, Version (DOB: 1/21/1955)'. The 'Clinical Profile' tab is selected, showing a 'Labs & Exams' view. The 'Lab Results' section contains a table with columns for Lab Name, Value, Target, and Date. The 'Exams + Shots' section contains a table with columns for Procedure, Date, and Target Frequency. Both tables include icons for edit, delete, and history. A legend at the top indicates status: green check for 'In Target', red exclamation mark for 'Out of Target', blue question mark for 'Missing', and red 'O' for 'Overdue'.

Lab Results

Lab Name	Value	Target	Date
A1c	6.5 %	< 7.0 %	07/07/2009
Blood Pressure	120/70 mmHg	< 130/80 mmHg	07/28/2009
Total Cholesterol	100 mg/dL	< 200 mg/dL	08/01/2009
LDL	50 mg/dL	< 70 mg/dL	03/05/2009
HDL	50 mg/dL	> 40 mg/dL	04/10/2009
Triglycerides	130 mg/dL	< 150 mg/dL	01/12/2009
Urine Microalbumin- to-Creatinine Ratio	20 µg/creat	< 30 µg/creat	04/03/2009
Urine Microalbumin	15 µg/mL	< 30 µg/mL	04/07/2009
Serum Creatinine	1.7 mg/dL	< 1.5 mg/dL	07/27/2009

Exams + Shots

Procedure	Date	Target Frequency
Eye Exam	02/03/2008	Annually
Foot Exam	06/11/2009	Annually
Dental Exam	06/05/2009	Every 6 months
Flu Shot	03/13/2009	Annually, during the fall
Pneumonia Vaccine	07/15/2009	One time

- Use the edit, delete, and history icons to edit the existing line item, delete it, or review its history.

To add lab and exam information:

- Click **Clinical Profile** on the top navigation bar.
The Procedures screen (labs and reports default screen) appears with labs and reports selected.

The labs and reports screen is displayed.

Diabetes Manager

Welcome, hcp version one dot one [Logout](#)
Last Login: 12/21/2009 10:51 AM(EST)

TEXT SIZE A A

one dot one, Version (DOB: 1/21/1955)

Messages Progress Notes Logbook Standards of Care Patient Profile **Clinical Profile** Settings

Labs & Exams Medication Lifestyle Medical History

Legend: In Target Out of Target Missing Overdue [Expand All](#) [Collapse All](#)

Lab Results [Add New Values](#)

Lab Name	Value	Target	Date	
A1c	6.5 %	<input checked="" type="checkbox"/> < 7.0 %	07/07/2009	+ - i
Blood Pressure	120/70 mmHg	<input checked="" type="checkbox"/> < 130/80 mmHg	07/28/2009	+ - i
Total Cholesterol	100 mg/dL	<input checked="" type="checkbox"/> < 200 mg/dL	08/01/2009	+ - i
LDL	50 mg/dL	<input checked="" type="checkbox"/> < 70 mg/dL	03/05/2009	+ - i
HDL	50 mg/dL	<input checked="" type="checkbox"/> > 40 mg/dL	04/10/2009	+ - i
Triglycerides	130 mg/dL	<input checked="" type="checkbox"/> < 150 mg/dL	01/12/2009	+ - i
Urine Microalbumin- to-Creatinine Ratio	20 µg/creat	<input checked="" type="checkbox"/> < 30 µg/creat	04/03/2009	+ - i
Urine Microalbumin	15 µg/mL	<input checked="" type="checkbox"/> < 30 µg/mL	04/07/2009	+ - i
Serum Creatinine	1.7 mg/dL	<input type="checkbox"/> < 1.5 mg/dL	07/27/2009	+ - i

Exams + Shots [Add New Values](#)

Procedure	Date	Target Frequency	
Eye Exam	02/03/2008	<input type="checkbox"/> Annually	+ - i
Foot Exam	06/11/2009	<input checked="" type="checkbox"/> Annually	+ - i
Dental Exam	06/05/2009	<input checked="" type="checkbox"/> Every 6 months	+ - i
Flu Shot	03/13/2009	<input checked="" type="checkbox"/> Annually, during the fall	+ - i
Pneumonia Vaccine	07/15/2009	<input checked="" type="checkbox"/> One time	+ - i

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2. Click **Add New Values** for Labs Results or Exams & Shots.

The Add New values screen appears.

Lab Name	Value	Date
A1c ?	<input type="text"/> %	MM DD YYYY
Blood Pressure	<input type="text"/> / <input type="text"/> mmHg	MM DD YYYY
Total Cholesterol	<input type="text"/> mg/dL	MM DD YYYY
LDL	<input type="text"/> mg/dL	MM DD YYYY
HDL	<input type="text"/> mg/dL	MM DD YYYY
Triglycerides	<input type="text"/> mg/dL	MM DD YYYY
Urine Microalbumin- to-Creatinine Ratio ?	<input type="text"/> µg/creat	MM DD YYYY
Urine Microalbumin ?	<input type="text"/> µg/mL	MM DD YYYY
Serum Creatinine ?	<input type="text"/> mg/dL	MM DD YYYY

[Save](#)

Exam or Shot Name	Date of Exam
Eye Exam ?	MM DD YYYY
Foot Exam ?	MM DD YYYY
Dental Exam ?	MM DD YYYY
Flu Shot ?	MM DD YYYY
Pneumonia Vaccine ?	MM DD YYYY

[Save](#)

3. Enter the desired information.
4. Click **Save**.

Medical History

You can view or modify your patient's medical history.

To modify your existing medical history:

1. Click **Clinical Profile** on the top navigation bar.
The Procedures screen (labs and reports default screen) appears with labs and reports selected.

Reviewing Your Patient's Information

2. Click **Medical History**.

The screenshot shows the Diabetes Manager interface. At the top, it says "Welcome, hcp version one dot one" and "Last Login: 12/2/2009 11:40 AM(EST)". The patient name is "one dot one, Version (DOB: 1/21/1955)". The navigation bar includes "Messages", "Progress Notes", "Logbook", "Standards of Care", "Patient Profile", "Clinical Profile" (selected), and "Settings". Below this are "Labs & Exams", "Medication", "Lifestyle", and "Medical History".

The "My Medical History" section contains a table with the following data:

Condition	Date Diagnosed	
Type 2 Diabetes	6/2005	
Heart attack	N/A	
Congestive heart failure (CHF)	N/A	
Other		

The "Family Medical History" section contains a table with the following data:

	Mother	Father	Maternal Grandparents	Paternal Grandparents	Brothers or Sisters	Children
Diabetes	<input checked="" type="checkbox"/>					
High Blood Pressure	<input checked="" type="checkbox"/>					
High Cholesterol				<input checked="" type="checkbox"/>		
Heart attack before age 60						
Stroke						

3. Use the edit and delete icons to edit the existing line item or delete it.

To add new medical history entries:

1. Click **Clinical Profile** on the top navigation bar.
The Procedures screen (labs and reports default screen) appears with labs and reports selected.
2. Click **Medical History**.
3. Click **Add New Medical Condition**.
4. Enter the desired information.
5. Click **Save**.

Lifestyle

You can view or modify your patient's lifestyle records.

To modify existing medical history:

1. Click **Clinical Profile** on the top navigation bar.
The Procedures screen (labs and reports default screen) appears with labs and reports selected.

2. Click **Lifestyle**.

Diabetes Manager
Welcome, hcp version one dot one [Logout](#)
Last Login: 12/2/2009 11:40 AM(EST)
TEXT SIZE A A A

one dot one, Version (DOB: 1/21/1955)

[Messages](#) [Progress Notes](#) [Logbook](#) [Standards of Care](#) [Patient Profile](#) [Clinical Profile](#) [Settings](#)
[Labs & Exams](#) [Medication](#) [Lifestyle](#) [Medical History](#)

Legend: In target Out of target Missing [Expand All](#) [Collapse All](#)

Exercise
Target: *at least 150 minutes per week* [Add New Values](#)
Your Total Exercise (# days/week, duration):

	Activity	Value	Intensity	Date Entered	
CURRENT:	Regular exercise program at a gym	240 min/week (4 day, 60 min)	<input checked="" type="checkbox"/> Moderate	7/24/2009	Add Delete

Weight + BMI
Target: *BMI between 18.5 and 24.9* [Add New Values](#)
Your Weight (calculated BMI):

	Value	Height	Date	
CURRENT:	116 lbs (21.9)	<input checked="" type="checkbox"/> 5' 1"	8/1/2009	Add Delete

Smoking
Target: *no smoking* [Add New Values](#)
Your Smoking:

	Value	Amount	Date Entered	
CURRENT:	Quit (2/2/2009)	<input checked="" type="checkbox"/>	8/3/2009	Add Delete

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3. Use the edit and delete icons to edit the existing line item or delete it.

To add new medical history entries:

1. Click **Clinical Profile** on the top navigation bar.
The Procedures screen (labs and reports default screen) appears with labs and reports selected.
2. Click **Lifestyle**.
3. Click **Add New Value**.
4. Enter the desired information.
5. Click **Save**.

Patient Profile

This feature supplies contact information for your patient's healthcare team and personal support network. It is viewable and modifiable.

Profile

The profile contains your patient's contact information.

Reviewing Your Patient's Information

To modify your existing personal profile:

1. Click **Patient Profile** on the left navigation bar.
The Patient Profile screen appears with Profile selected.
2. Click **Profile**.

The screenshot displays the Diabetes Manager interface. At the top, the header includes the Diabetes Manager logo, the user's name 'one dot one, Version (DOB: 1/21/1955)', and a 'Logout' link. The left sidebar contains navigation options: Patient List, Message Center, Learning Library, Practice Profile, and Settings + Security. The main content area is titled 'one dot one, Version (DOB: 1/21/1955)' and features a navigation bar with 'Patient Profile' selected. Below this, the 'Basics about Me' section displays personal information: Name (Ms. Version one dot one), Address (1501 st paul st, baltimore, MD 21202), Daytime phone (654) 657 - 5766, and Email (wd.testdm+v1@gmail.com). A callout box indicates that cell phone information changes should be made in the Settings section. The 'More about Me' section contains several questions for user input, such as marital status, primary language, race, education level, physical conditions, occupation, work hours, and individual income. The footer includes a suggestion link and 'Terms & Conditions'.

3. Review the existing settings.

To change profile entries:

1. Click **Patient profile** on the left navigation bar.
The Patient Profile screen appears with Profile selected.
2. Click **Profile**.
3. Click **Update Section** in the Basics about Me or More about Me panes.

The More about Me screen is shown.

More about Me

What is your marital status? Married

What is your primary language? Select

What is your race? Select

What is the highest level of education you have completed? Select

Do you have any of the following physical conditions that make it hard for you to take care of yourself?

Hearing problems

Vision loss (not corrected by glasses or contacts)

Problems with the use of hands

Problems with the use of feet

Problems with speech

What is your occupation? Select

What are your typical work hours and days?

Day shift Weekdays

Night shift Weekends

What is your individual income? Select

Save

4. Enter the desired information.
5. Click **Save**.

Healthcare Team

The healthcare team profile contains contact information for the healthcare team.

To modify the healthcare team profile:

1. Click **Patient profile** on the left navigation bar.
The Patient Profile screen appears with Profile selected.

2. Click **Healthcare Team**.

The screenshot shows the Diabetes Manager interface. At the top, it says "Diabetes Manager" and "Welcome, hcp version one dot one" with a "Logout" link and "Last Login: 12/2/2009 11:40 AM(EST)". The patient's name is "one dot one, Version (DOB: 1/21/1955)". The navigation bar includes "Messages", "Progress Notes", "Logbook", "Standards of Care", "Patient Profile", "Clinical Profile", and "Settings". Under "Patient Profile", "Profile", "Support Team", and "Healthcare Team" are visible. The left sidebar has "Patient List", "Message Center", "Learning Library", "Practice Profile", and "Settings + Security".

Your Primary Healthcare Provider

This is the person who prescribes your diabetes medications and is in charge of your diabetes care. This healthcare provider will be invited to participate. If this healthcare provider registers, he/she will have access to the information you enter into DiabetesManager®.

Name	Office Location	Contact Numbers	Email address
hcp, version one dot one	welldoc 1501 st paul st suite 114 baltimore MD 21202	Phone: (364) 457 - 6537	

Status: Active

Additional Healthcare Providers

This is a list of other healthcare providers you visit, and their contact information.

[Add Healthcare Provider](#)

You have not entered any additional healthcare providers. Click on "Add Healthcare Provider" to add as many as you would like.

Have suggestions or comments to make DiabetesManager® even better? [Contact WellDoc](#) [Terms & Conditions](#)

- 3. Review the existing settings.
- 4. Use the edit and delete icons to edit the existing provider or delete them.

To add a healthcare provider:

- 1. Click **Patient profile** on the left navigation bar.
The Patient Profile screen appears with Profile selected.
- 2. Click **Healthcare Team**.

3. Click **Add Healthcare Provider**.

My Healthcare Provider

First Name

Last Name

Provider Specialty (Optional)

Office Location:

Address line 1 (Optional)

Address line 2 (Optional)

City (Optional)

State (Optional)

Zip (Optional)

Contact Numbers:

Phone number

Fax number (Optional)

Email address (Optional)

4. Enter the desired information.

5. Click **Save**.

Support Team

The support team profile contains contact information for the patient's support team. Their support team members can receive messages about certain blood glucose readings.

To modify the support team profile:

1. Click **Patient profile** on the left navigation bar.
The Patient Profile screen appears with Profile selected.

Reviewing Your Patient's Information

2. Click **Support Team**.

The screenshot shows the Diabetes Manager interface. At the top, it says "Welcome, hcp version one dot one" and "Last Login: 12/2/2009 11:40 AM(EST)". The patient's name is "one dot one, Version (DOB: 1/21/1955)". The navigation bar includes "Messages", "Progress Notes", "Logbook", "Standards of Care", "Patient Profile", "Clinical Profile", and "Settings". The "Support Team" tab is selected. The main content area explains that blood sugar data can be shared with a support team and lists the options: "All your blood sugars", "Only your high blood sugars (over 299 mg/dL)", "Only your low blood sugars (below 70 mg/dL)", and "Only critical blood sugars (just highs and lows)". A photo of two people is shown. At the bottom, it says "You have not entered anyone into your support team, so no one is getting any of your sugar readings. Click on 'Add Support Person' to get started."

3. Review the existing settings.
4. Use the edit and delete icons to edit the existing provider or delete them.

To add a support team member:

1. Click **Patient profile** on the left navigation bar.
The Patient Profile screen appears with Profile selected.
2. Click **Support Team**.
3. Click **Add Support Person**.

The screenshot shows a form titled "My Support Person". It has the following fields: "First name" (Bernie), "Last name" (Johnson), "Email address" (johnson@email.com), and "Confirm email address" (johnson@email.com). Below these is a section "What sugars do you want to send to this support person?" with four radio button options: "All sugars", "Only highs (300 or higher)", "Only lows (less than 70)", and "Only highs and lows" (which is selected). A "Save" button is at the bottom.

4. Enter the desired information.
5. Click **Save**.

The support person is added with a pending status. An e-mail is sent to the support person asking them to confirm that it is ok to send them your patient's information. Once they confirm your request, the status is changed to active and they will receive the information you specified.

Diabetes Manager
Welcome, hcp version one dot one [Logout](#)
Last Login: 12/2/2009 11:40 AM(EST)

TEXT SIZE A A A

Patient List

Message Center

Learning Library

Practice Profile

Settings + Security

one dot one, Version (DOB: 1/21/1955)

[Messages](#)
[Progress Notes](#)
[Logbook](#)
[Standards of Care](#)
Patient Profile
[Clinical Profile](#)
[Settings](#)

Profile
▶
Support Team
▶
Healthcare Team

The blood sugars you enter can be sent to someone who helps you care for your diabetes. You can decide to send them:

- All your blood sugars
- Only your high blood sugars (over 299 mg/dL)
- Only your low blood sugars (below 70 mg/dL)
- Only critical blood sugars (just highs and lows)

The benefit of using this feature to send your blood sugars to someone is to keep your whole support network involved and informed about how you are doing with your diabetes. This can make it much easier for the people important to you know if and when you might need help!

[Add Support Person](#)

Name	Email address	Sugars sent	Sent to	Status	
Bernie Johnson	johnson@email.com	Only highs and lows		Pending	

Have suggestions or comments to make DiabetesManager® even better? [Contact WellDoc](#)
[Terms & Conditions](#)

Chapter 7: Recording Patient Homecare Activity

The homecare environment requires additional methods of documenting healthcare provider and patient personal interaction. DiabetesManager accommodates this need through a variety of forms you can use during and after your visits.

Encounter Form

The Encounter form allows you to record the events that occurred and data you collected during a specific contact with a patient.

Encounter Form Wizard Interaction Type

The Encounter form wizard helps you record your interaction with patients. The type of interaction selected on the first page of the four page wizard determines which fields are available to you.

To record patient interaction:

1. Click **Patient List** on the left navigation bar.
The Patient Summary table is displayed.
2. Select the desired patient in the Patient Summary table.
3. Select **VNSNY Forms** from the top navigation menu.
4. Select **Encounter** from the top navigation submenu.
This is default selection.

In This Chapter

- Encounter Form
- Admission
- Provider
- Goals
- Discharge

Encounter Form

Recording Patient Homecare Activity

If there are existing forms, they are listed in the Encounter Summary table.

The screenshot displays the Diabetes Manager web application interface. At the top, the logo for Diabetes Manager is on the left, and the user's name 'Welcome, div cm test' and 'Logout' link are on the right. Below the logo is a 'Patient List' button. The main header area shows the patient's name 'required, Div Pt (DOB: 9/22/1963)' and a 'TEXT SIZE' control. A navigation menu includes links for 'Messages', 'Progress Notes', 'Logbook', 'Standards of Care', 'Patient Profile', 'Clinical Profile', 'Settings', and 'VNSNY Forms'. Under 'VNSNY Forms', there are sub-links for 'Encounter', 'Admission', 'Provider', 'Goals', and 'Discharge'. The 'Encounter List' section shows 'No encounter(s) are available' and an 'Add new encounter' link. At the bottom, there is a footer with a suggestion link and 'Terms & Conditions'.

5. Click **Add New Encounter**.

The encounter form wizard appears.

6. Select the Interaction type.
7. You can choose from a variety of interaction types. The options not available for a specific type are greyed out. The interaction types are:

Interaction	Description
Visit	An in person encounter at the patients home or at a facility.
Call	A telephone conversation via mobile phone or land line.
email	Communication through computer via email.
Text/SMS	Communication through a mobile phone via standard text/SMS messaging.
Other	Any other type of communication between you and the patient. Enter a description of the encounter in the text box provided for this selection.

8. Go to the sections below for the interaction you selected.

Recording Patient Homecare Activity

Record visits:

1. Enter the date of the encounter using the calendar provided and include the start time of the encounter.
2. Select the Visit Type: scheduled, pre-arranged, or urgent.
3. Select the indicator for visit completion from the Completed pulldown.
You can choose from Yes (visit completed), cancelled en route (up to 1 hour before), attempted (client not at home), attempted (client refused visit not rescheduled), or attempted (client refused visit rescheduled). This is a required field.
4. Enter the number of miles traveled to see the patient and select the location where you saw the patient.
This is a required field.
5. Check the boxes next to all of the participants that were present at the encounter.
This is a required field. If a text entry box appears, enter the name of the participant. Click **Add**, to add additional names of participants of this type.
6. Click the module radio button: Education or Lifestyle.
7. Select the descriptor for the module.
8. Check the boxes next to the type of Assessments/Screening that happened during the encounter.
9. Click **Next**.
Go to “Clinical Assessment” on page 7-5.

Record calls:

1. Enter the date of the encounter using the calendar provided and include the start time of the encounter.
2. Select the indicator for visit completion from the Completed pulldown.
You can choose from Yes (visit completed), cancelled en route (up to 1 hour before), attempted (client not at home), attempted (client refused visit not rescheduled), or attempted (client refused visit rescheduled). This is a required field.
3. Check the boxes next to all of the participants that were present at the encounter.
This is a required field. If a text entry box appears, enter the name of the participant. Click Add, to add additional names of participants of this type.
4. Click **Next**.
Go to “Clinical Assessment” on page 7-5.

Record emails, text, or other interactions:

1. Enter the date of the encounter using the calendar provided.
2. Check the boxes next to all of reasons for the encounter.
This is a required field.
3. Check the boxes next to all of the participants that were present at the encounter.
This is a required field. If a text entry box appears, enter the name of the participant. Click Add, to add additional names of participants of this type.
4. Click **Next**.

Go to “Clinical Assessment” on page 7-5.

Clinical Assessment

The second page of the Encounter Form wizard, allows you to record clinical data gathered during the interaction as well as the patient’s use of DiabetesManager.

To record clinical data:

1. Enter how many days the parent/guardian missed work due to the client's diabetes since your last encounter.

The screenshot shows the Diabetes Manager interface. At the top, it says "Diabetes Manager" and "Welcome, div cm test Logout". The patient name is "required, Div Pt (DOB: 9/22/1963)". The form is titled "Clinical Assessment" and is step 2 of 4. The "General" section contains the following questions:

- How many days did a parent/guardian miss work due to the client's diabetes? (e.g., taking the client to the doctor, caring for the client when home sick or in the hospital) [] Days
- How many days did the client miss school (or work) due to their diabetes? [] Days
- Has the client experienced any of the following events?
 - 911 call
 - Hospitalization
 - E/R visit
 - Self-treated event(e.g., severe hypoglycemia)
 - Missed school days
 - Other

The "Blood Glucose" section contains the following questions:

- Has the client had their HbA1c level checked? Yes No Date: [] Value: [] %
- Have you reviewed any DiabetesManager® phone entries? [Select]
 - Types Blood Glucose
 - Carbs
 - Medications
 - Exercise
 - Other
- Have you reviewed any other source of blood glucose levels? Yes No
 - Sources Pump
 - Monitor
 - Handwritten
 - From Physician
 - Other
- Did these match the DiabetesManager® Phone entries? []

At the bottom, there are "Previous" and "Next" buttons, and a footer with "Have suggestions or comments to make DiabetesManager® even better? Contact WellDoc" and "Terms & Conditions".

This is a required field.

2. Enter how many days the client missed school (or work) due to their diabetes since your last encounter.

This is a required field.

3. Check all of the boxes that indicate events that happened since your last encounter.

Recording Patient Homecare Activity

4. Select **Yes** if the client had their HbA1c level checked since your last encounter and enter the date of the test and the value. Select **No** if they have not had it checked.
5. If you have checked the client's entries on DiabetesManager, select **Yes** and check the types of data the patient entered. If you have not reviewed the entries, select the **No** entry from the pulldown that best describes why. For **Other** enter a reason.
6. If you have reviewed other sources of blood glucose records, select **Yes** and check the source types of data. Select the type of matching criteria for these reading compared to those recorded in DiabetesManager. If you have not reviewed the entries, select **No**.
7. Click **Next**.
Go to "Notes" on page 7-7.

Notes

To record notes about the encounter:

1. Enter notes about the encounter.

Diabetes Manager

Welcome, div cm test
Last Login: 1/7/2010 9:29 AM(EST)

required, Div Pt (DOB: 9/22/1963)

Messages Progress Notes Logbook Standards of Care Patient Profile Clinical Profile Settings VMSNY Forms

Encounter Admission Provider Goals Discharge

1 Encounter 2 Clinical Assessment 3 Notes 4 Outputs

Form Started: 1/7/2010 10:07 AM (EST)

GREETING

Objectives:

- Where will this visit take place?
- Who will participate?
- Other environmental / preparation issues?

Client was home, but did not appear to remember I was coming. Client and mother were in living room with the TV on. I asked if we can move to kitchen. Client asked for her mother to stay. Meeting Preparation: Client was able to locate visit materials readily. Environment: Kitchen seemed bare - pretty empty refrigerator. Other: Client seemed more withdrawn than usual. She looked tired, too.

ASSESSMENT/ISSUES AND CONCERNS

Objectives:

- How are you doing? Feeling?
- Do you have any issues you need to discuss first?
- Has anything important happened since the last visit?

Client said that she was feeling good today, but had been sick last week. Mother said that client was tired a lot lately. When asked if anything important, they said no. Client rescheduled endocrinologist visit because was sick. Note: Later, found out client's father was visiting.

REVIEW AND REPORT OF PROGRESS

Objectives:

- How did the plans we made work out?

Client remembered that at our last visit she was going to try to enter her BG on the phone at least twice a day. Client said she was able to do this only at night, but did enter at least 2 times a day. Client did not realize she could enter data without transmitting. She will try to enter data on her way to school, instead of at school. She will dose out wash other kids to ask her what she is doing. Frustrated her for entering data 2 times a day. Mother seemed happy, too. Mother said she tried to remind her daughter at dinner, but didn't always. Decided to put note on fridge so both would see at breakfast and dinner. Looked at data - client noted to herself the difference in numbers when she was sick. Talked about why this was, what she could do. Discussed also how entering insulin amounts would help give a better picture - and especially could help to bring with her to the doctor to discuss why she is so tired during the day. Client agreed to try to enter morning insulin amounts.

PLANNED GUIDANCE

Objectives:

- Topics you want to learn about and/or discuss

Discussed why topic X and Y were important to discuss. Client wanted to know how other people dealt with being sick, as she did not enjoy last week. We talked about tips - considering finding book/course about teens discussing how they feel and deal with diabetes in general and the pain/sickness. Client opposed to journal/diary - said hates writing. Found out client knew a lot about X but that mother looked as if never heard it before. Went over X and Y in some detail. Found out client usually does not eat when she is sick, so we discussed why this is important and how it affected BG. Created a menu for having stomach flu - asked client to create this on her own, then we had to create this together. Put together a list of what they have always in terms of a "flick day low" and what they needed. Told them I would send glucose packets. Asked about food situation. Mother evasive, but agreed that things were tight. Discussed options - including having client get breakfast at school. Met with resistance, but client said maybe.

SUMMARY

Objectives:

- What we have accomplished at this visit

Summarized visit. Client said it was helpful, but was restless at this point. Reviewed key points and wrote in handout. Discussed time and place for next visit. Client seems reluctant to call in between, but I told her it would be helpful for me to know if/when she is having trouble between visits.

GOAL SETTING AND NEGOTIATION FOR OUR NEXT VISIT

Objectives:

- Agree what you and your Care Manager are going to do between visits.
- Agree on what we will do at our next visit.
- Agree on a day and time for our next visit.

Confirmed goals for client (add insulin, do BG in an end pm) and trying to complete sick day list. Updated client's self-care goals. Will consider breakfast at school idea. I will send glucose and look into other food options (especially they do not get food stamps). Confirmed next visit would be by X at Z. Completed handout. Chatted with mother before leaving. Made sure she had my number and that she would call me.

Previous Next

Have suggestions or comments to make (DiabetesManager@... even better! Contact Web@...)

Terms & Conditions

Recording Patient Homecare Activity

Each pane is a topic for which you can record notes. The objective of each section is listed. Sample notes are provided in grey in the text box. Once you click in the box, the sample text disappears and you can enter in your own text.

- 2. Click **Next**.

Outputs

To record outputs and client receptions for the encounter:

- 1. Select the radio button number that rates the client reaction to the encounter

The screenshot shows the 'Diabetes Manager' interface. At the top, it says 'Welcome, div cm test' and 'Last Login: 1/7/2010 9:29 AM(EST)'. The patient name is 'required, Div Pt (DOB: 9/22/1963)'. The navigation bar includes 'Encounter', 'Admission', 'Provider', 'Goals', and 'Discharge'. The current step is '4 Outputs'. The form is titled 'Outputs and Client Reception' and contains the following sections:

- Rating Section:** 'Please rate the clients rate from 1 (low) to 5 (high) for each of the following parameters since your last encounter :'
 - Involvement in Visit: 1 2 3 4 5
 - Conflict with the Material: 1 2 3 4 5
 - Understanding of the Material: 1 2 3 4 5
- Percentage Covered:** 'What percentage of planned content was covered?' with a text input field and a '%' sign.
- Percentage of Time Spent:** 'What percentage of time was spent on the following items?' with checkboxes for:
 - Diabetes Knowledge and Skills
 - Medication
 - Monitoring and Patterns
 - Exercise and Activity
 - Psychosocial
 - Environmental Health
 - Technology
 - Total
- Referrals Made:** A grid of checkboxes for:
 - Health Care Services
 - Other CHHA
 - Mental Health
 - Financial Assistance
 - Transportation
 - Charitable Services
 - Other
 - VNSNY CHHA
 - Crisis Intervention
 - Substance Abuse
 - Housing
 - Education Programs
 - Legal Services
- Education Material Distributed:** A large text area with a scroll bar.
- Forms Completed?** A large text area with a scroll bar.

At the bottom, there are 'PREVIOUS' and 'Save' buttons. A footer contains the text: 'Have suggestions or comments to make DiabetesManager® even better? Contact WellDoc' and 'Terms & Conditions'.

1 is a low rating and 5 is the highest positive rating.

- 2. Enter the percent of planned content that was covered during the encounter.
- 3. Enter the percentage of time spent on each item listed.

The total value must equal 100.

4. Check all the boxes for the type of referrals you suggested.
5. Enter the names of the educational material you distributed.
6. Enter the names of the forms you completed during the encounter.
7. Click **Save**.

Editing an Existing Encounter

To record patient interaction:

1. Click **Patient List** on the left navigation bar.
The Patient Summary table is displayed.
2. Select the desired patient in the Patient Summary table.
3. Select **VNSNY Forms** from the top navigation menu.
4. Select **Encounter** from the top navigation submenu.

This is default selection.

If there are existing forms, they are listed in the Encounter Summary table.

The screenshot displays the Diabetes Manager interface. At the top, it says "Diabetes Manager" and "Welcome, div cm test" with a "Logout" link. Below the navigation bar, the patient name "required, Div Pt (DOB: 9/22/1963)" is shown. The "VNSNY Forms" menu is open, highlighting "Encounter". The "Encounter List" table is visible, containing one row with the following data:

Encounter Date	Interaction	Actions
1/7/2010	Visit	Edit

5. In the Actions column in the row for the desired encounter, click **Edit**.
6. Modify the data as desired.

The screens in the wizard flow in the same manner as creating a new encounter. See “Encounter Form Wizard Interaction Type” on page 7-1 through “Outputs” on page 7-8 for descriptions of the wizard.

Admission

The Admission form records information about the patients admission into the VNSNY program.

Recording Patient Homecare Activity

To record patient admissions:

1. Click **Patient List** on the left navigation bar.
The Patient Summary table is displayed.
2. Select the desired patient in the Patient Summary table.
3. Select **VNSNY Forms** from the top navigation menu.
4. Select **Admissions** from the top navigation submenu.

The Admission form appears

The screenshot shows the Diabetes Manager interface. At the top, it says 'Diabetes Manager' and 'Welcome, div cm test' with a 'Logout' link. The patient name is 'required, Div Pt (DOB: 9/22/1963)'. The left sidebar has icons for Patient List, Message Center, Learning Library, Personal Profile, and Settings + Security. The top navigation bar includes links for Messages, Progress Notes, Logbook, Standards of Care, Patient Profile, Clinical Profile, Settings, and VNSNY Forms. The VNSNY Forms submenu is open, showing Encounter, Admission, Provider, Goals, and Discharge. The form is titled 'Form Started: 1/7/2010 2:35 PM (EST)'. It has four main sections: 'Referral Information' with fields for Provider Name, Date of referral, and Practice ID/Case#, and two radio button questions; 'Initial VNSNY Contact' with one radio button question; 'Admission Information' with one radio button question and a comments text area; and 'Cell-Phone Information' with one radio button question and a comments text area. A 'Save' button is at the bottom right. A footer contains a suggestion link and 'Terms & Conditions'.

5. Enter information about how the patient was referred to the program in the Referral pane.
6. If the patient was called by VNSNY about participating in the program, click **Yes**, if not, click **No**.
7. If the patient was approved for admission, click **Yes**, if not, click **No**. Enter comments, if needed.
8. If the patient cell phone was provided, click **Yes**, if not, click **No**. Enter comments, if needed.
9. Click **Save**.

Provider

The provider form provide baseline clinical information as recorded by the provider.

To record provider information:

1. Click **Patient List** on the left navigation bar.
The Patient Summary table is displayed.
2. Select the desired patient in the Patient Summary table.
3. Select **VNSNY Forms** from the top navigation menu.
4. Select **Provider** from the top navigation submenu.

The Provider form appears.

The screenshot shows the Diabetes Manager interface. The top navigation bar includes 'Patient List', 'Message Center', 'Learning Library', 'Personal Profile', and 'Settings + Security'. The main content area is for a patient named 'required, Div Pt (DOB: 9/22/1963)'. The form is titled 'Baseline Clinical - Provider Reported' and contains the following fields:

- 3 most recent A1c levels: Three input fields for percentage and date.
- How many times has the client experienced each of the following events over the last 12 months:
 - 911 Calls:
 - Hospitalizations:
 - E/R visits:
 - Self-treated (severe) episodes:
- Complication Type: Four columns of checkboxes for Hypoglycemia, Hyperglycemia, and Other (diabetes-related).
- How many total inpatient days has the client accumulated over the last 12 months:

A 'Save' button is located at the bottom right of the form.

5. Enter the 3 most recent A1c level (percent) and the date taken.
6. Enter how times the patient experienced 911 calls, Hospitalizations, ER visits, self treated episodes over the past 12 months. For each type, check the complication types that apply for that event.
7. Enter how many total inpatient days the patient has accumulated over the past 12 months.
8. Click **Save**.

Goals

The goals form allows you to enter a goals for you and the patient to work towards.

Discharge

Recording Patient Homecare Activity

To record patient goals:

1. Click **Patient List** on the left navigation bar.
The Patient Summary table is displayed.
2. Select the desired patient in the Patient Summary table.
3. Select **VNSNY Forms** from the top navigation menu.
4. Select **Goals** from the top navigation submenu
The Goals form appears.

The screenshot shows the Diabetes Manager web application interface. At the top, there is a header with the Diabetes Manager logo on the left, a user welcome message 'Welcome, div cm test' and a 'Logout' link on the right, and a 'Last Login: 1/7/2010 10:07 AM(EST)' timestamp. Below the header is a navigation bar with a 'Patient List' button on the left and a breadcrumb trail: 'required, Div Pt (DOB: 9/22/1963)' followed by links for 'Messages', 'Progress Notes', 'Logbook', 'Standards of Care', 'Patient Profile', 'Clinical Profile', 'Settings', and 'VNSNY Forms'. Under 'VNSNY Forms', there are sub-links for 'Encounter', 'Admission', 'Provider', 'Goals', and 'Discharge'. The main content area is titled 'Goals Form' and shows 'Form Started: 1/6/2010 1:21 PM (EST)'. It features an 'Add a New Goal' section with a 'Goal Type' dropdown menu (set to 'Nutrition'), a 'Goal' text input field (placeholder: 'Enter a goal here.'), and a 'Notes' text area (placeholder: 'Enter goal-related notes here.'). An 'add to goals' link is next to the notes field. Below this is a 'Current Goals' section, which is currently empty. At the bottom of the page, there is a footer with the text 'Have suggestions or comments to make DiabetesManager® even better? Contact WellDoc' and a 'Terms & Conditions' link.

Existing goals are listed in the Current goals pane.

5. Select a Goal type from the pull-down.
6. Enter the specific goal.
7. Enter notes regarding the goal.
8. Click **Add to Goals**.

Discharge

The Discharge for allows you to record details about when a patient leaves program.

To record patient discharge information:

1. Click **Patient List** on the left navigation bar.
The Patient Summary table is displayed.
2. Select the desired patient in the Patient Summary table.
3. Select **VNSNY Forms** from the top navigation menu.
4. Select **Discharge** from the top navigation submenu.

The Discharge form appears.

Diabetes Manager

Welcome, div cm test [Logout](#)
Last Login: 1/7/2010 10:07 AM(EST)

TEXT SIZE A A

required, Div Pt (DOB: 9/22/1963)

[Messages](#) [Progress Notes](#) [Logbook](#) [Standards of Care](#) [Patient Profile](#) [Clinical Profile](#) [Settings](#) **VNSNY Forms**
[Encounter](#) [Admission](#) [Provider](#) [Goals](#) [Discharge](#)

Form Started: 1/7/2010 2:33 PM (EST)

Discharge Information

Date of Discharge

Date patient notified of discharge IN PERSON BY PHONE IN WRITING
Performed By Performed By Performed By

Did Patient complete this program? Yes No

Reason of discharge (Basic)

<input type="checkbox"/> Completed 24-month program	<input type="checkbox"/> Client-initiated
<input type="checkbox"/> Home environment no longer clinically safe for VNSNY staff	<input type="checkbox"/> Home environment no longer safe for VNSNY staff
<input type="checkbox"/> No longer met eligibility requirements	<input type="checkbox"/> Parent/Guardian-initiated
<input type="checkbox"/> Physician-initiated	<input type="checkbox"/> Other

Reason of discharge (Detailed)

<input type="checkbox"/> Residency (moved from Bronx or Manhattan)	<input type="checkbox"/> Client indicated verbally that s/he no longer wanted to participate
<input type="checkbox"/> Parent/Guardian indicated verbally that s/he no longer wanted the client to participate	<input type="checkbox"/> Client did not respond or schedule a new visit (4 or more phone calls over a 1 month period)
<input type="checkbox"/> Parent/Guardian did not respond or schedule a new visit (4 or more phone calls over a 1 month period)	<input type="checkbox"/> Client stopped showing up for visits
<input type="checkbox"/> Suggested to client to stop participating	<input type="checkbox"/> Client dissatisfied with the program
<input type="checkbox"/> Client began (to show signs of) being treated for active substance abuse, which interfered with providing program services	<input type="checkbox"/> Client came under mental health care for psychosis or schizophrenia, which interfered with providing program services.
<input type="checkbox"/> Client stopped participating at visits	<input type="checkbox"/> VNSNY staff contacted to have client stop participating
<input type="checkbox"/> Clinical and/or other non-program concern	

Comments

Cell-Phone Information

Returned? Yes No

[Save](#) [Submit](#)

Have suggestions or comments to make DiabetesManager® even better? [Contact WellDoc](#) [Terms & Conditions](#)

5. Using the calendar provided, select the date of discharge.
6. Using the calendars provided, select the date the patient was notified of discharge for each type of notification, if applicable. For each type, enter the name of the person performing the notification.
7. If the Patient completed the program, click **Yes**. If not, click **No**.
8. Check all of the boxes that apply to the basic and detailed reason for discharge.
9. Enter comments, if desired.
10. If the cell phone was returned, click **Yes**. If not, click **No**
11. Click **Submit**.
12. Click **Save**.

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