NDoc® *FASTForm*™ for Wound Photo Functionality

Frequently encountered questions about the NDoc® Wound Photo Functionality:

- *Where do I access the wound photo functionality screens?*
  Inserting a wound photo into your wound documentation records is done through Visit Charting in the Care Pilot module and through the Patient Profile section in the Care Pilot, Administration, or Operations modules.

- *Where do I find details about the wounds included in the photos?*
  Although the wound photo function allows for the addition of comments, the steps taken to document wounds has not changed. The process for documenting wounds is detailed in the NDoc ® **FASTForm for Wound Documentation**. The wound photo functionality is simply designed to enhance the detailed documentation captured for each wound.

- *How many photos can I upload for each wound?*
  You can attach as many photos as you wish to each wound. The photos for each wound are displayed in chronological order by date.

- *Will every clinician be able to see every photo related to a patient's wound(s)?*
  The ability to view photos is determined by the clinician's assigned user type. Clinicians assigned to a laptop can access hover text over the **Photos** button describing the number of pictures available for them to view for a particular wound.

- *What types of photo files can I upload for my patient files?*
  NDoc's Wound Photo Function accepts files with the following extensions:
  .jpe, .jpeg, .jpg, .gif, .png, .bmp, .svg, .jpe, .tiff

Agency Notes:

FREQUENTLY **E**NCOUNTERED **Q**UESTIONS
AGENCY **N**OTES
SUMMARY OF **P**ROCEDURE
TROUBLESHOOTING **T**IPS

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Summary of the NDoc® Wound Photo Functionality:

Functions:	Comments and Instructions :
Uploading Wound Photos: • Access the wound screens in Visit Charting or Patient Profile. • Select the **Wounds** hyperlink from the hyperlinks found on the left side of the screen.	Notes about uploading photos: • If the patient has several wounds, it is possible to upload photos of all the wounds, with each picture stored on the screen for that wound. For example, if the patient has pressure ulcers on the sacrum and heel, pictures can be taken of both with each stored on the respective screen containing that wound's description • Once in a wound screen, you can add photos to the documentation by clicking on the **Photos** [Photos] button at the top of the screen. • Once the **Photos** button is clicked, a window appears to enable the uploading of photos for the specific wound being charted. The header on the screen displays the number of the wound. • If no photos have been uploaded, a message appears indicating there are no photos for the wound. If photos already exist, you see each photo displayed. You can also click on the **Overview** button to see the photos at any time. • To upload a photo, click the **Upload** hyperlink. Either type in the location of the photo to be uploaded on the line provided or click the **Browse** button. This enables you to locate the photo. Once that is done, click **Open** and the path to the photo location will be populated. Next, click on the **Upload** button below the file location field. • Once the photo is uploaded, the image appears on the screen along with fields to enter the details about the date and time the photo was taken. These dates and time automatically default to the date and time you are entering the data. To capture the exact date and time the photo was taken, you may enter a new date and time. **Note** that the date and time fields can be edited later if necessary (*please refer to screen shots later within the document*). Finally, you may enter comments about the photo. These should not be considered an alternative to the detailed documentation charted within the individual wound screen. Once these fields are completed, click the **Save** button. • The photo has now been added to the wound record. Additional photos can be added using the method described above.
Deleting Wound Photos:	Photos can be deleted if necessary. However, to prevent unintended deletions, the function has been developed to offer messages asking if the deletion is intended. If you click on the **Yes** button to delete the photo, the deleted photo moves into a deleted items file and can be retrieved later. Additional steps can be taken to **Undelete** or **Purge** the photos once they are in the deleted items file.
Changes in Wound Status	• If a wound has been set as "healed/closed", the photos uploaded for that wound can still be viewed. Before setting a wound to "healed/closed", a warning appears to remind you that once the wound is set as "healed/closed" then it cannot be overridden by another wound later. Specifically, unlike charted wounds without photos, if photos have been uploaded for a particular wound and the wound has been set to "healed/closed", you will not be able to clear out the wound and replace it with charting for a new wound.
Agency Settings for Viewing Photos (Administration > System > Agency Settings > Wound Photos):	Agencies can establish agency wide and user specific settings for accessing wound photos on laptops. • For agency wide settings, the agency determines whether all photos are sent or only a specified number of photos. The specification includes the number of oldest and the number of newest in the clinical episode (admission, not cert), and the agency also sets the number of photos sent per day, week, month, or year. • For user specific settings, the agency decides if agency wide settings are used for a specific user type or if unique rights are set per user type. Please note, multiple user types can be edited at one time before saving.
Access by Clinicians Using Laptops based on Agency Settings	• Clinician access to wound photos may be restricted based on their assigned user rights. Clinicians viewing photos on a laptop will see hover text providing details regarding the number of photos available for their view. The hover text displays the settings as entered within the agency settings table. • The photos accessible to clinicians are available for view only after nightly processing and a successful sync is performed. The photos are among the other files noted in the transfer log as part of the sync process.

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Uploading and Documenting Photos

Required	History		Search

Photos
Wound 1:   pressure ulcer on heel of left foot
          Size (cm) - 2L x 1W x 1D   Tunneling=   Undermining=

Wound Assessed This Visit?: ● Yes ○ No

Once in the Wound category, open the wound charting screens to begin charting. Chart the wound as described in the **FASTForm for Wound Documentation**. To attach photos, click the **Photos** button.

Wound 1: Photos   Close
Patient: JENTEST,WOUND
Account #: 1005154

Overview   Upload

There are no photos currently for this wound.

After you click the **Photos** button, a series of windows are displayed. The first window indicates whether any photos currently exist for the wound. If photos exist, you may click **Overview** to see previous photos. If you want to upload a photo, click on the **Upload** hyperlink.

Wound 1: Photos   Close
Patient: JENTEST,WOUND
Account #: 1005154

Overview   Upload

Photo: [   ] Browse...
Upload

Once you click the **Upload** hyperlink, you can browse for your photo files. **Note that** the **Browse** button launches a Windows function that allows you to select the directory and the exact photo you wish to have uploaded. Select the appropriate photo file and click **Open**.

Wound 1: Photos   Close
Patient: JENTEST,WOUND
Account #: 1005154

Overview   Upload

Photo: R:\Jen\Jen's Documentation Materials Archive\Screensho Browse...
Upload

The file directory and name appears in the field and is available for upload. Click the **Upload** button to begin the uploading process.

Wound 1: Photos   Close
Patient: JENTEST,WOUND
Account #: 1005154

Overview   Upload

File Uploaded

Date Taken: 07/04/2014 ▼
Time Taken: 1637
Comments:
Patient injured knee during recent fall
Save   Cancel

You may click on a photo at any time to see the full sized image open in a new window.

Once the photo is uploaded, the date taken and time taken fields are automatically set for the date and time of the actual upload. These fields can be edited to indicate a more exact date and time when the photo was taken. Use the **Comments** field to add additional details.

After you have edited the date, time, and comments fields, you MUST click the **Save** button.

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Wound 1: Photos
Patient: JENTEST,WOUND
Account #: 1005154

Overview   Upload

Image 1:
Date: 07/04/2014
Time: 1637

Delete Photo

Comments:
Patient injured knee during recent fall

Close

After the photo is saved, the date and time can be edited further. Hover over the text of the date and time to see a change in the color of the field and the hover text explaining that the field can be edited.

You also have the option to delete the photo in this screen. Please review the explanation to follow about the deletion process.

Editing and Deleting Photos

This will move the photo to the deleted items.

Do you wish to continue?

OK   Cancel

A warning is generated if you click on the **Delete Photo** button. The warning will confirm if you wish to move the photo to the deleted items file. This is the first level of security to prevent unintended deletions of photos.

Wound 1: Photos
Patient: JENTEST,WOUND
Account #: 1005154

Overview   Upload   Deleted Items

There are no photos currently for this wound.

Close

If a photo is deleted, it is moved to the **Deleted Items** folder to be retrieved later if necessary.

Wound 1: Photos
Patient: JENTEST,WOUND
Account #: 1005154

Overview   Upload   Deleted Items

Image 1:
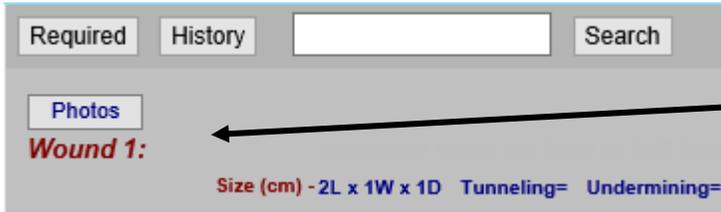Date: 07/04/2014
Time: 1637

Undelete Photo

Purge Photo

Comments:
Patient injured knee during recent fall

Close

If you click on the **Deleted Items** hyperlink, the deleted photo appears and you can choose to **Undelete** the photo or **Purge** the photo entirely. At this point, you cannot edit the dates, times, or comments related to the photo.

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Required	History		Search

Photos
Wound 1:

Size (cm) - 2L x 1W x 1D   Tunneling=   Undermining=

While working within a wound screen to add photos and documentation, the **Photos** button does not indicate whether any photos have been uploaded. Once you move out of this screen to another wound screen, the **Photos** button is updated. Upon returning to the previous wound screen, the **Photo** button displays the number of photos added to the particular wound.
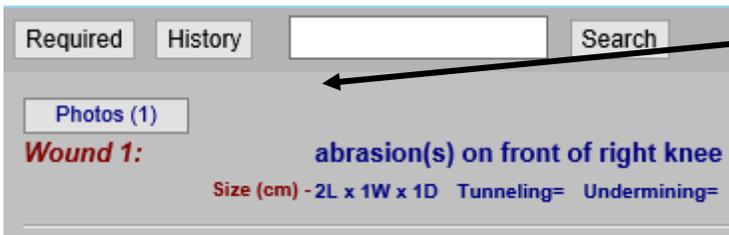
Please note that the number listed next to **Photos** will correspond to the number of photos that are active and available for display on the server. This figure does not include any photos that may have been deleted and available by accessing the **Deleted Items** hyperlink.

Required	History		Search

Photos (1)
Wound 1:   abrasion(s) on front of right knee

Size (cm) - 2L x 1W x 1D   Tunneling=   Undermining=

Changes in Wound Status

Windows Internet Explorer

If photos have been added to this wound you will no longer be able to change the status to "clear" the wound.

If no photos have been saved, you will be able to change the status to something other than healed/closed on a subsequent visit, but doing so will clear all charting associated with the wound.

If this wound is healed, please discontinue any wound care orders that pertain to this wound.

Are you sure you would like to heal the wound?

[OK]   [Cancel]

Changing the Status of a Wound
If the status of the wound is set to be "healed/closed", you will receive a warning about limitations on overriding that wound screen in the future. If photos have been added to the wound, you will not be able to clear data and replace the wound documentation with data about a different wound. If no photos have been added, then the wound screen can be cleared and used for a new wound.

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Agency Settings for Wound Photos

Agency Settings for Wound Photos
Go to **Administration > System > Agency Settings > Wound Photos** to configure the settings for wound photo downloads to laptops. You can determine if the agency wants to send all photos or just a limited number of photos. When selecting **No** to **Sending All Photos**, the following default values will appear:
  ➢ *Send "3" of the oldest photos*
  ➢ *Send "3" of the most recent photos*
  ➢ *Send 1 photo per 1 week(s).*
User specific settings are also entered in this screen. The settings can mirror agency wide settings or can be tailored to a specific user type.

Wound Photo Settings (Agency Wide)

Send All Photos?: ○ Yes ◉ No
Send 3 of the oldest photos
Send 3 of the most recent photos
Send 1 photo per 1 week(s) ▾

Wound Photo Settings (User Specific)

Please select a user type. You may edit multiple user types before saving.
User Type: (Select User Type) ▾
Use Agency Wide Settings?: Yes No
Send All Photos?: Yes No
Send ____ of the oldest photos
Send ____ of the most recent photos
Send 1 photo per ____ day(s) ▾

Access by Clinicians Using Laptops

| Required | History | | Search |

Photos (3)
Wound 1:
Size (cn

Your settings show that you should have the following photos:
2 of the oldest photos,
2 of the most recent photos,
and 1 photo per 4 week(s)

Access by Clinicians Using Laptops
Clinicians assigned to laptops will have access to hover text displaying the details regarding the number of photos available for view. These settings are based on assigned user types.

Note that the clinicians using laptops will only be able to access these photos after nightly processing and a successful sync has been performed.

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Troubleshooting Tips for the NDoc® Wound Photo Functionality:

- *Since we implemented wound photos, we've noticed that some synchronizations have become unbearably long – should this be expected?*
  Without question, implementing the send of wound photos to laptops will increase the length of synchronizations. However, the size of the increase should only be problematic if the user doing the synchronization is only using a dial-up connection, or (possibly) if the user doing the synchronization is a wound nurse that is receiving photos for all patients coming to the laptop. If synchronizations do become problematic, it is recommended that the user be moved to broadband, or that the setting in Administration be reviewed to limit the amount of photos sent with each sync.

- *I uploaded a photo for my patient's wound, but now I cannot locate it. Where should I look?*
  If you have not moved to another wound screen, try clicking the **Photos** button to see if the photo is displayed by clicking on the **Overview** button. The notation about photos being attached to a wound is not be visible within the **Photos** button until the record is updated. The photo may have also been deleted inadvertently. Check if the photo upload screen displays a **Deleted Items** hyperlink. The photo may be within the **Deleted Items** files and you can recover the photo.

- *I am looking at the Patient Summary Tool. How can I tell whether there are any photos added to the documented wounds?*
  The Patient Summary Tool will not indicate whether any photos have been added to a documented wound. You need to refer to Visit Charting in the Care Pilot module or the Patient Profile section in the Care Pilot, Administration or Operations modules.

- *My patient has refused to have wound photos taken. Can he opt-out of having the photos taken and how do I document his request?*
  Yes, patients can opt-out of having wound photos taken. The patient's request to opt-out of having wound photos taken can be documented by going to **Care Pilot > Visit Charting > Facility Network** section or in another area specified by your agency. Clinicians should refer to this section prior to taking any photos of the patient's wounds.

- *A clinician is reporting from the field that she is unable to access a wound photo. What is wrong?*
  The issue may be a matter of timing. Wound photos are sent to the laptops during nightly processing. The laptop receives the photo if the clinician assigned to the particular laptop is assigned to the particular patient. Consequently, if the clinician has the appropriate user type rights and is assigned to the patient, the failure to see the photo may be the result of needing to wait for nightly processing and a successful sync.

- *I have an unexpected visit and I need to see the patient's records immediately, so I used the **RECEIVE PATIENT** routine to have the data sent to my laptop. I am attempting to access the wound photos for my patient, but I can't. What am I doing wrong?*
  The Send Patient and Receive Patient function will provide access to the patient records, but will not provide access to the wound photos if any are available. The only way to access any available wound photos is if the patient is sent to the laptop through nightly processing and a successful sync.