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For 24/7 Technical Support, call 888.910.CURA

EHR QuickStart

Cura TeleHealth
App Ver. 1

Manual Created
07.04.2019

Prepared for:



POST ACUTE
MEDICAL™



Patient Icons Key

-  **Start Video Call** - Begin patient visit immediately.
-  **Reschedule** - Easily transfer appointments to another time.
-  **Convert to Office Visit** - Schedule to see the Patient in Person.
-  **Message** - Send a direct message to your Patient.
-  **Appointment History** - Displays all scheduling history with the patient.
-  **Suggest** - Select another provider for the patient.



EHR QuickStart

Nurse Provider Dashboard

Your dashboard displays the patients that you have made consultation requests on. The patient chart can be navigated into from the patient name on the banner on the dashboard. You can also manage the patient appointments with reschedule or cancel icons.

The screenshot shows the 'Nurse Provider Dashboard' for a user named Clinton John Baird RN. The dashboard is titled 'Scheduled' and displays a list of consultation requests. Each request includes a patient profile picture, name, specialty, location, and appointment date and time. The requests are as follows:

Provider	Specialty	Location	Appointment Date/Time	Patient Name	Specialty	Location	Notes
Dr. Amy Darter	Allergy & Immunology	OKLAHOMA CITY - OK	Aug 20, 2019 - 02:15 am	John Patient	M (43y) - 1442 - Tulsa - OK	Bronchiolitis Obliterans Organizing Pneumonia (BOOP)	
Dr. Amy Darter	Allergy & Immunology	Tulsa - OK	Aug 21, 2019 - 11:40 am	Alisa Hopkins	F (34y) - 1446	Tulsa - OK	Shortness of breath. The patient is a 34
Shoab Ahmad	Pulmonologist	Edmond - OK	Aug 24, 2019 - 09:50 am	Andrea Demo	F (38y) - 1992 - Tulsa - OK	OK	Bronchiolitis Obliterans Organizing Pneumonia (BOOP)
Dr. Amy Darter	Allergy & Immunology	OKLAHOMA CITY - OK	Aug 27, 2019 - 07:10 pm	Alisa Hopkins	F (34y) - 1664 - Tulsa - Room 203 - OK	OK	Needing a consult on this patient with progressive SLE.
Dr. Amy Darter	Allergy & Immunology	OKLAHOMA CITY - OK	Aug 29, 2019 - 06:25 pm	Alisa Hopkins	F (34y) - 1664 - Tulsa - Room 203 - OK	OK	Mycoplasma Infection This lady had been having increasing SOB.
Dr. Amy Darter	Allergy & Immunology	Tulsa - OK	Aug 29, 2019 - 05:25 pm	Alisa Hopkins	F (34y) - 1664 - Tulsa - Room 203 - OK	OK	Shortness of breath

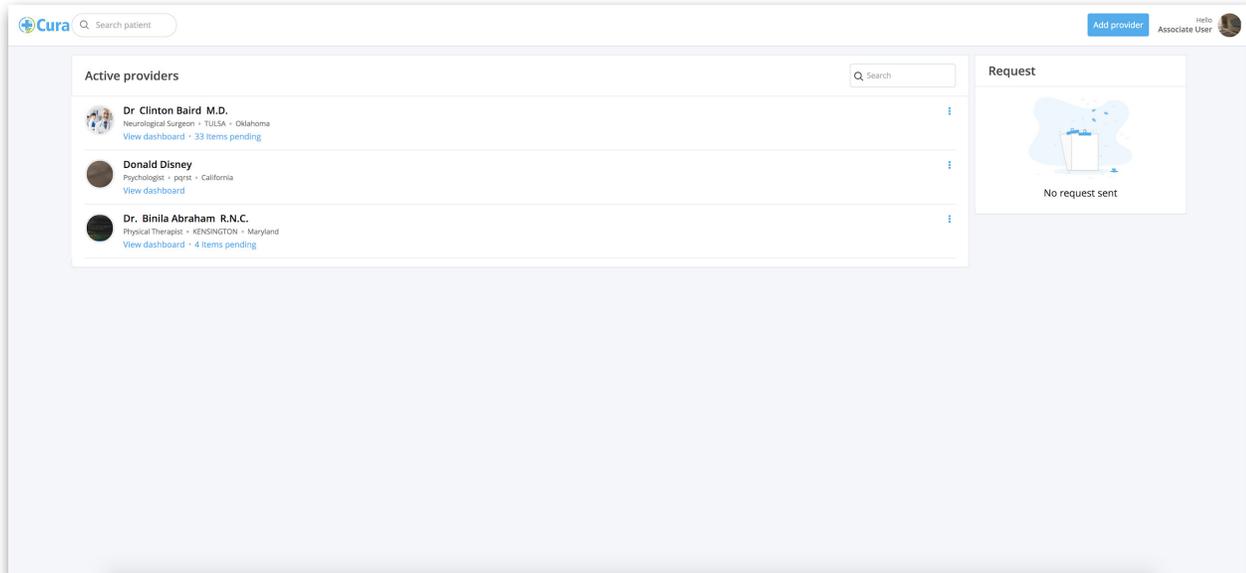
Provider Dashboard

The screenshot shows the 'Provider Dashboard' for a user named Dr. Clinton Baird M.D. The dashboard is titled 'Waiting room' and displays a list of previous consultation requests. Each request includes a patient profile picture, name, specialty, location, and appointment date and time. The requests are as follows:

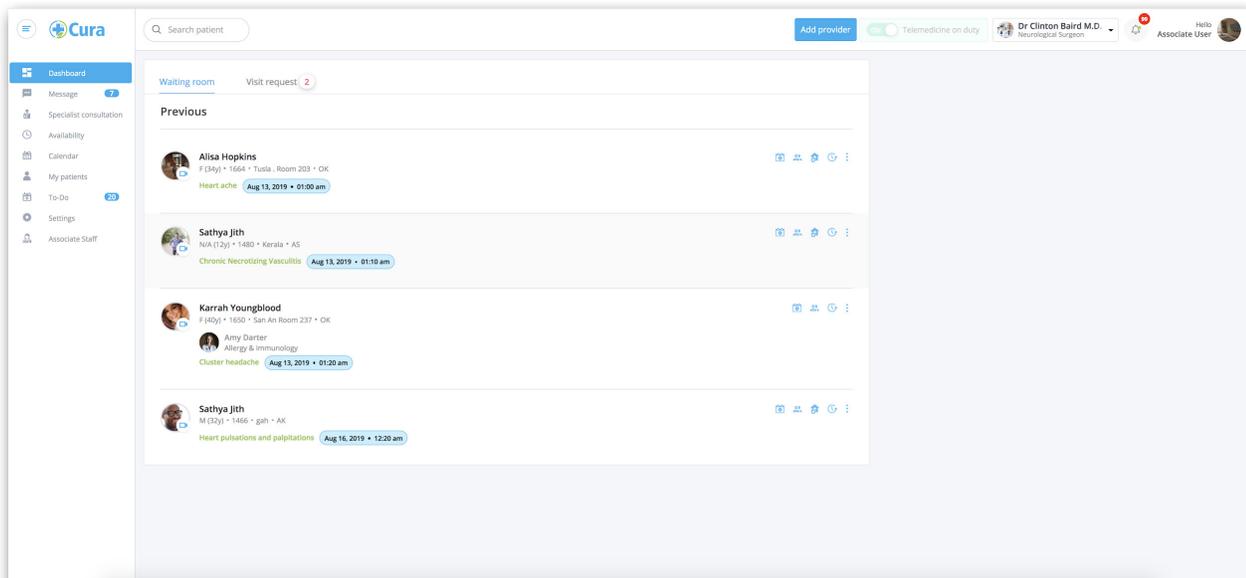
Provider	Specialty	Location	Appointment Date/Time	Patient Name	Specialty	Location	Notes
Alisa Hopkins	F (34y) - 1664 - Tulsa - Room 203 - OK	OK	Aug 13, 2019 - 01:00 am	Alisa Hopkins	F (34y) - 1664 - Tulsa - Room 203 - OK	OK	Heart ache
Sathya jith	N/A (72y) - 1480 - Korala - AS	AS	Aug 13, 2019 - 01:10 am	Sathya jith	M (32y) - 1488 - gah - AK	AK	Chronic Necrotizing Vasculitis
Karrah Youngblood	F (65y) - 1650 - San An Room 237 - OK	OK	Aug 13, 2019 - 01:20 am	Amy Darter	Allergy & Immunology	OK	Cluster headache
Sathya jith	M (32y) - 1488 - gah - AK	AK	Aug 16, 2019 - 12:20 am	Sathya jith	M (32y) - 1488 - gah - AK	AK	Heart pulsations and palpitations

Associate Dashboard

The associate provider can work under one or more providers. On initial login you will be taken to the active providers list (once providers are established). From there select the provider you need to work under or add a provider.

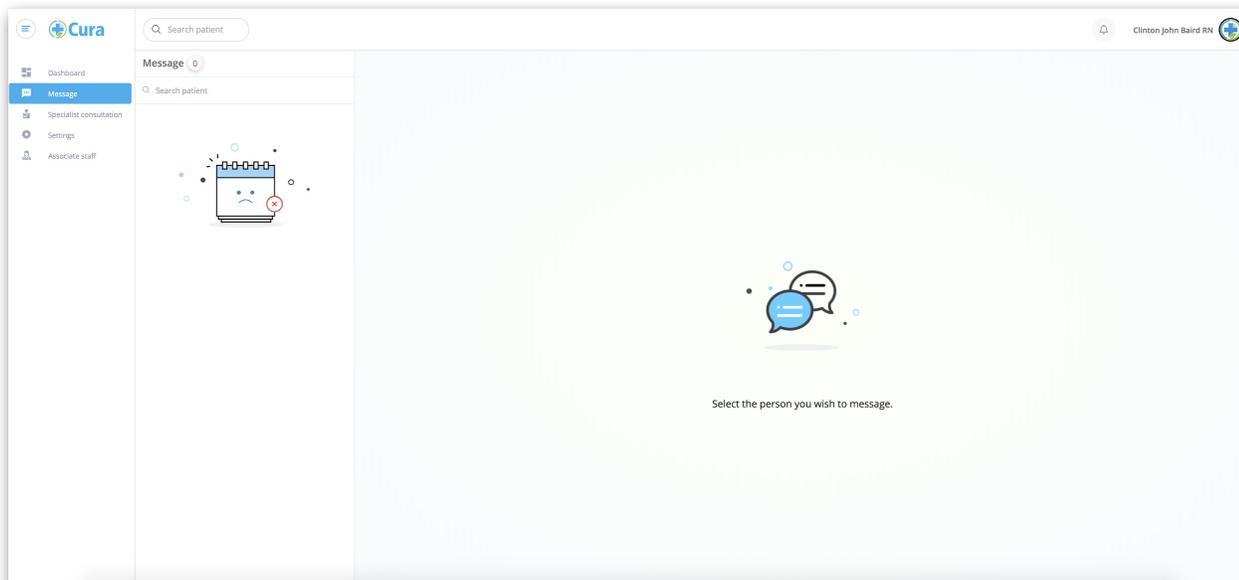


Once in the provider dashboard you will notice the drop down in the top right to change between providers. At this point you can view all activities of the provider, send messages, manage appointments and settings. More features coming here soon!

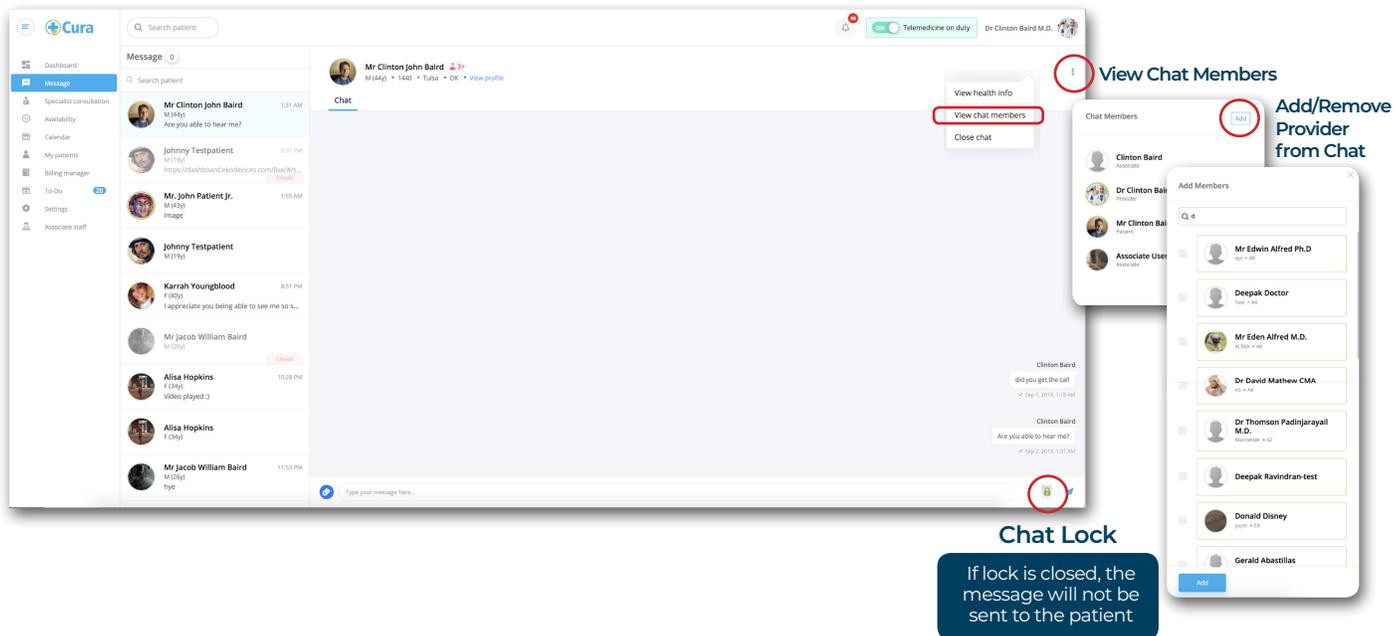


Message (Chat)

Inside **Message** you can send and receive chat messages about the patient. You are able to receive orders through this secure chat message. It is Joint Commission allowable to mark these orders in the chart as “Transcribed from physician order over secure chat”



You can select the **lock button** in the bottom right if you would like the patient not to see the message (lock closed - the message is not sent to the patient). You can add/remove other providers on the chat thread. If you are one of the consulting or requesting providers you can not be removed. The patient can never be removed.



Specialist Consultations

Step 1 Begin a consult with a specialist or other provider by selecting “specialist consultation” Enter patient information and select existing patient (typical) or create new patient on the fly. Enter the chief complaint and additional clinical history as free text as needed. (must enter first name, last name, and DOB)

Specialists consultation

Step 2

Continue ← Search Patient

Select patient¹

Step 2

Create a new patient

Step 3 Answer guided questions

Specialists consultation

Chief complaint

Cluster headache

How long has this been bothering the patient?

Duration

1 2 3 4 5 7 9 10 +

Hours Day Weeks Month Years

Continue

Abdominal Pain Fever Nausea

Back Pain Blurred or spotty vision

Chest pain Discomfort with urination

Headache Itchy eyes

Joint pain Neck pain

Pain in the arms or legs Shortness of breath

Skin rash

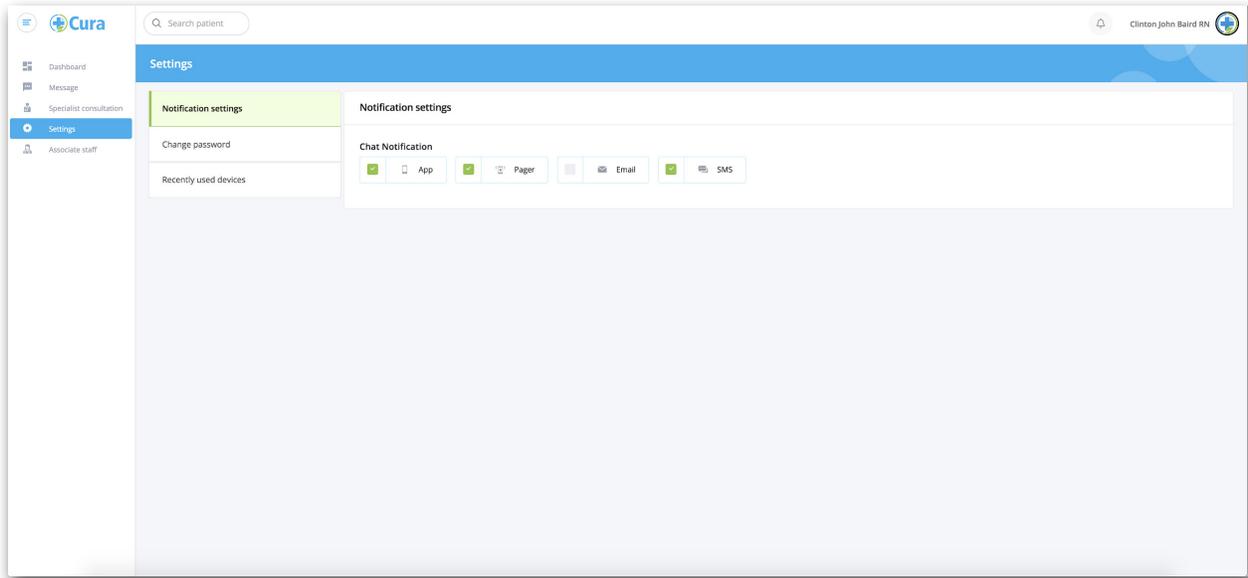
Continue

**For full Specialist Consult Instructions,
See the Cura Quick Reference Guide**

1. The patients will typically already be in the search. If not in the system then please have the designated user create the patient chart. Alternatively a patient can be added on the fly here under specialist consultation.

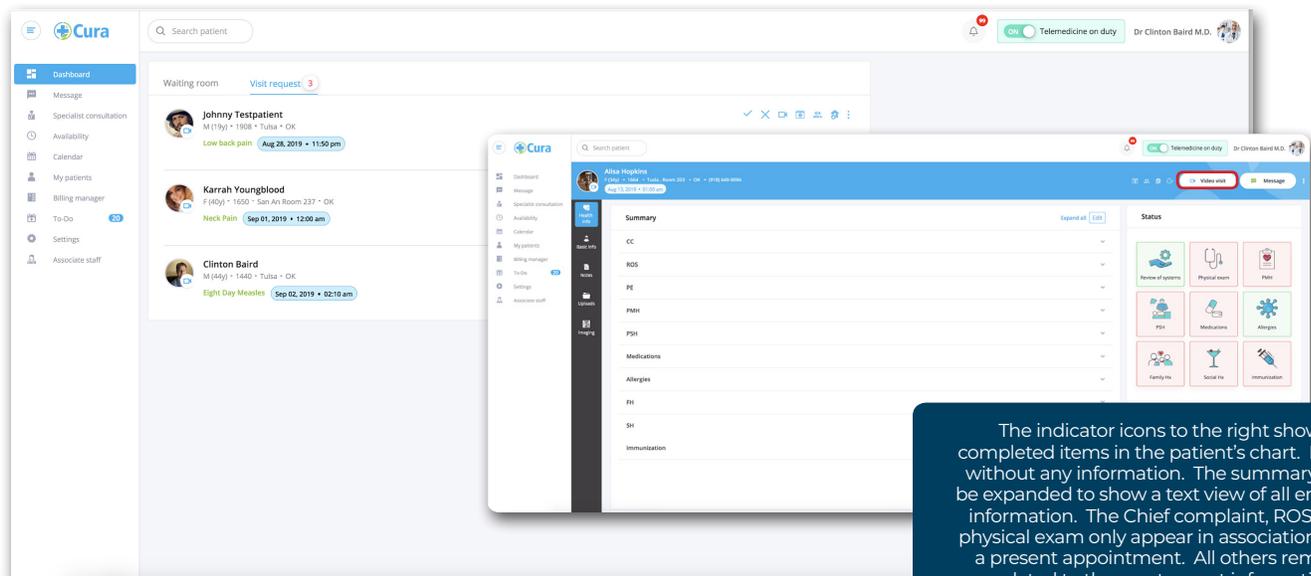
Notifications

Here you can set your notifications for how you want to receive alerts. Please note over the next couple of weeks you will see notification options appear for notes, orders, and cancelled or changed appointments.



Patient Chart

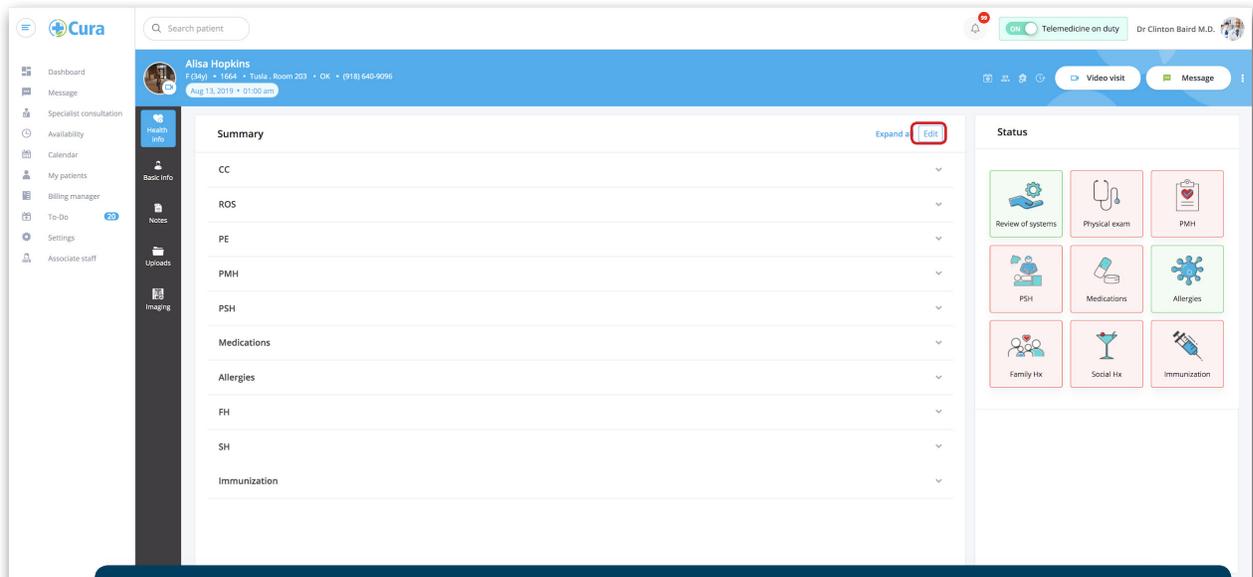
Patients in the visit request room can be acknowledged or you can go straight to a **video visit**. Patients in the waiting room have already been acknowledged. These two rooms are for your staff to help you keep track of patient flow. The patient does not see a difference. You can enter into a patient chart by clicking on the patient name from the dashboard, by searching patient, or by selecting view patient profile from the chat.



The indicator icons to the right show completed items in the patient's chart. Red is without any information. The summary can be expanded to show a text view of all entered information. The Chief complaint, ROS and physical exam only appear in association with a present appointment. All others remain updated to the most recent information. **Note this patient has a video visit scheduled.** As such the video session can be initiated from the chart or the dashboard.

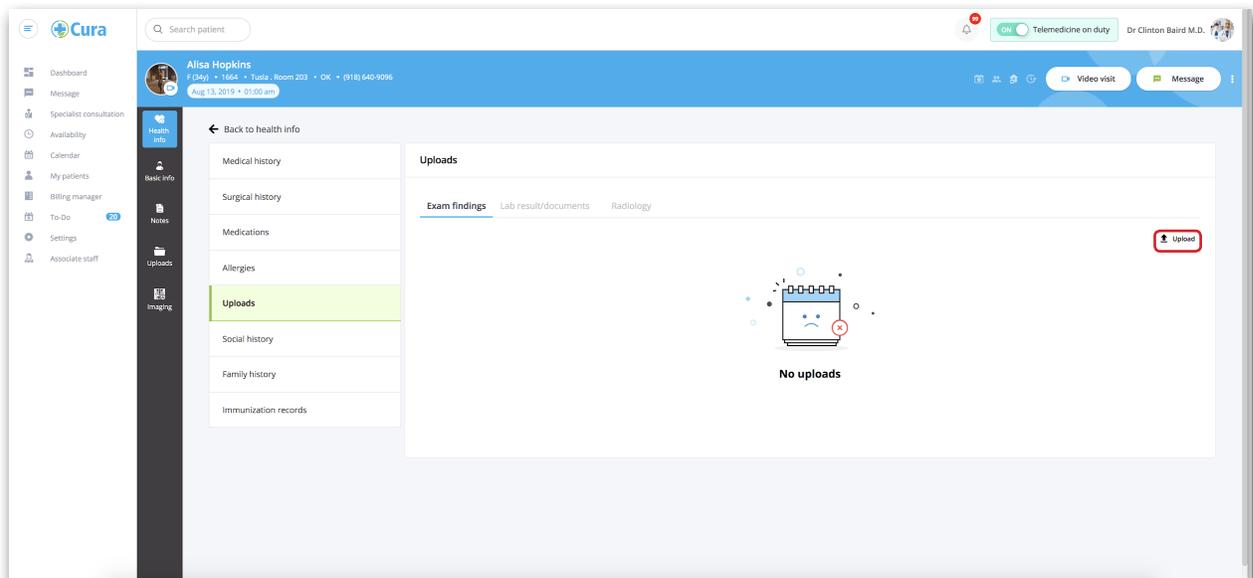
Patient Chart (cont'd)

Select the **edit** button to enter into patient chart edit mode.



Using the edit button under health info you access the patient's health history and can update all components of the medical history. Please note a change will be coming to improve adding of medications.

Select **Upload** under each section to upload the appropriate files. Under exams sound files, pdf, png, and JPEG (picture files) can be uploaded. Please upload the Eko sound files under exam findings.



Patient Chart

Please view **basic demographics** or select the edit button to edit the patient profile. The patient information can be edited except for the cell phone number and email. These are associated with the patient account identifiers and can only be edited by admin.

The screenshot displays the Cura patient chart interface for Alisa Hopkins. The left sidebar contains navigation options: Dashboard, Message, Specialist consultation, Availability, Calendar, My patients, Billing manager, To-Do, Settings, and Associate staff. The main content area is titled 'Patient information' and includes an 'Edit' button. The patient's profile is shown with the following details:

Personal		
Prefix	First name	Middle name
--	Alisa	--
Last name	Suffix	Marital status
Hopkins	--	--
Date of birth	Age	Sex
Feb 21, 1985	34	Female

Contact		
Address		
4920 East 113th		
City	State	Zip
Tulsa, Room 203	Oklahoma	74317
Home phone	Cell number	Email
--	(918) 640-9096	alisa.hopkins@gmail.com

Others		
Primary language	Other languages	Ethnicity

The Health/ID cards and forms section allows uploads of these as well as any pdf or picture of a form you can upload and name.

The screenshot displays the Cura patient chart interface for Alisa Hopkins, specifically the 'Health/ID Cards and Forms' section. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Health/ID Cards and Forms' and includes an 'Uploads' section. The patient's profile is shown with the following details:

License	
	

Insurance card	
	

Drug Contract Scanned	
	

[+ Add new section](#)

① Your information will be saved to your account and is kept secure. This can be accessed and updated in your account settings.

Patient Chart (cont'd)

The Insurance information is added or edited here. Please complete all fields.

The screenshot shows the Cura patient chart interface for Karen Smith. The left sidebar contains navigation options: Dashboard, Message, Specialist consultation, Availability, Calendar, My patients, Billing manager, To-Do (2), Settings, and Associate staff. The main content area is divided into sections: Patient information, Health/ID Cards and Forms, Employer information, Insurance information (highlighted), Emergency contact, and Primary care provider. The Insurance information section is expanded to show Policyholder's details and Subscriber Details.

Policyholder's details		
Relationship to policyholder		
Self		
Name	Sex	Date of birth
Karen Smith	Female	Oct 26, 1958
Cell number	Address	
	734 Burberry Lane, Owasso, Oklahoma, US, 74142	
Subscriber Details		
Subscriber ID	Insurance company	Insurance plan
7068893	Blue Cross Blue Shield Kansas	Blue Cross PPO
Group ID	Employer	
68092	Garmin	

The modal form for editing Policyholder details is shown. It includes fields for Prefix, First name, Middle name, Last name, Sex, Date of birth, Address, Member ID / Subscriber ID, Insurance company, Group ID, Insurance plan, and Employer. The form is titled "Policyholder details" and has a "Cancel" button and a "Save" button at the bottom.

Policyholder details		
Relationship to policyholder		
Self		
Prefix	First name	Middle name
None	Karen	
Last name	Sex	Date of birth
Smith	Female	Oct 26, 1958
Address		
734 Burberry Lane, Owasso, Oklahoma, US, 74142		
Edit address		
Insurance details		
Member ID / Subscriber ID		Insurance company
7068893		
Group ID	Insurance plan	Employer
68092	Blue Cross PPO	Garmin

Notice some fields are mandatory.

Care Team

Please use this field to add the referring provider.
Note other members of the care team coming soon!

The screenshot shows the Cura interface for Mr. Clinton John Baird. On the left, a sidebar contains navigation options: Health info, Basic info, Notes, Uploads, and Imaging. The main content area is divided into sections: Patient Information, Health/ID Cards and Forms, Employer Information, Insurance Information, Emergency contact, and Care Team. The Care Team section is highlighted in green. To the right, the 'Referring Provider' section is visible, featuring an 'Add provider' button and a search box labeled 'Search/Add provider'.

Notes

Notes can be created in two ways. First a note is automatically created at the end of a video visit. This note is associated with billing and requires coding.

The screenshot displays the 'Notes' section for Mr. Clinton John Baird. A list of notes is shown, each with a status indicator: 'Completed', 'Draft', or 'Deleted'. The 'Completed' notes include 'Neuro', 'Head', 'Anxiety (Nervousness)', and 'Specimen/Physician Information'. The 'Draft' notes include 'Head' and 'Anxiety (Nervousness)'. The 'Deleted' note is 'Anxiety (Nervousness)'. A 'Add note' button is visible at the top right of the notes list.

Notes can also be created by **add note**. This note is not associated with the video visit and is a blank template note.

The notes can be viewed or printed.
The provider creating notes may edit any note. Completed notes edited have an audit trail of the edits. Draft notes can be deleted. Completed notes can be printed or downloaded in pdf format.
Please check the print destination when printing.

Be mindful of HIPAA policies when printing or downloading files.

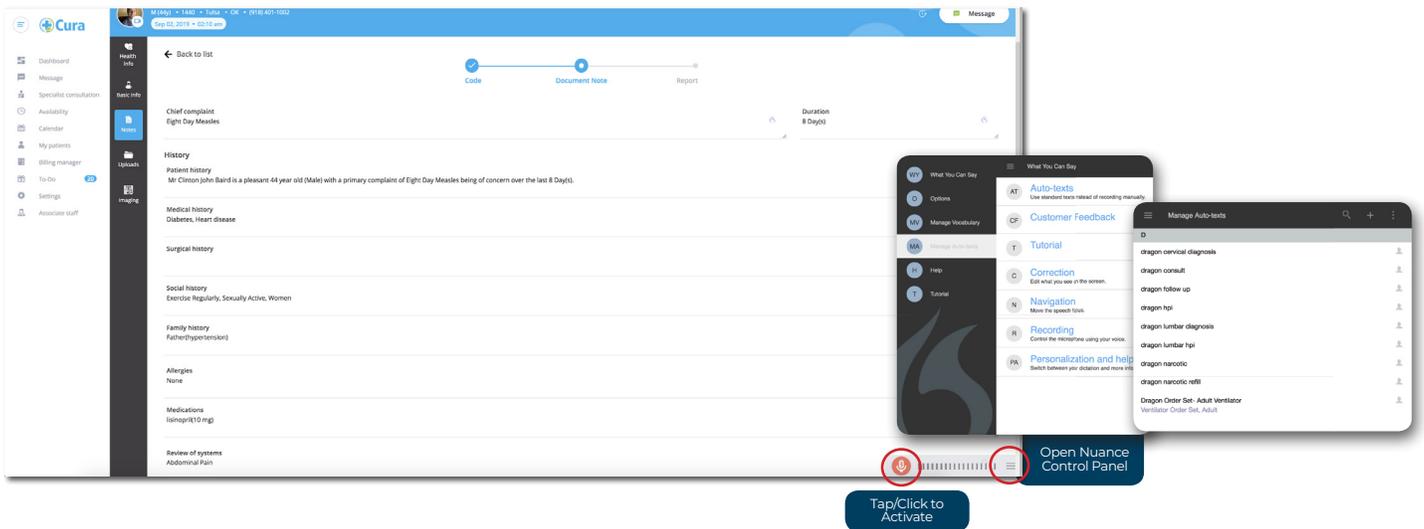
The screenshot shows a print dialog box with the following options: Destination: Canon MF7721/7732; Pages: All; Copies: 1; Color: Black and white; More settings: expanded; Print using system dialog: (X) [X]; Open PDF in Preview: [X].

The screenshot shows the 'Add Note' form in Cura. It includes a 'Code' field, a 'Document Note' field, and a 'Report' field. Below these fields is a dropdown menu with options: 'Visit can be billed' (selected) and 'Do not bill'. There are also buttons for 'Save as draft' and 'Continue to create note'.

Please note the **do not bill** option.
(Should you discover a reason not to bill the patient)

Note the Nuance indicator in the bottom right. The mic can be tapped/clicked to activate/deactivate. The 3 horizontal lines (hamburger) allow opening of the nuance control panel.

When dictating you may choose to use templates and place your entire note under the first section (patient history). Only fields with text in them will appear in the final note. To navigate between sections simply hit tab or tap on mobile.



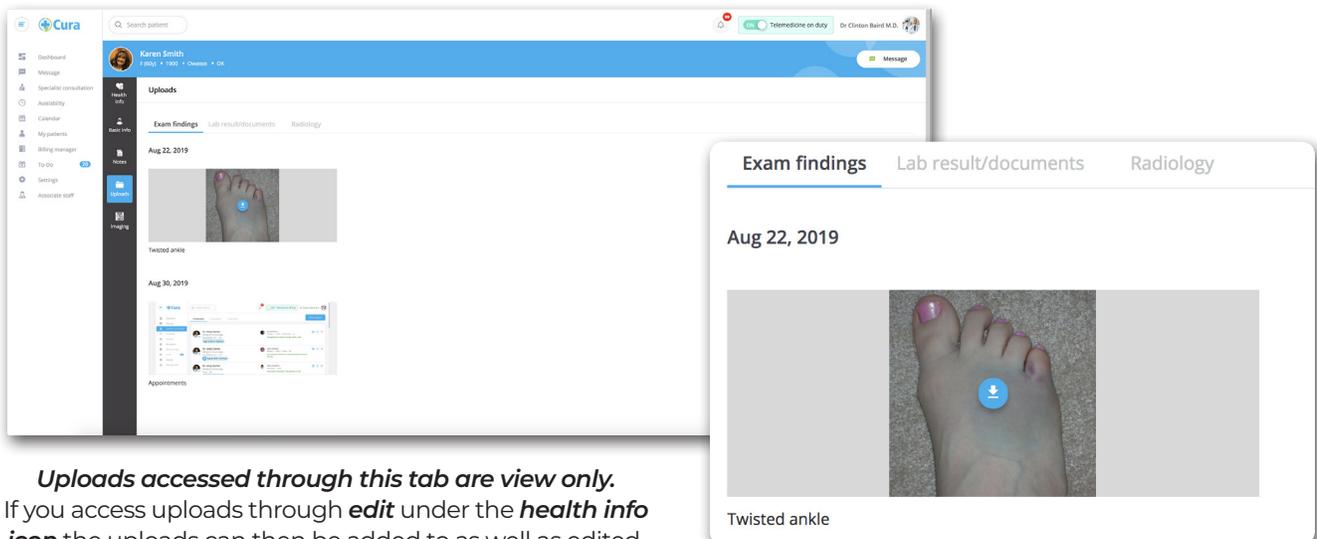
In the Nuance control panel you can create auto-texts.

(Please note if you are present Nuance user we may be able to migrate over your auto-texts.) You also use this section for other important nuance training functions.

Note that in the near future the orders will come through the orders section and can be populated by auto text.

Uploads

Uploads accessed through this tab are view only. If you access uploads through the edit under the health info icon the uploads can then be added to as well as edited.

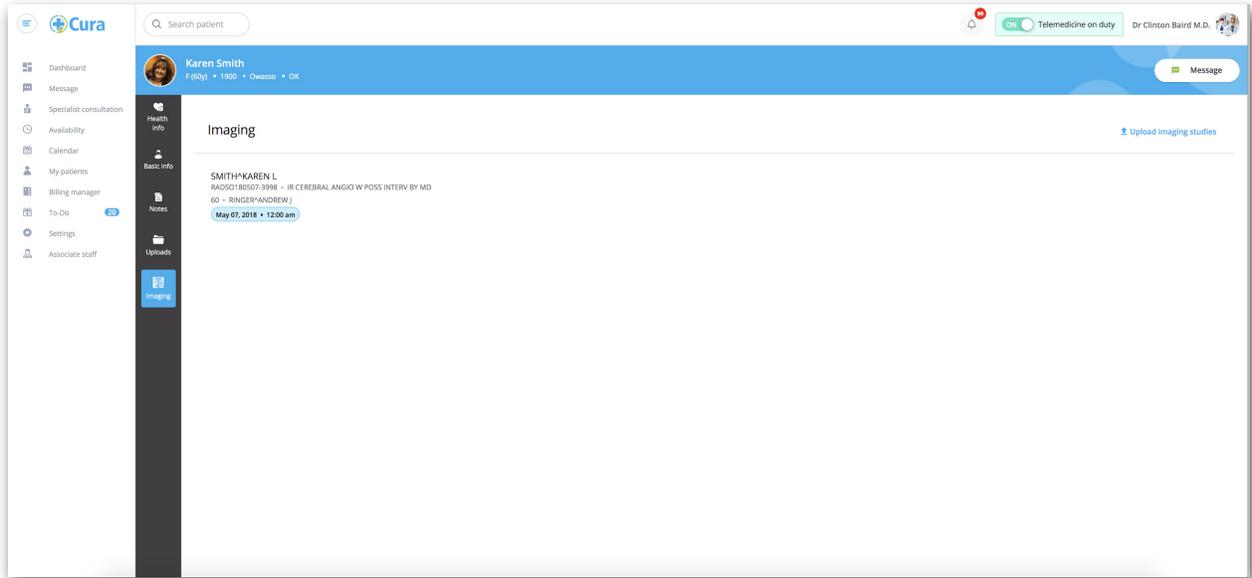


Uploads accessed through this tab are view only.

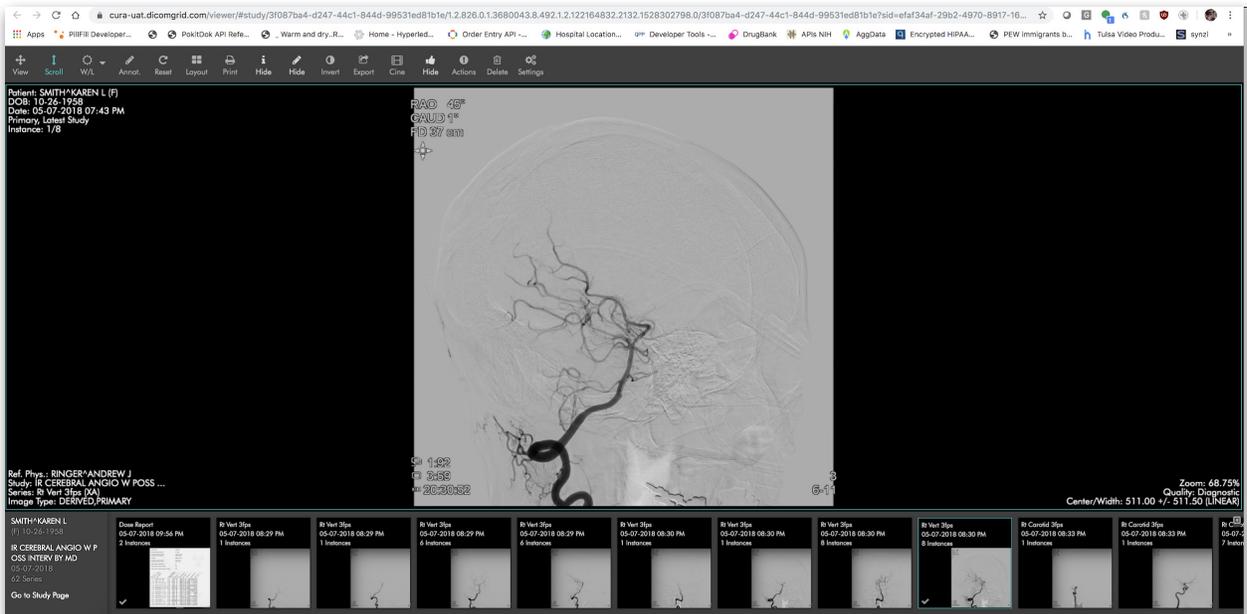
If you access uploads through **edit** under the **health info icon** the uploads can then be added to as well as edited.

Imaging

Patients with images in dicom (full image sets) will be uploaded and viewable here. Tap/Click on the patient imaging banner and a separate window view will open in web. In app it opens within the app viewer.

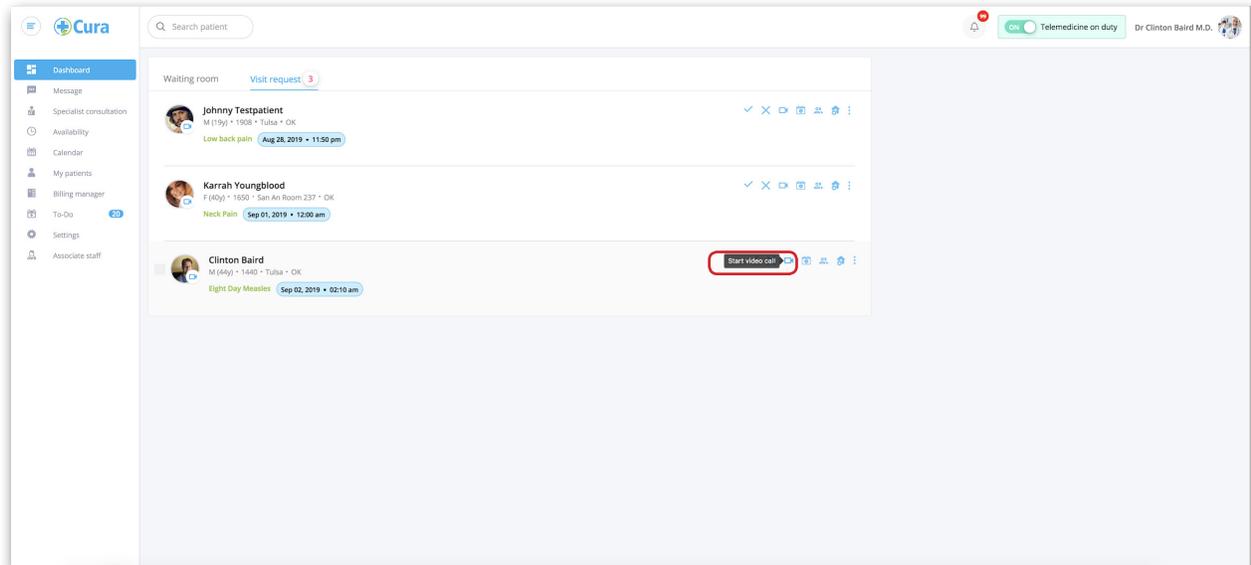


Best viewing is noted on web. In app on iPad swipe to scroll through images. On mobile device tap on bottom or top to navigate through images in a series. Tap on left or right to scroll through the series.

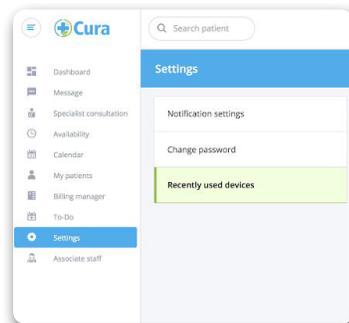


Video Call

Start the video visit by selecting the video visit icon in the patient appointment banner on the dashboard or inside the patient chart if they have a visit scheduled.



Note in the app one can slide the patient banner to bring up more options.



To be prepared for the video call please know what device you are logged in on. The call session will ring to all devices last logged in on. Should you choose this can be used to alert you of an incoming call when you are away from the CuraVision workstation.

However **please only answer the call on the device you want the provider to view from**. Typically this will be the CuraVision Workstation. Please note above you can remove recently used devices so that the call only rings to the most recent device. If you remove all recents from the CuraVision device then only the CuraVision will be active to receive a video session call.

The call will begin ringing and the display name and picture of the patient or provider you are calling will display. The patient sees the provider name and credentials. This satisfies the state law requirement to identify yourself. Of course the conversation will also start with a verbal introduction.

Connecting ..



Mr Clinton John Baird



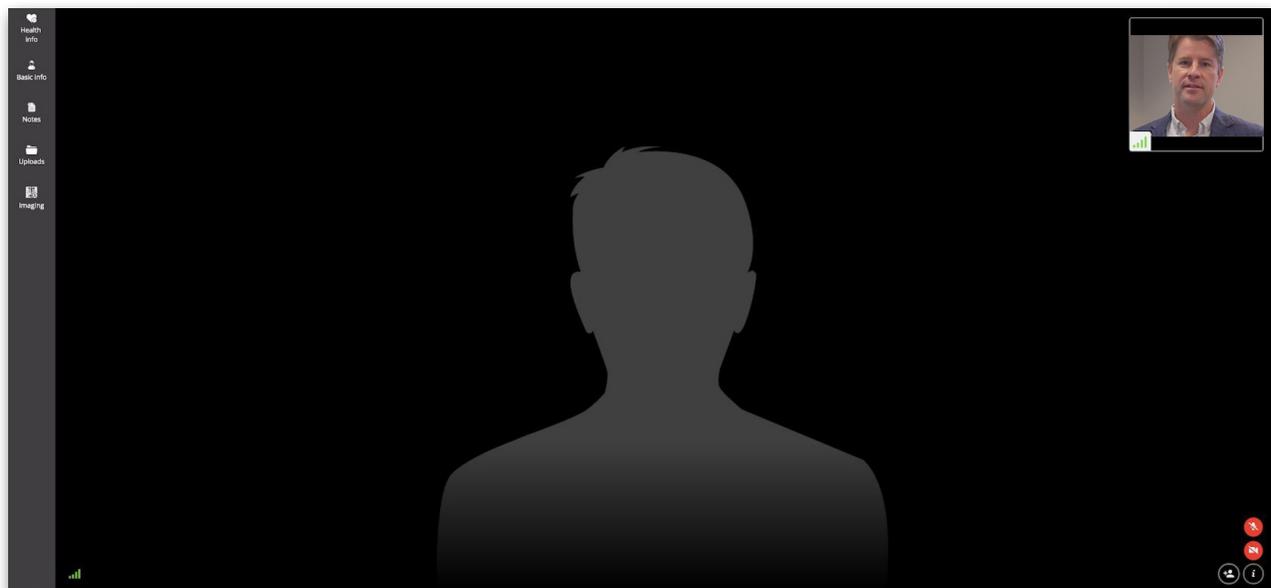
Decline

Video Call (cont'd)

The video session will start when the patient accepts the call. The bottom left shows a good connection.



Note the vertical bar to the left is seen by both parties. The provider can review the patient's chart and enter notes in call. Please note at present a fix will be made. This note does not attach to the billable event. If you want to enter your note here please copy and paste it into the **note create** at the end of session.



Notice this patient has muted their audio and video as seen by the red indicators to the bottom right.



Allows on the fly adding of one or two additional participants by entering their email. This join video session request is sent securely to the invited person. The session will be non active after closing out the call.

Invite Guest

Email

Email

Recipient can join using invitation link from email.

Cancel Send invite



The information i icon can be used to identify the name of the other party in the session.



Please note the small icon above the edit button. This allows you to open the chart in full view on the screen. The patient can still see you.



When the call is finished select the red end call button.

Are you sure ?

Do you want to disconnect the call ?

Appointment completed

No Yes

When ending the call a pop up for “are your sure” will appear. The appointment completed button is selected by default. If you prefer to leave the call open to return to it later unselect the appointment competed notice.

Ending Specialist Visit

After ending a call you will be prompted to complete a Visit Note. Please place at least one procedure (CPT) code and one diagnosis (ICD-10) code. Please see instructions on using Nuance to dictate on the fly. This works on web or mobile app.

The screenshot shows the Cura EHR interface for creating a visit note. The top navigation bar includes the Cura logo, a search patient field, and a status indicator for "Teledoc on duty" for Dr. Clinton Baird M.D. The left sidebar contains a menu with options: Dashboard, Message, Specialist consultation, Availability, Calendar, My patients, Billing manager, To Do, Settings, and Associate staff. The main content area is titled "Mr. Clinton John Baird" and includes a "Back to list" link. Below this, there are three tabs: "Code", "Document Note", and "Report". The "Code" tab is active and contains a form with the following elements:

- A "Visit can be billed" section with a radio button selected for "Visit can be billed" and an option for "Do not bill".
- A "Procedure Code(s)" dropdown menu.
- A "Diagnosis Code(s)" dropdown menu.
- Two buttons at the bottom: "Save as draft" and "Continue to create note".