



FREQUENTLY ENCOUNTERED QUESTIONS

AGENCY NOTES

SUMMARY OF PROCEDURE

TROUBLESHOOTING TIPS

NDoc® FASTForm™ for the Patient Profile

Summary of the NDoc® Patient Profile function:

Accessing Patient Profile

Access to Patient Profile is available within the modules as follows:

- Care Pilot
- Administration>Patient
- Operations>Patient

Patient Profile

Required History [Search]

Patient Alert

Patient Profile access enables users to:

- View any/all (non-OASIS and non HIS) charting fields.
- Enter/record missing information within patient’s file.
- Edit information contained in each field.
- View Patient Alert details.
- Access field history information where applicable.

NOTE: Updates to the patient record made in Patient Profile are only applicable to the date and time of the change forward. The changes in Patient Profile do not backfill and update previous charting/visits, etc.

Patient Identification
Vital Signs
Pain Mgmt
Medications
Systems Review
Cardiovascular
Respiratory
Endo/Hema
Wounds >
Integument
Nutrition
Elimination
Cath/Ostomy/GI
IV
Neuro/Emotion
Infection
Wellness/Screenings >
Supplies
Tests/Inject/Ven
Demographics >

Using Patient Profile to Access and View Charting History

Patient Profile Required History [Search]

Patient Profile is available to access the history of charting using the **History** button. Users should be mindful of looking at history and not inadvertently causing a change in the patient record. Access to free-text fields should be done without clearing the content. For items that are checkboxes or radio buttons, it is important to realize that clicking those items will change the charting, so that should be avoided.

To check the history of a radio button or checkbox charting field, users can use the **TAB** key to navigate within the screens. To navigate forward within the screens, **TAB** to the field. To navigate backward, hold the **SHIFT** key and **TAB** at the same time after you have clicked into a free text button (making sure you do not clear out any text). A field that has been “selected” will display with a dotted outline (see below)

Advance Directives -

none counseled/instr re: options MSS offered/accepted

MSS offered/refused no additional info desired other []





Edit History for: Principal Diagnosis Text

Entered				For Charting	
Date	Time	User	Value	Date	Time
07/28/20	1056	Rosa Cunha MSN	Type 2 diabetes mellitus with foot ulcer	07/27/20	0930
07/28/20	0955	Rosa Cunha MSN	Type 2 diabetes		
07/25/20	0956	Rosa Cunha MSN	diabetes	07/26/20	

To interpret the history fields, the following guidance explains what is displayed:

Entered (column on the left) – reflects the date/time the charting was entered/captured based on signing out or saving the action (i.e., signing out of a visit or quitting out of Profile, etc.)

For Charting/Visit (column on the right) – reflects certain charting actions:

1. No Date or Time – Charting occurred in Patient Profile so there is no visit date or time
2. Date and no Time – Charting occurred in Patient Referral so there is no time and the date reflects the Referral Date
3. Date and Time – Charting occurred in relation to a visit with a specific date and time. The date and time is fixed based on the visit and does not necessarily correlate with the actual time the data may have been charted/edited. For some carried forward values, the timing and value is displayed in the history, but it does not guarantee the user charted those values during that visit

Troubleshooting Tips for the NDoc® Patient Profile:

- *I changed the street address in the Patient Profile but did not find it changed in my SOC assessment.*
Changes made in the Patient Profile are meant for future documents such as new OASIS Assessments, POCs and/or general information for any staff member. If you have filed your SOC assessment as complete but need the correction to appear on it, you should speak with your NDoc System Manger. Changes to existing OASIS documents must occur directly in that document and he/she will be able to assist with accomplishing this task.
- *The Intake department notified me that my patient’s address was incorrect and that they changed the information in the Patient Profile. Today the address is back to the original information.*
Since NDoc allows both the laptop user and workstation user to access the patient file simultaneously, timing becomes the factor when determining what information remains in the field. The function into which the data is entered also plays a key role.

For example, if the Intake department changed the address information within the Patient Profile at 11:00 A.M. and you change the address information within the Patient Profile on your laptop at 2:00 P.M., NDoc will display the Intake department’s entry until you complete your data synchronization that night. The next morning, the address information in the Patient Profile will reflect what you entered in the afternoon from your laptop (the last entry in the field).

If, however, you made your change to the address information within the patient’s visit #2 and the Intake department made their change in the Patient Profile, even though it is the exact same field, the Patient Profile will display the Intake department’s entry, and visit #2 will reflect your entry. In this case, the history button will be a useful tool to determine “who” did “what” and “when”.

