



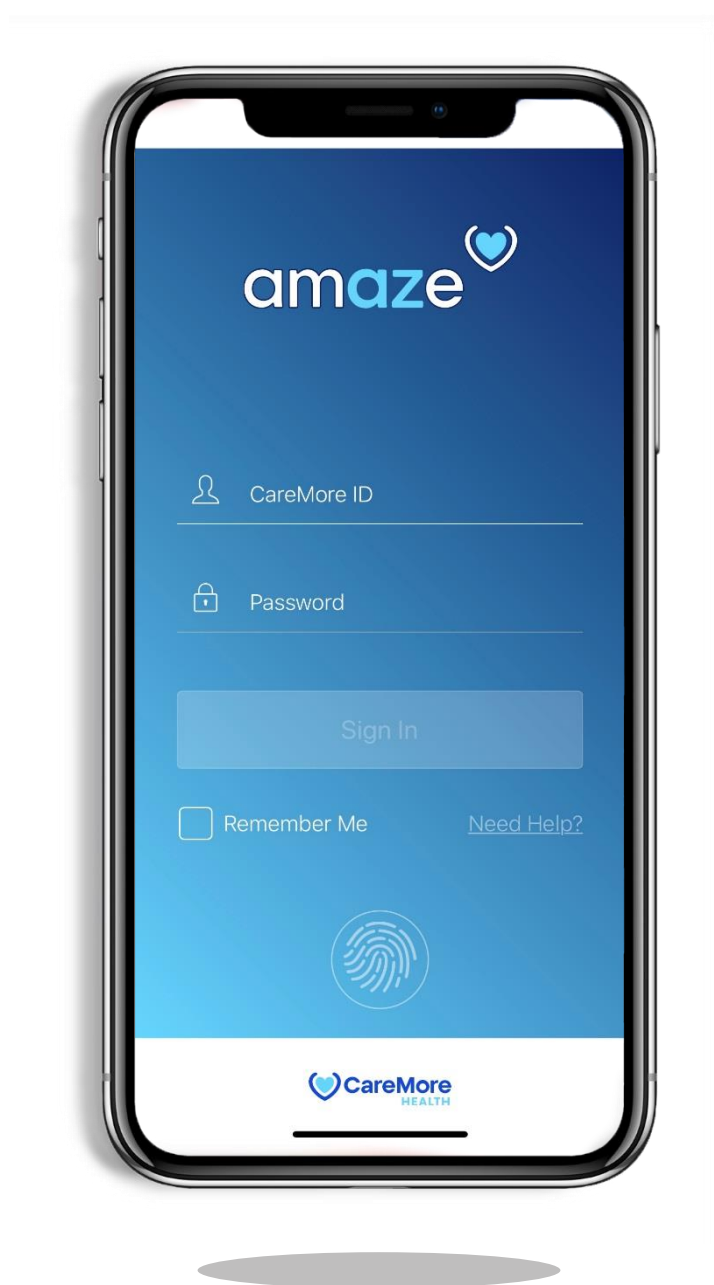
EXTENSIVIST REFERENCE GUIDE

From A to Z, improving operational efficiency to delivering optimal care to members





AMAZE is an app developed by CareMore that offers a simple way to manage and process inpatient information — beginning when the member is admitted to the hospital until the member is discharged. The goal is to help clinicians streamline current processes and allow more time to focus on delivering member care.



KEY FEATURES



Secure Fingerprint Login

Use your iPhone's built-in Touch ID feature for added security while using the app.



Appointments

View your complete Appointment details for the members



Census Data

View complete Hospital and SNF census data directly within the app for any region.



Initiate Discharge

Risk stratify members in the app by assigning the member with a health status code during discharge. Information is delivered to CareMore's Care Management team.



Member Assignment

Assign hospital and SNF members to yourself or another provider to ensure efficient handoffs.



Update Visit Status Codes

Mark members red, orange, yellow or green to triage members based on Visit Status codes.



Comprehensive Member Data

Access member data from four different source systems, including NextGen, Provider Portal, Patient QuickView, and Member360 in one Tap.



Billing Encounters

Input service codes during the inpatient stay. Downstream Case Management and Coding workflow ensures submission of Service codes and Dx Codes extracted from the hospital documentation.



Medication Reconciliation

Complete a med recon at time of discharge.



View EMR Documents

You can view all the EMR documents uploaded by the case management.



Admit Member

Admit member from the members directory for Inpatient admit and ER Treat and Release .



Sign-out

Use the iPhone's voice dictation feature to easily record your sign-out note. View past sign-out notes throughout the member's length of stay.

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[View Member Background details](#)

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PART 1: INITIALIZATION

Getting Started

The AMAZE app is compatible with the iPhone 6s or newer.

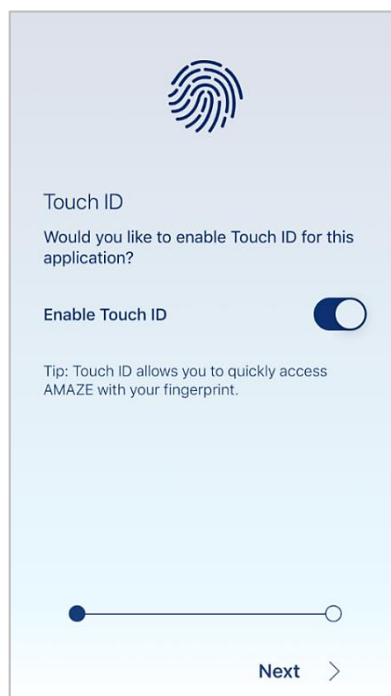
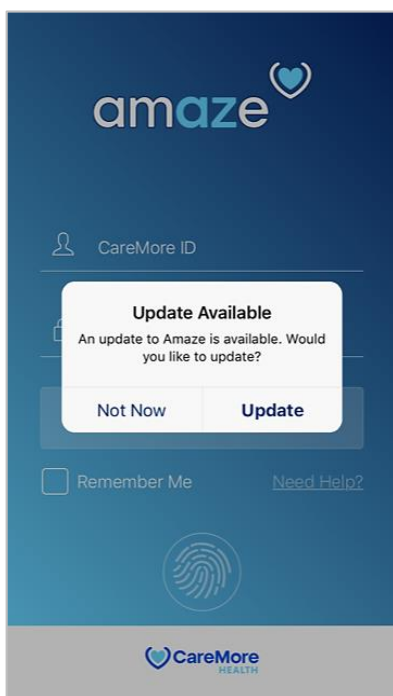
1. To install the app, visit the Apple store and search for the **CareMore amaze** app.
2. After installing, launch AMAZE.
3. When there is a new version of AMAZE App available on the App store and it does not match with the current app version on the device, a notification popup stating a new version is available and the app needs to be updated. User needs to select either **Update** or **Not now** as the next step.
4. After performing the needed action, enter your CareMore ID and password in the login page.

Note: After six failed login attempts, your CareMore account will be locked out. Contact IT support to unlock your account.

5. Tap **Sign In**.
6. Tap **Next** on the **Welcome to AMAZE** screen.
7. Enable or disable Touch ID when prompted. This feature can be changed in **Profile**.

Note: If your phone locks due to inactivity, use Touch ID to log back in or enter your password to resume your session. For security reasons, AMAZE automatically logs users out after 30 minutes of inactivity.

8. To view the Census data of a particular region, select the region and tap **Save**.

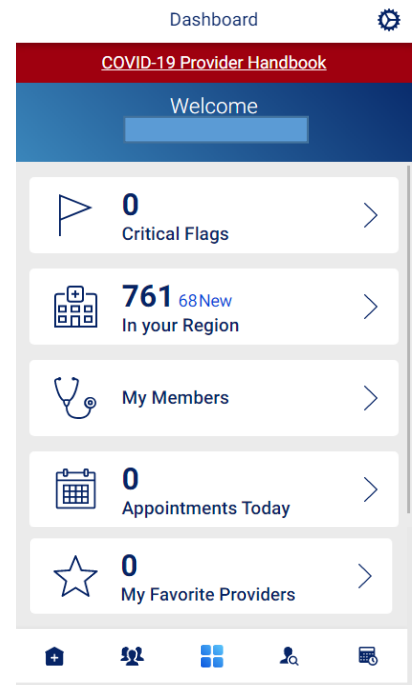


PART 2: NAVIGATING AMAZE

Dashboard

After successful login, your dashboard with five categories is displayed. To view the members listed under the respective category, tap the relevant option.

- **Critical Flags**
Displays members who have Critical Flag alerts applied.
- **In your region**
Lists all members in the census within the regions you selected.
- **My Members**
Displays members you are currently managing.
- **Appointments**
Allows Extensivists to view their daily, weekly, and monthly appointments and complete appointment details of the member.
- **My Favorite Providers**
Displays favorite providers.

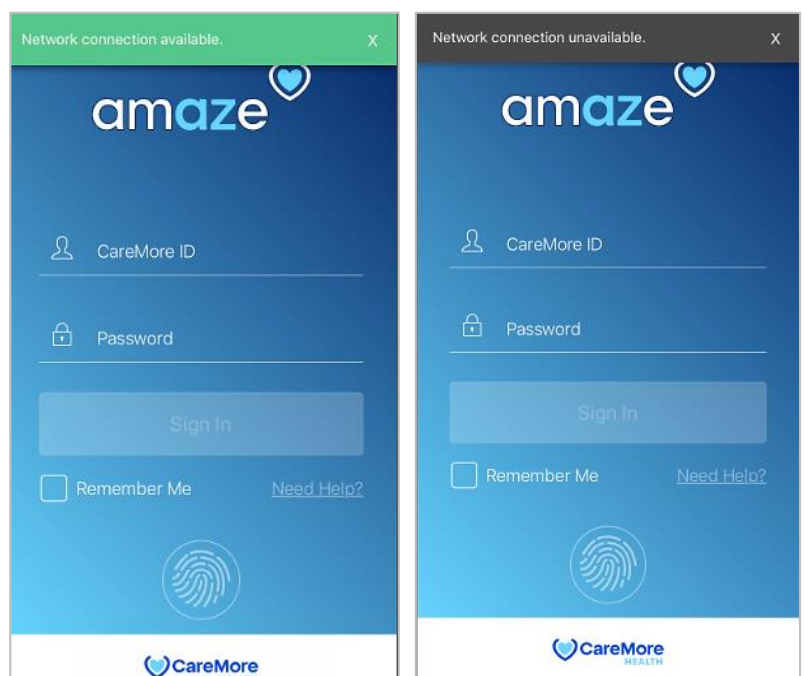


Members listed as **New** are those who have been added on that day's census or have a current length of stay of one day or less.

Enhancements to notifications and warning messages

The user will view the pop-up message **Network connection unavailable** in black, when the WIFI (Internet Connection) is disconnected. The user can dismiss the message.

Users can see the pop-up option **Network connection available** in green, which would disappear in three seconds when the internet connection is reconnected.



Main Menu

In the menu screen, you can change the module to @Home or Amaze Touch or External PCP or you can start using Amaze Hospital features.

Amaze Hospital features:

1. Census

Displays all members in the census within the region(s) selected. The screen defaults to an expanded view. To close or expand each menu, tap the arrow.

2. My Members

Displays members you are currently managing. It also displays Discharge Follow-ups, Recently Visited Members, My Assigned Members and My Member Panel.

3. Dashboard

Displays quick links and a high-level overview of your region's census data.

4. Search Members/ Providers

Allows you to Search for members or providers in the dashboard.

5. Appointments

Allows Extensivists to view their daily, weekly, and monthly appointments and complete appointment details of the member.

On the top right corner of the Dashboard, there is a round icon. On tapping, 'Settings' page opens.

- **Census Regions**

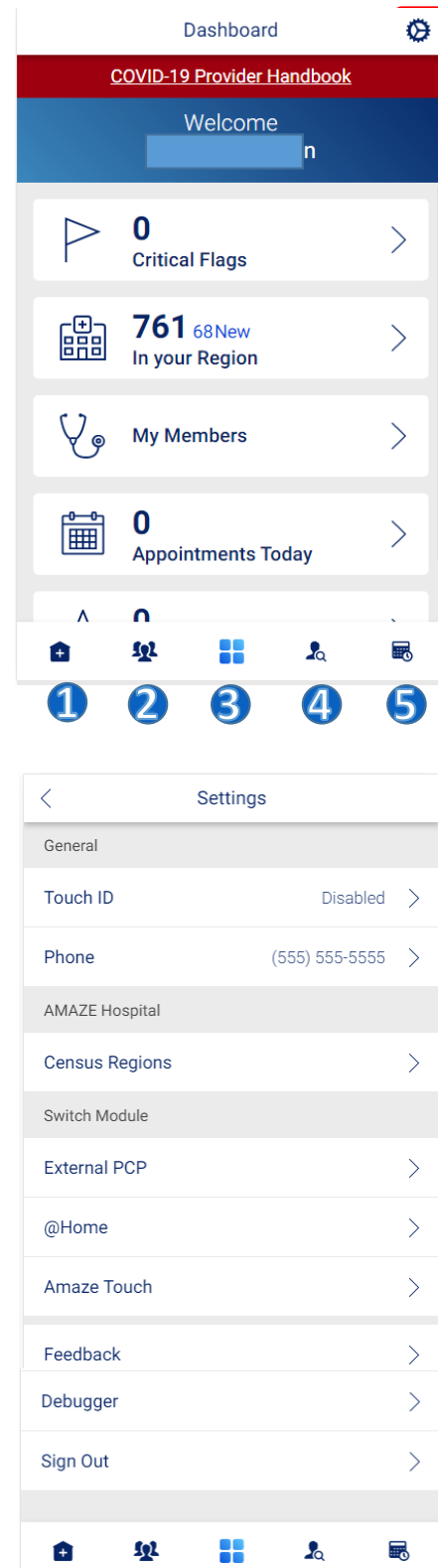
Allows you to select regions you want to view census data for.

- **Feedback**

Allows you to give any feedback or report any issue.

- **Sign Out**

Helps you log out of the AMAZE app.

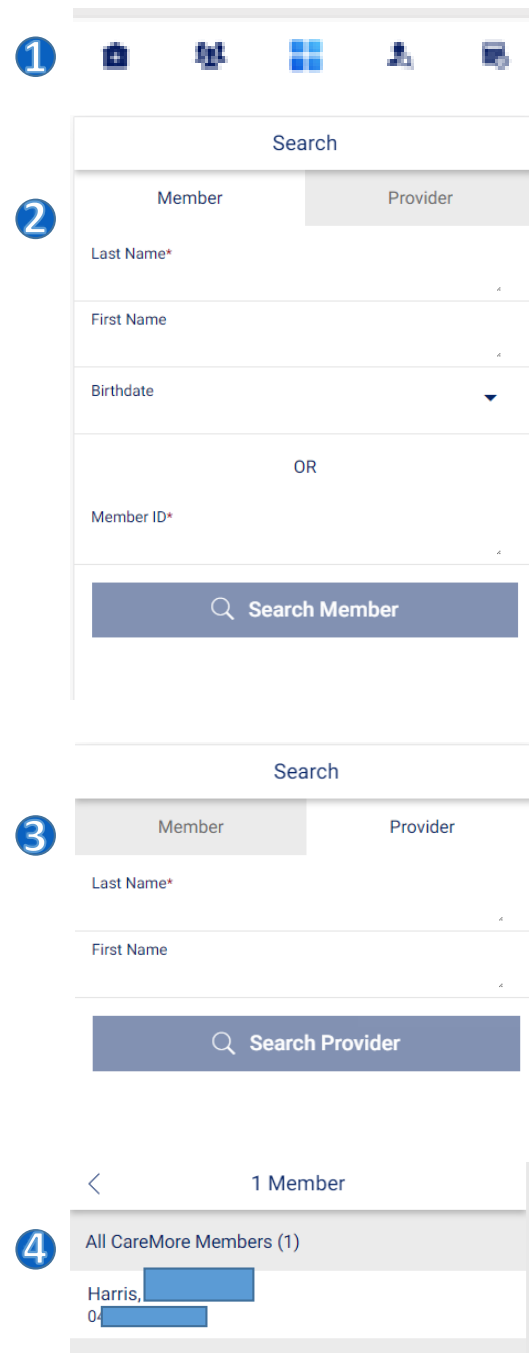


Member/Provider search

Amaze app now allows you to search for members and providers in the dashboard. You can search for members with two different options: Using member name or member ID. You can search for providers using their first name or last name.

You can tap the 'Member Search' option from the Navigation bar and search for members and providers.

1. To view your options, tap **Search Members**.
2. Tap **Member** to search for the Member using **Last Name, First Name** (optional), **Birthdate** (optional) or using Member ID.
3. Tap Provider to search for providers using Last Name(optional) or First Name.
4. The list of members matching the search criterion appears. If a member is available in the Census, then the member details with **Member name, DOB and Length of Stay** for members in the Hospital/SNF facility will get listed under the Inpatient/SNF facility. If the member is not available in the Census, then he/she gets displayed under **All CareMore Members** section, with Member **Name and DOB**. Select the member from the list to view the member chart.



Appointments:

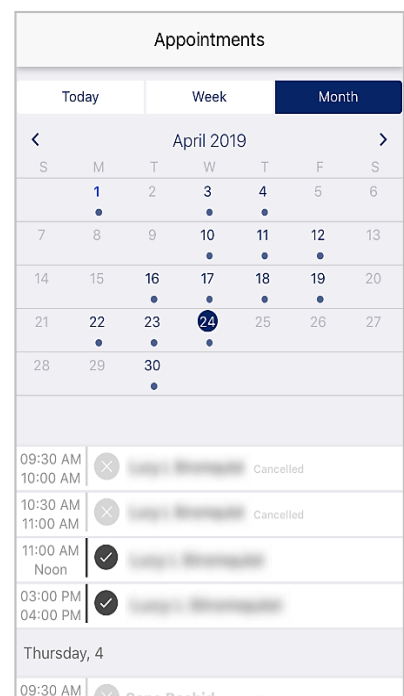
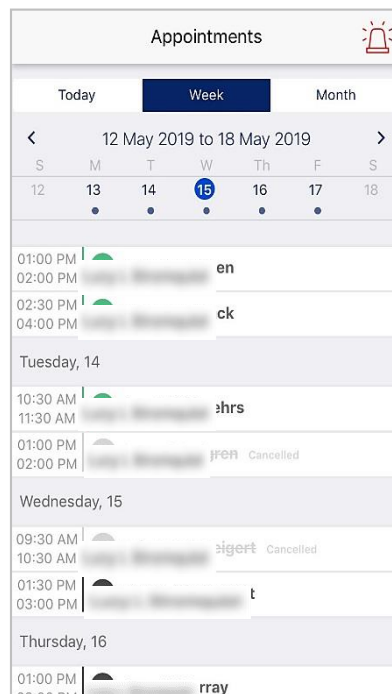
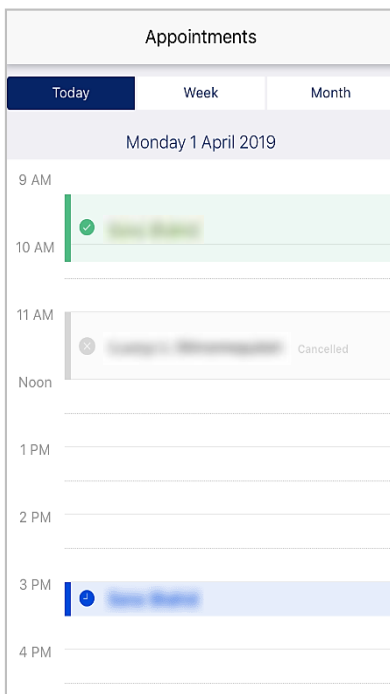
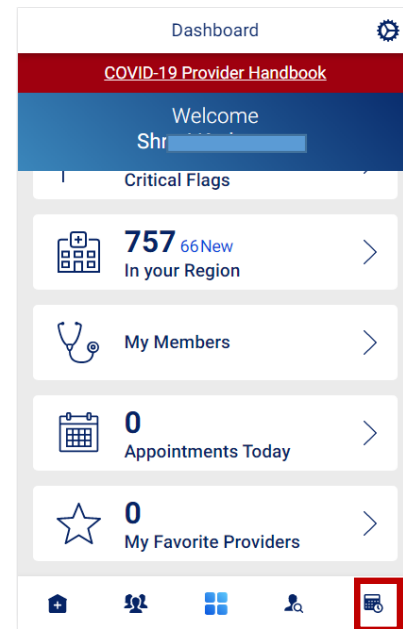
This Section allows Extensivists to view your screen will show your successive appointments under three categories. To view the members listed under the respective category, tap the relevant tab.

- **Today**
Displays members who have an appointment on the same day.
- **Week**
Displays members who have an appointment in the current week.
- **Month**
Displays members who have an appointment in the current month.

Appointment status:

The status of appointment is indicated by different colors as mentioned below:

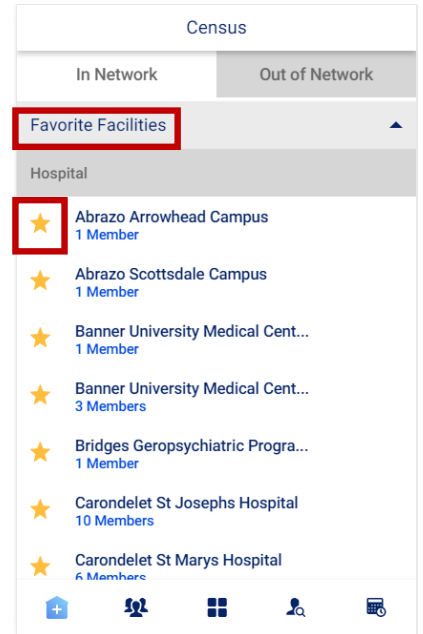
- Confirmed (Dark grey with white text)
- In Progress (Blue)
- Completed (Green)
- Incomplete (Yellow)
- Cancelled or Rescheduled (Light grey with strike through)



Favorite Facilities

- To mark any facilities in your region/assignments as favorites, you can use the **Favorite** feature.
- Every facility displayed has an option to be selected as favorite. To mark a location as your favorite, tap the favorite icon.
- Once selected, the facility appears on the top of the page under a new group named **Favorite Facilities**.
- To remove a facility from Favorite, deselect the favorite icon.

Note: The number of new members is given below each facility name.



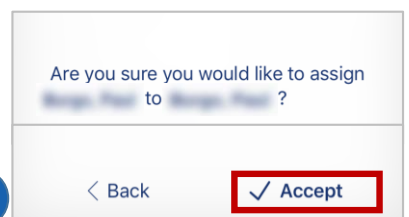
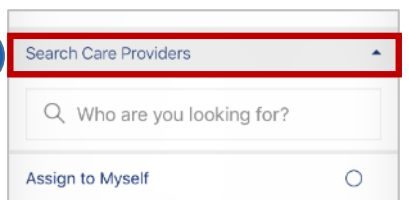
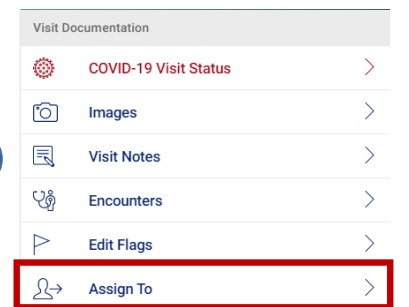
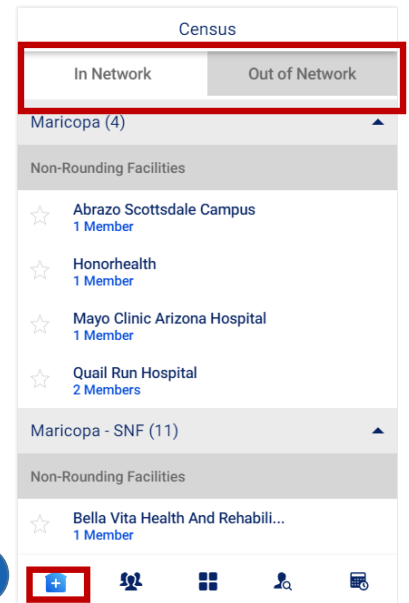
PART 3: CENSUS

View Census and Assign Members

The Census can be accessed from the Main Menu. Information is organized by location and hospital name, along with the number of members admitted to each hospital. There are 2 sections- **In Network** and **Out of Network**. Out of Network section will display the members who got treated in an Out of Network facility.

Members are categorized into three sections: **Unassigned**, **Assigned**, and **Discharged**.

1. RMOs may assign members individually, reassign members or perform a bulk assignment. To assign an individual member, Tap the member name from the **Census** screen.
2. Tap **Assign To**.
3. In the **Search Care Providers** field, type the provider's name or select a provider from the names listed under the search field.
4. Tap **Submit**.
5. Tap **Accept** to confirm.



Bulk Assign Members

1. In areas with a high census or hospitals where only one or two providers are on duty, a bulk assign option may be useful. From the My Members, select **Team Assignments**.
2. Tap the **Locations** tab and select the hospital location where you would like to perform a bulk assign.
3. Select all members you wish to assign to a single provider and tap **Assign To**.
4. In the **Search Care Providers** field, type the provider's name or select from names listed under **Recently Assigned To**.
5. Select the provider name and tap **Submit**.
6. Tap **Accept** on the next screen to confirm the assignment.

1 My Members

Discharge Follow-ups	0	>
Recently Visited Members	6	>
My Assigned Members	3	>
Team Assignments	0	>
My Member Panel	0	>

2 Member Assignment

Clinicians **Locations**

< Back Carondelet St Mary... (7)

Unassigned (4)

- Admitting Diagnosis: Cervical Disc Disorder With Myelopa...
- Admitting Diagnosis: Other Specified Complication Of Int...
- Admitting Diagnosis: N/A
- Admitting Diagnosis: N/A

Discharged (3)

3 X Deselect **Assign To**

4 Assign To

Who would you like to assign the following to?

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

4 Search Care Providers

Who are you looking for?

Assign to Myself

5 X Cancel **Submit**

Are you sure you would like to assign the following members to [Redacted] ?

- [Redacted]
- [Redacted]
- [Redacted]

6 < Back **Accept**

Members Successfully Assigned

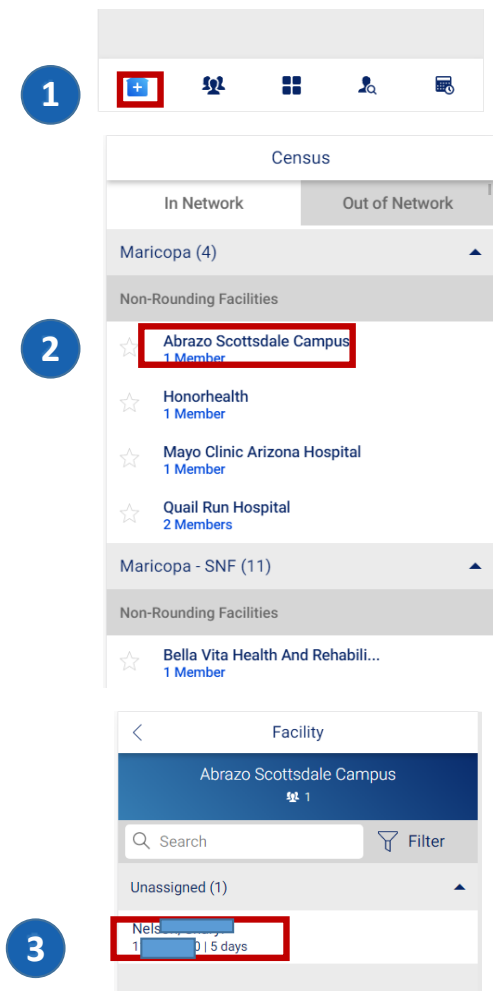
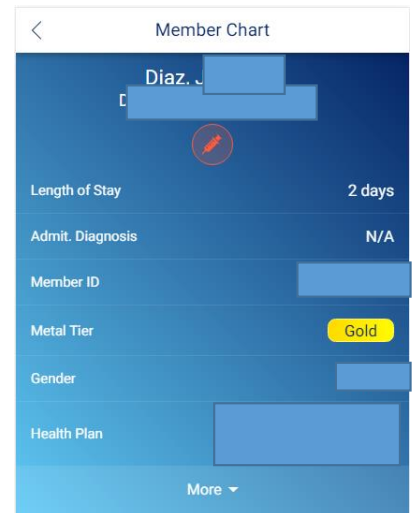
Clinicians **Locations**

PART 4: MEMBER CHART

View a Member Chart

Member information is now at your fingertips in one location with the AMAZE app on your mobile device. Member charts can be accessed from multiple menus within AMAZE. One way to view a member's chart is through the Census screen.

1. From the Main Menu, tap **Census**.
2. Select any location from the list.
3. Tap on the member name to view member chart.

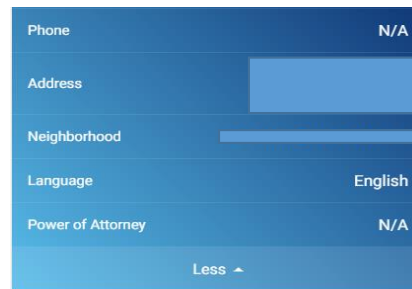
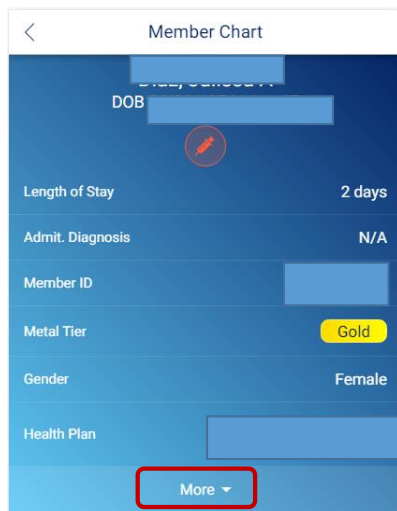


Member Chart Details

Within the member chart, the blue member header includes information including:

- Date of Birth
- Length of Stay
- Admit Diagnosis
- Member ID
- Gender
- Health Plan
- Metal Tier

To view additional information about the member, from the blue member header, tap **More**. This area expands to reveal data, such as the member's preferred Language, Phone number, Address, and Power of Attorney.



PART 5: VISIT DOCUMENTATION

[View Visit Documentation](#)

Visit Documentation includes the following section:

- COVID-19 Visit Status
- Images
- Visit Notes
- Encounters
- Admit Member






COVID-19 VISIT STATUS

COVID-19 visit status helps the user to update the patient's COVID status.

COVID Status Referral is a Mandatory field, which can be filled with following options:

- First Test Pending
- Positive Test
- Negative Test-Sec Pending
- Negative Test
- Suspected based on symptoms
- Known exposure
- Unknown status

How identified and Patient setting are the other mandatory fields with multiple options to fill in.

Visit Documentation		
	COVID-19 Visit Status	>
	Images	>
	Visit Notes	>
	Encounters	>
	Admit Member	>

COVID-19 Referral ✕

Fill out the referral for **Nelson, Sharyl**.

COVID Status-Referral *
Select status ▼

How Identified *
Select Identification ▼

Patient Setting *
Select Setting ▼

Date of Symptom Onset
Select Date ▼

Market Region
Select Region ▼

Market Rep/Manager, Case Mgmt
Select Representative ▼

Home Situation
Select Situation ▼

Primary Dx

Secondary Dx

Comments

✕ Cancel ✓ Submit

Images:

Amaze user is now able to view new option called "Images" under the Member chart screen.

1. User can click on "Images" in the 'Visit Documentation' section.

2. It displays the following options:

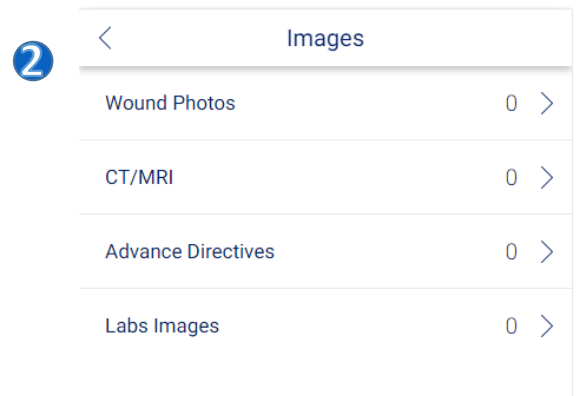
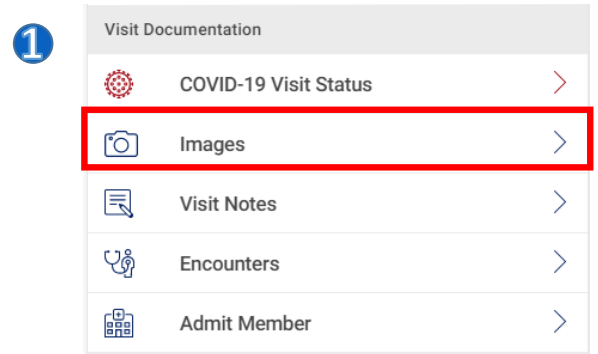
- Wounds
- CT/MRI
- Advanced Directives
- Labs Images

By default, user will see message, "There are currently no <category name> pictures for <member name>". User can Add picture by clicking on Add icon on the top right corner of the page.

3. On clicking the add picture icon, user will see two options:

- Camera
- Photo Gallery

User is able to click on Camera option and take pictures/images.

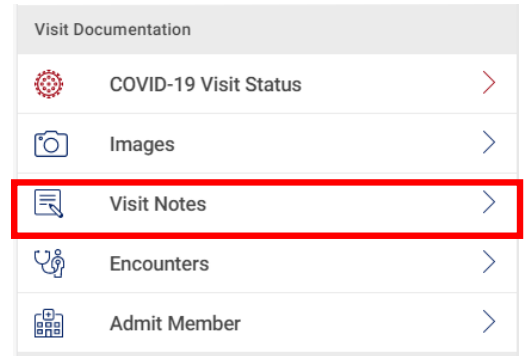


Visit Notes:

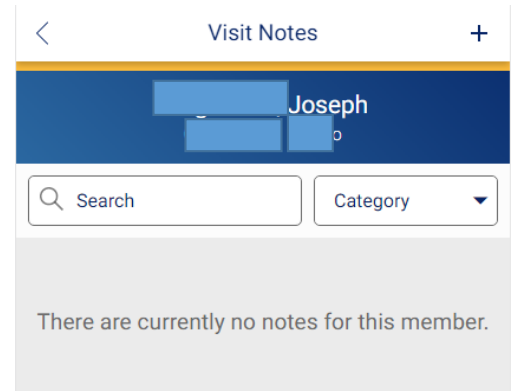
The AMAZE app allows you to easily submit and edit a visit note.

Provider /NP's can add Visit Notes for any member that they are visiting. Multiple providers can add their notes for the same member. The Visit Notes can be viewable by any provider but it cannot be edited by any other provider except the one who created it. Separate entry under the Visit notes with provider name and date stamp is now added.

1. Amaze user while adding Visit notes for a member is able to view Member Name , DOB and Year on the screen along with + sign at the top right corner.
2. On tapping the '+' sign, 'Add Visit Note' page opens. All the mandatory fields like 'Visit Date', 'Visit Note Category' and 'Visit Notes' are to be entered for enabling submit button.



1



2

Add Visit Note

Add a visit note for B [redacted]

Select Visit Date *

01/20 THU 01/21 FRI 01/22 SAT 01/23 SUN

Select Visit Note Category *

Visit Note *

Cancel Submit

Visit Notes contd:

3. User is able to see 3 categories for selection while adding Visit notes like:

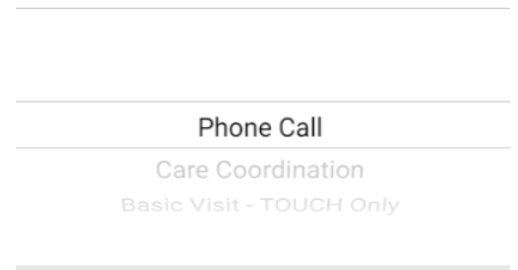
- 1) Phone Call
- 2) Basic Visit - TOUCH ONLY
- 3) Care Coordination

4. Note that is entered is displayed with data like:

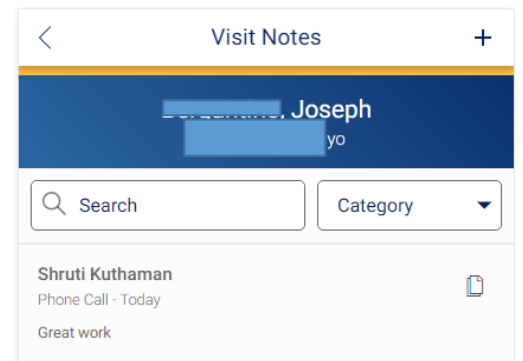
- Name of person who entered the note
- Note Category
- Date and Time of submission
- Actual Note

The saved Visit Notes will be send to FileNet and the same note is available in NextGen too. Document Category in NG will be shown as "Mobile Visit Notes" for all visit note submitted through Amaze. Visit Note feature is available to all the members irrespective of census , out of census , FAL , Unassigned members or Appointments or any modules.

3



4

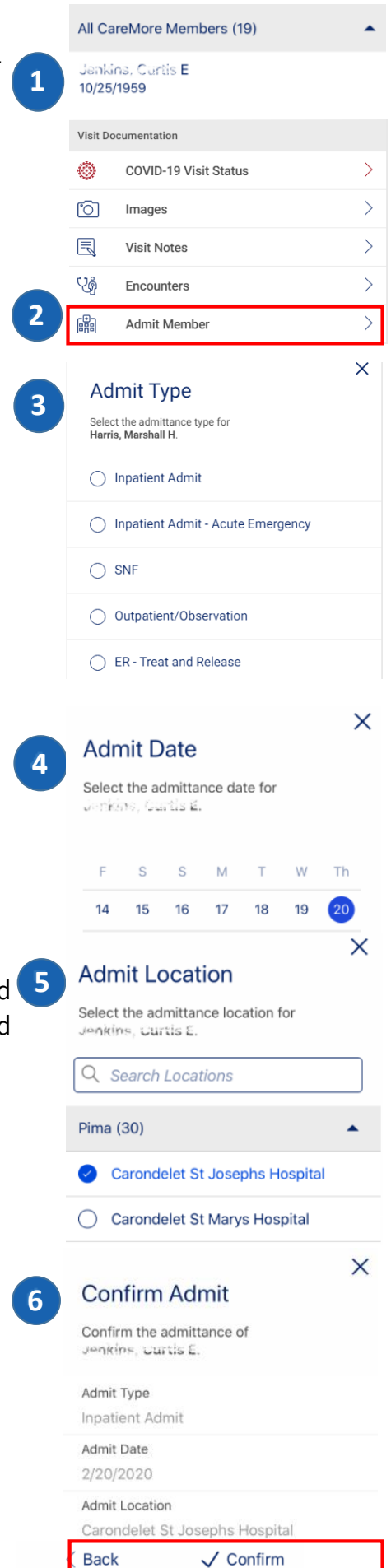
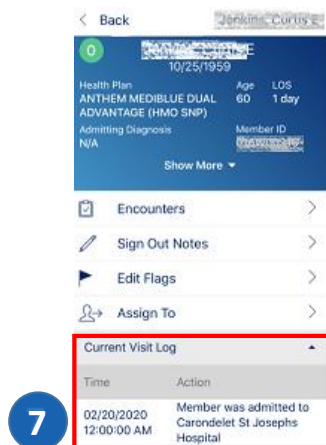


Admit Member

If a member is not available in Census, you can search for the member in the **Search All Members** section. The section displays member's name and date of birth.

1. To add a member to Census, from the member list in the All CareMore Members, select the member name.
2. Tap **Admit Member**
3. We have 5 options available here such as Inpatient Admit, Inpatient Admit – Acute Emergency, SNF, Outpatient/Observation and ER – Treat and Release. Select any of these options based on the admit type and then click 'Next'.
4. The **Admit Date** screen appears with a 7 days window for all Inpatient Admits. (See page#21 for Detailed ER Treat and Release work flow). Select an admit date.
5. To search for a facility, type a keyword (part or full name of the facility) in the search box. The list of facilities matching the keyword appears. Select a facility to admit the patient.
6. In the confirmation page, tap **Confirm** after verifying the admit details. Go 'Back' if any changes needed. The member will be successfully added to census after the confirmation.
7. In the **Current Visit log** section of the member chart, the user should be able to see the date on which the member was added to census and to which facility he/she got added.

Note: Adding members to **non-rounding** facilities is currently unavailable.



Emergency Room Treat and Release

Amaze user can now submit **Treat and Release Encounter**.

1. To create the ER Treat and Release encounter, search for the member and select the member from the member list.

2. Tap **Admit Member**

3. Out of the 5 available options here, choose ER-Treat and Release.

4. The **Discharge Method** screen appears with 2 options to choose from- In Person and Telephonic. Choose a Discharge Method and click 'Next' button.

5. The **Release Date** screen appears with a 3 days window. Choose a Release Date and click 'Next' button.

6. The **Admit Location** screen appears next and to search for a facility, type a keyword (part or full name of the facility) in the search box. The list of facilities matching the keyword appears. Select a facility to admit the patient and click 'Next'.

1 All CareMore Members (19) Jenkins, Curtis E 10/25/1959

Visit Documentation

- COVID-19 Visit Status
- Images
- Visit Notes
- Encounters
- Admit Member**

2 Admit Type

Select the admittance type for Harris, Marshall H.

- Inpatient Admit
- Inpatient Admit - Acute Emergency
- SNF
- Outpatient/Observation
- ER - Treat and Release**

3 Discharge Method

Select how you discharged Harris, Marshall H.

- In Person**
- Telephonic

4 Release Date

Select the release date for Jensen, Barbara M.

T	W	Th
18	19	20

5 Admit Location

Select the admittance location for Jensen, Barbara M.

Gle

LAOC (2)

- Adventist Health Glendale**
- Glendale Memorial Hospital And H...

6

7. The **Discharge Location** comes next with 8 location options:

1. Home
2. SNF
3. Hospital @Home
4. Hospital
5. Hospice
6. Long Term Care
7. Assisted Living Facility
8. Other

8. If user selects discharge location as SNF, then we have a list of **SNF** facilities, where the provider can shift the member. Select a Discharge SNF facility from the list.

On selecting **OTHER** option user can enter free form text.

9. **Pending Test Results** screen comes after selecting Discharge Facility.

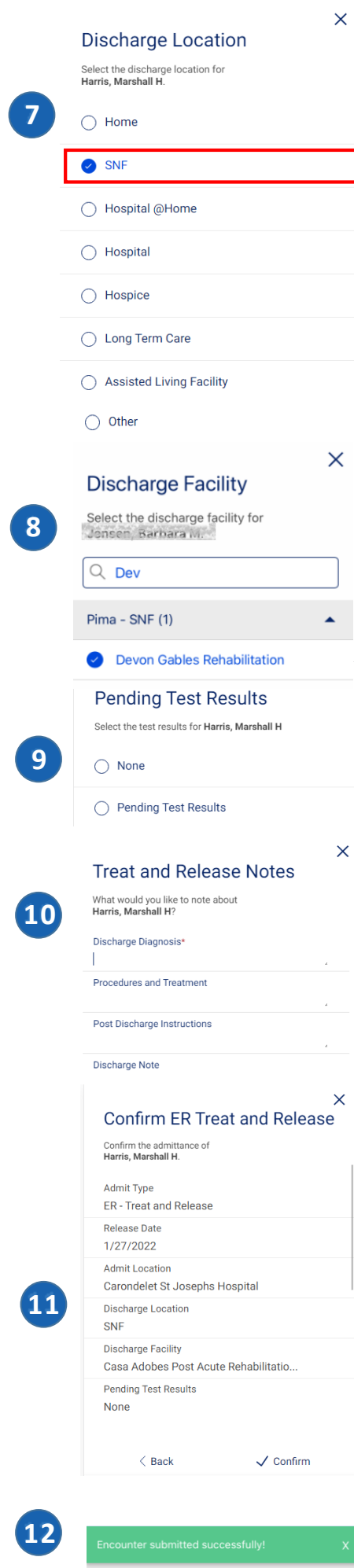
10. User has to **Treat and Release Notes**. User has to fill Discharge Diagnosis(mandatory) and other optional notes.

11. Last screen is the **Confirm ER Treat and Release** screen which provides the details of admittance confirmation.

In the confirmation page, tap **Confirm** after verifying the admit details. Go **'Back'** if any changes needed. The member will be successfully added to census after the confirmation.

12. When user clicks on Confirm button after entering information for ER Treat and Release, user is taken back to Search Results screen where user can view the message as "Encounter submitted successfully."

Once the encounter for ER Treat and Release is submitted, an email is generated and sent to Case management with the content as all the details regarding the member's release activity.



PART 6: CRITICAL AND NON-CRITICAL FLAGS

View, Assign, and Edit Flags

Clinicians can draw attention to members by assigning them with critical or non-critical flags. Members with critical flags are bumped to the top of the census list. If a member has been flagged, tap the flag in the member card to view more information about the flag.

1. You may flag any member who is assigned to you. From the member chart, tap **Edit Flags**.

2. A list of all critical and non-critical flags is displayed on screen.

Critical Flags

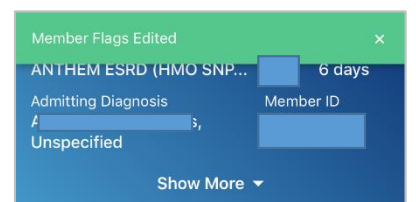
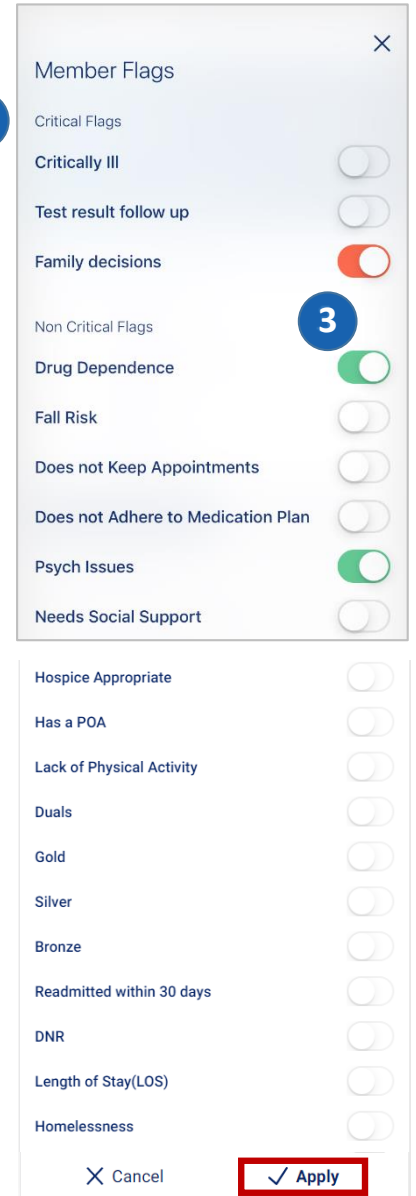
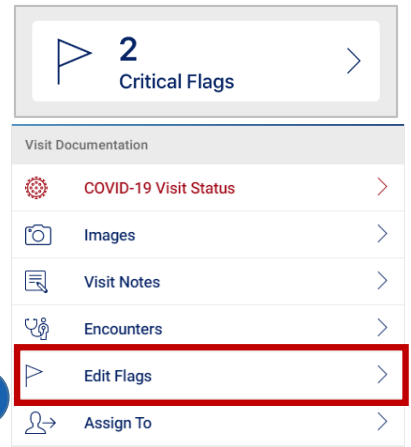
- Critically Ill
- Test Result Follow Up
- Family Decisions

Non-Critical Flags

- Drug Dependence
- Fall Risk
- Does not Keep Appointments
- Does not Adhere to Medication Plan
- Psych Issues
- Needs Social Support
- Hospice Appropriate
- Has a Power of Attorney
- Lack of Physical Activity
- Duals Patient
- Gold Patient
- Silver Patient
- Bronze Patient
- Readmitted Within 30 Days
- DNR
- Length of Stay(LOS)
- Homelessness

3. To toggle **on** or **off** a flag, tap the respective button.

4. To confirm the selected flag(s), tap **Apply**. Upon confirmation, the member chart is displayed again with a red or green alert at the top of the screen to notify whether the member has been successfully flagged.



PART 7: ENCOUNTERS

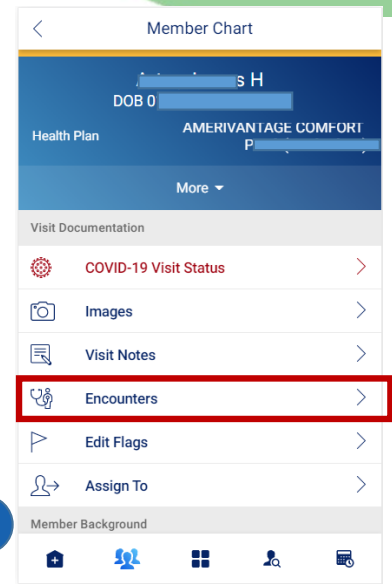
Add, Edit or Delete Encounters

Encounters workflow on AMAZE allows you to submit a service encounter code in lieu of the current paper encounter form. Multiple encounters can be submitted by providers for the same DOS as long as they are different providers. Same provider cannot submit two encounters for the same DOS.

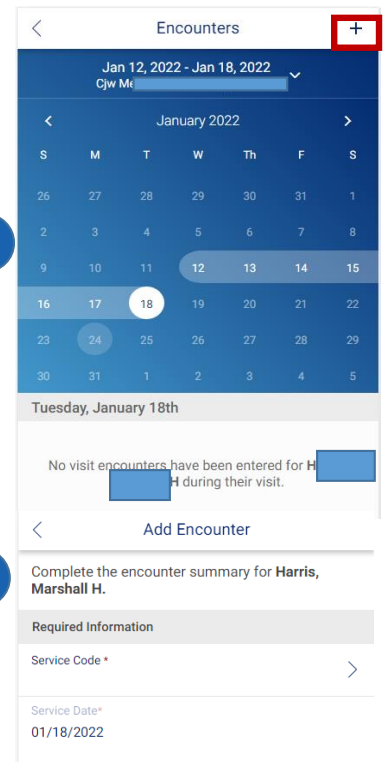
1. Tap **Encounters** on the member chart.
2. Select the day of service and tap on the + sign in the top right corner.
3. Tap **Service Code** to be able to select a Service code.
4. You can submit one Initial, multiple subsequent, and one discharge encounter for a member during the entire length of stay.

The following combinations for a DOS will be allowed as long as each encounter is submitted by multiple providers:

- Initial + Subsequent(n times)
- Initial + Subsequent(n times) + Discharge
- Initial + Discharge same day
- Subsequent(n times) only
- Subsequent(n times) + Discharge



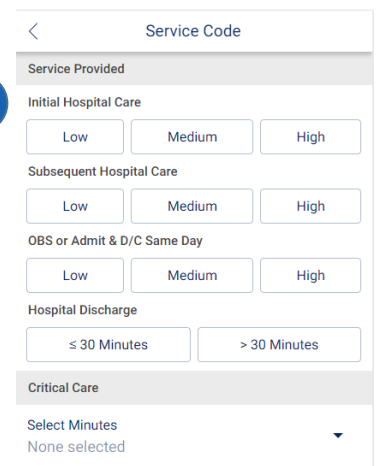
1



2

3

4



Edit or Delete Existing Encounters

If you tap an existing encounter, you will be shown a summary of the encounter, including service date, service code, health status, and discharge.

A user can edit or delete the current encounters and encounters submitted within a month. User can select or deselect multiple escalation criteria for the hospital discharge. User can edit the encounter by tapping on the Service code in **Edit Encounter** screen. To **Delete Encounter** toggle the delete encounter button and submit.

Encounter Specification

Amaze only allow only one encounter per day per user whether it is Initial, Subsequent, or Discharge encounter.

If the first provider has (Initial or Subsequent) encounter on a particular day and the second provider has discharge encounter submitted for the same day, then the second provider will not see any Delete or Edit button for making any changes to the Initial or Subsequent encounter made by the first provider.

Similarly, if there is no Initial or Subsequent encounter for the day, then second provider has the right to delete or update the encounter that was created by the first provider.

The screenshot shows the 'Edit Encounter' screen. At the top, there is a back arrow and the title 'Edit Encounter'. Below the title, it says 'Complete the encounter summary for Ca...' and 'V.'. The 'Required Information' section is highlighted with a red box and contains 'Service Code *' and 'Initial Hospital Care: Medium'. Below this is the 'Service Date *' field with the value '01/23/2022'. At the bottom, there is a 'Delete Encounter' toggle switch, also highlighted with a red box, which is currently turned off. The screen has a blue 'Submit' button and a grey 'Cancel' button at the bottom right.

Hospital Discharge Workflow

1. There can be only one discharge encounter. If there is already a discharge encounter then, provider cannot select another discharge encounter service code. Provider can only select Discharge Service code as long as the date for the Discharge encounter is after any Initial and/or Subsequent encounter. Providers can also select Discharge service code with the same DOS as initial or subsequent encounter. A provider can submit same day D/c even if there is an Initial or Subsequent code.

If you select a discharging encounter, the discharge workflow will be triggered. Providers can select either of the 2 options available for **Hospital Discharge** and save it.

2. **Add Encounter** screen appears which has few mandatory details like **Discharge Location, Pending Test Results, Discharge Diagnosis, Medical Reconciliation completed** to be filled in.

3. On selecting **Pending Test Results**, the user can select from the 2 options available.

Service Code

Service Provided

Initial Hospital Care

Low Medium High

Subsequent Hospital Care

Low Medium High

OBS or Admit & D/C Same Day

Low Medium High

Hospital Discharge

≤ 30 Minutes > 30 Minutes

Critical Care

Select Minutes

None selected

Back Save

Add Encounter

Complete the encounter summary for Car [redacted].

Required Information

Service Code * Hospital Discharge: ≤ 30 Minutes

Service Date * 01/28/2022

Discharge Location *

Pending Test Results *

Discharge Diagnosis *

Medication Reconciliation completed *

Additional Discharge Information

Ace Score !

Discharge Note

Procedures or Treatment Provided

Post Discharge Care Instructions

Send PCP Communication
(* [redacted] aniel does not have a valid email address.)

Cancel Submit

Pending Test Results

None

Pending Test Results

Hospital Discharge Workflow contd

4. Once the Pending Results are saved, tap on **Discharge Location**. Amaze has a discharge workflow through the app where a member can be discharged to any of the following:

- Home
- SNF
- Hospital @home
- Assisted Living Facility
- Other

5. On saving Discharge Location, tap on **Medication Reconciliation**. There appears 2 options to choose from.

6. Once the discharge encounter is submitted, in the encounter calendar view Discharge gets displayed.

Discharge encounter can be submitted within 3 days of discharge also. If the current date is within 72 hours of the date selected to add Discharge encounter, the Discharge form is available for the user to submit the information. If the date is outside 72 hours then the discharge encounter workflow will be treated as a standard retroactive encounter.

4

Discharge Location

Select the discharge location for Ca [redacted]

Home

SNF

Hospital @Home

Assisted Living Facility

Other

5

Medication Reconciliation

I acknowledge that home medication(s) were reconciled with discharge medication(s)

Yes

No

6

Encounters

Current Admission
Carondelet St Josephs Hospital

January 2022

S	M	T	W	Th	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Friday, January 28th

Discharge

View All Visit Encounters

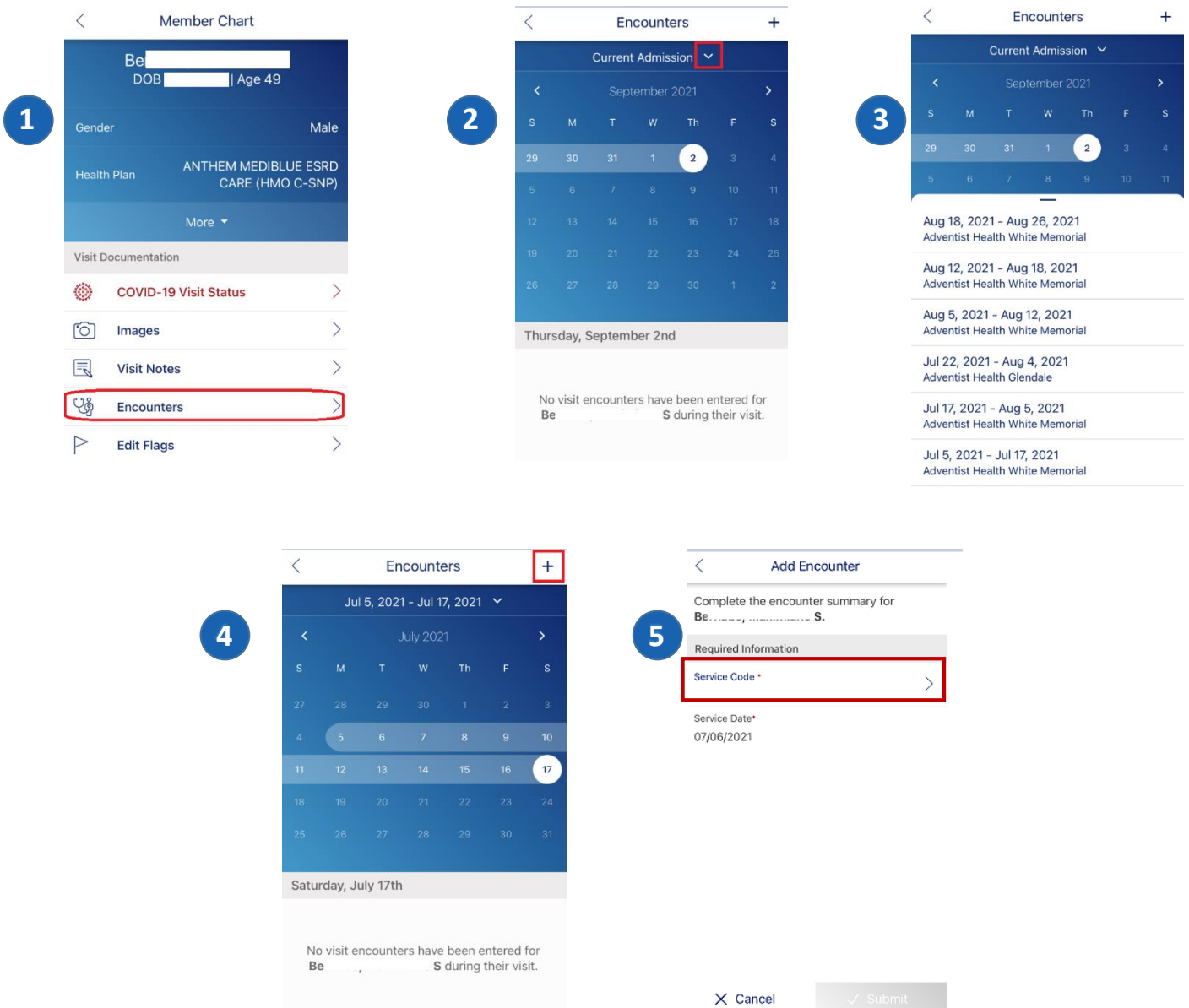
Home Profile App Person Calendar

Retroactive Encounter Submission

Retroactive admissions in the past 6 months, in a Rounding facility can be viewed in the Encounter Calendar view. Users can switch between the encounters to view the corresponding Length Of Stay. Users can add encounters retroactively for the admissions for the last 4 months.

Scenario 1: Encounter Submission for retroactive admissions- Member in Census

1. Tap **Encounters** on the member chart.
2. To view any previous admissions happened for the patient in the last 6 months tap on down arrow in current admission.
3. Displays previous admissions for the patient in the last 6 months.
4. To add **encounter** tap on + sign in the top right corner.
5. Tap on the **Service Code** to select the type of service.



Scenario 1: Encounter Submission for retroactive admissions- Member in Census (contd)

6. Tap on the type of service provided and save it.
7. The saved service code along with the type of service displays.
8. On successfully submitting the encounter, the message 'Added Encounter' displays.
9. To add **encounter** on a different date, tap on + sign in the top right corner. Note that the user will not be able to submit Initial Hospital Care as it is already submitted.
10. Tap on the type of **Subsequent Hospital Care** given and click on save.

6 Service Code

Service Provided

Initial Hospital Care

Low Medium High

Subsequent Hospital Care

Low Medium High

OBS or Admit & D/C Same Day

Low Medium High

Hospital Discharge

≤ 30 Minutes > 30 Minutes

Critical Care

Select Minutes

None selected

Back Save

7 Add Encounter

Complete the encounter summary for Be..... S.

Required Information

Service Code *
Initial Hospital Care: Low

Service Date*
07/06/2021

Send PCP Communication ("Hernandez MD, Luis" doesn't have TC)

Cancel Submit

8 Encounters

Added Encounter

Jul 5, 2021 - Jul 17, 2021

July 2021

S M T W Th F S

27 28 29 30 1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30 31

Tuesday, July 6th

Initial : Low
Resha Ismail

View All Visit Encounters

9 Add Encounter

Complete the encounter summary for Be..... S.

Required Information

Service Code *

Service Date*
07/08/2021

Cancel Submit

10 Service Code

Service Provided

Initial Hospital Care

Low Medium High

Subsequent Hospital C

Low M

OBS or Admit & D/C S

Low M

Hospital Discharge

≤ 30 Minutes > 30 Minutes

Critical Care

Select Minutes

None selected

Back Save

An initial encounter has already been submitted for BE..... S by Resha Ismail on Tuesday, July 6, 2021.

Scenario 1: Encounter Submission for retroactive admissions- Member in Census (contd)

11. Tap on the type of service in **Subsequent Hospital Care** and save it.
12. The saved service code along with the type of service displays.
13. On successfully submitting the encounter, the message '**Added Encounter**' displays.
14. To add **encounter/discharge**, tap on + sign in the top right corner.
15. Tap on **Hospital Discharge** to discharge a patient.

11 Service Code

Service Provided

Initial Hospital Care

Low Medium High

Subsequent Hospital Care

Low Medium High

OBS or Admit & D/C Same Day

Low Medium High

Hospital Discharge

≤ 30 Minutes > 30 Minutes

Critical Care

Select Minutes

None selected

< Back Save

12 Add Encounter

Complete the encounter summary for **Be...**

Required Information

Service Code *
Subsequent Hospital Care: Medium

Service Date*
07/08/2021

Cancel Submit

13 Encounters

Added Encounter

Jul 5, 2021 - Jul 17, 2021

July 2021

S M T W Th F S

27 28 29 30 1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30 31

Thursday, July 8th

Subsequent : Med
Resha Ismail

View All Visit Encounters

+ 👤 🏠 👤 📄

14 Add Encounter

Complete the encounter summary for **Be...**

Required Information

Service Code * >

Service Date*
07/13/2021

Cancel Submit

15 Service Code

Service Provided

Initial Hospital Care

Low Medium High

Subsequent Hospital Care

Low Medium High

OBS or Admit & D/C Same Day

Low Medium High

Hospital Discharge

≤ 30 Minutes > 30 Minutes

Critical Care

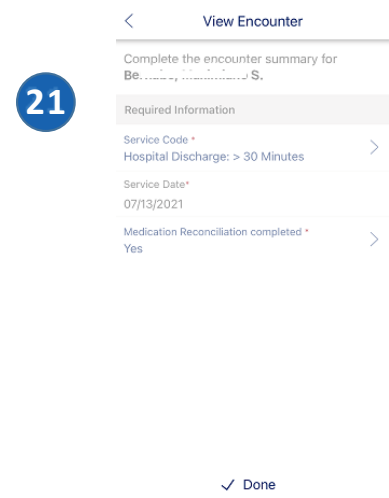
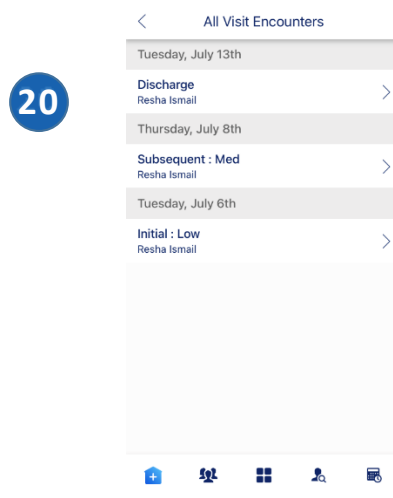
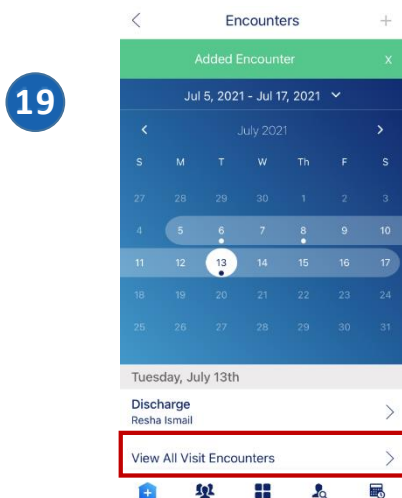
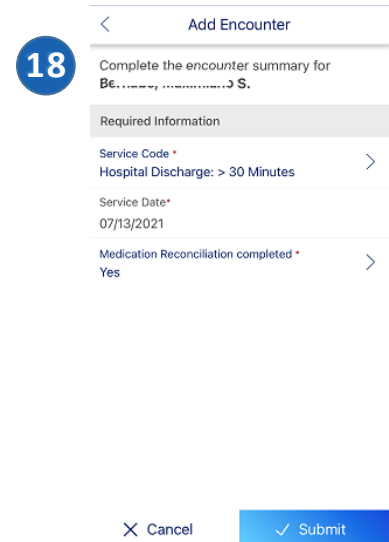
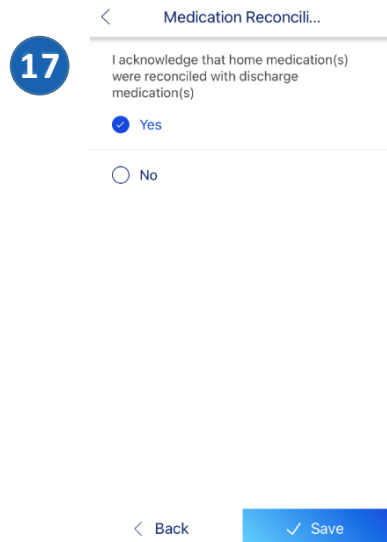
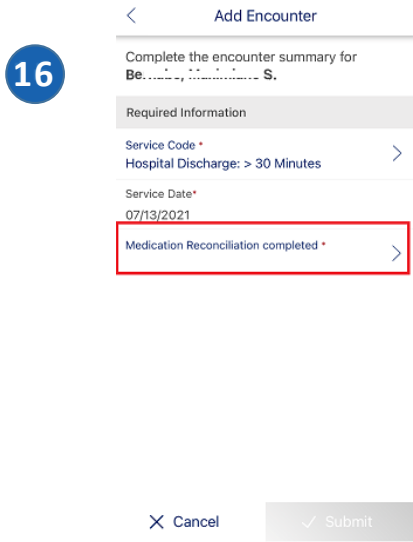
Select Minutes

None selected

< Back Save

Scenario 1: Encounter Submission for retroactive admissions- Member in Census (contd)

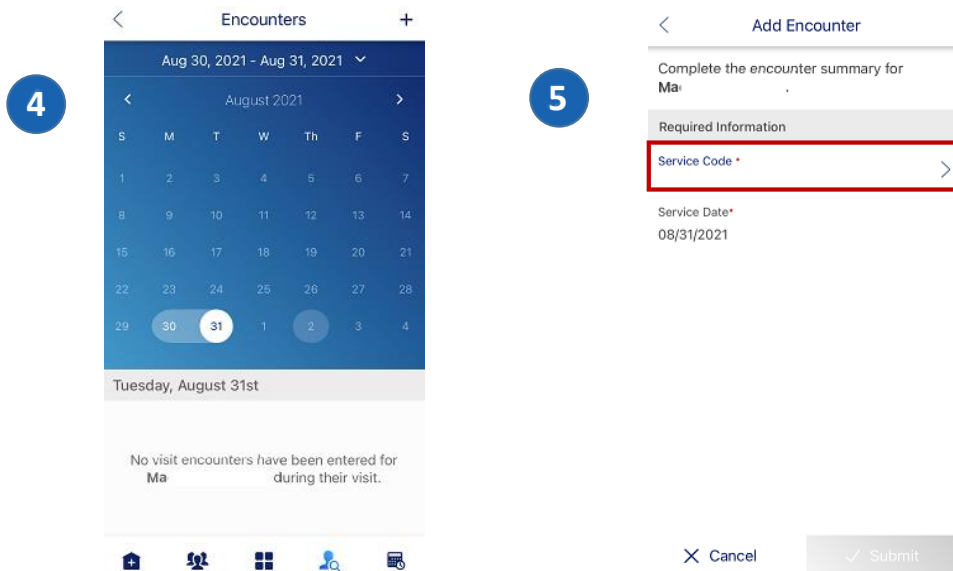
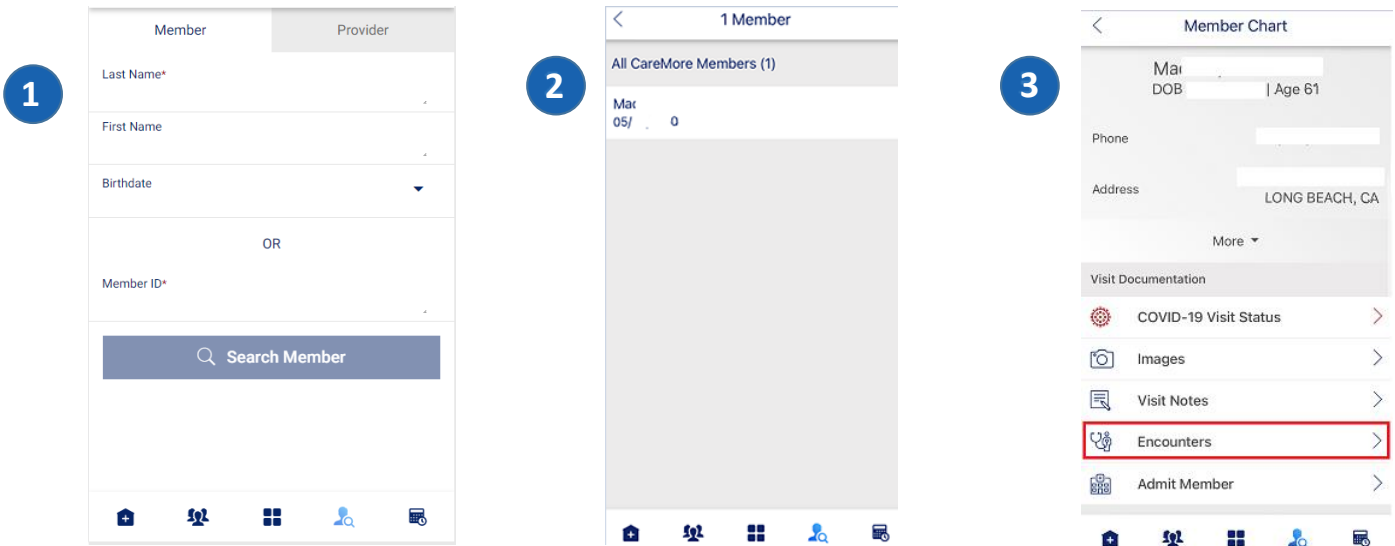
16. After Hospital Discharge is submitted, tap on **Medication Reconciliation**.
17. Tap on the relevant option and save.
18. On saving, selected options displays. Tap on Submit.
19. On successfully submitting the encounter, the message 'Added Encounter' displays. Tap on **View all Visit encounters**.
20. **All Visit Encounters** submitted displays.
21. On tapping a particular date, **View Encounter** displays.



Scenario 2: Encounter Submission for retroactive admissions- Member not in census

User can add retroactive encounter for members not in census.

1. Tap **Member Search** to search for a member not in census.
2. Member list gets displayed.
3. On tapping the member, member chart gets displayed. Tap on **Encounters** to add encounter.
4. Select the date of service and tap on + sign in the top right corner.
5. Tap on the **Service Code** to select the type of service.



Scenario 2: Encounter Submission for retroactive admissions- Member not in census(contd)

6. Tap on the type of **Service Provided**.
7. Tap on **Medical Reconciliation** field.
8. Tap on the relevant option and save.
9. On saving, selected options displays. Tap on Submit.
10. On successfully submitting the encounter, the message '**Added Encounter**' displays. Tap on **View all Visit encounters**.
11. **All Visit Encounters** submitted displays.

6

Service Code

Service Provided

Initial Hospital Care

Low Medium High

Subsequent Hospital Care

Low Medium High

OBS or Admit & D/C Same Day

Low Medium High

Hospital Discharge

≤ 30 Minutes > 30 Minutes

Critical Care

Select Minutes

None selected

< Back Save

7

Add Encounter

Complete the encounter summary for **Mat**

Required Information

Service Code *
OBS or Admit & D/C Same Day: Medium

Service Date*
08/31/2021

Medication Reconciliation completed *

Cancel Submit

8

Medication Reconcili...

I acknowledge that home medication(s) were reconciled with discharge medication(s)

Yes

No

< Back Save

9

Add Encounter

Complete the encounter summary for **Mat**

Required Information

Service Code *
OBS or Admit & D/C Same Day: Medium

Service Date*
08/31/2021

Medication Reconciliation completed *
Yes

Cancel Submit

10

Encounters

Added Encounter

Aug 30, 2021 - Aug 31, 2021

August 2021

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Tuesday, August 31st

Same Day Discharge : Med
Resha Ismail

View All Visit Encounters

11

All Visit Encounters

Tuesday, August 31st

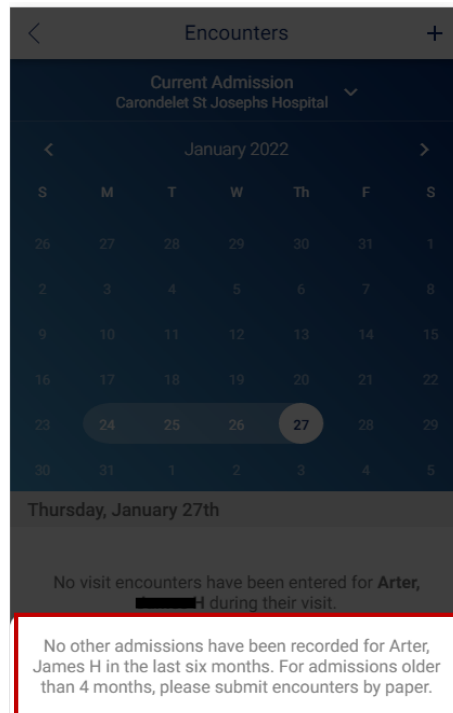
Same Day Discharge : Med
Resha Ismail

Scenario 3: For a member in census with no admissions in the last 6 months

For a member with **no admissions** in the **last 6 months**, the following message displays on tapping the top navigation dropdown at Encounter calendar view. " No other admissions have been recorded for <member name> in the last six months. For admissions older than 4 months, please submit encounters by paper"

Scenario 4: For a member in census with no encounter in last 6 months

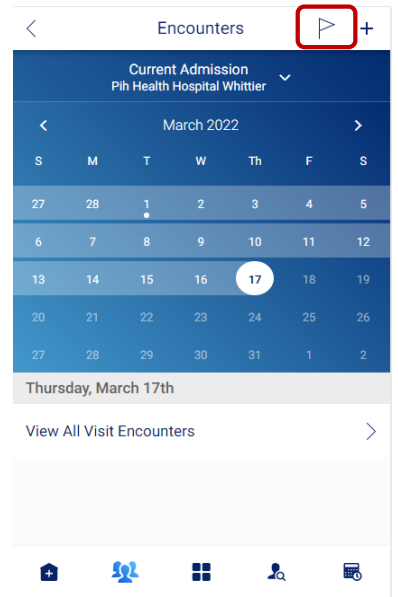
If **no encounters** are retrieved for a member in the **past 6 months**, the following message displays on tapping the top navigation dropdown at Encounter calendar view. "No other admissions have been recorded for <member name> in the last six months. For admissions older than 4 months, please submit encounter by paper"



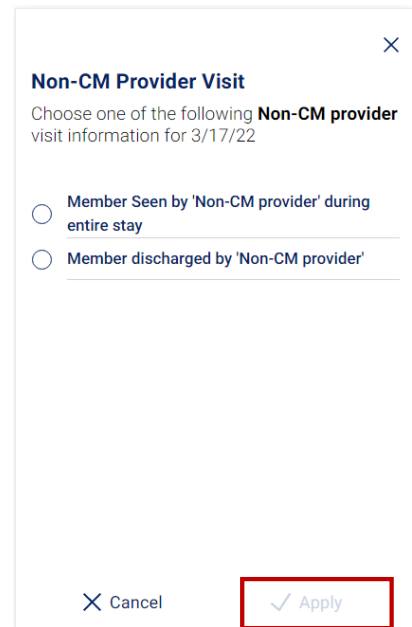
'Non-CM Provider visit' flag in Encounter calendar view

1. Extensivists can add flags if a user is seen by a non-caremore provider by tapping on the flag icon in Encounter calendar view.
2. From the **Non-CM Provider Visit** screen, the user can select from the 2 available options and click on **Apply**.
3. On applying the flag, **Non-CM Provider visit successfully saved** message appears. In the Encounter calendar view, the flag gets highlighted.

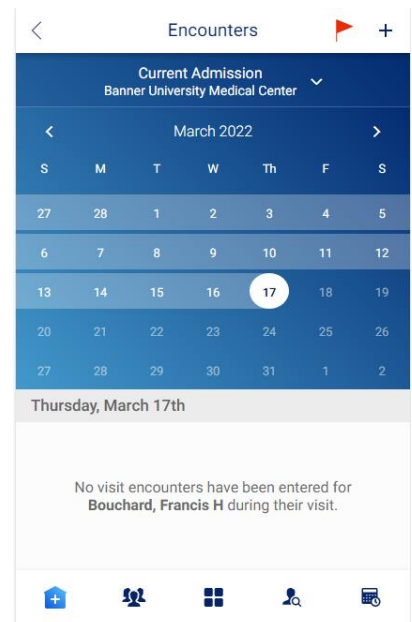
1



2



3



PART 8: MEMBER BACKGROUND

[View Member Background details](#)

Last IP Admission:

This section provides the last Inpatient Admission details including Date, diagnosis Codes, Attending Providers, Discharge Date and Summary Notes.

Appointments:

This section provides a view into the member appointments as available in Nextgen. To view additional details on the appointment, tap the appointment name. The window expands to display Date of appointment, Start and End Times, Event Type, Details, Kept status, Provider, Status, Location and Address details.

Screening Tool:

This section provides a view into the screening tools values for this member available in Nextgen:

- FAST Scale
- FAST Scale Comments
- PPS
- PPS Comments

View EMR Document types:


















Amaze user can now view a new option called "EMR Documents" under Member chart screen. EMR document section shows the chart Notes from NexGen. If no documents are returned for all the above categories then user will see error message, "There are no documents available for this member". User is able to view the list of DOS for each document in DESC order. If multiple documents have the same DOS then same DOS will be displayed multiple times. User is able to view entire document only in PDF format and can scroll through the document having multiple pages.

Test Results:

This section provides a view into the last three months of lab results. Information here is sourced from the Data Warehouse and displayed. Tap on the test result to view all details including Date of test, Test Name, Value, Units, Ordering Provider, Reference Range, and Abnormal Flags.

Current Visit Log:

This section provides current visit log details for time and the provider name that the member has been assigned to.

Member Background	
	Last IP Admission >
	Appointments >
	Screening Tools >
	EMR Documents >
	Test Results >
	Current Visit Log >
	NextGen Prescribed Medications >
	Authorizations >
	Plan Details >
	Claims >
	Core Care Team >
	Quality Measures >
	Past Medical History >
	Vitals >
	Claims Filled Medications >
	Allergies >
	Advanced Directives >

Member Background contd:

NextGen Prescribed Medications:

This section provides the list of medications prescribed in Nextgen. Tap each row to view Drug name, Strength, Days Supply, Date, Quantity, Pharmacy, Prescriber Name, Tier, and Filled status.

Plan Details:

This section provides details into the Member's Plan details. Tap each row to view Plan Name, Plan Group, Effective Date, Termination Date, HMO ID, IPA, and Duals status.

Claims:

This section provides a view into the claims of last three months for a member. Tap each row to view Claim ID, From and To dates, Service, Diagnosis and Provider details.

Core Care Team:

This section provides the names, contact number and email address (as available) of the member's PCP, Case Manager, Social Worker and Behavioral Health NP.

Quality Measures:

This section provides a view into the quality measure/Hedis gaps for a member. The information is sourced from the Provide portal. Tap each row to view the Measure Details, Value and Due dates.

Past Medical History:

This section provides the medical conditions that the member has been diagnosed with in the past. This information is made available from previous encounters in Nextgen. Tap on any code to view the Code, Description and all the dates the member was diagnosed with the condition.

Vitals:

Amaze app also has the Vitals information under the Member chart. The user can now access the vital information date wise.

Claims Filled Medications:

This list provides a view into all the claims based filled medications. This also includes ESI Pharmacy claims that might include OTC medication claims. Tap each row to view Drug name, Strength, Days Supply, Date, Quantity, Pharmacy, Prescriber Name, Tier and Filled status.

Allergies:

Amaze users can view the allergies information within mobile real time.

Plan Details	
Member Name	David
DOB	
Plan Name	
Plan Group	
Effective Date	
Termination Date	
HMO ID	
Duals	No

EMR Documents	
Advance Directives	1 >
Radiology	1 >
Clinical Summary	9 >
Cardiology studies	0 >
Cardiology	0 >
Chart Notes	0 >
Coumadin Calendar	0 >
D/C Summary	0 >

Member Background contd:

Advance Directives:

This section provides a view into the Advance Directives template in NextGen. Information is shown as completed and available in the NextGen template. The information could include DNR, Antibiotics, Intubation, IV Fluid, Life Support, Tube Feeding, Comments and Other Directives.

Advanced Directives	
[Redacted]; David DOB [Redacted]	
DNR	Yes
Antibiotics	No
Intubation	No
IV Fluid	No
Life Support	No
Tube Feeding	No

Thank you for using AMAZE Extensivist. We will have more exciting features for you in future. Please reach out to us at amaze@caremore.com to provide your feedback or if you are facing any issues.