COVID-19 Home Monitoring Program

Reference Guide for Providers

Contents

Placing the order through the BPA

The BPA will fire if the patient has a COVID-19 diagnosis on the problem list, visit diagnosis list, or if they have a positive result for COVID-19. The BPA will be visible in the patient's Storyboard on the left side of the screen. The BPA will also display in Ambulatory navigators and the Discharge navigator when a patient is discharged.

1. In the storyboard, hover over the BPA. This will show you more detail.
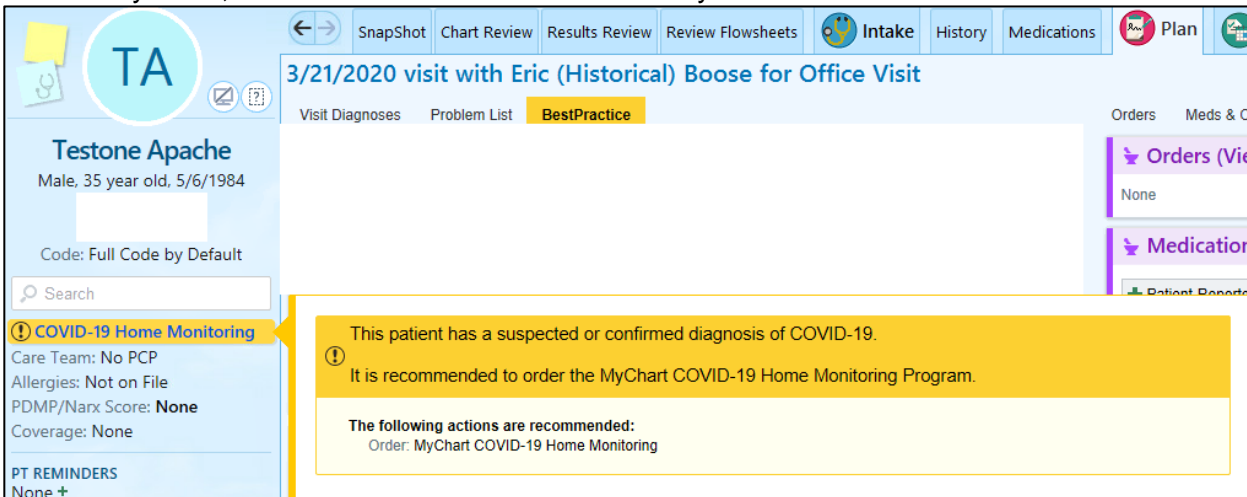
2. To open the BPA, in the storyboard, click on the **BPA**. The full BPA will open.
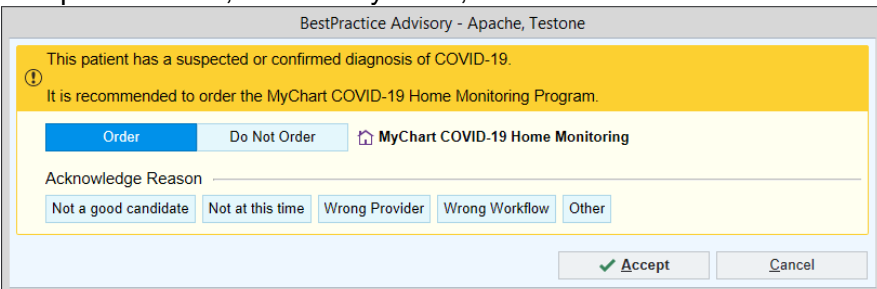
3. In the BPA window, click **[Order]**.
4. Click **[Accept]**. The order will be shown either in the order bubble in the lower right corner or the orders sidebar.

> ⚠ **Take Note**
>
> If you choose to not order the Home Monitoring Program. You are asked to provide an Acknowledge reason and add a comment.

When a Patient Uses the MyChart Smartphone/Tablet App

1. In the Order Composer window that opens, click **[Yes]**. This indicates that the patient is willing to use the Smartphone or Tablet app.

> ⚠️ **Take Note**
>
> Selecting [Yes] will trigger the Care Companion tasks to be set up for the patient. These are only available through the MyChart app using a Smartphone/Tablet.
>
> If you select [No], Epic will start the questionnaire series to be sent to the patient via the MyChart website.
>
> Only one option may be used. Please explain to the patient that if they choose to use their Smartphone/Tablet and the MyChart app, they will not be able to use the MyChart website for home monitoring. Conversely, if they choose to use the MyChart website questionnaire, they cannot use their Smartphone/Tablet for home monitoring.
>
> As a provider, be aware that the MyChart website questionnaire series will only be sent once a day, while the MyChart app tasks will be sent twice a day.

2. In the lower right corner, click **[Sign Orders]**. A new BPA window opens with orders for Oxygen Monitoring and Temperature Monitoring selected.

> ⚠️ **Take Note**
>
> The BPA will state if the patient is not currently signed up for MyChart. You are able to send the patient a link to their email address so they can sign up for MyChart. Clicking either the ⬜ icon or the yellow banner in the Storyboard will open the Signup window.
>
>
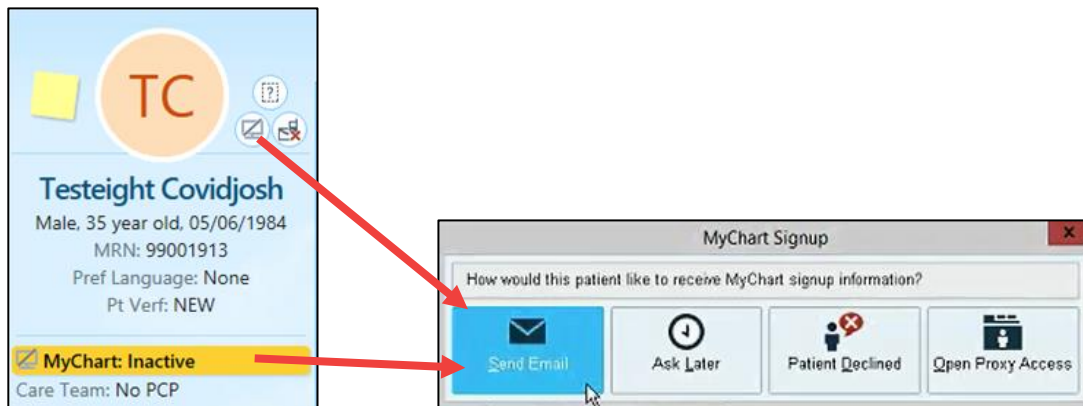
3. Once you have verified the orders are selected, click **[Accept]**. The two new orders are placed in the orders sidebar.
4. Since new orders have been added, click **[Sign Orders]**. The orders have been placed and the patient will receive the tasks via MyChart.
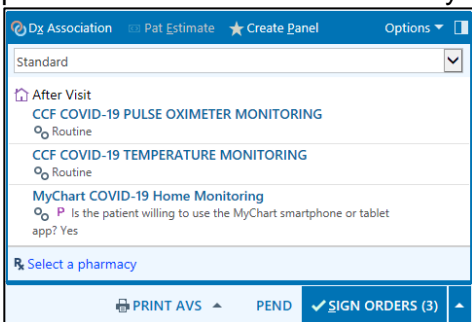
> ⚠️ **Take Note**
>
> When a patient uses the MyChart app, it is important to note that you will be placing three orders. Each of these orders will trigger the tasks in the MyChart Care Companion.
>
> Once the signed, you can refresh the storyboard to confirm an icon for the Patient To Do List appears next to the patient's picture (👥✓). See the section on Viewing the Patient To Do List to learn more.
>
>

When a Patient Uses the MyChart Website

1. In the Order Composer window that opens, click **[No]**. This indicates that the patient will by using the MyChart website and not using a Smartphone. (See the Take Note box above.)

2. In the lower right corner, click **[Sign Orders]**. The questionnaire series will be sent to the patient via the MyChart website.

Care Companion and the MyChart App for the Patient

If your patient uses the MyChart app on their Smartphone, they will receive To Do items in the app twice a day. When they click on the To Do icon, it will open to provide a list of tasks for them to complete. They will be asked to complete these tasks twice a day. By clicking on the questionnaire task they will be asked a series of yes or no questions. They will be able to answer with the click of a button. The Temperature task will ask for their highest temperature since their last recording. The O2 will ask them to record it if they have the ability to obtain that information. After the patient has completed their tasks, the information will be available in Epic via the reporting workbench, and abnormal responses will be forwarded to the InBasket pool COVID-19 Home Monitoring for review and follow up.
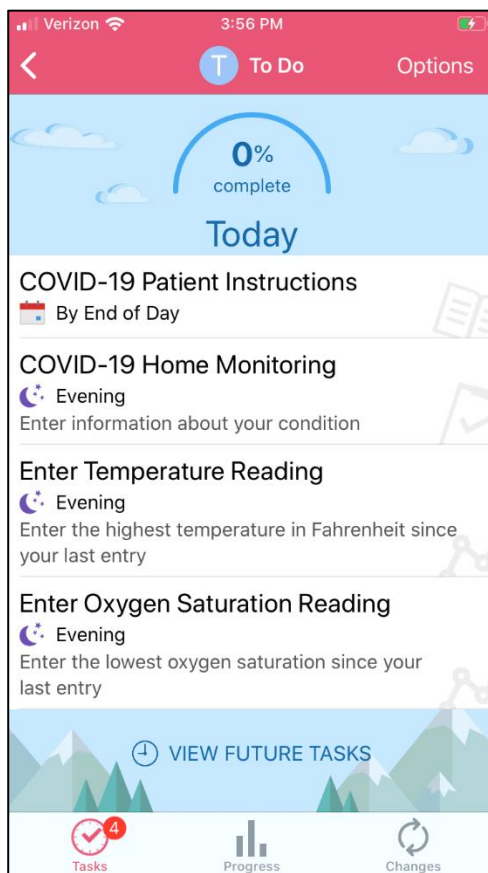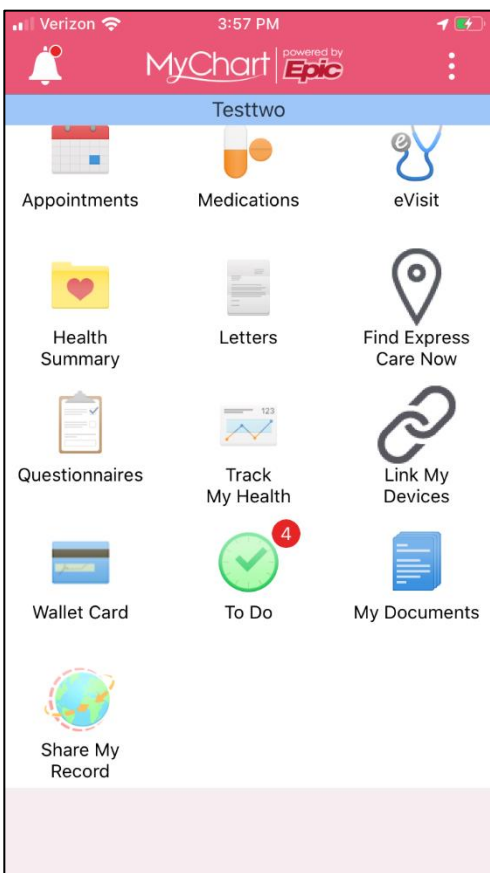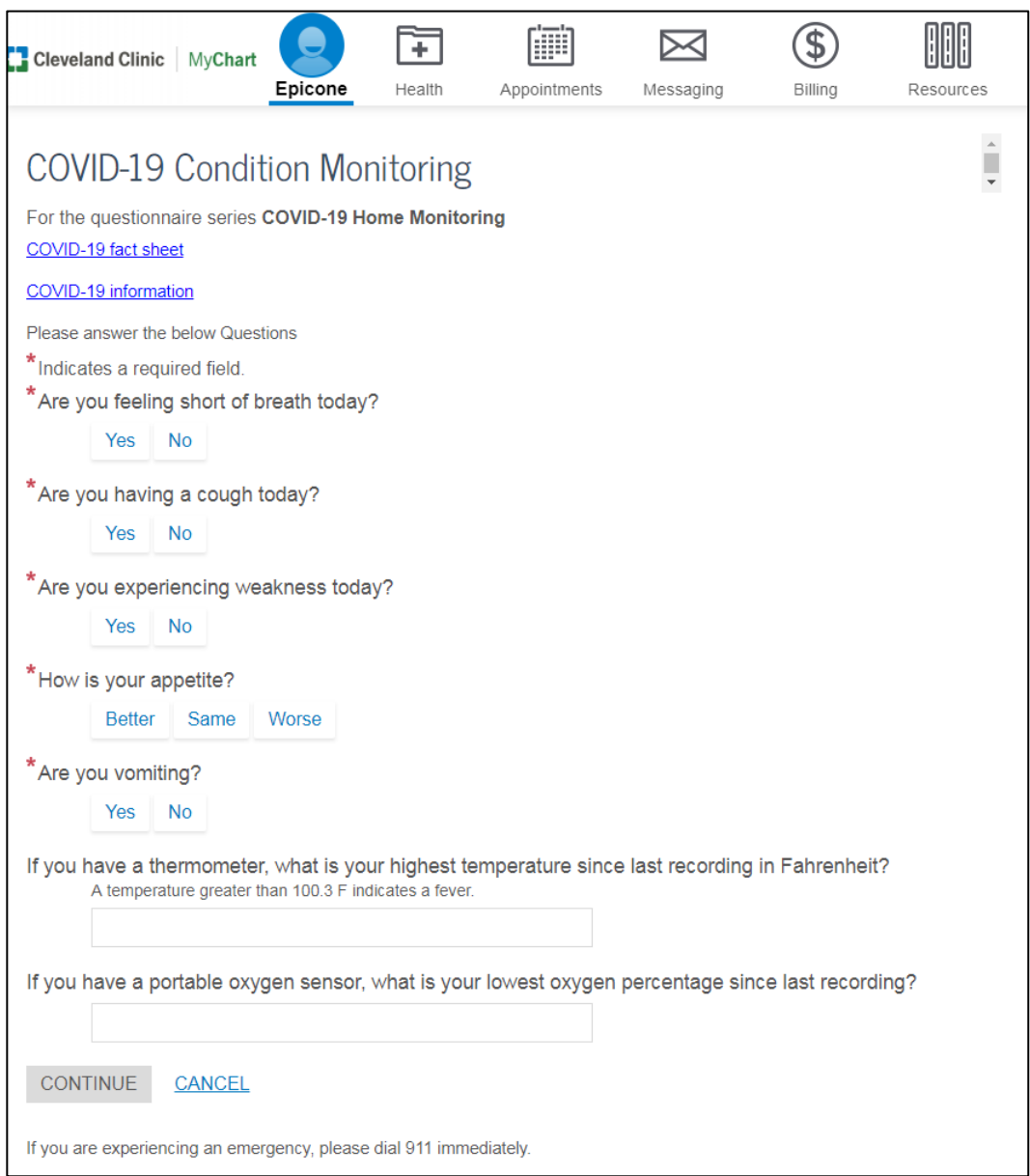
MyChart Questionnaire for the Patient

If a patient has MyChart, but does not have access to or the ability to use a SmartPhone, they will be sent a questionnaire series through the MyChart website once a day. When they open the site they will see a yield sign asking them to complete the questionnaire.

⚠️ Complete your COVID-19 Condition Monitoring questionnaire, which is due today.

By clicking on the link they will be given series of questions to answer. After the patient has submitted the form, the information will be available in Epic via the reporting workbench, and abnormal responses will be forwarded to an InBasket folder for review and follow up.

How the provider can review the feedback from the patients

After a patient has completed and submitted their answers, whether using the website or the app, any concerning responses will be routed to COVID-19 InBasket pool. The three alert types will be Elevated Temperature, Low Oxygen Saturation, and Worsening Symptoms.

The information will also be provided in the patient's Snapshot report with an option to discontinue if appropriate.


Another method of accessing the patient's responses is the reporting workbench.

1. In the upper left corner, click the **[EPIC]**.
2. From the Epic drop-down menu, click **Reports**.
3. Under the Reports drop-down, click **My Reports**.
4. Or in Search bar in upper right corner, enter **My Reports**.
5. For the first time accessing these reports, go the report Library, in the search bar type **COVID-19**.
6. Select **COVID-19 Positive Patients for Testing**.

7. To add the report to your My Favorite Reports, click the star ⭐ by the report name.
8. Click on the report name to run the report.

Placing an Order for the Home Monitoring, Not Using a BPA

For patients that have not tested positive and do not have a diagnosis of COVID-19, but you would like them to part of the Home Monitoring Program, you can place the order outside of the BPA.

1. In the lower left corner of the visit taskbar, click **[Add Order]**.
2. In the search bar, type **COVID**.
3. Once the preference window opens, under procedures, click **MyChart COVID-19 Home Monitoring**.
4. In the lower right corner, click **[Accept]**. The order composer window opens.
5. Complete as appropriate, click **[Accept]**.
6. In the lower right corner, click **[Sign Orders]**.
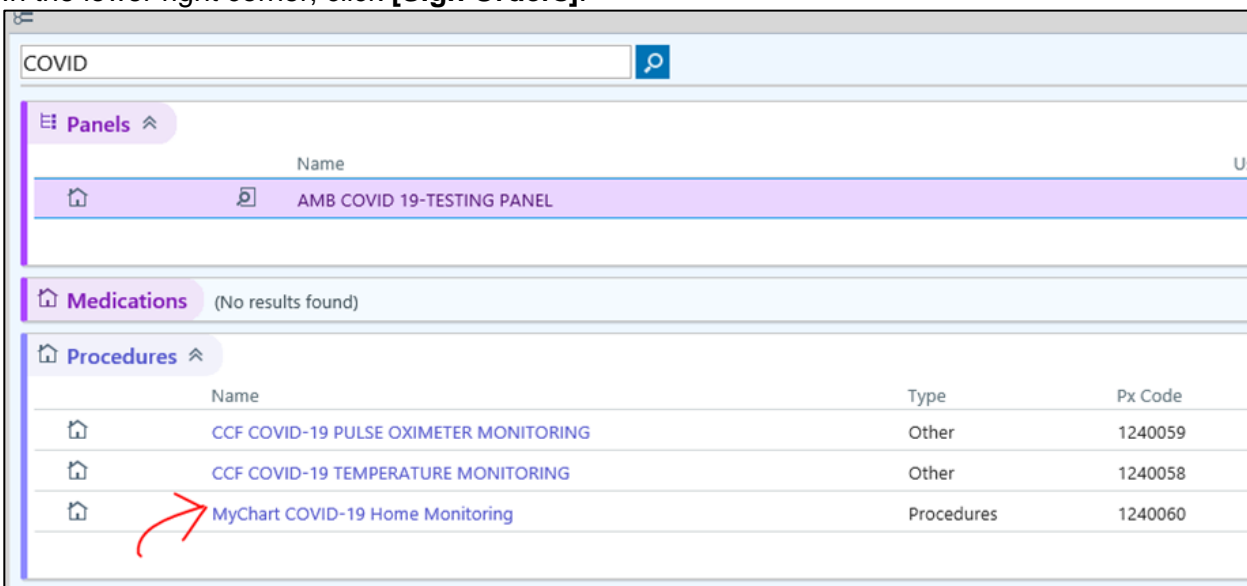
Viewing Patient To Do List

After placing the orders, you can view, add, or removes tasks from the patient's to do list.

1. At the top of the Storyboard, click [icon]. This will open the Patient To Do List activity.
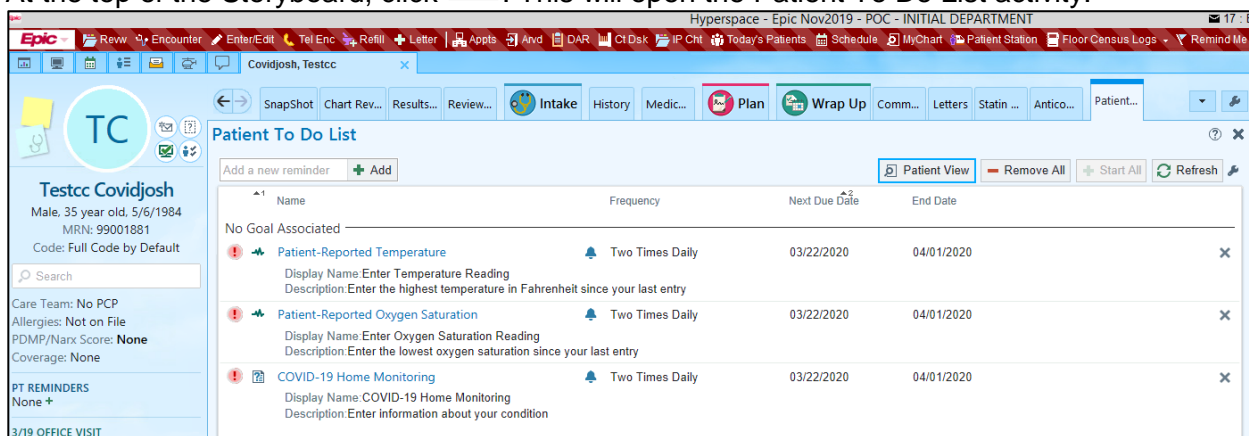
2. To add a task, in the upper left corner of the activity, in the search bar, type **COVID**.

3. To remove a task, to the right of the task, click [icon].