AWARxE Communications Module

User Support Manual

February 2019

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1 Communications Module Overview

Clinicians need the ability to recognize and call attention to important medical events, such as mitigating or exacerbating factors, on a patient's PMP report. The Communications Module is designed to meet this need. Within the module, the Care Notes feature has been added to the NarxCare Report. Care Notes is a clinician-only feature that allows specific, clinically relevant notes or events to be appended to a patient's PMP record. These notes are visible only on the PMP report and to clinicians who have the Communications Module enabled.

Note: *To have the Communications Module enabled, clinicians must meet specific requirements such as having a unique personal ID (e.g., DEA number) and not sharing that ID with other clinicians (e.g., within an institutional setting).*

Additionally, the module provides a direct clinician-to-clinician messaging client within the PMP to allow clinicians to securely communicate and share information regarding a patient in their care. This direct messaging feature is available only in NarxCare, not in the PMPs themselves, and permits the exchange of information between verified PMP users regarding a single patient under the care of multiple clinicians.

This document describes how to create and view Care Notes and clinician-to-clinician messages within the Narx Report.

Note: *For complete instructions on using AWARxE, including how to log in to the system and create a Narx Report, please refer to the AWARxE User Support Manual.*

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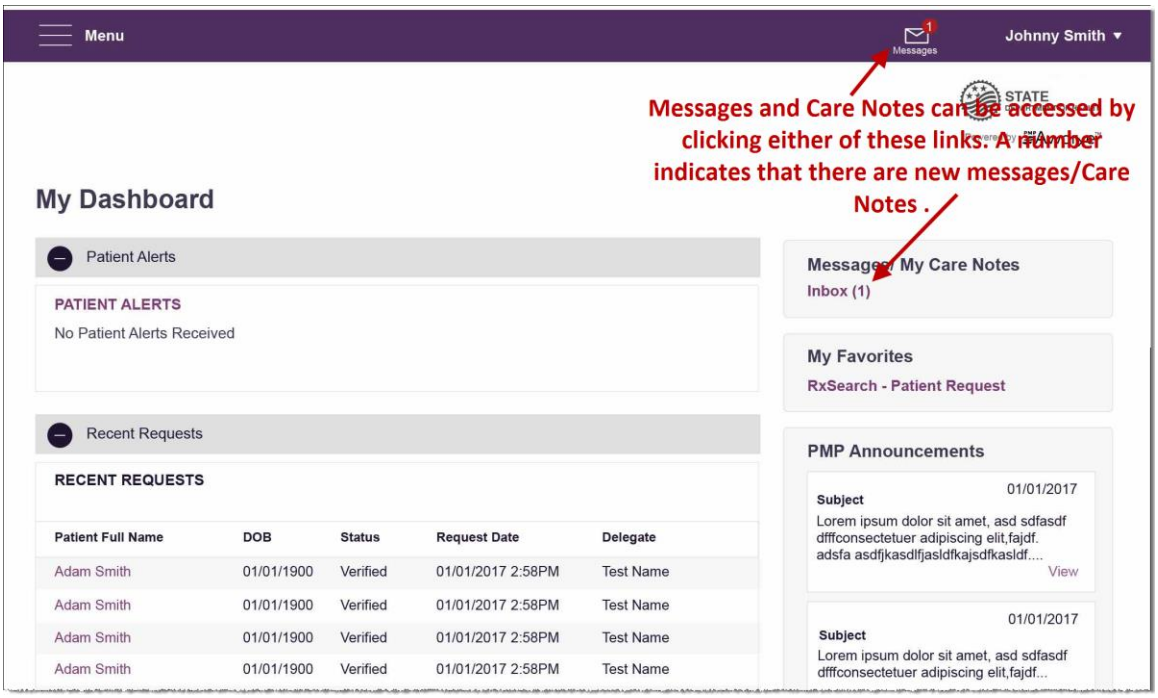
2 Accessing Your Inbox

Clinician-to-clinician messages and Care Notes are stored in your inbox, which can be accessed by:

1. Clicking **Inbox** from the Messages/My Care Notes section of your dashboard; or
2. Clicking the **Messages** link on the menu bar.

New messages and/or Care Notes are indicated by a number (i.e., the number of new messages) next to the **Inbox** link in the Messages/My Care Notes section of your dashboard and on the **Messages** link on the menu bar.



Once you have clicked either link, your inbox is displayed as shown on the following page.

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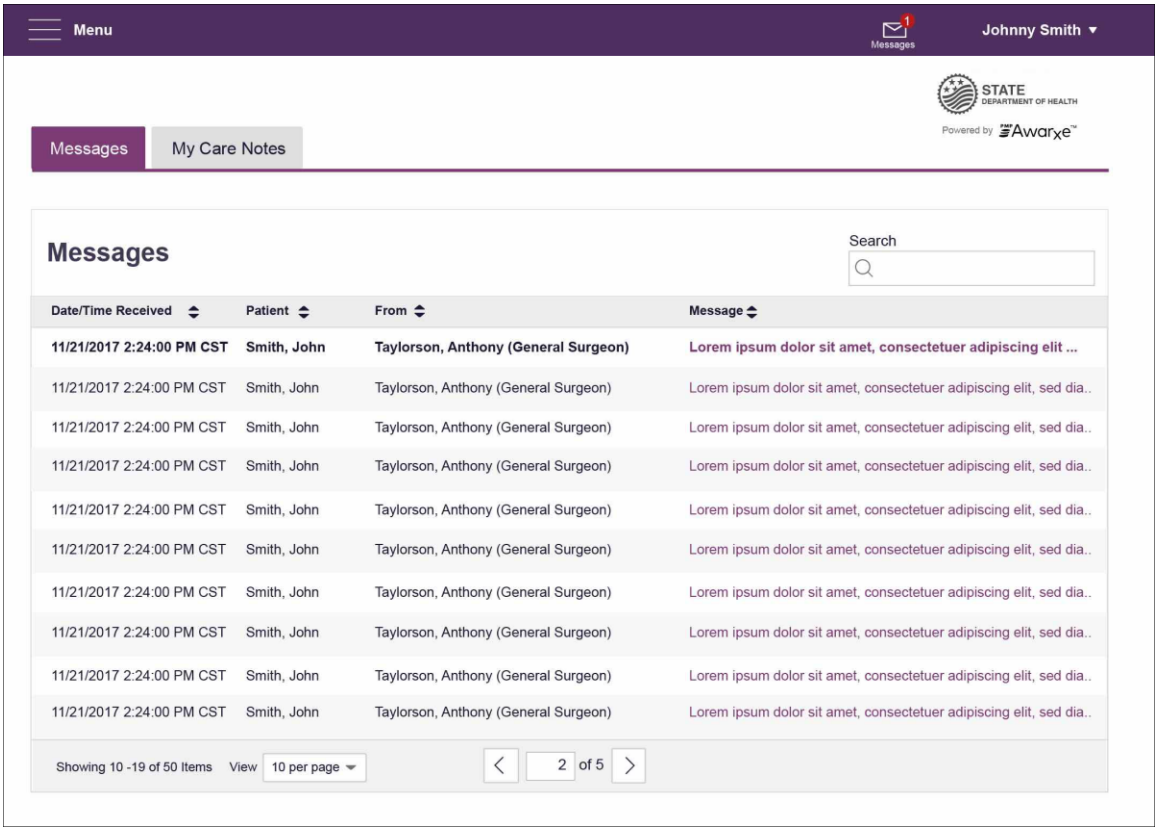

Your inbox contains two tabs: **Messages** and **My Care Notes**. The **Messages** tab is displayed by default. Note that both messages and Care Notes are contained within the Narx Report; therefore, when viewing messages/Care Notes, you are accessing the Narx Report for the patient indicated in the **Patient** column.

You can manage how many messages or Care Notes are displayed at any given time by changing the number in the **View** field at the bottom of the list. You can also use the arrows to navigate through your messages/Care Notes.

- **Messages.** The **Messages** tab displays the date and time the message was received, the patient who is the subject of the message, the user who sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top. New messages are displayed in **bold** until viewed.

  Click the link in the **Message** column to view the message.

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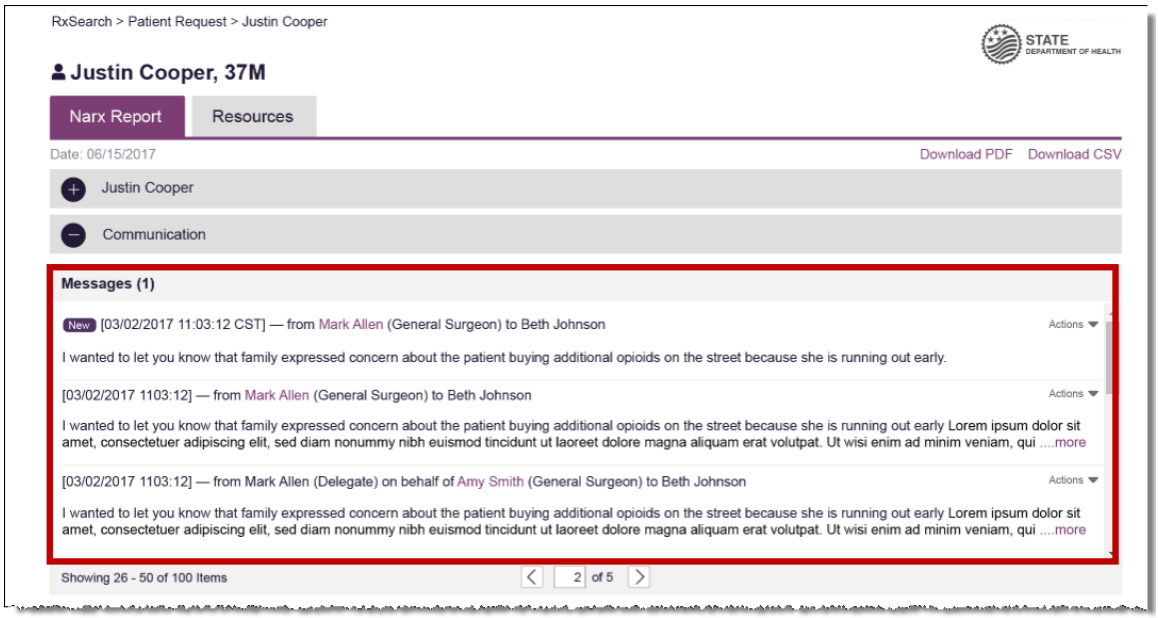
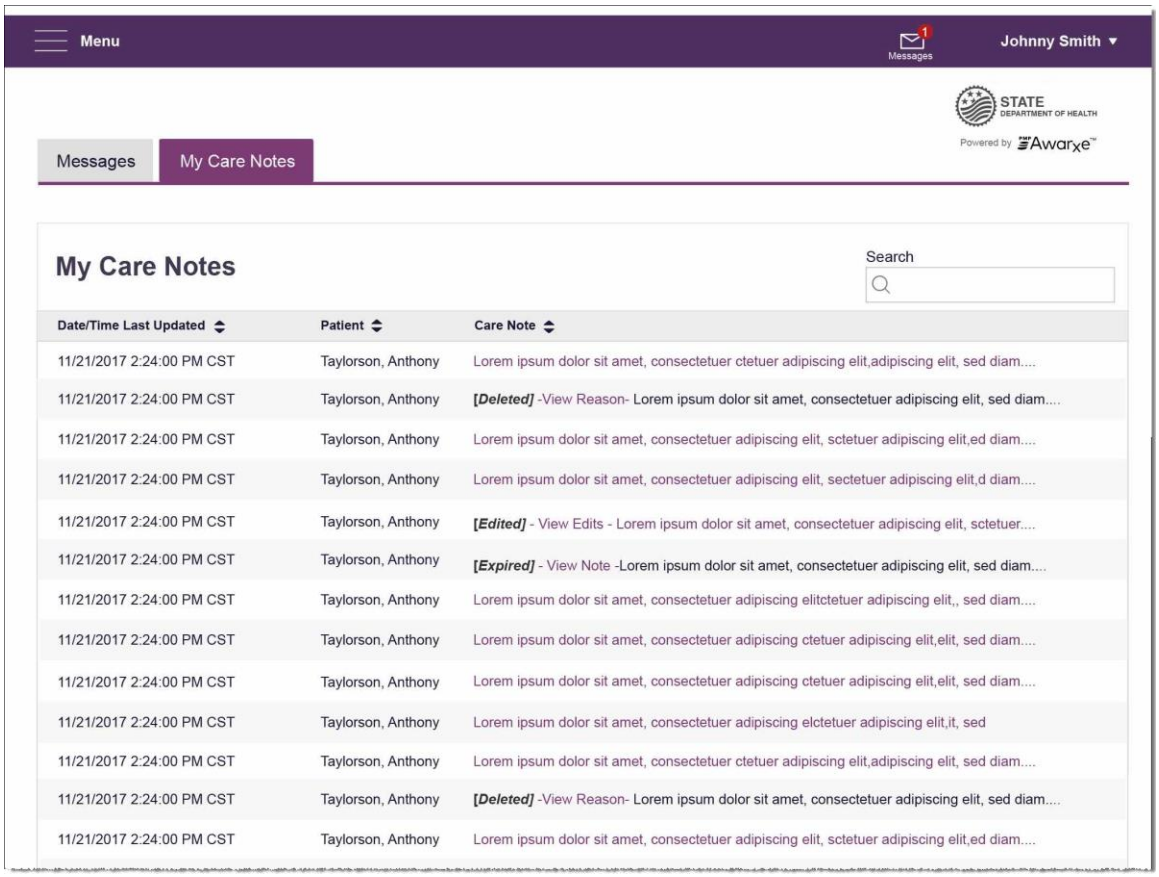
The Narx Report for that patient is displayed, and you are automatically directed to the Messages section of the report.



Refer to Clinician-to-Clinician Messaging for information on responding to messages and creating new messages.

- **My Care Notes.** Click the **My Care Notes** tab to display your Care Notes.



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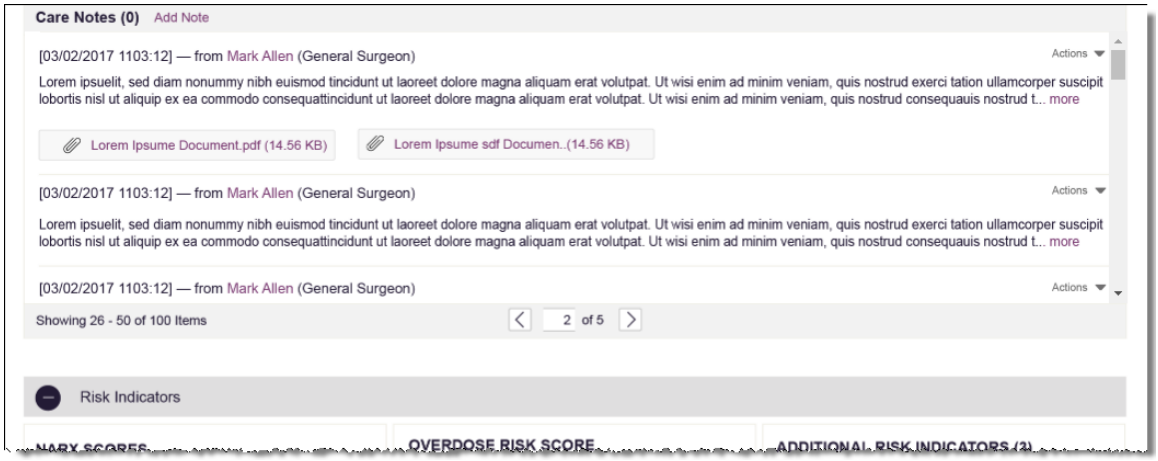
The **My Care Notes** tab displays the date and time the care note was last updated, the patient who is the subject of the note, and a preview of the note text. Care Notes are displayed in descending order, with the most current notes at the top. New Care Notes are displayed in **bold** until viewed.

Click the link in the **Care Note** column to view the note.

The Narx Report for that patient is displayed, and you are automatically directed to the Care Notes section of the report.



Refer to Care Notes for information on adding new Care Notes to a patient record.

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3 Clinician-to-Clinician Messaging

3.1 Creating a New Message

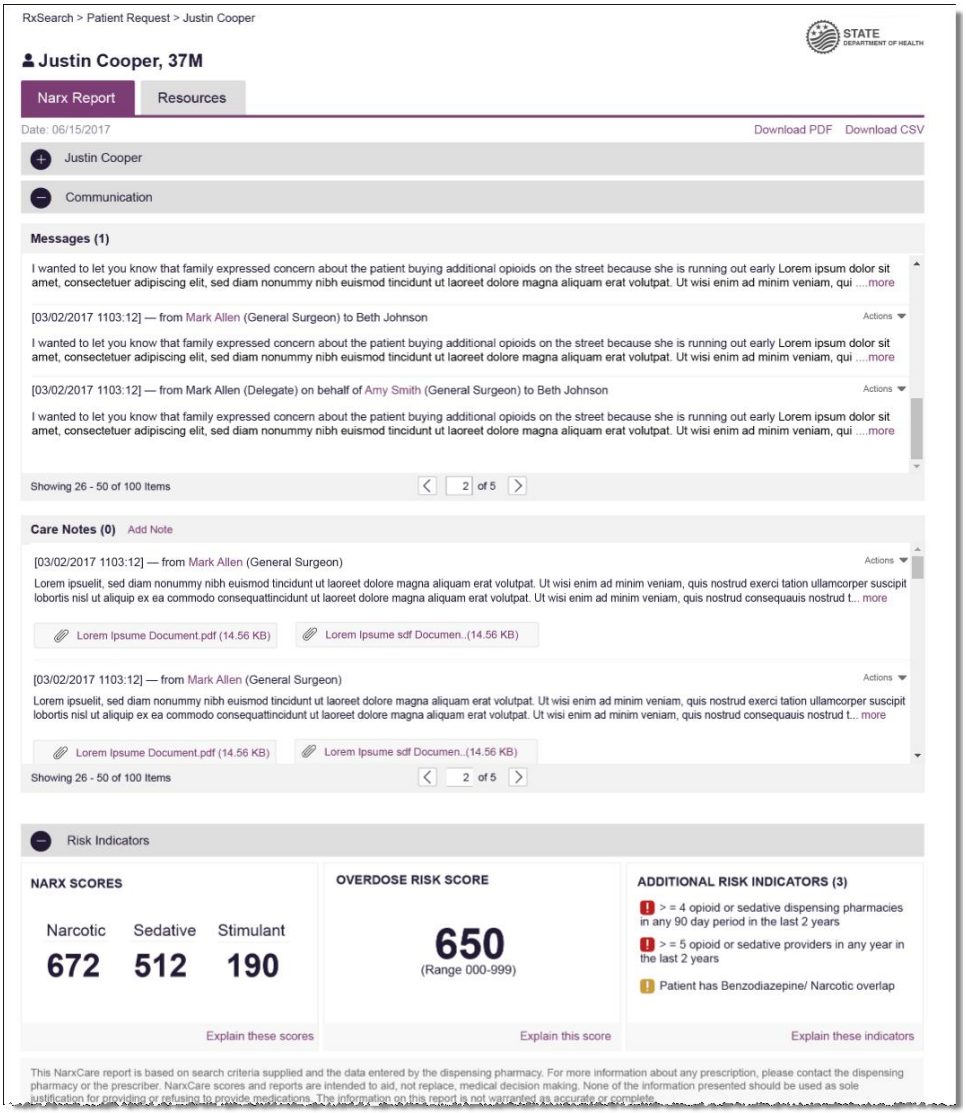
You can send a message regarding a specific patient to another clinician who is also treating that patient from within the Narx Report.

Note: *This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Appriss recommends direct communication with the desired recipient outside of the PMP.*

To send a new message:

1. Generate a Narx Report for the patient using the instructions provided in the "Creating a Patient Report" section of the *AWARxE User Support Manual*.

   The Narx Report is displayed.



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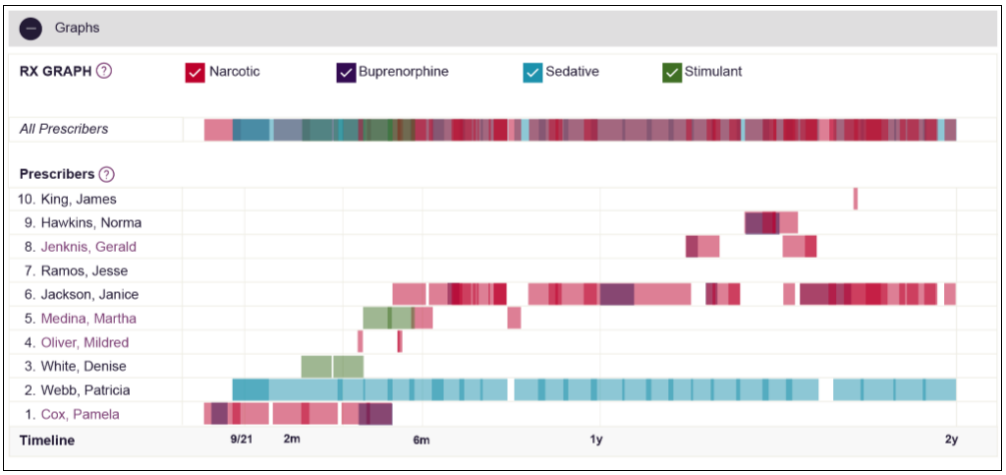
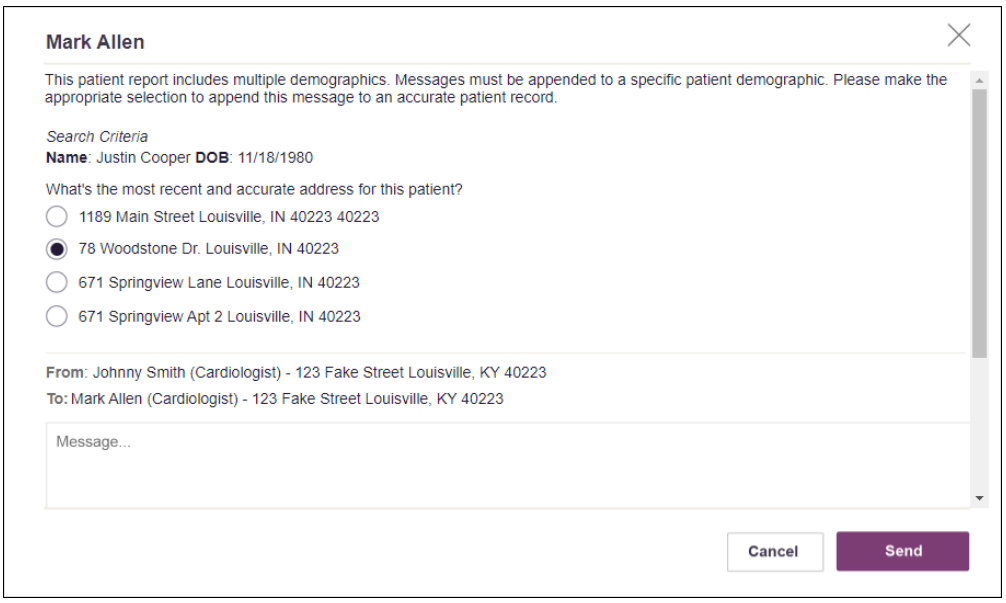
2. Scroll down to the Prescribers section of the Rx Graph. Available prescribers are indicated by hyperlinked names.



3. Click the prescriber's name to send a message regarding the patient.

   Note: *If the prescriber's name is not a hyperlink, that prescriber is not available for messages. Prescribers may be unavailable for messages based on a number of factors, including being located out of state or having an invalid identifier.*

   The Message Creation window is displayed.



4. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

   Note: *If multiple demographics do not exist, you can skip this step.*

5. Type your message in the **Message** field, then click **Send**.

   The message is sent, and the prescriber will be able to view it the next time they log in to AWARxE.

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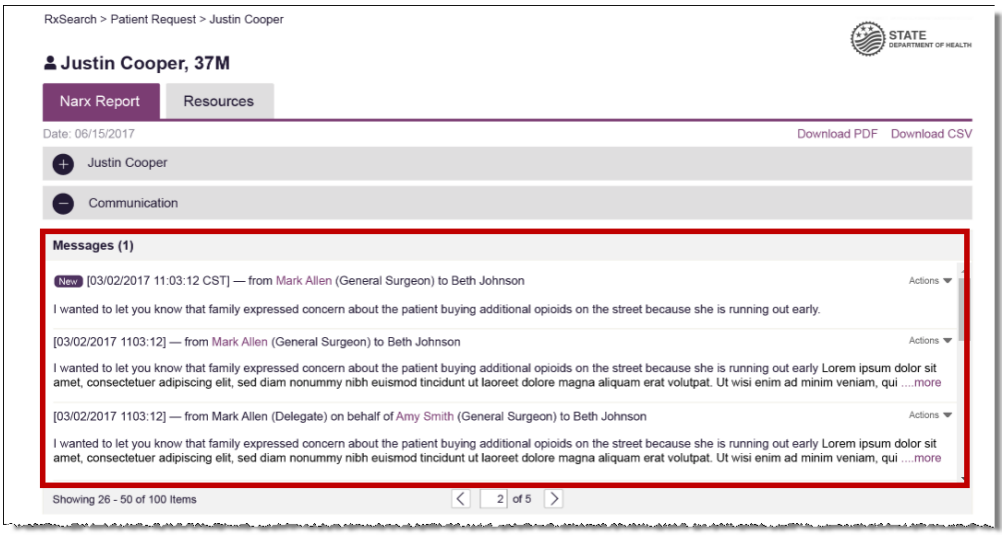
3.2 Responding to an Existing Message

If a prescriber has sent you a message, it will be available in your inbox. To read and respond to a message:

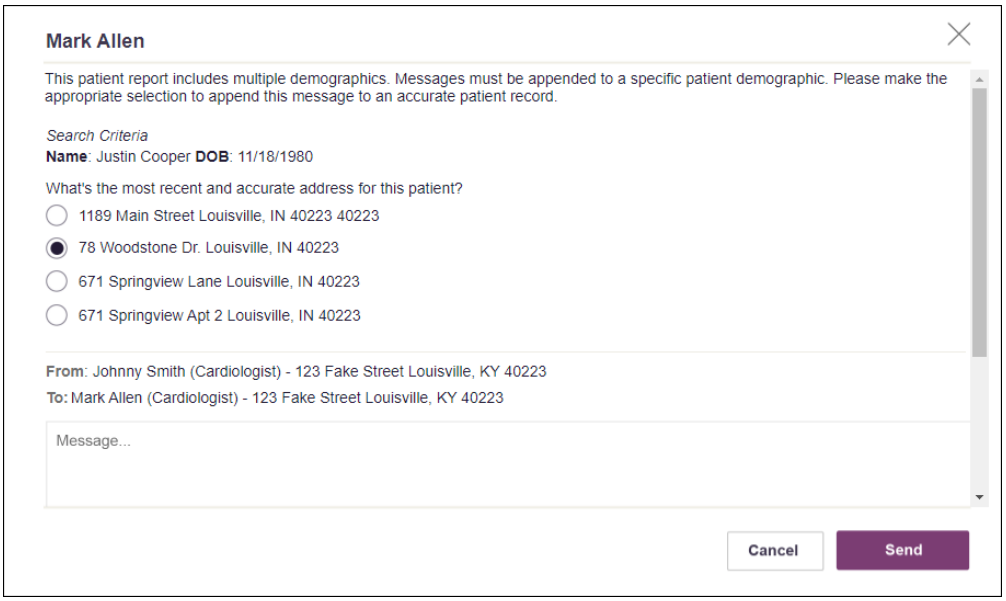
1. Open the message using the instructions provided in the Accessing Your Inbox section of this guide.

   The Narx Report is generated and displayed, and you are automatically directed to the Messages section of the report.



2. To respond to a message, click the prescriber's name, located in the **From** field of the message heading.

   The Message Creation window is displayed.



3. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

   Note: *If multiple demographics do not exist, you can skip this step.*

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4. Type your response in the **Message** field, then click **Send**.

   The message is sent, and the prescriber will be able to view it the next time they log in to AWARxE.

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4 Care Notes

The Care Notes feature allows you to add specific, clinically relevant notes or events to a patient's PMP record (e.g., "the patient has a pain contract") to be viewed by any provider who views the patient's record. You can also edit and/or delete Care Notes that *you* added to the patient's record.

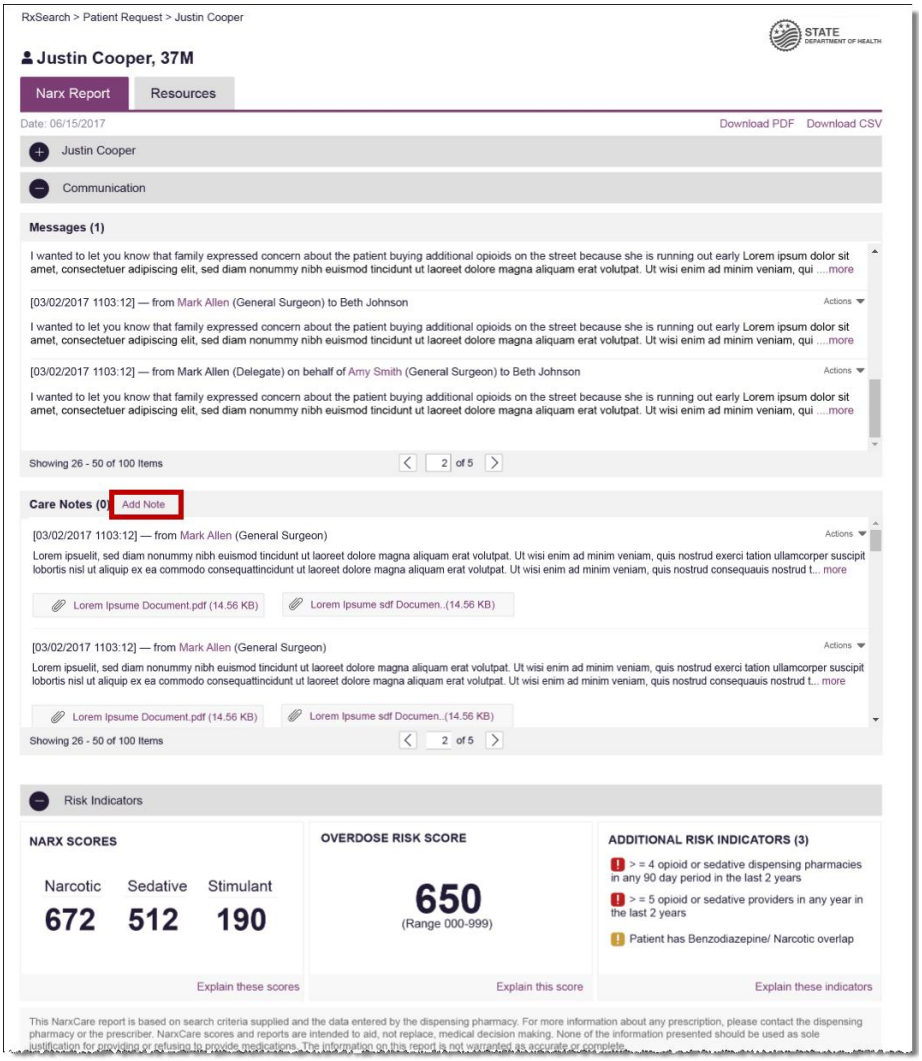
Note: *This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Appriss recommends direct communication with the desired recipient outside the PMP.*

4.1 Adding a New Care Note

To add a new Care Note to a patient's record:

1. Generate a Narx Report for the patient using the instructions provided in the "Creating a Patient Report" section of the *AWARxE User Support Manual*.

   The Narx Report is displayed.



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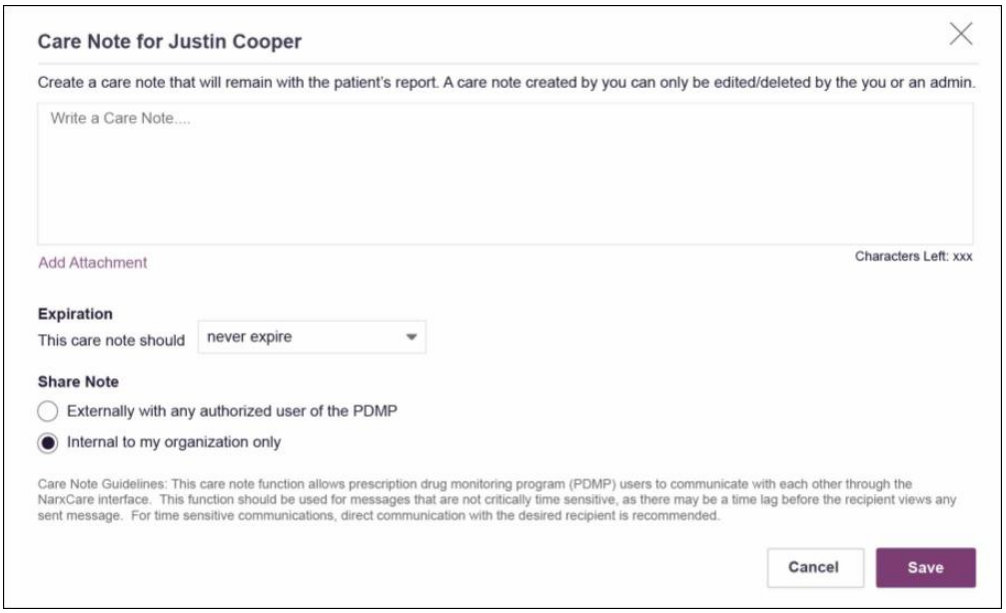
2. Click **Add Note** in the Care Notes section of the page.

   The Care Note creation window is displayed.



3. Type your note in the **Write a Care Note** field. *Note that Care Notes are limited to 1000 characters.*
4. If you need to attach a document to the Care Note (e.g., care plans, pain contracts, etc.), click **Add Attachment** and select the file you wish to attach. *Note that HTML attachments cannot be accepted for security purposes. In addition, inappropriate content, either in text form or document or photo attachments, should not be posted. If you notice inappropriate use of the Communications Module, you can flag inappropriate content by following the instructions in the [Flagging a Message/Care Note as Inappropriate](#) chapter of this document.*
5. In the **Expiration** field, use the drop-down menu to select when the Care Note should expire.

- You can choose to have the Care Note never expire or to expire after 3 months, 6 months, 12 months, or a custom number of months.

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- If you choose the **expire after custom months** option, you will be prompted to enter the number of months after which the Care Note should expire. The maximum allowed is 99 months.

6. If you are adding a Care Note to a patient report via an EHR integration, the **Share Note** field will be displayed. Use this field to indicate whether the Care Note should be shared externally with any authorized PMP user or internally with your organization only.
7. Click **Save**.

   The Care Note is saved and immediately appended to the patient's record.

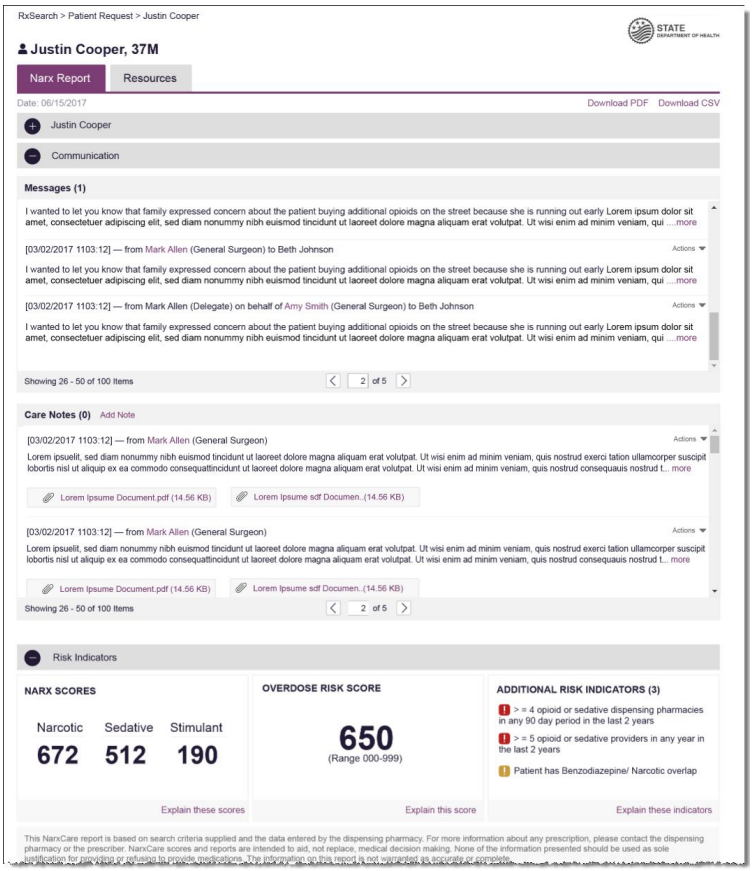
4.2 Editing a Care Note

Note: *You can only edit Care Notes added by you. Your State Administrator may also edit your Care Note, if necessary.*

To edit your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the "Creating a Patient Report" section of the *AWARxE User Support Manual*.

   The Narx Report is displayed.



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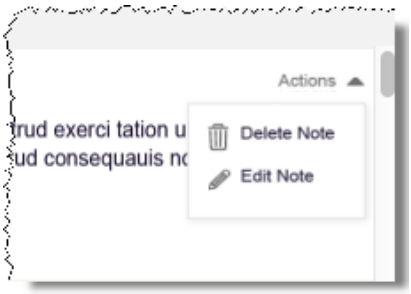
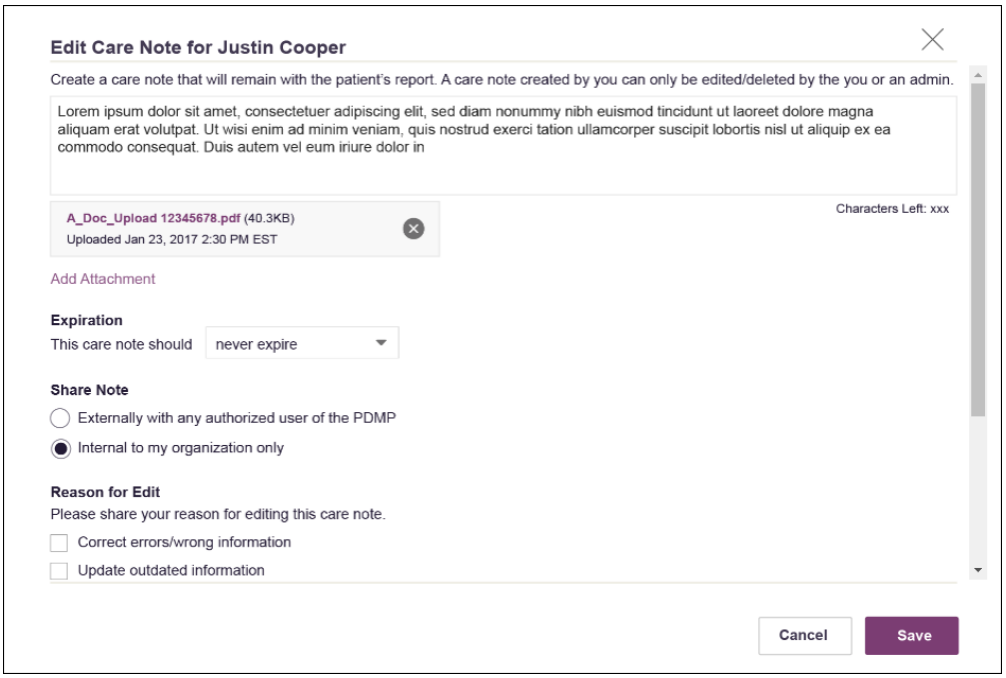
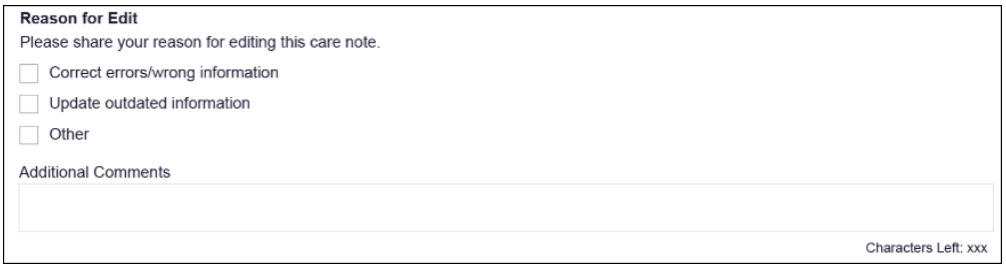
2. In the Care Notes section of the page, locate the note you wish to edit.
3. Click the **Actions** drop-down for the note and select **Edit Note**. *Note that this option is only available on notes created by you. You cannot edit Care Notes created by other clinicians.*



The Edit Care Note window is displayed.



4. Edit the Care Note as necessary. You may refer to steps 3-6 of the Adding a New Care Note section of this document for more information about the fields displayed on this window.
5. Once you have finished editing the Care Note, select the reason for editing the note in the **Reason for Edit** field. You may add any additional comments regarding the edit in the **Additional Comments** field. *Note that if you select **Other** as the reason for your edit, you must complete the **Additional Comments** field.*



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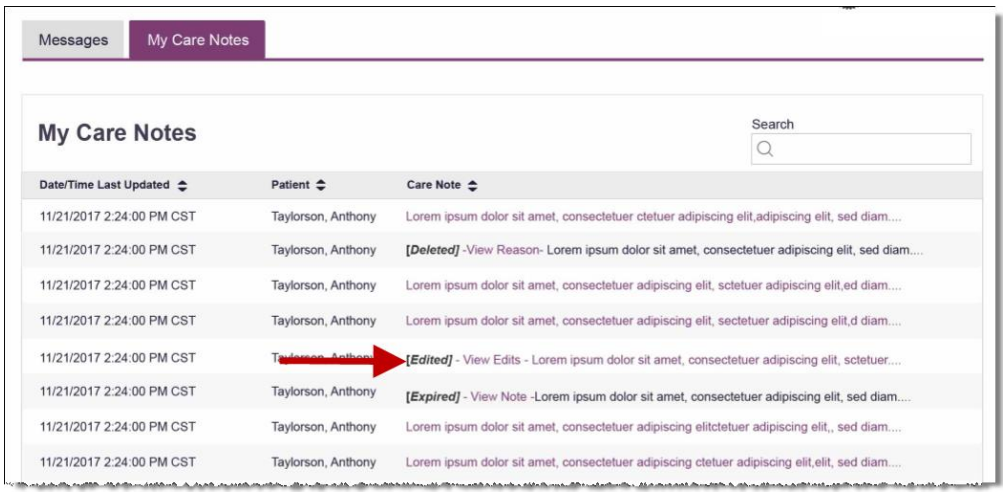
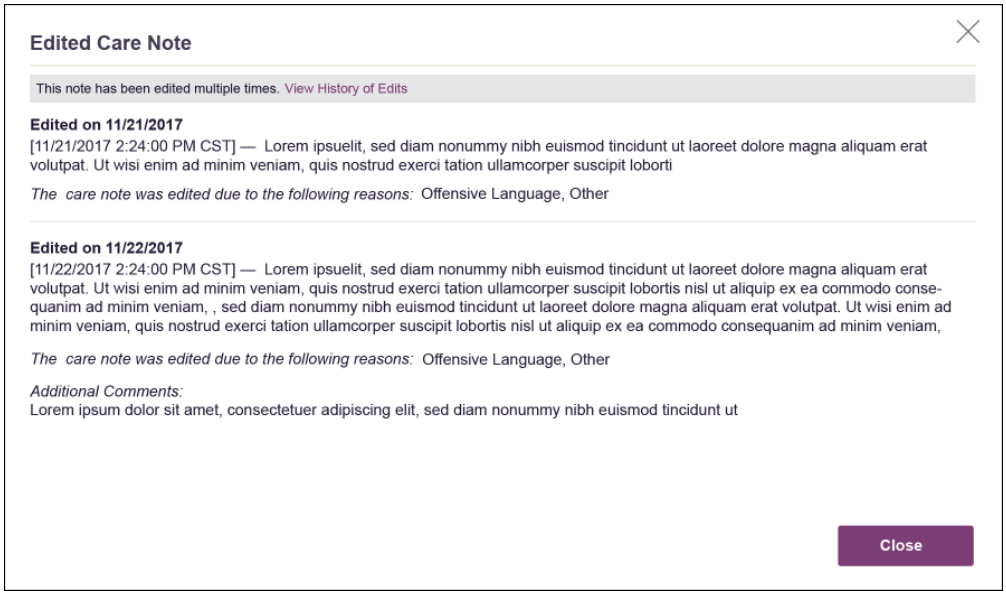
6. Click **Save**.
   - Your edits are saved, and the Care Note is immediately updated on the patient's record.
   - Care Notes that have been edited by you or by the State Administrator are indicated with ***[Edited]*** next to the Care Note description in your inbox.



You may click **View Edits** to view the Care Note's edit history. Note that the edit history is only viewable by you and your State Administrator.



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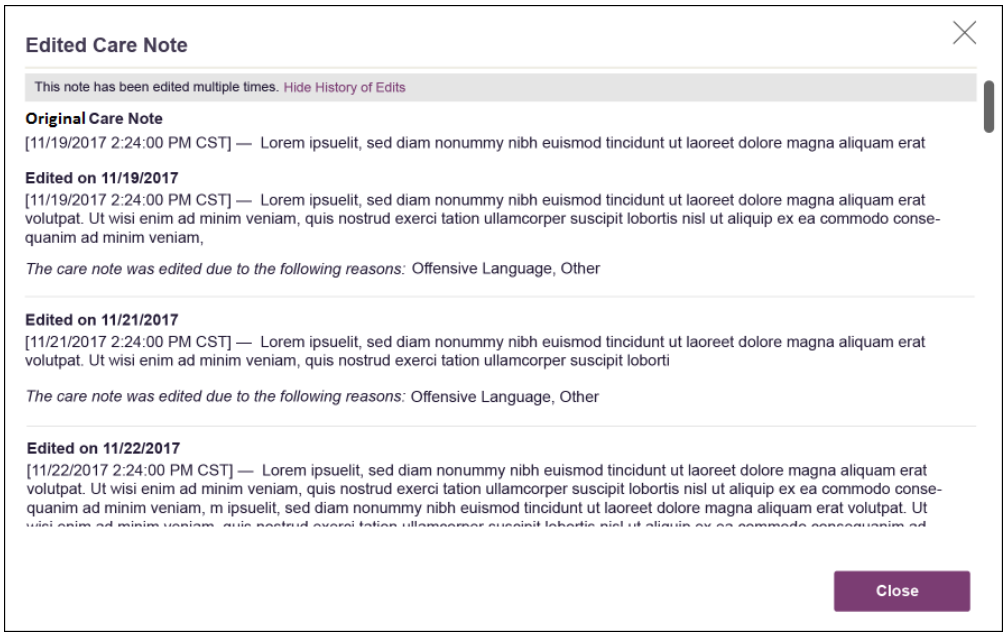
If the Care Note has been edited multiple times, you can click **View History of Edits** to view the entire edit history.



4.3 Deleting a Care Note

Note: *You can only delete Care Notes added by you. Your State Administrator may also delete your Care Note, if necessary.*

To delete your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the "Creating a Patient Report" section of the *AWARxE User Support Manual*.

   The Narx Report is displayed as shown on the following page.

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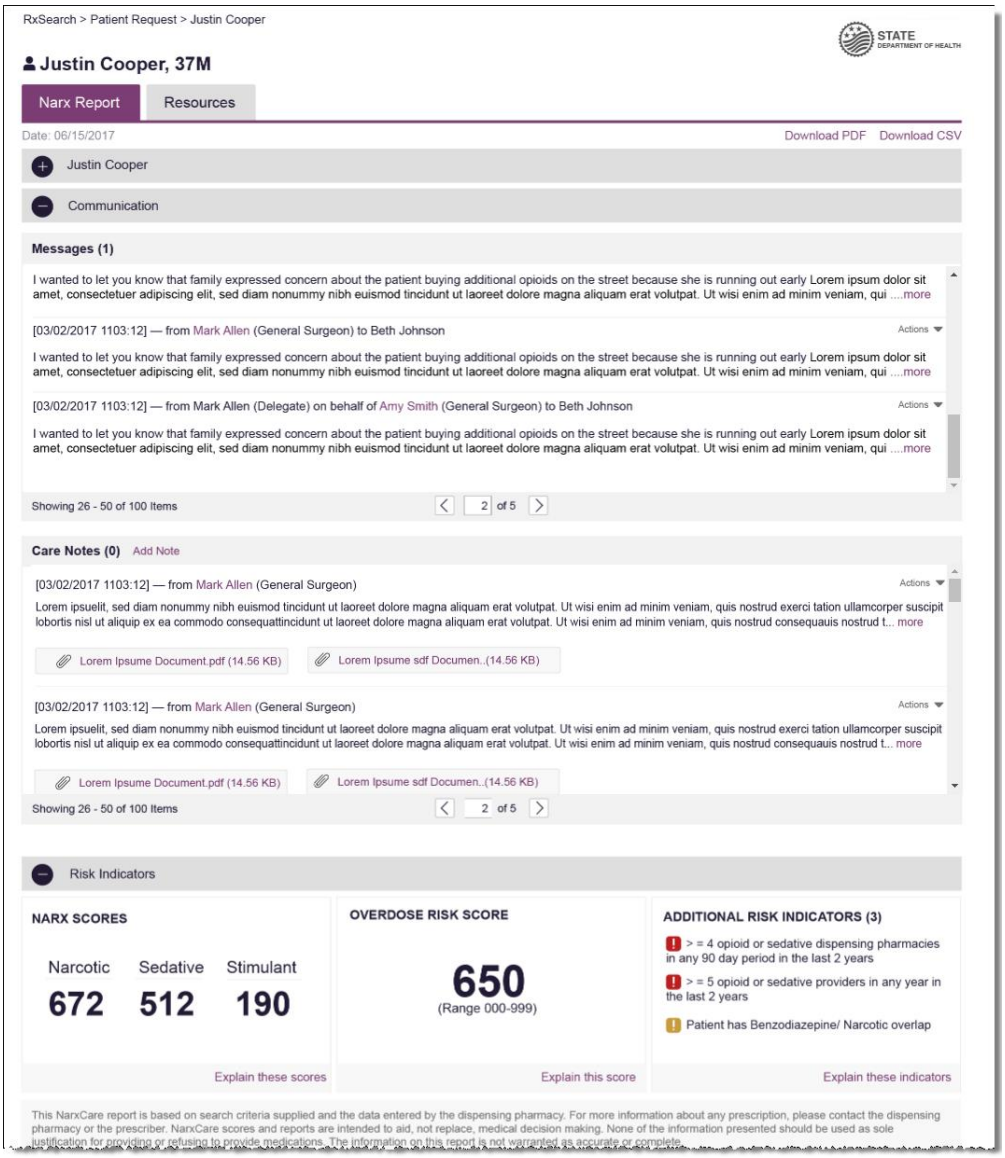
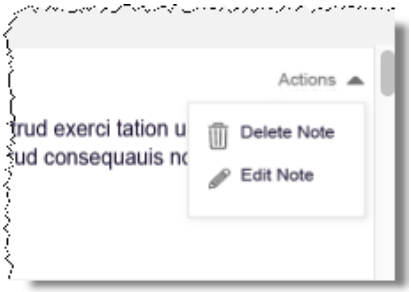


2. In the Care Notes section of the page, locate the note you wish to delete.
3. Click the **Actions** drop-down for the note and select **Delete Note**. *Note that this option is only available on notes created by you. You cannot delete Care Notes created by other clinicians.*



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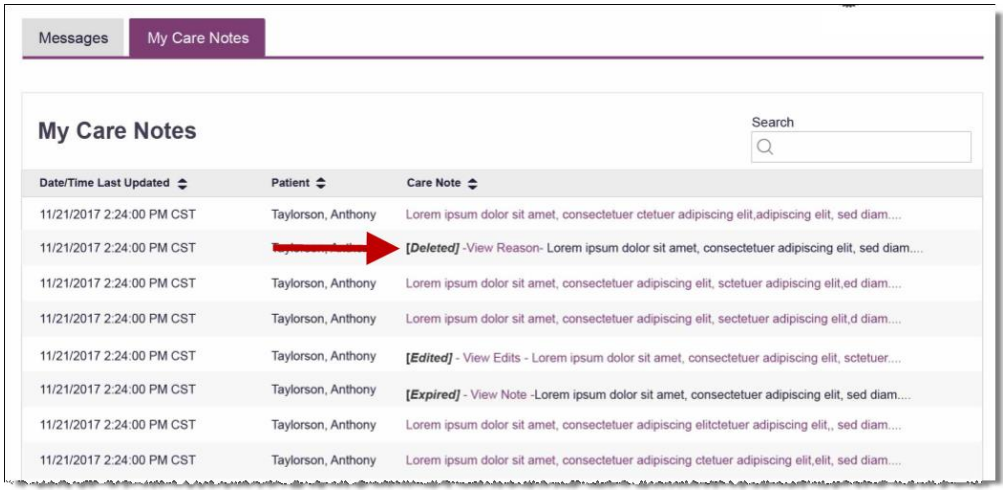
The Delete Care Note window is displayed.

4. Select the reason you are deleting the Care Note. You may add any additional comments regarding the deletion in the **Additional Comments** field. *Note that if you select **Other** as the reason for your deletion, you must complete the **Additional Comments** field.*
5. Click **Submit**.
   - The Care Note is immediately removed from the patient's record and will no longer be visible to you or any other prescriber.
   - Care Notes that have been deleted by you or by the State Administrator are indicated with ***[Deleted]*** next to the Care Note description in your inbox.



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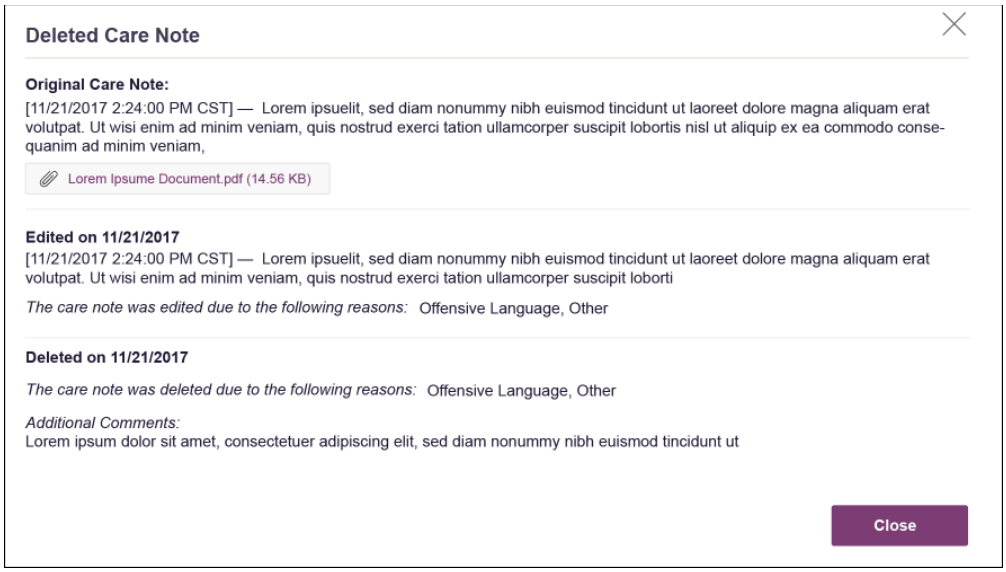
- You may click **View Reason** to view the Care Note's edit history and reason for deletion. Note that the edit history is only viewable by you and your State Administrator.



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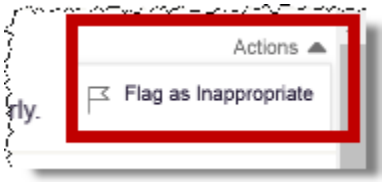
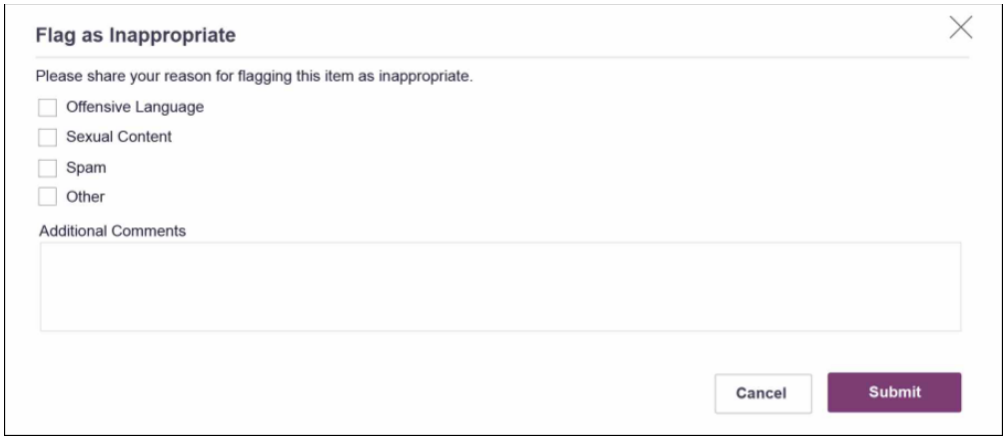
5 Flagging a Message/Care Note as Inappropriate

If you have received an inappropriate message and/or Care Note, you can flag it for review by the State Administrator. To flag a message or Care Note for review:

1. From the Messages or Care Notes section of the Narx Report, click the **Actions** drop-down and select **Flag as Inappropriate**.



The Flag as Inappropriate window is displayed.



2. Select the reason you are flagging the message or Care Note as inappropriate. You may add any additional comments regarding your reason in the **Additional Comments** field. *Note that if you select **Other** as the reason for flagging the message or Care Note, you must complete the **Additional Comments** field.*
3. Click **Submit**.

   The message or Care Note is flagged and sent to the State Administrator for review.

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6 Document Information

6.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing; however, information is subject to change.

6.2 Change Log

Version	Date	Chapter/Section	Change Made
Draft Versions			
DRAFT	12/17/2018	N/A	N/A; initial draft publication
DRAFT v2	01/02/2019	Global	Updated with feedback
Published Versions			
1.0	02/01/2019	Global	Finalized for publication

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