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.

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:

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: 1994-06-30

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 halfway 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.**
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.

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:
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

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B18.2</td>
<td>Chronic viral hepatitis C</td>
</tr>
<tr>
<td>B18.8</td>
<td>Other chronic viral hepatitis</td>
</tr>
<tr>
<td>B18.9</td>
<td>Chronic viral hepatitis, unspecified</td>
</tr>
<tr>
<td>B19.20</td>
<td>Unspecified viral hepatitis C without hepatic coma</td>
</tr>
<tr>
<td>Z11.59</td>
<td>Encounter for screening for other viral diseases</td>
</tr>
<tr>
<td>Z20.2</td>
<td>Exposure to a STD</td>
</tr>
</tbody>
</table>
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.
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.

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