

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).

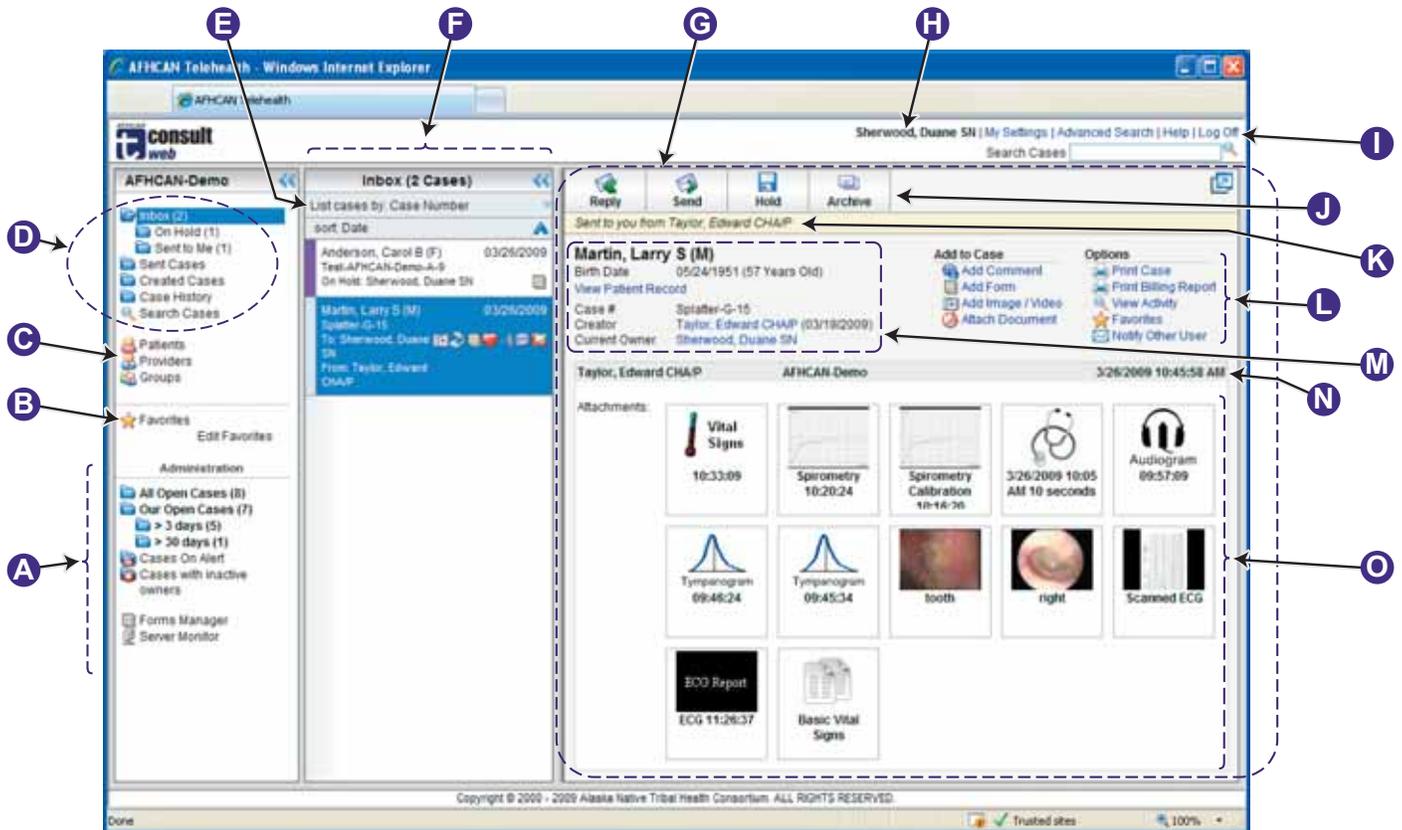
System Requirements and Logging In

- 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** **I** in the upper right corner.

Sherwood, Duane SN | My Settings | Advanced Search Cases

Change Password

User Name:

* Password:

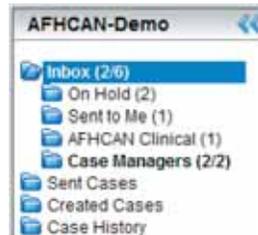
* New Password:

- 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 **D** 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.

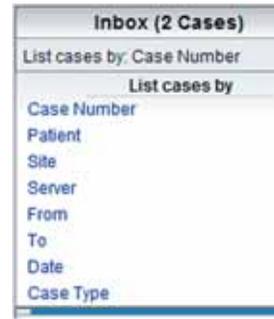
- bold = cases not viewed yet
- (x/y) = unviewed / total
- sent = list cases you sent
- created = list cases you created



- history = list cases you handled

Finding a Case

The top of column 2 **E** 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.



Using Advanced Search

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



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



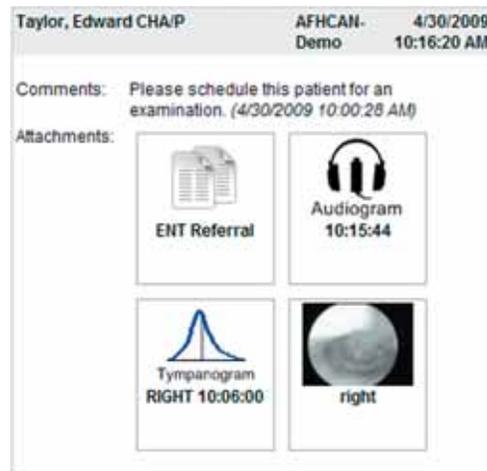
- Blank is a wild-card.
- The system will search for fields that *contain* the sequence you enter.
- The **Patients** field is multi-purpose (see **Search Tip**).
- Example: to find cases of patients born in 1924, enter that in the **Patients** field.
- Medical record # is not the same as AFHCAN case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

Viewing Case Contents

The medical contents of a case are displayed in the lower area of column 3. **O** 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. **L**



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.



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.



Sending a Case

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



Choose a provider and click 'Send Case' below.



Click on **Choose** to select a different recipient.



- **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.