contexture®
Creating connections. Improving lives.

PatientCare 360®: Quick Start

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Introduction to PatientCare 360

PatientCare 360 is a secure longitudinal health record platform that enables the electronic sharing and access of health information across participating healthcare organizations. The PatientCare 360 Portal is designed to provide authorized users with timely access to important patient information, regardless of where the data originates, supporting more coordinated and informed care delivery.

Contexture, in partnership with KPI Ninja by Health Catalyst, provides the PatientCare 360 Portal to support the secure exchange and aggregation of clinical information across the health information exchange participants. PatientCare 360 collects and organizes data from multiple healthcare systems and participating organizations to create a comprehensive, longitudinal patient record.

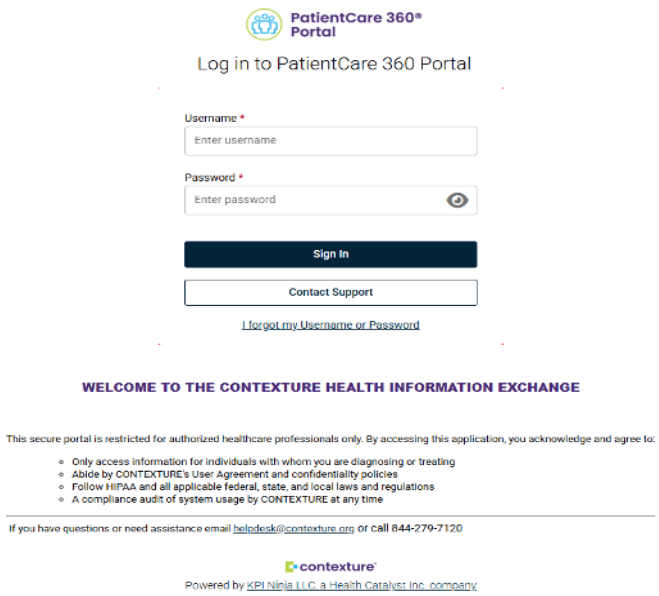
The platform integrates both clinical and administrative data from a variety of sources. This unified view of patient information allows clinicians, care managers, and healthcare administrators to access relevant patient data quickly and securely.

Through PatientCare 360, participating organizations can improve care coordination, enhance clinical decision-making, and support population health initiatives. By bringing together data from diverse sources into a single, accessible platform, PatientCare 360 enables care teams to better understand patient history, identify care needs, and deliver higher-quality care across the healthcare continuum.

Access and Login

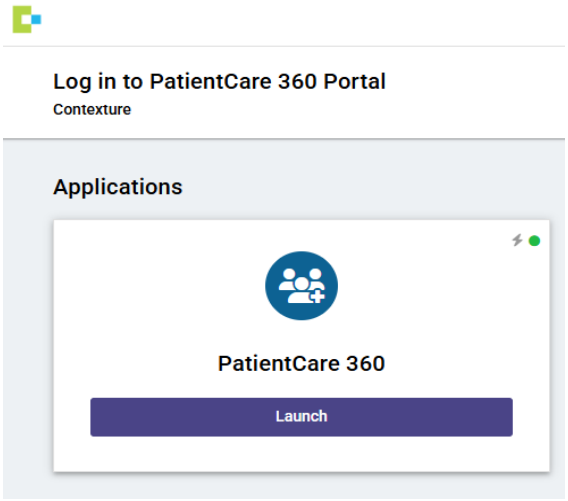
Steps:

1. Log into the Portal using your assigned credentials.



   a. There is an added layer of security using Multi-Factor Authentication (MFA). Sign in will be complete upon verification through email or an approved authenticator app. To view steps on how to set up your MFA, visit the PatientCare 360 MFA Guide in Contexture's Resource Hub

2. From the dashboard, locate the PatientCare 360 application tile.



3. Click the title to launch the application
   a. NOTE: Your listed applications may look different than what is being shown.

Navigation Panel

PatientCare 360 includes a navigation panel that allows users to access the main features.

Navigation items in the top right corner include:

Field	Icon	Description
Dashboard		Returns the user to the main PatientCare 360 applications page.
Notifications		Displays system notifications such as completed downloads. This also shows Notification Details under the 'Events' section where an attachment can be re-downloaded if needed.
Apps		Switch between applications within Ninja Universe
User Dropdown		Access profile options such as: change password, logout, etc.

Navigation items on the left side of the screen include:

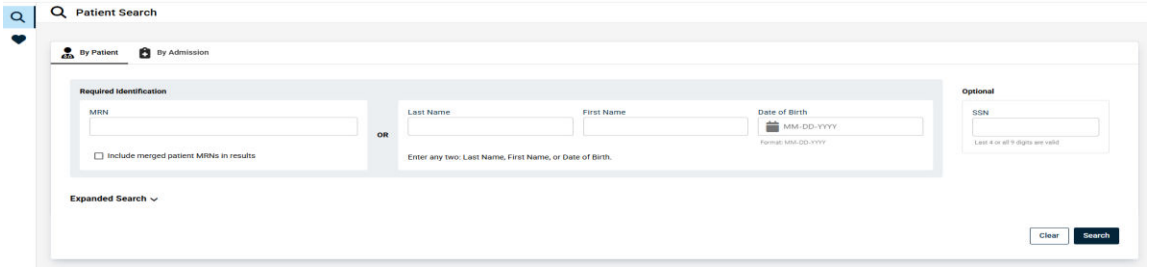
Field	Icon	Description
Patient Search		This is the landing page once PatientCare 360 is launched and allows users to search for patients in the community record by MRN, patient name, date of birth, address, facility name, and admit date. See the Patient Search section for more information.
My Patients		View a list of patients you have favorited.
Expand		Expand the side navigation bar.

Navigation items in Patient Details include:

Field	Icon	Description
Back		Located in the top left corner of the Patient Details page to navigate back to Patient Search results.
Favorite		Located in the top right corner of the Patient Details page, this heart will show as empty if a patient has not been added to your My Patients list and filled if the patient has been added.
Send		Located in the top right corner of the Patient Details page, securely send selected patient data via secure mail.
Download		Located in the top right corner of the Patient Details page, download selected patient data into XML, HTML, or HTML Preview formats.
Print		Appears when documents can be printed or saved in a PDF format. The page printed may look different than what is displayed in the portal.

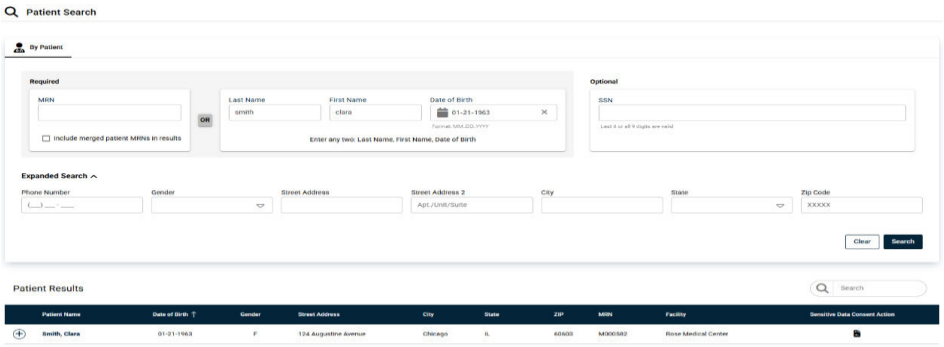
Patient Search

The Patient Search screen is the entry point for locating patient records.

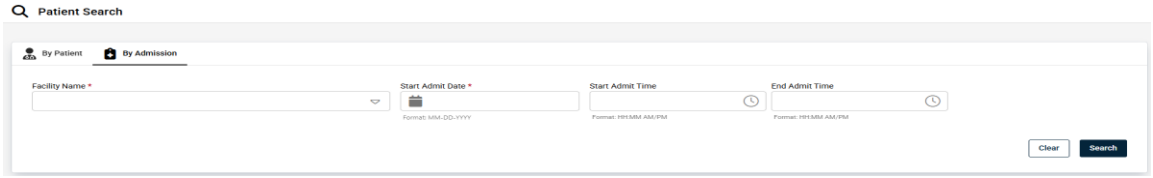


Search for a Patient

- By Patient: Enter the **Required** fields:
  - MRN (*exact search*) OR
  - Any TWO: Last Name, First Name, or Date of Birth (*wild card search*)
    - A minimum of 2 characters is required for this search to be completed
- Utilize **Optional** or **Expanded** search fields to filter results:
  - **Optional** –SSN
  - **Expanded** – Phone number, gender, street address, city, state, and/or zip code
- Patients matching the criteria, regardless of their consent status, will display.
- Click the Patient Name link in the first column to view the Patient Details
  - If a patient has several MRN numbers, a plus sign will appear to the left of their name
  - NOTE: If a patient appears several times in the search results, the same data will appear regardless of the link that is clicked.

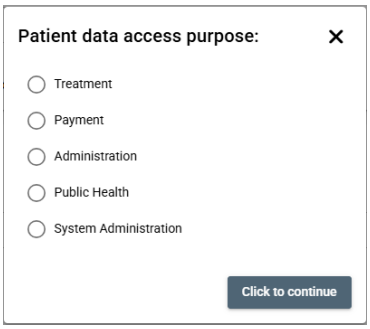


- By Admission: Enter the **Required** fields:
  - Facility Name and Start Admit Date
    - The By Admission tab enables patient searches based on Facility Name and Admission Date.
  - Start Admit Time and End Admit Time
    - Entering a time frame can help narrow the search results when the patient's admission time is known.

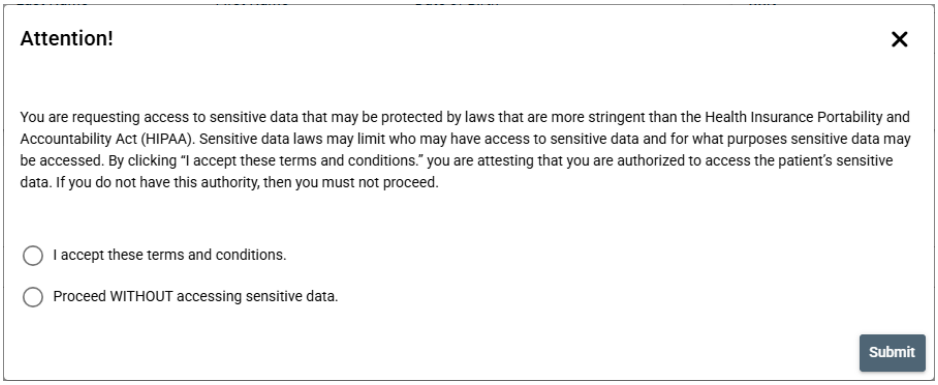


Opted in Patients

For patients opted into the HIE, select an option in the **Patient data access purpose** pop-up to view the patient record. The selected reason is for auditing purposes and does not change what data is displayed.

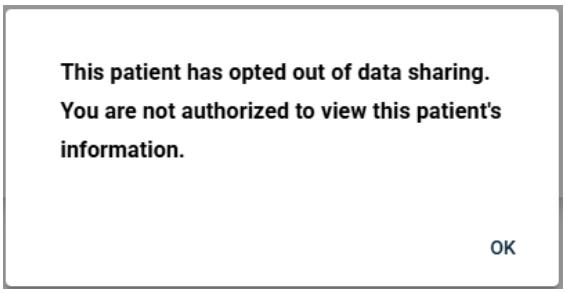


- In the presence of Part 2 data, given user role permissions, and if the patient has consented to share, there will be a further attestation that can be accepted or declined. If declined, the Part 2 data will not display, but the physical health data will be there.
    - Part 2 data refers to substance use disorder health information (including, but not limited to, treatment, referrals, and conditions) from federally supported substance abuse treatment programs



Opted out Patients

Data from a patient that has opted out cannot be accessed, except by Coroners and Medical Examiners. You will receive a '*This patient has opted out of data sharing. You are not authorized to view this patient's information*' message and the patient record will not open.

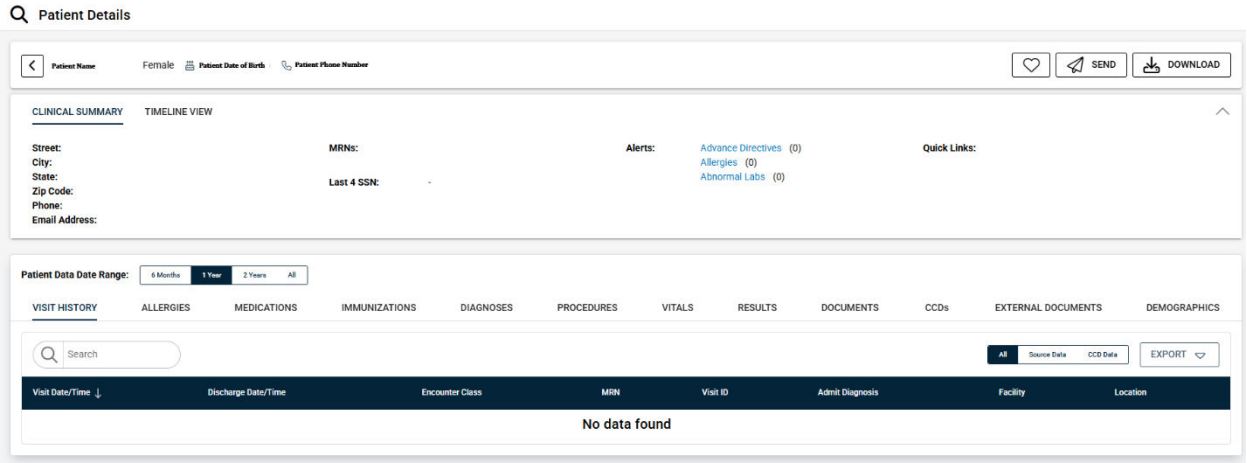


Patient Details

The Patient Details page displays the aggregated patient record.

This page includes:

- Patient demographics
- Clinical Summary Tab
- Timeline View Tab
- Secure Send
- Super CCDA Download
- Sensitive Data Consent Management



Super CCDA

You can download the HL7 data and CCDs in XML or HTML format. Simply click the Download button in the top right corner of Patient Details, and select the needed data options:

- File Type
- Facilities
- Date Range
- Data Elements

Clinical Summary

The 'Clinical Summary' section provides an overview of patient demographics, MRNs, alerts, and quick links. It displays comprehensive patient details, including visit history, allergies, medications, and more.

This tab is the default view on the screen and offers a detailed snapshot of the patient's clinical information.

Patient Details

- Patient demographics
- All associated MRNs
- Alerts
- Quick Links

Patient Clinical Data

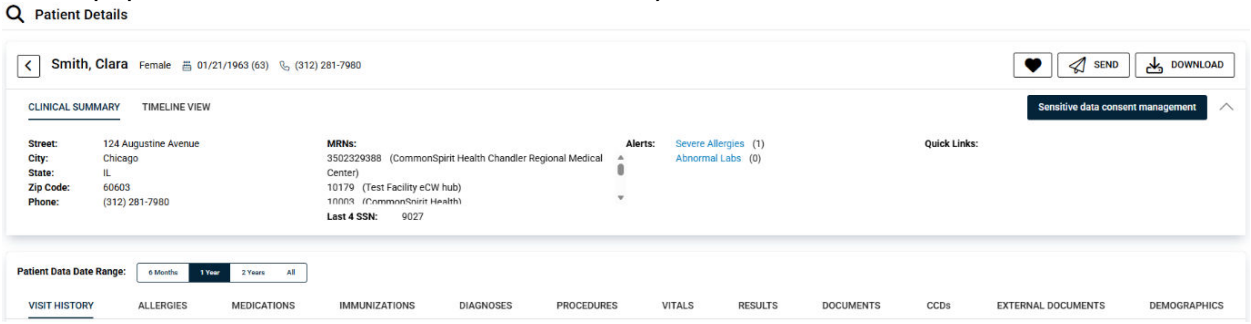
- Clinical Data Tabs
    - Visit History
    - Allergies
    - Medications
    - Immunizations
    - Diagnoses
    - Procedures
    - Vitals
    - Results
    - Documents
    - CCDs
    - External Documents
    - Demographics
- Search field to find data using keywords
- Sort data using any of the columns in ascending/descending order
- Export the selected tab data to a CSV file

Viewing Clinical Data

Clinical data is organized into tabs within the Clinical Summary.

Patient Data Date Range

Select the appropriate time frame (6 months, 1 year, 2 years, or All) to make sure the desired data is populated below. The default selection is 1 year.



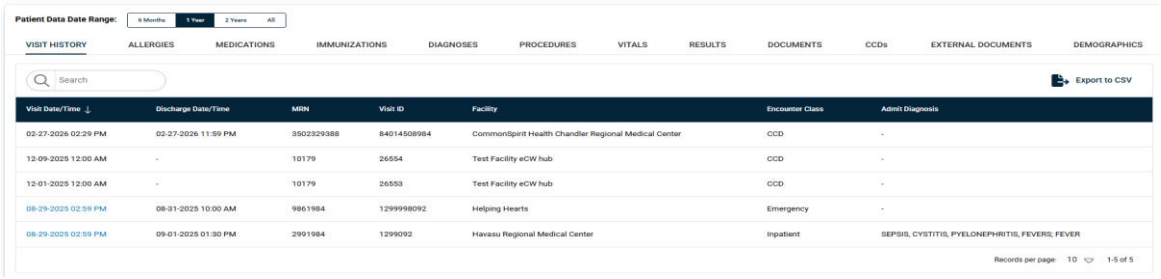
Visit History

The Visit History subtab displays the Admit Date/Time for all visit types, the Discharge Date/Time for Inpatient visits, MRN, Visit ID, Facility, Encounter Type and Admitting Diagnosis for inpatient visits, if available, for each visit.

IMPORTANT NOTE: When Visit History data is transmitted via HL7, you can select the link to view the Face Sheet and Visit Details. If the Visit History data is received through a CCD, the link will not be available. In this case, the information can be viewed under the CCD data tab.

Available Actions:

- Search for an encounter by adding any applicable search criteria
  - Press Enter or click the magnifying glass icon
- Sort by any column by clicking the up or down arrows that appear when you hover over the column name. This screen is sorted by Admit Date/Time by default
- Click the Visit ID link to open the visit Face Sheet Details
- Click the Export to CSV button in the upper right corner of the tab to view or download a summary of all visits
- Click the Records per page dropdown arrow at the bottom right of the tab to change the number of records per page
- Use the left and right arrows to navigate through the pages

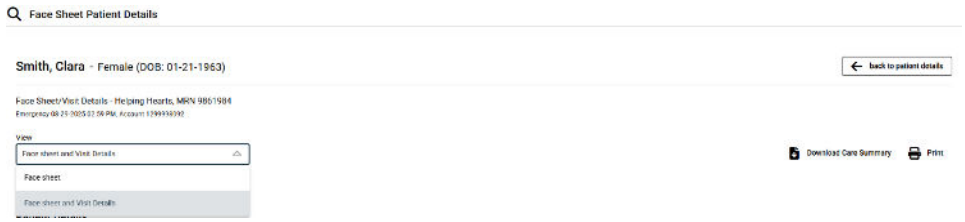


Face Sheet and Visit Details

This is the landing page once a Visit ID link is clicked on the Patient Details page. The Face sheet and Visit Details contain the same sections as the Results and Documents pages.

Face Sheet OR Face Sheet and Visit details:

- Click the Visit ID link and use the Face Sheet dropdown to view the Face Sheet or the Face Sheet and Visit Details
    - The Face Sheet contains information about Patient Details, Visit Information, Emergency Contact, Guarantor, Insurance Information, Care Team, Allergies, Diagnosis Procedures, and Vitals
    - The Face Sheet and Visit Details contain the same sections in addition to the Lab Results/Radiology and Documents/Reports associated with the visit
- Click the Print icon to print or save the document in PDF format
- Click the Download Care Summary icon to download a .txt version of the document to your computer



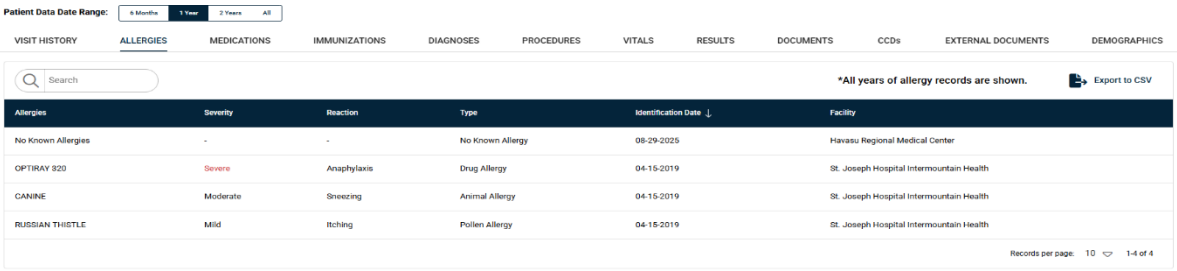
Allergies

The Allergies subtab displays all allergies recorded for the patient. You can view the Allergy, Severity, Reaction, Type, Identification Date, and Facility.

IMPORTANT NOTE: The Allergies tab only displays HL7 data. CCD data is not available in this view.

Available Actions:

- Add search criteria to search for an allergy
    - Click Enter or click the magnifying glass icon
- Click Export to CSV in the upper right corner to export the allergies list
- Click the Records per page dropdown to change the number of displayed records
- Use the left and right arrows to navigate through the pages



Medications

The Medications subtab displays a history of reported medications from various sources.

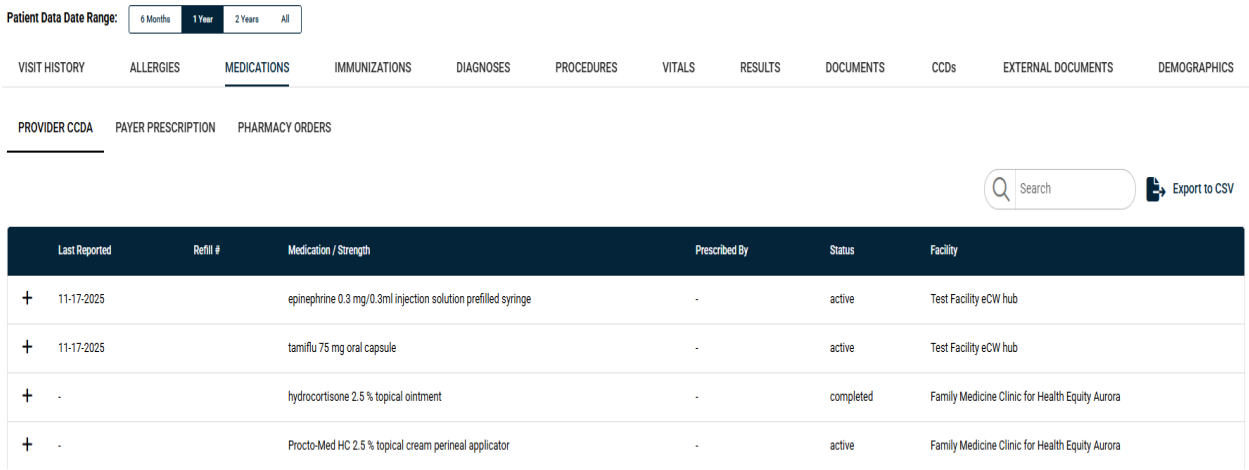
It is separated into the following three sections:

- Provider CCDA: The medication noted in an encounter.
    - Selecting the Plus will show the dosage for the medication, if provided.
- Payer Prescription: The information displayed can include medication Last Fill date, Refill #, Medication/Strength, Prescribed By, Pharmacy, and Payer. The source data may vary, depending on contributing sources. The most typical source is MedicaidRx data.
- Pharmacy Orders: The patient's Pharmacy medication history.

IMPORTANT NOTE: Medications displayed in a red font are a controlled substance. The Medications tab only displays HL7 data. CCD data is not available in this view.

Available Actions:

- Search for a medication by adding search criteria in either tab
    - Click Enter or click the magnifying glass icon
- Sort by any column by clicking the up or down arrows that appear when you hover over the column name
- Click the + icon on the left side of the table to view additional details about the medication in the Provider CCDA tab
- Click Export to CSV in the upper right corner to export the medications list
- Click the Records per page dropdown to change the number of displayed records
- Use the left and right arrows to navigate through the pages



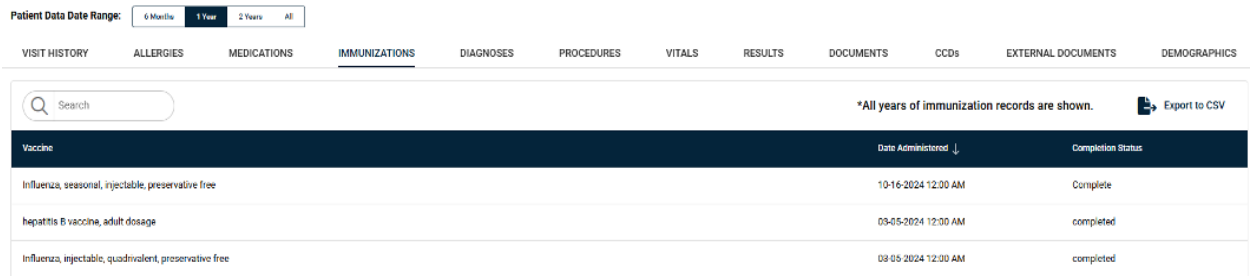
Immunizations

The Immunizations subtab displays the immunizations history, including messages from CCD and VXU. You can see the date of the immunization for all doses available, and you can see the completion status for an immunization. Additionally, you can see if an immunization was refused or if there were any contraindications or reactions.

IMPORTANT NOTE: The Immunizations tab only displays HL7 data. CCD data is not available in this view.

Available Actions:

- Search for an immunization by adding search criteria
    - Click Enter or click the magnifying glass icon
- Sort by any column by clicking the up or down arrows that appear when you hover over the column name
- Click Export to CSV in the upper right corner to export the medications list
- Click the Records per page dropdown to change the number of displayed records
- Use the left and right arrows to navigate through the pages



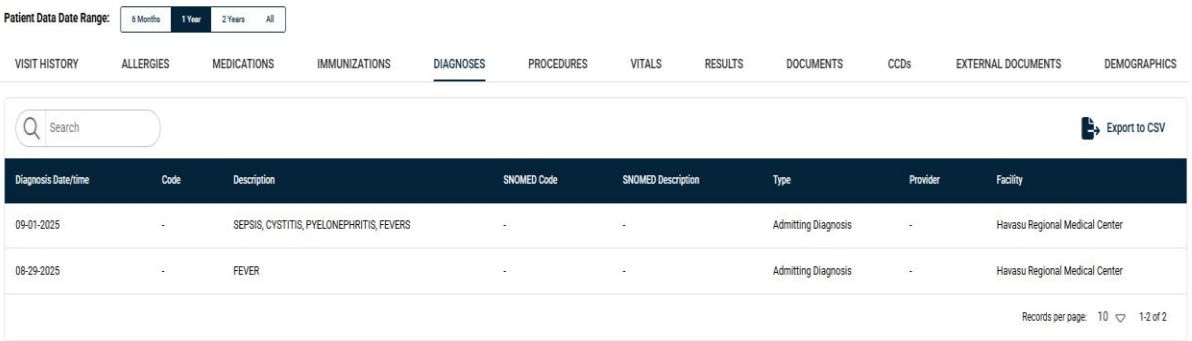
Diagnoses

The Diagnoses subtab displays all recorded diagnoses for the patient. View the Diagnosis Date/Time, Diagnosis Code and Description, related SNOMED Code and Description, Code Type, Provider, and the reporting Facility, if available.

IMPORTANT NOTE: The Diagnoses tab only displays HL7 data. CCD data is not available in this view.

Available Actions:

- Search for a Diagnosis by adding search criteria
    - Click Enter or click the magnifying glass icon
- Hover over the column name to sort the column by clicking the up or down arrows
- Click Export to CSV in the upper right corner to export the diagnoses list
- Click the Records per page dropdown to change the number of displayed records
- Use the left and right arrows to navigate through the pages



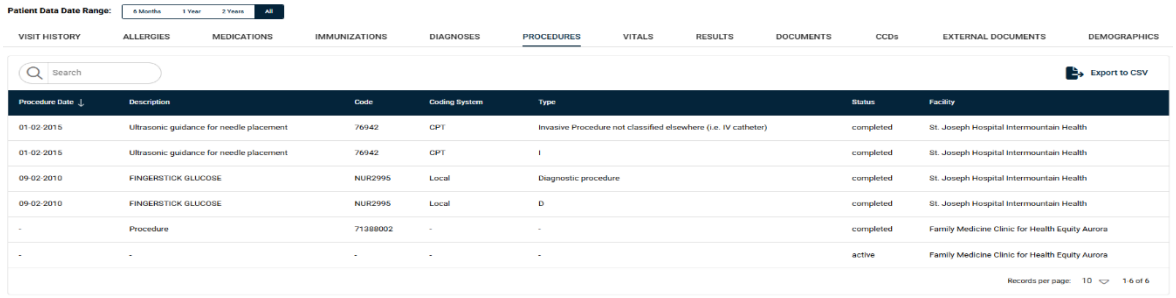
Procedures

The Procedures subtab displays all recorded procedures for the patient. You can view the Procedure Date, Description, Procedure Code, Coding System, Type, Status, and reporting Facility.

IMPORTANT NOTE: The Procedures tab only displays HL7 data. CCD data is not available in this view.

Available Actions:

- Search for a Procedure by adding search criteria
    - Click Enter or click the magnifying glass icon
- Hover over the column name to sort the column by clicking the up or down arrows
- Click Export to CSV in the upper right corner to export the procedures list
- Click the Records per page dropdown to change the number of displayed records
- Use the left and right arrows to navigate through the pages



Vitals

The Vitals subtab displays patient vital signs parsed from HL7 v2 and CCDs. This tab ensures that vitals are visible even when no visit or encounter exists. You can view the vital Date/Time Last Reported, Description, Value, Unit, Comments, and reporting Facility.

Available Actions:

- Search for a Vital by adding search criteria
    - Click Enter or click the magnifying glass icon
- Hover over the column name to sort the column by clicking the up or down arrows
- Click Export to CSV in the upper right corner to export the vitals list
- Click the Records per page dropdown to change the number of displayed records
- Use the left and right arrows to navigate through the pages

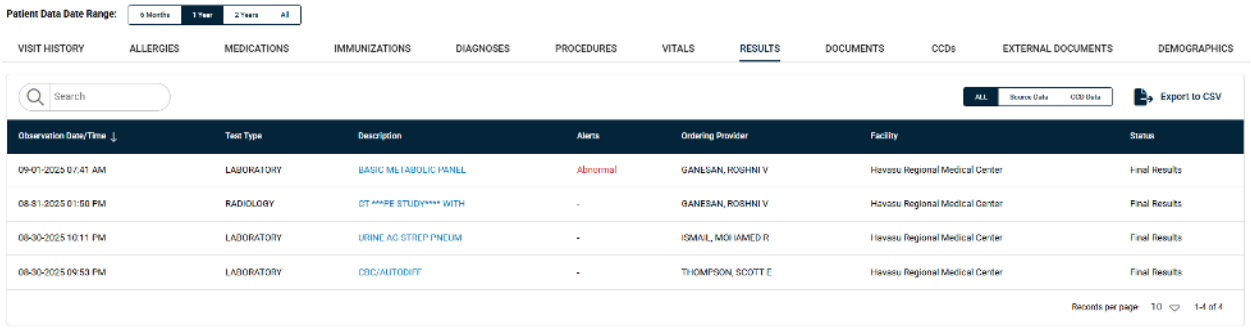


Results

The Results subtab displays lab and radiology results with a description of the test and any alerts. You can view the Observation Date/Time, Test type, description, alerts, ordering provider, facility, and the status of the result.

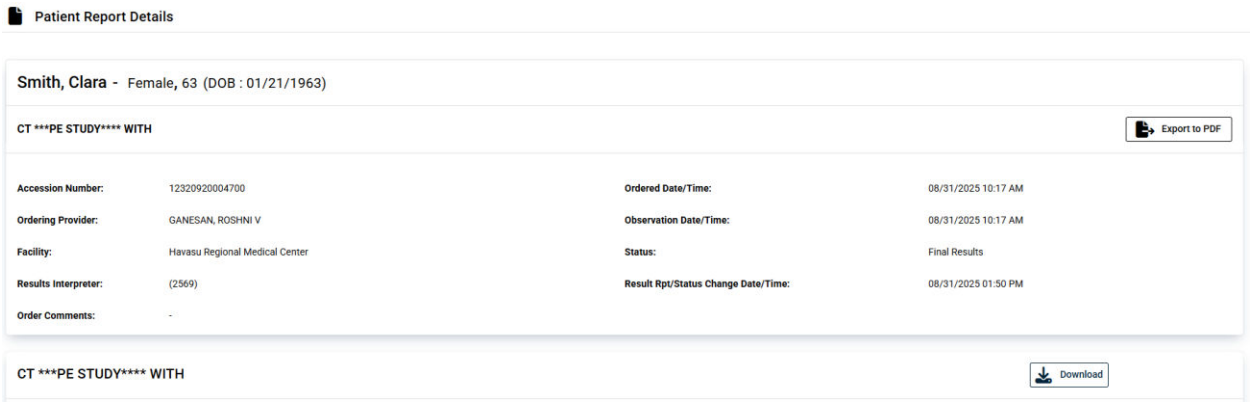
Available Actions:

- Search for a Result by adding a search criteria
  - Click enter or click the magnifying glass icon
- Hover over the column name to sort the column by clicking the up or down arrows
- Click Export to CSV in the upper right corner to export the results list
- Click the Records per page dropdown to change the number of displayed records
- Use the left and right arrows to navigate through the pages
- Click the result Description link to view the Report Details



Report Details:

- Click the result Description link to view the Report Details. The details open in a new browser tab. The Radiology details field differs from the other types of results listed.
- Click Export to PDF at the top of the screen to export the report (Lab and Radiology results).
- Click Download at the bottom of the screen to download a .txt version (Radiology only).
- Click View Image to view the PACS images. There is no limit to the number of PACS vendor configurations.



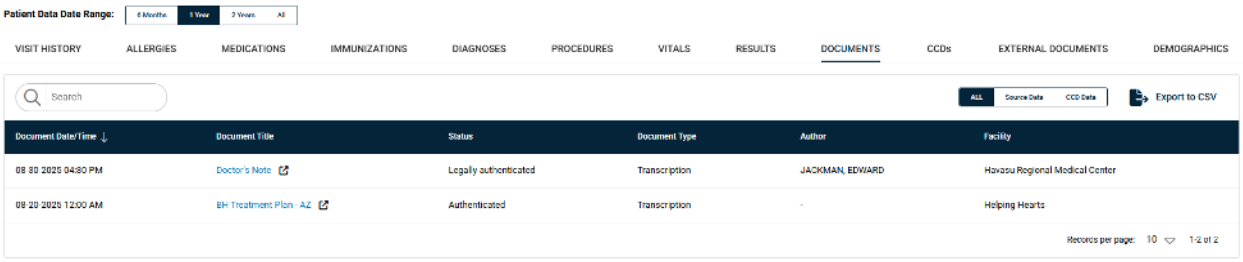
Documents

The Documents subtab displays transcription documents associated with the patient. You can view the Document Date/Time, Document Title, Status, Document Type, Author, and Facility.

IMPORTANT NOTE: The Documents tab only displays HL7 data. CCD data is not available in this view.

Available Actions:

- Search for a document by adding search criteria
  - Click Enter or click the magnifying glass icon
- Hover over the column name to sort the column by clicking the up or down arrows. The results are sorted by the Document Date, by default
- Click Export to CSV to export the visit history list
- Click the Records per page dropdown to change the number of displayed records
- Use the left and right arrows to navigate through the pages



Document Details:

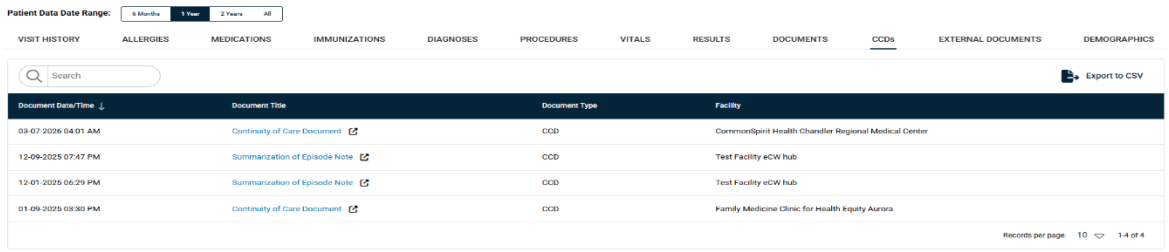
- Click the Document Title link to view the Patient Document Details. The details open in a new browser tab. The format varies based on the document type. You can print or download the details.
- Click the Print dropdown to:
  - Print or save the document in PDF format
  - Download a .txt version of the document to your computer

CCDs

The CCDs subtab displays all the Continuity of Care Documents (CCDs) associated with a patient. You can view Document Date/Time, Document Title, Document Type, and Facility.

Available Actions:

- Search for a document by adding search criteria
  - Click Enter or click the magnifying glass icon
- Hover over the column name to sort the column by clicking the up or down arrows. By default, CCDs are sorted by the Document Date.
- Click Export to CSV in the upper right corner to export the visit history list
- Click the Records per page dropdown to change the number of displayed records. Click the left and right arrows to navigate through the pages.



CCD Document Details:

- Click the CCD Document Title link to view the Patient Document Details. The details open in a new browser tab.
- Select a custom start and end date
- The Print option enables you to print or save the document in PDF format
- The Download option downloads a text (.txt) version of the document to your computer

External Documents

The External Documents subtab displays documents available from your connections to external systems.

To find an external document:

- Click the External Documents subtab. Selecting this tab automatically initiates a patient search.
- Change the date range, if needed. The default is 1 year. This is separate from the 'Patient Data Date Range' listed for all the tabs.
- Click on the correct patient in the results to begin the document search. All found documents will display on the External Documents Found popup, including any without a date.
- Click on the eye icon to view the document or the PDF icon to open it in PDF format

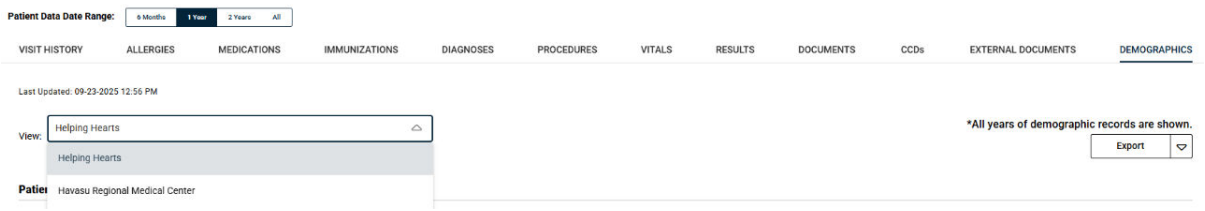
Demographics

The Demographics subtab displays the patient demographics that have been last reported by each facility.

IMPORTANT NOTE: The Demographics subtab only displays HL7 data. CCD data is not available in this view.

Available Actions:

- Click the View dropdown to select a different facility.
- Click the Export dropdown to Print a PDF or Download



Timeline View

The Timeline View provides a quick glance at the patient over a time and includes admission types, lab tests, and trends.

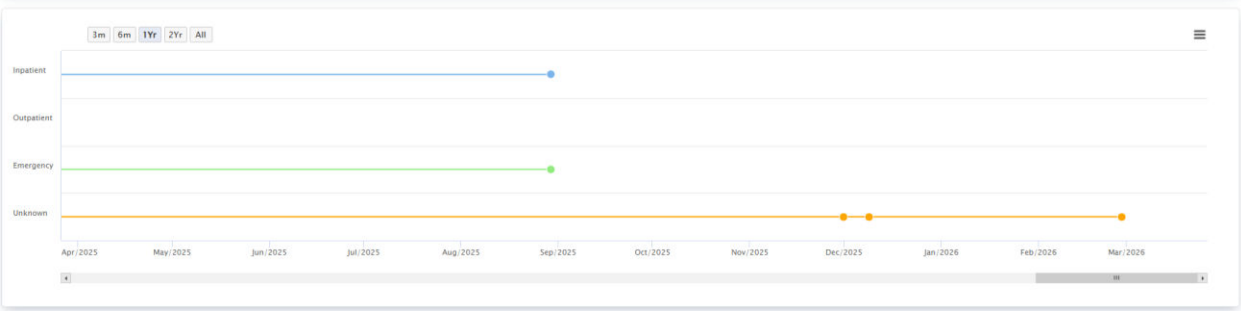
Encounter Timeline

The Encounter Timeline appears in the top section under the Timeline View tab. This enables you to view the patient encounter types (Inpatient, Outpatient, Emergency, unknown) over a specific time span (3 months, 6 months, 1 year, 2 years, or All).

IMPORTANT NOTE: Encounters flagged as unknown were submitted without an encounter type.

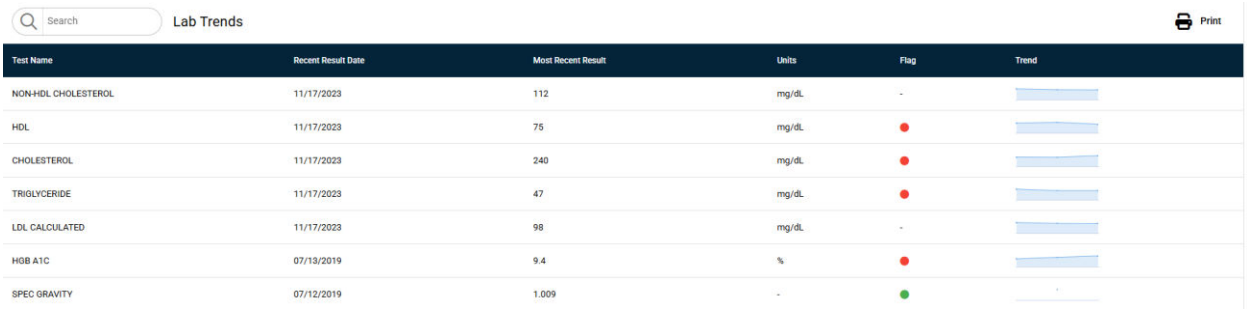
Available Actions:

- Scroll across the timeline using the scroll bar at the bottom of the 4 timelines
- Hover over a point to view specific information about the visit
- Click a point to view the Face Sheet Patient Details page for the encounter



Lab Trends

List of lab tests that have been completed for the patient. By default, the lab tests are displayed in chronological order with the most recent lab at the top by default. However, you can click on a column to sort.



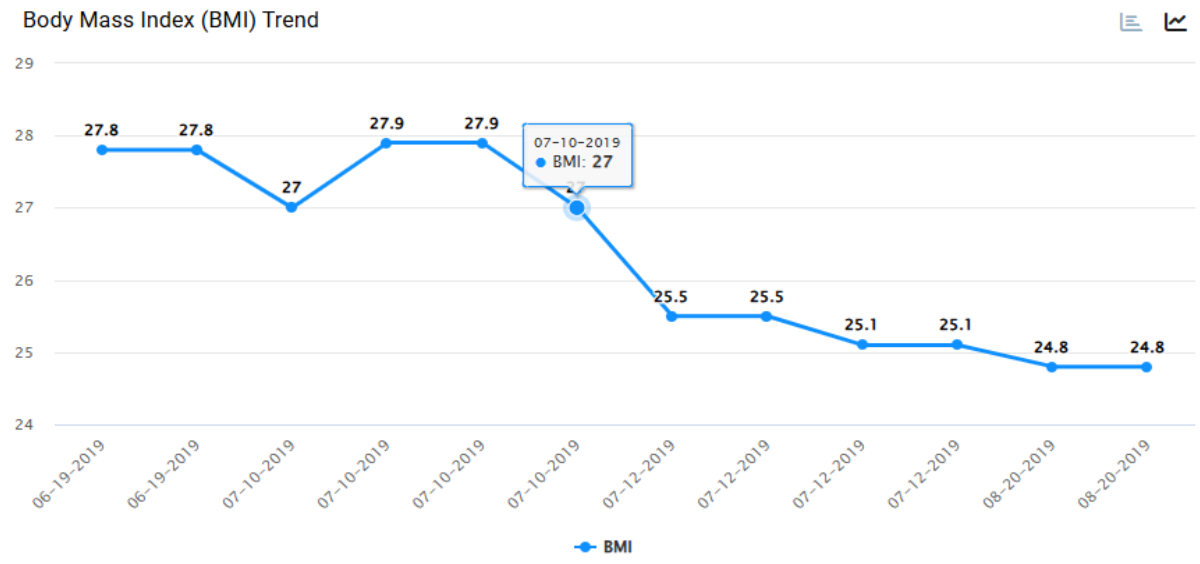
Test Name	Recent Result Date	Most Recent Result	Units	Flag	Trend
NON-HDL CHOLESTEROL	11/17/2023	112	mg/dL	-	
HDL	11/17/2023	75	mg/dL		
CHOLESTEROL	11/17/2023	240	mg/dL		
TRIGLYCERIDE	11/17/2023	47	mg/dL		
LDL CALCULATED	11/17/2023	98	mg/dL	-	
HGB A1C	07/13/2019	9.4	%		
SPEC GRAVITY	07/12/2019	1.009	-		

Field	Description

Search	Search to quickly find a specific lab test. Enter your criteria then click Enter or click the magnifying glass
Print	Print or save a copy of the currently displayed lab trends.
Test Name	The name of the specific lab test for the patient
Recent Result Date	The date of the most recent lab test for the patient
Most Recent Result	The result of the most recent lab test for the patient
Units	The units associated with the most recent lab test for the patient (i.e., calcium is mg/DL)
Flag	A red circle indicates that the test result is out of the normal range. A green circle indicates that the test result is within the normal range.
Trend	The trend for all lab results of this type for the patient. Each point can be hovered over for a detailed view.

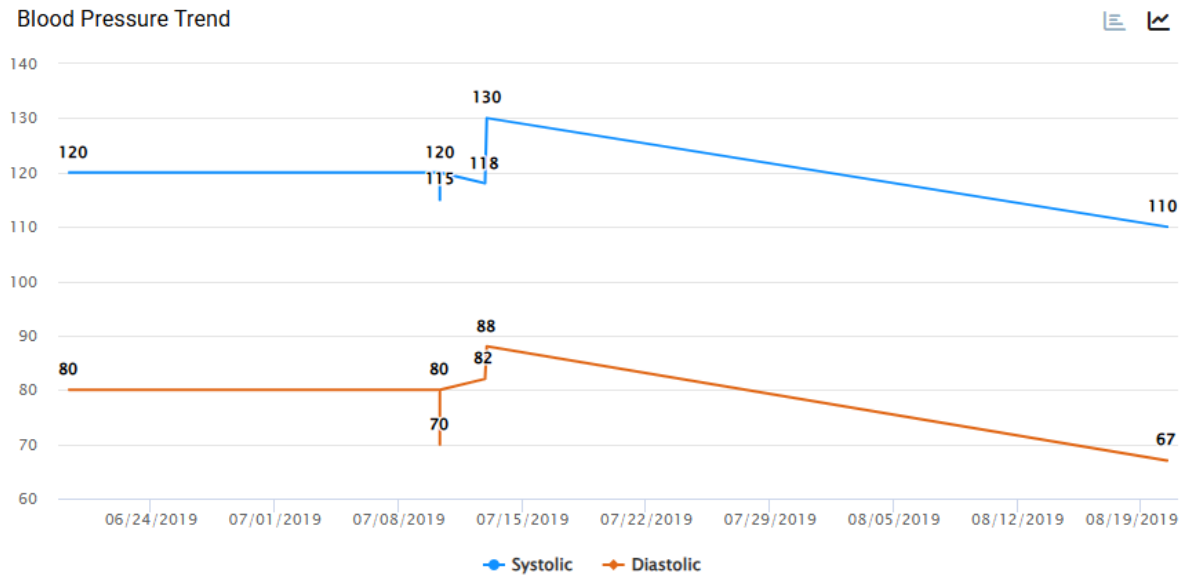
Body Mass Index (BMI) Trend

Displays the BMI trend for the patient over time. Hover over a point to view the date and BMI level. Click the chart icons in the corner to switch between a bar and line chart. A line chart displays by default.



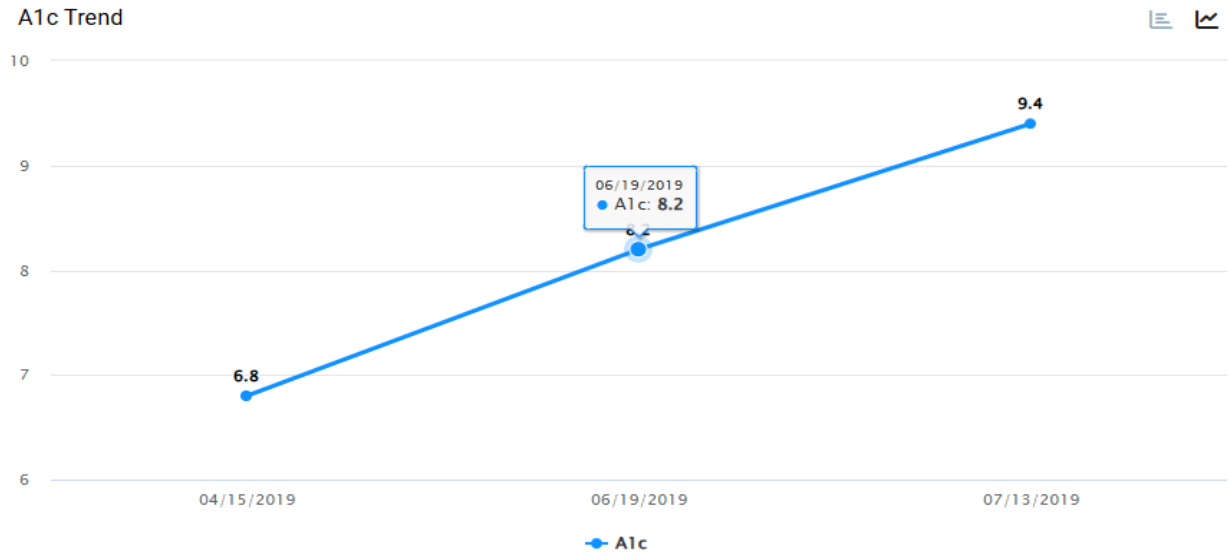
Blood Pressure Trend

Displays the systolic and diastolic blood pressure trend for the patient over time. Hover over a point to view the date and blood pressure. Click the chart icons in the corner to switch between a bar and line chart. A line chart displays by default.



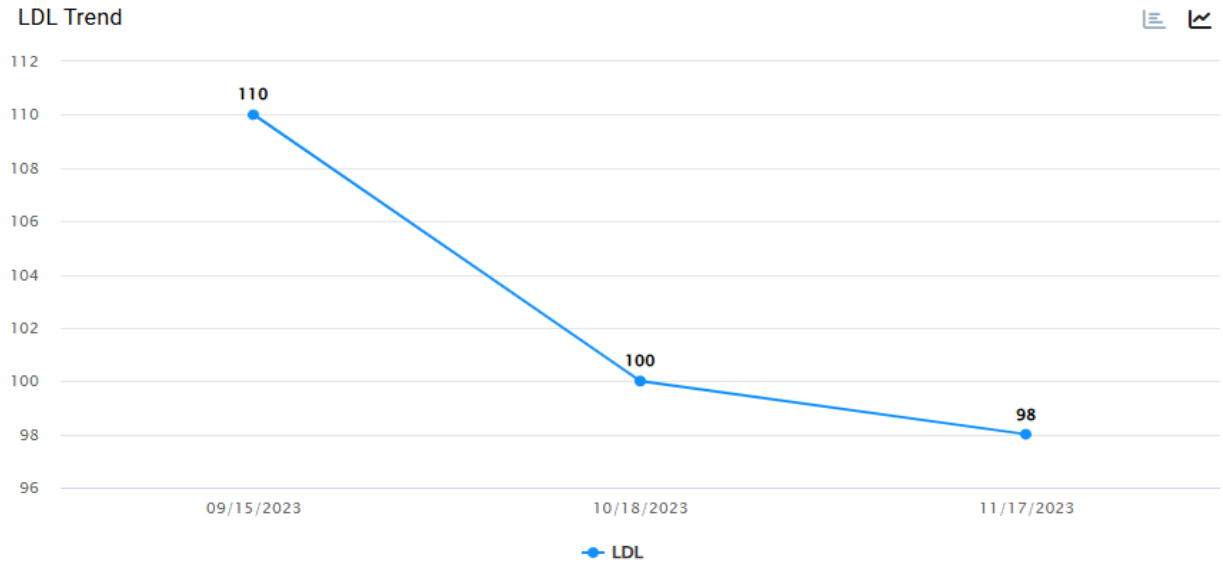
A1C Trend

Displays the A1C trend for the patient over time. Hover over a point to view the date and A1C level. Click the chart icons in the corner to switch between a bar and line chart. A line chart displays by default.



LDL Trend

Displays the low-density lipoprotein (LDL) trend for the patient over time. Hover over a point to view the date and LDL level. Click the chart icons in the corner to switch between a bar and line chart. A line chart displays by default.



Getting Help

If you need assistance getting started at any time in PatientCare 360 or have any questions, contact:

- Submit a Ticket: Contexture.org/customer-support
- Call: 844-279-7120
- Email: helpdesk@contexture.org