



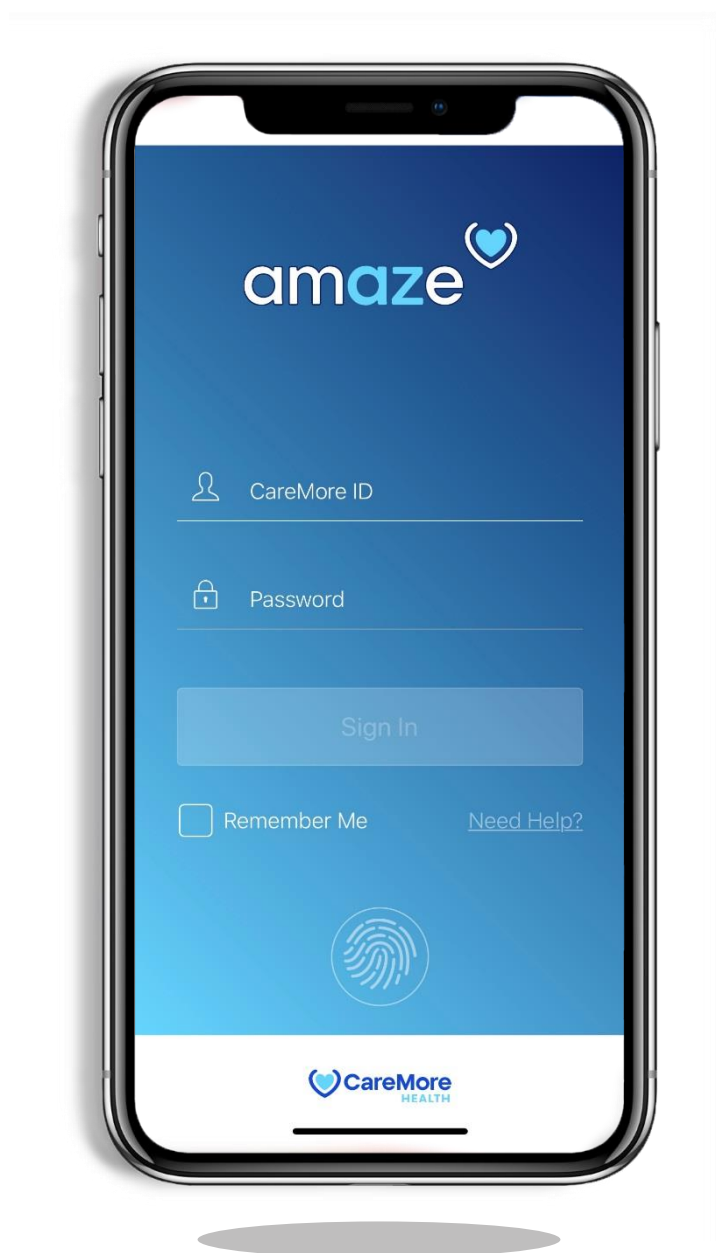
TOUCH REFERENCE GUIDE

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





AMAZE is an app developed by CareMore that offers a simple way to risk stratify and manage patients in various settings where care is delivered. The goal is to help clinicians streamline current processes and allow more time to focus on optimizing patient care.



KEY FEATURES



Secure Fingerprint Login

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



Visit Note

Type or use the iPhone's voice dictation feature to easily record a Visit Note.



Member's Search

Search for a member in Dashboard using the member's name or ID.



Update Visit Status Codes

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



Facility Assignment List (FAL)

View all of your assigned facilities and patients in one list.



Update Flags

Flag patients based on specific conditions to draw attention to those who require extra care needs.



Comprehensive Member Data

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



Assign to Floaters

Assign patients to floaters to ensure coverage for all facilities.



Patient Assignment

Assign patients to yourself or another provider to ensure efficient handoffs.

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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 'CareMore amaze'.
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 will pop up that a new version is available and the app needs to be updated. User needs to select either 'Update Now' or 'Not now' as the next Step.

After performing the needed action,

4. Enter your CareMore ID and password.

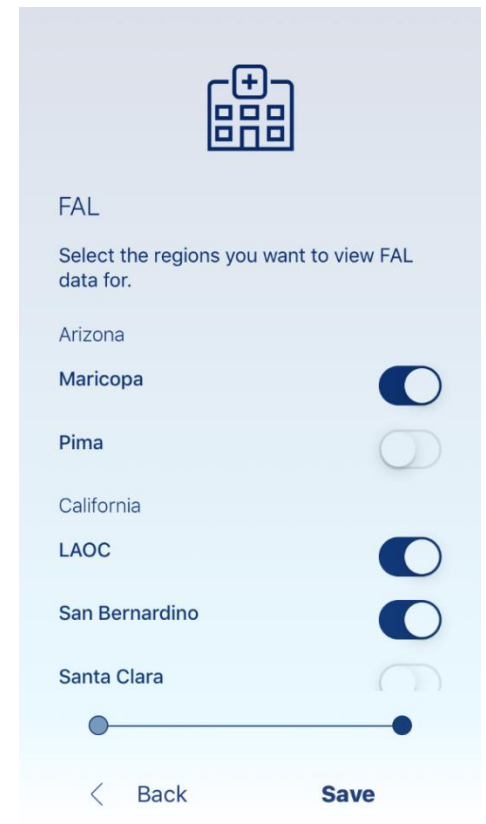
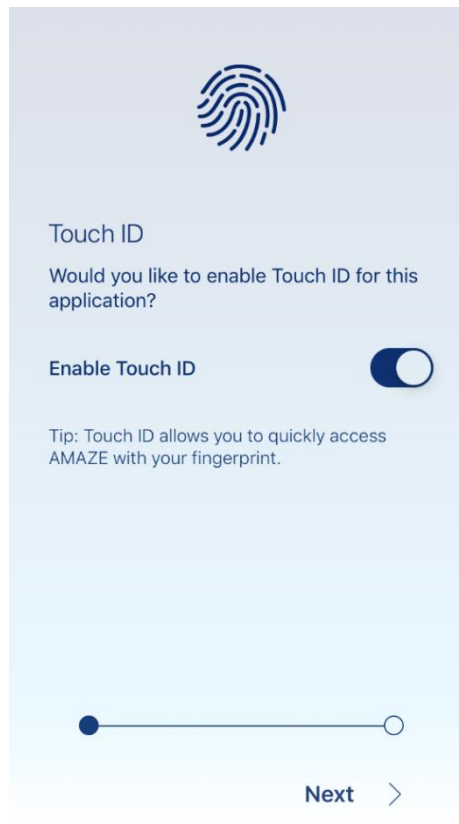
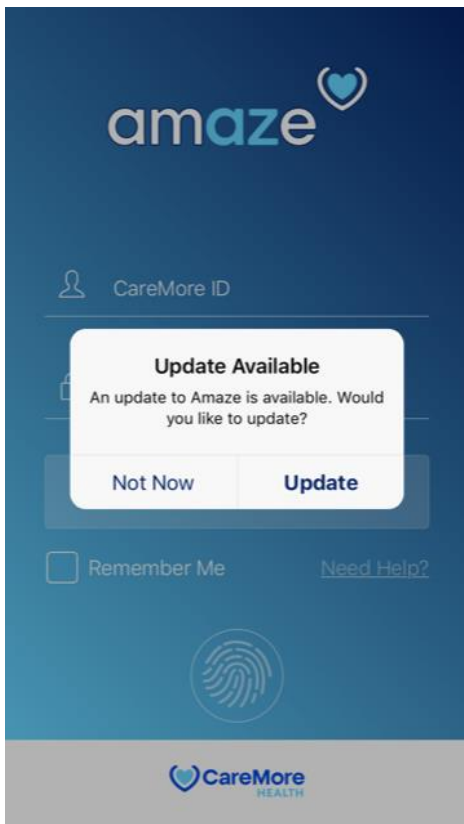
Note: After six failed login attempts, your CareMore account will be locked out. Contact IT support to unlock your account.

5. Tap 'Sign In'.

6. Enable or disable TouchID when prompted. This feature can be changed in 'Preferences.'

Note: If your phone locks due to inactivity, use TouchID 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.

7. To view the FAL data of a particular region, select the region and tap 'Save'.



PART 2: NAVIGATING AMAZE

Main Menu

To expand the 'Main Menu', tap the hamburger icon

- **Dashboard**

Displays quick links and a high-level overview of your Facilities Assignment List, your appointments (if applicable)

- **Covid-19 Provider Handbook**

- **My Members**

Displays following categories consolidated for easy access of the user.

- My FAL
- My Team's FAL
- Unassigned Members
- My HRA's Due
- Team HRA's Due
- My PCP assignments
- My Member Panel

- **My FAL**

Displays the user's Facility Assignment List

- **My Team's FAL** [option only available to RMD and APC Leads]

Displays the Facilities Assignment List for your team.

- **My HRA's Due**

Displays my HRA's due.

- **Team HRA's Due** [option only available to RMD and APC Leads]

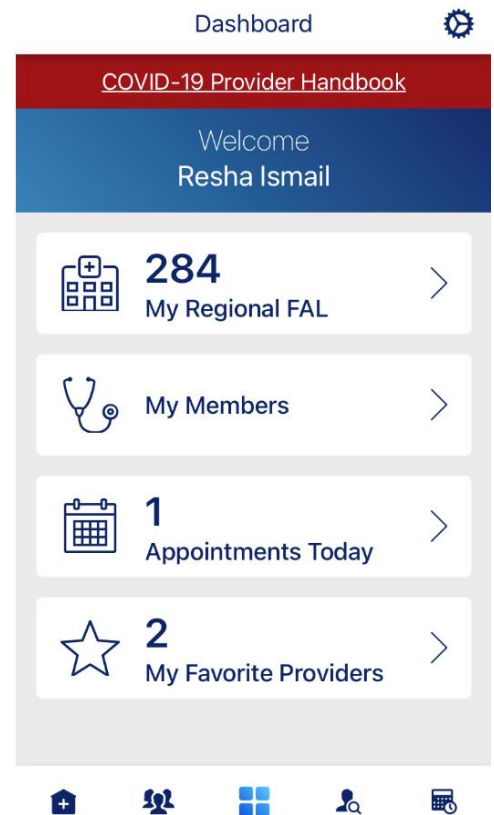
Displays the HRA's due for individuals in my assigned team.

- **My PCP Assignments**

Displays the PCP assignments from Favorite Facilities and Regional Facilities.

- **My Member Panel**

Displays all the members for the provider.



Dashboard

After successful login, your Dashboard with four different menus displayed. To view the patients listed under the respective category, tap any of the menus. Bottom of the page a navigation bar exists, which helps the user to quickly navigate between different pages.

1. Settings

Helps you to do the general settings, in order to enable touch ID and setting up the user phone number.

2. FAL Regions

Displays my preferred Facilities Assignment List. It allows you to customize your settings.

3. Switch Module

It helps you to switch between other AMAZE modules, including AMAZE Hospital, @Home, PCP modules.

4. Feedback

Allows you to give any feedback or report any issue.

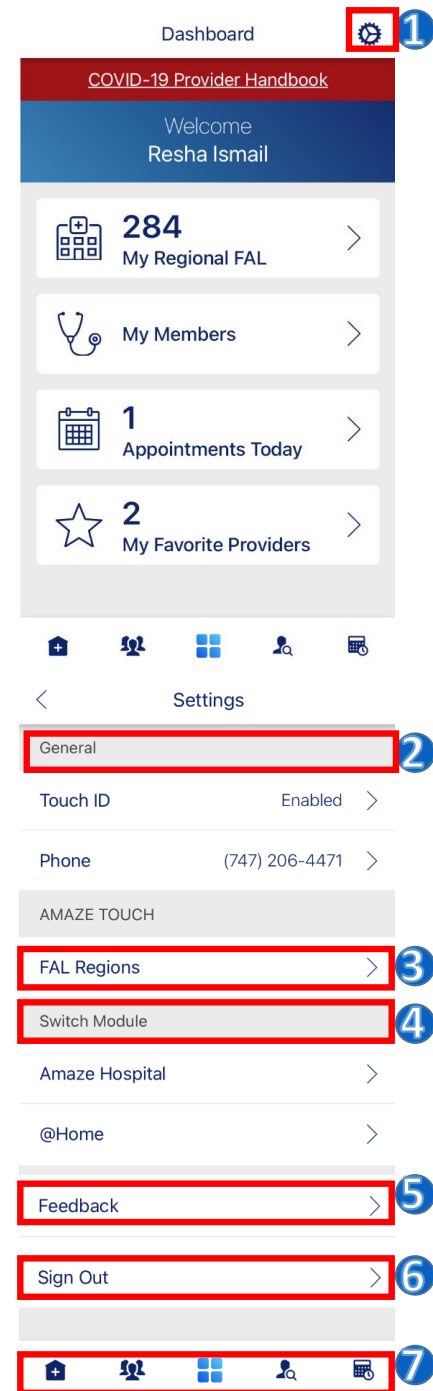
5. Sign Out

Helps you log out of the AMAZE app.

6. Navigational Bar

Helps you to easily navigate between below AMAZE pages.

- My Regional FAL
- My Members
- Dashboard
- Member Search
- Appointments



Patient Grouping

Based on the FAL, patients are grouped separated under each facility.

The grouping is based on the color assigned to the patient Visit status. AMAZE gets the Visit status is getting pulled from NextGen.

2. RMDs can view their team members grouped by regions.

Favorite Facilities

To mark any facilities in your region or your 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 on the favorite icon.

Once selected, the facility appears on the top of the page under the favorite group.

Note: The number of members in each facility can be seen on each facility name.

The image displays three screenshots of the AMAZE mobile application interface, illustrating patient grouping and favorite facilities.

Screenshot 1: Shows a list of patients grouped under a facility named 'FAL ARIZONA DESERT FAL... (13)'. The list includes names and birth dates, such as Beffrey, Daniel (07/18/1931), Gorman, Jeanette (09/22/1961), Gentry, Carmen (04/23/1950), Gerardo, Karen (04/14/1924), Golding, Dan (08/24/1935), Green-lee, Faustino (10/06/1961), Hammett, Phillip (08/01/1957), James, Christine (01/24/1930), and Novo, Shirlev.

Screenshot 2: Shows the 'My Team' section, displaying a list of facilities under the heading 'LAOC (10)'. The facilities listed are 'Amaze Test 9' with 7 Members and 'Amaze Test 10' with 3 Members.

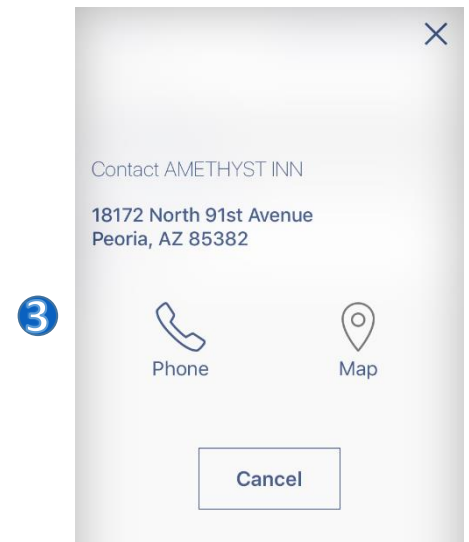
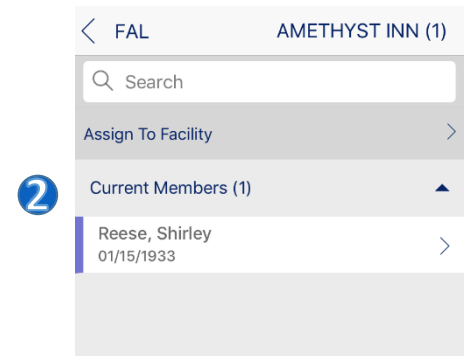
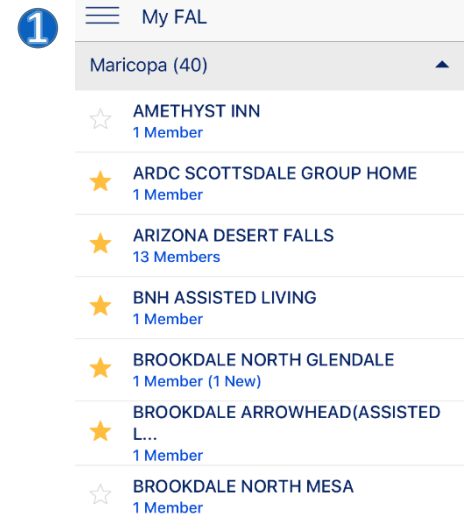
Screenshot 3: Shows the 'My FAL' section, displaying a list of favorite facilities. The facilities listed are 'A1 RCFE @ FULLERTON' (1 Member), 'AKATOR'S 1' (1 Member), and 'My Regional FAL'. Below this, there is a section for 'Favorite Facilities' listing 'A RAINBOW OF CARE' (2 Members), 'ALL IN THE FAMILY - 15TH AVE' (1 Member), and 'GRANDMA'S ANGELTesting_Addre...' (15 Members). At the bottom, there is a section for 'Maricopa (14)' listing '12345678' (4 Members), '123456789' (24 Members), and '24/7 PARENTAL CARE HOME' (23 Members).

Facility Address and Room Number

1. To view the Facility address and phone number, select the relevant option.

2. To make a call, tap the facility name and  con.

3. To navigate to the facility tab the  icon



PART 3: MEMBER SEARCH/ PROVIDER SEARCH

Search for Member/Provider

AMAZE app allows you to search for members and providers.

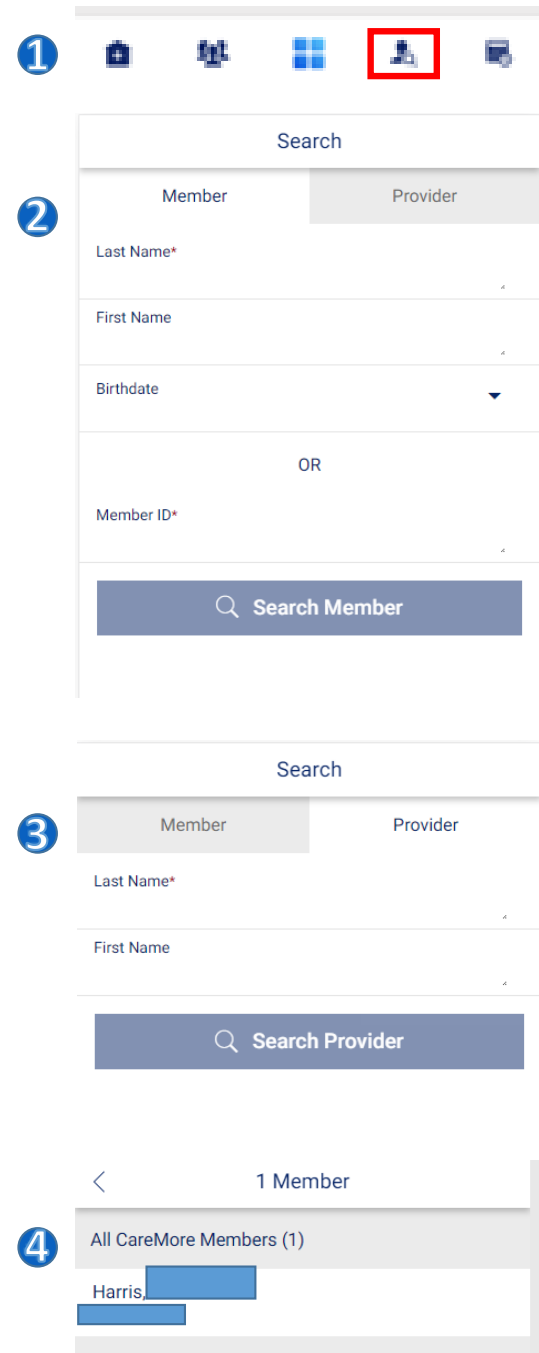
You can tap the 'Member Search' option from the Navigation bar and search for members and providers.

1.To view your options, tap 'Search Members' Box

2.'Tap' Member to search for a Member using Last Name, First name (optional), Birthdate (optional) or Member ID.

3.'Tap' Provider to search for providers using Last Name(optional) or First Name.

4. The new screen displays the facility name, member name and date of birth of the member.



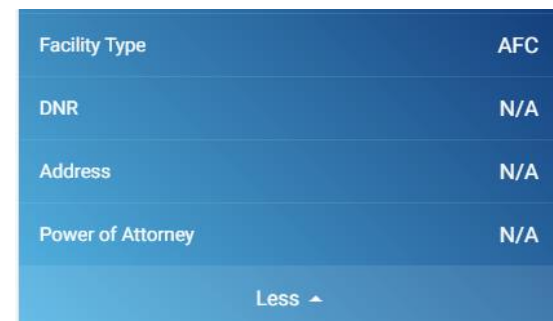
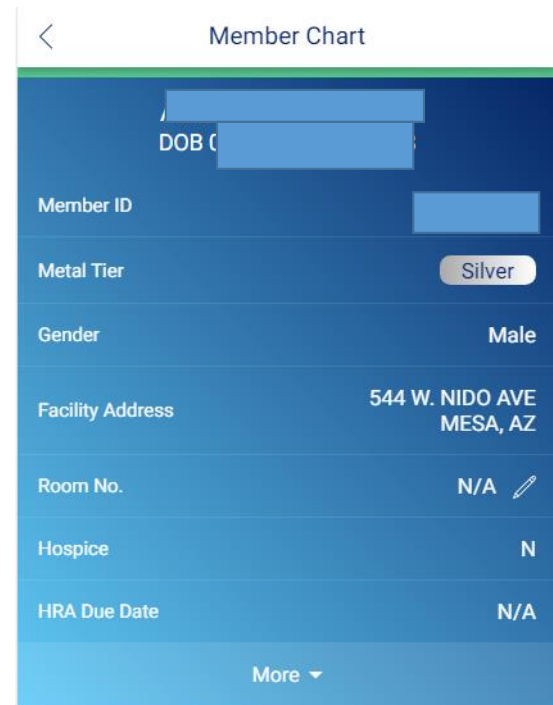
PART 4: MEMBER CHART

Member Chart Details

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

- Member ID
- Metal Tier
- Gender
- Facility Address
- Room No
- Hospice
- HRA Due Date

To view additional information about the patient, from the blue member chart header, tap 'More'. This area expands to reveal data, such as Facility Type, DNR, Address and Power of Attorney.



PART 5: VISIT DOCUMENTATION

Visit Documentation

Visit Documentation section includes the following information::

- COVID-19 Visit Status
- Images
- Visit Notes
- Edit Flags
- Consent Form
- Interdisciplinary Care Team

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** >
-  **Edit Flags** >
-  **Consent Form** >
-  **Interdisciplinary Care Team** >

COVID-19 Referral ✕

Fill out the referral for **Allred, Karen**.

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 ▼

✕ 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:

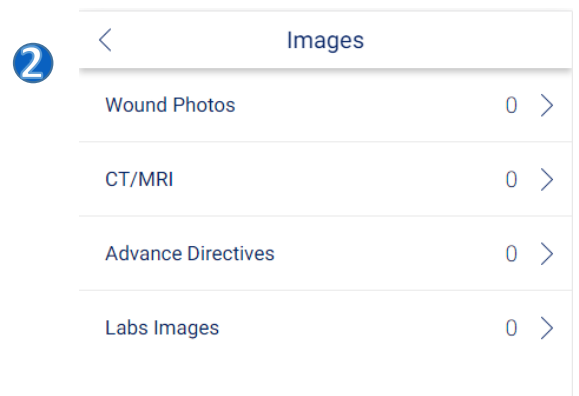
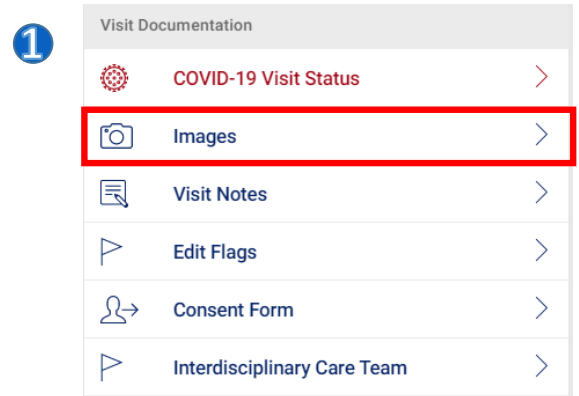
- Wounds
- CT/MRI
- Advanced Directives
- Labs Images

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.

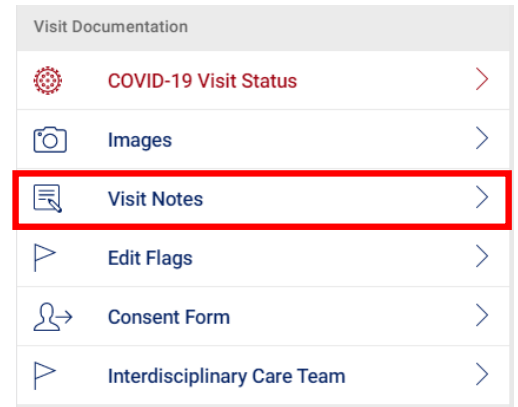


Visit Notes:

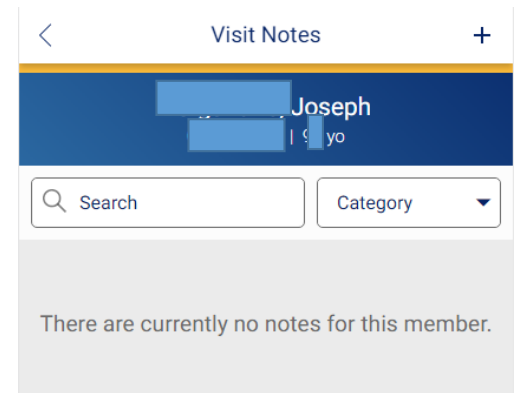
The AMAZE app allows you to easily submit and edit a visit note.

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.

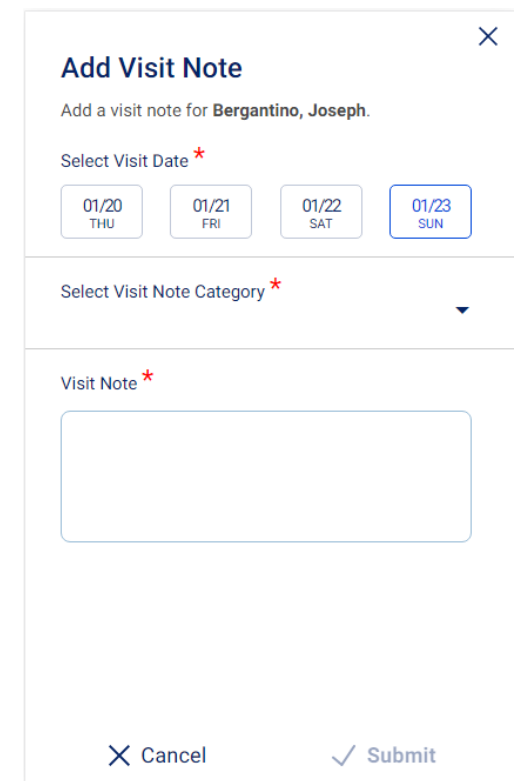
1. Amaze user while adding Visit notes for a member is able to view Member Name , DOB and Year on the screen along with + sign at the top right corner.
2. On tapping the '+' sign, 'Add Visit Note' page opens. All the mandatory fields like 'Visit Date', 'Visit Note Category' and 'Visit Notes' are to be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



1



2



Visit Notes contd:

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

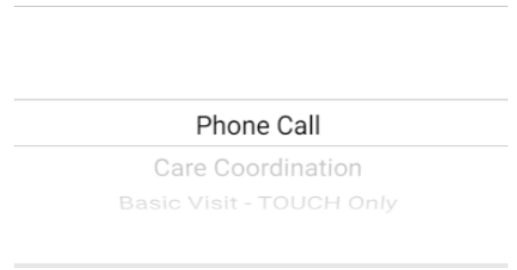
- 1) Phone Call
- 2) Basic Visit -TOUCH ONLY
- 3) Care Coordination

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

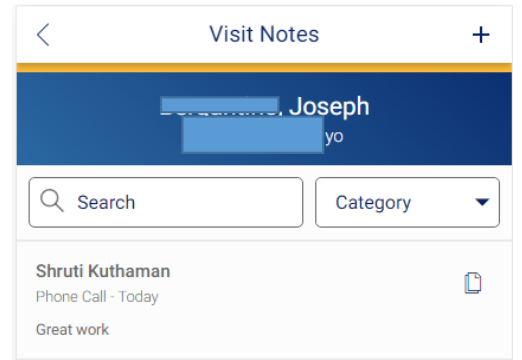
- Name of person who entered the note
- Note Category
- Date and Time of submission
- Actual Note

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



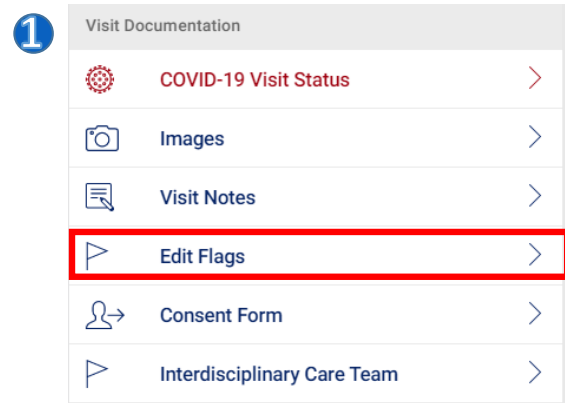
Edit Flags

View, Assign, and Edit Flags

Clinicians can draw attention to patients by assigning them critical and non-critical flags. These flags may serve as reminders for the clinician to follow up on important issues. If a patient has been flagged, tap the flag in the patient card to view more information about the flag.

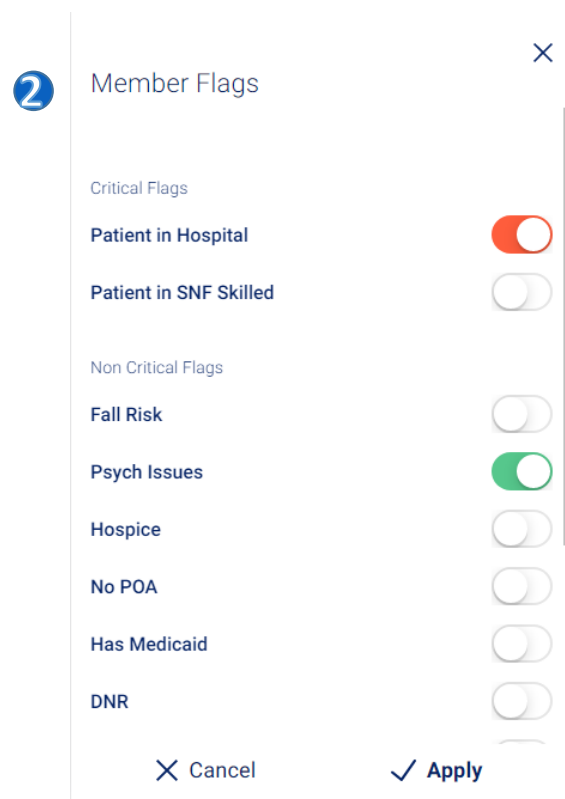
1. You may flag any patient who is assigned to you. From 'Visit Documentation', tap 'Edit Flags'.

2. A list of flags gets displayed on screen.



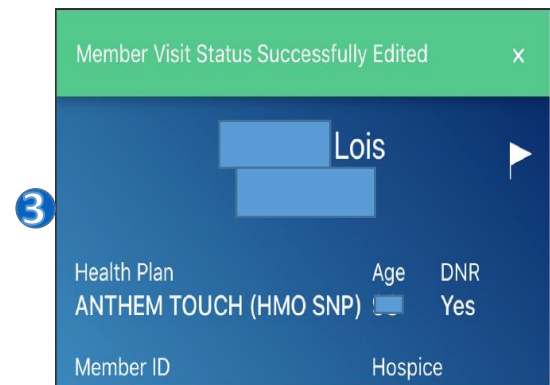
- Critical Flags**
- Patient in Hospital
 - Patient in SNF Skilled

- Non-Critical Flags**
- Fall Risk
 - Psych Issues
 - Hospice
 - No POA
 - Has Medicated
 - DNR
 - Need Social Support
 - Drug Dependent
 - Does not adhere to medication
 - Opiod Dependent
 - Readmitted within 30 days



To toggle 'on' or 'off' a flag, tap the respective button. To confirm the selected flag(s), tap 'Apply'.

3. You'll be redirected to the patient chart and a red or green alert will display at the top of the screen to notify whether the patient has been successfully flagged.



Consent Form:

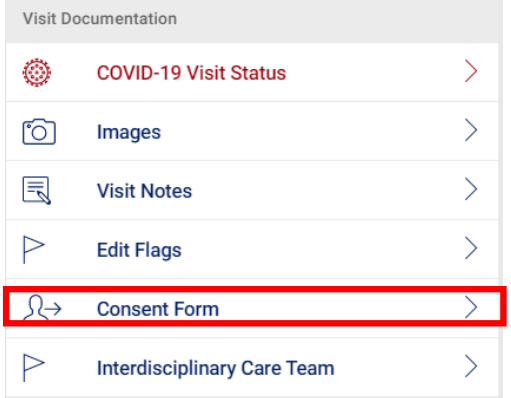
AMAZE users can give consent for treatment through consent forms. The patient himself can give consent for treatment. In case the patient is unstable, his/her relative or friends can give consent for treatment. Consent Form is applicable for a period of 1 year from the date of signing the form.

1. From 'Visit Documentation' tap on 'Consent Form'.

2. A page opens which asks if the consent is taken verbally.

3. The consent form opens where all the mandatory information is to be entered.

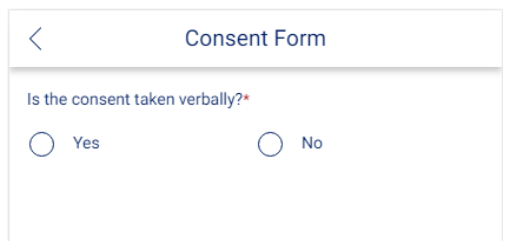
1



Visit Documentation

- COVID-19 Visit Status
- Images
- Visit Notes
- Edit Flags
- Consent Form**
- Interdisciplinary Care Team

2

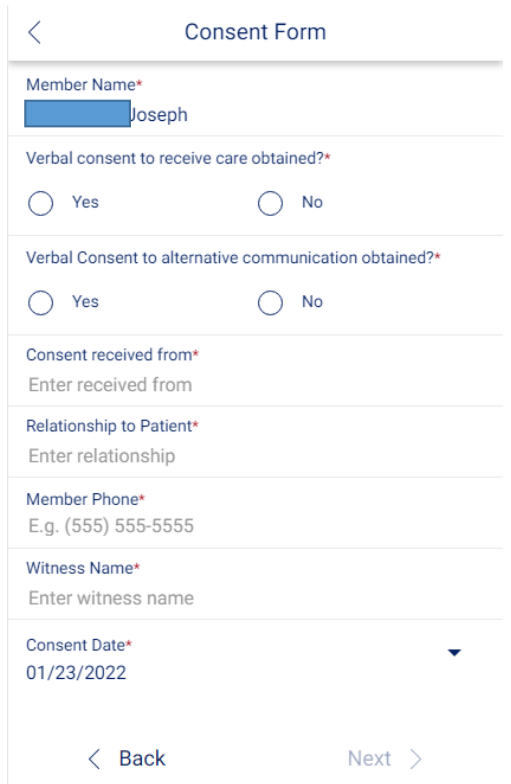


Consent Form

Is the consent taken verbally?*

Yes No

3



Consent Form

Member Name*
Joseph

Verbal consent to receive care obtained?*

Yes No

Verbal Consent to alternative communication obtained?*

Yes No

Consent received from*
Enter received from

Relationship to Patient*
Enter relationship

Member Phone*
E.g. (555) 555-5555

Witness Name*
Enter witness name

Consent Date*
01/23/2022

< Back Next >

Consent Form contd

4. Once all the mandatory fields are filled and 'next' button is tapped, a page which shows the services for the verbal consent opens. Once it is accepted, the witness is required to sign.

5. The witness is required to sign. Landscape mode will be enabled in the device for witness signature.

6. On submitting the form, the consent gets updated.

7. When the consent form is expired, it shows expired

4

Consent Form

[Patient Verbal Consent for Services](#)

I. Overview of Advanced Illness Care

Advanced illness care is a patient-centered, interdisciplinary approach to care that specializes in managing serious illness and the symptoms they cause as well as advanced care planning. Our goal is to assist you with any troubling symptoms of your illness, whether physical, emotional, social or spiritual and, thus, improve the quality of your life. Through ongoing communication with you, your personal support system, and your current medical providers, we will develop a plan to help achieve your goals of care. This process may include co-management of your disease and symptoms as well as recommendations for care to other providers. It is important that you make your needs and concerns known to the CareMore Health staff so we can best meet your expectations of care. If you have any questions regarding this information or the plan of care, we will be glad to provide more information.

II. Advanced Illness Case Coverage

CareMore Health participates in most commercial insurance programs as well as Medicare and Medicaid and will bill these entities directly for services

[Back](#) [Decline](#) [Accept](#)

5

Witness Signature

[Back](#) [Clear](#) [Submit](#)

6

Signed Forms

[Consent Form](#)
Accepted 1/22/2022

7

Signed Forms

[Consent Form](#)
Expired on 4/2/2020

Interdisciplinary Care Team:

Touch clinicians can use AMAZE to document Inter-disciplinary care team meeting notes and participants.

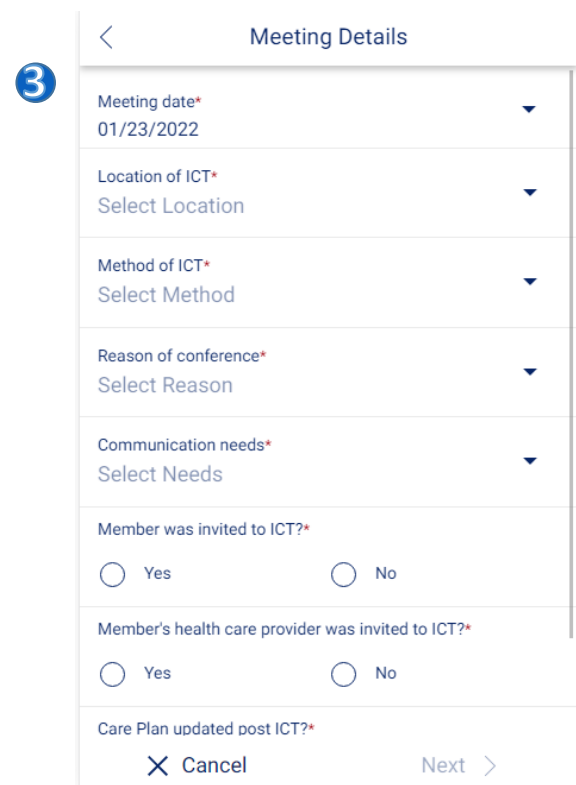
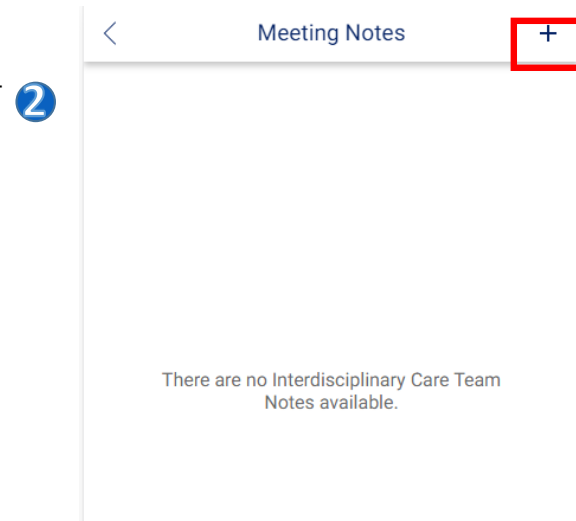
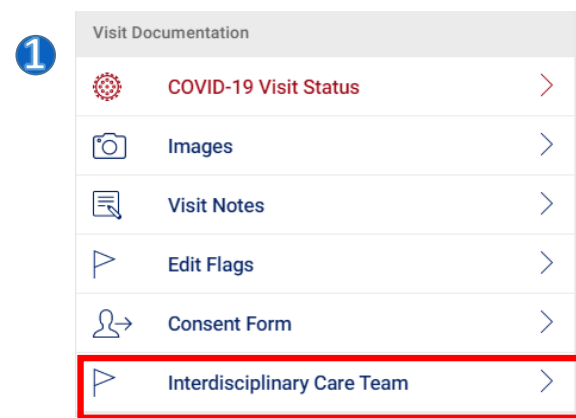
1. From 'Visit Documentation' section, tap 'Interdisciplinary Care Team'.

2. By tapping the '+' symbol, clinicians can add meeting notes.

3. In the meeting details, all the mandatory details are to be filled.

Under 'Location of ICT', options such as Facility and Acute care are available. Under 'Method of ICT', options such as In-person/ Tele-conference are available. Under 'Reason of conference', options such as Initial/Annual/Ad-Hoc are available. Under 'Communication needs', Interpreting services/ TTY/None are available.

Once all the mandatory fields are marked, the next option is enabled. On submitting, 'Meeting participants' page opens.



Interdisciplinary Care Team contd:

4. In the 'Meeting Participants', there are various mandatory options to fill in.

5. In the 'Meeting Participants' page, there is an option to 'Add participants'.

6. When all the mandatory fields are selected, 'Next' button is enabled and 'Meeting Notes' page opens. Clinicians can add 'Meeting Notes'. Email communication will be enabled for users who have enabled PCP communication.

On submitting the meeting notes, the message 'Interdisciplinary Care team notes successfully submitted' displays.

The screenshot shows the 'Meeting Participants' form. At the top right, there is a '+' icon in a red box. Below the title, there is a instruction: 'Select Yes/No for the Participant who has joined and enter name of the participant.' The form contains several sections, each with a radio button for 'Yes' and 'No':

- Member*
- Member Designee*
- Case Manager*
- Behavioral Case Manager*
- Primary Care Provider*
- Long term support and services*
- Medical Director*
- Pharmacy*
- Disease Management*
- Facility Discharge Planner*
- Occupational/Speech/Psychic*

At the bottom of the form, there are 'Back' and 'Next' buttons. Below the form is a section titled 'Add Participants' with a close icon (X). It contains the following fields:

- Enter Participant type and Name to add new participants.
- Participant Type* (text input)
- Participant Name* (text input)

Below the 'Add Participants' section is the 'Meeting Notes' section, which includes a text area for 'Meeting Notes*' and a toggle for 'Email Communication'. The 'Send PCP Communication' toggle is currently turned on, with a note: '(Notes will be sent to Wadhwa MD, Vandhana*)'.

4

5

6

PART 6: MEMBER BACKGROUND

Member Background

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	
Plan Name	[Redacted]
Plan Group	[Redacted]
Effective Date	[Redacted]
Termination Date	[Redacted]
HMO ID	[Redacted]
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

PART 7: ASSIGNING PATIENTS

View and Assign Patients

RMDs have the most flexibility with patient assignment followed by APC Managers/Leads, then APCs and finally, floaters. Some of the assignment highlights include:

- Ability to re-assign an entire facility.
- RMDs, APC Managers/Leads and APCs can assign a patient to another RMD, APC Manager/Lead, APC or Floater. Or they can re-assign the patient back to themselves.
- Floaters can only assign the patient to themselves or back to the previously-assigned provider.
- CareMore-employed Primary Care Physicians can only view Patient Charts.

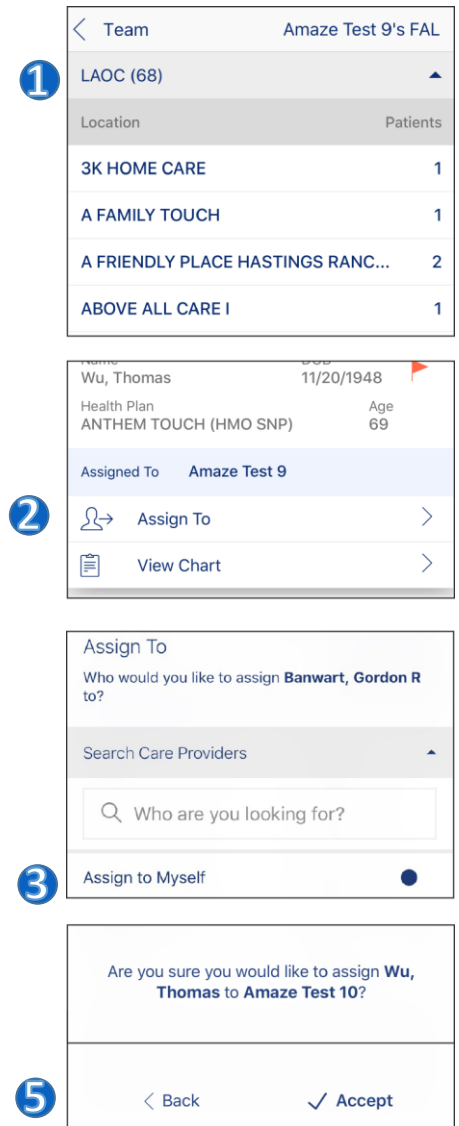
1. To assign a patient, drill down until you can view the patient's name. For example, My Team > Location > Facility Name. Then, tap the patient name.

2. Tap 'Assign To'.

3. In the 'Search Care Providers' field, begin typing in the provider's name or select from names listed under the search field. Select the provider name or tap 'Assign to Myself'.

4. Tap 'Submit' to confirm the assignment.

5. Tap 'Accept' on the next screen to confirm the assignment.



Thank you for using AMAZE Touch. 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.