

MICROMEDEX® CARENOTES® INTEGRATED
USER GUIDE

Version 7.0

MARCH 2023

© Copyright Merative US L.P. 2023

Merative
100 Phoenix Drive
Ann Arbor, Michigan 48108

Produced in the United States of America
December 2023

Merative, the Merative logo, Micromedex, and CareNotes are trademarks of Merative in the United States, other countries or both. All other company or product names are registered trademarks or trademarks of their respective companies.

This document is current as of the initial date of publication and may be changed by Merative at any time. Not all offerings are available in every country in which Merative operates.

The information in this document is provided “as is” without any warranty, express or implied, including without any warranties of merchantability, fitness for a particular purpose and any warranty or condition of non-infringement. Merative products are warranted according to the terms and conditions of the agreements under which they are provided.

The client is responsible for ensuring compliance with all applicable laws and regulations applicable to it. Merative does not provide legal advice or represent or warrant that its services or products will ensure that the client is in compliance with any law or regulation. The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on the specific configurations and operating conditions. It is the user’s responsibility to evaluate and verify the operation of any other products or programs with Merative product and programs.

Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. Merative systems, products and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. Merative does not warrant that any systems, product or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

TABLE OF CONTENTS

Customer Resource Center	i
Technical & Customer Support	i
Total Support Solutions	iii
Micromedex® Patient Connect Suite	iv
With Micromedex® Patient Connect	iv
Improve Your Scorecard	iv
Patient Education Information Available in 15 Languages	v
Chapter 1: Understanding the Basics.....	1
Document Types	1
Locations	2
Conversion Calculator	2
Help	3
Training Center	3
Updates What's New	4
Feedback	5
Chapter 2: Keyword Search	8
Keyword Search/Home Page	8
Creating a Keyword Search	9
Location	12
Select Titles	13
Select Documents	16
Select Documents to Print	17
Filtering: View Only the Information Relevant for the Patient.....	17
Select all De-select all	17
Preview the Document.....	18
View the Document.....	18
Add to Print List	19
Customize	19
Print	19
Chapter 3: Printing.....	22
The Print List	22
Customize	24
Patient Information	24
Caregiver Name.....	24
Add Signature Line	24
Free Text Fields Suppression	25
Headers & Footers	26
Document Options	26
Font Size.....	26
Print Images	26
Number of Copies	26
Delivery Options	27
Special Instructions.....	28
Patient Education Record	28
Print	29

Chapter 4: Hot Lists	30
Viewing Hot Lists.....	30
Chapter 5: Care & Condition Titles	32
Chapter 6: Medication Titles	34
Chapter 7: Lab Titles	36
Index	38

INTRODUCTION

CUSTOMER RESOURCE CENTER

Technical & Customer Support

The Micromedex product staff of technical and service experts has one goal - to quickly take care of your needs so that you are back to optimal performance with our solutions.

Our Customer Resource Center is available to all of our customers free of charge, and can be your single point of contact for the following services:

- Clinical Content Requests
- Technical Support Requests
- Product Use Support
- Product Enhancement Requests

24/7 Phone Support

United States & Canada:

Phone: **1-877-843-6796**

Outside the United States & Canada:

Phone: **1-303-354-4100**

Email Support

Email Micromedex at ProductSupport@Merative.com

TOTAL SUPPORT SOLUTIONS

We stand behind our products and our customers and believe that the *total* customer-experience is what differentiates us from the competition. Our total support solution offers top-notch service, training, and support to ensure you are able to realize all the benefits our products offer.

As part of our total support solutions we will:

- **Provide flexible training** opportunities, such as webinars, on-site classes, unit-to-unit specialized training, eLearning, and more, to help you and all users at your site stay current on Micromedex® solutions.
- Solve questions and issues promptly with our **24/7 technical support**
- **Ask you for your input** on how we can continue to improve our products and services
- **Make it easy to do business with us** - on all fronts

Ask your Client Success Manager or Sales Executive how we can help you.

MICROMEDEX® PATIENT CONNECT SUITE

Trusted Education for Better Outcomes

The Micromedex® Patient Connect Suite is a complete, single-source solution of products that deliver evidence-based, comprehensive, consistent patient health education and consumer health engagement resources for every stage care.

The suite of products includes **Micromedex® CARENOTES** Patient Education and Consumer Health Education featuring Smart Engage™.

Research shows that effective patient education often leads to better patient outcomes. Patients who understand their conditions, medications and treatment are more likely to actively participate, and be more satisfied with their healthcare. With the Micromedex® Patient Connect Suite, provide meaningful, actionable patient health education and consumer health engagement resources, integrated into the electronic health record workflow, patient portals and hospital web site, to support every stage of care, and to engage patients and consumers to become active participants in their healthcare.

With Micromedex® Patient Connect:

- Promote patient and consumer engagement with interactive health education at every stage of care – from symptom checking to ongoing wellness – and improve health outcomes
- Deliver high-quality, evidence-based health information including discharge instructions and medication instructions, to ensure your patients' understand their conditions, medications and treatment
- Provide patient education in multiple formats including animations, videos, illustrations, and languages to meet the learning needs of every patient, and every learning style
- Give your patients access to the health information they need, when and where they need it – on their mobile device, via email, or patient portal
- Improve patient satisfaction and boost HCAHPS scores
- Meet national quality initiatives and support meaningful use objectives to maximize incentives and reimbursements
- Become a trusted health resource in your community with meaningful, easily accessible health information

Improve Your Scorecard:

With high-quality patient education:

- Improve patient outcomes by promoting patient engagement
- Lower readmissions with actionable discharge instructions
- Support meaningful use and meet attestation goals
- Improve patient satisfaction and boost HCAHPS scores
- Meet national quality initiatives

Patient Education Information Available in 15 Languages

(Available on the Internet CareNotes System only)

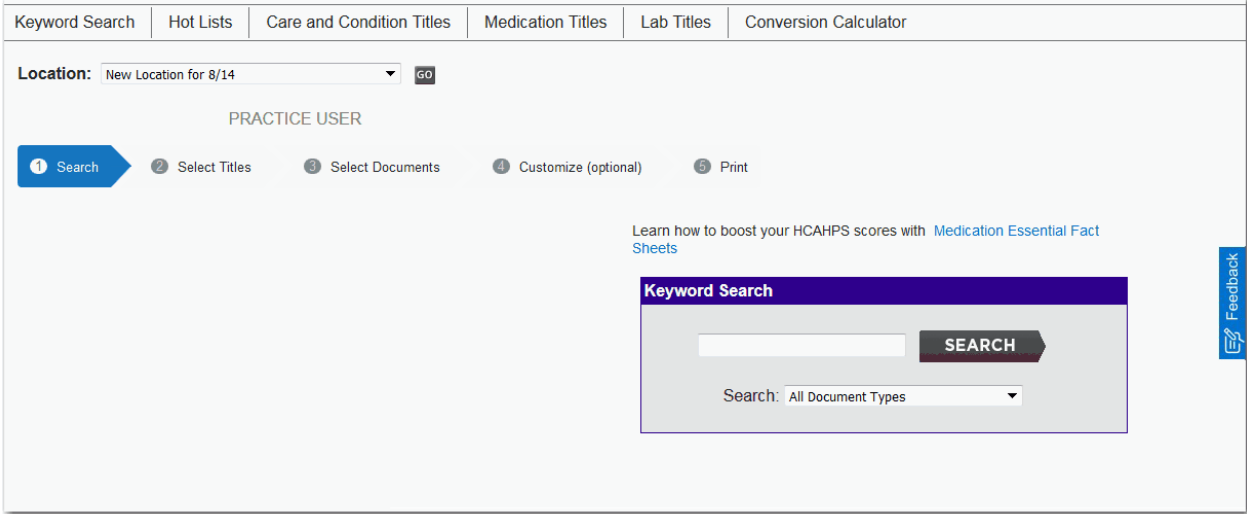
In addition to the existing English and Spanish documents, a sub-set of CareNotes (discharge, ambulatory care, or general information for the most common conditions and procedures) and DrugNotes (for the most frequently prescribed medications) are available in 13 additional languages.

Arabic	Korean
Chinese (Simplified)	Chinese (Traditional)
Polish	Portuguese (Brazilian)
French (Canadian)	Russian
German	Turkish
Italian	Vietnamese
Japanese	

Did you know that 20 percent of the U.S. population aged 5 years and older speak a language other than English at home? This is a 140 percent increase over the last three decades. Give your patients the answers they seek in the language they're most comfortable communicating in.

Delivering the highest quality educational handouts to your patients in their language of choice increases comprehension, has a positive impact on the number of adverse events and readmissions, and leads to higher levels of patient compliance. Plus, it helps meet requirements to educate non-English speaking populations.

CHAPTER 1: UNDERSTANDING THE BASICS



Note: If you open a CareNotes session through your EHR and then attempt to open another session in the same browser, you will be presented with the error message, “Another session of CareNotes is open in this browser. To protect patient privacy you must close that session before proceeding with a different session.”

DOCUMENT TYPES

Micromedex® CARENOTES Integrated provides concise, customizable materials to address patient condition, treatment, follow-up care, psychosocial issues, continuing health, and the most frequently administered lab tests and drugs. All documents in the application have been organized by the point in the patient’s care continuum (a.k.a. document type) to allow the clinician to quickly recognize which perspective or point in the care process for which the document was written.

From presentation to discharge, CareNotes can provide the appropriate patient education materials for each point in the care process.

Document Type	Description
General Information & Lab	Summarized information and care instructions of the injury, illness, common lab test, or procedure.
PreCare	Preparation and pre-procedure or pre-surgical information
Inpatient	Information about diagnostics/treatment/processes during hospitalization
Discharge Care	Brief, bulleted follow up care instructions written specifically for patients discharged from a hospital or clinic
AfterCare® Instructions	Brief, bulleted discharge documents written specifically for patients seen in an emergency department setting

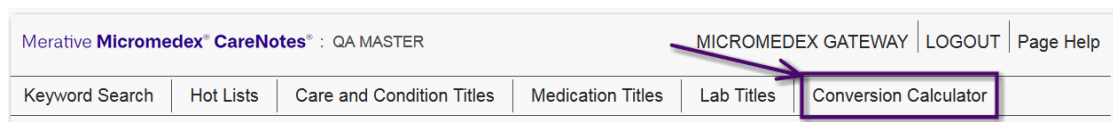
MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE

Document Type	Description
Ambulatory Care	Information and follow up care instructions for illnesses, injuries and procedures that are treated or performed in an ambulatory setting
DrugNote	Indication, contraindications, usage instructions, precautions, interaction warnings, and side effects for prescription and nonprescription drugs
Med Essential Fact Sheet	Brief drug information with indication, interaction warnings, and side effects for prescription and nonprescription drugs

LOCATIONS

If the CareNotes administrator at your facility has set up the Location feature, you may see a *Location* dropdown selection box on each of the tabs in the application. This means that specific options and preferences have been defined by your CareNotes administrator. If you see the *Location* dropdown, select the location most appropriate then click the **Go** button to set your location. You should set your location prior to beginning any search in the application.

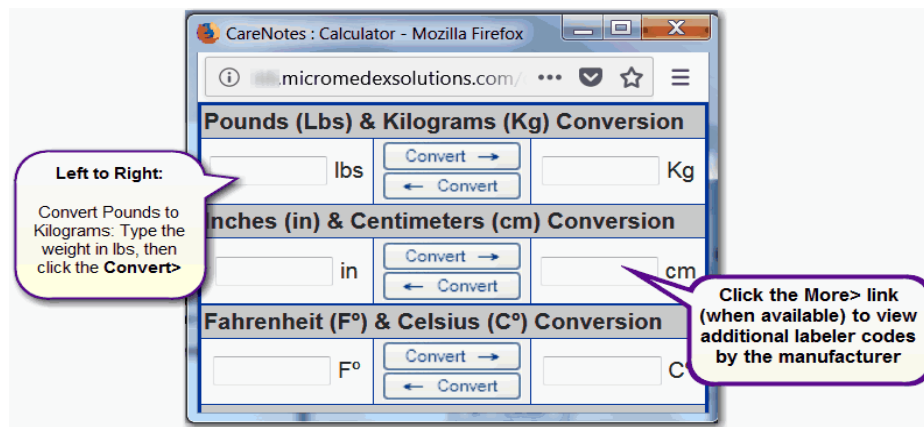
CONVERSION CALCULATOR



Available from every page, the conversion calculator is provided for your convenience. Simply click the Conversion Calculator tab to open the calculator.

To convert Pounds to Kilograms, Inches to Centimeters, or Fahrenheit to Celsius, type the value in the appropriate entry box on the left, then click the Convert > button. Results appear in the entry box on the right.

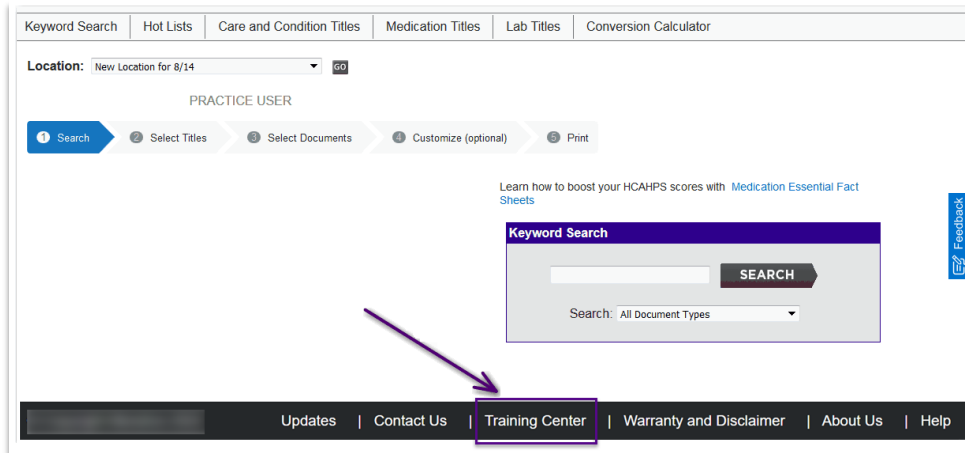
To convert Kilograms to Pounds, Centimeters to Inches, or Celsius to Fahrenheit, type the value in the appropriate entry box on the right, then click the < Convert button. Results appear in the entry box on the left.



HELP

Help is always just a click away. Click the Page Help link (top right corner of every page) to open topic-specific help information. Click the Help link in the footer of every page to open the table of contents showing all help topics available for CareNotes. Navigate to any topic by clicking on the topic links.

TRAINING CENTER



Learn about the powerful features and functions or tips and tricks available in our products. Our Training center offers an extensive variety of training options, FREE OF CHARGE for you and your staff. Classes and courses are available in a variety of types and formats to offer a training solution that meets your individual need.

Hands On Tutorials - eLearning courses give you the flexibility to learn at your pace and within your schedule with hands-on practice. These courses offer an interactive learning experience. Many courses also offer the option of audio narration. Certificates of Completion can be printed upon completion of the course. In addition, a selection of the Micromedex courses have been translated into other languages to support our international customers.

Video Demonstrations - For the student who learns best with a brief on-demand video demonstration, this area offers overviews of major features, functions, and the tools to get the most out of your Micromedex subscription.

Web Seminars (Live and Recorded) - Offered monthly, our live training seminars give you the opportunity to speak directly to an expert as well as interact with other Micromedex customers during an online class. Recorded seminars can be attended at any time to fit your schedule.

Train the Trainer Materials - Training guides provide step-by-step script and instructions for instructors conducting training to staff.

On Site Training* - Our Education Services team members will develop a personalized presentation based on your audience and hold sessions at your preferred location. If customized online training is what you are looking for, we would be happy to speak with you and create a program that will fulfill your training needs exactly. Complete the Training Support form to help us create the right training solution for you and your organization.

* Travel/Consulting Fees may apply.

UPDATES | WHAT'S NEW

Click the **Updates** link (located on the bottom of any page in CareNotes) to view lists of new and updated titles and any other applicable information included in the latest release of CareNotes. Micromedex recommends you check this area often to stay abreast of new features and information available.

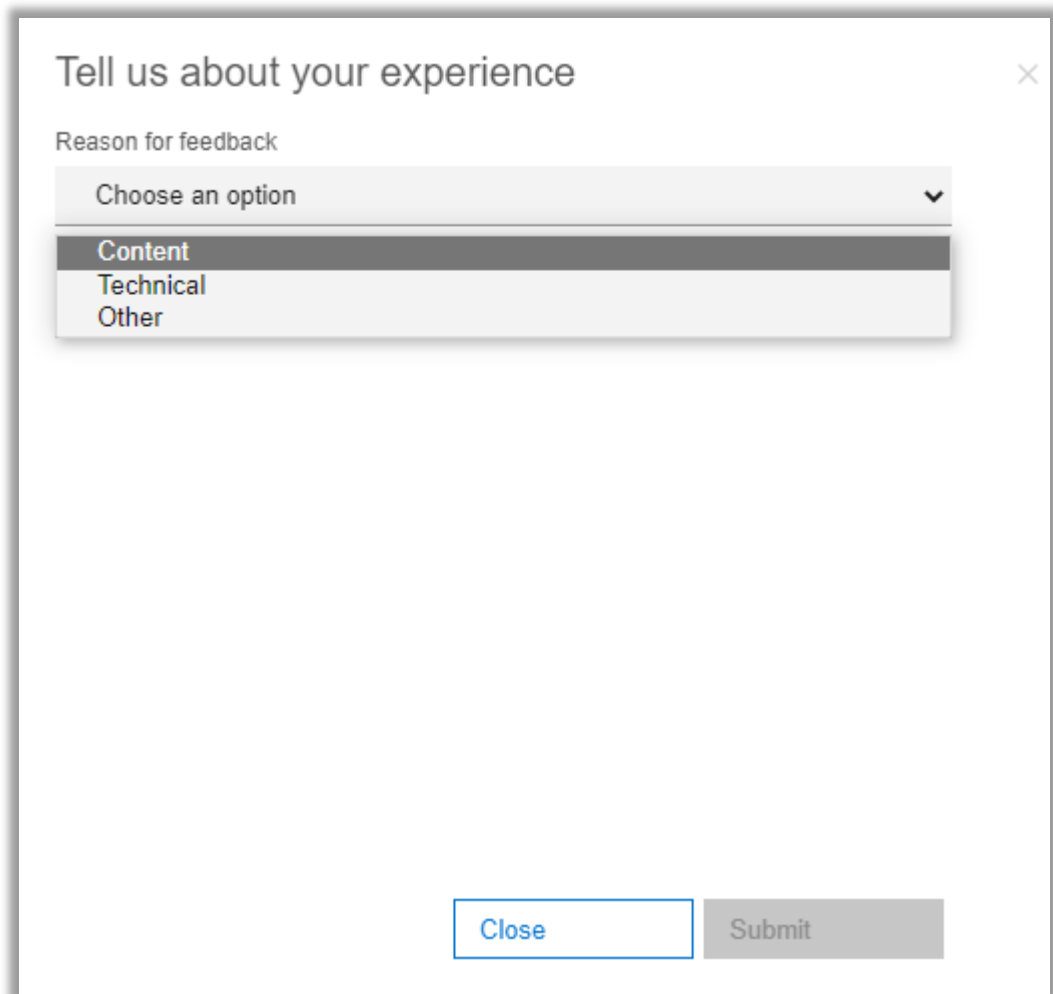


FEEDBACK

The moment you land into the **Home Search** page of **Micromedex® CareNotes** you can locate the Feedback icon on the right-hand side of the webpage. If you wish to provide feedback, you can click on this icon. The submitted feedback will be shared with the Micromedex team.

Submitting Feedback is easy.

- Select the appropriate Reason for Feedback
- Fill in the open box with what you'd like to share with the Micromedex team



The screenshot shows a feedback form titled "Tell us about your experience" with a close button (X) in the top right corner. Below the title is a label "Reason for feedback" followed by a dropdown menu. The dropdown menu is open, showing three options: "Content", "Technical", and "Other". The "Content" option is currently selected and highlighted. At the bottom of the form, there are two buttons: "Close" and "Submit".

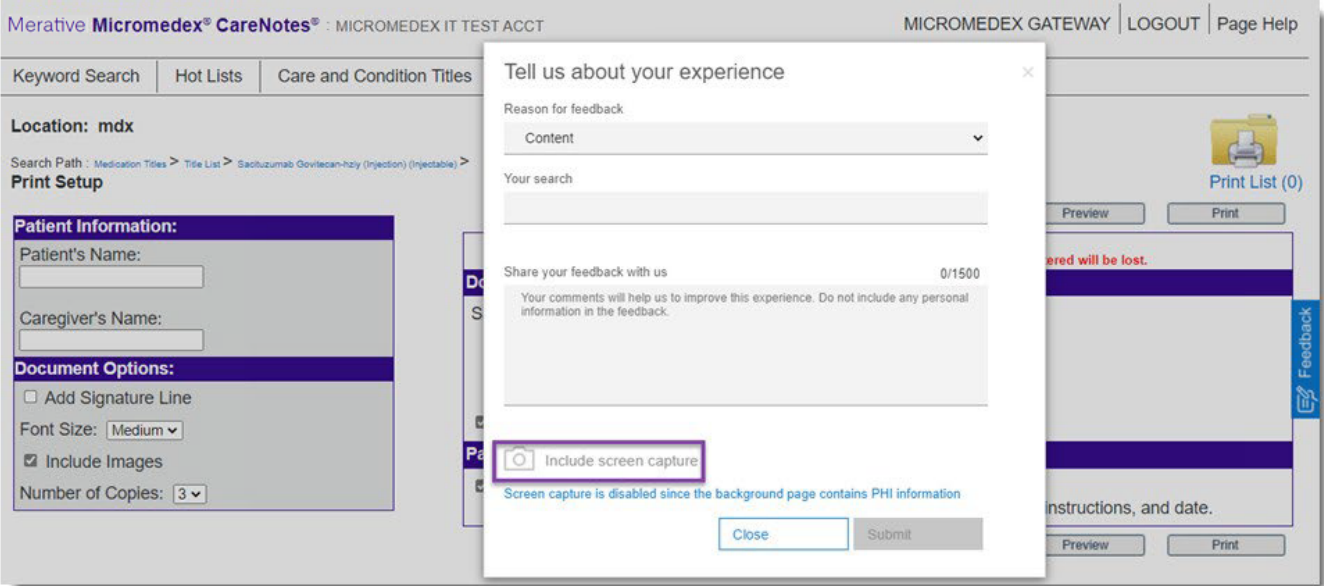
The screenshot shows a feedback form with the following elements:

- Title:** Tell us about your experience (with a close 'X' button in the top right corner).
- Reason for feedback:** A dropdown menu currently set to 'Other'.
- Character count:** 'Share your feedback with us' with a limit of '0/1500'.
- Text area:** A large text input field containing the instruction: 'Your comments will help us to improve this experience. Do not include any personal information in the feedback.'
- Status:** A green checkmark icon followed by the text 'Screen captured'.
- Buttons:** A 'Close' button (outlined in blue) and a 'Submit' button (greyed out).

When you have completed the feedback, click on **Submit** button to share your feedback. Feedback will be reviewed by the Micromedex Solutions team.

Note:

1. Text field (Your search) is limited to 200 characters maximum.
2. Share your feedback with us text area is limited to 1500 characters maximum.
3. The Feedback module will be available only for Online Internet users and not to the Offline (THIAS) Intranet users.
4. Screen capture has been disabled if PHI may be present, or if screen capture content area is too large. Please refer to the below screenshot for your reference.



CHAPTER 2: KEYWORD SEARCH

Note: If you open a CareNotes session through your EHR and then attempt to open another session in the same browser, you will be presented with the error message, “Another session of CARENOTES is open in this browser. To protect patient privacy, you must close that session before proceeding with a different session.”

KEYWORD SEARCH/HOME PAGE

Keywords are terms which describe the information you seek. You search for your patient education documents by entering one or more keywords, performing a search, then clicking links to open the documents.

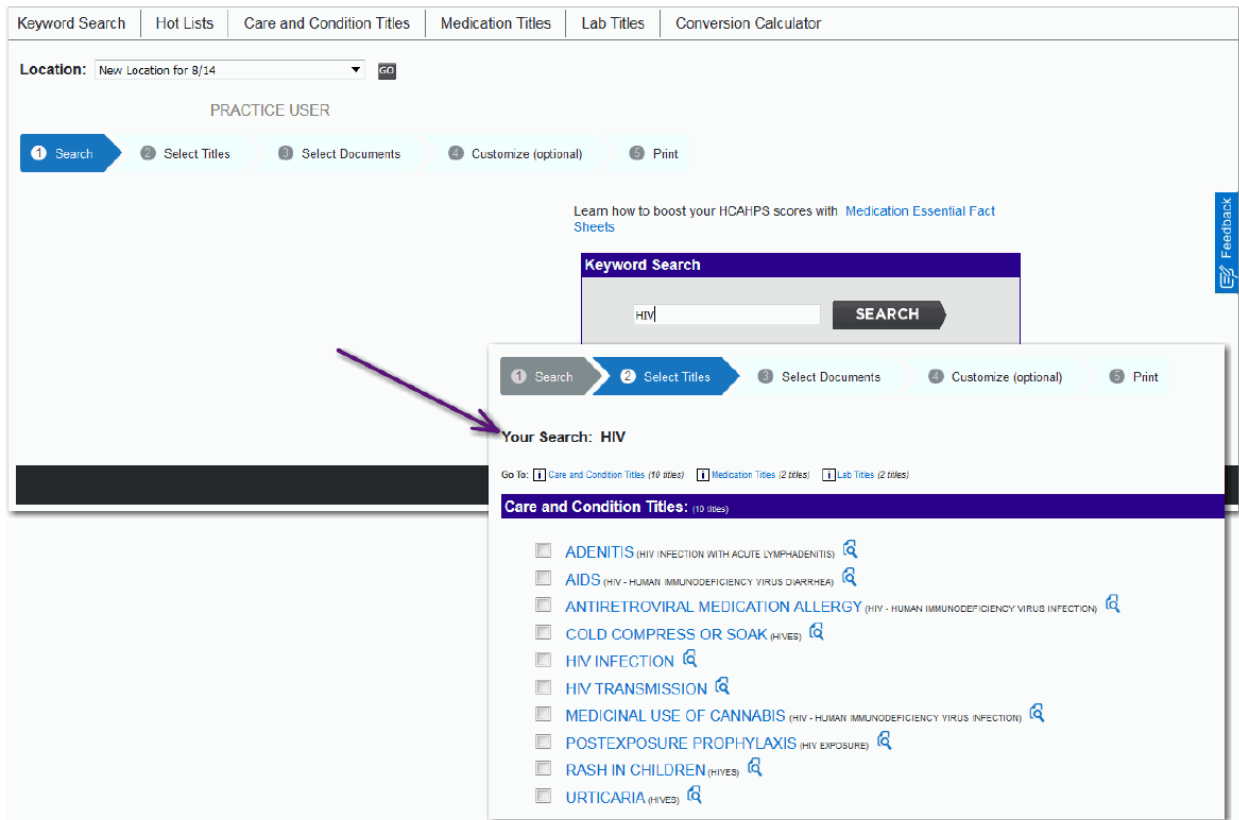
Online (Internet) Micromedex® CARENOTES users typically begin the majority of their searches from the Keyword search page (also known as the Home Page). The reason this page will be the most frequently used is that the Keyword Search offers the most flexible search methods and returns results from all content included in your CareNotes subscription.

Three types of patient education content are available in the CareNotes application:

1. **Care and Condition** - information on a disease state or condition as well as caregiver information.
2. **Drug Information** - patient information on how to use the medication, possible side effects and warnings, missed dose and proper storage instructions, etc.
3. **Lab** - general information written for the patient on what the test is, why they need it, how to prepare for it and what to expect

Every document in the CareNotes application has one or more indexed terms (keywords) associated with it. These are typically condition/disease, drug or lab test name, acronym, synonym, or other common words or terms that may be associated with the patient education document. For example, the HUMAN IMMUNODEFICIENCY VIRUS INFECTION patient education title has the following terms associated with it: HIV-1, Human Immunodeficiency Virus, HTLV-3 Antibody Positive, Acute HIV Infection, AIDS Virus, just to name a few. Therefore, if you search on any of those keywords (associated terms), the Human Immunodeficiency Virus Infection title is returned in the Search Results.

MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE



Creating a Keyword Search

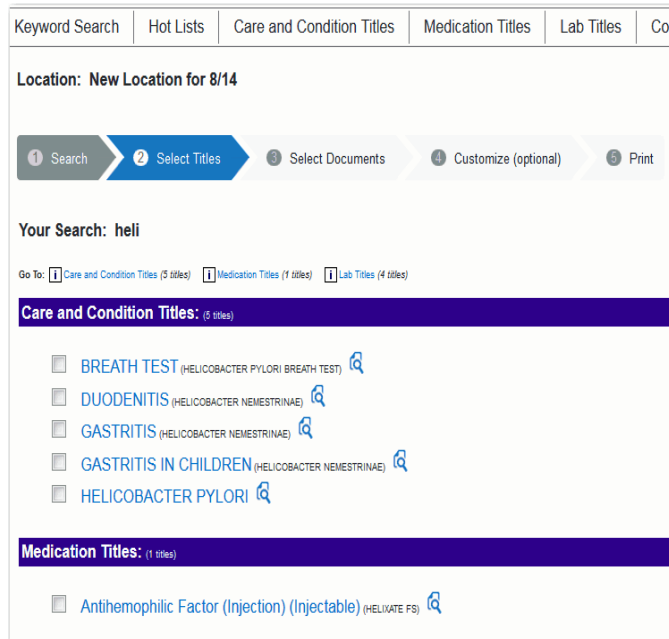
The Keyword Search searches across all of the documents and content in the CareNotes application. Build your search by entering common terms, diseases, conditions, lab test, or drug (generic or brand) names.

Note: Although many documents are available in additional languages ([See “Select Documents” on page 16](#)) only English keywords are recognized and searchable.

Search using a single keyword

Type the relevant keyword and click the SEARCH button. If you are unsure of the exact spelling, type the first few letters. The search will expand on the search keyword. This method searches across all content sets (Care & Condition, Drug, Lab) and all document types (e.g., General Information, Precare, Inpatient, Discharge Care).

For example: **Keyword = “HELI”** returns...



Note: Search results returned may change with subsequent releases of the application.

Two Care and Condition Titles:

- Gastritis (**Helicobacter Nemestrinae**)
- **Helicobacter Pylori**

One Drug Title:

Antihemophilic Factor (Injection) (**Helixate FS**)

Four Lab Titles:

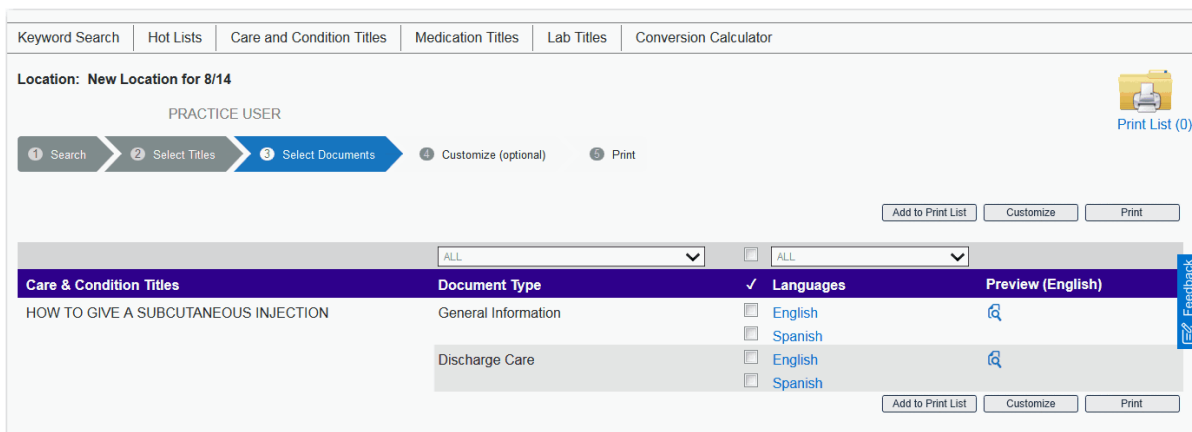
- Detection of **Helicobacter pylori**...
- **Helicobacter pylori** breath test
- Measurement of **Helicobacter pylori** antibody
- Rapid urease test (CLO Test for **Helicobacter pylori**)

Search using “**HELIC**” as the Keyword and the single drug title found in the previous example is removed from the list of results.

You can also conduct a search in Micromedex CareNotes using multiple Keywords.

For example: **Keywords = HOW TO GIVE A SUBCUTANEOUS** returns one title written for two care perspectives (General Information and Discharge Care) both of which are available in English and Spanish:

MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE



The Keyword search method searches across all content sets (Care & Condition, Drug, Lab) and all document types (General Info & Lab, Precare, Inpatient, Discharge Care, AfterCare Instructions, Ambulatory Care, DrugNote, Med Essential Fact Sheet, and user-defined document types).

The CareNotes application retrieves matches to the keyword(s) entered. The keywords may be found within the document title or associated as a related term (synonym), lab test, brand name, or generic name.

Note: Do not enter “and”, “or”, or any other Boolean search operator, even when searching more than one keyword at a time.

If there are no matches found for keywords/search terms the application returns the message, “No results found for [term(s)].”

Search for a Specific Document Type

By default, all document types are included in the search results. However, you can focus your search to return only documents written for a specific point in the continuum of care by using the Search: drop-down.

Prior to beginning the search (prior to clicking the SEARCH button), click the Search: All Document Types drop-down and select the type you seek for your patient. Only titles with the selected document type will be shown on the search results.

Search results are displayed on the Select Titles page grouped by:

- Care and Condition Titles
- Medication Titles
- Lab Titles

For more information on the results page, [See “Select Titles” on page 13.](#)

Location

The screenshot shows a navigation bar with tabs for 'Keyword Search', 'Hot Lists', 'Care and Condition Titles', and 'Medicati'. Below this, there is a 'Location:' label followed by a dropdown menu. The dropdown is currently open, showing a list of location options. The first option is 'New Location for 8/14', which is highlighted in blue. Other options include '00910- Location', 'Default Standard Location', 'Denver', 'Location with English and Discharge Care only', and another 'New Location for 8/14'. To the right of the dropdown is a 'GO' button. Below the dropdown, there is a 'Search' button with a magnifying glass icon and a 'Cust' button with a plus icon.

The CareNotes application provides hospitals with the ability to create separate locations and publish specific items (e.g., customized documents [SaveNotes], headers and footers) to the location. The CareNotes administrators at your site are responsible for creating and maintaining the locations used by your staff.

Not all sites will have multiple locations. If you see a drop-down beside Location: on any page in the CareNotes application, be sure to verify that you have selected the location most appropriate for your workflow. Content visible in one location may not be visible in another, so it is important that you select the correct location to support your workflow.

Switch to Another Location

To change to a different location, click the drop-down and then the location name from the list. Click the GO button to switch.

MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE

SELECT TITLES

Titles found matching the keyword(s) searched are displayed on the Select Titles page. From the Select Titles page you can choose the document titles you are interested in, or preview the document to ensure that it contains the information you wish to distribute to your patient.

Note: The Preview functionality is not available to GE Centricity Level 2 users.

After selecting the titles you proceed to the Select Documents page where you choose the exact document type(s) (e.g., General Information, Precare, Inpatient) and desired language for the documents.

Location: Mercy Medical Center

1 Search 2 Select Titles 3 Select Documents 4 Customize (optional) 5 Print

Your Search: gluc Search term used

Go To: Care and Condition Titles (11 titles) Medication Titles (20 titles) Lab Titles (4 titles)

Click Select Titles to view Documents and Languages available for the titles selected

Click the checkbox(es) of the Title(s) to select and view the Document Type(s) and Language(s) available

Preview the document

Care and Condition Titles: (11 titles) back to

- 2 HOUR POSTPRANDIAL GLUCOSE TEST
- DIABETES AND PREGNANCY (ADVICE ABOUT BLOOD GLUCOSE CONTROL)
- DIABETES AND PREGNANCY, AMBULATORY CARE (ADVICE ABOUT BLOOD GLUCOSE CONTROL)
- GLUCOSE SCREEN FOR GESTATIONAL DIABETES
- HOW TO CHECK YOUR BLOOD SUGAR (ES - BLOOD GLUCOSE LEVEL)
- HYPERGLYCEMIA, NON-DIABETIC (IFG - IMPAIRED FASTING GLUCOSE)
- POSITRON EMISSION TOMOGRAPHY OF THE CHEST (PET MYOCARDIAL GLUCOSE METABOLISM STUDY)
- POSITRON EMISSION TOMOGRAPHY SCAN (PET MYOCARDIAL GLUCOSE METABOLISM STUDY)
- URINALYSIS (URINALYSIS, GLUCOSE, QUALITATIVE)

Medication Titles: (20 titles) back to

- Amino Acid Supplement (Oral) (Tablet, Tablet, Extended Release, Tablet, Chewable, Capsule, Liquid Filled, Liquid, Capsule, Powder, Packet, Bar) (GLUCERNA HUNGER SMART SHAKE)
- Antibacterial (Single Agent) (Topical) (Cream, Ointment, Lotion, Gel/Jelly, Swab, Spray, Foam, Sponge, Liquid) (APLICARE ANTISEPTIC CHLORHEXIDINE GLUCONATE)
- Antibacterial Cleanser (Topical) (Lotion, Sheet, Gel/Jelly, Liquid, Swab, Spray, Foam, Soap, Pad) (APLICARE ANTISEPTIC CHLORHEXIDINE GLUCONATE)
- Calcium Gluconate (Injection) (Injectable)
- Chlorhexidine (Topical) (Gel/Jelly, Liquid, Pad, Sponge) (APLICARE ANTISEPTIC CHLORHEXIDINE GLUCONATE)
- Chondroitin Sulfate/Glucosamine Hydrochloride (Oral) (Tablet) (GOOD NEIGHBOR PHARMACY GLUCOSAMINE CHONDROITIN COMPLEX)
- Dextrose (Oral) (Liquid, Tablet, Chewable) (DISCOUNT DRUG MART GLUCOSE)

Note: If only one title is found as a match for your search, you will skip the Select Titles page entirely and go directly to the page that displays document types and languages available for the title (See “Select Documents” on page 16).

Select Multiple Titles

Select multiple document titles by clicking the checkboxes next to the title link, then click the **Select Titles** button to proceed to the Select Documents page which displays the document types (point in the care process) and languages available for the titles you selected.

Select One Title

You can also proceed to the Select Documents page for a single title by clicking on the title link.

Preview the Document

Without leaving the Select Titles page you can view the document to verify this is the title desired for the patient.

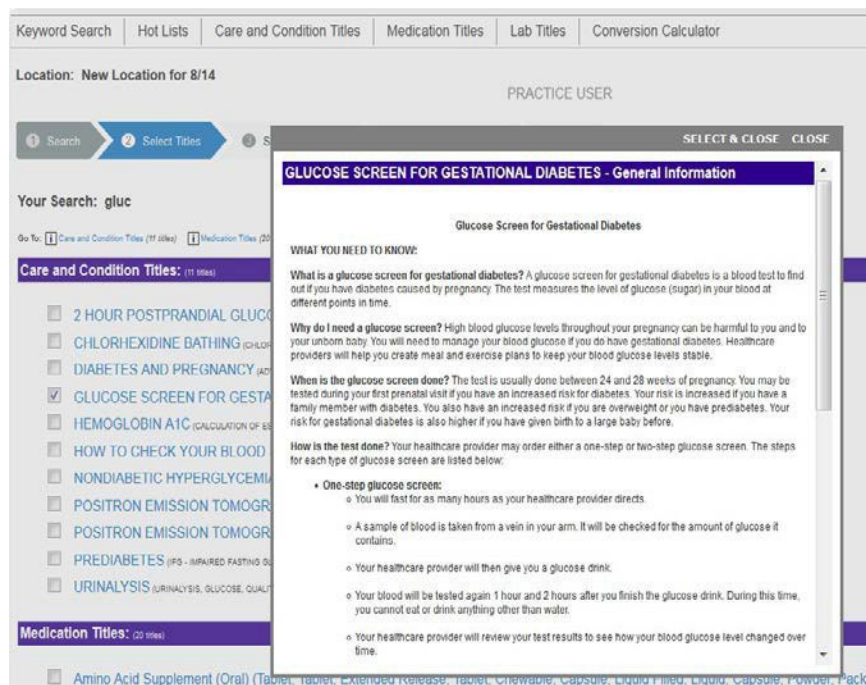
Note: The Preview functionality is not available to GE Centricity Level 2 users.

The English language and General Information document type (if available for the title) is always displayed in the preview window. The English language and DrugNote document is always displayed in the preview window for medication titles.

When the General Info & Lab document type is not available for the title, the hierarchy of document types shown in the preview window is:

1. Precare
2. Inpatient
3. Discharge
4. AfterCare® Instructions
5. Ambulatory Care
6. DrugNote
7. Med Essential Fact Sheet
8. Customized (user-defined) document type

With the document preview window open you can scan the entire document using the vertical scrollbar.



Select & Close | Close

Two options are available for use from the preview window: Select & Close or Close.

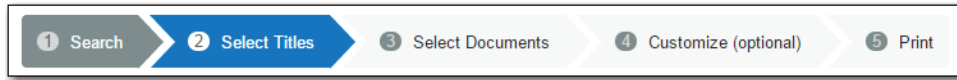
Select & Close closes the preview window and marks the title as selected. This action selects the checkbox on the Select Titles page and retains that selection when you proceed to the Select Documents page.

The Close option simply closes the preview window and returns to the Select Titles page.

MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE

Arrow Navigation Anchor

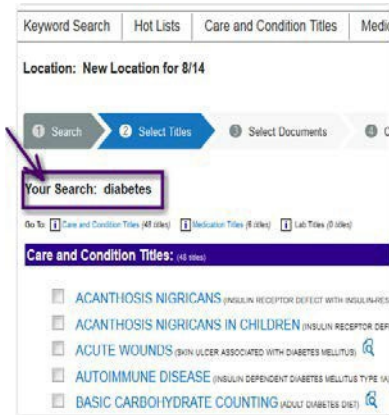
The arrow/anchor graphic on this page shows that you are currently on the Select Titles page.



Click the Search arrow to move back in the workflow and return to the Keyword Search page (or click the Keyword Search link at the top of the page).

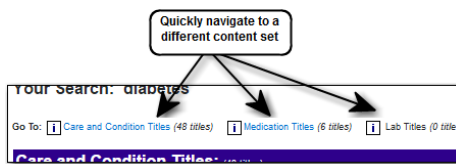
Your Search

The search terms used for the results shown on this page are displayed for your reference to the right of “Your Search”.



Go To [content set]

Matches to the search are possible from all three types of content (Care & Condition, Medication, and Lab) in CareNotes. The results are shown on the page grouped first by the content, then by the keyword(s) used.



You can jump to the beginning of the list of results for any content set by clicking the link in the **Go To** section of the page.

The Print List [Print List \(25\)](#)

The Print List icon displays on every page of the CareNotes application. When you send documents to print (via the Add to Print List button) the number in the parentheses increments and displays the total number in the queue.

Click the icon or the link to: view what has been added to the print list, to customize the set of documents for the patient (e.g., Special Instructions, Caregiver Name) or to simply view the list then print the documents with no customization.

SELECT DOCUMENTS

The Select Documents page allows you to choose the language and type of document most appropriate for your patient.

The Select Documents page displays first by content set (Care & Condition, Medication, Lab) and then within each content set, the titles selected on the previous page are shown alphabetically.

For each title, the available document types and languages are shown.

Note: A sub-set of the most commonly prescribed drugs, and discharge instructions, ambulatory care or general information for the most common conditions and procedures, are available in a total of 15 languages: English, Spanish, Portuguese (Brazilian), Italian, Korean, Polish, Russian, Chinese (Simplified), Chinese (Traditional), German, French (Canadian), Arabic, Japanese, Vietnamese, and Turkish. (Not available on the Intranet platform)

SaveNotes on the Select Documents Page

Location: Mercy Medical Center

1 Search 2 Select Titles 3 Select Documents 4 Customize (optional) 5 Print

Print List (0)

Add to Print List Customize Print

ALL ALL

Care & Condition Titles	Document Type	✓ Languages	Preview (English)
ANKLE FRACTURE	General Information	<input type="checkbox"/> English <input type="checkbox"/> Spanish	Preview
	General Information	<input checked="" type="checkbox"/> English	Preview
	Inpatient Care	<input type="checkbox"/> English <input type="checkbox"/> Spanish	Preview
	Discharge Care	<input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Arabic <input type="checkbox"/> Chinese (Simpli... <input type="checkbox"/> Chinese (Tradit... <input type="checkbox"/> French (Canadia... <input type="checkbox"/> German <input type="checkbox"/> Italian <input type="checkbox"/> Japanese <input type="checkbox"/> Korean <input type="checkbox"/> Polish <input type="checkbox"/> Portuguese (Bra... <input type="checkbox"/> Russian <input type="checkbox"/> Turkish <input type="checkbox"/> Vietnamese	Preview
	Discharge Care	<input type="checkbox"/> English	Preview
	Discharge Care	<input type="checkbox"/> English	Preview
MAGNETIC RESONANCE IMAGING	General Information	<input type="checkbox"/> English <input type="checkbox"/> Spanish	Preview
	Discharge Care	<input checked="" type="checkbox"/> English	Preview
	Discharge Care	<input type="checkbox"/> English	Preview

* denotes a SaveNote: Customized by a CareNotes Administrator

* MercyMed Compound fracture pi

* 2009 Casting Protocols

AfterCare(R) Instructions(ER/ED)

* customized for your organization

Add to Print List Customize Print

Documents that have been created or modified by your CareNotes administrator (SaveNotes) are shown in the Title List table with a description and an asterisk (*). The message, “* customized for your organization” is also shown at the bottom of the page.

MAGNETIC RESONANCE IMAGING	General Information	<input type="checkbox"/> Spanish <input type="checkbox"/> English	Preview
	Discharge Care	<input checked="" type="checkbox"/> English <input type="checkbox"/> Spanish	Preview
	AfterCare(R) Instructions(ER/ED)	<input type="checkbox"/> English <input type="checkbox"/> Spanish	Preview

* customized for your organization

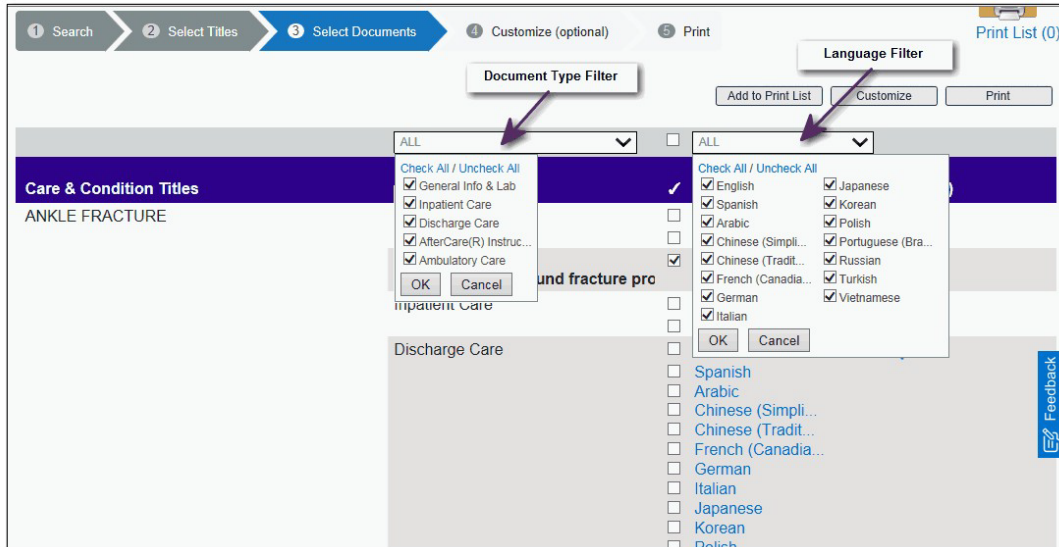
Add to Print List Customize Print

Select Documents to Print

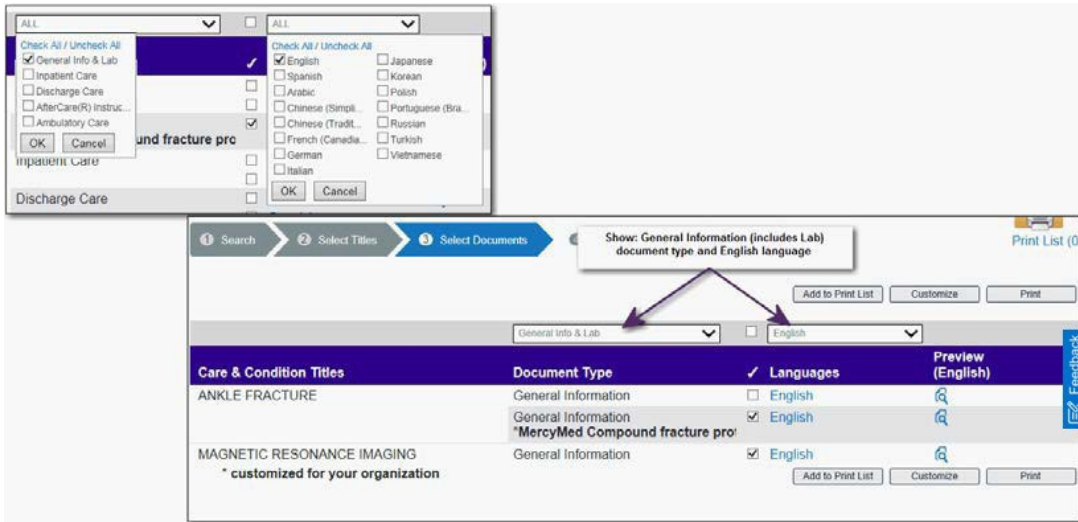
Documents you wish to provide for your patient can be selected by clicking the checkbox for the appropriate title, type and language, and then clicking the appropriate print option (Add to Print List, Customize, or Print).

Filtering: View Only the Information Relevant for the Patient

Filter drop-downs are available for both the Document Type and Language columns that allow you to view and select without having to sort through extraneous information.



Click the drop-down and then click on the items you are interested in for your patient. The page refreshes to show only those items.



Select all | De-select all

You can quickly select all items (or, conversely de-select all) currently shown on the page by clicking the checkbox shown between the Document Type and Language Filter drop-downs.

Preview the Document

Without leaving the Select Documents page you can view the document to verify this is the document desired for the patient.

Simply click the Preview icon .

Select & Close | Close

Two options are available for use from the preview window: Select & Close or Close.

Select & Close closes the preview window and marks the document as selected. This action selects the checkbox on the Select Documents page and retains that selection when you proceed to the desired print option.

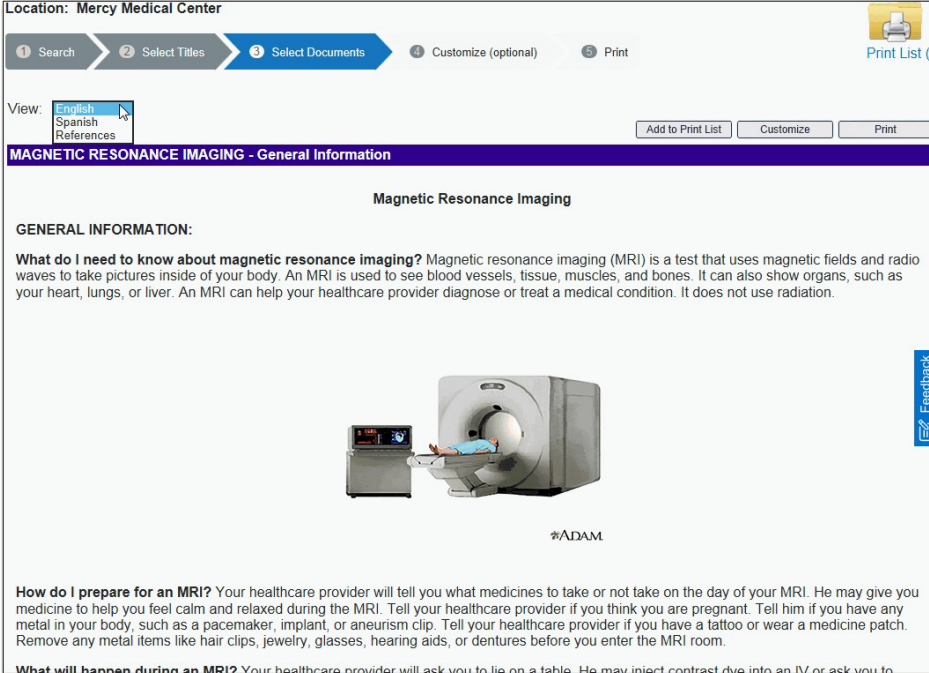
The Close option simply closes the preview window and returns to the Select Documents page.

Note: You may have the option to “Fill in Blanks” available if the Administrator inserted them into a SaveNote document. [See “The Print List” on page 22](#)

Note: The Preview functionality is not available to GE Centricity Level 2 users.

View the Document

Click the hypertext link of an available language on the Select Documents page to open the document for viewing. Scroll through the document to view the content.




The screenshot shows a web interface for a document preview. At the top, it indicates the location as 'Mercy Medical Center'. Below this is a navigation bar with five steps: 1 Search, 2 Select Titles, 3 Select Documents (highlighted), 4 Customize (optional), and 5 Print. A 'Print List (0)' button is visible on the right. A 'View:' dropdown menu is set to 'English', with options for 'Spanish' and 'References'. Below the menu are buttons for 'Add to Print List', 'Customize', and 'Print'. The main content area is titled 'MAGNETIC RESONANCE IMAGING - General Information' and contains the following text:

Magnetic Resonance Imaging

GENERAL INFORMATION:

What do I need to know about magnetic resonance imaging? Magnetic resonance imaging (MRI) is a test that uses magnetic fields and radio waves to take pictures inside of your body. An MRI is used to see blood vessels, tissue, muscles, and bones. It can also show organs, such as your heart, lungs, or liver. An MRI can help your healthcare provider diagnose or treat a medical condition. It does not use radiation.



*ADAM

How do I prepare for an MRI? Your healthcare provider will tell you what medicines to take or not take on the day of your MRI. He may give you medicine to help you feel calm and relaxed during the MRI. Tell your healthcare provider if you think you are pregnant. Tell him if you have any metal in your body, such as a pacemaker, implant, or aneurism clip. Tell your healthcare provider if you have a tattoo or wear a medicine patch. Remove any metal items like hair clips, jewelry, glasses, hearing aids, or dentures before you enter the MRI room.

What will happen during an MRI? Your healthcare provider will ask you to lie on a table. He may inject contrast dye into an IV or ask you to...

A vertical 'Feedback' button is located on the right side of the document content area.


From this document preview page you can:

1. **View other languages** available for the title. Click the language name menu item in the View drop-down.
2. **View the References** for this document. Click the References menu item.
3. **Add to Print List | Customize | Print** the document (see the Print options and topics that follow).

Add to Print List

Print selected documents later

Documents selected and sent to the Print List via the Add to Print List button remain in the print queue until you are ready to print the aggregated document group. Documents collected in the print queue can then be printed with patient-specific information (see Customize below) or with default print options (see Print).

1. Click the appropriate checkboxes for documents you want to provide for your patient.
2. Click the **Add to Print List** button to add the document(s) to the Print List. This adds the selected documents to the Print List and still allows you to continue searching for additional documents you may wish to provide for the patient.
3. When all searches have been completed, you can go to the Print List at any time via the Print icon .
See [See “The Print List” on page 22](#) for more information and for step-by-step instructions on how to print via the Print List.

Customize

Print selected documents with Patient-Specific Information

The number of copies, information specific to the patient (e.g., Special Instructions, Caregiver Name) or specific to the location (e.g., document Headers/Footers) can be controlled when the Customize button is selected.

See [“Customize” on page 24](#) for more information and step-by-step instructions for customizing the selected documents for your patient.

Print

Print the selected documents using Default Print Options

With one or more documents selected on the Select Documents page, click **Print** to print the selected documents using the default print options. Default settings include: the headers/ footers included, font size, etc. Default printer settings can be modified by your CareNotes Administrator.

Note: GE Centricity Level 2 Integrated customers will click a Generate button instead of a Print button.

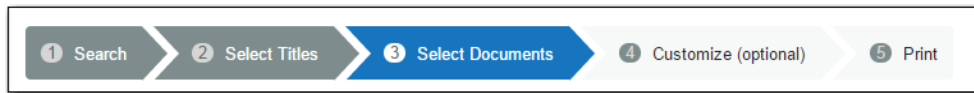
Your system printer dialog opens with limited print options available.

Special Instructions cannot be added to the documents when using the Print button.

Note: Any open document can be printed from your Internet browser’s print function (e.g., File > Print). However, documents printed outside of the CareNotes Print buttons (via the browser) will include tabs, buttons, and any other screen navigation, and cannot be customized with patient-specific information such as patient name, special instructions, etc. To print formatted documents with customized patient information and no screen navigation, use the print functions available in the application.

Arrow Navigation Anchor

The arrow/anchor graphic on this page shows that you are currently on the Select Documents page.



You can click the **Search** arrow to return to the Keyword Search page, or click the **Select Titles** arrow to return to the list of titles matching your search.



The Print List Print List (25)

The Print List icon displays on every page of the CareNotes application. When you send documents to print (via the Add to Print List button) the number in the parentheses increments and displays the total number in the queue.

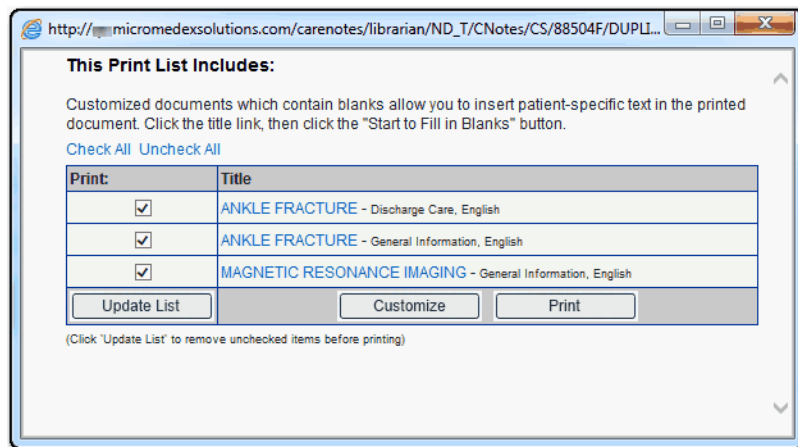
Click the icon or the link to: view what has been added to the print list, to customize the set of documents for the patient (e.g., Special Instructions, Caregiver Name) or to simply view the list then print the documents with no customization.

A maximum of 20 documents can be added to the Print List.

CHAPTER 3: PRINTING

THE PRINT LIST Print List (25)

Access the Print List to view the documents currently waiting to be printed at any time by clicking the Print List icon. This icon is available on every page of the Micromedex® CARENOTES application. The number in the link below the icon reflects the current total number of documents that are in the print queue.



From the Print List you can

- **Update List**
Remove a document from the list
Simply click the checkbox beside the document you wish to remove and then click the Update List button. Answer with OK in the confirmation dialog to confirm you wish to remove it from the list.
- **Customize (optional)**
Continue to the Print Setup Page
Click the Customize button to proceed to the Print Setup page where you are able to add Special Instructions, Caregiver, headers/footers, etc. to the current batch of patient education documents.
- **Print**
Print the current set of documents with system defaults
Click the Print button to skip the print setup dialog and move directly to the printer dialog. The current batch of documents print using the default print settings established by your CareNotes administrator. No Special Instructions can be added to the documents when selecting Print from this page.

MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE

- **View a document - or - Fill in a blank field**

To open the document for viewing, simply click the title link. If the SaveNote has inserted blanks, you will see a Fill in the Blank button at the top of the document.

Note: Blanks are not available in standard Micromedex CareNotes. SaveNotes (documents customized by an Administrator at your site) *may* include “Fill in the Blank” functionality.

- **Check All | Uncheck All**

These links allow you to quickly select/deselect all documents in the current Print List

CUSTOMIZE

Note: This step is optional. You can skip this step by navigating directly to the Print page.

When the list of documents for your patient is complete, you can continue to the Customize page where you can insert patient-specific information and/or override default print settings for documents in the print list.

Additional patient information, formatting, and delivery options are available from the Customize page.

The following patient-specific information can be added or inserted from the Customize page:

- **Caregiver Information:** Add the caregiver's name
- **Special Instructions:** Special instructions can be inserted for each individual document in a group of documents
- **Signature Line:** Select to include or exclude a signature line for the patient education documents and patient education record
- **Patient Education Record:** Select to include or exclude the Patient Education Record, which allows you to create a permanent hard copy summary of the documents distributed to the patient (with an optional signature line)
- **Headers & Footers:** Select document headers and footers to include on the patient's documents from the Print List

Miscellaneous Document Options: Change the relative font size to increase or decrease type size on the printout; include/exclude images; print Special Instructions bold/regular

Patient Information

Caregiver Name

Type your name, or other caregiver's name in the *Caregiver Name* field. Typing it in this field places it at the top of each document in the set of printed documents.

The double-quotation mark (") should not be used in the Caregiver field. Using the double-quotation mark (") special character in the Caregiver field causes the name to truncate.

Note: Patient's Name, Caregiver's Name and Documents fields might not be available to be viewed. Please refer to the section ["Free Text Fields Suppression" on page 25](#).

Add Signature Line

Check the **Add Signature Line** checkbox to add this at the top of the printed document set.

Note: This print option can be controlled by your CareNotes Administrator to make it mandatory.

If the Add Signature Line *is* selected, but Patient Education Record is *not* selected, the acknowledgment with the signature line prints only once, at the beginning of the patient's set of documents.

If the Add Signature Line *and* Patient Education Record are selected, the signature line is printed at the beginning of the patient's set of documents, and is also printed as part of the

MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE

patient education record. This can accommodate for filing only the signed patient education record, rather than having to store a printout of the specific document.

<p>Patient/Guardian Signature:</p> <hr/>
<p>I have received and understand the instructions below</p>
<p>Caregiver Signature:</p> <hr/>

FREE TEXT FIELDS SUPPRESSION

Customize (optional) page provides the additional patient information for the clinician to add special instructions, patient's name and caregiver's name into patient's documents. The customizable information seen in this page will be the same information in the **Print page** of the document. Suppressing free text fields is a feature added into CareNotes application enabling the account manager or CSM to suppress the text fields. If the user could not see the three text fields it is typically due to PHI regulations in their region.

Suppression means these fields will not be seen by the user. These sections have been suppressed. If the customer has any questions related to free text fields suppression or to make any changes, they need to get in touch with their account manager or CSM.

The following are the three text fields that can be suppressed:

- Patient's Name
- Caregiver's Name
- Documents – Special Instructions

Headers & Footers

If this feature has been implemented by your CareNotes administrator, you may see checkboxes that allow you to add specific headers and/or footers to the printed documents. To select a header or footer, click the checkbox. If the checkbox is selected (checked) it will be included on the documents when printed. If you are not able to change the settings, they have been mandated for use.

The screenshot shows a dialog box with two sections: 'Headers:' and 'Footers:'. Under 'Headers:', there are three checkboxes: 'GV Regional - Main Header' (checked), 'Test Header' (unchecked), and 'MosesCone Test Header' (unchecked). Under 'Footers:', there is one checkbox: 'Thank You very Much' (unchecked).

Document Options

Information entered in the Document Options area controls the formatting of all documents in the current print request.

The screenshot shows a dialog box titled 'Document Options:'. It contains four settings: 'Add Signature Line' (unchecked), 'Font Size: Medium' (dropdown menu), 'Include Images' (checked), and 'Number of Copies: 1' (dropdown menu).

Font Size

The default setting is Medium (which is approximately the size of 10-11 point font), but you can select Large (approximately 11-12 point) or Small (approximately 9-10 point) if your Administrator allows clinicians to change the default setting.

This setting controls all documents in the current document set.

Note: The default font size can be controlled by your CareNotes Administrator. Your Administrator can also restrict changes to the font size. Small/Medium/Large font point size is approximate. The exact point size can vary according to your Printer and Browser settings.

Print Images

The default setting is selected (checked), which will include images and illustrations in the documents, but you can de-select (uncheck) the box to exclude them if desired.

Some checkboxes may be disabled and the checkbox appears greyed out. This means that your CareNotes administrator has set the header or footer as mandatory for all documents you print. You cannot remove the mandatory header or footer in print setup.

MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE

Number of Copies

The default setting is to print one copy, but you can change this setting (if allowed by your Administrator) to two, three, four, or five copies.

Note: The default number of copies can be controlled by your CareNotes Administrator. Your Administrator can also restrict changes.

Delivery Options

Preview Print / Send

WARNING: Information on this page is not saved.
If you leave this page without Printing/Sending, the information you entered will be lost.

Delivery:

Print

Send electronic copy
Patient will receive email notification of education to view. The email will contain a URL to a secure site. Enter the patient's email address and the authentication credentials that the patient will use to access the secure site.

Patient's email address:*

Last 4 digits of patient's social security number:*

Patient's birthdate (MM/DD):*

Hospital record number:*

Select language for notification email:

English
English
Korean
Spanish

Doc

Delivery - Print

Default settings are defined and maintained by your CareNotes Administrator. Settings can be: Print.

Print: This selection will print all of the patient education documents currently in the Print List. When the print delivery is the only delivery selected, the Patient's e-mail address field and the authentication fields are disabled. When print is selected (Send electronic copy is not selected), the buttons above are: Preview or Print. Click Preview to view the documents in the list; click Print to print all documents currently in the Print List

Note: e-Copy option is deprecated and no longer used.

Note: The Preview function does not generate a PDF of the documents, nor does it create or save an audit trail in the HIS. Creating the PDF and saving the audit trail occurs only when you select Print or Send (or Print/Send).

Note: The Preview functionality is not available to GE Centricity Level 2 users.

Special Instructions

Unique Special Instructions can be entered for each document in the document set. Special Instructions print at the top of the corresponding document.

Print Preview Print

WARNING: Information on this page is not saved.
If you leave this page without Printing, the information you entered will be lost.

Documents:

ASTHMA - Inpatient Care
(GV EAST ORDERS ASTHMA)
Special Instructions:
Keep your inhaler with you at all times.
Call your Primary Care Physician to schedule
a follow up breathing test.

Albuterol (Oral) (Tablet, Tablet, Extended Release, Liquid) - DrugNote
Special Instructions:

HOW TO STOP SMOKING - General Information
Special Instructions:

Amlodipine (Oral) (Tablet, Tablet, Disintegrating) - DrugNote
Special Instructions:

Type your patient-specific special instructions in the entry field below the document title. There is no limit, type as much information as necessary. Check the **Print Special Instructions in bold text** checkbox to have special instructions appear on the patient's printout in bold text.

Patient Education Record

Clicked (checked) by default, this option prints the print education record for the patient's chart. The record prints a list of the documents given to the patient (and any special instructions for each), the patient and caregiver names, and the date the document set was printed. A signature line for patient and caregiver is also included in the patient education record if the *Add Signature Line* checkbox is selected. The Patient Education Record is a concise list of all materials distributed to the patient which can easily be filed with the patient's chart. If this print option is not desired for this print run, de-select the checkbox by clicking. The check mark is absent when the patient education record is not to be included in the print run.

BIPOLAR DISORDER - Discharge Care
Special Instructions:

Print Special Instructions in bold text

Patient Education Record:
 Print Education Record
A record of the Patient and Caregiver name, documents given, special instructions, and date.

Print Preview Print

PRINT

Click the **Print** button (if available) to print all documents in the list using the print defaults as setup in the CareNotes administration application.

Once the documents have printed, all custom and/or patient-specific information is removed. The customization and/or patient-specific information is never saved.

Note: GE Centricity Level 2 Integrated customers will click the Generate button instead of the Print button, and the documents will display in the browser instead of in Adobe Reader.

The last page of each printed document contains:

- The document title, type, and language
Example: *JAMMED FINGER - General Information, English*
- The day, date, and time (depicted using Greenwich Mean Time)
Example: *Thursday, May 31, 2012 9:26:01 PM GMT*


CHAPTER 4: HOT LISTS

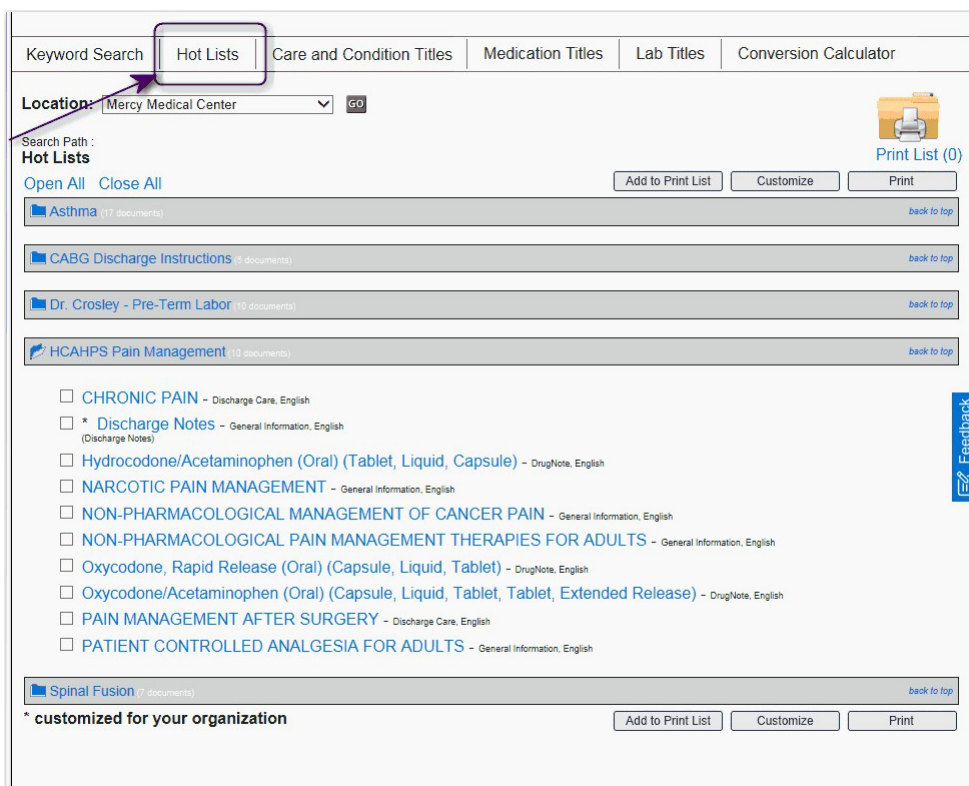
Hot Lists can make document retrieval even faster by grouping frequently used documents together into a Hot List. All content sets: Care & Condition, Medication, Lab and customized documents (SaveNotes) can be included in a Hot List.

Note: If you open a CareNotes session through your EHR and then attempt to open another session in the same browser, you will be presented with the error message, “Another session of CARENOTES is open in this browser. To protect patient privacy you must close that session before proceeding with a different session.”

VIEWING HOT LISTS

If the CareNotes administrator at your facility has set up Hot Lists for your location, you will see the names of the Hot Lists available for your use when you click the Hot List tab.

Select the Hot List by name or by clicking the file folder  and all of the documents associated with that list are shown below.



When the Hot List has been selected, the file folder is open  and all documents associated with that Hot List are listed below.


MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE

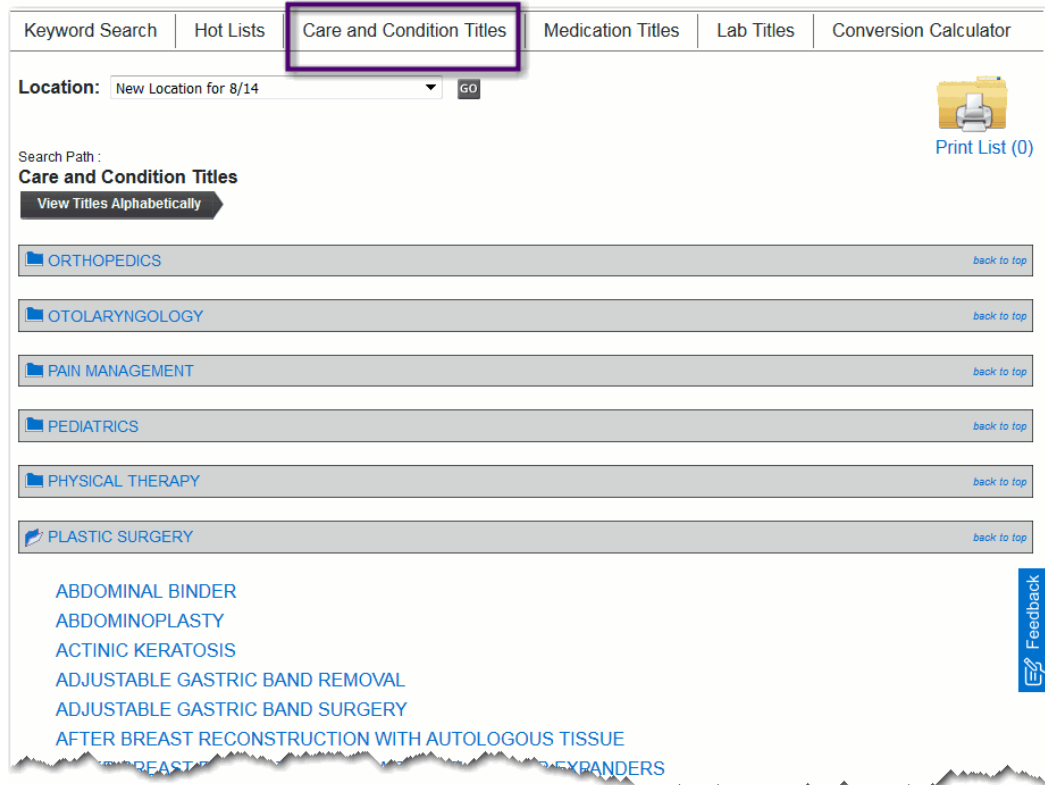
Send any of the documents directly to the Print List by selecting the document checkbox, then clicking the **Add to Print List** button. Add patient-specific information by clicking the **Customize** button. Print an individual document immediately by clicking the **Print** button. For more information on print options, See “Printing” on page 19. View the document in the Hot List by clicking the title link.


CHAPTER 5: CARE & CONDITION TITLES

Searches made from the Care & Conditions Titles tab exclude all Medication and lab titles from the search results. Click the **Care & Conditions** tab, and you are presented with the *View by Category* page. Categories are areas of specialty, or general medical category or topic. For example, Cardiology, Dental Health, Dermatology, and Dietetics are just a few of the many categories available. Documents associated with the category can be displayed by opening the category.

Note: If you open a CareNotes session through your EHR and then attempt to open another session in the same browser, you will be presented with the error message, “Another session of CARENOTES is open in this browser. To protect patient privacy you must close that session before proceeding with a different session.”

Open the category by clicking the hypertext link on the name, or by clicking the file folder . All of the documents associated with that category are shown below. See the example below:



When the category has been selected, the file folder is open  and all documents associated with that category are listed below.

Select a document title by clicking it to reveal the document types and/or languages available for that title. [See “Select Documents” on page 16.](#) for further information on selecting document types and languages.

Change to View Titles Alphabetically

To change this page to the alphabetical list of titles, click the **View Titles Alphabetically** button.

CHAPTER 6: MEDICATION TITLES

Searches made from the Medication Titles tab exclude all care & condition and lab titles from the search results. Only patient education documents addressing prescription and nonprescription drugs are searched.

Note: If you open a CareNotes session through your EHR and then attempt to open another session in the same browser, you will be presented with the error message, “Another session of CARENOTES is open in this browser. To protect patient privacy you must close that session before proceeding with a different session.”

Click the **Medication Titles** tab to open the alphabetical list of titles. The list of Medication Titles begins with the first alphabetical title. Titles are displayed as hypertext links. Click a link to reveal the languages and document types available for that title.

The screenshot shows the 'Medication Titles' tab selected in the top navigation bar. Below the navigation bar, there is a search path and a list of medication titles. A detailed view for 'Maraviroc (Oral) (Liquid, Tablet)' is shown at the bottom, including document type and language options.

Medication Titles	Document Type	Languages	Preview (English)
Maraviroc (Oral) (Liquid, Tablet)	DrugNote	<input checked="" type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Portuguese (Bra...	

CHAPTER 7: LAB TITLES

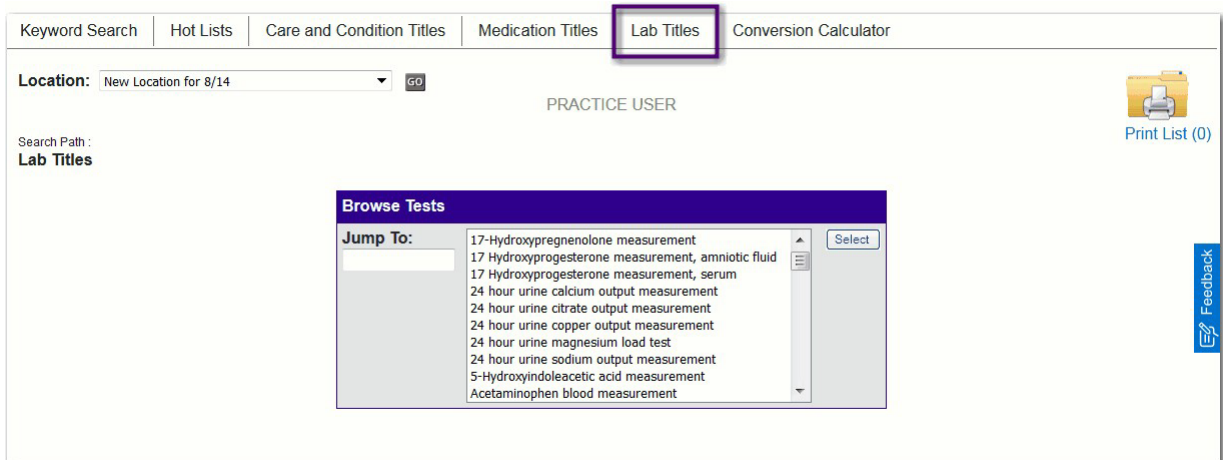
Searches made from the Lab Titles tab exclude all care & condition and Medication Titles from the search results. Only patient education documents addressing common lab tests and procedures are searched. If you open a CareNotes session through your EHR and then attempt to open another session in the same browser, you will be presented with the error message, “Another session of CARENOTES is open in this browser. To protect patient privacy you must close that session before proceeding with a different session.”

Note: If you open a CareNotes session through your EHR and then attempt to open another session in the same browser, you will be presented with the error message, “Another session of CARENOTES is open in this browser. To protect patient privacy you must close that session before proceeding with a different session.”

Click the **Lab Titles** tab to open the alphabetical list of titles. The list of lab tests begins with the first alphabetical title.

Using the Scrollbar to Search

Moving the scrollbar up and down vertically, moves the list of lab titles up and down. Scroll until you find the lab test desired. Click a lab test name to select it, then click the **Select** button to reveal the languages available for that test. All lab titles are available in English and in Spanish.



The Jump To: Search

Type the first few letters of a lab test name and the list will re-position itself to the lab test most closely matching what you typed.


Select a test by clicking it (or verifying it is selected/highlighted) and then click the **Select** button to reveal the languages available for that lab test.

To open a document, click the language link.

MICROMEDEX® CARENOTES INTEGRATED - USER GUIDE

Search Path : Lab Titles > Print List (0)

Title List Add to Print List Customize Print

General Info & Lab <input type="checkbox"/> ALL			
Lab Titles	Document Type	✓ Languages	Preview (English)
Folic acid measurement, RBC	General Information	<input type="checkbox"/> English <input type="checkbox"/> Spanish	

Add to Print List Customize Print

Feedback

INDEX

B

boolean search operator 11

C

Categories 32

Conversion Calculator 2

D

Document Types

AfterCare® Instructions 11, 14

Ambulatory Care 11, 14

Discharge Care 10, 14

DrugNote 11

General Information & Lab 11, 13,
14

Inpatient 10, 11, 13, 14

Med Essential Fact Sheet 2, 11, 14

Precare 10, 11, 13, 14

DrugNote v

F

Feedback 5

font size 24

H

Headers & Footers, *see* Print Lists

Hot Lists 30

J

Jump To Search 36

K

Keywords 8

L

Locations 2

P

Patient Education Record, *see*

Print Lists

Print 27

Print Lists

Headers & Footers 24

Patient Education Record 24

Signature Line 24

Special Instructions 28

S

SaveNotes 12, 16, 18, 23

Signature Line *see* Print Lists

Special Instructions, *see* Print Lists

Suppression 25