

HCA Connect Users Guide

For Testing & Treatment Site Users

Release Date: 6/5/2015

Revised: 08/30/2016



Hep C Training Brochure For Testing & Treatment Site Users https://hcaconnect.net/openemr/

NOTE:

HCA's preferred and supported browser is Google Chrome. Firefox does work, and HCA will provide some support for users. Internet Explorer works, but we are limited on the support we can provide.

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HCA Connect	
HCA CONNECT - Hep C Alliance, Inc.	
HepC Username:	

Username: Password:

> Login v4.1.2 (5) | Ac

Alliance

Logging In:

In HCA Connect, at the Hep C Alliance pop-up box, the User Name will be your site ID number; enter your password, and click Login.

Entering New Clients

Open the Search or Add Patient screen:

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Administration		Allow Patient Portal:	YES 🔻		LABEL NUMBER:		

Choose Patients In the far left column and enter the patient's name to verify patient isn't established as a patient in the EMR.

Enter the client's name: first, last, tabbing between boxes. Enter the client's gender and date of birth (choose the correct date from the box):

DOB: 1994-06-3

Note that when entering the date year, select the << button on the left for even years and >> on the right for odd years, for faster entry.

Enter the Homeless status from the drop-down menu (should a patient list a treatment center or halfway house as an address, this means the patient is homeless). Enter the client's complete home address, using the drop-down menu for the state. Enter phone number; enter [000-000-0000] should the patient not have a number. Now select your test site name from the drop down by test site. Enter the client's marital status from the drop-down menu. Enter the client's race from the drop-down menu, and enter the last four digits of the Social Security number. If number not present, use 0000.

DO NOT ENTER ANYTHING IN THE LABEL NUMBER box! You may enter your offices internal client ID in the Test Site Client ID box.

ONLY ENTER FIELDS THAT HAVE TITLES IN RED.

NEW PATERT CLEAR ACTIVE PATERT Hide Menu		Patient: Roin Abdul Bashir (15391) DOB: 06/06/1984 Age: 30			Encounter History
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	Last 4 of SSN:		Contact Email:		
menager(2)	Risk Assessment On File:	Unassigned V	Test Site Client ID:		
Patient/Client	Allow Patient Portal:	YES 🔻	LABEL NUMBER:	_	
Patients	Have you ever been tested	for Hepatitis C:	Unassigned V		
New/Search	Did you have a blood transf	usion before 1992?:	Unassigned 🔻		
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Current	Do you have any Tattoos or	body piercings?:	Unassigned 🔻		
Mult History	Have you been in contact v	vith an individual with Hepatitis C?:	Unassigned 🔻		
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Continue by completing all the risk factor questions obtained from the patient's signed HCV Risk Assessment and Test Consent form or HCV RNA, Quantitative Real Time PCR or Genotype consent form. Should a patient have additional labs drawn i.e. CBC, Liver Function Panel, write the name of the lab(s) in the bottom right corner. These consent forms **DO NOT** need to be faxed to us; we draw demographic information from the EMR when needed.

Patients having **only** labs drawn, i.e. CBC, Liver Function Panel, are to fill out and sign a lab consent form for Ancillary, Health Risk Assessment, and STD blood draws. This form and a doctor's/nurse practitioner's order **are to be faxed to us** at 573-442-6736.

YOU MUST ANSWER EACH QUESTION in the EMR by using the drop down boxes by selecting either YES, NO, or NA. Answer with NA for patients having **only** labs drawn.

Make sure to select if you have a client's signature on file; it is State law to have a signed consent form.

Enter the name of the person that completed the blood draw.

Select NO on Ancillary Test Drawn unless you are paying Hep C Alliance to complete other test(s) for the client ex: CBC.

Select no if the client isn't a PALS client.

Select NO in the Health Risk Assessment Box unless you are ordering test code number 92062 - DIABETES AND ASCVD RISK PANEL WITH SCORES

Select NO in the STD test drawn box unless you are paying HepC Alliance to perform a STD test for the patient (a Hep C Test is NOT CONSIDERED AN STD TEST)

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	I have requested lab testing as order by my doctor or nurse. I understand that Hepatitis C is a reportable disease, and that lab testing involves a blood test and that this test, while confidential, will not be provided to individuals seeking anonymous testing. Your responses to the above are confidential, and HepC Alliance or authorized researchers may use the information you provide in research; however, no information that would make it possible to identify you will be included in any reports. In addition, I authorize the County Health Department, Testing Site, and the HepC Alliance to contact me regarding the results of my lab tests.		¥ ± 0
Page: 1 of 1 Words: 184 🕉		B 3 ≡ 110% — U	*

If the client has Tricare, Medicare or Medicaid Mark the box for Insurance square – these each open up a new box of blanks to complete.

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Find: by: Name ID SSN DOB Any Filter	CoPay: Accept Assignment: YES Secondary Insurance Provider: Unassigned Search/Add Insurer					

NOTES ON ENTERING INSURANCE INFORMATION:

- Be sure to ask every patient if they have Tricare, Medicaid, or Medicare.
- Explain to each client we never bill them if Medicaid or Medicare does not pay the entire bill or any part of the bill. HepC Alliance will cover it no questions asked!
- Always list Medicaid as the primary insurance if the client has it. The order of insurance entry is:
 1) Medicaid; 2) Medicare; and 3) Hep C Alliance. Make sure to list HepC Alliance as the final insurance entry.
- Note that Quest Diagnostics **does not** bill private insurance companies per our request.

Examples:



Sample Client #1: John Smith, age 67, has Medicare and Medicaid, gets free HEP C Test. His order of insurance entries is - Primary: Medicaid; Secondary: Medicare;

Sample Client #2: Jane Doe, age 26, has Medicaid, gets free HEP C Test. Her order of insurance entries is - Primary: Medicaid;





Sample Client #3: Laura Smith, age 34, single mother, has Assurant Health Insurance at work and receives Medicaid, gets free HEP C Test. Laura's order of insurance entries is - Primary: Medicaid;

Sample Client #4: Lt. Dan Smith, age 63, is Veteran, has Tricare Insurance, gets free HEP C Test. Lt. Smith's order of insurance entries is - Primary: Tricare;





Sample Client #5: Bob Smith, age 43, unemployed, uninsured, gets free HEP C Test. Bob's order of insurance entries is - Primary: HepC Alliance.

In the Insurance box, choose the Primary Insurance Provider from the drop down menu.

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Administration Administration	Effective Date: D.O.B.: B.S.: Sex: Male Policy Number: Subscriber Address: Subscriber Address:	
Miscellaneous	Group Number: City: State: Missouri V Add Zip Code: USA V Add Subscriber Phone:	
Find:	CoPay: Accept Assignment: YES ▼	
SSN DOB Any Filter	Secondary Insurance Provider: Unassigned	-

If client has Medicaid or Medicare coverage, enter the card number as the Policy Number.

In Relationship square in right hand column, select "Self" from drop down menu.

Click "Create New Patient" – this allows you to verify client isn't already entered in the EMR.

Search this list for possible duplicate entry to the one just made. If it is a true duplicate, confirm it, and update any needed information from the risk assessment form.

If no true duplicate is found, select Confirm New Patient – this brings up a Profile screen.

Click Create Visit in the bars at the left of the screen. This brings up the New Encounter Form:

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Select New Patient from Visit Category drop-down menu if they are new; select Established Patient if they have a record.

Select your test site from Facility drop-down menu.

Select Hep C Alliance from Billing Facility drop-down menu.

Select appropriate entry from Sensitivity drop-down menu.

Enter today's date as Date of Service.

Click Save.

On the new Encounter screen, select Quest from the tabs at the top of the screen. This will open more information boxes.

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In the Quest Test & Panel Codes box, enter ICD-10 code(s) and test(s) to be performed. Click Add Selected after each item: Free HepC (8472) for the HepC Antibody with Reflex for initial draws **only**. If ordering additional tests enter the test code or name in the search box, select the test and hit add selected after each test.

ICD-10 codes

B18.2	Chronic viral hepatitis C
B18.8	Other chronic viral hepatitis
B18.9	Chronic viral hepatitis, unspecified
B19.20	Unspecified viral hepatitis C without hepatic coma
Z11.59	Encounter for screening for other viral diseases
Z20.2	Exposure to a STD

In the Lab Notes box, enter any notes to be sent to the lab, i.e. Please fax to: and enter your fax number if you want Quest Diagnostics to fax results to you.

Enter today's date for the Order Date; choose your state physician from the Physician drop-down menu; select **Client Bill** from the Billing Method drop-down menu (HepC Alliance is the client); add any notes to the HepC staff and your staff in the Clinic Notes box, and click Submit Order.

Click REQ print when the Order Processing box pops up.

A pdf file will be downloaded for you to print two copies, one to send with the specimen in the plastic Quest specimen bag and one for your records.

Reviewing / Searching For Results

Return to the Search or Add Patient screen. From the left column, select Reports [blue bar] \rightarrow Laboratory [purple bar] \rightarrow Lab Results [white bar].

On the Report – Laboratory Results screen, select your facility name from the facility drop-down menu; enter the first and last days of collection to view, and click submit.

This brings up a list of names. Find the name matching the report you need to link, and click Quest Results on that same line. This will bring up Quest Lab Results with the client's information previously entered.

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Primary Address 16 Harbor Ln.			555-555-2465	Secondary Insurance	e		1234567890A Policy #	987654 Group #	
City Columbia		State Missouri	Postal Code 65215	Guarantor First TC4SPOUSE	Middle	Last Name TEST	\$ \$#	Relationship Spouse	
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Specimen:	CS0000TC4								
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Received Date:	2014-01-20	Time: 01:11pm							
Reported Date:	2014-08-07	Time: 06:42pm	Status: F	INAL					
8837 - PTH, IN	TACT AND CALCIUM			REFERENCE RANGE					
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	This assay result is consistent with a decreased risk of diabetes. Currently, no consensus exists for use of hemoglobin Alc for diagnosis of diabetes for children.	
395 - CULTURE, URINE, ROUTINE CULTURE, URINE, ROUTINE:	OBSERVED RANGE REFERENCE RANGE [ABNORMAL] SEE NOTE	
	CULTURE, URINE, ROUTINE MICRO NUMBER: 40000002 TEST STATUS: FINAL SPECIMEN SOURCE: URINE SPECIMEN QUALITY: ADEQUATE RESULT: Greater than 100,000 CFU/mL of Escherichia coli E.coli INT MIC AMOX/CLAVULANATE I 1 AMPICILLIN R 1 **1 AMPICULARCTAM R 1 CEFAZULIN I 1 CEFAZULIN I 1 CEFAZULIN I 1	
	<pre>S-Susceptible I-Intermediate R=Resistant * = Not Tested NR = Not Reported **NN = See Therapy Comments THERAPY COMMENTS Note 1: Amoxicillin/clavulanate interpretations only apply to MICs from organisms isolated from non-meningitis infections. There are no interpretations for MICs from organisms isolated from patients with meningitis.</pre>	
1	REVIEW INFORMATION	<u> </u>
Reviewed Date:	Reviewed By:	
Orders/RTO Save Work	Printable Form Lab Document	Cancel

After giving the client is/her results, enter today's date in the Notified Date space; select your site name from the Notified By drop-down menu, click Lab Document to download or print a pdf copy of the results previously faxed; and click Save.

Searching for an Existing Client Record

- Due to HIPPA restrictions, you will only be able to view lab results and treatment plans for patients who had tests performed at your site. However you will be able to find records of clients who have had tests at other sites.
- If the client wants to be tested at your site, use the same record and submit the requisition for the new test. Then have the client complete the records release form and fax it to Hep C and we will transfer the records. *(Transfers can take up to 3 business days from the time we receive the request.)*

From the main screen click the PATIENTS button on the left hand side of the screen:

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Now click in the box above the full name and enter the last name of the client then click on the client's name

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Now Click on the client you wish to view.

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A new screen, Encounter History for the chosen client now appears.



Reviewing Messages

From the Search or Add Patient screen, Messages and Reminder Center, select appropriate entry from Type drop-down menu. Select status from drop-down menu, enter notes in the large box, and click Send Message.

Your Tech Support Contact:

HepC Alliance Office

601 Business Loop 70 West Suite 138 Columbia, MO 65203

> Office: 573-44-6599 Fax: 573-442-6736

hepcalliance.org