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INTRODUCTION

About Truven Health Analytics

Truven Health Analytics provides trusted medical information and flexible technology to provide clinicians access to answers, alerts, and recommendations. This enables clinicians to enhance decisions, prevent adverse events, and promote the best clinical practices from diagnosis to aftercare.

In addition to serving the healthcare industry, Truven Health Analytics empowers professionals with unbiased pharmaceutical, chemical, and regulatory information.

With accurate answers to critical questions, Truven Health Analytics supports:

- Hospitals
- Information System Providers
- Pharmaceutical Companies
- Managed Care Organizations
- Environmental, Health, and Safety Organizations
- Chemical Manufacturers

With a full range of healthcare offerings covering drug, disease, patient education, alternative medicine, and toxicology, Truven Health Analytics products enhance care at every stage in the hospital, from diagnosis to aftercare.

- Patient History and Examination
- Diagnostic Evaluation
- Treatment and Medication Planning
- Patient Education
- Drug Administration
- Treatment and Medication Monitoring
- Discharge
- Billing/Claim Submittal
- Patient Self-care & Follow-up

Truven Health Analytics understands the important balance between content and technology. Our internal force of clinical professionals is dedicated to the integrity of our information. By verifying every detail, they ensure the content is accurate, up-to-date, and clinically relevant. This scrutiny instills confidence in clinicians who know they can trust Truven Health Analytics beyond any other data.

In addition to offering products on today’s preferred platforms (Internet, intranet, and handheld), we constantly look ahead to ensure our trusted information continues to be available when and where it is needed most. That’s why our current technology integration efforts with key information system vendors are focused on seamlessly delivering alerts and recommendations directly into our customers’ workflow.
CONTACT TRUVEN HEALTH ANALYTICS

Office Locations

Corporate Office
777 East Eisenhower Parkway
Ann Arbor, MI 48108
USA

Colorado Office
6200 South Syracuse Way, Suite 300
Greenwood Village, CO 80111
USA

North Carolina Office
4819 Emperor Boulevard
Durham, NC 27703
USA

CUSTOMER RESOURCE CENTER

Technical & Customer Support

At Truven Health Analytics, our 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: 1-800-525-9083
Select option 3 for the Support Services menu.
For urgent technical inquiries select 3, 3

Outside the United States & Canada:
Phone: 1-651-244-4000

Email Support (Business Hours Only)

www.micromedex.com/request
Email requests are answered during normal business hours.
Requests received outside of normal business hours are answered the next business day.

Normal Business Hours
Monday through Thursday: 7:00 am through 5:00 pm (Mountain Time Zone).
Friday: 7:00 am through 2:00 pm (Mountain Time Zone).

Outside of normal business hours, technical support calls will be managed according to the guidelines shown below:

<table>
<thead>
<tr>
<th>General Guidelines</th>
<th>Priority</th>
<th>Maximum Initial Response and Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>After business hours:</td>
<td><strong>Critical Priority</strong></td>
<td>Within 4 hours</td>
</tr>
<tr>
<td><strong>Voice mail messages</strong> will be returned in the order they are received. Priority is assigned at that time.</td>
<td>Multiple users cannot access or use major product functionality</td>
<td>Within 4 hours</td>
</tr>
<tr>
<td><strong>Email</strong> requests received outside of business hours will be assigned a priority level the following business day.</td>
<td><strong>High Priority</strong> Missing or inaccurate data or functionality</td>
<td>Within 1 business day</td>
</tr>
<tr>
<td><strong>Medium Priority</strong> One user cannot access or use major product functionality</td>
<td></td>
<td>Within 2 business days</td>
</tr>
<tr>
<td><strong>Low Priority</strong> General questions or enhancement requests</td>
<td></td>
<td>Within 5 business days</td>
</tr>
</tbody>
</table>

For Knowledge Base Articles, FAQs, System Requirements, Technical Documentation, and other miscellaneous support information, please visit www.micromedex.com/support

For information on our products or services, visit our Web site at: www.micromedex.com or contact your local distributor.
TOTAL SUPPORT SOLUTIONS

We stand behind our products and our customers and believe that the \textit{total} customer-experience is what differentiates us from the competition. Our solutions are the fastest, most reliable, accurate evidence-based clinical decision support solutions on the market. Our Total Support Solution offers top-notch service, training, and support to ensure you are able to realize all the benefits our products offer.

Our \textbf{Total Support Solution} includes dedicated personnel and robust tools and training to help you get the most from your investment in the Clinical Xpert and Micromedex solutions.

As part of our \textbf{Total Support Solution} we will:

- \textbf{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 and Clinical Xpert solutions.
- Solve questions and issues promptly with our \textbf{24/7 technical support}
- \textbf{Ask you for your input} on how we can continue to improve our products and services
- \textbf{Make it easy to do business with us} - on all fronts

Ask your Client Relationship Manager or Sales Executive how we can help you with our \textbf{Total Support Solution}!
What is The CareNotes® System?

The CareNotes System is the comprehensive answer to all your patient education needs.

The more patients understand about their conditions and care, the more comfortable they are likely to become with their treatment. CareNotes® documents enable you to conveniently provide your patients with complete, easy-to-understand information about all aspects of their care and health. Presented in English and Spanish, the concise, customized materials address patient condition, treatment, follow-up care, psychosocial issues, continuing health, and the most frequently administered drugs. CareNotes information also helps meet JCAHO and OBRA ’90 patient education guidelines. The CareNotes System is ideal for:

- Patient and Staff Education Coordinators/Managers
- Nurses and Nursing Informatics staff
- Medical Librarians
- Pharmacy Directors
- Emergency Department Managers

Why you need the CareNotes System

- Contains customizable documents (available in English and Spanish) written for easy comprehension
- Provides authoritative, reliable content written and reviewed by healthcare experts
- Delivers facility-wide access to complete, accurate patient education materials
- Addresses JCAHO and OBRA ’90 regulatory compliance
- Topics cover the full continuum of care including: precare, inpatient care, general information, discharge care, emergency discharge care (AfterCare® Instructions), and drugs
- Many documents offer color, 3-D graphics to better communicate complicated health issues with patients
- Contains thousands of drug topics available in English and Spanish to help you address drug information with your patients
- Includes patient education for the most commonly administered lab tests

Meaningful Use: Providing Patients with an Electronic Copy of Patient Education Documents

(Available by subscription, on the Internet CareNotes System only)

In addition to the existing print functionality, documents can be delivered in portable document format (PDF) via a secured web portal delivery mechanism.

Settings governing the use and default settings for this feature can be found in the CareNotes Administrator Guide.

Drug and Discharge 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 instructions for the most common conditions and procedures) and DrugNotes (for the most frequently prescribed medications) is now available in 13 additional languages.

<table>
<thead>
<tr>
<th>Arabic</th>
<th>Korean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese (Simplified)</td>
<td>Chinese (Traditional)</td>
</tr>
<tr>
<td>Polish</td>
<td>Portuguese (Brazilian)</td>
</tr>
<tr>
<td>French (Canadian)</td>
<td>Russian</td>
</tr>
<tr>
<td>German</td>
<td>Turkish</td>
</tr>
<tr>
<td>Italian</td>
<td>Vietnamese</td>
</tr>
<tr>
<td>Japanese</td>
<td></td>
</tr>
</tbody>
</table>

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.
What is the Editorial Process in the CareNotes® System?

Producing Quality Documents

Delivering effective, reliable information resources requires in-depth research and examination to ensure accuracy, appropriateness, and usefulness. Our unbiased, evidence-based information undergoes an extensive editorial process, ensuring the most current and accurate data is presented. The Truven Health Analytics editorial staff represents a wide range of clinical specialties.

Evidence-Based, Unbiased Documents Written By Experts

Truven Health Analytics considers many factors when selecting subjects for inclusion in our databases. Topics chosen for further research are based on literature review of the world's healthcare journals, scientific journals, medical journals, customer requests, clinical judgment and recommendations, regulatory standards and compliance, national healthcare and environmental health and safety trends, FDA approvals, editorial board suggestions, and policy changes in health, disease, and chemical management from professional organizations.

Once chosen, topics are researched thoroughly through exhaustive literature searches of thousands of articles, medical and toxicology texts, manufacturer data, information from professional organizations and universities, FDA-approved package inserts, and other authoritative resources. Documents are drafted by Truven Health Analytics writers, comprising physicians, nurses, pharmacists, toxicologists, and other healthcare specialists.

Peer Reviewed

When the research and writing process is completed, documents are peer reviewed to ensure the information contained in Truven Health Analytics databases is accurate, reliable, and unbiased. After material is incorporated into the databases, all documents undergo a regular update cycle, which further ensures continued accuracy and relevance to current practice. Thousands of additions and revisions are made with each new release. While new information is continually added, older references are retained to provide a historical perspective of landmark trials.

For more information about the Truven Health Analytics editorial process and editorial boards, visit our Web page at: clinical.thomsonhealthcare.com/about_us/editorial/.
CHAPTER 1: UNDERSTANDING THE BASICS

Truven Health Analytics utilized extensive research and development, and employed a user-centered design process to create the CareNotes® System. One of the highest priorities throughout this process was to build an application that makes it easy for clinicians to find the information they need as quickly as possible.

We hope you find the organization of the user interface logical, the layout complementary to your workflow and thought processes, and that moving through the application is intuitive.

DOCUMENT TYPES

The CareNotes® System 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 document type to allow the clinician to quickly recognize the point in the patients’ care for which the document was written. So from presentation to discharge, the CareNotes System can provide the appropriate patient education materials for the full continuum of care.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Precare</td>
<td>Preparation and pre-procedure or pre-surgical information</td>
</tr>
<tr>
<td>Inpatient Care</td>
<td>Information about diagnostics/treatment/procedures during hospitalization</td>
</tr>
<tr>
<td>General Information</td>
<td>Provides a summary of injury, illness, lab test, or procedure</td>
</tr>
<tr>
<td>Discharge Care</td>
<td>Recovery care information for illnesses, injuries, procedures, and surgery after leaving a hospital or clinic</td>
</tr>
<tr>
<td>AfterCare® Instructions</td>
<td>Present brief, bulleted discharge documents written specifically for emergency departments</td>
</tr>
<tr>
<td>DrugNote</td>
<td>Indication, contraindications, usage instructions, precautions, interaction warnings, and side effects for prescription and nonprescription drugs</td>
</tr>
</tbody>
</table>
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.
THE CARENOTES® SYSTEM INTERFACE

The first page you see after you open CareNotes is the main Keyword Search page, also known as the Home page. A keyword search from this tab searches for your information across both the care and condition titles, and the drug titles.

Basic navigation in the CareNotes System is via the tab. Tabs are located across the top, and are named: Keyword Search, Hot Lists, Care & Condition Titles, Drug Titles, Lab Titles, and Print List. Click on a tab name to open the page.

Keyword Search

Use the main Keyword Search for fast access to your information request. The Keyword Search looks for all documents containing indexed terms matching your keywords in both the care & condition and drug document databases. See "Keyword Search" on page 7, for more information on how to use this page.

Hot Lists

If your CareNotes administrator has set up this feature for your location, Hot Lists give you quick access to your most often used patient education documents.

Hot Lists allow all of the patient education materials to be put into a named Hot List so you can retrieve, customize, and print the entire group of documents with one search. Both drug and care & condition documents can be grouped into a Hot List.

For example, your CareNotes administer could group all the “Fracture” Discharge Care documents (arm, wrist, ankle, and so on), along with a patient education document on using crutches, and the acetaminophen drug document into a Hot List named “Fracture Care”. See “Hot Lists” on page 15, for more information on how to use Hot Lists.

Care & Condition Titles

The Care & Condition Titles tab is the tab to use when you want to search for care documents either by medical category (e.g., Cardiology, Orthopedics, Rehabilitation, Sports Medicine, etc.) or alphabetically by document title. No drug titles are included in searches from this tab. See “Care & Condition Titles” on page 17, for more information.
Drug Titles

Use the Drug Titles tab to search for drug documents alphabetically by drug name. No care and condition titles are included in searches from this tab. See "Drug Titles" on page 21, for more information on using the Drug Titles page.

Lab Titles

Click the Lab Titles tab to find and print patient education documents on common lab tests. See "Lab Titles" on page 23, for more information on using the Lab Titles tab.

Print List

Documents to be printed are sent to the Print List. From the Print List you can customize the documents with document headers or footers, add patient-specific instructions, add a signature line, and print a list of documents for the patient’s permanent record. See “Print List” on page 25, for detailed, step-by-step information on printing documents from this tab.
CHAPTER 1: UNDERSTANDING THE BASICS

Miscellaneous Navigation

Breadcrumbs:
Breadcrumb navigation displays the current page’s context within the CareNotes System. A series of hypertext links are displayed in a linear path to show you how you got to the page you are at. Likewise, you can also click any link to return to the page described.

Footer Links:
In addition to the basic search tabs, the CareNotes System also offers some additional information, help, and navigation. At the bottom of almost every page you will find hypertext links. Click these links to return to the Home page (Keyword Search), Updates, to learn about training opportunities (Training Center), to find out more about Truven Health Analytics, and more. Feel free to explore and become familiar with the information behind each link.

Home
The Home page link is available from any page in CareNotes. Click the link to return to the Keyword Search page.

Updates
Click the Updates link to view lists of new data and information included in the latest release of the CareNotes® System. Truven Health Analytics recommends you check this area often to stay abreast of new features and information available.

Contact Us
Click the Contact Us link for a list of Truven Health Analytics mailing address, E-mail, telephone, and fax information.

Training Center
Learn about FREE online training services and display user education materials available for order by clicking the Training Center link.

Warranty and Disclaimer
Displays the warranty and disclaimer.

About Us
For information on the Truven Health Analytics Editorial Process and Editorial Boards.
Help
Opens to the Table of Contents page for all topics in the CareNotes System Help. Help for topics pertinent to a specific page in the application is available via the Page Help link located in the upper right corner of the page. The Help link at the bottom of each page allows you to browse all help topics from the Table of Contents.

LOGOUT
To prevent unauthorized access to the CareNotes application, it is recommended you log out when you step away from your PC monitor. Log out by clicking either the icon or the link.
CHAPTER 2: KEYWORD SEARCH

Around the world, the Truven Health Analytics databases are the medical profession’s standard for database information systems. These combined databases support clinical decision making and quality patient care by providing comprehensive disease, drug, acute care, and toxicology information.

The CareNotes® System offers easy access to the information you need to provide to your patients. Search the full collection of databases in the CareNotes System simultaneously by selecting the Keyword Search page. This search looks for all documents containing indexed terms matching your keywords in the care, condition, lab test, and drug patient education databases.

Best of all, the CareNotes System is easy to use since you do not need to learn a complicated interface – it’s like using any search engine on the Internet. You can quickly find documents containing your search term(s) from the database(s) of your choice.

KEYWORDS

Keywords are terms which describe the information you seek. You search for documents by entering one or more keywords, performing a search, then clicking links to open the documents. Every document has indexed terms associated with it. These terms correspond to the keywords entered on the Search page when you started your inquiry. Titles found as possible matches during the search are listed as hypertext links; click these links to open a list of all the documents available for that title.

Note: Although many documents are available in additional languages (see “Search Results” on page 11) recognized and searchable keywords are English only.
BUILDING A KEYWORD SEARCH

To begin a search from the Keyword Search page:

1. Type the relevant keyword(s). If you are unsure of the exact spelling, type the first few letters. Searchable keywords are English only terms.

2. Click the Search button.

The application retrieves matches to the keyword entered. The keyword may be the document title or a related term (synonym), lab test, brand name, or generic name.

For example: a search for heart attack returns the Myocardial Infarction document - as heart attack is a similar term or synonym for myocardial infarction. Search for the brand name drug Tegretol and the search results return Carbamazepine, the generic for Tegretol.

Narrow this search to:

By default, all Document Types will be included in the search. If you know that you are looking for a specific document type (Precare, or General Information, or Inpatient Care for example), select it from the dropdown list prior to clicking the Search button.

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

After typing the appropriate keyword, press the Search button to start the search. Matches, based on the keywords entered are displayed on the Search Results page grouped by:

• Care and Condition Titles
• Drug Titles
• Lab Titles

Build your search by entering common terms, diseases, conditions, lab test names, or drugs, as in the following examples:

Diseases:
leukemia, tuberculosis, rheumatoid arthritis

Drugs (brand or generic names):
taxol, tenormin, insulin, ceclor, cocaine, tylenol, verapamil
Lab Tests:

*folic acid measurement, glucose tolerance, prothrombin, urine*

In general, the broader the term or phrase, the more results you will find. Similarly, the more specific the term, the fewer results you will find, as seen in the following diagram.

Occasionally you may not get the result you were expecting. In this case, try a similar or related term and search again. If you are unsure of the correct spelling, type just the first few letters. The search will treat any expanded matches to the keyword root as a possible match and add it to the search results.

**Searching with Related Terms**

When you do not find many relevant documents with your keyword search, try entering similar, related terms or synonyms. These terms can be generic drug names versus proprietary names, such as *acetaminophen* rather than *Tylenol*. They can also be a common name versus a more clinical name, such as *head* instead of *cranium*, *PD* instead of *Parkinson’s Disease*, *CF* instead of *Cystic Fibrosis*, and so on.

**Expanding Search Keywords**

If you find few results, your keyword may be too specific. First, try a more general term like *cancer* rather than *neoplasm*. If you need to broaden your search term, expand the form of your keyword or type only part of the word. The CareNotes application searches for an expanded match of the keyword containing that string of letters.

Consider the following example:

- *Appendix* returns matches in two documents containing the related term *appendix*.
- *Appendicitis* returns three documents containing the related term *appendicitis*.
- *App*, a broader keyword capable of more wildcard matches, returns multiple matches for the following documents: *appendicitis, burn care (application of dressing for burn), hip spica cast care in children (application of hip spica cast), how to use a sling (application of sling), your newborn’s appearance, etc.*
MATCHING TITLES

Matches to your keyword search are presented on the Keyword Search - Matching Titles page.

Your Search:

The keyword used for this search is shown next to Your Search:

Go To:

The number of matches found in each database is shown to the right of each corresponding hypertext link. To go directly to the top of the list for a specific database, click the link. For more information on what information is included in each database, move your mouse pointer over the top of the information icon to display a description of the database.

Matches to the Keyword Search are displayed alphabetically within each category (Care & Condition, Drug, and Lab Titles) by document title as hypertext links. Select a title by clicking it to reveal the document types and/or languages available for that title.

If only one title match was found for your Keyword Search, you will skip the Matching Titles page and go directly to the page displaying document types and languages available for the title.
SEARCH RESULTS

When you select a title from the Matching Titles page, you are presented with the Search Results page. Documents for the selected title are organized by document type (e.g., General Information, Discharge Care, etc.) and then by the available languages.

Documents that have been created or modified by your CareNotes administrator are listed with a description and an asterisk (*).

There are three options available on the Search Results page:

1. View a document. To view the document, click the language link for the document type you wish to view. See Viewing Documents for more information on navigating an open document.

2. Print the document. Print Now prints the individual document. Print Later adds the document to the Print List where a set of documents can be printed for a patient with one print request.

3. Print the Search Results page. To print the Search Results page, click the Print this page link. The Search Results page will be printed without the tabs or navigation buttons.

Note: You may have the option to “Fill in Blanks” available if the Administrator inserted them into a SaveNote document.
Global customization (such as, Patient Name, Caregiver Name, etc.) and Special Instructions can be added at the time you print the document(s). For more information on print options and procedures, see “Print List” on page 25.
VIEWING DOCUMENTS

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

From the document page you can:

1. View other languages available for the title. Click the language name menu item.
2. View the References for this document. Click the References menu item.
3. Print the individual document by clicking Print Now. Select this button if you want to print this individual document for a patient. The print setup page is displayed, allowing you to add special instructions, caregiver name, patient name, etc.
4. Add this document to the Print List by clicking Print Later. Use this option if you would like to print several documents for a patient. Click the Print Later button to add this document to the Print List. See “Print List” on page 25, for more information on printing documents from the CareNotes® System.
CHAPTER 3: HOT LISTS

Hot Lists can make document retrieval even faster by grouping frequently used documents together into a Hot List. Both Care & Condition titles and Drug titles can be included in a Hot List.

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.
Send any of the documents directly to the Print List by selecting the document checkbox, then clicking the **Print Later** button. Print an individual document immediately by clicking the **Print Now** button.

View the document in the Hot List by clicking the link.

**Open All or Close All Hot Lists**

To open or close the list of documents below all Hot Lists, click the **Open All** or **Close All** link.

**Print the Hot List Page**

To print the Hot List page, click the **Print this page** link. The Hot List page will be printed without the screen tabs or navigation buttons.

**View Hot Lists for other Locations**

If your CareNotes administrator has defined more than one location for you, you can view Hot Lists that have been set up for other locations. Click the Locations dropdown list and select the location desired. Click the **Go** button to update the page with the Hot Lists for the new location.

To leave this page without viewing or printing documents, click any other tab name.
CHAPTER 4: CARE & CONDITION TITLES

Searches made from the Care & Conditions Titles tab exclude all drug and lab titles from the search results. Only AfterCare® Instructions, General Information, Inpatient, Precare, and Discharge Care documents are searched.

To search across the care and condition titles as well as the drug and lab titles, use the Keyword Search. See “Building a Keyword Search” on page 8, for more information on a Keyword search.

There are two ways to view documents from the Care & Conditions tab: View by Category, and View Titles Alphabetically.

VIEWING BY CATEGORY

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.

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 “Search Results” on page 11. for further information on selecting document types and languages.

Print the Care & Conditions Category Page

To print the care and conditions categories page, click the Print this page link. The category page will be printed without the screen tabs or navigation buttons.

Change to View Titles Alphabetically

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

VIEWING TITLES ALPHABETICALLY

Click the View Titles Alphabetically button to open the alphabetical list of titles. The list begins with the first alphabetical title.

The Go To: Speed Menu

Click on any link in the Go To: speed menu to jump to that alphabetical (or numeric) location in the title list. Letters that do not appear as hypertext links mean there are no titles that begin with that letter. To know what letter you are currently displaying, look for the letter that appears in orange font, surrounded by a dash on each side. See the M in the example above.

Select a title by clicking it to reveal the document types and/or languages available for that title. See “Search Results” on page 11. for further information on selecting document types and languages.
Print the Alphabetical List of Care & Conditions Titles

To print the alphabetical list of care and condition titles for the letter or number displayed, click the Print this page link. The titles will be printed without the screen tabs or navigation buttons.

Change to View by Category

To change this page to the category list, click the View by Category button.
CHAPTER 5: DRUG TITLES

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

To search across the drug titles as well as the care & condition and lab titles, use the Keyword Search. See “Building a Keyword Search” on page 8, for more information on a Keyword search.

VIEWING DRUG TITLES

Click the Drug Titles tab to open the alphabetical list of titles. The list of drug 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 Go To: Speed Menu

Click on any link in the Go To: speed menu to jump to that alphabetical (or numeric) location in the title list. Letters that do not appear as hypertext links have no titles available beginning with that letter. To reference the letter you are currently viewing, look for the letter in the Go To menu that appears in orange font. See the M in the example above.
THE CARENOTES® SYSTEM

Select a title by clicking it to reveal the document types and/or languages available for that title, or click a letter in the Go To speed menu to open a different page of titles. See “Search Results” on page 11 for additional information on selecting document types and languages.

Print the Drug Titles List

To print the drug list for the letter or number displayed, click the Print this page link. The titles will be printed without the screen tabs or navigation buttons.
CHAPTER 6: LAB TITLES

Searches made from the Lab Titles tab exclude all care & condition and drug titles from the search results. Only patient education documents on common lab tests and procedures are searched.

To search across both the lab titles as well as the drug, and care & condition titles, use the Keyword Search. See “Building a Keyword Search” on page 8 for more information on a Keyword search.

BROWSING LAB TESTS

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 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.

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. See “Search Results” on page 11 for additional information on selecting documents and languages.

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Print the Lab Test List

To print the search results page for the lab test selected, click the Print this page link. The titles will be printed without the screen tabs or navigation buttons.

To print the document without viewing it (or adding patient customization), click the checkbox beside the language, then click the Print Now button. Send a document to the Print List by clicking the Print Later button.

To open a document, click the language link.

View or Print the Lab Test

See “Print List” on page 25, for more information on customizing and printing documents.
CHAPTER 7: PRINT LIST

Print multiple patient-specific patient education documents with a single print command from the Print List. You can group an assortment of documents you wish to distribute to a patient, then customize and print them all at once.

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

- Patient and 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 of the materials 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

Electronic Copies of Patient Education Documents

(Available by subscription, on the Internet CareNotes System only)

In addition to the print parameters above, documents can be delivered electronically, in portable document format (PDF), via a secured web portal delivery mechanism.

Clinicians that choose the “Send electronic copy” option will send an e-mail notification to the patient. The e-mail will contain the web address (URL) to a secure site, where the patient will enter their e-mail address and their authentication credentials (such as: the last four digits of their social security number, date of birth, medical record number). The credentials used at your site are determined and configured during implementation of the e-Copy feature. Once the patient credentials are authenticated, they can view their patient education documents.
ADDING DOCUMENTS TO THE PRINT LIST

1. When viewing a document - Click the Print Later button. See “Viewing Documents” on page 13, for more information.

2. From any Search Results page - Select the check box then click the Print Later button. See “Search Results” on page 11, for more information.

3. From an expanded Hot List - Select the checkbox then click the Print Later button. See “Hot Lists” on page 15, for more information.

**Note:** A maximum of 20 documents can be sent to the Print List at any one time.

THE PRINT LIST PAGE

Once you have selected all the documents for your patient by sending them to the Print List, you are ready to print. Open the Print List by clicking the Print List tab.

All documents sent to the Print List appear on the Print List page. From this page you can:

1. Remove documents from the list.

2. Open documents to view or (if available) insert patient-specific information in the Fill in the Blanks fields.

Remove Documents from the Print List

Any document shown on the Print List page that you do not wish to include can be easily removed.
CHAPTER 7: PRINT LIST

1. Click the checkbox to the left of the title to de-select it from the print job. De-selected means the checkbox is not checked.

2. Click the Update List button.

3. Click OK to the message verifying you want to remove the document from the Print List.

4. The page refreshes and the title you removed is no longer shown in the list.

Open Documents from the Print List

Any document shown on the Print List page can be opened and viewed. Simply click the hypertext link on the title you wish to view.

Note: Any open document can be printed from your Internet browser’s print function (e.g., File > Print). However, documents printed outside of the Print List function 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 Now, or Print Later via the Print List feature.

Go to Setup

When the list of documents for your patient is complete, you are ready to print. Click the Print Now button. Additional patient information, formatting, and delivery options are available from the Setup page.
SETUP

The Setup page allows you to define further patient-specific information for your patient’s set of documents.

**Note:** Information entered on the Setup page is not saved. If you leave this page without printing, the information will be lost.
Patient Information

Information entered in the Patient Information area is printed at the top of each document in a multi-document print request. This clearly identifies that the document has been prepared specifically for the patient.

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.

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 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.

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.

**Document Options**

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

**Font Size**

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

This setting controls all documents in the current document set.

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**Note:** The default font size can be controlled by your CareNotes Administrator. Your Administrator can also restrict changes to the font size.

**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.
CHAPTER 7: PRINT LIST

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

Delivery - Print and/or Send electronic copy

Default settings are defined and maintained by your CareNotes Administrator. Settings can be: Print only, Send electronic copy only, or both.

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 Send electronic copy: sends a notification to the patient via e-mail with the web address (URL) to the secure Web site. The patient retrieves their documents by going to the secure web site, and providing the proper authentication credentials (such as: last four digits of their social security number, date of birth, medical record number). The patient's e-mail address and all authentication fields are required. When the electronic copy option is selected (Print is not selected), the buttons above are: Preview or Send. Click Preview to view the documents in the list; click Send to send the documents to the patient electronically.

When both Print and Send electronic copy options are selected, the patient's e-mail address and all authentication fields are required, and the buttons above are: Preview or Print/Send.
Click **Preview** to view the documents in the list; click **Print/Send** to print and send the documents to the patient electronically.

When you send a request for an electronic copy (**Send** or **Print/Send**), you will receive a confirmation message that the request has been sent. This does not mean that the document has been received at the web portal - only that the request was sent.

If a patient does not receive an e-mail within a reasonable time, the request may not have arrived at the web portal successfully. The easiest remedy would be to send the request again. If you are still unsuccessful, you may want to contact our Customer Resource Center at: [http://www.micromedex.com/support/request/](http://www.micromedex.com/support/request/)

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**Note:** If you see the message: "*Delivery of electronic copy is currently unavailable. Click here to contact Customer Support*" this may mean that the connection to the e-mail service has been broken. Click the link to open a ticket and report the problem to our Customer Resource Center (technical support).

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**Language for Notification E-mail**

When the **Send electronic copy** delivery option is selected, the **Select language for notification email** drop-down is populated with English, as well as all of the languages found in the documents included in the print list. English is always an available choice, even if no English documents are included in the print list. This allows the clinician to select and send the e-mail in the language most appropriate for the patient.

**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.
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.

An example of a patient education record follows.
PRINT

When all fields have been entered on the Setup page, click the **Print** button (if available). This will print all documents in the list.

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

SEND

When all fields have been entered on the Setup page, click the **Send** button (if available). This will send a notification to the patient in an e-mail with a link to the secure web site.
CHAPTER 8: UPDATES

WHAT'S NEW

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

CARENOTES®

Updates

The CareNotes® System

CareNotes e-Copy Now Available

- e-Copy, an add-on module to the CareNotes® System enables you clinicians to send CareNotes, DrugNotes and Consumer Lab handouts to patients electronically.

  It's simple:
  - From CareNotes an e-mail is sent to patients informing them they have education to view and directing them to a secure web site.
  - Patients don't have to worry about losing system generated passwords, they can log in anytime to view the education and can return to view more after subsequent hospital visits.
  - Everything from the education handouts, e-mail messages to the secure web site can include your hospital branding.
  - It's incorporated into the existing CareNotes application so there's little to no learning curve.
  - Supports Meaningful Use objectives, provides an added service to patients, and cuts down on printed materials.

Preview What’s Coming in the Next Release of CareNotes

For a sneak peek at what we are working on for the next release, click Coming Soon! This document (available in PDF format) lists the CareNotes titles we plan to include with the next release of patient education data. The exact list is subject to change, based on new or updated guidelines, or new evidence and approvals coming in the interim, but this gives you a preview of what's in the works.

Updated Writing Style

This is an update to ensure customers are informed of any changes.
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