Clinical Integration Tools
Release Notes

InTouch Health

The Leading Telehealth Network & Service Provider

InTouch Health and the Clinical Integration Tools product team are pleased to announce the Clinical Integration Tools 3.4 release. The 3.4 release is a result of our commitment to partner with our customers to continuously improve user experience, improved clinical outcomes and achieve program growth.

Release Information

Release Date: Monday, April 20, 2015
System Downtime: Minimal down time (1-2 minutes) to be completed late in the evening
Release Version: 3.4
Products included: All Clinical Integration Tools, including StrokeRESPOND & InTouch PACS Viewer Web Portal

This release *will* affect/change current workflow on the StrokeRESPOND standard template, i.e. format, layout, fields, tabs or dynamic note format.

All features, feature enhancement and bug fixes referenced in this document have been released to the InTouch Clinical Integration Tools training server. Login to the Clinical Integration Tools training server using your username and password with this URL: https://clinapps-train.intouchcustomer.com. If you are unable to access the training server, contact the Technical Assistance Center at 877-484-9119.

*****Contact your Regional Account Manager for new features requiring a Change Request*****

Feature Development & Enhancements

New Features Inspired by our Customers' Needs, Ideas and Input on Clinical Best Practices

Software Application Upgrades
Feature Enablement: NA
Training Recommendations: None

The InTouch Clinical Apps team continues to work diligently developing many valuable software upgrades. One of the most requested upgrades from the field and customers was to develop the ability for users to launch Clinical Apps through Internet Explorer 11. We are happy to announce Clinical Apps officially supports IE11. An additional upgrade developed significantly improves application performance when Admin and Spoke Admin user roles access the user activity page. This resolves long wait times and timeouts when users research a user's activity.

Daylight Savings Time (DST) occurs once a year. Effectively, times change twice (March and November) and there is a six hour period (3 hours prior and 3 hours after DST) that can create potential time stamp confusion for users. Clinical Apps will now warn users when entering patient data during DST. When a user enters data for a patient that was created during DST, and the current time is in standard time, (or vice versa), users will receive a warning.
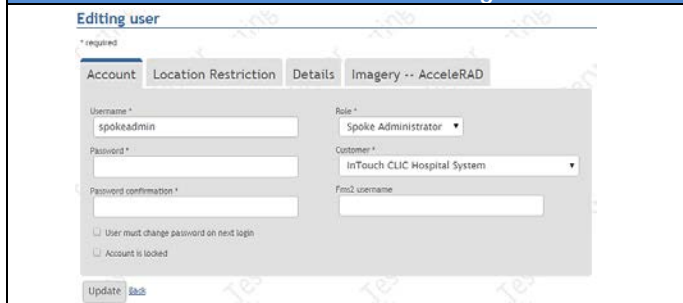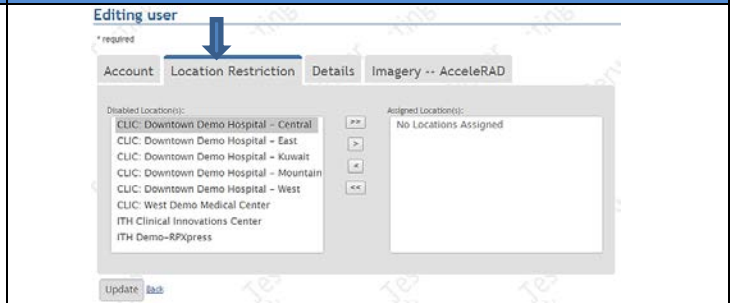
Additional upgrades include, but are not limited to, enabling customers (via Change Request) the ability to rename the NIHSS tab (i.e. Neuro scores) to more accurately describe the focus of the tab, which is Neurology scores.
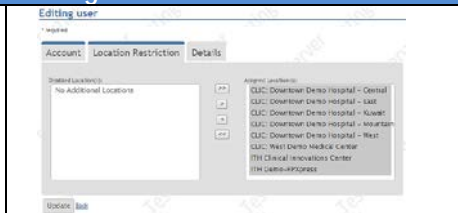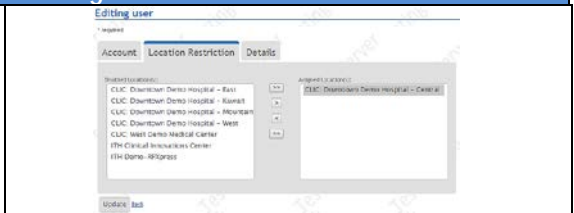
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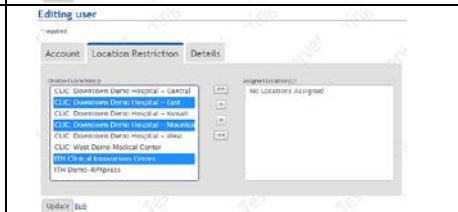
Improved Access Controls for Spoke and Spoke Admin Users

Feature Enablement: All customers will receive this change
Training Recommendations: Yes

The Clinical Apps team has eliminated the requirement to create multiple usernames/passwords for Spoke and Spoke Admin user roles who want to access multiple locations within a single customer network. Spoke and Spoke Admin user roles now only require one username to: Access ALL, a single or multiple locations within a single customer network; View/edit patients for all linked locations; Create/edit users for all associated locations; 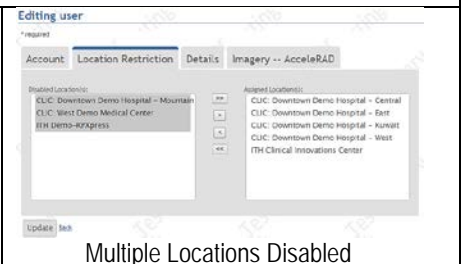Export patient data for patients at all associated locations; Retain all associated security profiles enforced on the users Clinical Apps account. Spoke Admin and Administrator users can now also audit the actions affecting spoke (or Spoke Admin) users to see when access to a location was granted, changed or removed. The audit process is detailed to know who and when unwanted access was granted or when users failed to get desired access. The following shows the Location Restriction user interface to "Assign" or "Disable" Spoke or Spoke Admin user access to a single networks locations. *Note: Only a Network Admin can enable a spoke admin user account.*

Upon creating a Spoke or Spoke Admin user account, users will be launched to "Editing user"	User then clicks on the "Location Restriction" tab
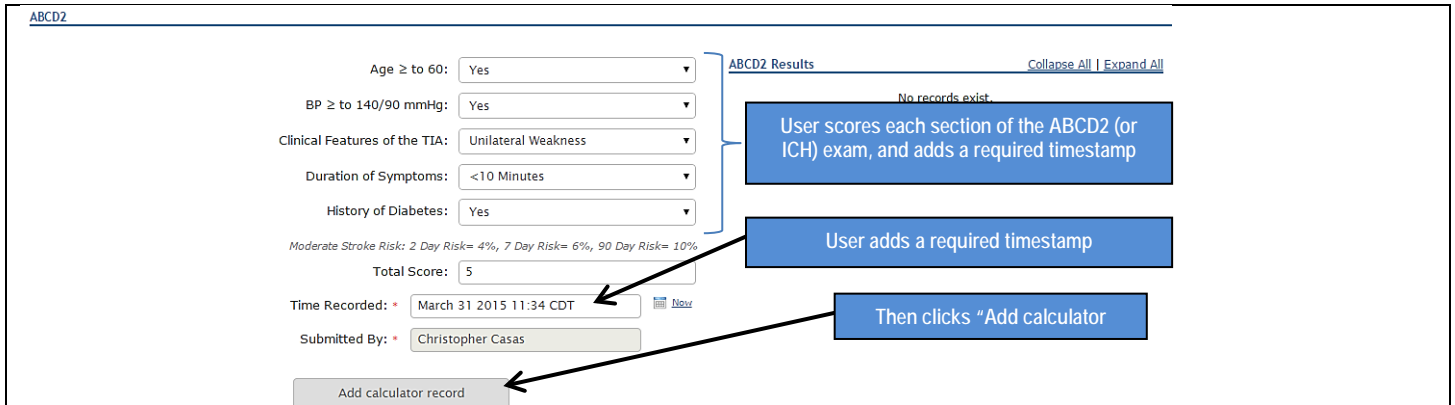
Customers Administrator or Spoke Administrator can "Assign" or "Disable" a users access to Locations within a single customer network		
Assigns ALL Locations to a User		Assigns a Single Location to a User
To Assign multiple locations to a User, hold down the "Ctrl" button, select locations, then		
Disables ALL Locations, a Single Location or Multiple Locations	All Locations Disabled	A Single Location Disabled	Multiple Locations Disabled

Additional Neuro Exams with Auto-Calculation (ABCD2 & ICH)

Feature Enablement: Yes (Requires Change Request)
Training Recommendations: Yes

Adhering to the "Time is Brain" principle, the Clinical Apps team has developed auto-calculating ABCD2 & ICH neuro exam tools to reduce the time it takes a neurologist to score these exams during a patient encounter. As a result, a neurologist can power through these additional neuro exams quickly, and reduce the amount of risk associated with interpreting a patient's final score.

ABCD2

Age ≥ to 60:	Yes
BP ≥ to 140/90 mmHg:	Yes
Clinical Features of the TIA:	Unilateral Weakness
Duration of Symptoms:	<10 Minutes
History of Diabetes:	Yes

Moderate Stroke Risk: 2 Day Risk= 4%, 7 Day Risk= 6%, 90 Day Risk= 10%

Total Score: 5
Time Recorded: * March 31 2015 11:34 CDT   Now
Submitted By: * Christopher Casas
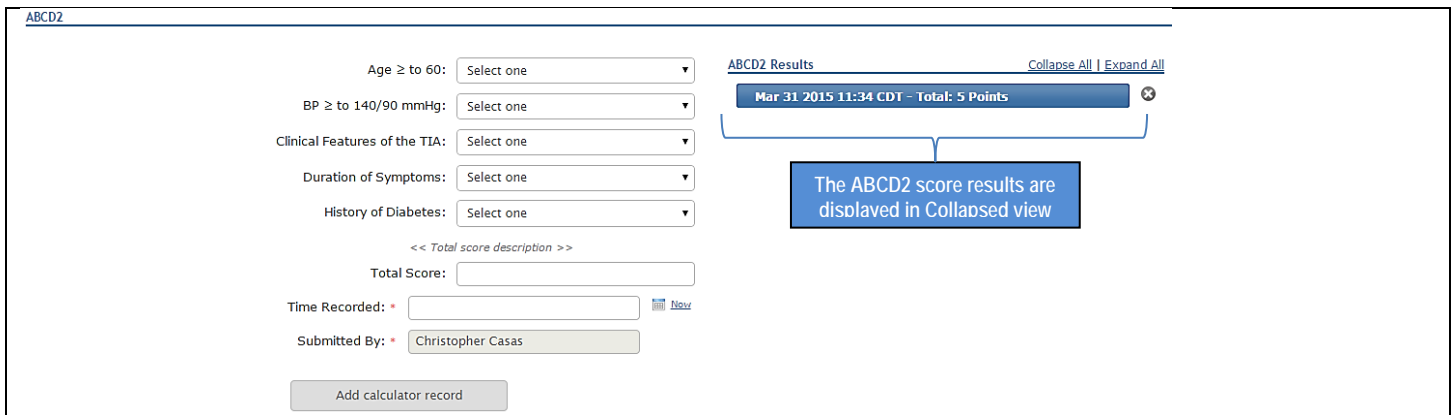
Add calculator record

ABCD2 Results   Collapse All | Expand All
No records exist.

User scores each section of the ABCD2 (or ICH) exam, and adds a required timestamp

User adds a required timestamp

Then clicks "Add calculator

ABCD2

Age ≥ to 60:	Select one
BP ≥ to 140/90 mmHg:	Select one
Clinical Features of the TIA:	Select one
Duration of Symptoms:	Select one
History of Diabetes:	Select one

<< Total score description >>
Total Score:
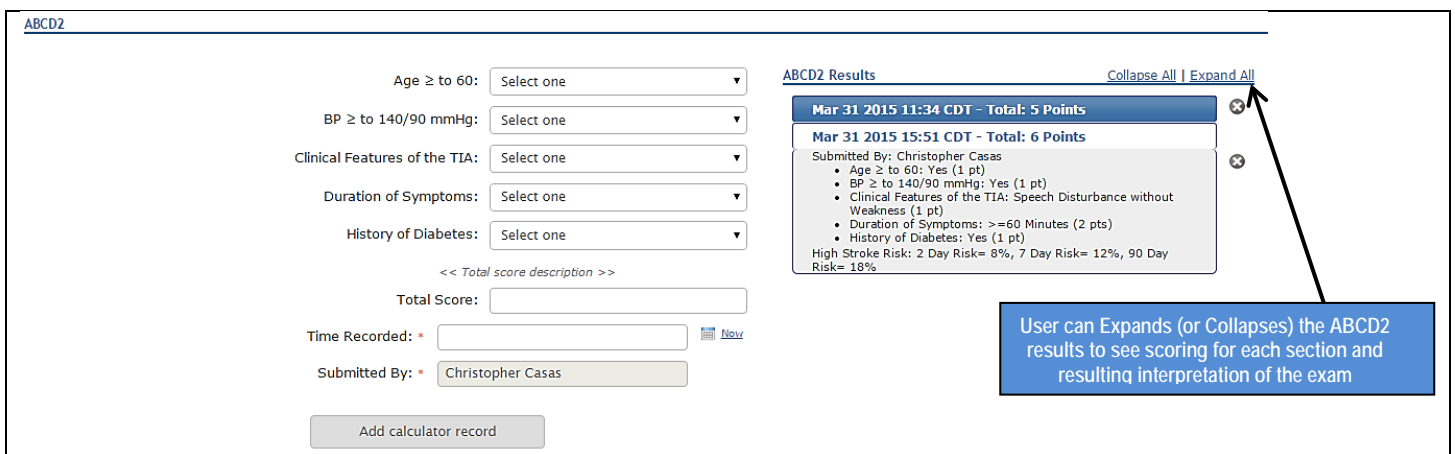Time Recorded: *   Now
Submitted By: * Christopher Casas

Add calculator record

ABCD2 Results   Collapse All | Expand All
Mar 31 2015 11:34 CDT - Total: 5 Points

The ABCD2 score results are displayed in Collapsed view

ABCD2

Age ≥ to 60:	Select one
BP ≥ to 140/90 mmHg:	Select one
Clinical Features of the TIA:	Select one
Duration of Symptoms:	Select one
History of Diabetes:	Select one

<< Total score description >>
Total Score:
Time Recorded: *   Now
Submitted By: * Christopher Casas

Add calculator record

ABCD2 Results   Collapse All | Expand All
Mar 31 2015 11:34 CDT - Total: 5 Points
Mar 31 2015 15:51 CDT - Total: 6 Points
Submitted By: Christopher Casas
• Age ≥ to 60: Yes (1 pt)
• BP ≥ to 140/90 mmHg: Yes (1 pt)
• Clinical Features of the TIA: Speech Disturbance without Weakness (1 pt)
• Duration of Symptoms: >=60 Minutes (2 pts)
• History of Diabetes: Yes (1 pt)
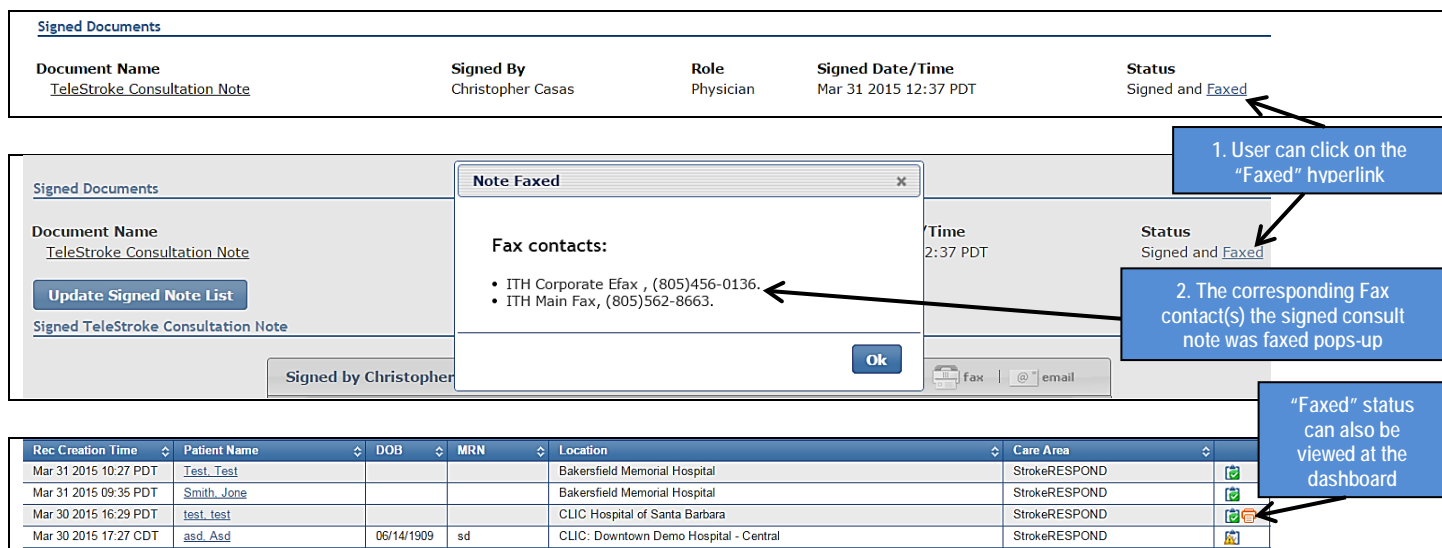High Stroke Risk: 2 Day Risk= 8%, 7 Day Risk= 12%, 90 Day Risk= 18%

User can Expands (or Collapses) the ABCD2 results to see scoring for each section and resulting interpretation of the exam

Auto-Faxing capabilities after a Consult Note is signed

Feature Enablement: All customers will receive this change (**upon request)**
Training Recommendations: None. All Auto-Faxing settings are configured internally by the Clinical Apps Team

Clinical Apps network customers can request the automatic faxing of consult notes to a single or multiple faxes after a consult note is signed. Customers who request this feature will no longer have to manually select a fax contact after a consult note is signed. Auto-Faxing will be configured internally only by the Clinical Apps team. Once an Auto-Fax is sent, users can view the consult note fax status under "Signed Documents" and on the customer's dashboard (see below).

Signed Documents

Document Name	Signed By	Role	Signed Date/Time	Status
TeleStroke Consultation Note	Christopher Casas	Physician	Mar 31 2015 12:37 PDT	Signed and Faxed

1. User can click on the "Faxed" hyperlink

Signed Documents

Document Name
TeleStroke Consultation Note

Update Signed Note List

Signed TeleStroke Consultation Note

Signed by Christopher

Note Faxed ✕

Fax contacts:
- ITH Corporate Efax , (805)456-0136.
- ITH Main Fax, (805)562-8663.

Ok

/Time
2:37 PDT

Status
Signed and Faxed

2. The corresponding Fax contact(s) the signed consult note was faxed pops-up

🖨 fax @ email

"Faxed" status can also be viewed at the dashboard

Rec Creation Time	Patient Name	DOB	MRN	Location	Care Area	
Mar 31 2015 10:27 PDT	Test, Test			Bakersfield Memorial Hospital	StrokeRESPOND	📋
Mar 31 2015 09:35 PDT	Smith, Jone			Bakersfield Memorial Hospital	StrokeRESPOND	📋
Mar 30 2015 16:29 PDT	test, test			CLIC Hospital of Santa Barbara	StrokeRESPOND	📋🗑
Mar 30 2015 17:27 CDT	asd, Asd	06/14/1909	sd	CLIC: Downtown Demo Hospital - Central	StrokeRESPOND	📋

2015 The Joint Commission Core Measures Update

Feature Enablement: All customers will receive this change
Training Recommendations: Yes. Users must be shown changes to Last Known Well (LKW) Time on the Patient Info tab

In keeping with our Clinical best practices focus, the Clinical Apps team developed the Last Well Known Time stamp to address 2015 Joint Commission Stroke Core Measures. The Last Known Well Time stamp replaces ALL network customers' default "Onset Time" stamps. Under the Patient Info tab two radial buttons (Unknown and Known) are now present next to the "Last Known Well Time" label.

1. At the Patient Info tab, users select one of the below radial buttons

Last Known Well Time: ○ Unknown ○ Known

2. If user selects "Unknown"

Last Known Well Time: ◉ Unknown ○ Known

3. If user selects "Known", a timestamp field appears unpopulated. User can click on "Now" or manually enter date and time via "Calendar" button

Last Known Well Time: ○ Unknown ◉ Known

📅 Now

4. There are two follow up questions users should answer as part of this new workflow

Last Known Well

Last Known Well Time: ○ Unknown ◉ Known
March 31 2015 12:50 PDT 📅 Now

Last Known Well Type: [Select One] ▼

LKW or stroke symptoms occurred after hospital arrival
(in-house stroke): [Select One] ▼

iPad App Performance Improvements
Feature Enablement: All customers will receive this change
Training Recommendations: None

The InTouch Clinical Apps and StrokeRESPOND iPad app speed and performance has been significantly improved. The application is now much faster and more responsive when in a session with a Patient Access Device. Some of the iOS developments mirror what has been developed and described above (i.e. ABCD2/ICH exam tools, Last Known Well Time). In addition, users who are part of networks subscribing to multiple clinical applications will be prompted to select an application when creating a new patient. InTouch Clinical Apps development team is continuing to make additional improvements in the iPad speed and performance.

Additional Clinical Applications Added

TelePeds with special year(s), month(s) and day(s) auto-calculating display:

Date Of Birth: [2014 ▾] [January ▾] [18 ▾]
1 year(s), 2 month(s), 13 day(s)

Bug Fixes
The 3.4 release includes a list of 18 bug fixes to improve the performance and usability of the application.