



# ***HCA Connect Users Guide***

*For Testing & Treatment Site Users*

*Release Date: 6/5/2015*

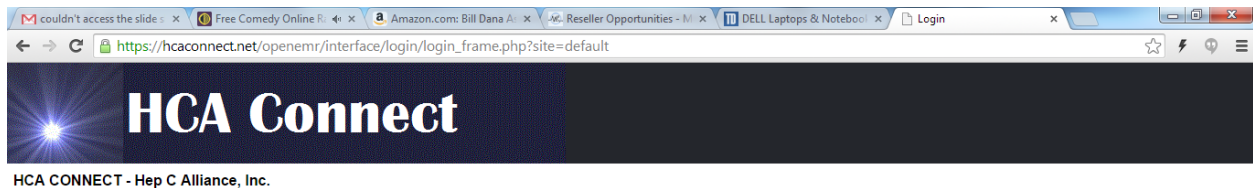
*Revised: 11/17/2016*



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.



**Hep C Alliance**

Username:

Password:

v4.1.2 (5) | [Acknowledgments](#), [Licensing and Certification](#)

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**Logging In:**

In HCA Connect, at the Hep C Alliance pop-up box, the User Name will be your site ID number; enter 573-442-6599 as the password, and click Login.

## Entering New Patients

Open the Search or Add Patient screen:

The screenshot shows a web browser window with the URL [https://hcaconnect.net/openemr/interface/main/main\\_screen.php?auth=login&site=default](https://hcaconnect.net/openemr/interface/main/main_screen.php?auth=login&site=default). The page title is "HepC Alliance" and the address is "601 Business Loop 70 W, Suite 138, Columbia, MO 65203" with the website "www.HepCAlliance.org". The main content area is titled "Search or Add Patient" and contains a form with the following fields:

- Who:
- First Name:
- Last Name:
- Sex: Male (dropdown)
- DOB:
- Homeless: NO (dropdown)
- Address:
- City:
- State: Missouri (dropdown) Add
- Home Phone:
- Postal Code:
- Test Site: -- Unspecified -- (dropdown)
- Race: White (dropdown)
- Marital Status: Single (dropdown)
- Last 4 of SSN:
- Contact Email:
- Risk Assessment On File: Unassigned (dropdown)
- Test Site Client ID:
- Allow Patient Portal: YES (dropdown)
- LABEL NUMBER:

The left sidebar contains a "NEW PATIENT" button and a "Hide Menu" option. Below that, there are navigation links for "Messages (2)", "PatientClient", "Patients", "NewSearch", "Summary", "Visits", "Create Visit", "Current", "Visit History", "Records", "Visit Form", "Import", "Procedure", and "Administration".

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

DOB:

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

Enter the Homeless status from the drop-down menu (should a patient list a treatment center or half-way house as an address, this means the patient is homeless).

Enter the patient'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.

Select your test site name from the drop down by test site.

Enter the patient's marital status from the drop-down menu.

Enter the patient's race from the drop-down menu

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 patient ID in the Test Site Patient ID box. ONLY ENTER FIELDS THAT HAVE TITLES IN **RED**.

The screenshot shows the HCA CONNECT EMR interface for a patient named Roin Abdul Bashir (15391), DOB: 06/06/1984, Age: 30. The form is titled 'HCV Risk Assessment and Test Consent' and includes the following fields and questions:

- Test Site: -- Unspecified --
- Race: White
- Marital Status: Single
- Last 4 of SSN: [Redacted]
- Risk Assessment On File: Unassigned
- Allow Patient Portal: YES
- Contact Email: [Redacted]
- Test Site Client ID: [Redacted]
- Other Risk Factors: [Redacted]
- Patient Signature On File?: Unassigned
- Tester Name: [Redacted]
- Tester Contact: [Redacted]
- Ancillary Test Drawn?: Unassigned
- Is This An Health Risk Assessment?: Unassigned
- STD Test Drawn?: Unassigned
- DO NOT USE: [Redacted]

Questions include: 'Have you ever been tested for Hepatitis C?', 'Did you have a blood transfusion before 1992?', 'Have you ever had long term dialysis?', 'Injectable drug use even once?', 'Do you have a history of drug use?', 'Do you have any Tattoos or body piercings?', 'Have you been in contact with an individual with Hepatitis C?', 'Ever had sex for drugs or money?', 'High Risk Sex', 'Have you ever been incarcerated?', 'Have you ever tested positive for HIV?', and 'Do you have fighting or combat experience?'. The form also includes checkboxes for 'Result' and 'Insurance'.

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 patient's signature on file; it is State law to have a signed consent form.

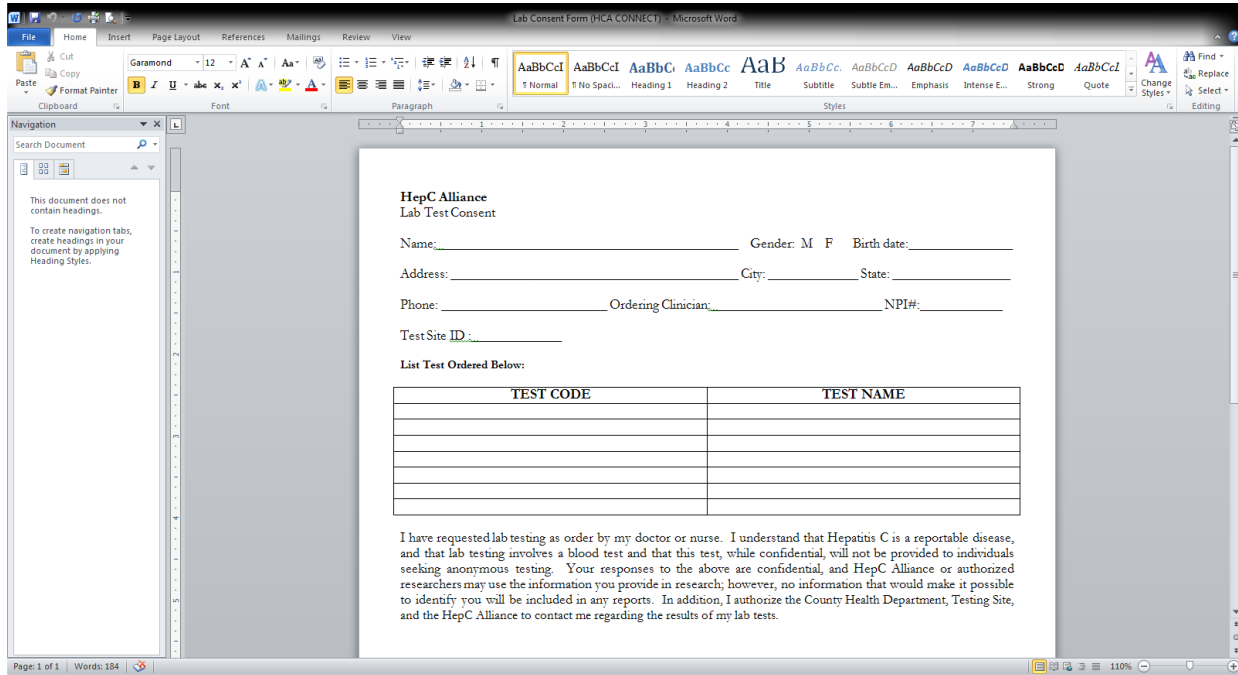
Enter the name of the person that completed the blood draw. **Do not** enter the test site name or initials.

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

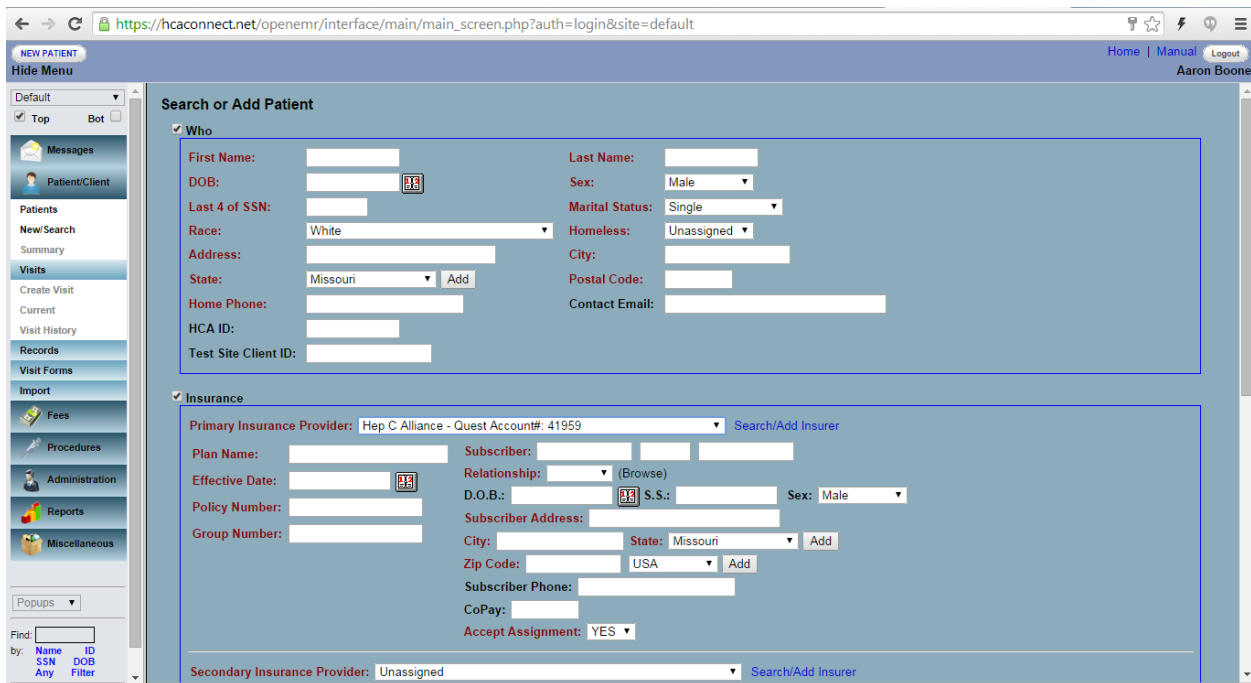
Select NO if the patient isn't a PALS patient.

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)



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



## NOTES ON ENTERING INSURANCE INFORMATION:

- Be sure to ask every patient if they have Tricare, Medicaid, or Medicare.
- Explain to each patient 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 patient 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 Patient #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 Patient #2: Jane Doe, age 26, has Medicaid, gets free HEP C Test. Her order of insurance entries is - Primary: Medicaid;



Sample Patient #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 Patient #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 Patient #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.

The screenshot shows a web-based form titled "Insurance" with a left-hand navigation menu. The menu includes "Visit Forms", "Import", "Fees", "Procedures", "Administration", "Reports", and "Miscellaneous". Below the menu is a search bar and filter options. The main form area contains the following fields:

- Primary Insurance Provider:** A dropdown menu showing "Hep C Alliance - Quest Account#: 41959" with a "Search/Add Insurer" link.
- Plan Name:** A text input field.
- Subscriber:** A text input field.
- Relationship:** A dropdown menu with "(Browse)" next to it.
- Effective Date:** A date input field with a calendar icon.
- D.O.B.:** A date input field with a calendar icon.
- S.S.:** A text input field.
- Sex:** A dropdown menu set to "Male".
- Policy Number:** A text input field.
- Subscriber Address:** A text input field.
- Group Number:** A text input field.
- City:** A text input field.
- State:** A dropdown menu set to "Missouri" with an "Add" button.
- Zip Code:** A text input field with a "USA" dropdown and an "Add" button.
- Subscriber Phone:** A text input field.
- CoPay:** A text input field.
- Accept Assignment:** A dropdown menu set to "YES".
- Secondary Insurance Provider:** A dropdown menu set to "Unassigned" with a "Search/Add Insurer" link.

If patient has Tricare, 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 patient 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:

The screenshot shows a web browser window displaying the "New Encounter Form" for patient "Bob Dole (2)". The browser address bar shows "https://hcaconnect.net/openemr/interface/main/main\_screen.php?auth=login&site=default". The page header includes "NEW PATIENT", "CLEAR ACTIVE PATIENT", "Patient: Bob Dole (2)", "DOB: 1900-01-01 AGE: 114 BT: DR: N/A G: P:", "Encounter History", "Home | Manual | Logout", and "Aaron Boone". The left-hand navigation menu is expanded to "Create Visit". The form contains the following fields:

- Consultation Brief Description:** A large text area.
- Visit Category:** A dropdown menu set to "New Patient".
- Facility:** A dropdown menu set to "HepC Alliance".
- Billing Facility:** A dropdown menu set to "HepC Alliance".
- Sensitivity:** A dropdown menu set to "Normal".
- Date of Service:** A date input field set to "2014-08-21" with a calendar icon.
- Onset/hosp. date:** A date input field with a calendar icon.
- Issues (Injuries/Medical/Allergy):** A text area with an "Add" button.

Below the Issues field, there is a note: "To link this encounter/consult to an existing issue, click the desired issue above to highlight it and then click [Save]. Hold down [Ctrl] button to select multiple issues."

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.

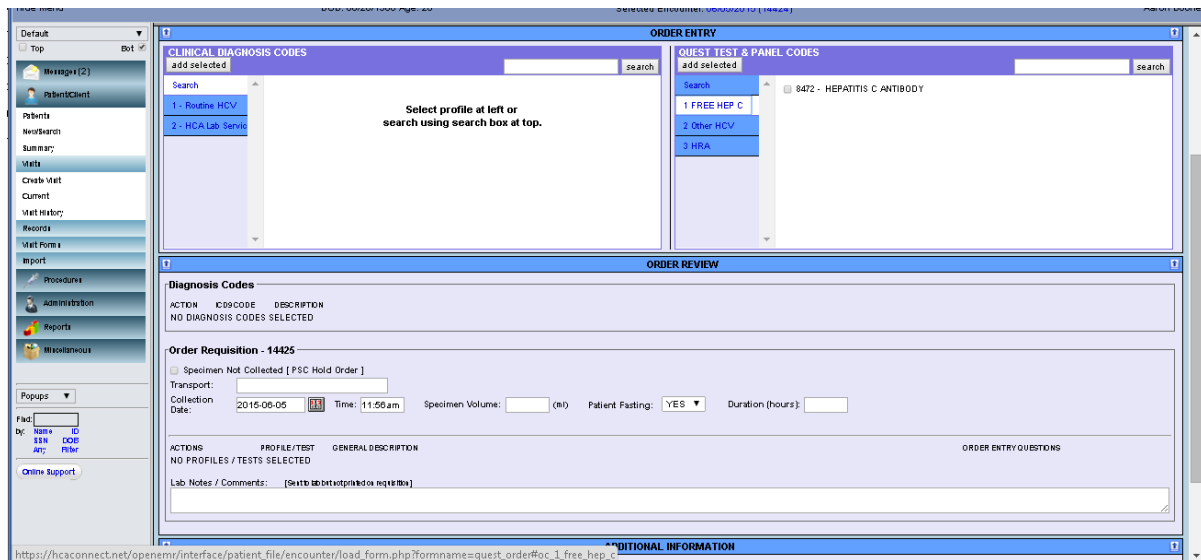
Select Hep C Alliance from Billing Facility drop-down menu.

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.



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 or your standing physician's name and NPI number.

Enter today's date for the Order Date

Choose your state physician from the Physician drop-down menu. Inform HepC Alliance should you have a standing physician with his/her NPI and we can add the name to the EMR

Select **Client Bill** from the Billing Method drop-down menu (HepC Alliance is the client) or **Third Party** if the patient has Tricare, Medicaid or Medicare

Add any notes to the HepC staff and your staff in the Clinic Notes box (Quest Diagnostics cannot see what is entered in this area).

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] → Laboratory [purple bar] → 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 patient's information previously entered.

The screenshot displays the Quest Lab Results web interface. At the top, the browser address bar shows the URL: [https://hcaconnect.net/openemr/interface/forms/quest\\_result/update.php?id=7&pid=6&enc=42](https://hcaconnect.net/openemr/interface/forms/quest_result/update.php?id=7&pid=6&enc=42). The page is titled "Quest Lab Results" and is divided into two main sections: "PATIENT INFORMATION" and "ORDER RESULTS".

**PATIENT INFORMATION**

Patient First	Middle	Last Name	Birth Date	Age	Gender	Insured First	Middle	Last Name	Birth Date	Relationship
TC4		TEST	1943-10-10	70	Male	TC4SPOUSE			1948-06-07	Spouse

**ORDER RESULTS**

**Diagnosis Codes**

ICD9 CODE	DESCRIPTION
NO DIAGNOSIS CODES SELECTED	

**Observation Results - 60**

Specimen: CS0000TC4

Collected Date: 2014-01-20 Time: 12:00am  
Received Date: 2014-01-20 Time: 01:11pm  
Reported Date: 2014-08-07 Time: 06:42pm Status: FINAL

**8837 - PTH, INTACT AND CALCIUM**

TEST	OBSERVED RANGE	REFERENCE RANGE
PARATHYROID HORMONE, INTACT:	55 pg/mL	10-65 pg/mL

**Interpretive Guide**

Condition	Intact PTH	Calcium
Normal Parathyroid	Normal	Normal
Hypoparathyroidism	Low or Low Normal	Low
Hyperparathyroidism	High	High
Primary	Normal or High	High
Secondary	High	Normal or Low
Tertiary	High	High
Non-Parathyroid	Low or Low Normal	High

**CALCIUM:** [LOW] 7.8      8.6-10.3 mg/dL

**496 - HEMOGLOBIN A1c**

TEST	OBSERVED RANGE	REFERENCE RANGE
HEMOGLOBIN A1c:	4.6 % of total Hgb	<5.7 % of total Hgb

← → ↻ [https://hcaconnect.net/openemr/interface/forms/quest\\_result/update.php?id=7&pid=6&enc=42](https://hcaconnect.net/openemr/interface/forms/quest_result/update.php?id=7&pid=6&enc=42) ☆ ☰

This assay result is consistent with a decreased risk of diabetes.  
Currently, no consensus exists for use of hemoglobin A1c for diagnosis of diabetes for children.

**395 - CULTURE, URINE, ROUTINE**

**CULTURE, URINE, ROUTINE:** OBSERVED RANGE [ABNORMAL] SEE NOTE REFERENCE RANGE  
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

	INT	MIC
AMOX/CLAVULANATE	I	1
AMPICILLIN	R	1 **1
AMP/SULBACTAM	R	1
CEFAZOLIN	I	1
CEFEPIME	S	1

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.

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**REVIEW INFORMATION**

Reviewed Date:   Reviewed By: -- select --  
Notified Date:   Notified By: -- select --  
Person Notified:   
Special Handling:

**Clinical Notes:**  
RESULTS REVISED: 2014-07-30 10:13:43 - Previous review data cleared!!  
RESULTS REVISED: 2014-08-07 15:54:26 - Previous review data cleared!!

After giving the patient his/her results, enter today's date in the Notified Date space

Select your site name from the Notified By drop-down menu

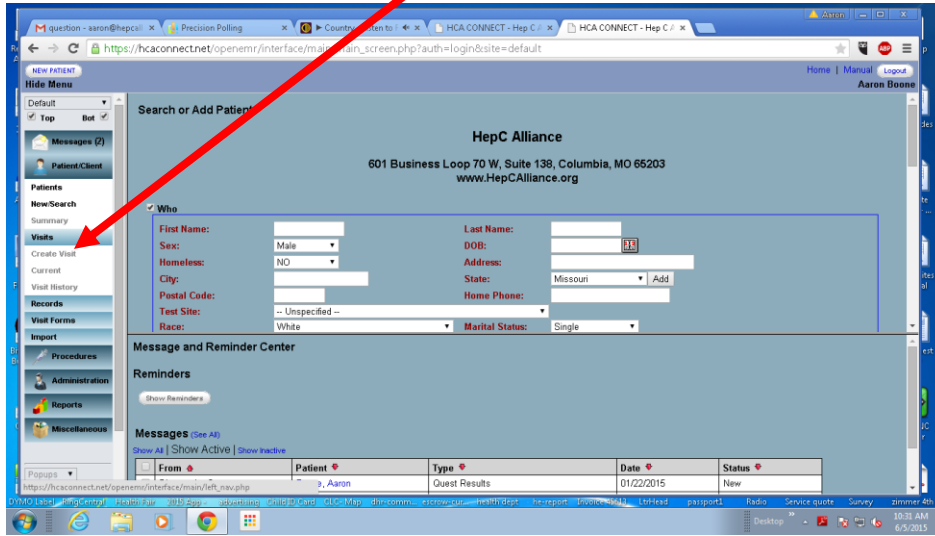
Click Lab Document to download or print a pdf copy of the results previously faxed

Click Save.

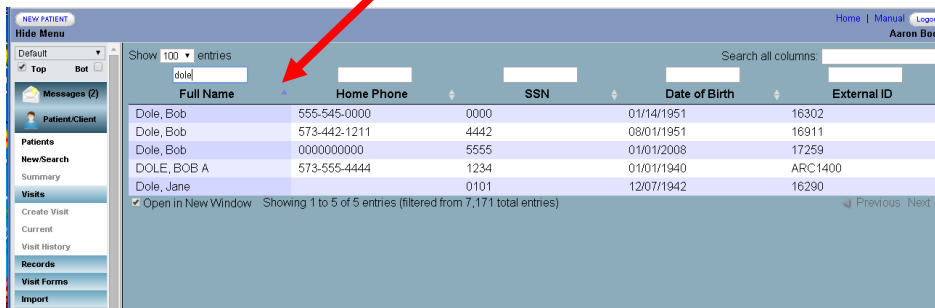
### Searching for an Existing Patient Record

- 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 patients who have had tests at other sites.
- If the patient wants to be tested at your site, use the same record and submit the requisition for the new test. Then have the patient 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.)*

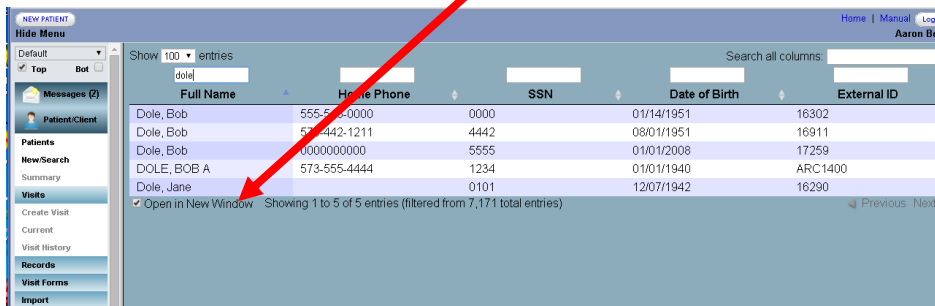
From the main screen click the PATIENTS button on the left hand side of the screen:



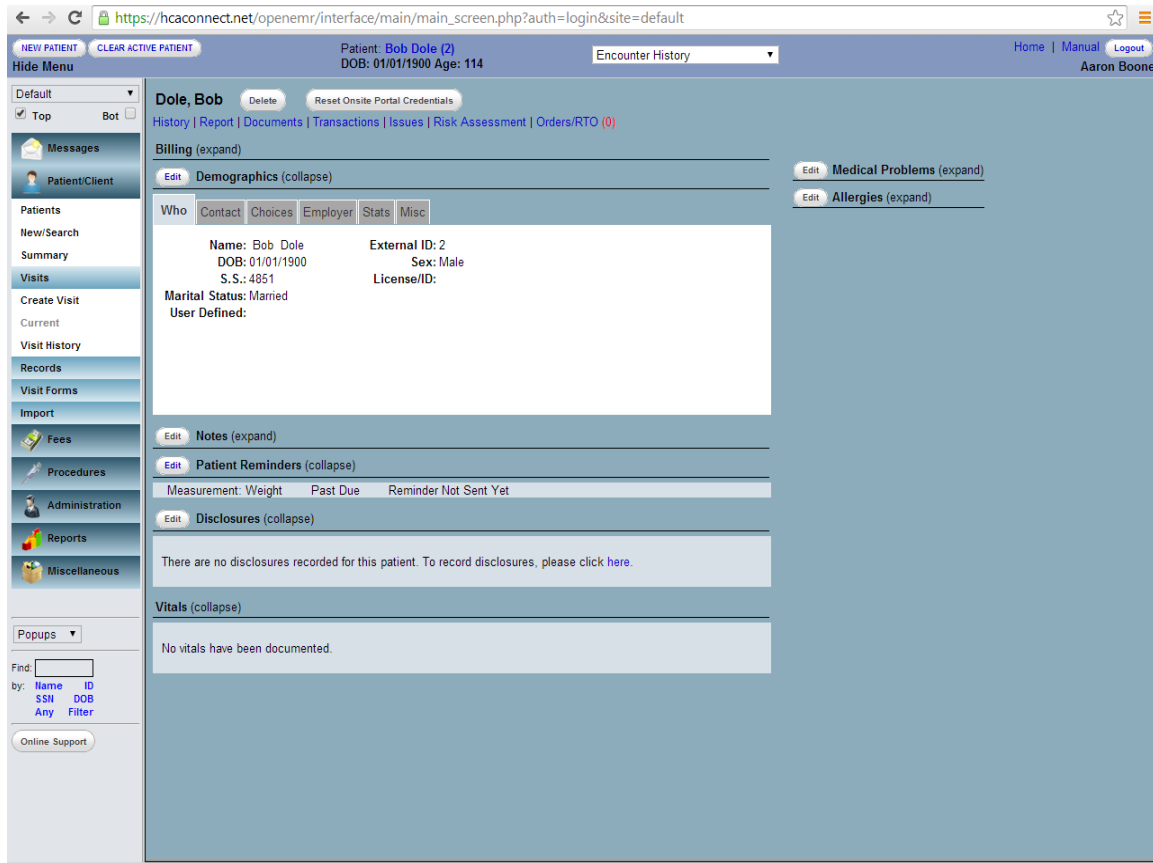
Now click in the box above the full name and enter the last name of the patient then click on the patient's name



Now Click on the patient you wish to view.



A new screen, Encounter History for the chosen patient 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.

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](http://hepcalliance.org)