



TOUCH REFERENCE GUIDE

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



KEY CHANGES FOR COVID-19 Response



UPDATE FACILITY LOCKDOWN CHANGES

Update and mark a facility as under lockdown for COVID-19



Update Patient COVID Prescreening Status

Update a member with a Positive or Negative prescreening status



Visit Note

Add a visit note for the encounter



Update Type of Encounter

Update Type of Encounter as Remote or Face-to-Face.



View updates real time in FAL Report in Bi Center

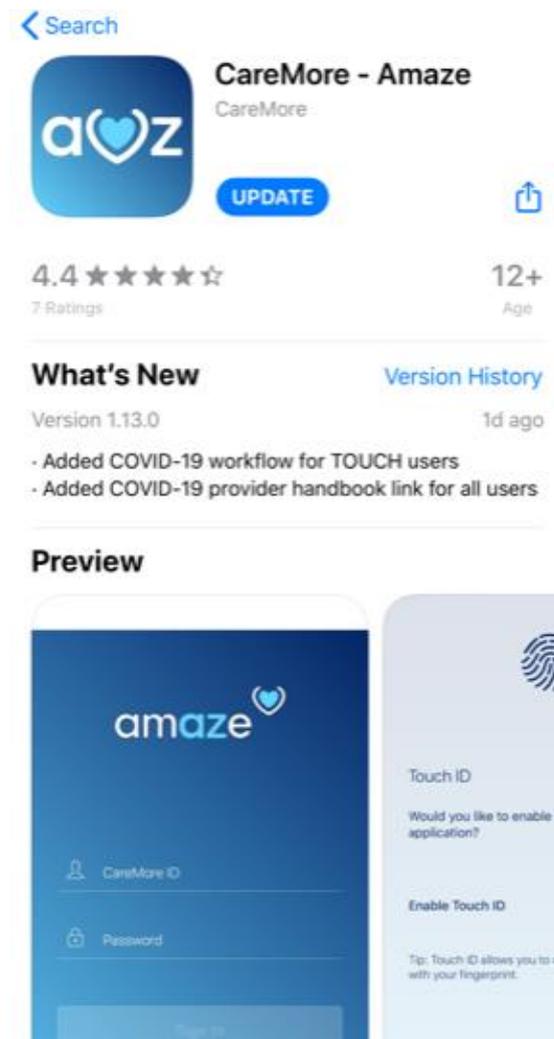
View Facility Lockdown and Patient status in Bi Center FAL report real time

COVID-19 Changes to AMAZE

Getting Started

Please update your app to view the recent changes.

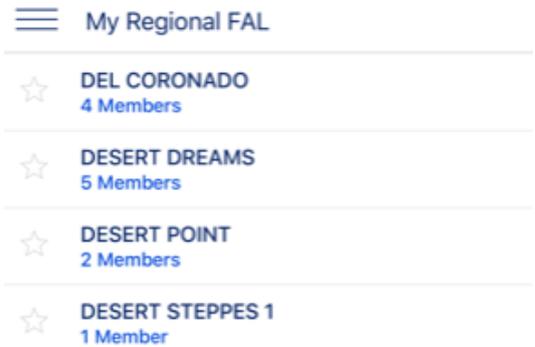
1. To update the app, visit the Apple store and search for the “CareMore-Amaze” app.
2. Click on the Update button. You should be on Version 1.13.0. Open AMAZE.
3. After performing the needed action, enter your CareMore ID and password in the login page.
4. Tap **Sign In**.



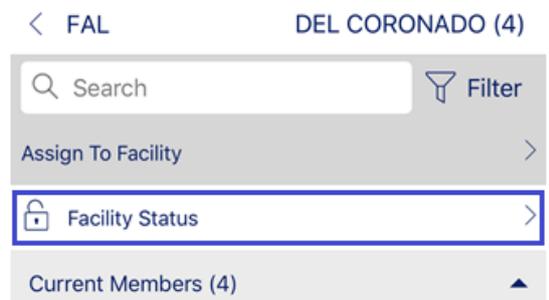
COVID-19 Changes

Facility Status

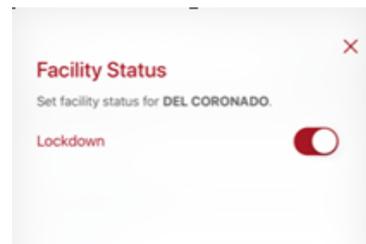
1. Click open the Facility from your FAL or Regional FAL



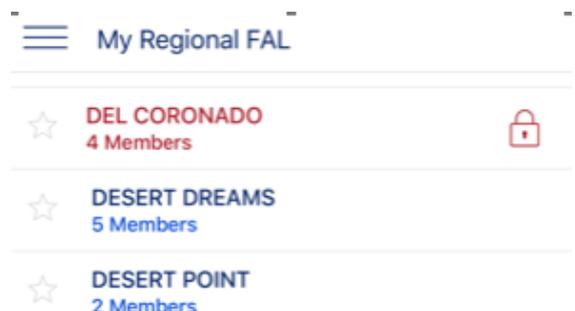
2. Click on "Facility Status" to set a facility on lockdown.



3. Toggle on the Lockdown status.

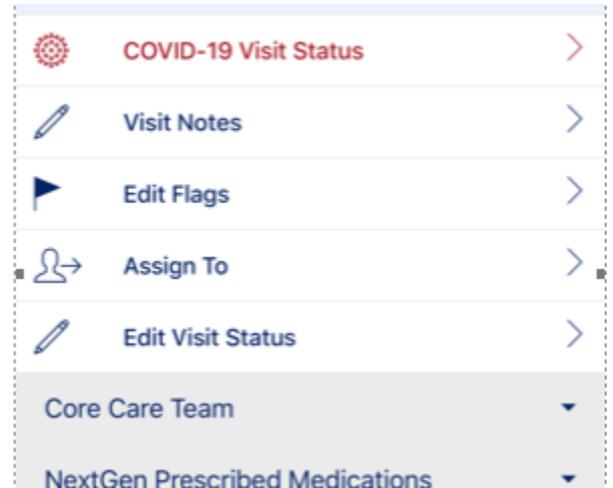


4. Facility now shows as Locked down.



Patient Status Update

1. Open Member and click on "COVID-19 Visit Status"



2. Choose Negative or Positive under Pre screening status
Choose Remote or Face-to-Face under Visit Type
Add an optional Note
Submit the visit status

Note: Bi Center FAL Report will be updated real time based on updates on the AMAZE app.

A screenshot of the "COVID-19 Visit Status" form in the AMAZE app. The form title is "COVID-19 Visit Status" with a close button (X) in the top right. Below the title is the text "Set the COVID-19 visit status for Borland, Jay." and "Prescreen Visit Results". There are two radio button options: "Negative" (selected) and "Positive". Below these is the "Visit Type" section with two radio button options: "Remote" (selected) and "Face-to-Face". At the bottom of the form is a text input field labeled "COVID-19 Visit Notes" with the placeholder text "Update Note here". At the very bottom of the screen are two buttons: "Cancel" (with an X icon) and "Submit" (with a checkmark icon).