Introduction

tConsult Web allows you to view and respond to AFHCAN telemedicine cases from any location via the internet.

- Check your inbox to see incoming cases.
- Select an inbox category to list cases in column 2.
- Sort and search for cases using various tools.
- Select a case to bring up an overview of case contents.
- Access next level of detail by clicking on thumbnails.
- Add comments, images, or documents to the case.
- Return case to originator or send to another provider.
- Optionally, create a new case (select the patient first).

System Requirements and Logging In

- tConsult Web runs on Windows-based or Mac operating systems, and requires Internet Explorer 6 (or newer) or Firefox web browsers.
- Type the assigned internet address in the address bar at the top of the browser window, or click on an assigned shortcut or favorite.
- If the security software indicates a problem with the certificate (due to security settings), disregard and click on Continue to this website.
- Buttons in lower area of log-in screen allow you to download required player/viewer software, if not already loaded on your computer.
- The AFHCAN Web Tools button downloads software for stethoscopy.
- Enter the username and password assigned to your account by your administrator, and click the Log In button. The screen below will appear.

Overview of Main Window

A Features in area A are available only to server administrators.
B Favorites is a way to bookmark cases for future reference.
C Open windows to search for patients, other providers, or groups.
D The inbox is the first level of case organization and access.
E Numerous options are available for sorting and listing cases.
F Column 2 displays the list of cases from the selected inbox.
G Overview of all case contents from case selected in column 2.
H Name of provider logged into website (your name).
I General utilities and features.
J Lists actions you can take to process the displayed case.
K Indicates last sender or the case’s status (e.g., read only).
L Options that apply to the case; ways to add to the case.
M Patient identifying information; case identifying information.
N Name and location of originator; creation date and time.
O Click on thumbnails (attachments) to view info in windows.

Changing Your Password

To change your password or edit your information, click on My Settings in the upper right corner.

- Administrator assigns your original password.
- Edit your information in the Edit Provider tab.
- Only an administrator can add you to a group or change your assigned role (real user, test user, consultant, admin).
- You can select a default recipient who will normally receive the cases you send (based on prearranged workflow agreements).
Using the Inbox

The inbox is the first step in locating a case. It is subdivided into personal and group inboxes. To see a group’s inbox, have the administrator add you to that group.

- **bold** = cases not viewed yet
- **(x/y)** = unviewed / total
- **sent** = list cases you sent
- **created** = list cases you created
- **history** = list cases you handled

**Finding a Case**

The top of column 2 provides many features for helping you locate a specific case. Begin with what you know (e.g., patient’s name, sender, or case number), or sort by what you need to find.

- Blank is a wild-card.
- The system will search for fields that contain the sequence you enter.
- **The Patients** field is multi-purpose (see Search Tip).
- Example: to find cases of patients born in 1924, enter that in the Patients field.
- Medical record # is not the same as AFHCAN case #.
- Results will be displayed in the second column - use the List and Sort features.

Using Advanced Search

The Search Cases and Advanced Search links both bring up the Search Cases window shown to the right.

The Search Cases text box is a shortcut to entering search criteria in the Patients field.

Viewing Case Contents

The medical contents of a case are displayed in the lower area of column 3. This area includes thumbnails (images, forms, documents, etc.) and comments.

Clicking on a thumbnail brings that information up in a new window. It can be printed or saved as a separate file (consider HIPAA requirements when saving medical information outside the secure AFHCAN system).

Case activities can also be viewed in the lower area. Click on the View Activity link in the upper right area.

Viewing Associated Information

The non-medical information related to a case consists of the patient’s demographic information, information about involved providers, billing information, etc. This information can be accessed by clicking on names or appropriate links. Information appears in a new window.

Sending a Case

Clicking on Reply or Send brings up the following in a window:

- **Reply** returns the case directly to the person who sent it to you.
- **Send** allows you to select the recipient.
- **Hold** stores the case in your inbox for later.
- **Archive** is used on completion of all case activity to store the case; once archived, only comments can be added.
- You can send to providers and groups on a different server if the servers are connected and they are designated as global.
- Administrators establish the connections for server-to-server communication.
- When you send a case, a survey question will pop up. Taking a moment to answer will help AFHCAN improve service.

Adding to a Case

A case is primarily a way to communicate: e.g., one provider has a question, and a second provider offers some guidance. The response to a case may be in the form of a recommendation (handled by adding a comment) or information (handled by attaching a document or image).

The Take button appears when a case is sent to your group. You can review the case contents, but cannot act on the case unless you take it.