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INTRODUCTION

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: 1-303-486-6444

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><strong>After business hours:</strong></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>Critical Priority</strong></td>
<td><strong>Medium Priority</strong></td>
<td>Within 2 business days</td>
</tr>
<tr>
<td>Multiple users cannot access or use major product functionality</td>
<td>One user cannot access or use major product functionality</td>
<td>Within 2 business days</td>
</tr>
<tr>
<td><strong>Low Priority</strong> General questions or enhancement requests</td>
<td><strong>Low Priority</strong> General questions or enhancement requests</td>
<td>Within 5 business days</td>
</tr>
<tr>
<td><strong>Within 5 business days</strong></td>
<td><strong>Within 5 business days</strong></td>
<td></td>
</tr>
</tbody>
</table>

For Knowledge Base Articles, FAQs, System Requirements, Technical Documentation, and other miscellaneous support information, please visit [www.micromedex.com/support](http://www.micromedex.com/support)

For information on our products or services, visit our Web site at: [www.micromedex.com](http://www.micromedex.com) or contact your local distributor.
INTRODUCTION

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 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 Total Support Solution includes dedicated personnel and robust tools and training to help you get the most from your investment in Micromedex solutions.

As part of our Total Support Solution 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 Relationship Manager or Sales Executive how we can help you with our 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.
CHAPTER 1: UNDERSTANDING THE BASICS

DOCUMENT TYPES

Micromedex CareNotes 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, CareNotes 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/processes 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.
CHAPTER 2: KEYWORD SEARCH

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 in the Micromedex CareNotes application has one or more indexed terms associated with it. These are typically acronyms, synonyms, or other common words or terms that may be associated with the keyword terms used in the search. For example, the HUMAN IMMUNODEFICIENCY VIRUS INFECTION title has the following terms associated with this title: 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 associated terms, the Human Immunodeficiency Virus Infection title is included in the Search Results.

Titles found as possible matches in the search are listed as hypertext links on the Search Results page; 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 “Title List” on page 6) only English keywords are recognized and searchable.

Searching for Patient Education: the Keyword Search (Home) Page

The majority of searches for your patients’ medication, discharge, and caregiver instructions will be performed on the Keyword Search (home page) in the Micromedex CareNotes application. The Keyword Search searches across all of the documents in the application, and the searches can utilize either a generic or brand name medication as a search term.

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.

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.
Matches to a search in Micromedex CareNotes are presented on the Search Results page.

**Select Titles**

Select multiple titles by clicking the checkboxes next to the title link, then click the **Select Titles** button to reveal the Title List page showing the document types and/or languages available for the titles you selected.

**Select One Title**

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

If only one title was found for your Keyword Search, you will skip the Search Results page entirely and go directly to the page displaying document types and languages available for the title.
TITLE LIST

When you select titles from the Search Results page, you are presented with the Title List page where you can select the language and type of document most appropriate for your patient. Documents for the selected titles are organized by document type (e.g., General Information, Discharge Care, etc.) and then by the available languages.

Note: A sub-set of the most commonly prescribed drugs, and discharge instructions 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 in Results

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 (*). There are three options available on the Title List 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 selected documents now.
   a. Click the checkboxes shown to the left of the language within the document type row for documents you want to print immediately.
   b. Click the Print button to add the selected and open the Print List.
   c. From the Print List, click Print to open the Print Setup page to add final, patient-specific information to the selected group of documents. See “Print Setup” on page 12 for instructions for completing the print dialog.

4. Print selected documents later.
   a. Click the checkboxes shown to the left of the language within the document type row for documents you want to print for your patient. All documents selected on the Title List page (checkboxes are checked) can be sent to the Print List and will remain there until you are ready to print the aggregated document group.
b. 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 print for the patient.

c. When all searches have been completed, you can go to the Print List at any time via the Print icon 📡.

d. From the Print List, click **Print** to open the Print Setup page to add final, patient-specific information to the selected group of documents. See “Print Setup” on page 12 for instructions for completing the print dialog.

---

**Note:** You may have the option to “Fill in Blanks” available if the Administrator inserted them into a SaveNote document.

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**Return to Search Results - or - Start a New Search**

Click the **Return to Search Results** button to go back to the previous page of search results.

If you wish to conduct a new search for patient education not found in the prior search, click the **Keyword Search** link.
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. 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.

**Add this document to the Print List** by clicking Add to Print List. Use this option if you
would like to print several documents for a patient. See “Print Setup” on page 12, for more
information on printing patient education documents. If you see a **Start to Fill in Blanks** button
at the top of the page, you have an additional option available to customize this document for
the patient. This button only appears if the document is a SaveNote (created by an
Administrator) and blanks were inserted. See the following topic for information on filling in the
blanks.

**Filling the Blanks with Patient-Specific Information**

Some SaveNote documents (created by the Administrator at your site) may include optional
blanks that allow you to customize the document specifically for your patient. You have the
opportunity to enter this information from an open document if desired.
CHAPTER 2: KEYWORD SEARCH

Information you add from this page is retained until the document is printed via the Print List function. Filling in the document blanks is optional. If blanks are not filled in, they are replaced with an underscore (_______) in the document when printed.

To fill in the blanks from an open document:

1. Click the **Start to Fill in Blanks** button. The page re-positions to the first blank.
2. Type the information, then select the Tab key on your keyboard. The page moves to the next blank.
3. Continue filling in the information and moving to the next field until you have filled out all the blanks you wish to fill.
4. Click the **Print** button to immediately print the current document with any information which may have been added in the blanks. Click the Print Later button to add the customized document to the Print List. See “Printing” on page 11 for more information on printing documents.

To close this document without customizing or printing, click anywhere in the breadcrumb path, or on any tab name.

**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.
CHAPTER 3: PRINTING

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

THE PRINT LIST

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

- **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.

- **Return to the Search Results**
  If you want to add more documents to this group for the patient, click the *Return To Search Results* to close the Print List dialog and return to the CareNotes application.

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

  **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.

  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.

- **Proceed to the Print Setup page**
  Click the *Print* button.
Note: A maximum of 25 documents can be added to the Print List.

PRINT SETUP

When the list of documents for your patient is complete, you can continue to the print setup.

From the Print List window, click the Print button.

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

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

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

- Patient and Caregiver Information: Add the patient’s name, and/or 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
- Fill in the Blanks: If document-level customization is available (a SaveNote with “Fill in the Blanks”) but was skipped at the time the document was added to the Print List, you still have the opportunity to add it before printing the document set
CHAPTER 3: PRINTING

Electronic Copies of Patient Education Documents

(Add-on CareNotes feature - Available by subscription)

In addition to the standard print parameters, 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 send an e-mail notification to the patient. The e-mail contains the web address (URL) to the hospital’s secure site, where the patient will be required to 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, download, and print their patient education documents.

Once you have customized the document set with patient-specific information, it is recommended you not leave your PC or terminal unattended without either completing the print request, or Logging Out of the CareNotes application.
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.

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.

Patient/Guardian Signature:
I have received and understand the instructions below

Caregiver Signature:

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.
CHAPTER 3: PRINTING

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 10-11 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.

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.

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/

**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).

**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.

**PRINT PREVIEW**

When all fields have been entered on the Setup page, click the Print Preview button if you wish to have an advance look at the documents before they actually print. The application will open a new window with your document set.

You can print the document set with all added customization directly from this page by using your Internet browser’s print method (e.g., File > Print). To exit the Print Preview page, close the window.

**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 4: HOT LISTS

Hot Lists can make document retrieval even faster by grouping frequently used documents together into a Hot List. All content types: Care & Condition, Drug, Lab and customized documents (SaveNotes) 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 Add to Print List button. Print an individual document immediately by clicking the Print button. No document-level (Fill in the blanks) customization is inserted in the document if Print Now or Add to Print List is chosen from this level.

View the document in the Hot List by clicking the title link. Document-level customization (Fill in the blanks) can be inserted and saved until the document is printed. For more information on
document-level patient-specific customization, see “Filling the Blanks with Patient-Specific Information” on page 8.

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 drug 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.

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 “Title List” on page 6, 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: DRUG TITLES

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

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.
CHAPTER 7: LAB TITLES

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

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.
Folic acid measurement, RBC

<table>
<thead>
<tr>
<th>General Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td></td>
</tr>
<tr>
<td>Spanish</td>
<td></td>
</tr>
</tbody>
</table>
CHAPTER 8: UPDATES

WHAT’S NEW

Click the Updates link (located on the bottom of any page in Micromedex CareNotes) 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.
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