



ENGLISH

platform²⁴

USER MANUAL – CONTENT24

CONTENT24 v.3

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Abstract

User Manual for Content24, Medical developer UI within Manage24

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Triage24 is a certified medical device. All data is encrypted while transmitted and processed according to the GDPR and the Patient Data Act.



Platform24 Healthcare AB

Västra Järnvägsgatan 7, SE-111 64 Stockholm, Sweden



Consult instructions for use: eIFU provided from within the product and via manufacturers webpage.



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1. Contact details

1.1. Manufacturer

Address **Platform24 Healthcare AB**
 Västra Järnvägsgatan 7
 SE-111 64 Stockholm
 Sweden
Website <https://platform24.com>

1.2. Technical Support

1.2.1. End user support

Platform24 does not offer direct access to *end user* support. For questions, the first line of support is your on site *superusers* and trainers.

For information about the superusers in your organisation please refer to your internal routines and procedures.

1.2.2. Superuser support

A *superuser* is an end user with increased knowledge and responsibility about the platform on each unit.

The superuser acts as the first-line support for the end users on the device and is the one who turns to Platform24 for further support, if necessary.

For information about the superusers in your organisation please refer to your internal routines and procedures.

Urgent cases

For urgent support cases superusers should call the Platform24 support phone number below.

Phone: +46 (0) 10-140 23 21

Non urgent cases

For all non urgent support cases superusers should email the support email below.

E-mail: <support@platform24.com>

For questions regarding additional services or modules your organisation may want to buy or activate, superusers should contact their *Customer Success Manager*, (*CSM*) at Platform24.

1.3. Feedback and questions regarding the user manual

For feedback and questions regarding the user manual please email the user documentation support email below.

E-mail: <ud.feedback@platform24.com>

1.3.1. Request printed version of the instructions for use

Platform24 provides the instructions for use for its products in electronic form.

If you require a paper version of the user manual, please contact Platform24 via:

E-mail: <ud.feedback@platform24.com>

2. Symbols



CE marking



Manufacturer



Consult instructions for use



Warning



Medical Device



Translation



Unique Device Identifier

3. Warnings



WARNING

Any changes regarding configuration (adaptations, texts, rules, medical content, etc.) are carried out in Manage24 in production but should be put through a review process before they are activated in production.



WARNING

With the product in *active mode*, Manage24 administers Clinic24, where healthcare practitioners receive real patients and the Patient app, in which real patients pursue their digital journey. All changes must be reviewed before releasing them into production.



WARNING

Any changes to the medical content via Content24 have essentially an impact on patient journeys and triage. This puts high demands on everyone editing in Content24 to ensure they have training in how the tool works and use this guide to further understand the functionality.



WARNING

The medical responsibility for content changes lies with the partner carrying out the changes. This means that responsibility to test that any changes made work as intended lies also with the partner.



WARNING

Make sure to test all changes made and identify any ensuing changes required to ensure patient-safe flows.

**WARNING**

Visualizations do not show components with values in `Build time if`. For this reason, do not only use the visualizations to understand the structure of the questionnaires.

Recommended use together with the basic view for questionnaires to obtain an overall understanding.

**WARNING**

Removing a component can pose a patient-safety risk unless a careful analysis of the effects is performed. Make sure to test any changes made and identify any ensuing changes required to ensure patient-safe flows.

**WARNING**

If a change is made in a **Library**, the change will affect all questionnaires where the **Library** is used. Consider therefore carefully when editing.

**WARNING**

Editing and adding assessments can pose a patient safety risk unless a careful analysis of the effects is conducted. Make sure to test any changes made and identify any ensuing changes required to ensure patient-safe flows.

**WARNING**

Editing and adding to questionnaires in the **Triage** sub-menu can pose a patient-safety risk if a careful analysis of the effects is not performed. Make sure to test any changes made and identify any ensuing changes required to ensure patient-safe flows.

**IMPORTANT**

The device Triage24 does not by itself offer medical advice, possible diagnosis, or treatment recommendations, or inform/drive management of any medical condition.

If populated with medical content containing e.g. medical advice or recommendations on management, the Triage24 device can present such content to patients.

4. Triage24 - Intended Use

4.1. Triage24

Triage24 is a medical device consisting of a configurable logic based rule engine for medical triage developed for use in healthcare services. It enables healthcare providers to populate it with medical content and business logic that makes it possible to automate triage and direct patients to appropriate pathways within the healthcare system. These pathways can be digital, physical or digi-physical in nature.

Triage24 is intended to be configured and adopted to the conditions and needs of a specific healthcare provider. This is achieved either through a service provided by Platform24 or its affiliates or by the healthcare provider. The configuration of the system is made through a web user interface.

The configured implementation of the device allows patients to initiate contact, through an associated application (Patient app), with healthcare providers by answering questions about their medical complaint, medical history and health status. It also allows practitioners, on behalf of a patient, to triage the patient by answering questions in the practitioner user interface, which the patient answers.

Based on his/her answers, the patient is (either in the patient or practitioner application) directed to an appropriate level of care, as determined and configured by the health care provider. Such levels are for example: emergency care, physical appointment, digital appointment or self-care. That care can be provided to the patients through a physical meeting or digital meeting with a healthcare provider. Digital appointments can be facilitated through an associated Platform24 module called Meeting24, which consists of a practitioner and patient interface.

The triage algorithm is based on the Swedish standard of Telephone triage protocol RGS (Rådgivningsstödet).



NOTE

Post-triage questions (additional questions posted before the consultation and potential free text information from the patient) is not part of the triage prioritization but can add clear value for the consultation.

4.1.1. Modules of Triage24

Triage24 consist of three modules. The modules are connected to a specific user group, and *user interface (UI)* for these groups.

- a. Content24
- b. Patient triage
- c. Assisted Triage

See also [Intended Users \[13\]](#)

4.1.2. Intended use for Triage24

Triage24's *intended use* is to:

(a) be configured and adopted to the conditions and needs of a specific healthcare provider through population with *medical content*, and

(b) when populated, guide patients to a suitable level of care based on their symptoms and the medical content.

The configuration (a) is achieved either through a service provided by Platform24 or its affiliates, or by the healthcare provider. The configuration of the system is made through the administration user interface Content24.

4.1.3. Intended Users

Target client Healthcare providers who wish to automatically triage patients to the right level of care.

Intended users Triage24 has three distinct target groups.

- **Medical developers** who are trained healthcare personnel, employed or contracted by a healthcare provider utilizing Triage24. The medical developers' role is to configure and adopt to the conditions and needs of a specific healthcare provider through population with medical content.
- **Patients** seeking healthcare treatment for themselves or for a child in their care. Patients are the recipients of the device's intended clinical benefits.
- **Healthcare professionals** (or practitioners) who are trained healthcare professionals, employed or contracted by a healthcare provider utilizing Triage24. If patients are unable to themselves use Triage24 and digitally input their symptoms, health care personnel can instead enter these symptoms into Triage24 and obtain results based on the medical content with which Triage24 is populated.

4.1.4. Intended operational environment for Triage24

Triage24 is intended to be used by healthcare providers and healthcare systems in countries where the population has access to internet through smartphones or computers.

4.1.5. Clinical Benefits

Triage24 generates clinical benefits by offering resource-efficient triage, by providing patients an automated, accurate and safe triage service, which provides patients with information on with what urgency their symptoms may need a medical assessment and/or information on self-care advice.

The accuracy and safety of Triage24 is intended to be superior or equal to that of manual triage and/or other digital triage platforms.

4.1.6. Performance characteristics

The performance of the device has been evaluated through clinical evaluations that concluded that when Triage24 is populated with medical content, it offers triage that is safer and more accurate than manual triage using the same medical content. The evaluation also concludes that the risks associated with the use of the device are acceptable when weighed against the benefits to the patient in the form of safe and accurate triage.

The performance of Triage24 depends on the configuration of medical content. Changes to the medical content can fundamentally change the result of the patient triage and therefore puts high demands on persons editing this content. Editors must have basic training in how the tool works and to use this guide to further understand the functionality.

Changes made to the medical content must be validated before it is used in the production environment with real patients.

In addition to the validation built into the tool, each health care organisation is responsible for developing a validation- and test process for the medical content.

4.1.7. Implementing Triage24 in the healthcare organisation

The Triage24 software is part of a cloud service offered to patients via the Platform24 portal. This service is controlled and provided solely by Platform24.

The decision to implement Triage24 is not made in relation to an individual patient but instead to the primary care operations of the healthcare provider. The use of the device is further adapted to the operation of the specific provider through the implementation of medical content.

For these reasons, medical staff are not required to verify the hardware or software used to access the service by an individual patient.

4.2. Content24 module

Content24 is the module of Triage24 created for the needs of the medical developer user group. So for administering and populating Triage24 with medical content. Medical developers interact with Triage24 via the Content24 user interface.

4.2.1. Intended use for Content24

Content24's *intended use* is to configure and adopt the *medical content* needed for Triage24 to function to the conditions and needs of a specific healthcare provider.

4.2.2. Intended users for Content24

Medical content developers configuring the care provider medical content.

Details

<u>Type of user</u>	Professional
<u>Age</u>	>20 years old
<u>Level of instructions</u>	<ul style="list-style-type: none"> • User manual • Level <i>B1-B2</i> in the language supported in the product for the relevant market. • Undergone education and training for Content24. To ensure a safe development of medical product, Platform24 provides a recommended development process for the medical content that is described in "Process description for Medical Content development in Content24" (D092). This document is part of the educational material provided to new partners, and outlines the medical content development process recommended by Platform24. Partners are required to use this development process for medical content to safeguard the medical safety of the patients. To change existing medical content, or to produce new medical content, this process must be followed to ensure that medical and technical safety is maintained at all times.

4.2.3. Intended operational environment for Content24

Application	Content24
Environment	<ul style="list-style-type: none"> • Home/office environment with connection to internet • Normal ambient conditions
Frequency of use	From several times a day to one time a week

Platform	The product is used on a standard PC with the minimum requirements: <ul style="list-style-type: none"> • Hardware; dual-core processor, 4 GB RAM • Software; latest versions of Edge, Safari, Chrome and Firefox • Data bandwidth; 300 mbps (video) / 50 mbps (voice) • IT security; https
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4.3. Patient triage module

Patient triage is the module of Triage24 created for the needs of the patient user group. Patients interact with Triage24 via a patient application provided by the healthcare provider.

4.3.1. Intended use for Patient triage

Guide patients to a suitable level of care based on their symptoms and the medical content.

4.3.2. Intended users for Patient triage

The target treatment group includes patients seeking care for common primary care conditions (excluding conditions, e.g. infectious diseases, that are rare within Europe).

Details

<u>Type of user</u>	Layman
<u>Age</u>	<ul style="list-style-type: none"> • System default: 0-120 years • System default: someone over 16 can use the module for a child under the age of 18 • Defined by care provider
<u>Level of instructions</u>	Level <i>B1-B2</i> in the language supported in the product for the relevant market
<u>Patient state</u>	<p>Certain patient populations should not use the system:</p> <ol style="list-style-type: none"> 1. Patients with life-threatening symptoms, serious conditions or trauma 2. Patients physically or cognitively unable to use digital technology such as smartphones or computers 3. Patients with cognitive issues that are able to use technology, but unable to use it correctly (including but not limited to dementia or severe mental retardation)



IMPORTANT

The device Triage24 does not by itself offer medical advice, possible diagnosis, or treatment recommendations, or inform/drive management of any medical condition.

If populated with medical content containing e.g. medical advice or recommendations on management, the Triage24 device can present such content to patients.



IMPORTANT

Serious incidents should be reported to the manufacturer and relevant Competent Authority.

4.3.3. Intended operational environment for Patient triage

Application	Patient application
Environment	<ul style="list-style-type: none"> • Home/office environment with connection to internet • Normal ambient conditions
Frequency of use	From once a day to one time per year
Platform	<p>The product is used on a standard PC or mobile device with the minimum requirements:</p> <ul style="list-style-type: none"> • Hardware; dual-core processor, 4 GB RAM • Software; latest versions of Edge, Safari, Chrome and Firefox • Data bandwidth; 300 mbps (video) / 50 mbps (voice) • IT security; https

4.4. Assisted Triage module

Assisted triage is the module of Triage24 created for the needs of the practitioner user group performing assisted triage. This means that the practitioner assists patients in being triaged when they cannot use the patient application themselves.

4.4.1. Intended use for Assisted triage

The intended use of Assisted triage is for healthcare professionals to perform automated triage on behalf of the patient and guide patients to a suitable level of care based on their symptoms and the medical content result.

4.4.2. Intended users for Assisted triage

Healthcare professionals working within a healthcare provider.

Details

<u>Type of user</u>	Professional
<u>Age</u>	>20 years old
<u>Level of instructions</u>	<ul style="list-style-type: none"> • Licensed practitioner, ie medical doctor, nurse, psychologist • Level <i>B1-B2</i> in the language supported in the product for the relevant market. • User manual

4.4.3. Intended operational environment for Assisted triage

Application	Assisted triage in Clinic24
Environment	<ul style="list-style-type: none"> • Home/office environment with connection to internet • Normal ambient conditions
Frequency of use	Several times a day

Platform	The product is used on a standard PC with the minimum requirements: <ul style="list-style-type: none">• Hardware; dual-core processor, 4 GB RAM• Software; latest versions of Edge, Safari, Chrome and Firefox• Data bandwidth; 300 mbps (video) / 50 mbps (voice)• IT security; https
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4.5. Contraindications Triage24

4.5.1. Patients

Certain patient populations should not use the system:

1. Patients with life-threatening symptoms, serious conditions or trauma
2. Patients physically or cognitively unable to use digital technology such as smartphones or computers
3. Patients with cognitive issues that are able to use technology, but unable to use it correctly (including but not limited to dementia or severe mental retardation)



IMPORTANT

The device Triage24 does not by itself offer medical advice, possible diagnosis, or treatment recommendations, or inform/drive management of any medical condition.

If populated with medical content containing e.g. medical advice or recommendations on management, the Triage24 device can present such content to patients.

Since the intended use of the device, in its configured form populated with medical logic, is to gradually select suitable recipients of medical information, the use of the device itself entails a narrowing of the user intended to receive the given point of information.

At times, such selection will occur between patient populations that are commonplace to either include or exclude from the intended users of a medical device, such as questions regarding pregnancy which will differentiate between patients based on gender. However, since this selection is inherent to the core functioning of the device, it is deemed more feasible to regard it as part of the mode of operation of the device, rather than as a contra-indication or a limitation of its diagnostic indication.

See also [Intended users for Patient triage \[15\]](#)

4.5.2. Medical content developers

Medical content developers should have undergone the training in use of device offered by Platform24 and have a sufficient professional competence to formulate and enter medical logic into the system. See also [Intended users for Content24 \[14\]](#)

4.5.3. Healthcare professionals

Healthcare practitioners should be a licensed practitioner, i.e. medical doctor, nurse, psychologist etc.

See also [Intended users for Assisted triage \[16\]](#)

4.6. Residual risks

Platform24 has been in production since the summer of 2017 and has been used millions of times using the Triage24 product that is now separated into a medical software product. Based on data from the testing and production environment, as well as feedback collected over time from practitioners, customers and partners, Platform24 considers that the risks from all identified hazardous situations have been assessed.

After mitigations are done there are no risks categorized as high.

For residual risks of the medium level, the product is deemed to be acceptable. In later releases, additional work shall be put into lowering the risks.

Additionally, post-market surveillance and vigilance will continuously validate the risk management work.

4.7. Terms and definitions

B1-B2	B1-B2 in the <i>Common European Framework of Reference</i> (CEFR) self-assessment scale. e.g. Independent user of the language.
Customer Success Manager (CSM)	A CSM (Customer Success Manager) is the customer's main strategic advisor. The CSM is also the customer's main contact person for any contractual, commercial questions/issues. The CSM is the first point of escalation for any unsolved questions/requests/issues
end user	The person who actually uses a particular product. For Platform24 the end users are patients, clinicians, healthcare personnel, medical developers etc.
intended use ()	The intended use (medical devices) means the use for which the device is intended according to the data supplied by the manufacturer on the labelling, in the instructions and/or promotional materials
MADRS-S (MADRS)	The Montgomery-Åsberg Depression Rating Scale (MADRS) is a ten-item diagnostic questionnaire which psychiatrists use to measure the severity of depressive episodes in patients with mood disorders. MADRS-S is a nine question self-rating version of the MADRS scale, often used in clinical practice.
MediBas ()	A comprehensible knowledge support system for medical for health- and medical staff.
medical content ()	
superuser	A superuser is an end user with increased knowledge and responsibility around the platform on each unit. The superuser acts as the first-line support for the end users on the device and is the one who turns to Platform24 for further support, if necessary.
user interface (UI)	The user interface (UI) is the point at which human users interact with a computer, website or application.

5. What is Manage24 and Content24?

Manage24 is an application with the specific aim of managing users and configuring patient flows in the patient and healthcare provider apps included in Platform24. In addition to Manage24, Platform24 also consists of Clinic24 (healthcare provider view) and the Patient app (or the patient apps). Healthcare providers work in Clinic24 while patients make their digital journeys in the patients apps.

Manage24 is the administration UI where healthcare providers can manage settings for Clinic24, the Patient app and the medical content used to support the triage bot, as well as user roles and access rights in Manage24 and Clinic24.

The area where users can manage the medical content in Manage24 is called Content24. This document describes Content24 and how it can be used to edit the medical content.

5.1. Platform24 Environments

There are two different environments in Platform24.

- **Demo environment**

The Patient App and Clinic24 can be tested at will in the demo environment to learn how the platform works. It is also possible here to test any changes made in Content24 before they are released into production.

- **Production environment**

All applications (Manage24, Clinic24 and the Patient app) in the production environment are in active mode.



WARNING

With the product in *active mode*, Manage24 administers Clinic24, where healthcare practitioners receive real patients and the Patient app, in which real patients pursue their digital journey. All changes must be reviewed before releasing them into production.



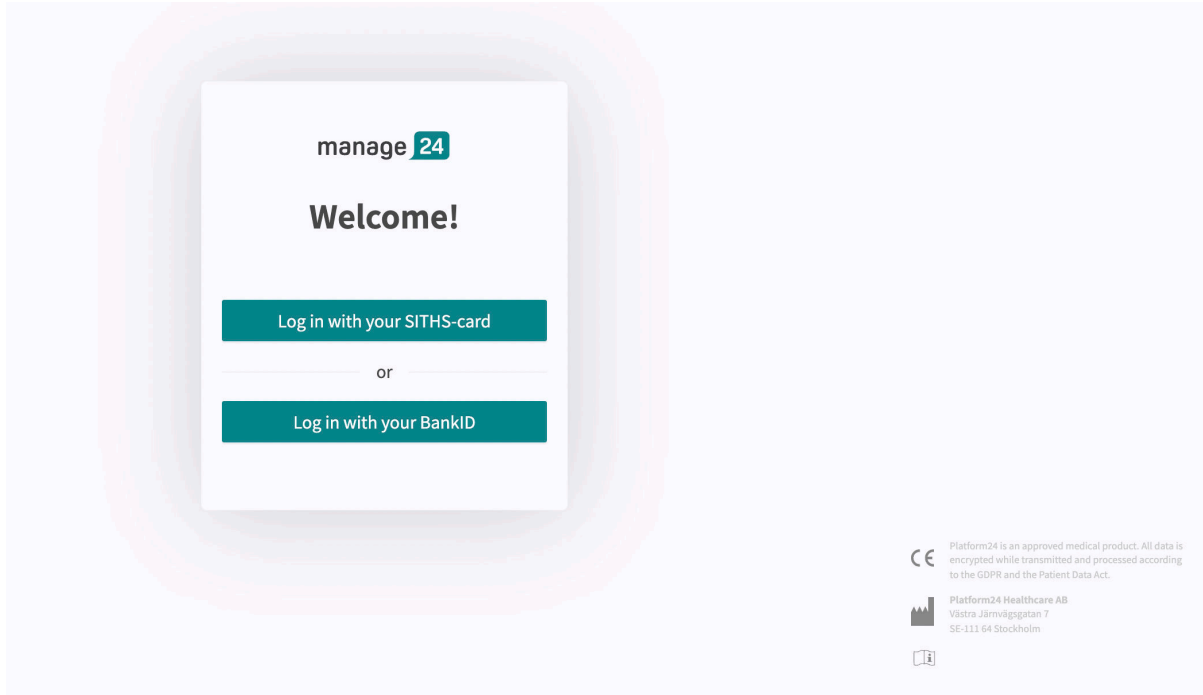
WARNING

Any changes regarding configuration (adaptations, texts, rules, medical content, etc.) are carried out in Manage24 in production but should be put through a review process before they are activated in production.

5.2. Log in to Manage24

All editing of medical content is carried out in Manage24's production environment. Changes are saved in the demo environment before users can actively decide to publish them in the production environment for the Patient app and Clinic24. Changes carried out in the production environment are tested in the demo environment.

- **Production environment:** Browse to <https://manage.platform24.se/> and log in with the preferred authentication method.



- Select in the next step which partner to manage and click on **Approve**.

6. Basic Details - Content24

6.1. Working with Content24

Content24 is used to edit the medical content included in the agreement with Platform24 and to create own medical content. Any changes that are made will only be valid for the partner who makes them, which means that any partner using Content24 can entirely decide the medical content used in the triage according to how the partner's operations work.

The tool is powerful and can fundamentally change patient triage, which puts high demands on anyone editing in Content24 to ensure they have basic training in how the tool works and use this guide to further understand the functionality.

The changes made to the medical content using Content24 must be validated before it is used in the production environment with real patients. In addition to the validation steps that are built into the tool, it is up to each partner to develop a validation and test process for the medical changes.

When changes are made to the medical content in Content24, they can and should be checked in the partner's own Patient app and Clinic24 demo applications.

In addition to a partner's own validation and test processes, a technical review of the changes will be conducted when a partner believes that their own validations and tests are ready for release into production. The assessment is intended to check that any changes that are made will not affect the technical conditions that enable the questionnaires to be used. The technical assessment does NOT include checking the impact any medical changes may have, but only that they are done correctly in a way the system can handle. An example is to check that conditions are written correctly from a technical perspective to ensure steps are not missed.

All changes made after the previous production release will be included in the technical assessment. One recommendation for partners is that they continuously release changes into production as this reduces the extent of the technical assessments.



WARNING

Any changes to the medical content via Content24 have essentially an impact on patient journeys and triage. This puts high demands on everyone editing in Content24 to ensure they have training in how the tool works and use this guide to further understand the functionality.



WARNING

The medical responsibility for content changes lies with the partner carrying out the changes. This means that responsibility to test that any changes made work as intended lies also with the partner.

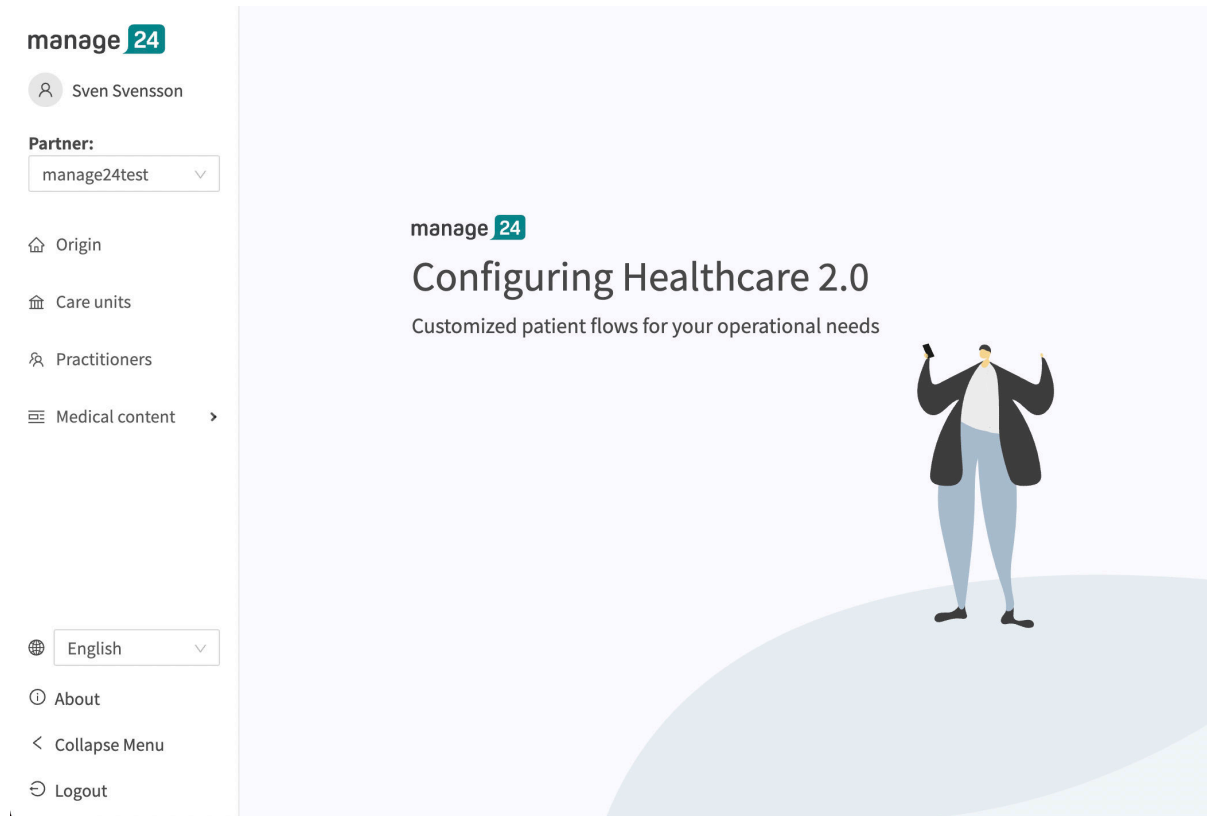
**WARNING**

Make sure to test all changes made and identify any ensuing changes required to ensure patient-safe flows.

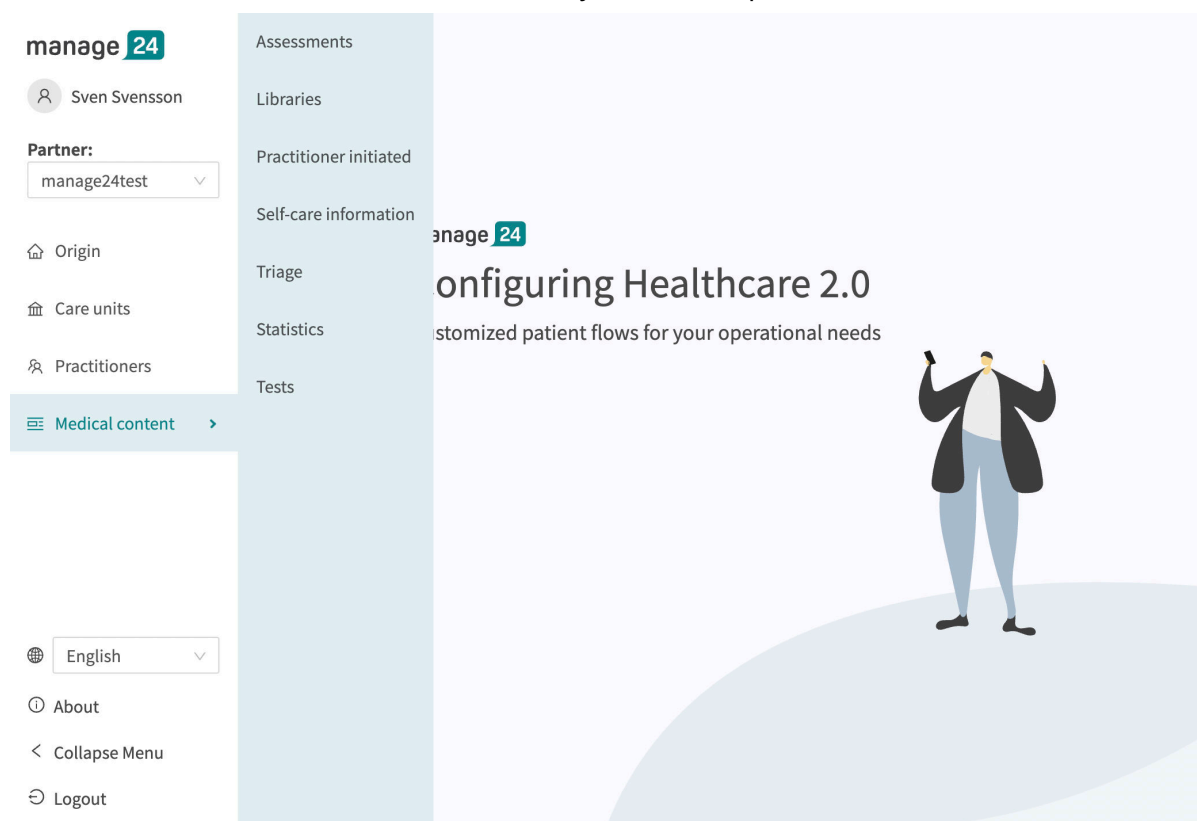
6.2. Access to Content24

A main menu is displayed on the left when you log into Manage24.

- Drag the mouse over the **Medical content** heading.



- The various sub-menus under the Medical content heading contain various questionnaires or self-care information. Select which **sub-menu** you want to open.



- **Libraries:** Contain questions that are often used in many of the questionnaires in the medical content. The questions are grouped in different Libraries and can be reused in most other questionnaires.
- **Self-care information:** Contains self-care information that can be shown to patients after triage. Existing self-care information cannot be edited but new content can be added and edited.
- **Practitioner-initiated:** Contains questionnaires that can be used prior to a booked digital appointment. The patient then answers questions in the questionnaire before the booked appointment commences.
- **Assessments:** Contains questionnaires that can be used to assess conditions for example mood (*MADRS-S*). These can be sent out on a continual basis to the patient, which means that the healthcare practitioner can see trends based on the answers in the assessment questionnaires.
- **Triage:** Contains the questionnaires patients access from the Patient app by entering different search terms in the search engine.

6.3. Overview of Questionnaires and Self-Care Information

An overview of the questionnaires or self-care information available in each sub-menu is displayed under each sub-menu (**Libraries, Self-care information, Practitioner-initiated, Assessments, Triage**).

Triage
Validated: 2022-01-25 12:32 Run validation

Medical content / Questionnaires / Triage
Origin manage24test v
Search by name Q

Questionnaire ↕	Id	Category	Hidden	Status
Acne problems	doktor24acne	Partner specific conditions	x False	
Acne problems	acne	Skin and hair	x False	
Administrative	administrative	Administrative	x False	
Administrative chat	adminChat	Partner specific conditions	x False	Modified
Allergy symptoms	allergy	Allergies and hypersensitivities	x False	
AllQuestionTypes	allQuestionTypes	Administrative	x False	Local copy
Altered sense of smell	changeOfSmell	Ears, nose, and throat	x False	
Animal bite/scratch	biteAnimal	Injuries and accidents	x False	
AnotherTest	anotherTest	Administrative	x False	Local copy
Appointment with a psychologist 1	meetPsychologistVisitOne	General questions	x False	+

Questionnaires The column shows the description the questionnaire has been given. This is language-specific and can therefore be available in several languages.

NOTE

This is not available under the **Self-care** information sub-menu.

Id The ID given to the questionnaire/self-care information. It is designated in English as far as possible because it should be viable to use the ID throughout the system and to also be the key to the questionnaire in other languages.


Category Specifies in which category the questionnaire is grouped. This is specified when a questionnaire is created.

NOTE

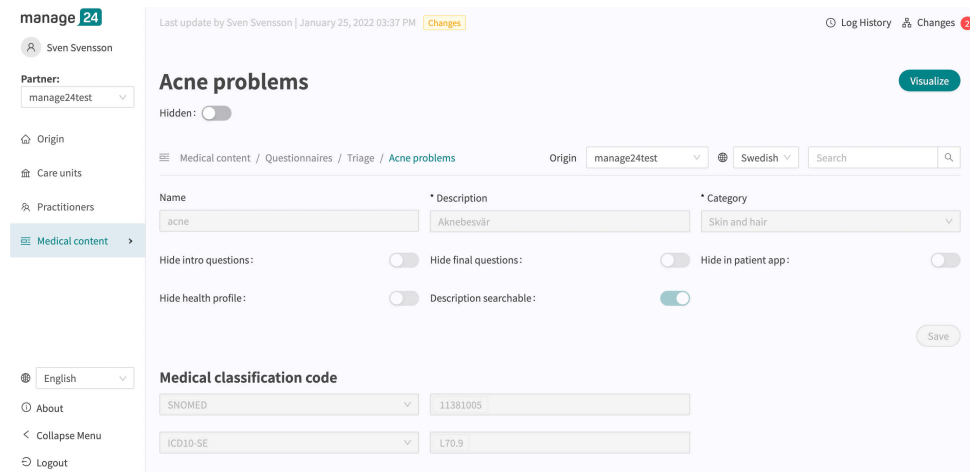
This is not available under the **Self-care** information sub-menu.

Hidden

Describes if the questionnaire is hidden from patients or not. The questionnaire will automatically be created with the value "False", which means that the questionnaire is not hidden from patients. This can be set for each questionnaire if you click on them.



NOTE
This is not available under the **Self-care** information sub-menu.



Status

Questionnaires/self-care information can have three values for this field.
Local version = questionnaire/self-care information only created once for the partner.
Modified = questionnaire/self-care information has changed compared to Platform24's questionnaire/self-care information.
Empty = questionnaire is unchanged compared to Platform24's questionnaire/self-care information.

6.4. Questionnaire Details

A specific questionnaire can be opened by clicking on it in the overview in the **Triage, Assessments, Practitioner-initiated** or **Libraries** sub-menus.

The screenshot shows the 'Arm injury' questionnaire details page. At the top, it indicates the last update by Viktor on January 28, 2022, at 10:39 AM, with a 'Changes' button. The page title is 'Arm injury' and there are buttons for 'Convert to local version' and 'Visualize'. A 'Hidden' toggle is set to off. The breadcrumb trail is 'Medical content / Questionnaires / Triage / Arm injury'. The 'Origin' is 'manage24test' and the language is 'Swedish'. The main form contains fields for Name ('arminjury'), Description ('Armskada'), and Category ('Injuries and accidents'). There are several toggle switches for 'Hide intro questions', 'Hide final questions', 'Hide in patient app', 'Hide health profile', and 'Description searchable'. Below this is the 'Medical classification code' section with dropdowns for SNOMED (127278005) and ICD10-SE (T11.9). At the bottom, there are two tables: one for 'Search Terms' and one for 'Pre-triage' conditions.

The following information is presented in the questionnaire overview.

Metadata

Each questionnaire contains a section called **Metadata** with content that can be seen at the top of the questionnaire. **Metadata** is basic information that is used to set basic setting for the questionnaire. Refer to [the Metadata section \[87\]](#) for more information.

This is another screenshot of the 'Arm injury' questionnaire details page, showing the same settings and tables as the previous image. It includes the same header information, form fields for Name, Description, and Category, toggle switches for various settings, medical classification codes, and tables for search terms and pre-triage conditions.

Hidden

Specifies if the questionnaire is hidden from patients to search for it in the Patient app or not. The questionnaire will automatically be created with the value "False", which means that the questionnaire is visible to patients. This can be set for each questionnaire if you click on them.

Last update by Viktor | January 28, 2022 10:39 AM [Changes](#) Log History [Changes](#)

Arm injury Convert to local version Visualize

Hidden:

Medical content / Questionnaires / Triage / Arm injury Origin: manage24test Swedish Search

Name	Description	Category
arminjury	Armskada	Injuries and accidents

Hide intro questions:
 Hide final questions:
 Hide in patient app:

Hide health profile:
 Description searchable:

[Save](#)

Medical classification code

SNOMED	127278005
ICD10-SE	T11.9

Type	Search term	Properties	Actions
▶ Search Terms			⊕

Type	Id	Condition	Exit Attribute	Content	Status	Actions
▶ Pre-triage						⊕

Visualize




WARNING

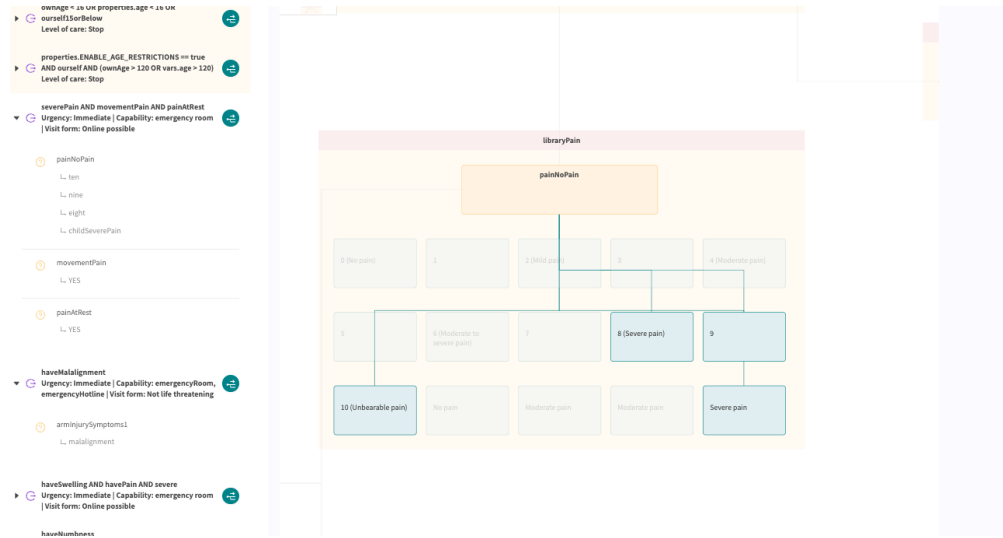
Visualizations do not show components with values in Build time if. For this reason, do not only use the visualizations to understand the structure of the questionnaires.

Recommended use together with the basic view for questionnaires to obtain an overall understanding.

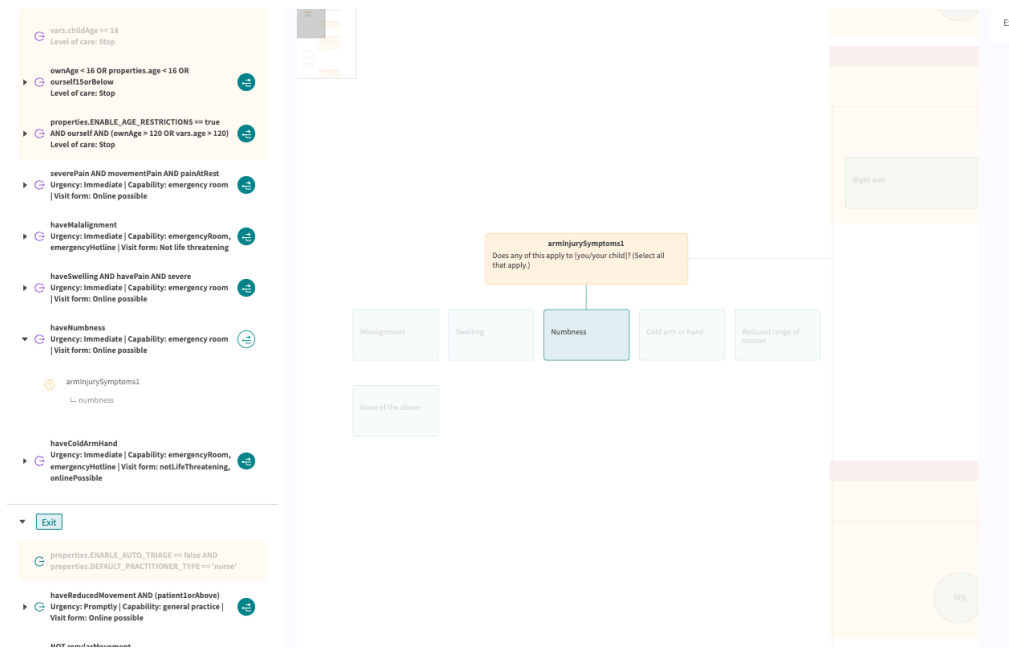
It is possible in each questionnaire to visualize what the questionnaire looks like with each of its components (e.g. Questions, Exits, Includes, etc.). Click the **Visualize** button to open the interactive visualization.

You can click on **"Download png"** to download the file and view it locally. It is also possible to change the language in the content (if the partner has questionnaires in several languages).

Scrolling allows you to zoom in and out in the visualization. Click and drag to move the window. Click on the grey selection  below the green line to maximize and enlarge the visualization in the window.



Clicking on a component in the visualization area displays the dependencies and conditions for the specific component. For example, a prior affirmative answer to a question may be required in order for this specific question to be activated for the patient.



All exits are displayed in the **Exit** list to the left. It is possible to search for content in exits and click on the exits that have a green symbol to their right. An exit can be expanded by clicking on it. By either clicking on the green symbol or on one of the dependencies below, the dependency will be visualized and displayed on the screen. You can click between the dependencies under the exit. This is a way to easily obtain an overview of what conditions are required to activate an exit for the patient.

Medical content / Questionnaires / Triage / Arm injury / Visualization

Information
There are 5 statements which are not shown in the visualization, as it has value in the Build time if field

Arm injury

Exits

- Breaking exit
- eaConfirmContinueWithChild.ok
Level of care: Stop | Visit form: Redirect to Doktor24
- (properties.ENABLE_AGE_RESTRICTIONS == true) AND (vars.childAge == 0 OR NOT confirmTurnedOne)
Level of care: Stop
- vars.childAge == 18
Level of care: Stop
- ownAge < 16 OR properties.age < 16 OR ourself1SorBelow
Level of care: Stop
- properties.ENABLE_AGE_RESTRICTIONS == true AND ourself1 AND (ownAge > 120 OR vars.age > 120)
Level of care: Stop

Legend

- Go-to
- Question
- Answer option
- Breaking exit
- Exit

When a change is made to the questionnaire, the visualization will be updated, making it a good tool for determining changes and to be used as part of the validation before changes are released into production.



NOTE

The visualizations do not show components with values in `Build time if`.

To warn the user, if there are components that are missing in the visualization, an information box is displayed above the visualization. See image below for examples. Therefore, use the original questionnaire view along with the visualizations to obtain a complete picture of the questionnaires and possible patient journeys

Medical content / Questionnaires / Triage / Headache / Visualization

Information
There are 8 statements which are not shown in the visualization, as it has value in the Build time if field

Headache

Exits

- Breaking exit
- eaConfirmContinueWithChild.ok
Level of care: Avbryt | Visit form: Hämvisä till Doktor24
- (properties.ENABLE_AGE_RESTRICT IDNS == true) AND (vars.childAge == 0 OR NOT confirmTurnedOne)
Level of care: Avbryt
- vars.childAge == 18
Level of care: Avbryt
- ownAge < 16 OR properties.age < 16 OR ourself1SorBelow
Level of care: Avbryt
- properties.ENABLE_AGE_RESTRICT IONS == true AND ourself1 AND (ownAge > 120 OR vars.age > 120)
Level of care: Avbryt
- temperature_above41
Urgency: Omedelbart | Capability: emergencyRoom, emergencyHotline | Visit form: Nämna ett förhållande

Legend

- Go-to
- Question
- Answer option
- Breaking exit
- Exit

Search terms

Section where search terms linked to the questionnaire are compiled. Click on the arrow to expand the section to view all search terms. Refer to the [Search terms \[88\]](#) section for further information.

Acne problems

Convert to local version Visualize

Hidden:

Medical content / Questionnaires / Triage / [Acne problems](#) Origin: manage24test Swedish Search

Name: acne

Description: Aknebesvär

Category: Skin and hair

Hide intro questions:

Hide final questions:

Hide in patient app:

Hide health profile:

Description searchable:

Save

Medical classification code

SNOMED
11381005

ICD10-SE
L70.9

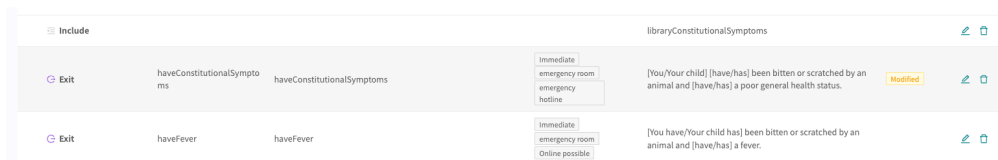
Type	Search term	Properties	Actions
	Search Terms		⊕

Type	Id	Condition	Exit Attribute	Content	Status	Actions
▶	Q	Pre-triage				⊕
▶	Q	Post-triage				⊕

Status

Questionnaire components can have three values in the status field.

- Local version = component only created for the partner.
- Modified = component has changed compared to Platform24's version.
- Empty = component has not been changed compared to Platform24's version.



The statuses are displayed partly in the questionnaire overview, but the Modified status is also displayed when a component is opened in any field that has been changed.



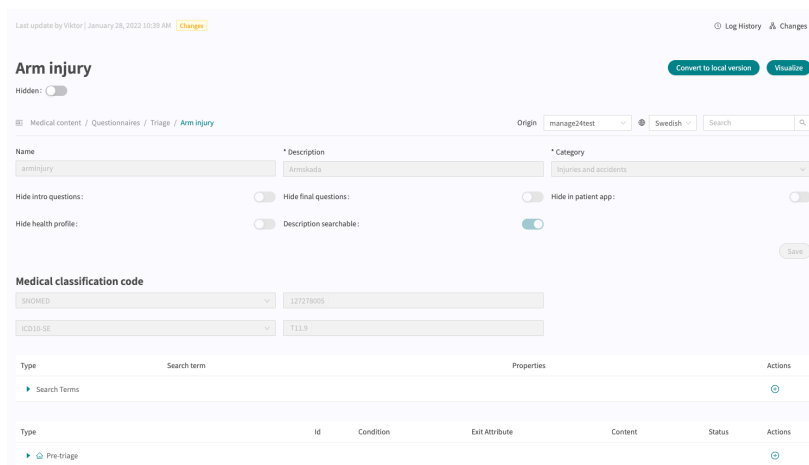
NOTE

If a default component (without changes) is dragged to another position in the questionnaire, a "Local version" of the component is created and the original component is deactivated and saved in its original position.

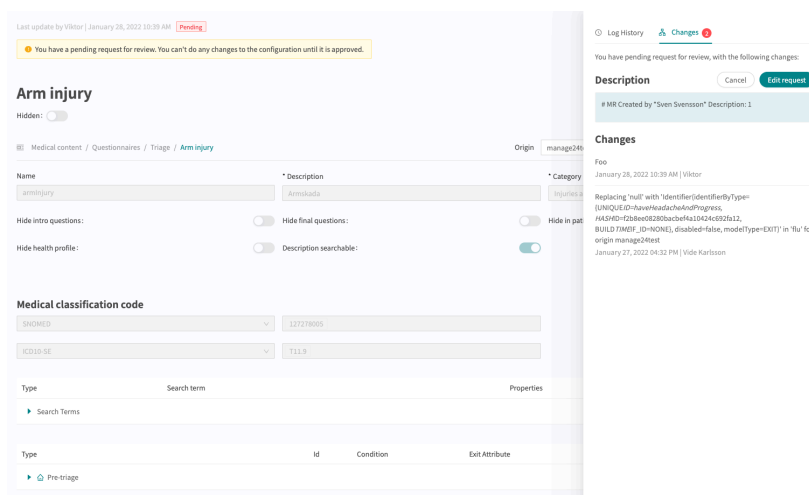
6.5. History, latest changes and testing

Latest update

Specifies which user has made the most recent change for the partner. If a status is not visible here, it is because changes have not been made since the last production release.

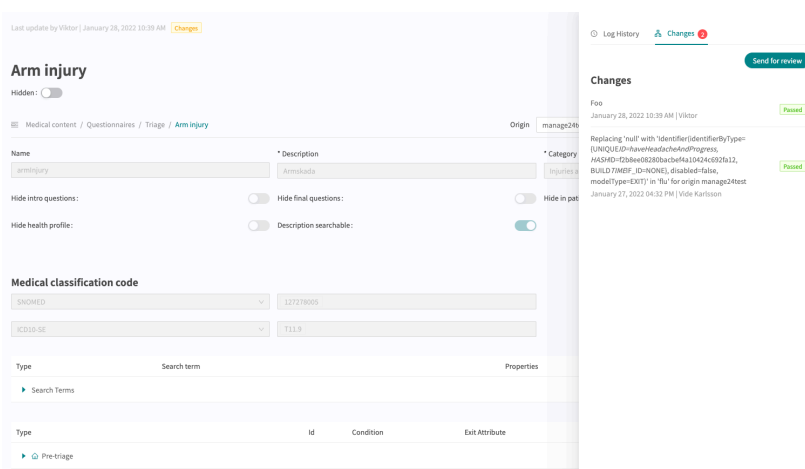
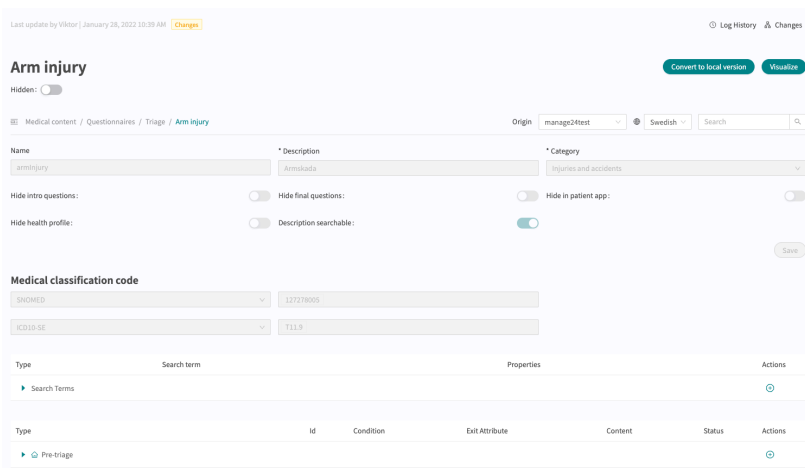


If the partner has an ongoing production release, it will be listed here and no further changes can be made until the production release is complete.

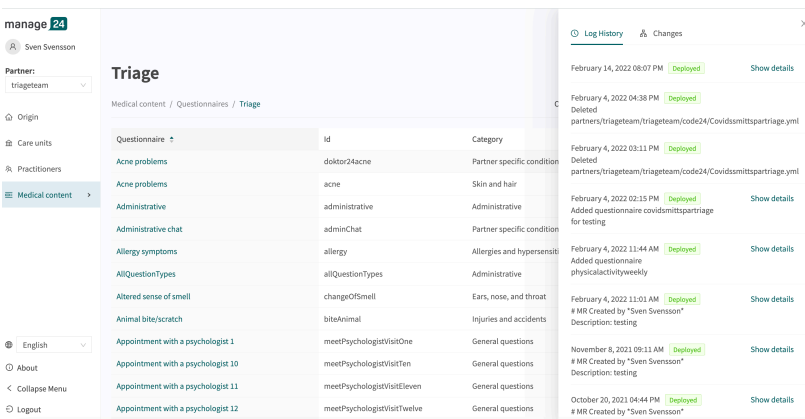


Log history, Changes, Send to test environment and Send for review

Any changes made for the partner since the last production release will be displayed in the list. What the change was, who made the change, what date and time and whether the change has been saved correctly can be seen under **Changes**. The number of changes is displayed and listed in the red box. The most recent changes are given a status that informs users if the changes have "Passed" or "Failed" when saving the change. It is always the most recent (at the top) change that is valid. If the top one has passed, all the underlying ones have also been saved correctly. If "Failed" is displayed for the three most recent changes, contact the implementation manager or support at Platform24 for further help.

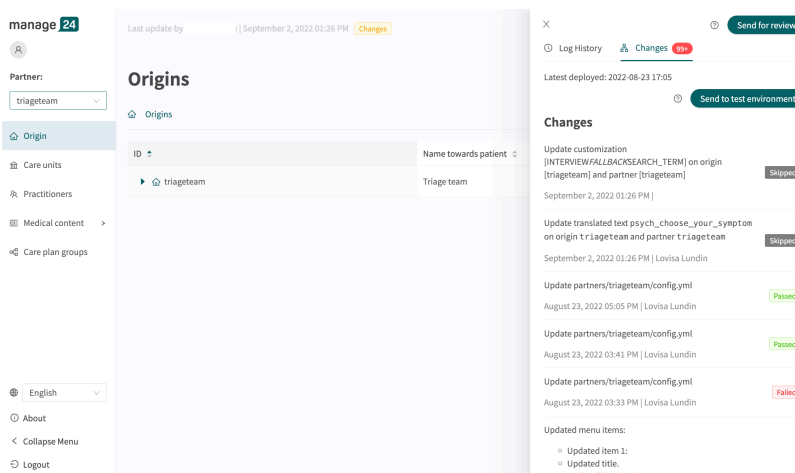


Information about previous production releases is available under the **Log history** tab. More information about what the production release involves (under **Show details**) is available here and status showing whether the production release was successful or not.

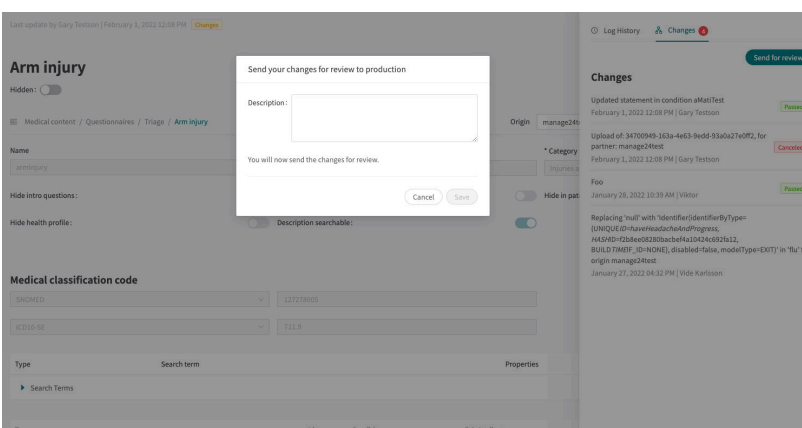
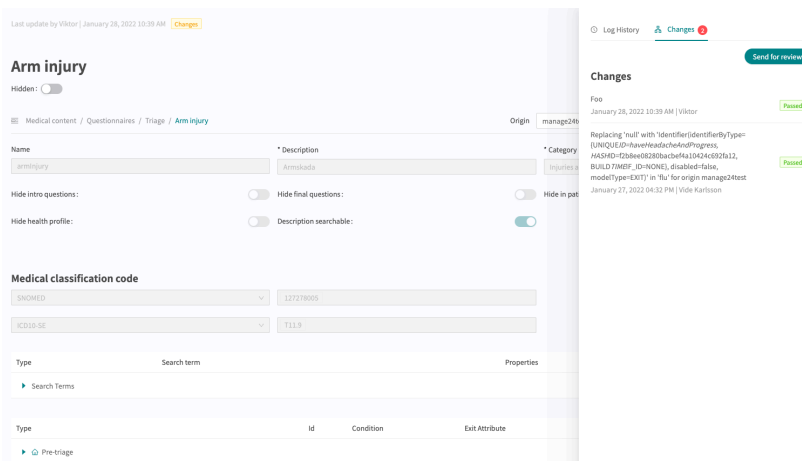


In order for changes in Content24/Manage24 to be updated in the demo application for the patient app and clinic (demo/test environment) one must actively upload the changes. When the button "Send to test environment" is green (within the Change log tab), there are new changes that can be sent out to the demo environment. To upload the changes made in Content24/Manage24, click on "**Send to test environment**". All the changes that were added since the last update to the demo environment will be sent out

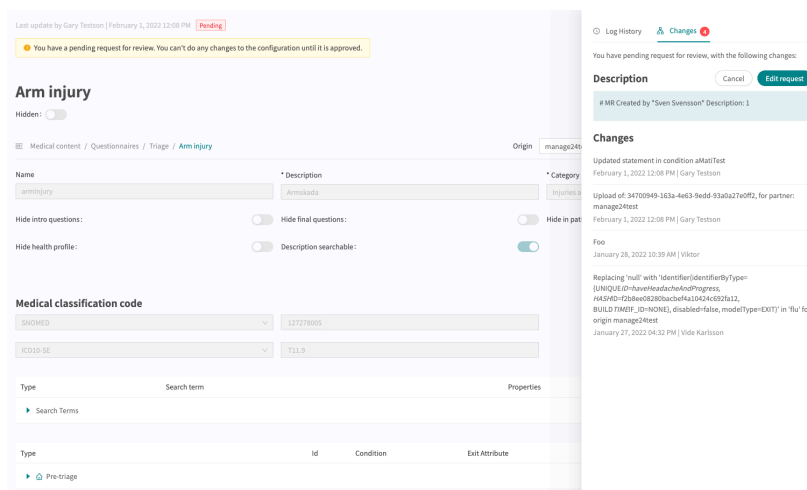
when clicking on that button. All updates that are listed under a change with “Passed” status have been successfully uploaded to the test environment. If the button “Send to test environment” is gray, there are no new updates to upload to the test environment.



To release the changes made for the partner into production, click on **"Send for review"**, describe what changes have been made and the required impact of the changes. Send the request and wait for the technical review to be completed and it has been released into production.




You can cancel the request by clicking **Cancel**, if a review of further changes has to be carried out for the partner.



6.6. Warnings

6.6.1. Overall warnings

A red exclamation mark  will appear next to the questionnaire title, if any changes have been made to the questionnaire which interrupt the logic. The exclamation mark will appear in the list showing all the questionnaires and at the specific component where the logic is interrupted. Information about the specific error is shown if you place the mouse pointer over the exclamation mark. This can for example be specifying an incorrect condition that does not exist. The images below show all views where the exclamation mark is shown

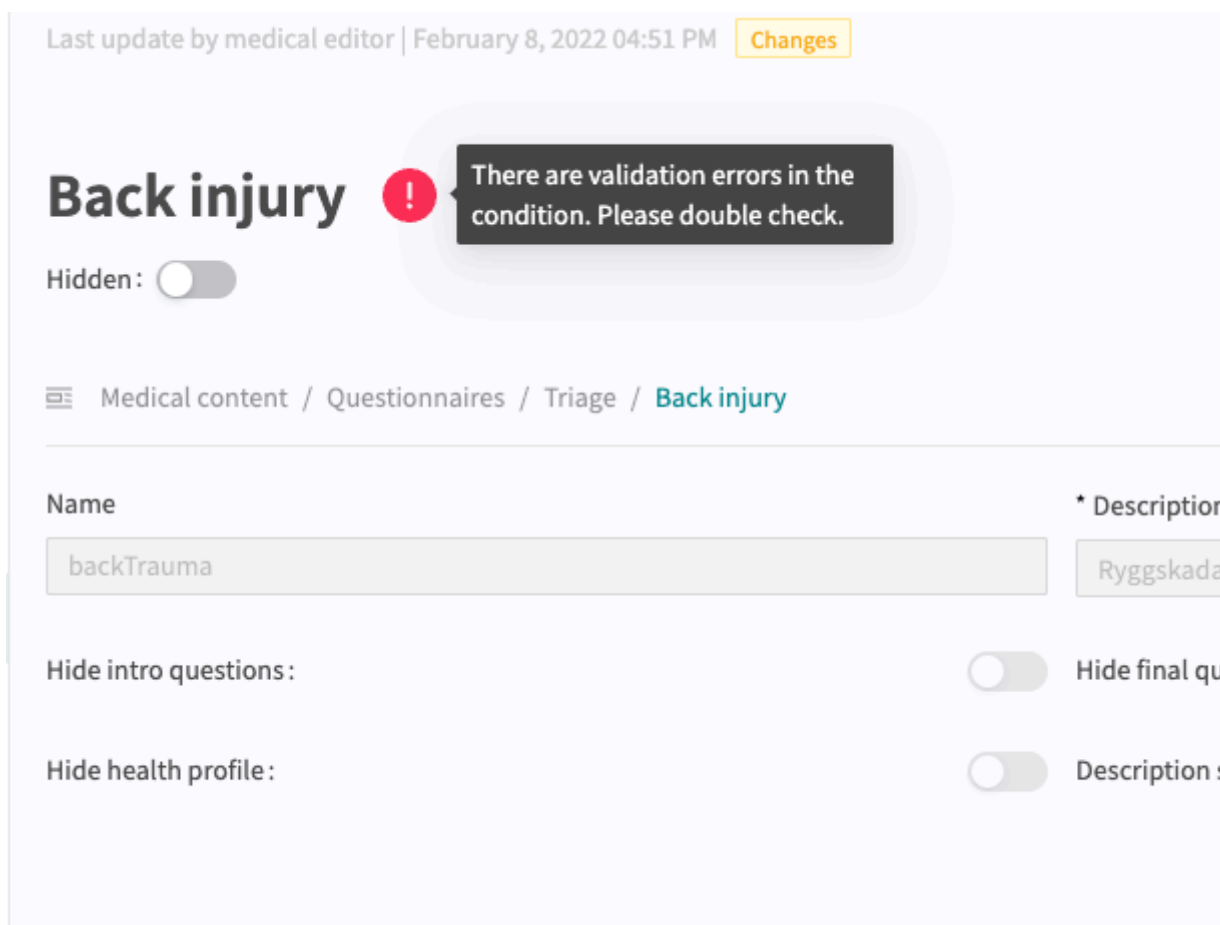
The image below shows the exclamation mark warning in the **Triage** view.



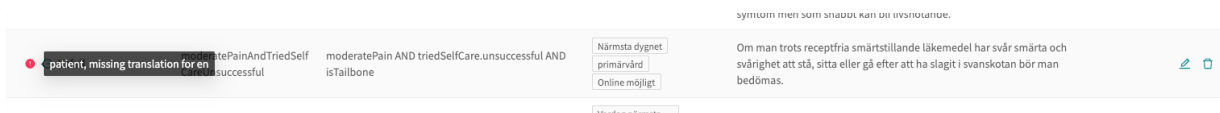
The image below shows the exclamation mark at the questionnaire where the logic is interrupted.

Childcare note	sickNoteChild	Administrative	False
 Chronic problems	chronic	General questions	False
Common cold	cold	Infections	False
Condition for testing	TestCondition	Administrative	False
Confusion	confusion	Psychological problems	False

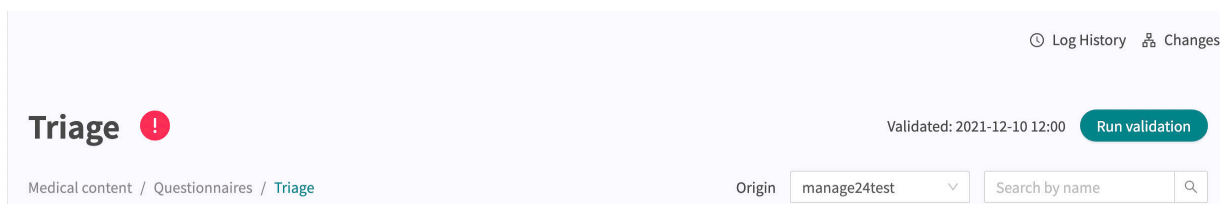
The image below shows the exclamation mark within a specific questionnaire.



The image below shows the exclamation mark at the specific component where the logic is interrupted.



To ensure the questionnaire does not contain any broken logic, always make sure that the questionnaire has no red exclamation marks and conduct thorough tests in the Patient app to rule out errors and patient risks. To trigger a new validation, press on the button “Run Validation”. “Run Validation” is done in the Triage view and starts a validation of all questionnaires.



6.6.2. Warning in the event of changes

If changes are made to conditions in the components’ exits and formulas as well as to urgency levels in exits, a warning message is displayed when saving the change. This is to remind users

that any changes have been made may result in a risk for patients. The warning appears each time changes have been made to the conditions and urgency levels in each component.

The screenshot shows a web-based form for editing an 'Exit' record. At the top left, the word 'Exit' is followed by a red flag icon and a yellow 'Modified' tag. The top right corner shows a language dropdown set to 'English'. The form is divided into several sections:

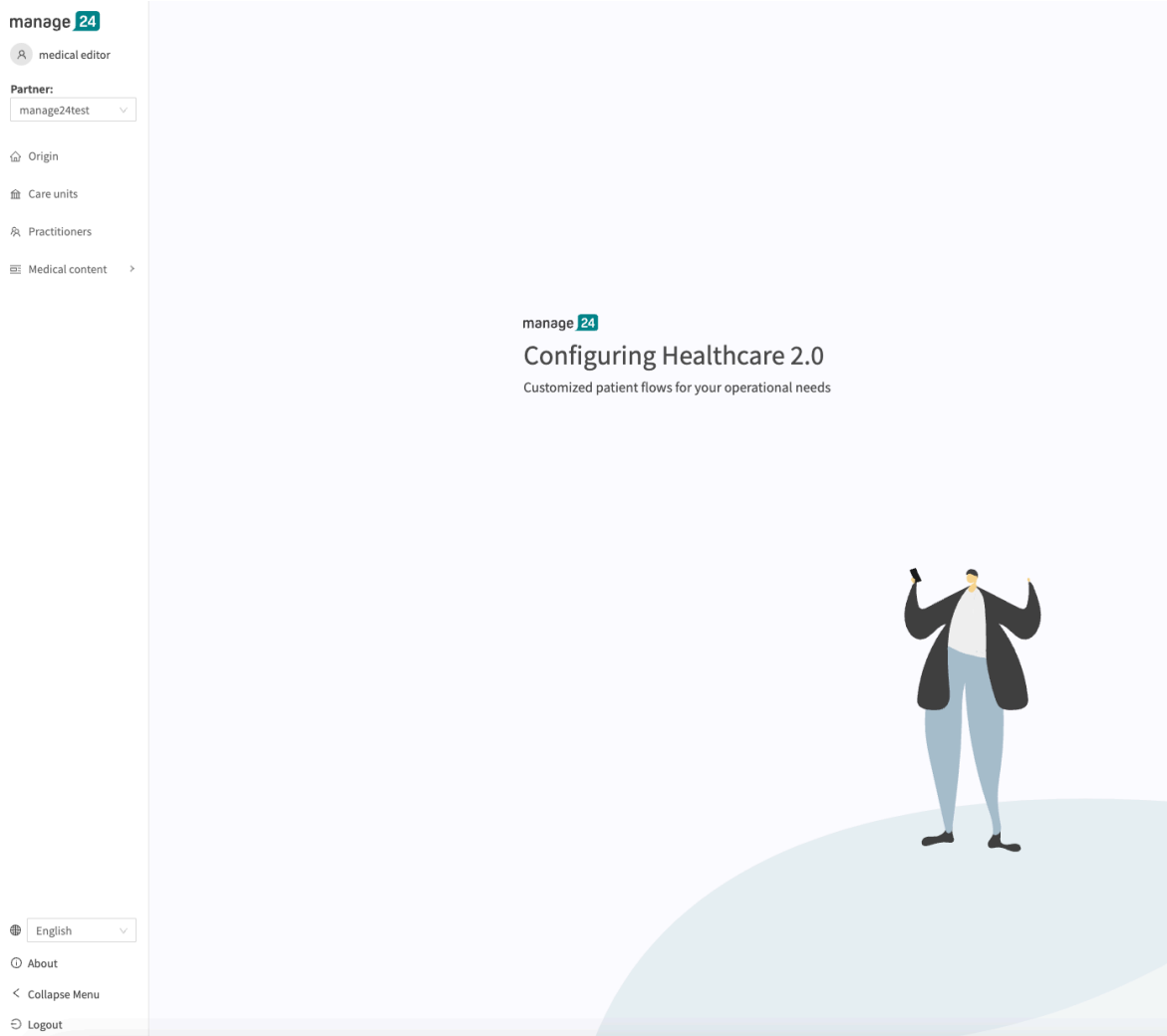
- Exit ID:** A text field containing 'highEnergyTrauma'.
- Type of exit:** A dropdown menu with 'Recommendation' selected.
- Condition:** A text field containing 'highEnergyTrauma'.
- Patient text:** A text area containing 'High energy trauma can cause internal damage that is not always noticeable in the beginning, but can'. A yellow 'Modified' tag is next to it.
- Recommendation:** A text area containing 'The recommendation'. A yellow 'Modified' tag is next to it.
- Build time if:** An empty text field.
- Choose first [] alternative if:** An empty text field.
- Practitioner Exit Care Advice:** A rich text editor with icons for list, bullet, bold, italic, and link.
- Medical classification code:** Two rows of dropdown menus. The first row has 'SNOMED' and '712893003'. The second row has 'ICD10-SE' and 'M54.5'.
- Exit Attribute:** A section with the instruction 'At least one field must be selected'. It contains several dropdown menus: 'Urgency' (Acute), 'Priority' (empty), 'Visit form' (Offline), 'Level of care' (Emergency, with a yellow 'Modified' tag), 'Resource' (empty), and 'Capability' (emergency hotli...). Below these are links for '* Mandatory field' and '* Partner specific value', and a 'Restore to default' button.

A warning dialog box is overlaid on the bottom right of the form. It has a yellow warning icon and the text: 'Your changes could cause patient risk. Are you sure you want to save?'. Below this text is a bulleted list: '• Changing urgency'. At the bottom right of the dialog are 'Cancel' and 'OK' buttons. At the bottom of the form, there are 'Cancel' and 'Save' buttons.

6.7. Languages

Questionnaires can be created and provided to a patient in several different languages. The languages agreed on to use in Platform24 will be displayed and selectable for the various Content24 components.

1. Start by selecting which language to use in Manage24 in the lower left corner.



- 2. To edit a questionnaire in another language, select the language in the overview to change the language in language-dependent fields (e.g. the field **Description**).

manage24

Medical Editor

Partner: manage24test

Origin

Care units

Practitioners

Medical content

Last update by Medical Editor | February 14, 2022 04:42 PM Changes

Log History Changes 5

Arm injury

Hidden:

Medical content / Questionnaires / Triage / Arm injury

Origin: manage24test

Language: English (dropdown menu open showing Swedish and English)

Name: armInjury

Description: Arm injury

Category: Injuries and accidents

Hide intro questions: Hide final questions: Hide in patient app:

Hide health profile: Description searchable:

Save

Medical classification code

SNOMED: 127278005

ICD10-SE: T11.9

Type	Search term	Properties	Actions
▶	Search Terms		⊙

Type	Id	Condition	Exit Attribute	Content	Status	Actions
▶	Pre-triage					⊙

English (dropdown menu)

About

Collapse Menu

Logout

+

- To change the language in a component, for example when editing a **Question**, click on the field and select the language in which the text should be displayed.



NOTE

The application texts will be displayed in the languages selected in step 1, but the **Question** content will be displayed in the selected language in this step.

6.8. Deleting and undoing component changes



Questionnaires cannot be completely deleted. They can however be deactivated in the patient app by setting them to **"Hidden"** (refer to the [Overview \[24\]](#) section for more information) or **"Hide in patient app"** (refer to [Metadata \[26\]](#) section for more information).














6.8.1. Deleting and recalling components



WARNING











Removing a component can pose a patient-safety risk unless a careful analysis of the effects is performed. Make sure to test any changes made and identify any ensuing changes required to ensure patient-safe flows.

The components (e.g., questions, exits, formulas, etc.) in a questionnaire can be deleted/removed to adapt the questionnaire to a partner's operations. Click on the "Rubbish bin"  icon next to the "Pen"  icon to delete a component.

Type	Id	Condition	Exit Attribute	Content	Status	Actions
▼ Pre-triage						
☰ Go to another questionnaire		infant		notYetForInfants		 
🕒 Question	previousDiagnosis			[Have/Has] [you/your child] ever been diagnosed with asthma?		 
🕒 Question	ongoingRespiratory			[Do you/Does your child] currently have breathing problems?		 
☰ Go to another questionnaire		NOT previousDiagnosis AND ongoingRespiratory		breathing		 
🕒 Question	respiratory	previousDiagnosis AND ongoingRespiratory		How severe are [your/your child's] breathing problems?		 
🕒 Question	criticalRespiratory	respiratory.severe		Are [your/your child's] breathing problems so severe that [you/he or she] [are/is] experiencing pronounced shortness of breath/breathlessness?		 


🟡 Sure to delete?

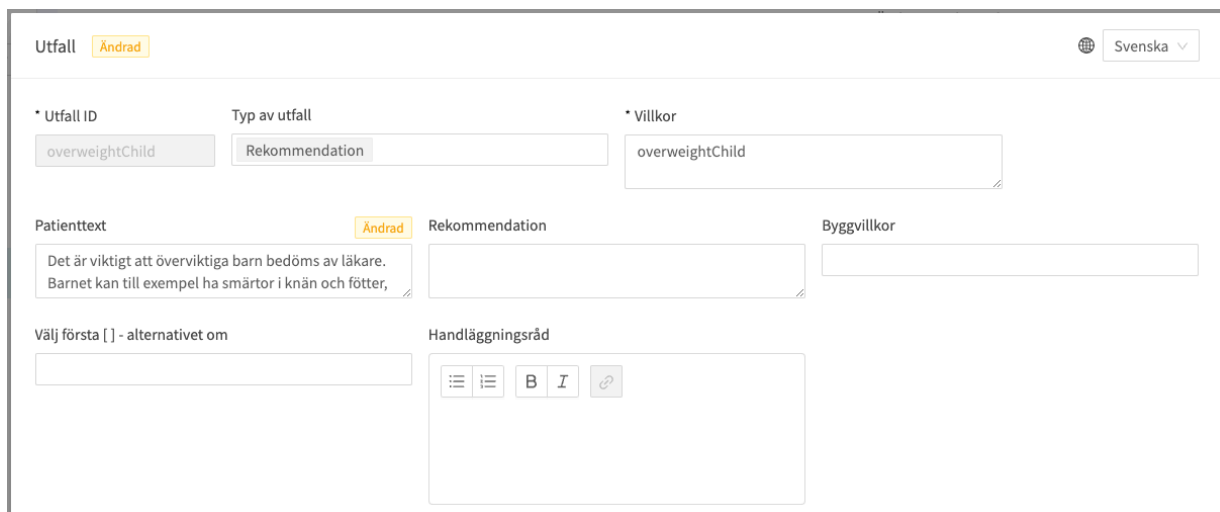
Questionnaires that do not have **Local version** status and components in these questionnaires that do not have **Local version** status will, despite being removed, remain in the questionnaire. They will however be greyed out and not be active in the questionnaire. These removed components can be recalled by clicking on the **arrow**.


Type	Id	Condition	Exit Attribute	Content	Status	Actions
▼ Pre-triage						
☰ Go to another questionnaire		infant		notYetForInfants		 
🕒 Question	previousDiagnosis			[Have/Has] [you/your child] ever been diagnosed with asthma?		 
🕒 Question	ongoingRespiratory			[Do you/Does your child] currently have breathing problems?		 
☰ Go to another questionnaire		NOT previousDiagnosis AND ongoingRespiratory		breathing		 
🕒 Question	respiratory	previousDiagnosis AND ongoingRespiratory		How severe are [your/your child's] breathing problems?	Modified	





6.8.2. Undoing component changes

When a component change has been made in questionnaires that do not have `Local version` status, a **Modified** icon will be displayed by the component in the questionnaire overview and if

the component is opened (via the **Pen** ) , status will also be displayed by the fields that have been changed.



If for any reason, users no longer require the changes, they can choose to restore a component to its standard version (i.e., as the component was when the questionnaire was delivered from Platform24). Click on the **Rubbish bin**  by the component (this only removes the change) in the overview or click on **"Reset to default"** inside the component.

 Exit	overweightAdultAndTriedSelfCareWithoutSuccess	overweightAdult AND triedSelfCareWithoutSuccess	Planned general practice Online possible	If you have tried losing weight by altering your dietary habits and exercise, but not been successful, you may need support and advice for losing weight.	 Sure to delete? Cancel OK
 Exit	overweightAdult	overweightAdult	Wait Online possible övervikt-och-fetma	You are suffering from being overweight and have not tried self-care.	Modified 

Exit Modified English

* Exit ID: overweightChild Type of exit: Recommendation * Condition: overweightChild

Patient text Modified Recommendation Build time if

It is important for children who are overweight to be assessed by a doctor. The child may, for example, be

Choose first [] alternative if

Exit Care Advice

Medical classification code

SNOMED 238131007

ICD10-SE E66.8

Exit Attribute

At least one field must be selected

Urgency: Planned Priority: Visit form: Online possible x Level of care: Resource: Capability: general practice x

* Mandatory field * Partner specific value

Restore to default Cancel Save

7. Grouping and using questionnaires and self-care information

7.1. Libraries

Libraries contain questionnaire components that are often used and which can be reused in many of the questionnaires in the medical content. These are grouped in different **Libraries**.



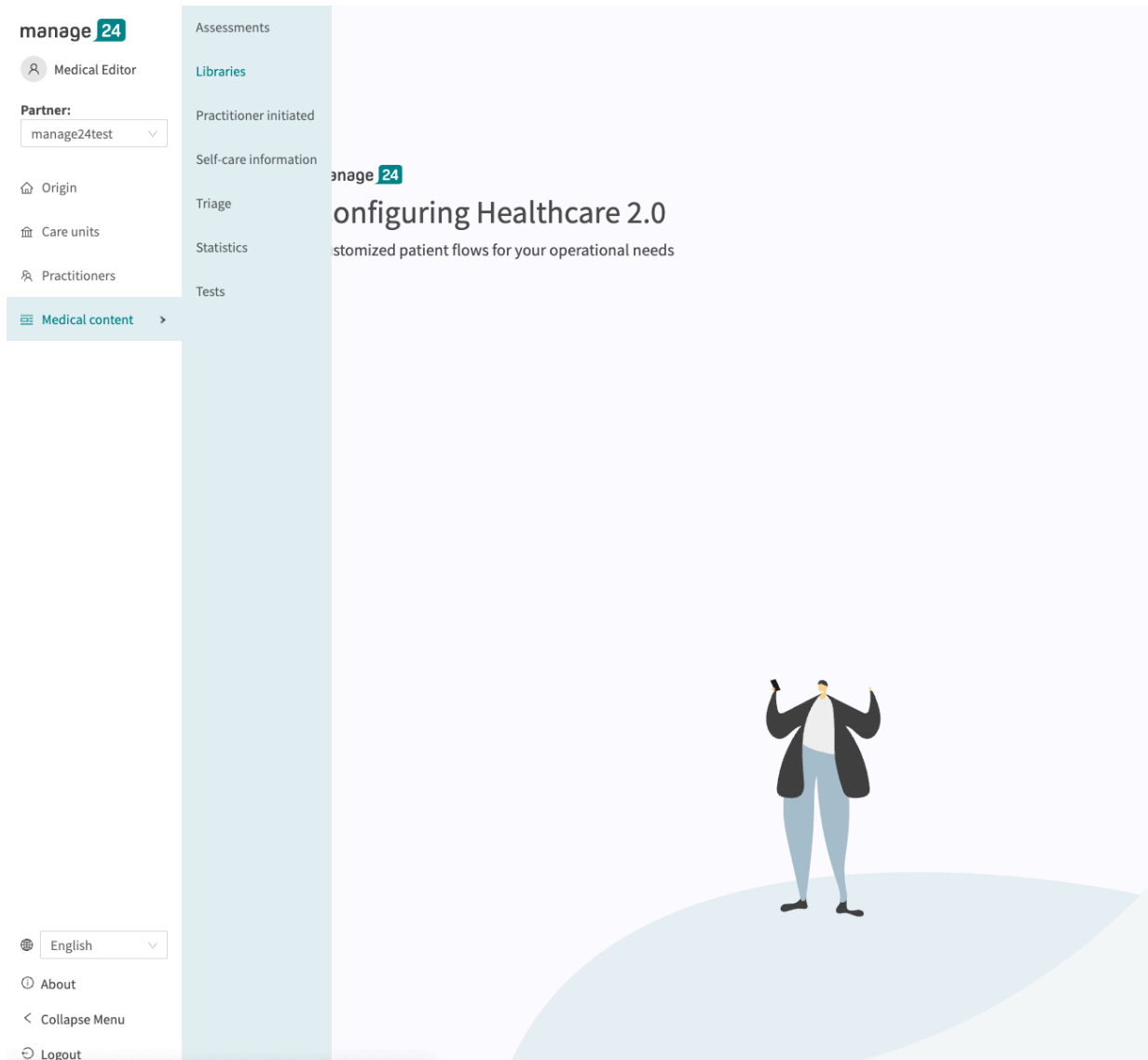
WARNING

If a change is made in a **Library**, the change will affect all questionnaires where the **Library** is used. Consider therefore carefully when editing.

7.1.1. Editing existing libraries

In the existing medical content, there are pre-defined libraries that are used in the medical content questionnaires. It is possible to edit the existing libraries, but be aware that many of the existing libraries and their contents are already used in questionnaires in this solution, and if a library is changed, this will also affect any questionnaires that use that particular library.

To access **Libraries**, move the cursor over "Medical content" and click on the "Libraries" menu option.



Search for the libraries to be edited and/or click on the libraries to be edited. Each library is displayed with its description (under the **Questionnaire** column), **Id** and **Category**. All libraries have the **Library** category.

manage 24
Last update by Medical Editor | February 15, 2022 08:54 AM Changes
Log History ⚙️ Changes 7

Medical Editor

Partner: manage24test

Origin

Care units

Practitioners

Medical content >

English

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Libraries



Medical content / Questionnaires / Libraries

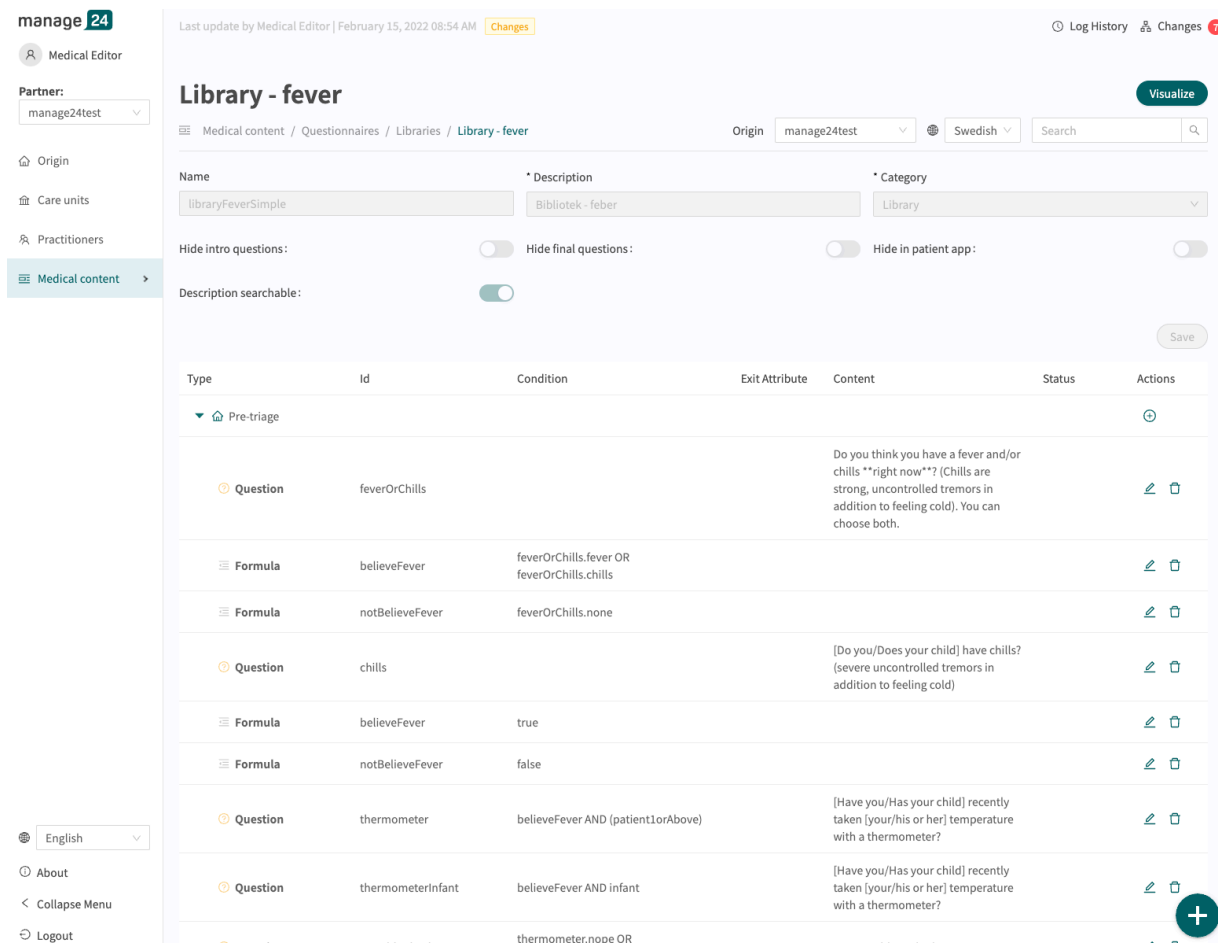
Validated: 2022-02-14 20:35 Run validation

Origin manage24test Search by name

Questionnaire ↑	Id	Category	Status
Library - acute breathing problems	libraryAirwaysBreathing	Library	
Library - acute coronary syndrome	libraryACS	Library	
Library - anal pain	libraryAnalPain	Library	
Library - Audit	libraryAuditFullVersion	Library	
Library - Audit-C	libraryAuditC	Library	
Library - Auditlastquestions	libraryAuditPart2	Library	
Library - Blood clot	libraryJointMuscleThrombus	Library	
Library - Blood clot in vein	libraryDeepVeinThrombus	Library	
Library - COVID-19 PCR test prioritised sectors	libraryCovidPCR	Library	
Library - COVID-19 serology	librarySerologyBooking	Library	
Library - drug screening	libraryDrugScreening	Library	
Library - Dudit	libraryDudit	Library	
Library - fever	libraryFeverSimple	Library	
Library - fever for a period of time	libraryFever	Library	
Library - flu	libraryFlu	Library	
Library - focal neurological symptoms	libraryFocalNeurologicDeficits	Library	
Library - frequently recurring questions	library	Library	
Library - GAD-7	libraryGAD7	Library	
Library - generally unwell	libraryConstitutionalSymptoms	Library	
Library - glucose and ketones in the blood	libraryGlycemiaAndKetones	Library	
Library - Health profile COVID-19 vaccinations	libraryVaccinHealthcareProfile	Library	
Library - Hemorrhoids	libraryHemorrhoids	Library	

+

In the existing questionnaire, the existing components can be edited by clicking on the **pen**  to the right of each component. Click on the plus  in the section (in this case **Pre-triage**) to add additional components and select which component to add.




The screenshot shows the 'Library - fever' configuration page. The top left sidebar includes 'Medical Editor', 'Partner: manage24test', and a menu with 'Medical content' selected. The main area has a breadcrumb 'Medical content / Questionnaires / Libraries / Library - fever' and a 'Visualize' button. Below this are fields for 'Name' (libraryFeverSimple), 'Description' (Bibliotek - feber), and 'Category' (Library). There are also toggle switches for 'Hide intro questions', 'Hide final questions', 'Hide in patient app', and 'Description searchable'. A table lists components with columns for Type, Id, Condition, Exit Attribute, Content, Status, and Actions. A plus icon is highlighted in the bottom right corner of the table.

Type	Id	Condition	Exit Attribute	Content	Status	Actions
Pre-triage						
Question	feverOrChills			Do you think you have a fever and/or chills **right now**? (Chills are strong, uncontrolled tremors in addition to feeling cold). You can choose both.		
Formula	believeFever	feverOrChills.fever OR feverOrChills.chills				
Formula	notBelieveFever	feverOrChills.none				
Question	chills			[Do you/Does your child] have chills? (severe uncontrolled tremors in addition to feeling cold)		
Formula	believeFever	true				
Formula	notBelieveFever	false				
Question	thermometer	believeFever AND (patient1orAbove)		[Have you/Has your child] recently taken [your/his or her] temperature with a thermometer?		
Question	thermometerInfant	believeFever AND infant		[Have you/Has your child] recently taken [your/his or her] temperature with a thermometer?		
		thermometer.nope OR				

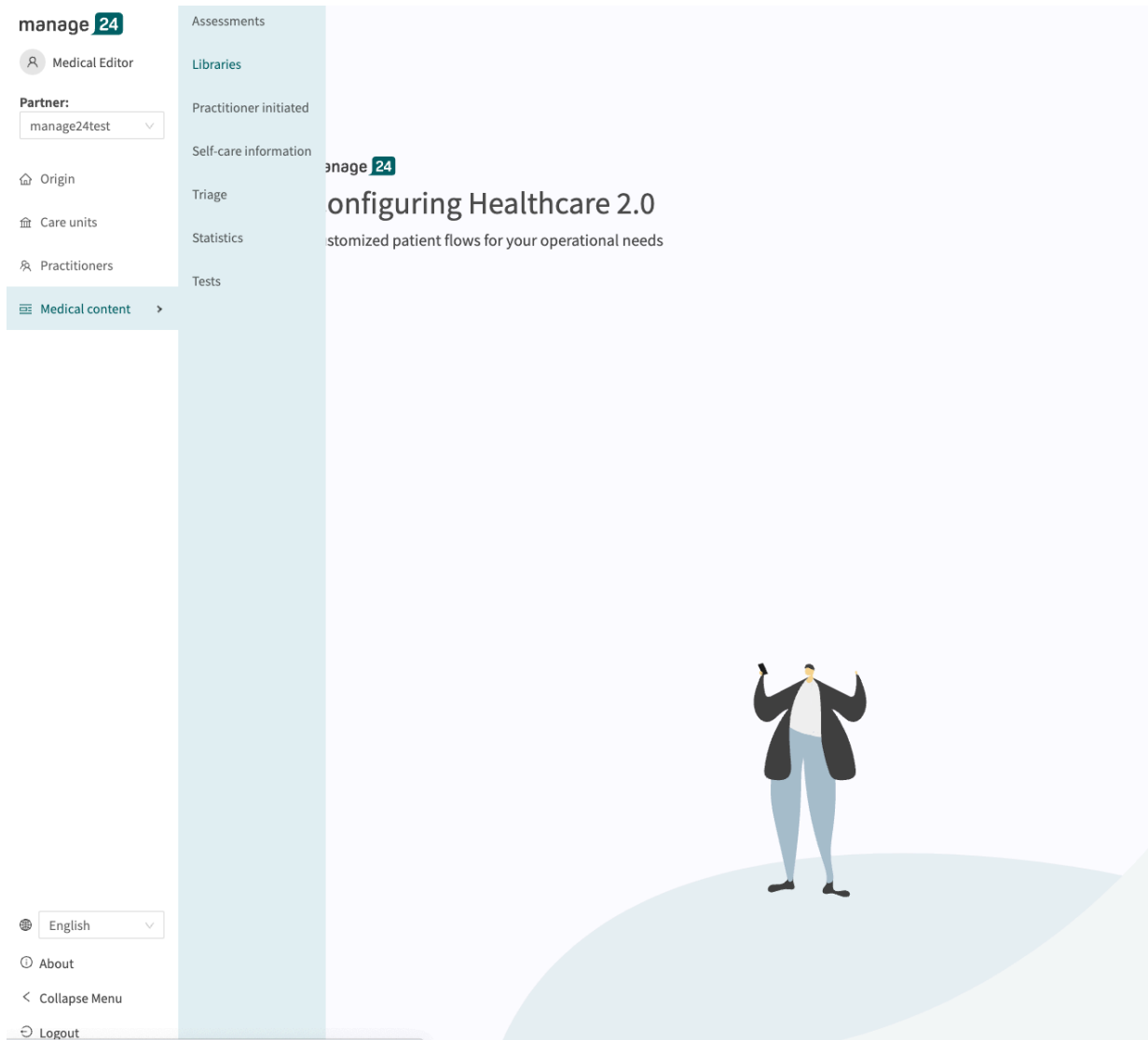
When editing existing libraries, it is not possible to edit a questionnaire's basic information (meta-data [87]).

If users wish to edit metadata (for example, the description of the library), refer to the [Replacing Existing Libraries \[54\]](#) section.

7.1.2. Creating new libraries

To create a new library, go to the **Libraries** section under the "Medical content" menu and click on the plus  icon in the lower right corner.

Click **“Save”**. The questionnaire will automatically be given the **“Library”** category and this cannot be edited.



manage24

Medical Editor

Partner: manage24test

Origin: manage24test

Search by name

Validated: 2022-02-14 20:35 [Run validation](#)

Medical content / Questionnaires / Libraries

Questionnaire	Id	Category	Status
Library - acute breathing problems	libraryAirwaysBreathing	Library	
Library - acute coronary syndrome	libraryACS	Library	
Library - anal pain	libraryAnalPain	Library	
Library - Audit	libraryAuditFullVersion	Library	
Library - Audit-C	libraryAuditC	Library	
Library - Auditlastquestions	libraryAuditPart2	Library	
Library - Blood clot	libraryJointMuscleThrombus	Library	
Library - Blood clot in vein	libraryDeepVeinThrombus	Library	
Library - COVID-19 PCR test prioritised sectors	libraryCovidPCR	Library	
Library - COVID-19 serology	librarySerologyBooking	Library	
Library - drug screening	libraryDrugScreening	Library	
Library - Dudit	libraryDudit	Library	
Library - fever	libraryFeverSimple	Library	
Library - fever for a period of time	libraryFever	Library	
Library - flu	libraryFlu	Library	
Library - focal neurological symptoms	libraryFocalNeurologicDeficits	Library	
Library - frequently recurring questions	library	Library	
Library - GAD-7	libraryGAD7	Library	
Library - generally unwell	libraryConstitutionalSymptoms	Library	
Library - glucose and ketones in the blood	libraryGlycemiaAndKetones	Library	
Library - Health profile COVID-19 vaccinations	libraryVaccinHealthcareProfile	Library	
Library - Hemorrhoids	libraryHemorrhoids	Library	

English

About

Collapse Menu

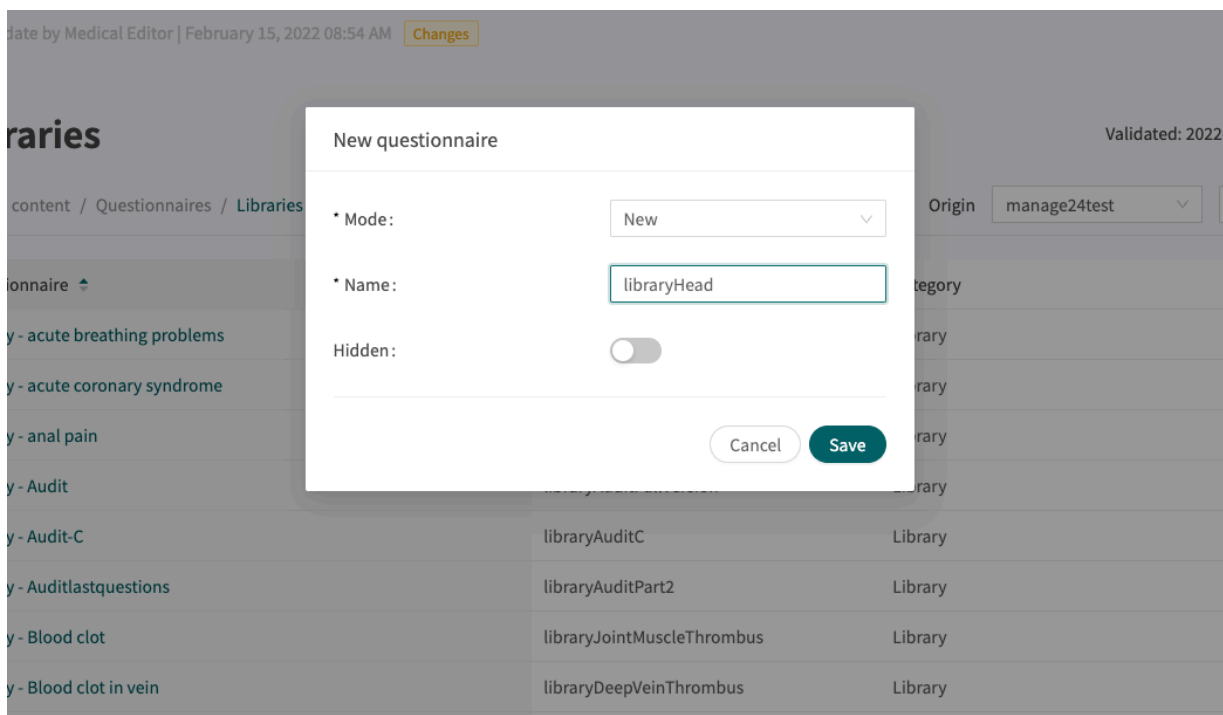
Logout

Select "**New**" and enter an **Id (Name)** for the new library file.

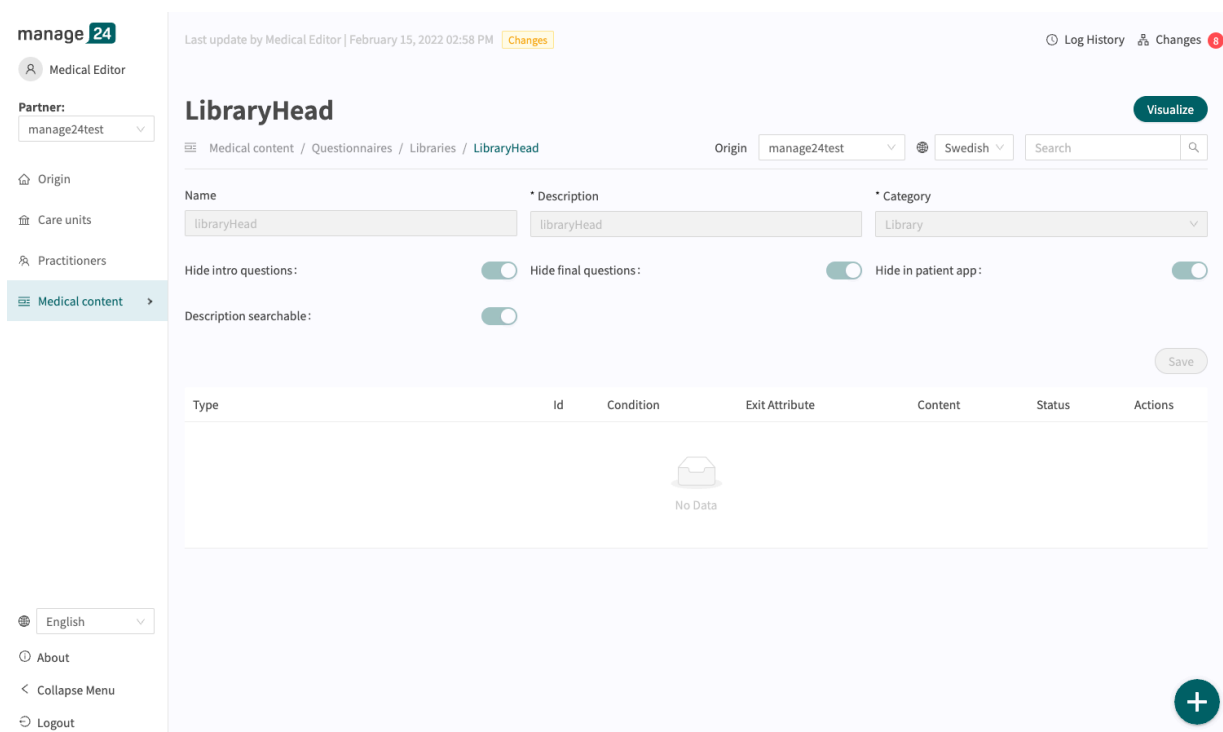
The **ID** needs to be in English and may contain the following characters (no special characters):

- a-z
- A-Z
- 0-9

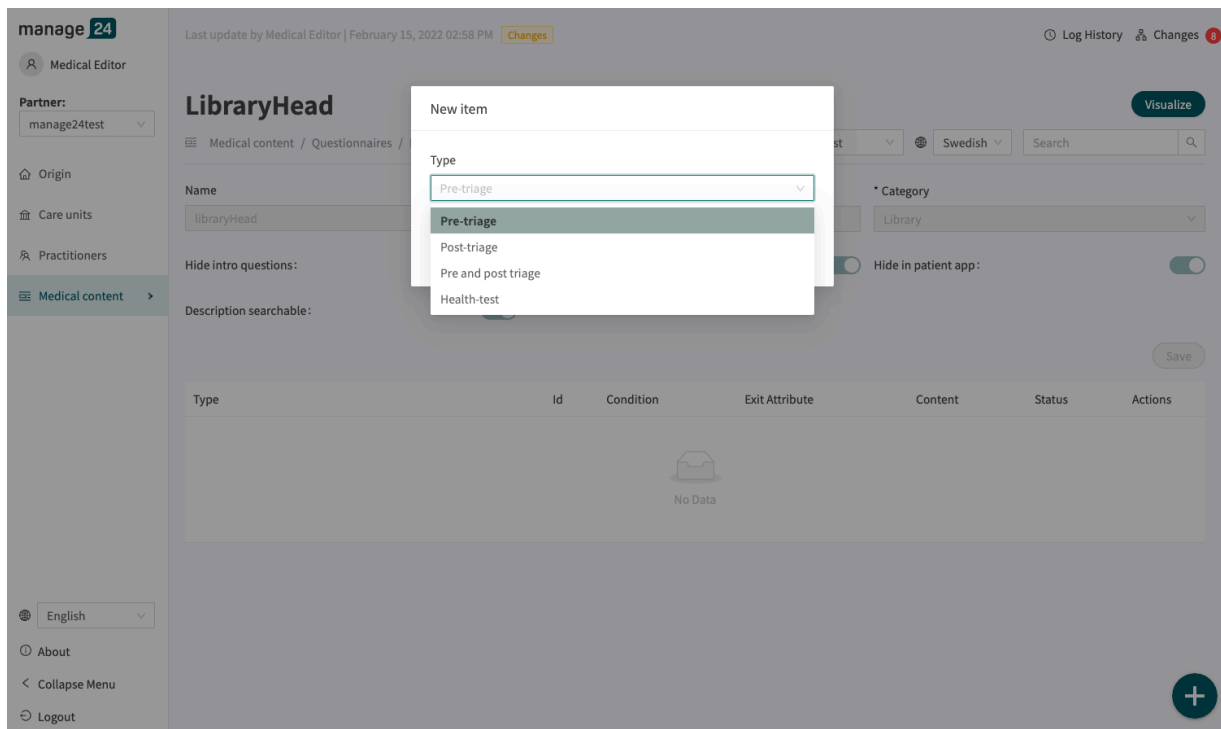
Click **“Save”**. The questionnaire will automatically be given the **“Library”** category and this cannot be edited.



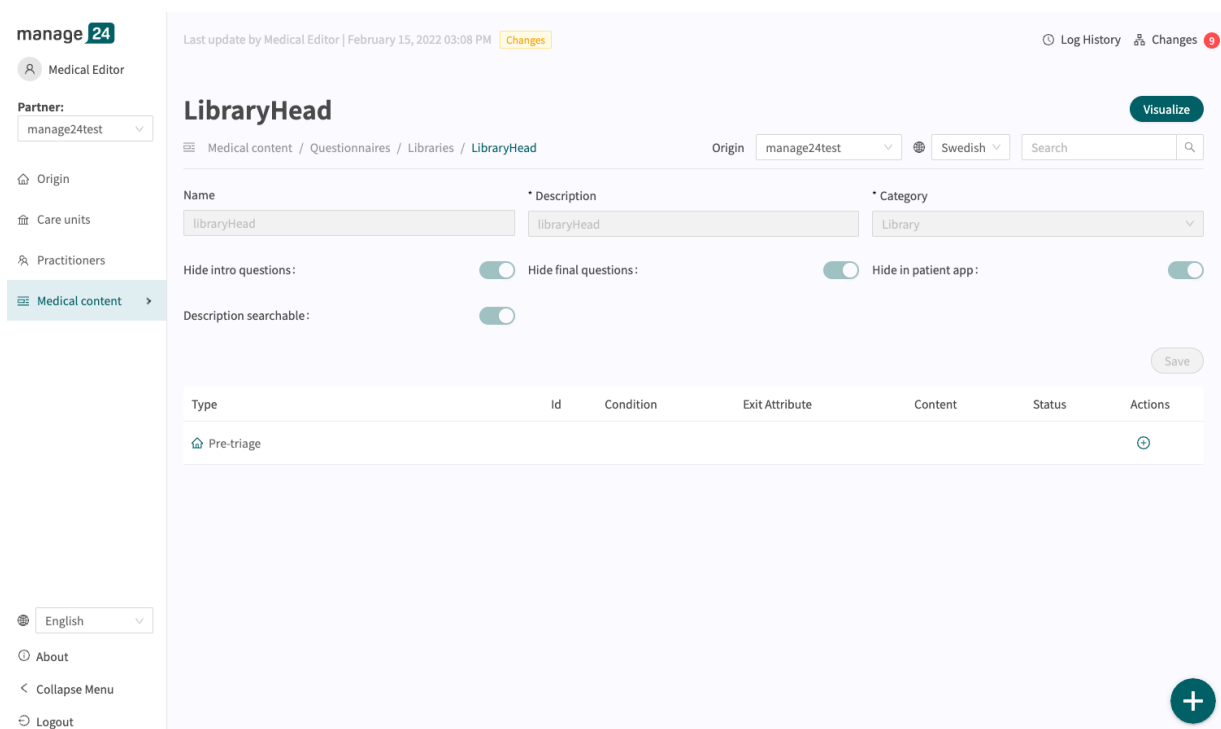
When a new library has been created, it opens directly. **Library metadata** is set automatically to ensure they have the correct settings.



New sections can be added to the library by clicking the plus **+** button again in the lower right corner, when you are inside the questionnaire. Here you can choose which section you want to add, you can add a section for each type. Select the section and click **Save**.



Components can then be added to the section by clicking the plus **+** sign in the section in which the component is to be added.



Select in the first **Type** field the type of component to add. Based on component selection, it will be possible to fill in different fields.

New item English

Type
Question

* Id * Type Category Build time if Condition
 Single choice

* Question Medical term Choose first [] alternative if

Information Explanation title Explanation text

Show negative answer in Clinic (none/nope)

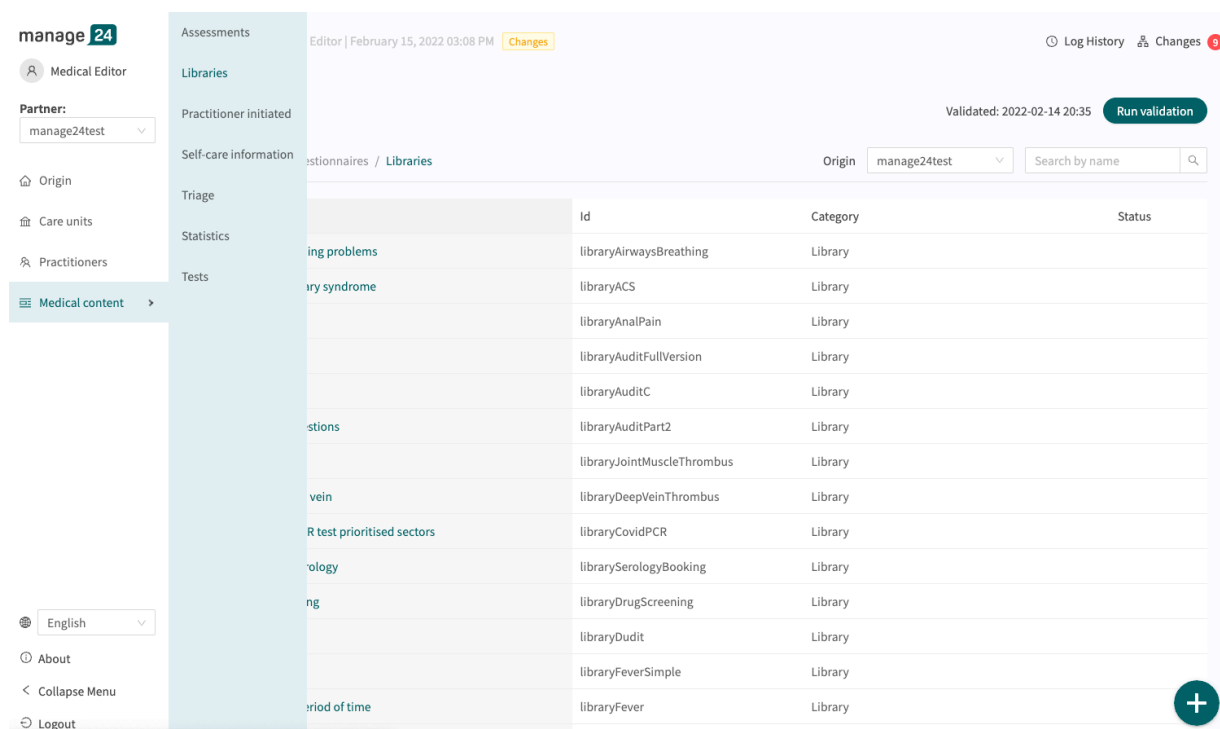
* Response options
[+Add response](#)

Cancel Save

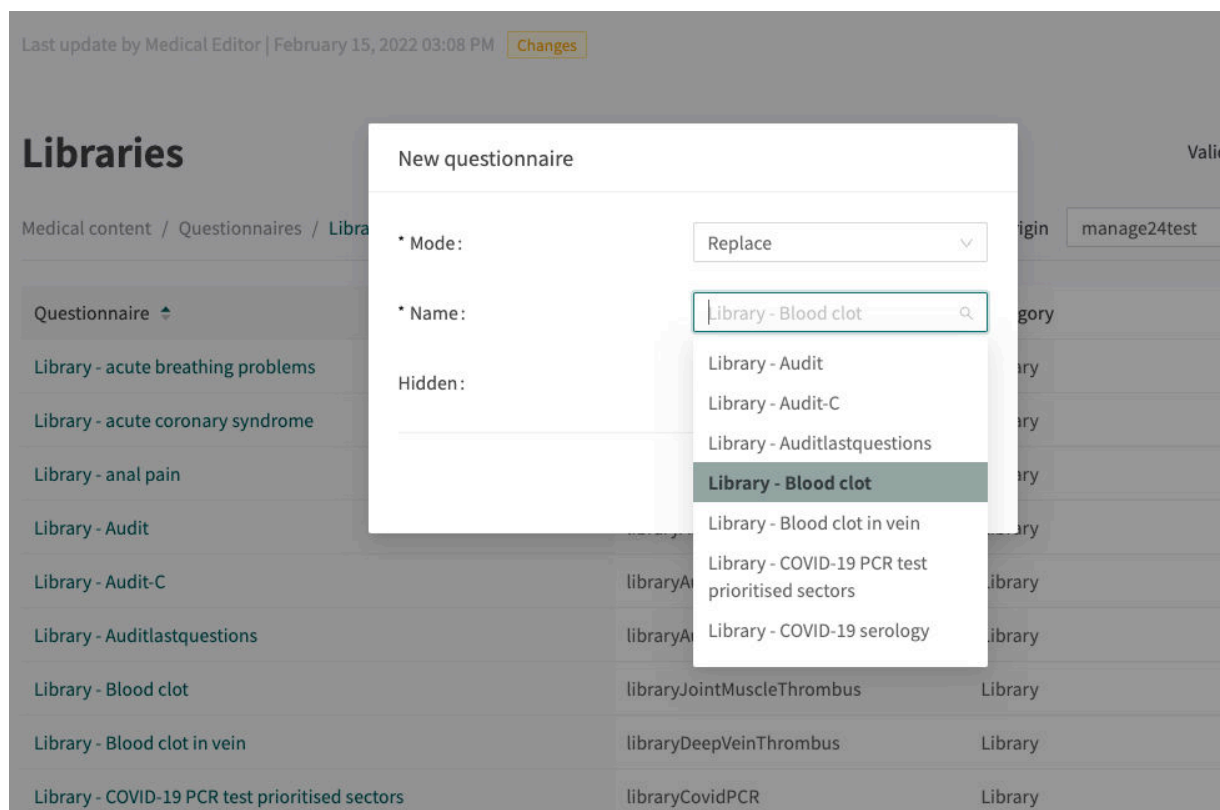
Fields that are mandatory to fill in are marked with an asterisk (*). Click **Save** when the component is complete. The new component will be displayed at the bottom of the selected section. You can drag the new component in the list to sort the order.

7.1.3. Replacing existing libraries

To replace an existing library, go to the **Libraries** section, click on the plus **+** icon in the lower right corner.



Select "**Replace**" in the **Mode** drop-down list, and then select which library to replace.



Replacing a questionnaire means copying the entire questionnaire, reusing the same **Id** and the content is copied, but the questionnaire is given **Local copy** for the partner status, meaning that the partner takes full responsibility for further development of the questionnaire.

In order to replace an existing library, changes cannot be made in the library (the questionnaire cannot have **Modified** status and all changes carried out by the partner must be deleted (via **delete**).

7.2. Self-care information

Consists of self-care information provided to patients after triage, if the patient has been triaged to self-care information with a **wait** urgency level. There is self-care information that is included from Platform24 and which is referred to as **default**. It is possible to add new self-care information or replace existing self-care information if required. Self-care information can be linked to a triage exit if the **wait** exit attribute is selected. Refer to the [Exits \[100\]](#) section.

7.2.1. Existing self-care information

The default self-care information is provided by *MediBas*, with whom Platform24 has an agreement. These cannot be edited, but can be used by the healthcare practitioners without extra cost. If the healthcare practitioner wishes to add a new language to existing self-care information, this can be done under each self-care information section.



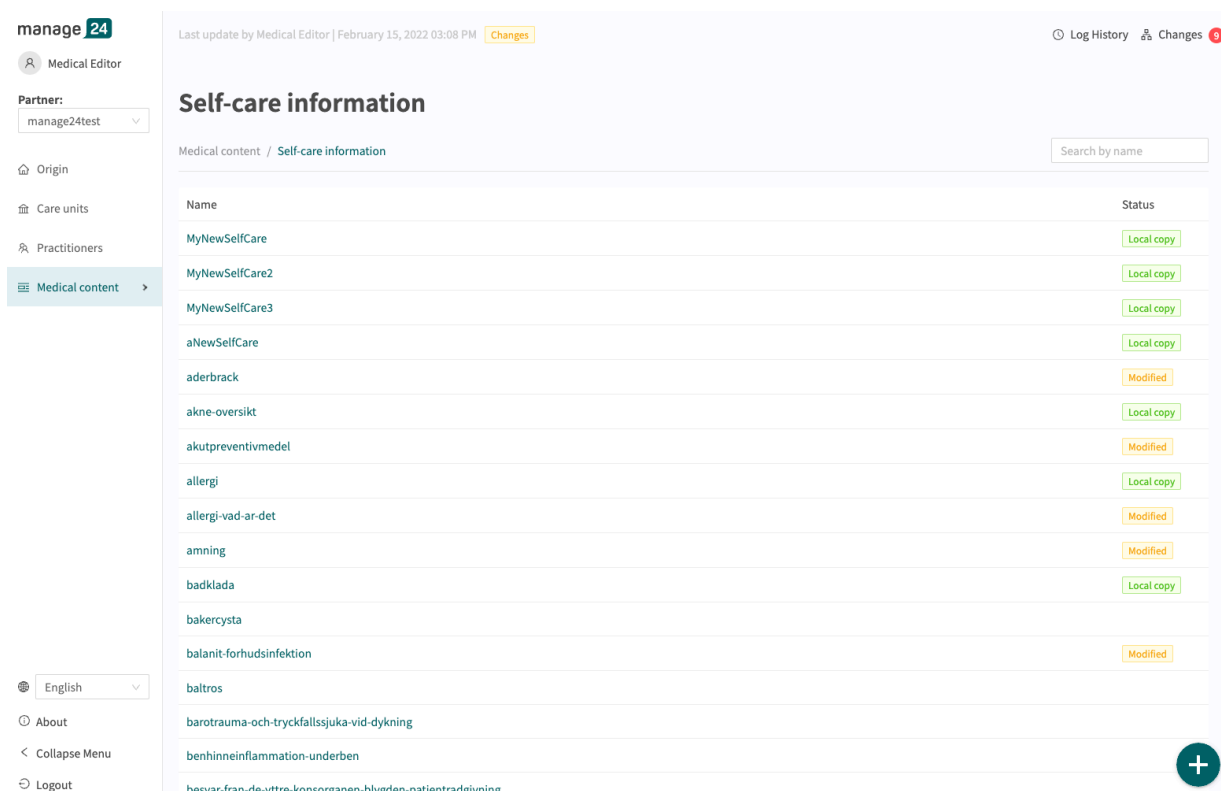
NOTE

If more languages are to be supported, this option must be added in the setting **Customization** for key **Available Languages** for this origin.

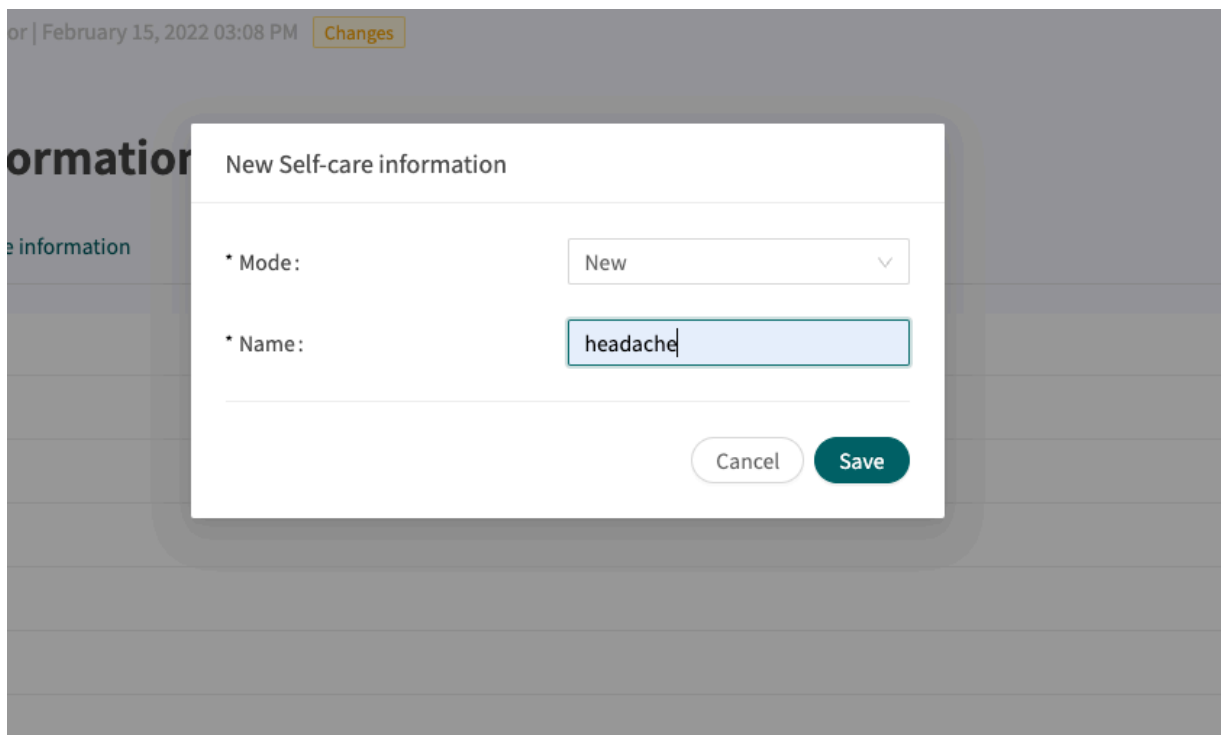
7.2.2. Creating new self-care information

Healthcare practitioners can, if they wish, create their own self-care information in Content24. Select which input (patient app) at the healthcare practitioner for which the self-care information

applies. Then create the new self-care information. This is done by clicking on the plus sign **+** in the right corner of the self-care information's overview window.

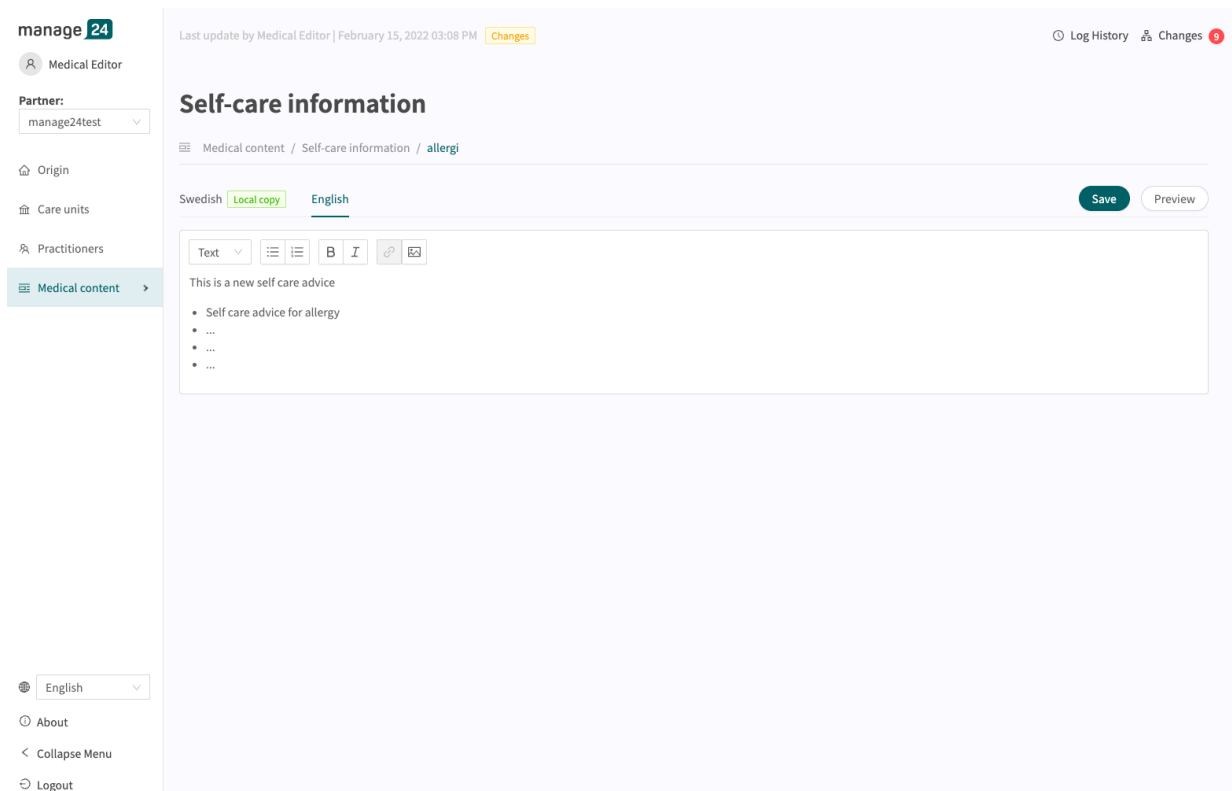
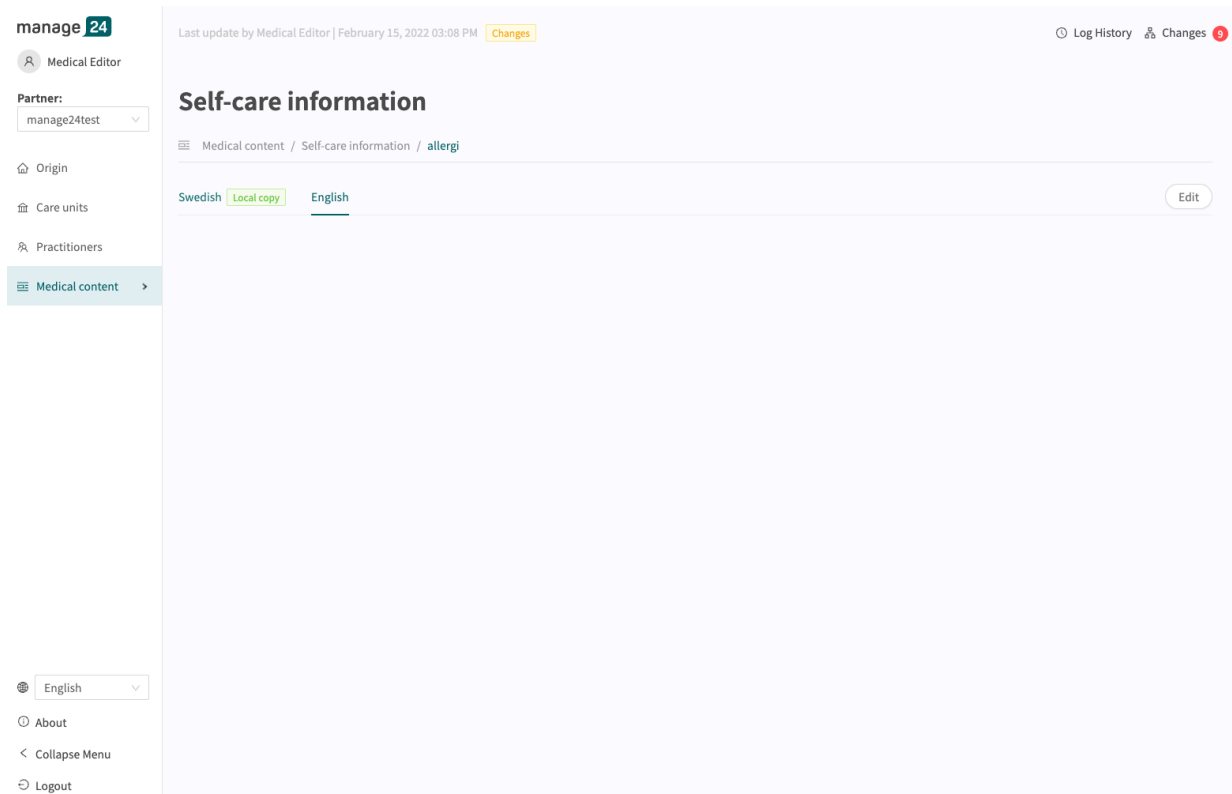


Select **"New"** in the window that opens and name the self-care information with valid values: **a-z, A-Z, -, _** (lowercase and uppercase letters (a-z) and hyphens and underscores are allowed).



Click on the language the self-care information will be edited in and then click on the **"Edit"** button. Enter the required self-care information, format using the tools available and then click on

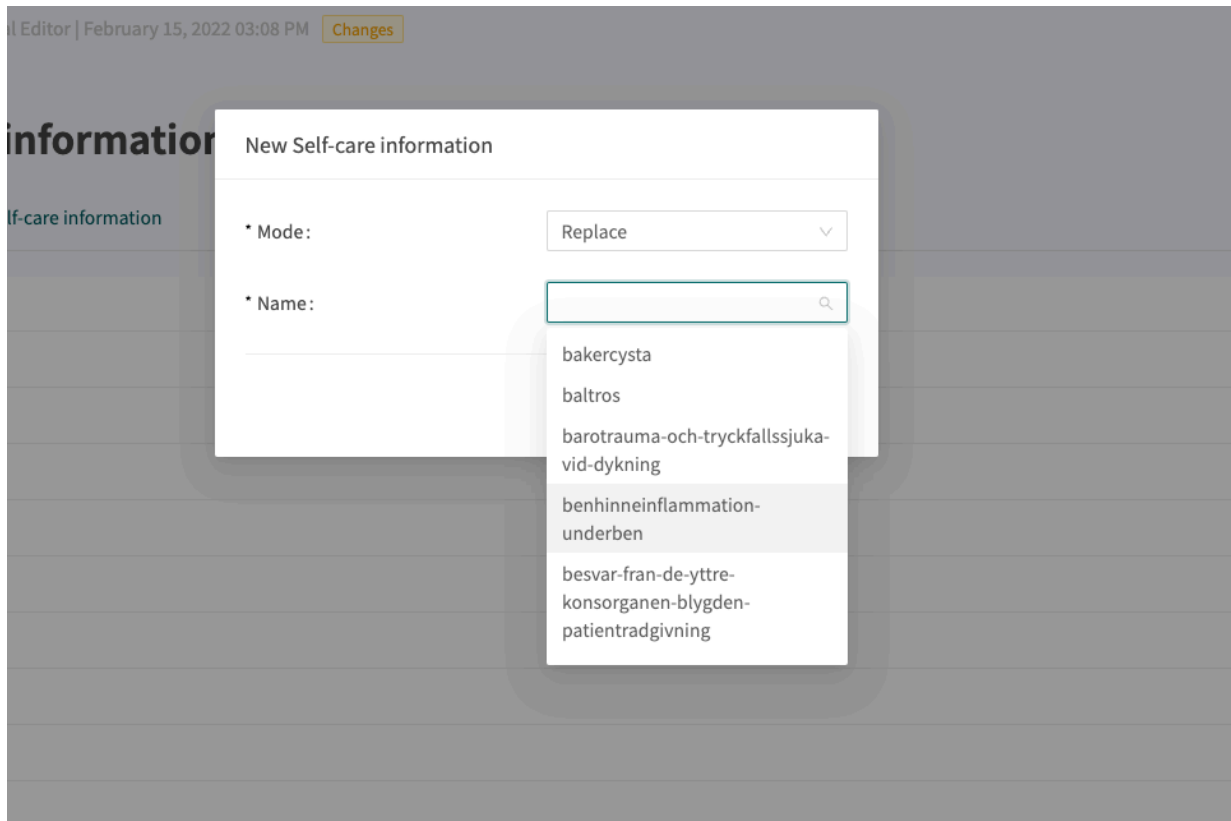
the "Save" button. It is also possible to select to **Preview** the self-care information and to **Delete** a specific language.



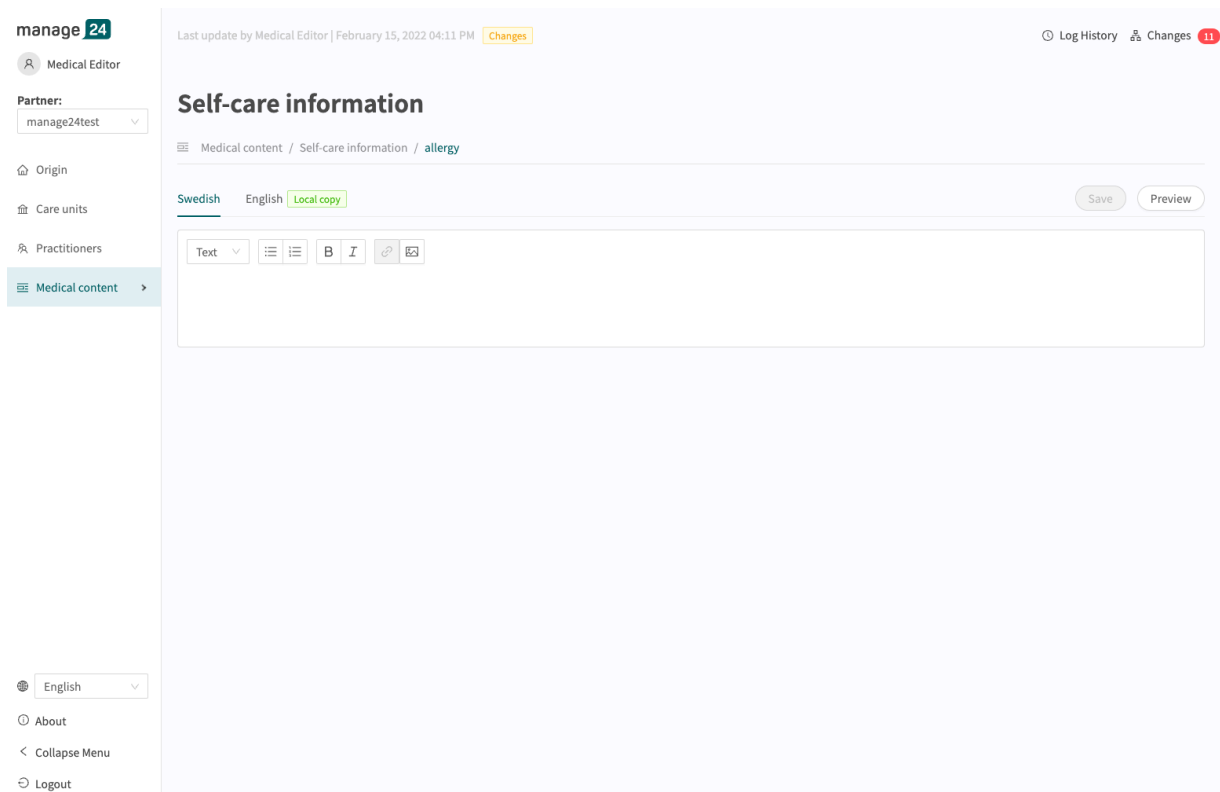
New self-care information is given "Local version" status, which can be seen in the language of the added self-care information and in the self-care information overview.

7.2.3. Replacing existing self-care information

By replacing existing self-care information, existing **Ids** for self-care information can be reused and patient exits already linked to the **Ids** will receive the new content. Select "**Replace**" in the drop-down list and then select which existing self-care information you want to replace.



The existing content in the self-care information is deleted (*MediBas*'s content), the **Id** is saved and the user can choose what it should stand for in the selected self-care information. Replaced self-care information is given "**Local version**" status.



Note that it is only possible to replace self-care information that is designated as default and has no status, i.e. is unchanged (Status: **Modified**) or is newly created (Status: **Local version**).

amning	Modified
badklada	Local copy
bakercysta	
balanit-forhudsinfektion	Modified
baltros	
barotrauma-och-tryckfallssjuka-vid-dykning	
benhinneinflammation-underben	Local copy
besvar-fran-de-yttre-konsorganen-blygden-patientradgivning	
blod-i-sperma-hemospermi	

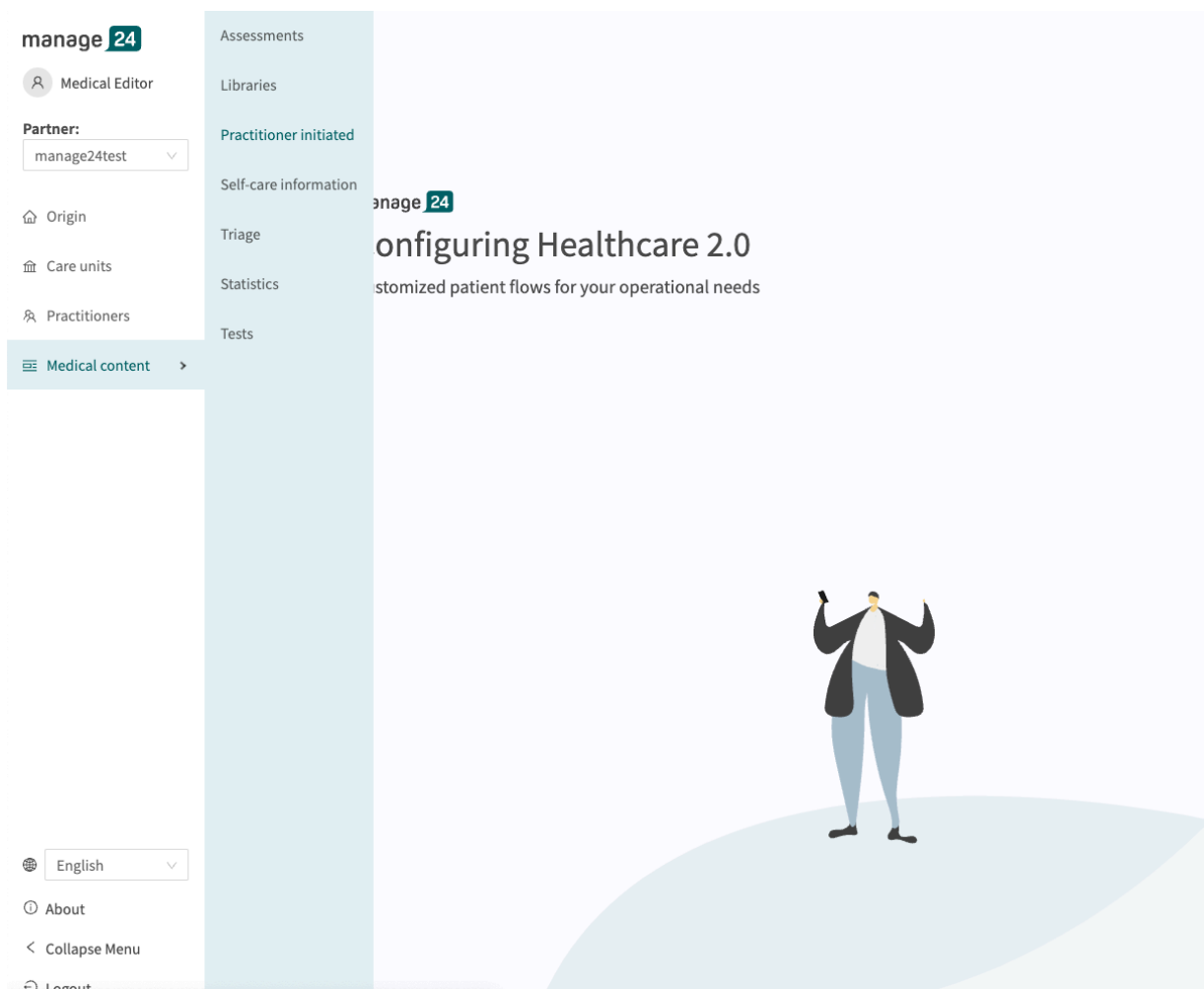
The statuses indicate if the self-care information is: Platform24's version (no status), new or replaced information (**Local version**) or if existing information has been changed (**Modified**) by adding languages. Refer to the [Metadata \[87\]](#) section for more information about status.

7.3. Practitioner-initiated

The **Practitioner-initiated** section contains the questionnaires that can be sent out to the patient from Clinic24. These questionnaires have always the **Diagnoses** category. Examples of questionnaire types that can be added here are: **Follow-up visit Diabetes 1**. If you book a patient for an appointment and state "**Follow-up visit Diabetes 1**" as the reason, the patient will receive the questions in the questionnaire of the same name before the appointment.

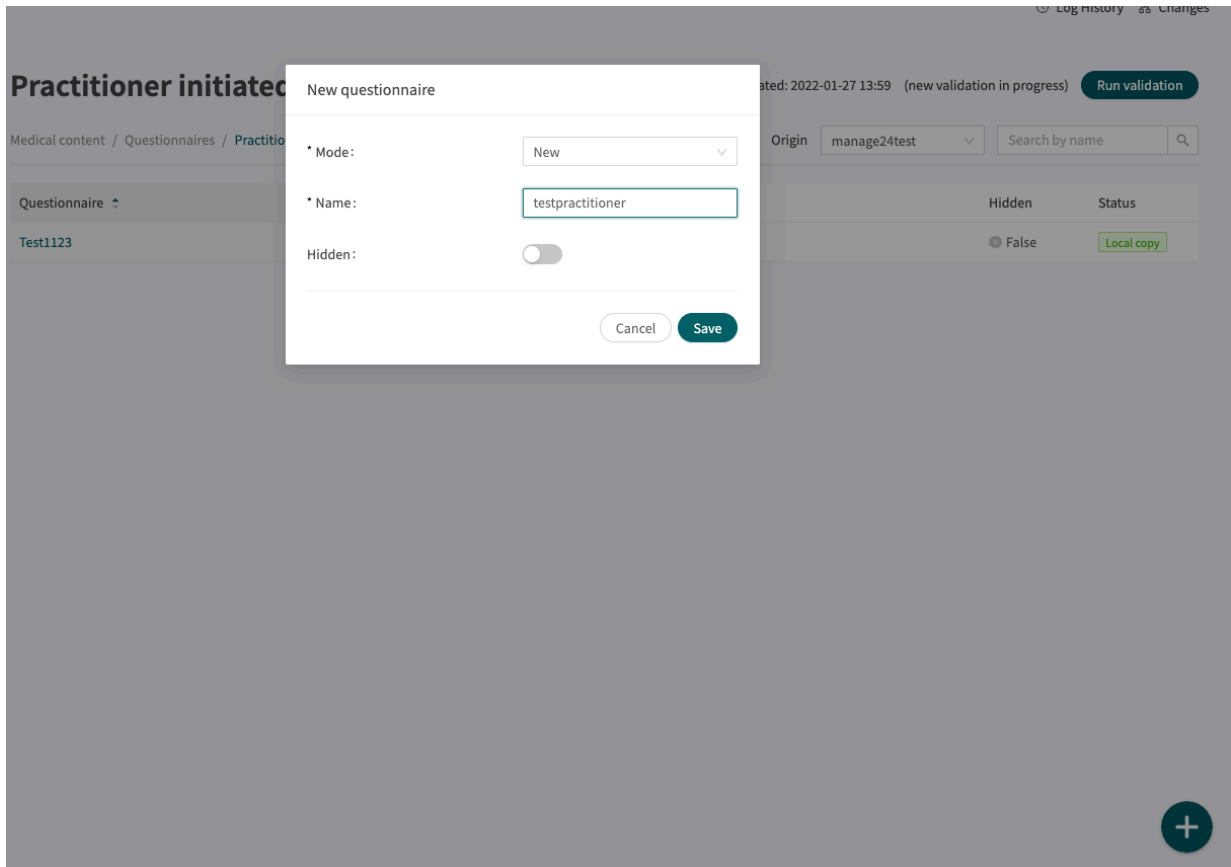
7.3.1. Creating new questionnaires

A new questionnaire, which can only be sent to the patient before or during an appointment, from Clinic, can be created in the “**Practitioner-initiated questionnaires**” section, under the “**Medical content**” menu option.



Click the plus sign **+** in the lower right corner to add a new Practitioner-initiated questionnaire. Select type “**New**” and, in the window that opens, enter a **name/Id** for the new questionnaire

according to valid values: **a-z, A-Z, 0-9** (a-z uppercase and lowercase letters and numbers, no special characters). Click on **Save**.



When the questionnaire has been created, fill in a description in the **Description** field of what the questionnaire contains and enable the questionnaire to be hidden with the **Hide in patient app** slider (this is done because the questionnaire can only be sent out from Clinic24/Practitioners

before booked appointments). Click on the "Save" button. Then click on the plus button (+) to add to the "Post-triage" section. Click on "Save".

The screenshot displays the 'TestPrac' configuration page in the manage24 system. The interface includes a sidebar on the left with navigation options such as 'Partner', 'Origin', 'Care units', 'Practitioners', and 'Medical content'. The main content area shows the 'TestPrac' configuration, including a 'Hidden' toggle, a breadcrumb trail, and a search bar. Below this are fields for Name, Description, and Category, and a set of toggle switches for 'Hide intro questions', 'Hide final questions', 'Hide in patient app', 'Hide health profile', and 'Description searchable'. At the bottom, there are two tables: 'Search Terms' and a table with columns for Type, Id, Condition, Exit Attribute, Content, Status, and Actions. The 'Post-triage' row in the second table has a plus sign (+) in the Actions column.

The "Post-triage" section should be used as the questionnaire should only be used prior to an already booked appointment and not to drive logic regarding other exits for the patient. Add components to the **Post-triage** section by clicking on the plus sign (+) on the "Post-triage" row

and select in the window that opens which type of component to add. Standard components in Practitioner-initiated questionnaires are "Questions".

7.4. Assessments

Assessments are codified rating scales such as **MADRS-S**, **Dudit** and **Audit**. The assessments always have the category: **Assessments** and are sent from Clinic24 for the patient appointment.

These questionnaires have no triage exits but contain questions where the answers are rated according to international or national standards. The system totals the user's points, which in turn in its clinical context provides a subset of information about the patient's current wellbeing to healthcare practitioners in Clinic24

It is possible to use assessments that patients can search for in the patient app. These have to be coded as a regular assessment in the **Triage** or **Library** sub-menu. The system enables conditions to be set for the triage exits based on the total points from such an assessment or library.

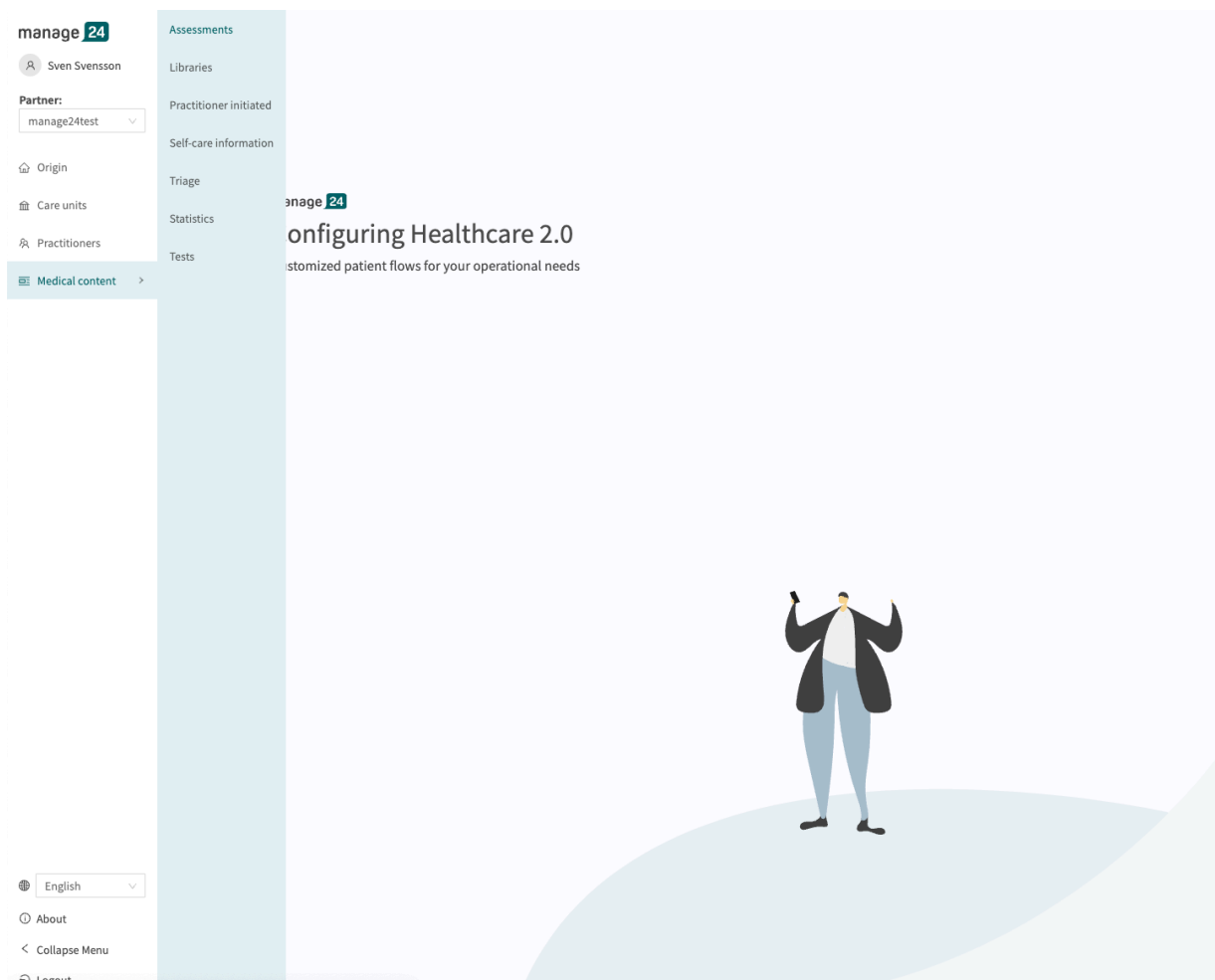


WARNING

Editing and adding assessments can pose a patient safety risk unless a careful analysis of the effects is conducted. Make sure to test any changes made and identify any ensuing changes required to ensure patient-safe flows.

7.4.1. Editing existing questionnaires

To edit an existing assessment, click on the "Assessment" sub-menu under the "Medical content" menu. Then select the assessment you want to edit. Existing assessments in the status column are not selected.



manage24

Sven Svensson

Partner: manage24test

Origin

Care units

Practitioners

Medical content

English

About

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Assessments

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Self-care information

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Statistics

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Configuring Healthcare 2.0

Customized patient flows for your operational needs

Last update by Gary Testson | February 18, 2022 02:00 PM [Changes](#)

Validated: 2022-01-27 13:59 (new validation in progress) [Run validation](#)

Log History [Changes](#)



Assessments

Medical content / Questionnaires / Assessments

Origin: manage24test Search by name

Questionnaire	Id	Category	Hidden	Status
ACT	ACT	Assessments	<input type="radio"/>	False
Asrs	asrs	Assessments	<input type="radio"/>	False
Audit	audit	Assessments	<input type="radio"/>	False
Auditc	auditc	Assessments	<input type="radio"/>	False
CAT	CAT	Assessments	<input type="radio"/>	False
Dudit	dudit	Assessments	<input type="radio"/>	False
EpworthSleepinessScale	epworthSleepinessScale	Assessments	<input type="radio"/>	False
Gad7	gad7	Assessments	<input type="radio"/>	False
Isi	isi	Assessments	<input type="radio"/>	False
Madrss	madrss	Assessments	<input type="radio"/>	False
Phq9	phq9	Assessments	<input type="radio"/>	False
Physicalactivityweekly	physicalactivityweekly	Assessments	<input type="radio"/>	False Local copy
Pss14	pss14	Assessments	<input type="radio"/>	False
Test1123	test1123	Assessments	<input type="radio"/>	False Local copy

Click on the questionnaire to be edited (click on the title that is displayed in the “Questionnaire” column).

Assessments always have the "Assessment" category and always have the "Health test" section where the components are available. Click the plus  icon to add a new component to the section or click the pen  for a component to edit the existing component. It is not possible to add **Flags**, **Exits** or **Go to another questionnaire** as the assessments are always sent out from the Clinic24 (healthcare practitioner view) and do not then require the above-mentioned components.

Last update by Gary Testson | February 18, 2022 02:00 PM Log History Changes 1

MADRS-S Visualize

Hidden:

















Medical content / Questionnaires / Assessments / MADRS-S Origin: manage24test Swedish

Name: Description: Category:

Hide intro questions: Hide final questions: Hide in patient app:

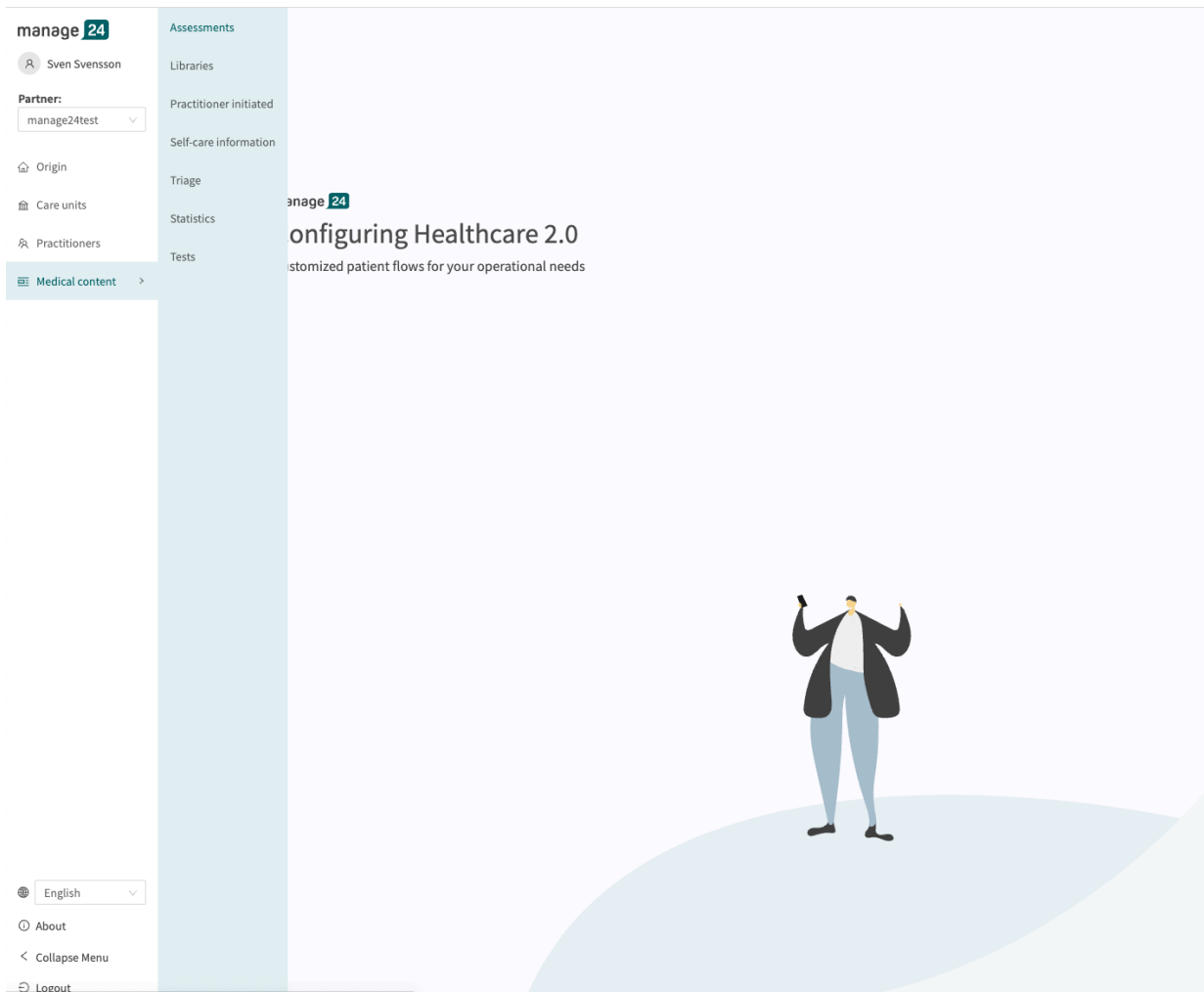
Description searchable:

Type	Search term	Properties	Actions
Search Terms			

Type	Id	Condition	Exit Attribute	Content	Status	Actions
▼ Health-test 						
 Question	sadness			Here we ask you to describe your mood, whether you feel sad, moody or gloomy. Think about how you have felt "over the past three days", if your mood has changed or has been basically the same all the time, and try to remember in particular if you have felt in a better mood if something good has happened.		 
 Question	tension			Here we ask you to indicate the extent to which you have had feelings of inner tension, uneasiness and anxiety or undefined fear over "the past three days". In particular, think about how intense the emotions have been, and whether they have come and gone or been there almost all the time.		 
 Question	sleep			Here we ask you to describe how well you sleep. Think about how long you slept and how good your sleep was been over "the last three nights". The assessment should consider how you actually slept, regardless of whether you took sleeping pills. If you sleep more than usual, set your grade to 0.		 
 Question	appetite			Here we ask you to consider your appetite and think about whether it is in any way different from what is normal for you. If you have had a better appetite than normal, set your score to 0.		 
 Question	concentration			Here we ask you to consider your ability to keep your thoughts together and concentrate on various activities. Think about how you function when performing various activities that demand different levels of concentration, e.g. reading complicated text, basic		 

7.4.2. Creating new questionnaires

New assessments, which can be sent to patients during an appointment, are created in the “Assessments” section under the “Medical content” menu option.



Click the plus sign **+** in the lower right corner to add a new assessment. In the window that opens, enter a name for the new questionnaire according to valid values:

a-z, A-Z, 0-9 (a-z uppercase and lowercase letters and numbers, no special characters).

Click on **”Save”**.

The screenshot shows a 'New questionnaire' dialog box overlaid on a list of assessments. The dialog box has the following fields:

- * Mode: New (dropdown)
- * Name: newQuestionnaire (text input)
- Hidden: (toggle)
- Buttons: Cancel, Save

The background shows a table of assessments with columns for Name, Type, Hidden, and Status. A 'Run validation' button is visible at the top right of the assessment list.

Origin	manage24test	Search by name	Hidden	Status
			<input type="radio"/> False	
			<input type="radio"/> False	
			<input type="radio"/> False	
			<input type="radio"/> False	
CAT	Assessments		<input type="radio"/> False	
dudit	Assessments		<input type="radio"/> False	
epworthSleepinessScale	Assessments		<input type="radio"/> False	
gad7	Assessments		<input type="radio"/> False	
isi	Assessments		<input type="radio"/> False	
madrss	Assessments		<input type="radio"/> False	
phq9	Assessments		<input type="radio"/> False	
physicalactivityweekly	Assessments		<input type="radio"/> False	Local copy
pss14	Assessments		<input type="radio"/> False	
test1123	Assessments		<input type="radio"/> False	Local copy

When the questionnaire has been created, fill in a description of what the questionnaire contains in the **Description** field, and enable the questionnaire to be hidden with the **Hide in patient app** slider (this is done because the questionnaire can only be sent out from Clinic24 during ongoing

appointments). Click again then on the **"Save"** button. Then click on the plus button **+** to add statements to the **"Health test"** section.

Last update by Sven Svensson | February 18, 2022 04:52 PM [Changes](#) Log History Changes

NewQuestionnaire Visualize

Hidden:

Medical content / Questionnaires / Assessments / **NewQuestionnaire** Origin: manage24test Swedish

Name: newQuestionnaire * Description: newQuestionnaire * Category: Assessments

Hide intro questions: Hide final questions: Hide in patient app:

Description searchable:

Save

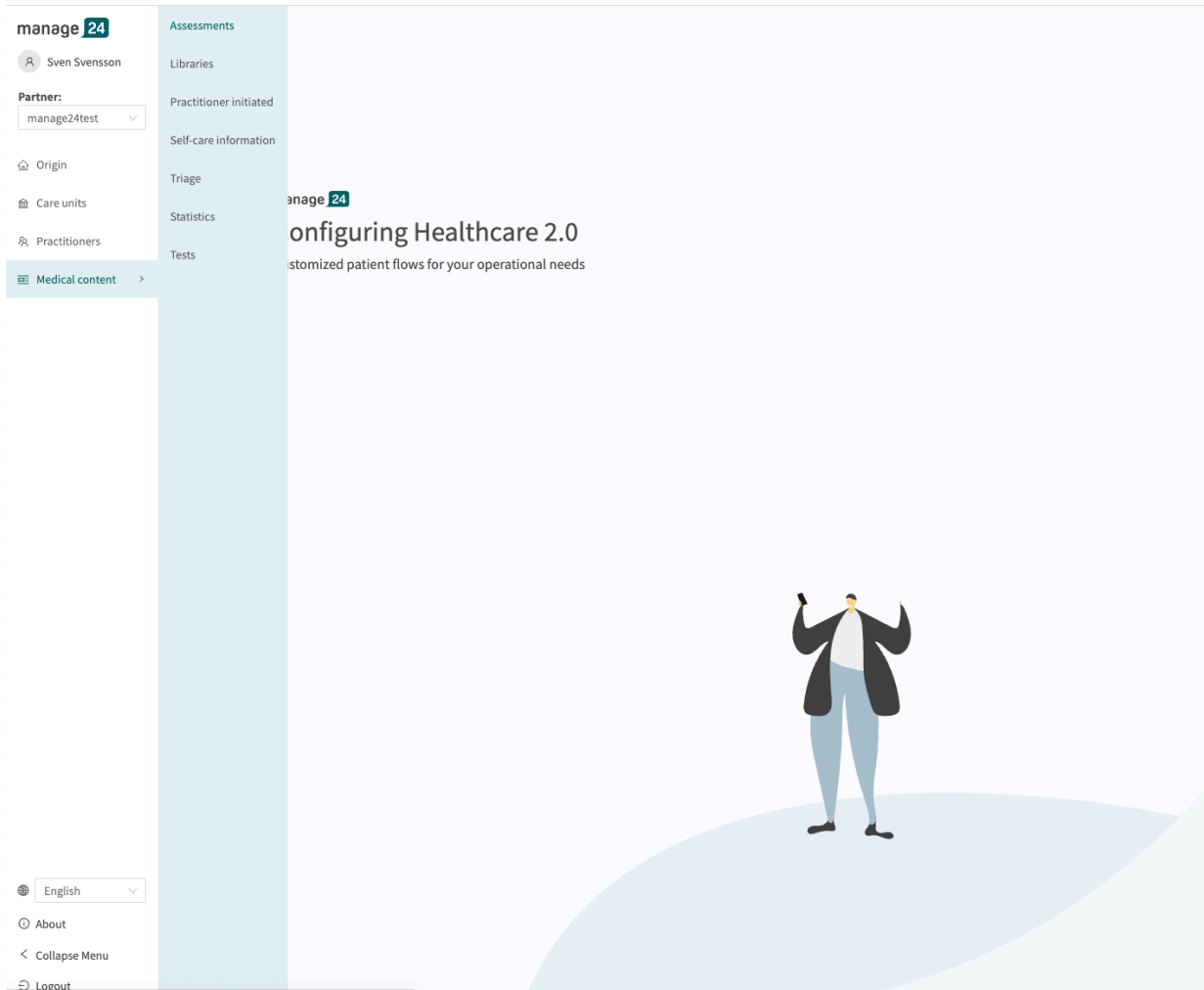
Type	Search term	Properties	Actions
Search Terms			+

Type	Id	Condition	Exit Attribute	Content	Status	Actions
Health-test						+

Components are added to the **"Health test"** section by clicking on the plus **+** sign in the **"Health test"** row and selecting which component type to add in the window that opens. Standard components in **Assessments** are **"Questions"**.

7.4.3. Replacing existing questionnaires

To replace an existing questionnaire, go to the questionnaire overview in the **Assessments** section and click on the large plus **+** sign in the lower right corner.



The screenshot shows a 'New questionnaire' modal form. The 'Mode' dropdown is set to 'New'. The 'Name' field is empty, and a dropdown menu is open below it, showing a list of existing questionnaire names: 'libraryHead', 'newQuestionnaire', 'Lillta', 'testest', 'testt', and 'test1'. The background shows a table of questionnaires with columns for name and type (e.g., 'Assessments').

Select "**Replace**" in the **Mode** field and which of the existing questionnaires you want to replace in the **Name** field. It is only possible to replace existing questionnaires, meaning that any questionnaires without changes will not be displayed in the list. If a questionnaire must be replaced, delete all changes and then carry out the above steps again. When a questionnaire is replaced, its **Id** and components are reused and this opens the way to also edit the questionnaire's metadata.

Replaced questionnaires can be edited just like New questionnaires. Refer to the [Creating new questionnaires \[66\]](#).

7.5. Triage

The questionnaires available in the **Triage** section are those patients themselves can search for in the patient app.





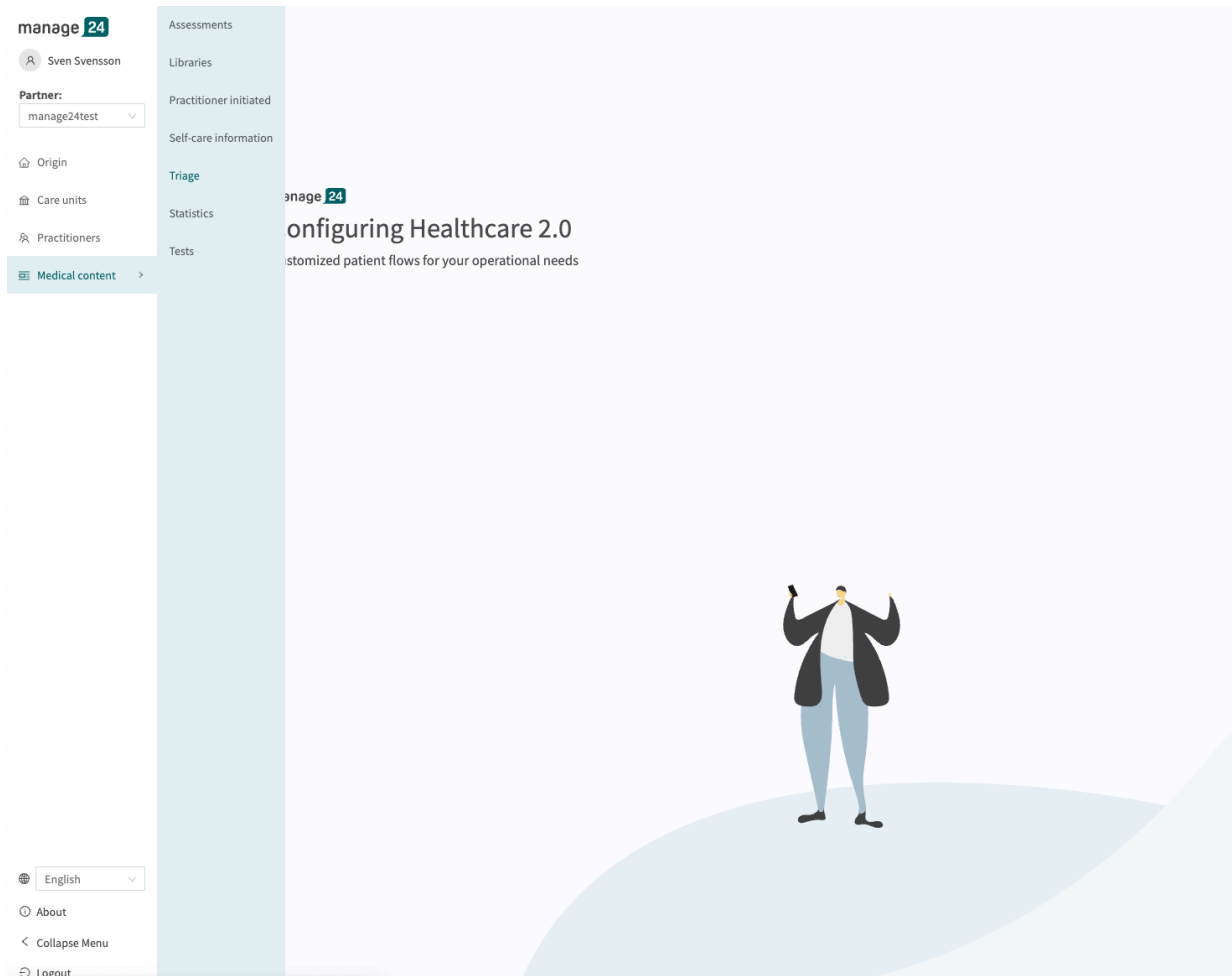
WARNING

Editing and adding to questionnaires in the **Triage** sub-menu can pose a patient-safety risk if a careful analysis of the effects is not performed. Make sure to test any changes made and identify any ensuing changes required to ensure patient-safe flows.

7.5.1. Editing existing questionnaires

The existing questionnaires in this section can be edited with regards pre- and post-triage components. The **metadata** (basic settings) cannot be edited. If one of these fields has to be edited, users can either create a new questionnaire or replace the existing questionnaire.

An existing questionnaire in the **Triage** section can be edited by clicking on the questionnaire you want to edit, either by clicking on the **pen**  for the component you want to edit or clicking on the **+**  button for the section a component is to be added.



manage 24

Sven Svensson

Partner: manage24test

- Origin
- Care units
- Practitioners
- Medical content

English

- About
- Collapse Menu
- Logout

Last update by Gary Testson | February 18, 2022 02:00 PM Changes

Log History ⚙ Changes 1

Triage

Validated: 2022-01-27 13:59 (new validation in progress) Run validation

Medical content / Questionnaires / Triage

Origin: manage24test Search by name

Questionnaire	Id	Category	Hidden	Status
AbdominalPain	abdominalPain	Gastrointestinal	<input type="checkbox"/>	
AbnormalBleeding	abnormalBleeding	Genital area	<input type="checkbox"/>	
AbortionRelatedIssues	abortionRelatedIssues	Genital area	<input type="checkbox"/>	
AcidReflux	acidReflux	Gastrointestinal	<input checked="" type="checkbox"/>	
Acne problems	acne	Skin and hair	<input type="checkbox"/>	Modified
Acne problems	doktor24acne	Partner specific conditions	<input type="checkbox"/>	Modified
Administrative chat	adminChat	Partner specific conditions	<input type="checkbox"/>	Modified
Allergy	allergy	Allergies and hypersensitivities	<input type="checkbox"/>	
AllQuestionTypes	AllQuestionTypes	Administrative	<input type="checkbox"/>	Local copy
Altered sense of smell	changeOfSmell	Ears, nose, and throat	<input type="checkbox"/>	Modified
Animal bite/scratch	biteAnimal	Injuries and accidents	<input type="checkbox"/>	Modified
Anxiety	anxiety	Psychological problems	<input type="checkbox"/>	

Acne problems

Hidden:

Medical content / Questionnaires / Triage / Acne problems

Convert to local version
Visualize

Origin: manage24test

Swedish

Name	Description	Category
acne	Aknebesvär	Skin and hair

Hide intro questions:

Hide health profile:

Hide final questions:

Description searchable:

Hide in patient app:

Save

Medical classification code

SNOMED	11381005
ICD10-SE	L70.9

Type	Search term	Properties	Actions
▶ Search Terms			

Type	Id	Condition	Exit Attribute	Content	Status	Actions
▼ Pre-triage						
Go to another questionnaire		properties.originGroup == 'doktor24' OR properties.originGroup == 'apoteket' OR properties.originGroup == 'apoteket-pharmacy' OR properties.originGroup == 'apoteksgruppen' OR properties.originId == 'feelgood'		doktor24acne	Modified	↗ 🗑
Go to another questionnaire		(!infant AND ((childMonths >= 1) OR (childDays != null)))		notinfant		↗ 🗑
Include				library		↗ 🗑
Question	intensity	triedSelfCareOTC6w.notTried		How bothersome is [your/your child's] acne?		↗ 🗑
Exit	triedSelfCareOTC6wUnsuccessful	triedSelfCareOTC6w.unsuccessful OR triedSelfCareOTC6w.partialSuccess	Planned Online recommended	[You have/your child has] tried treating the acne using over-the-counter medicine for six weeks, but the problems remain.	Modified	↗ 🗑

7.5.2. Maximum limit for changes to forms

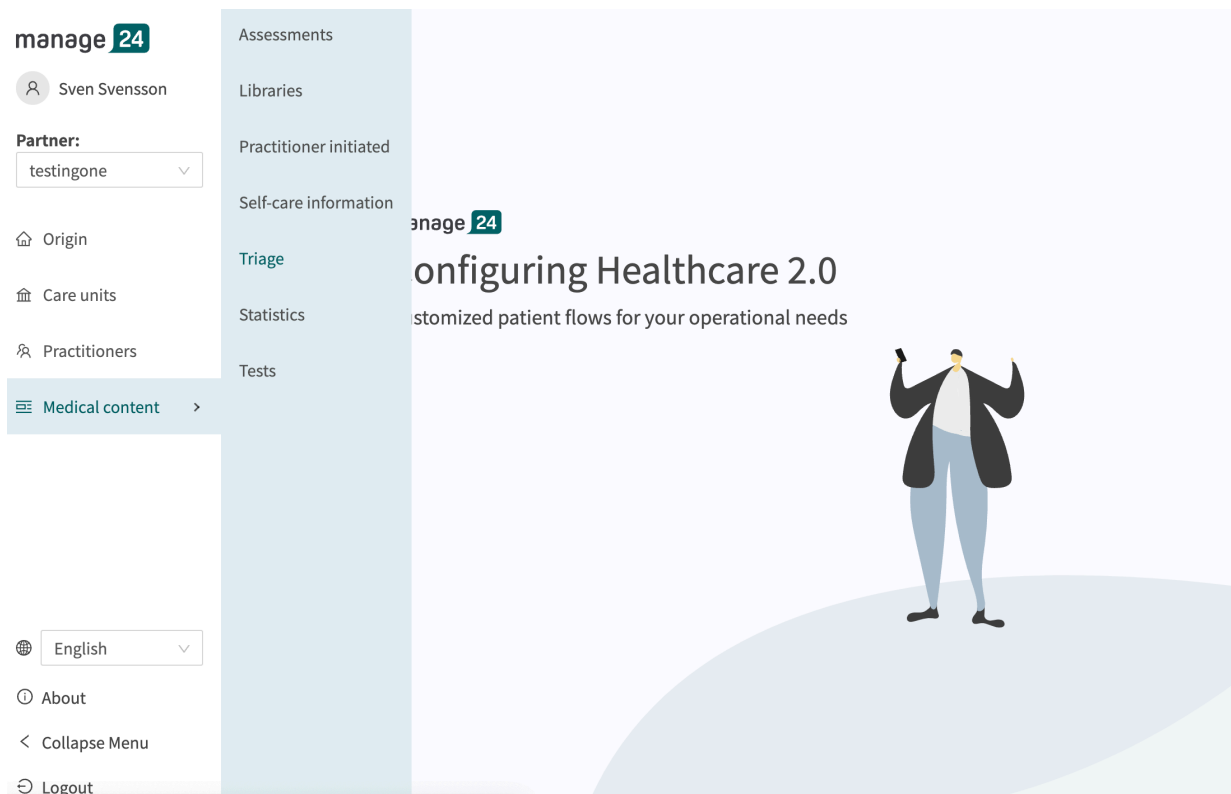
There is a maximum limit to the number of changes that are allowed in the medical content without converting the changes to the local copy. When the maximum limit for changes is reached, a message will be displayed and no further changes will be possible. The number of permitted

changes is determined for each specific customer / partner. To convert the modified version with changes to a local version, click on the button "**Convert to local version**", see image below.



7.5.3. Creating new questionnaires

A new questionnaire is created in the questionnaire overview in the **Triage** section. Click on the large **+** sign in the lower right corner to open the dialog for creating new questionnaires.



manage 24

Last update by Lovisa Lundin | February 18, 2022 04:16 PM Changes

Log History Changes 10

Nicole Kvist

Partner: content24test

Origin

Care units

Practitioners

Medical content

English

About

Collapse Menu

Logout

Triage

Medical content / Questionnaires / Triage

Origin content24test Search by name

Questionnaire	Id	Category	Hidden	Status
AbdominalPain	abdominalPain	Gastrointestinal	False	
AbnormalBleeding	abnormalBleeding	Genital area	False	
AbortionRelatedIssues	abortionRelatedIssues	Genital area	False	
Abscess	abscess	Skin and hair	False	
AcidReflux	acidReflux	Gastrointestinal	False	
Acne	acne	Skin and hair	False	
AdminChat	adminChat	Partner specific conditions	False	
Allergy	allergy	Allergies and hypersensitivities	False	
Anxiety	anxiety	Psychological problems	False	
AnxietyPsychologist	anxietyPsychologist	Psychological problems	False	

In the window that opens, enter a name **Id** for the new questionnaire using valid characters: **a-z, A-Z**, select which category the questionnaire belongs to, specify if the pre-triage and/or post-triage

sections in the questionnaire should be created straightaway (can also be added afterwards) and click on "Save".

The screenshot shows a 'New questionnaire' form with the following fields and options:

- * Mode:** A dropdown menu with 'New' selected.
- * Name:** An empty text input field.
- * Category:** A dropdown menu with 'Administrative' selected.
- Hidden:** A toggle switch that is currently turned off.
- Create pre-triage section
- Create post-triage section

At the bottom right of the form are two buttons: 'Cancel' and 'Save'.

The newly created questionnaire will be visible straightaway on the screen and additional details can be entered or changed, for example a questionnaire **Description**, **Category**, settings if intro and final questions should be asked, etc.

The screenshot shows the 'NewCondition' configuration page. At the top, it indicates the last update by Sven Svensson on February 25, 2022 at 04:25 PM. The page includes a 'Visualize' button and a 'Hidden' toggle switch. The breadcrumb trail is 'Medical content / Questionnaires / Triage / NewCondition'. The form fields include:

- Name:** newCondition
- Description:** newCondition
- Category:** Administrative
- Hide intro questions:**
- Hide final questions:**
- Hide in patient app:**
- Hide health profile:**
- Description searchable:**

 Below the form is a 'Save' button. There are two tables:

- Search Terms Table:**

Type	Search term	Properties	Actions
Search Terms			
- Main Content Table:**

Type	Id	Condition	Exit Attribute	Content	Status	Actions

 The left sidebar contains navigation options like 'Partner: manage24test', 'Origin', 'Care units', 'Practitioners', and 'Medical content'. A language dropdown is set to 'English'.

Begin constructing the newly created questionnaire by clicking on the plus buttons in the different sections.

The screenshot shows the 'Birthmark' configuration page. It features a 'Visualize' button and a 'Hidden' toggle switch. The breadcrumb trail is 'Medical content / Questionnaires / Triage / Birthmark'. The form fields include:

- Name:** nevus
- Description:** Födelsemärke
- Category:** Skin and hair
- Hide intro questions:**
- Hide final questions:**
- Hide in patient app:**
- Hide health profile:**
- Description searchable:**

 Below the form is a 'Save' button. There are two tables:

- Medical classification code Table:**

Code	Value
SNOMED	51089004
ICD10-SE	R23.8
- Search Terms Table:**

Type	Search term	Properties	Actions
Search Terms			
- Main Content Table:**

Type	Id	Condition	Exit Attribute	Content	Status	Actions
Pre-triage						
Post-triage						

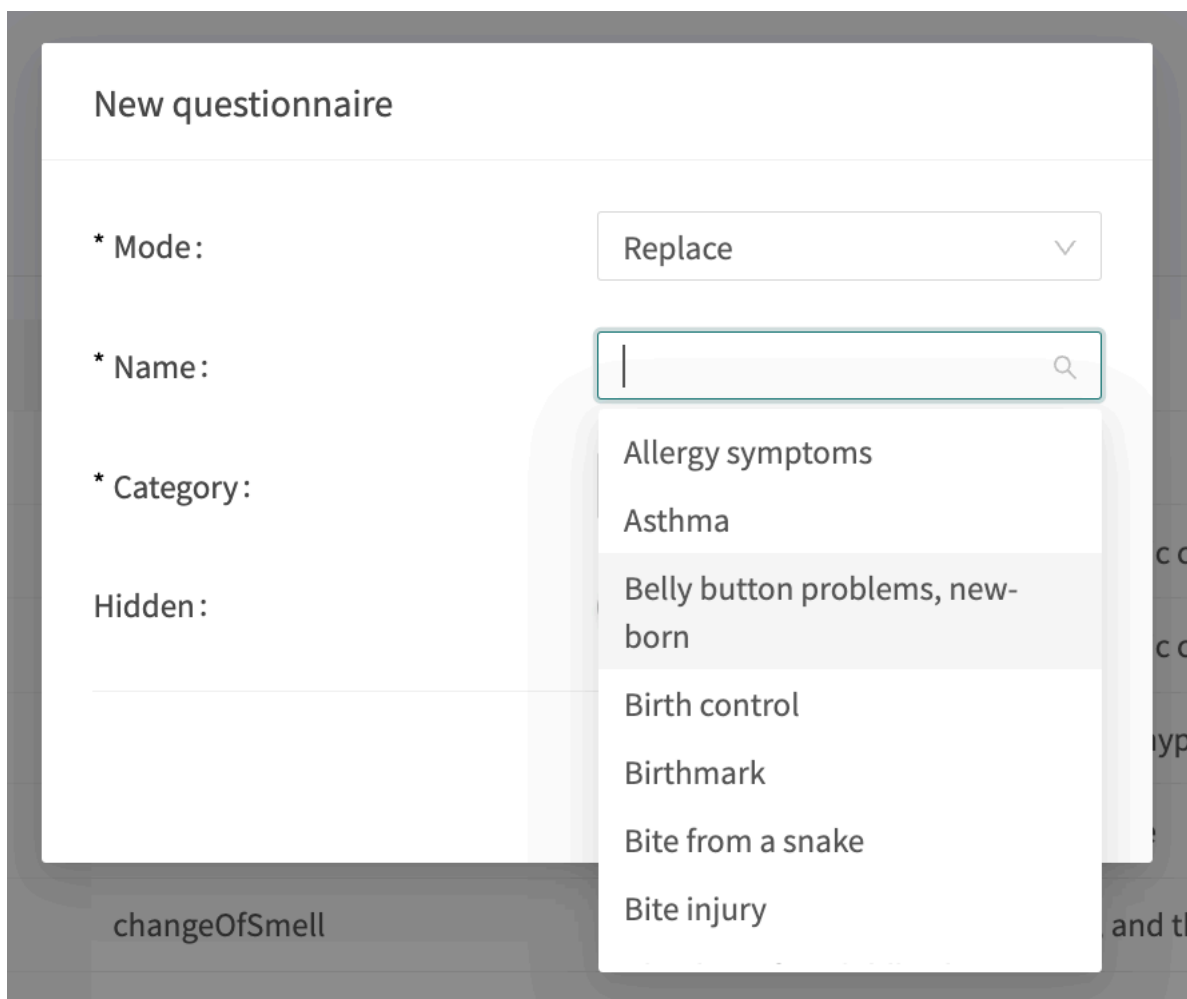
 The left sidebar is similar to the previous screenshot, with 'Medical content' selected.

All newly created questionnaires (as well as replaced ones) will have "**Local version**" status in the **medical questionnaires overview** section.

Constipation	constipation	Gastrointestinal	False	
Consult a psychologist	seeAPsychologistInterim	Psychological problems	False	
Contact tracing Sars-CoV-2	contactTracingCovid	Administrative	False	
ContentTest	contentTest		False	Local copy
Coronavirus	covidPortal	Infections	False	
Cough	cough	Breathing	False	
COVID-19	covidShort	Infections	False	
Cramp	cramp	Bifurcation	False	
Crying infant	infantCry	Health risks	False	

7.5.4. Replacing existing questionnaires

Existing questionnaires can be replaced in the questionnaires overview in the triage section by clicking on the large plus **+** sign in the lower right corner.

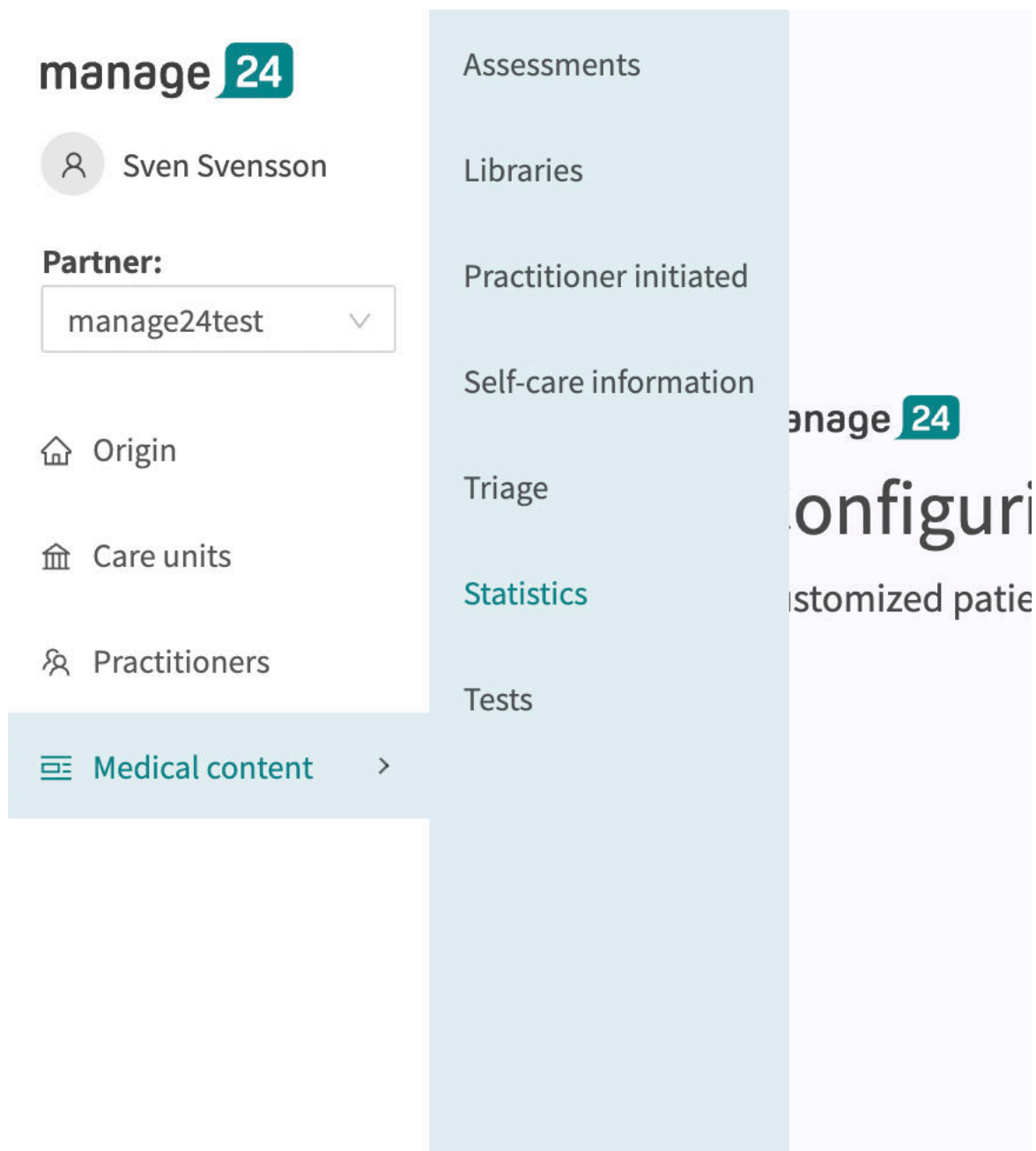


Select "**Replace**" in the first drop-down list and which of the existing questionnaires you want to replace in the second drop-down list. Select also which category the replaced questionnaire must belong to (can also be changed afterwards). When a questionnaire is replaced, its **Id** and components are reused and this opens the way to also edit the questionnaire's metadata.

Replaced questionnaires can be edited just like New questionnaires. Refer to the [Creating new questionnaires \[73\]](#).

7.6. Statistics

Under the **Statistics** section in Content24, it is possible to create reports containing the existing outcomes in the medical content together with the actual number of interviews that resulted in the outcomes.



The reports in the **Statistics** section present the number of unique outcomes of the interview based on the medical content. The outcomes are grouped according to Condition, Exit id, Urgency, Priority, Level of care, Visit form, Resource, Capability and number of interviews that received that specific exit. The reports in Statistics count outcomes based on exit IDs that exist in a specific

questionnaire. The reports allow the user to look at concrete combinations of outcome attributes and how often interviews end up on the specific combination.

Statistics

Here you can find the statistics regarding triage and resource allocation. Pick the report from the list or create new one (this can take some time to complete).

Origin 2022-08-16 16:00 Complete Filter

Condition	Exit ID	Urgency	Level of care	Visit form	Resource	Capability	Interviews that received the exit
Urinary tract infection	uti_utiELSE	Planned		Online recommended			2199
Questions about Vaccination	d24VaccinationQuestions_wantsInformationDropIn	Planned		Online recommended, No urgency			992
Urinary tract infection	uti_previousAntibiotic12M	Planned				general practice	753
Urinary tract infection	uti_haveFever	Acute				general practice	262
Questions about Vaccination	d24VaccinationQuestions_wantsInformationVaccinesOffered	Planned		Online recommended, No urgency			248
D24AdminPatient	d24AdminPatient_talkToMedadmin	Planned		Online recommended			240
High blood pressure - Screening	d24hypertensionScreening_patient65orAboveToD24		Stop	Redirect to Doktor24			180
Urinary tract infection	uti_nauseaVomiting	Acute				general practice	144

When you open the **Statistics** tab, the most recent report is displayed at the top by default. However, it is possible to change to an earlier result. It is also possible to filter by exit attribute value to get more specific results and to be able to export the report in CSV format. The filtering function can also be used to manage multiple selections for each filtering option.

To generate a new report, the user needs to open the report drop down and click on the "+New" button.

Statistics

Here you can find the statistics regarding triage and resource allocation. Pick the report from the list or create new one (this can take some time to complete).

Origin 2022-08-16 16:00 Complete Filter

Condition	Exit ID	Urgency	Level of care	Visit form	Resource	Capability	Interviews that received the exit
Urinary tract infection	uti_utiELSE	Planned		Online recommended			2199
Questions about Vaccination	d24VaccinationQuestions_wantsInformationDropIn	Planned		Online recommended urgency			992
Urinary tract infection	uti_previousAntibiotic12M	Planned				general practice	753
Urinary tract infection	uti_haveFever	Acute				general practice	262

2022-08-16 16:00 Complete

2021-03-17 15:55 Complete

2021-03-15 12:24 Crashed

2021-03-15 09:14 Complete

2021-03-09 14:11 Complete

2021-03-09 13:44 Crashed

2021-03-09 13:05 Crashed

2021-03-09 08:26 Crashed

[+New](#)

7.7. Unit tests

Unit tests enables the testing of patient flows in Content24.

Through unit tests, automatic tests are conducted to test different patient flows. When changes are made to the questionnaires , unit testing can be used to discover potential interruptions or errors in the patient flow.

7.7.1. The interview

Interviews for testing purposes are performed via the Patient app in the demo environment

Each interview has a unique **interview ID**, that can be used to identify it. The **interview ID** can be found from the URL of the locked interview.

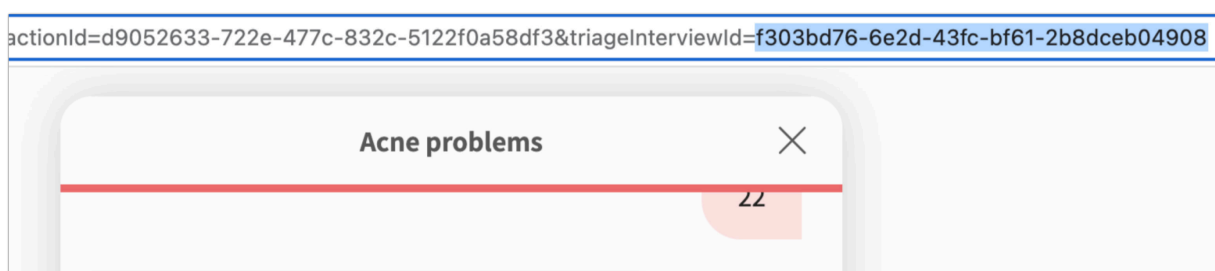
The URL of an interview always ends with the element:

...triageinterviewid=... followed by a text string containing letters, numbers and hyphens.

Example:

...triageinterviewid=f303bd76-6e2d-43fc-bf61-2b8dceb04908

The text string after `trriageinterviewid=` is the **interview ID**.



Interview types

An interview can be performed as an anonymous patient or as a logged in patient.

Logged in Patient

When testing as a logged in patient, this particular patients parameters, such as gender, age etc, are taken into account in the unit test logic.

Anonymous (not logged in) patient

Patient parameters, such as gender, age etc, are inserted into the system via the interview questions.



NOTE

If a logged in or anonymous patient is to be used for testing depends on what type of patient flows your organisation uses.

All types of patient interviews used in production should be tested.



IMPORTANT

Interviews used for testing purposes should always be saved and documented.

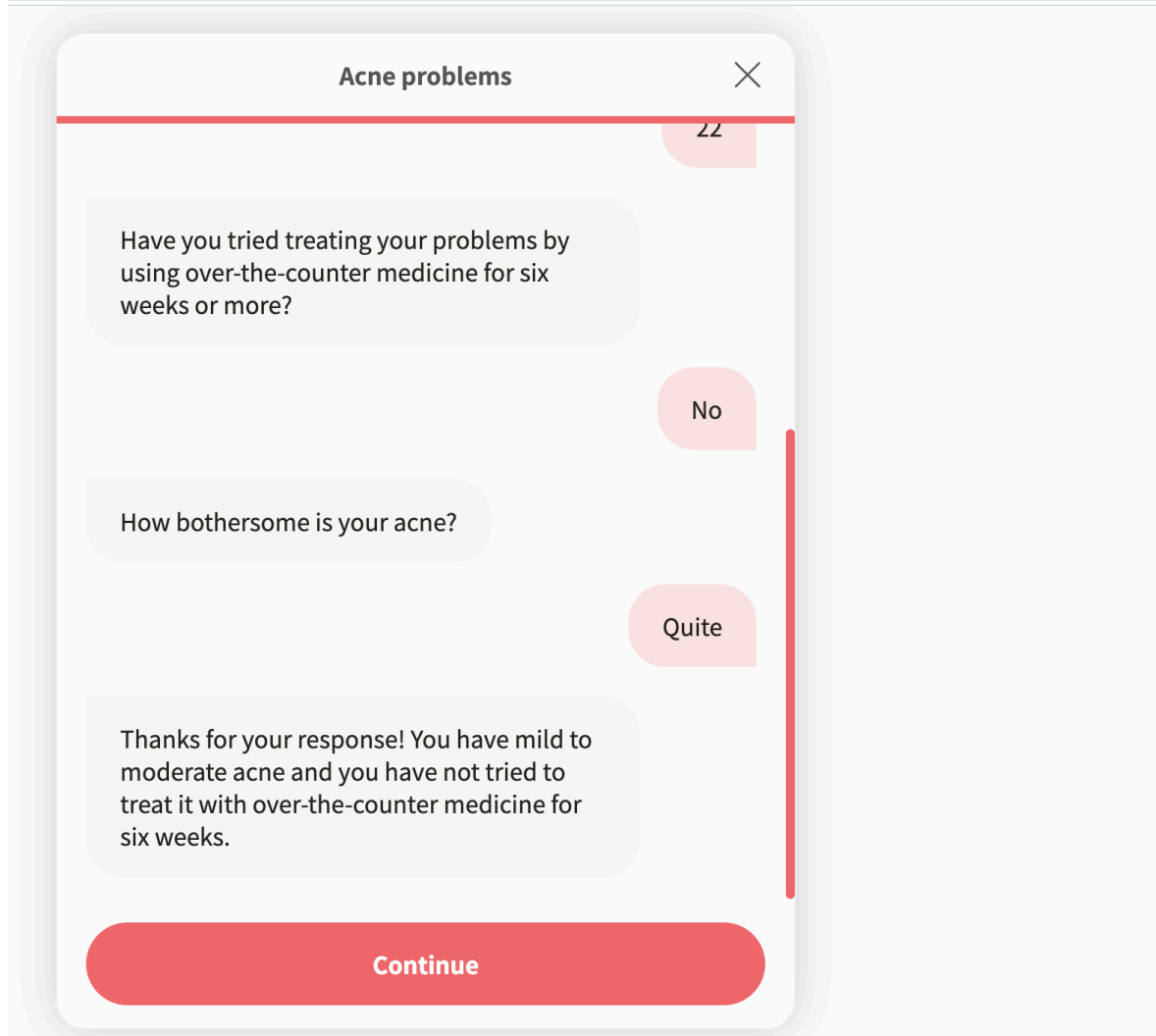
7.7.2. Conducting unit tests

To create a unit test you need the an **interview ID** from an interview performed in the patient flow you intend to test.

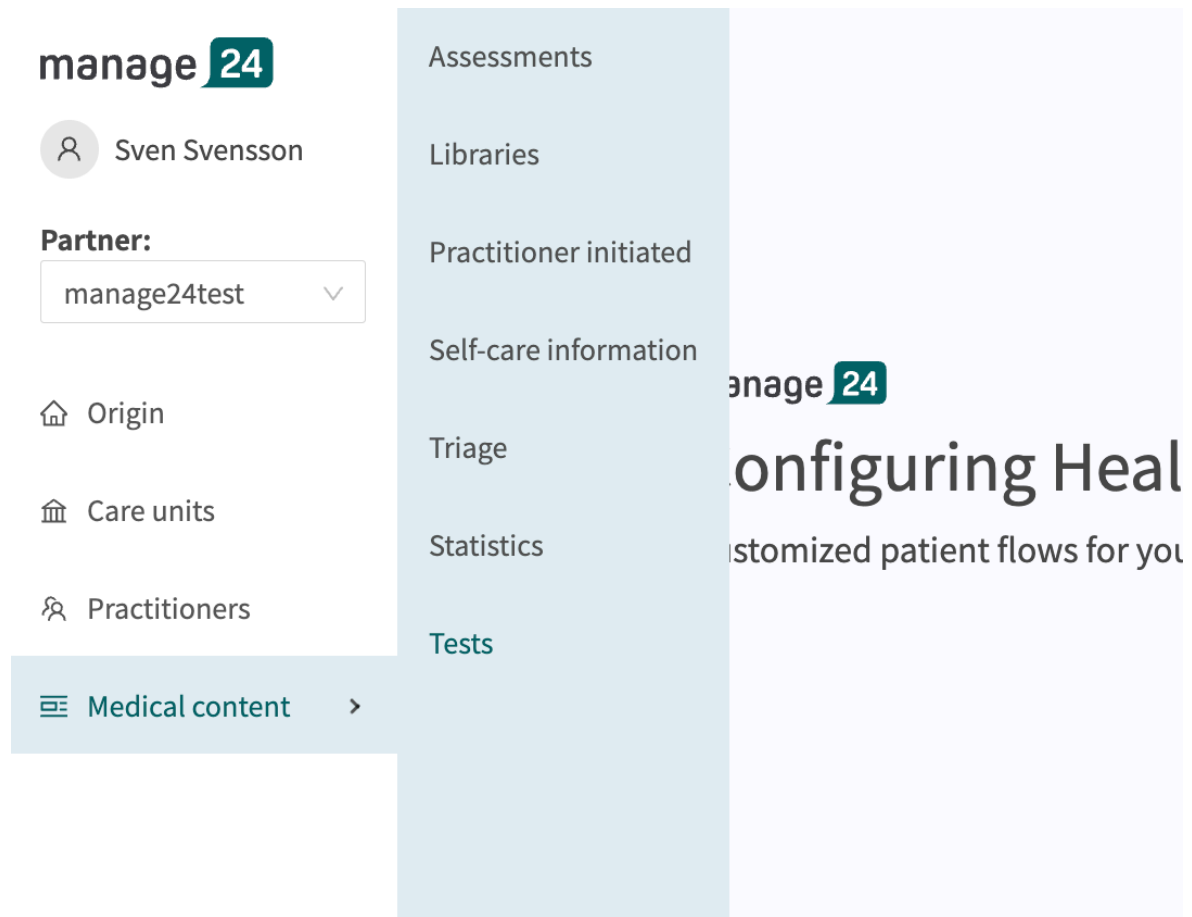
Each **interview ID** is unique and connected to a specific interview.

1. Go to the demo environment.
2. Start the Patient app and step through the patient flow that you wish to test.
3. When the interview has ended and is locked, copy the **interview ID** from the interview URL.

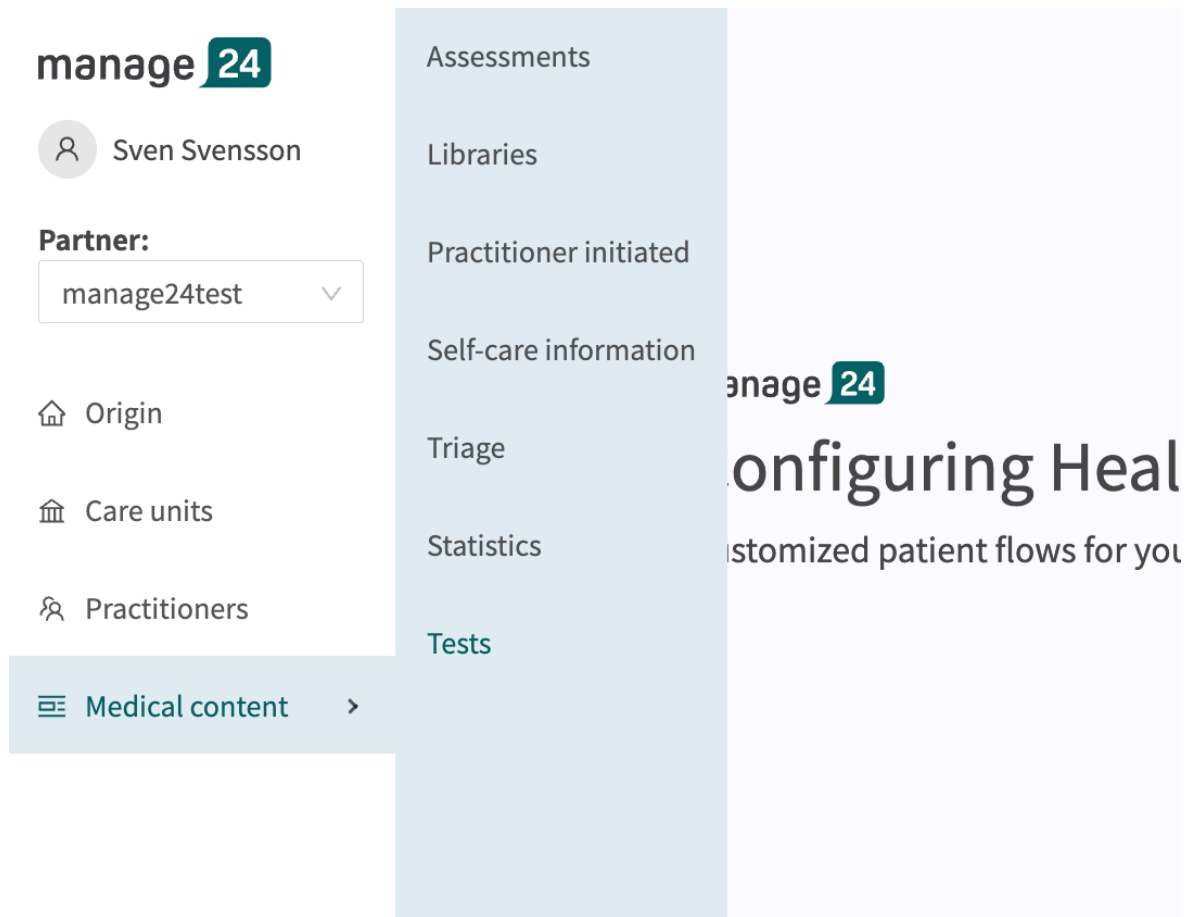
[actionId=d9052633-722e-477c-832c-5122f0a58df3&triageInterviewId=f303bd76-6e2d-43fc-bf61-2b8dceb04908](#)



4. Go to Manage24 and move the mouse pointer to "**Medical content**".



5. Click on **Tests**.



6. Click on the large green plus **+** button in the lower right corner.

Tests

Here you find all tests verifying your interview logic

Run all tests Last run: 2022-05-24 15:18 Search by name

Type	Status	Message	Actions
adult-OvrigaBesvarRG_deathThoughtsDeathWishALibSu-fc49bcdc-140d-400f-bc46-ff4e66637139	Passed		
child-OvrigaBesvarRG_haveConstitutionalSymptomsC-270788f0-6a00-4ac3-8e9d-0a7ed7173157	Passed		
adult-OvrigaBesvarRG_haveSuicidePlansALibSu-29aed261-08b9-4dd3-9c8c-c8e96f562773	Passed		
adult-arm_feverSevereHeadacheLibOFS-fd9ee109-08b2-4c0a-8636-fdc19d1b3301	Passed		
adult-OvrigaBesvarRG_previousDiagnosisAnginaAndNotACSOngoingAnginaMedicationLibACS-57ea9e38-2d20-40c5-83fd-766c8fdba46	Passed		
adult-arm_haveElbow-a068411b-17e5-4306-8295-cd3cd5e003dd	Passed		
child-OvrigaBesvarRG_ACSNowAndACSDescriptionCLibACS-929b3527-e9da-4109-b297-6e59ca57f441	Passed		
adult-OvrigaBesvarRG_abdominalOneFever-2e96e250-f7ba-4198-980c-ef5f826dbfc5	Passed		
adult-OvrigaBesvarRG_haveFeverOngoingDifficultiesLibAB-533ddc76-f473-44f7-9722-ab991857e5b2	Passed		
child-arm_havePainOrHaveRednessCLibLI-a8155f64-6ba7-415d-80e3-409174a57b93	Passed		

< 1 2 3 4 5 ... 12 > 10 / page

7. Paste the Interview ID into the **Add test link** field in the pop-up and click on **"Save test"**.

8. To start the test, click on the **Run all tests** button.

Type	Status	Message	Actions
adult-asthma_previousDiagnosisAndRespiratory-a747f694-23d7-499a-9303-dd6976e972ed			
adult-OvrigaBesvarRG_deathThoughtsDeathWishALibSu-fc49bcdc-140d-400f-bc46-ff4e66637139	Passed		
child-OvrigaBesvarRG_haveConstitutionalSymptomsC-270788f0-6a00-4ac3-8e9d-0a7ed7173157	Passed		
adult-OvrigaBesvarRG_haveSuicidePlansALibSu-29aed261-08b9-4dd3-9c8c-c8e96f562773	Passed		
adult-arm_feverSevereHeadacheLibOFS-fd9ee109-08b2-4c0a-8636-fdc19d1b3301	Passed		
adult-OvrigaBesvarRG_previousDiagnosisAnginaAndNotACSONgoingAnginaMedicationLibACS-57ea9e38-2d20-40c5-83fd-766c8ffdba46	Passed		
adult-arm_haveElbow-a068411b-17e5-4306-8295-cd3cd5e003dd	Passed		
child-OvrigaBesvarRG_ACSNowAndACSDescriptionCLibACS-929b3527-e9da-4109-b297-6e59ca57f441	Passed		
adult-OvrigaBesvarRG_abdominalOneFever-2e96e250-f7ba-4198-980c-ef5f826dbfc5	Passed		
adult-OvrigaBesvarRG_haveFeverOngoingDifficultiesLibAB-533ddc76-f473-44f7-9722-ab991857e5b2	Passed		

9. When the tests are running the **Run all tests** button will be blocked and a text **Validation in progress** will be visible.
10. The result of each tested patient flow is presented in the **Status** column with **"Passed"** or **"Failed"**. Tests with the **Failed** result are displayed at the top of the list.

Tests

Here you find all tests verifying your interview logic

Run all tests Last run: 2022-05-24 15:08

Type	Status	Message	Actions
adult-knee_swellingImmediatelyAfterTrauma-c06fc29a-f5df-4cf7-8f07-2b93577cd152	Failed	Questionnaire question 'woundTrauma' doesn't match expected question 'kneeFunctionalIssues' in test.	
adult-asthma_previousDiagnosisAndRespiratory-a747f694-23d7-499a-9303-dd6976e972ed	Failed	Questionnaire question 'asthmaRecognize' doesn't match expected question 'respiratory' in test.	
adult-worm_notOther-d29e0d13-1943-48d3-9f50-7a2175159af0	Failed	Questionnaire question 'complantOvrigaBesvar' doesn't match expected question 'previousDiagnosis' in test.	
adult-depression_haveDarkThoughts-41b81ca2-5990-47b7-8b79-3555d3d8f7d6	Failed	Failed to find response 'guilt' in question 'otherDepressionSymptoms'.	
adult-OvrigaBesvarRG_deathThoughtsDeathWishALibSu-fc49bcddc-140d-400f-bc46-ff4e66637139	Passed		

11. If the test gets the result **"Failed"**, the error message is displayed in the **Message** column.

Tests

Here you find all tests verifying your interview logic

Run all tests Last run: 2022-05-24 15:08

Type	Status	Message	Actions
adult-knee_swellingImmediatelyAfterTrauma-c06fc29a-f5df-4cf7-8f07-2b93577cd152	Failed	Questionnaire question 'woundTrauma' doesn't match expected question 'kneeFunctionalIssues' in test.	
adult-asthma_previousDiagnosisAndRespiratory-a747f694-23d7-499a-9303-dd6976e972ed	Failed	Questionnaire question 'asthmaRecognize' doesn't match expected question 'respiratory' in test.	
adult-worm_notOther-d29e0d13-1943-48d3-9f50-7a2175159af0	Failed	Questionnaire question 'complantOvrigaBesvar' doesn't match expected question 'previousDiagnosis' in test.	
adult-depression_haveDarkThoughts-41b81ca2-5990-47b7-8b79-3555d3d8f7d6	Failed	Failed to find response 'guilt' in question 'otherDepressionSymptoms'.	
adult-OvrigaBesvarRG_deathThoughtsDeathWishALibSu-fc49bcddc-140d-400f-bc46-ff4e66637139	Passed		

12. To the right, next to the **Run all tests** button, the date and time of the last test run is presented.

7.7.3. Searching for tests

Searching for a test is done by using the search field in the upper right corner.

Tests

Here you find all tests verifying your interview logic

Run all tests Last run: 2022-05-24 15:34

Type	Status	Message	Actions
adult-asthma_previousDiagnosisAndRespiratory-a747f694-23d7-499a-9303-dd6976e972ed	Failed	Questionnaire question 'asthmaRecognize' doesn't match expected question 'respiratory' in test.	
adult-OvrigaBesvarRG_deathThoughtsDeathWishALibSu-fc49bcddc-140d-400f-bc46-ff4e66637139	Passed		
child-OvrigaBesvarRG_haveConstitutionalSymptomsC-2707880-6405-4ac3-8464-da7e077173157	Passed		

7.7.4. Deleting tests

1. To delete a test, click the rubbish bin icon to the right of the test.

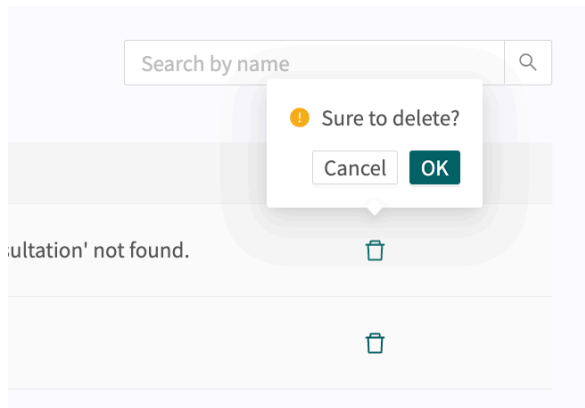
Tests

Here you find all tests verifying your interview logic

Run all tests Last run: 2022-05-24 15:34

Type	Status	Message	Actions
adult-asthma_previousDiagnosisAndRespiratory-a747f694-23d7-499a-9303-dd6976e972ed	Failed	Questionnaire question 'asthmaRecognize' doesn't match expected question 'respiratory' in test.	
adult-OvrigaBesvarRG_deathThoughtsDeathWishALibSu-fc49bcddc-140d-400f-bc46-ff4e66637139	Passed		

2. Click OK to confirm that you wish to delete the selected test.



8. Components in Questionnaires

Questionnaires can consist of many different components. Here is a description of what different components do and should be used for and what attributes exist for each component.

8.1. Metadata

Each questionnaire contains a section called **Metadata** with content that can be seen at the top of the questionnaire. **Metadata** is basic information that helps to identify the questionnaire.

8.1.1. Attributes and values in Metadata



NOTE

All attributes are not valid for all types of questionnaires.

Questionnaire ID/Name

All questionnaires have an **Id/name**.

The **ID** needs to be in English and may contain the following characters (no numbers or special characters):

- a-z
- A-Z

Description

Questionnaire free text description. This must be stated for all languages the questionnaires will be displayed in. Switch language for the description field by selecting language here.

Category

All questionnaires are divided into categories. Certain categories can only be selected within certain sections, for example, only questionnaires in the **Libraries** section can have the **Libraries** category. Categories can only be selected and edited when users create a new or replaces an existing questionnaire in the triage section. In the other sections, system categories are defined based on section.

Hidden

A setting that hides the questionnaire. The questionnaire will not be visible in Clinic24 or in the patient app.

Hide intro questions

A setting that enables intro questions from the `libraryTriage-Boot` library to be asked or not asked. They are always automatically asked in questionnaires.

Hide final questions	A setting that enables final questions from the <code>libraryTriage-Boot</code> library to be asked or not asked. They are always automatically asked in questionnaires once the triage is concluded.
Hide in patient app	A setting that prevents any search terms from being loaded into the questionnaire's <i>NLP</i> . This applies to the entire system and should be used if questionnaires are never loaded into NLP or displayed to patients, e.g. assessments.
Description searchable	A setting that enables questionnaire descriptions to be generated as search terms in the patient app.
Hide health profile	Disabled - do not use!

8.2. Sections

8.2.1. Pre-triage

This section defines the components used before patients are given recommendations after a concluded triage. This section contains logic-driven questions and exits, where most of a questionnaire is defined. Can only be added to the following "**Triage**" and "**Libraries**" questionnaire categories.

8.2.2. Post-triage

This section is used to define components that are used after the patient has been booked/has queued for an appointment. This section normally contains questions that are good for healthcare practitioners to be aware of, but which do not drive any logic further in how patients should be triaged. For example, the issue of asking patients to upload photos is something that currently cannot drive logic but is good for healthcare practitioners to see, even if it is not decisive. This section can be added to all questionnaire categories except "**Assessments**".

8.2.3. Health tests

Occurs in questionnaires with the questionnaire category "**Assessment**" and, in certain cases, "**Libraries**" categories. Questionnaires with the "**Assessment**" section very rarely have logic-driving components, but are static and straightforward with the most questions. An example is the *MADRS-S* questionnaire

8.2.4. Pre-Post triage

Only in questionnaires with "**Libraries**" category. Library statements can be defined as "pre-and-post-triage", which means that questionnaires using library questions can be borrowed for either pre- or post-triage.

8.3. Search terms

Search terms describe which search terms patients or healthcare practitioners should use using a free text search in the patient app or Clinic24 to access a specific questionnaire. If users select a search term, the questionnaire to which the search term belongs will be displayed. E.g.: **Search term**: "Headache" results in **Questionnaire**: "Headache". Normally, there are already several search terms defined for a questionnaire, but it is possible for users to add more if required.


The search term must always contain:

- Search term

8.3.1. Attributes and values in the Search term component

Search term Search term displayed in the patient app to provide access to the questionnaire where it is defined. Note that the *NLP* solution in Platform24 calculates probabilities that what the patient has written matches the exact search terms for a questionnaire and, based on this, displays the search results

Properties



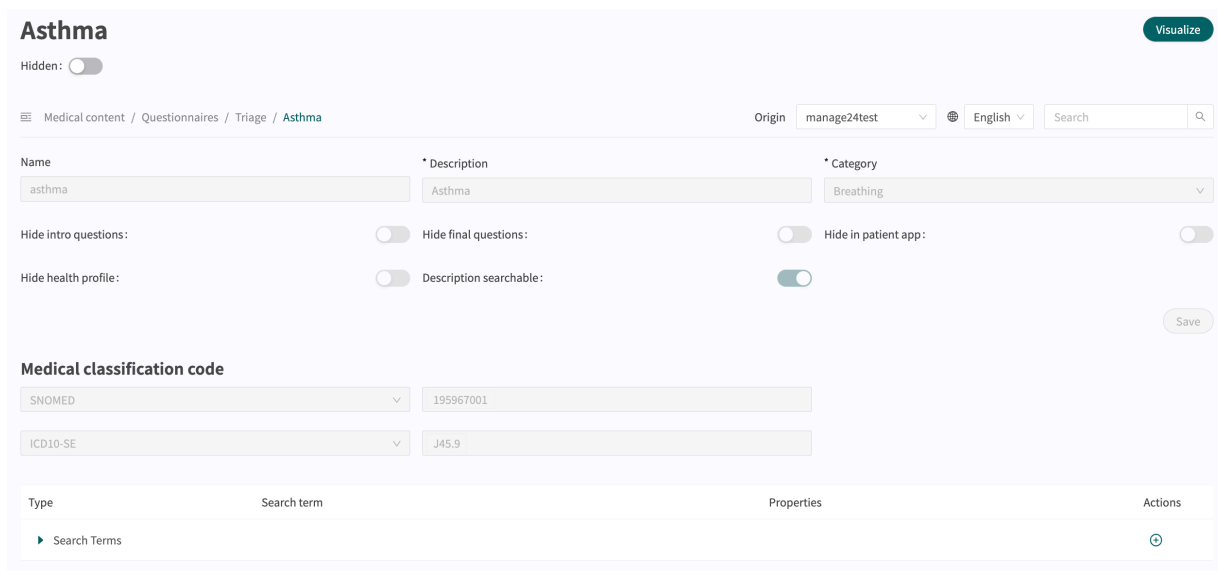
NOTE
It is currently not possible to edit properties.

Properties added to questionnaires by patients, such as a search term like “pain in leg” should have “**leg**” as a property to ensure the logic in the questionnaire can then be based on the knowledge that patients have already stated that the pain is in a leg (and not an arm). The properties can be used for conditions (in other components) by typing “`properties.<properties>`”. Users are allowed to define their own properties for search terms, but then they also are required to add logic for how a property must be used in a questionnaire, for example using conditions.

The "someParam" property is set for some search terms in the medical content. It has been used for many search terms because it is easier to specify logic based on a property used by many search terms and which, as a patient, then has an impact on more inputs in the questionnaire. Can be compared to a generic property used by many search terms.

8.3.2. How to add a search term

Open a questionnaire and expand the "Search Terms" section.



Asthma Visualize

Hidden:

Medical content / Questionnaires / Triage / Asthma Origin: manage24test | English | Search


Name: asthma	Description: Asthma	Category: Breathing
Hide intro questions: <input type="checkbox"/>	Hide final questions: <input type="checkbox"/>	Hide in patient app: <input type="checkbox"/>
Hide health profile: <input type="checkbox"/>	Description searchable: <input checked="" type="checkbox"/>	

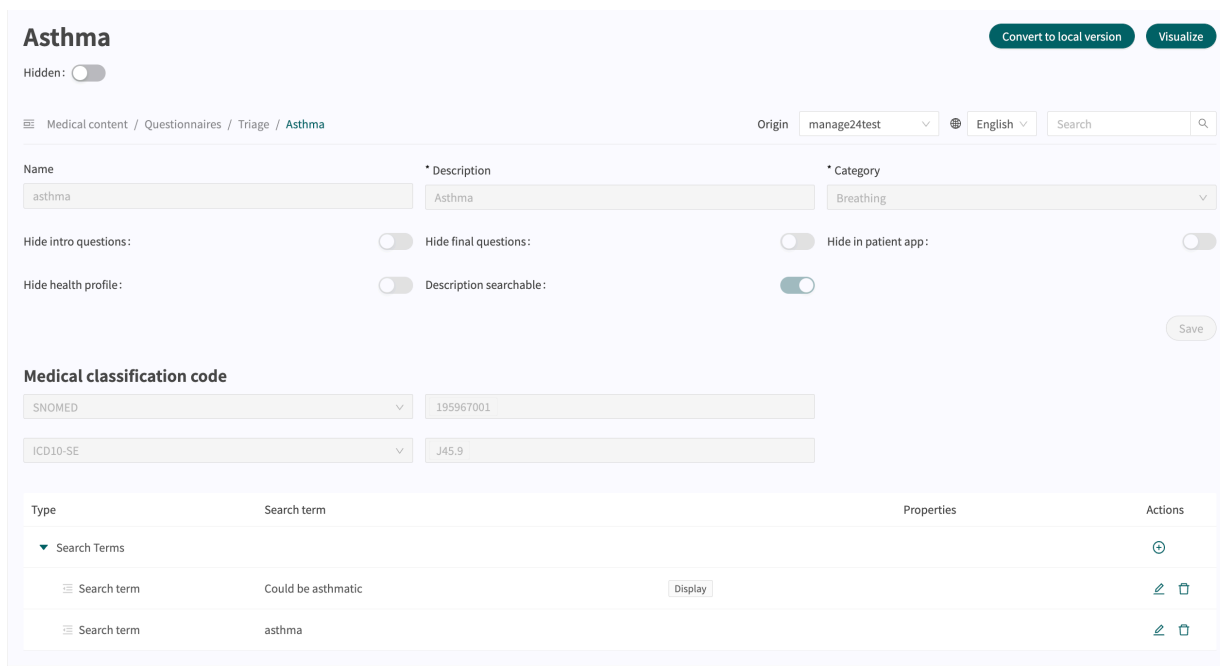
Save

Medical classification code

SNOMED	195967001
ICD10-SE	J45.9

Type	Search term	Properties	Actions
▶	Search Terms		⊙

Click the plus  sign to add new terms for the specific questionnaire for the selected input.



Asthma Convert to local version Visualize

Hidden:

Medical content / Questionnaires / Triage / Asthma Origin: manage24test English

Name: asthma * Description: Asthma * Category: Breathing

Hide intro questions: Hide final questions: Hide in patient app:

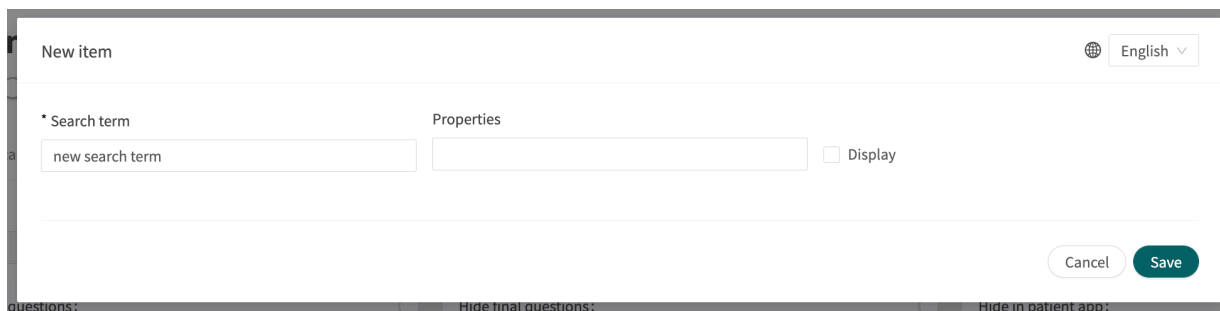
Hide health profile: Description searchable:

Medical classification code

SNOMED: 195967001
ICD10-SE: J45.9

Type	Search term	Properties	Actions
▼ Search Terms			
Search term	Could be asthmatic	Display	
Search term	asthma		

Select which language **(1)** the search term should be added to and specify the search term to enter in the "**Search term**" **(3)** field to the left. Properties **(2)** of the search term can be filled in to indicate, for example, that the patient has already indicated the localisation of the pain and therefore a question about this does not have to be asked in the questionnaire. It should now be displayed in the search term list. The properties can be called up in conditions by typing "properties.<Properties>". Users are allowed to define their own properties for search terms, but then they also are required to add logic for how a property must be used in a questionnaire, for example using conditions.



New item English

* Search term: new search term Properties: Display

Cancel Save

questions: Hide final questions: Hide in patient app:

Asthma Convert to local version Visualize

Hidden:

Medical content / Questionnaires / Triage / Asthma Origin: manage24test Swedish Search

Name: asthma Description: Asthma Category: Breathing

Hide intro questions: Hide final questions: Hide in patient app:

Hide health profile: Description searchable:

Save

Medical classification code

SNOMED: 195967001
ICD10-SE: J45.9

Type	Search term	Properties	Actions
Search Terms			⊕
Search term	Could be asthmatic	Display	✎ 🗑
Search term	asthma		✎ 🗑
Search term	new search term		✎ 🗑

Example:

In the **Headache questionnaire**, there is the search term, “Got a pounding headache” with the properties "severe", "suddenly" and "suddenlySevere".

Search term:

Properties: suddenly x severe x suddenlySevere x Display

Cancel Save

In relation to the question "headacheInfection", there is a condition (`properties.suddenlySevere == null`) further down the questionnaire, which means that patients who have sought

help using the above search term will not be asked this question. This is because they have already provided information that makes the question below unnecessary from a medical perspective.

8.4. Intro

Intro is a component that can be used once in each questionnaire and which creates an intro text that confirms what the patient has sought help for. This is done to create a feeling of security and confidence in the interview. The text will be added to the chat bubble with the first question as follows:

```
[[You are/Your child is] seeking medical attention for {{conditionNameLc}}
{{conditionNameLc}} corresponds to what the patient has sought medical care for.
```

Example:

The **Intro** component is followed by a query in the **Dizziness questionnaire**. The **Intro** text and the question from the included `libraryConstitutionalSymptoms` in the first chat box for the patient are then combined.

manage24 | Last update by Sven Svensson | March 8, 2022 02:20 PM | Changes | Log History | Changes 1

Partner: manage24test

Origin: Manage24 Test Patient

Settings

Basic Details

Menu Items

Alerts

Offline flow

Customizations

Text Content

Toplist

Opening Hours

Resource Types

Online Flow

Priority

Prices

Rules

Enable functionality

health p

Setting	Value	Tags	Description	Actions
Enable health profile for patient-initiated	True	patient-app		Edit
Enable health profile for practitioner-initiated	False	patient-app		Edit

English

About

Collapse Menu

Logout

8.5. Questions

The core functionality of the triage is to ask patient some questions. In this section, more detailed information about how questions are created is given.

Questions must always contain:

- **ID**
- **Question type**
- **Category** (if the question is to be included in the medical history summary in Clinic24)
- **Question**
- **Response** (for Single choice and Multiple choice question type)
- **Medical term** (if the question is to be included in the medical history summary in Clinic24)

Question
English

* Id	* Type	Category	Build time if	Condition
facialInjurySymptoms1	Multiple choice	Symptom		
* Question		Medical term	Choose first [] alternative if	
Does any of this apply to [you/your child]? (Select all that apply.)		Symptom		
Information	Explanation title	Explanation text		
Show negative answer in Clinic (none/nope)		Replace staff response on question		
<input type="checkbox"/>				

*** Response options**

Response breathing
🗑️

* Type	* Id	Condition
Response	breathing	
Build time if	* Patient text	Practitioner text
	Breathing problems	Breathing problems
Choose first [] alternative if	Negate to show response in Clinic	Points
	<input type="checkbox"/>	

> Response dizziness
🗑️

8.5.1. Attributes and values in Questions

ID

All questions have an **ID**.

The **ID** needs to be in English and may contain the following characters (no special characters):

- a-z
- A-Z
- 0-9

Question type

Different types of questions to ask can be selected. The following question types are available:

- **Multiple choice** – must contain at least one response option and several answers can be selected by the patient
- **Single choice** – must contain at least one response option and one answer can be selected by the patient
- **Yes/No** – the system auto-generates the Yes and No response options
- **Yes/No/Maybe** – the system auto-generates the Yes, No and Maybe response options
- **Number** – a minimum and maximum value can be specified to indicate within which range the patient can answer the question
- **File** – the patient is asked to upload an image. The question can be made optional using the "skippable" field
- **Medication** – Prescription renewal uses this question type (refer to the `renewPrescription` questionnaire). It is only allowed in questionnaires with **Assessments** or **Practitioner-initiated** categories because the question type presupposes that the questionnaire is not displayed in chat windows but in the slider format used when questionnaires are sent from Clinic24.
- **Date** – displays a calendar view to the patient in question.
- **Free text** – the patient can answer using free text. The question can be made optional using the "skippable" field.



NOTE

The triage bot doesn't use the content of the **Free text** field to calculate its results. Instead the free text reply is used to give the practitioner additional context.

- **Range** – provides the patient with a slider in the patient app to interact with when providing an answer. Min and Max values, Step and Unit headings are stated in the question. Step indicate how many decimals are allowed in the answer, i.e. how detailed the answer can be. This question type can only be used in questionnaires with the Assessments or Diagnoses categories.

Category

Category can be specified for questions. The category specifies how and under which category the question should be summarized in the medical history summary in Clinic24. There is a table and instructions (see Content24 - `smartTexts`) which specify how categories for each question type should be specified.

Build time if

Refer to general **Build time if** in the [Frequently occurring attributes](#) section.

Conditions

Conditions for when a component will be activated for the patient. For example, a response to a question is required for the next question to be asked.

If the condition is to validate that a patient has answered a certain answer, the following syntax is specified:

```
<questionId>.<responsId>
```

If the condition is to validate that a patient answered **Yes** (yes/no question) the following is used:

```
<questionId>
```

If the condition is to validate that the patient answered **No** (yes/no question) the following is used:

```
NOT <questionId>
```

If the condition is based on **answer points**, the following is used:

```
<questionId>.points
```

If the question has to be answered but the answer to the question does not affect the logic but only THAT the question is answered:

```
vars.<questionId>
```

```
vars.<questionId>.<responsId>
```

Conditions can be based on date questions. A date can come from three sources:

- **Properties** (`properties.creationDate`, `properties.startedDate`, `healthDataValue.date`)
- **Answers to date questions**, using the `questionId` of the date question.
- **Static dates** (using the syntax `date(YYYY-MM-DD)`).

To get days/months/years:

```
day(someDate)
```

```
month(someDate)
```

```
year(someDate)
```

To get the amount of days/weeks/months/years between to dates:

```
days(someDate, someOtherDate)
```

```
weeks(someDate, someOtherDate)
```

```
months(someDate, someOtherDate)
```

```
years(someDate, someOtherDate)
```

It is also possible to write conditions based on:

```
systemBirthDate (the birth date of the patient)
```

`systemAge` (the age of the patient)

`systemGender` (the gender of the patient)

Conditions can contain several validations and answers to previous questions or questionnaires where the following can be used to bind the conditions together and check the value:

Binding conditions:

AND = and

OR = or

What has to be fulfilled:

"!=" = not equal to

"==" = equal to

If no value can exist:

null = no value



NOTE

The Free Text, Number, Medication and File question types cannot be used in conditions.

Question

The text that the patient sees in the patient app. The following [... /...] syntax can be used here to direct the question to the correct person seeking medical care which is [You /your child] by default.

This [... /... /... /...] syntax can also be used to direct the question based on answers to previous questions and properties. Enter the conditions in the "Choose first [] alternative if" to specify which of the options should be used.

Choose first [] alternative if

If a logic other than default [You/Your child] has to be used, other conditions can be used to control whether the first or second option in the syntax should be used.

For example, if the question:

“[Have the problems arisen/Did the problems arise] in connection with exposure to the cold?”

is displayed in the “**Question**” field, the parameter `ongoing` has to be specified in the “**Choose first [] alternative if**” field, where “`ongoingAllergy`” is a parameter from a search term that accompanies the patient in their patient journey if they sought help e.g. for “Ongoing allergic reaction” If `ongoingAllergy` exists, the first option in “[]” will be used, and if `ongoing` is not specified for the patient, the second option will be displayed in the question.

The screenshot shows a configuration window for a question. At the top, there is a 'Search term' field containing 'Current allergic reaction'. To its right is a 'Properties' field containing 'ongoingAllergy x'. Below these fields is a 'Display' checkbox. At the bottom right, there are 'Cancel' and 'Save' buttons. The window also shows a language dropdown set to 'English'.

Medical term

The text that will be used in the medical history summary of the interview and displayed in Clinic24. Refer to the [smartText user documentation \[139\]](#) for more information.

Points (if answer is yes)

Points that can be set for Yes/No question types. The points are generated if a patient answers Yes to a question and this can be used in the questionnaire to calculate a total score or control other flows in the questionnaire.

Points (for response options)

For **Single choice** and **Multiple choice** question types, one or more response options must be added and points can be set for each answer option, which are then generated if the patient answered exactly with that answer in the interview.

Information

Information text that is displayed under a question if the questionnaire is sent from Clinic24.

Explanation title

Information title that is displayed under a question if patients themselves search for the questionnaire using the patient app. This text is clickable and leads to **Explanation text** (see below).

Explanation text

Information text that is displayed under a question if patients themselves search for the questionnaire using the patient app. Displayed if a patient has clicked on the title (**Explanation title**).

Replace staff response on question

If the answer to a given question replaces a previous question's answer for the medical history summary in Clinic24. For instance, if question A (yes/no) is “Are you in pain?” and question B (single choice question) is “How much pain are you in?”, then the answer to question B can replace the answer to question A, given that the patient answered Yes to question A. This is simply a way to make the summary more understandable and not include repetitions.

8.6. Exits

Exits are used to define triage rules, and therefore **Urgency**, **Visit form**, **Level of care**, **Resource** and **Capability** recommended to patients based on interview answers.

Exit ■
English ▼

*** Exit ID**

Type of exit

*** Condition**

Patient text

Recommendation

Build time if

Choose first [] alternative if

Practitioner Exit Care Advice

☰ ☰ B I 🔗

Medical classification code

Exit Attribute

At least one field must be selected

Urgency

Priority

Visit form

Level of care

Resource

Capability

* Mandatory field
* Partner specific value

Exits must always contain values for the following attributes:

- **Condition**
- **Exit ID**
- At least one of the following **Exit Attributes**:
 - **Urgency**
 - **Visit form**
 - **Level of care**
 - **Resource**
 - **Capability**

8.6.1. Attributes and values in Exits

Exit ID

All exits are assigned an **ID**.

The **ID** needs to be in English and may contain the following characters (no special characters):

- a-z
- A-Z
- 0-9

Condition

Conditions for when an exit is activated for a patient. For example, if a specific answer to a question is to activate the exit. If the condition is to validate that a patient has answered a certain answer, the following syntax is specified:

```
<questionId>.<responsId>
```

If the condition is to validate that a patient answered **Yes** (yes/no question) the following is used:

```
<questionId>
```

If the condition is to validate that the patient answered **No** (yes/no question) the following is used:

```
NOT <questionId>
```

If the condition is based on **answer points**, the following is used:

```
<questionId>.points
```

If the question has to be answered but the answer to the question does not affect the logic but only THAT the question is answered:

```
vars.<questionId>
```

```
vars.<questionId>.<responsId>
```

Conditions can be based on date questions. A date can come from three sources:

- Properties (`properties.creationDate`, `properties.startedDate`, `healthDataValue.date`)
- Answers to date questions, using the `questionId` of the date question.
- Static dates (using the syntax `date(YYYY-MM-DD)`).

To get days/months/years:

```
day(someDate)
```

```
month(someDate)
```

```
year(someDate)
```

To get the amount of days/weeks/months/years between to dates:

```
days(someDate, someOtherDate)
```

```
weeks(someDate, someOtherDate)
```

```
months(someDate, someOtherDate)
```

```
years(someDate, someOtherDate)
```

It is also possible to write conditions based on:

```
systemBirthDate (the birth date of the patient)
```

`systemAge` (the age of the patient)

`systemGender` (the gender of the patient)

Conditions can contain several validations and answers to previous questions or questionnaires where the following can be used to bind the conditions together and check the value:

Binding conditions:

AND = and

OR = or

What has to be fulfilled:

"!=" = not equal to

"==" = equal to

If no value can exist:

null = no value

It is important to have spaces between the first value, the minus sign and the next value to write a formula with subtraction (-). If this is not done, the formula is interpreted as a name instead of an equation.

- **OK:** 23 - someVariable
- **Not OK:** 23-someVariable



NOTE

The Free Text, Number, Medication and File question types cannot be used in conditions.

Type of exit

Here the following types can be selected (numerous types can be selected)

- `Service request` - when a service request has to be created for a patient. An analysis is selected in “**Analyses**” field.
- `Recommendation` - when a patient should receive a recommendation about the next step, for instance booking an appointment.

If both `Service request` and `Recommendation` are selected, patients will receive the recommendation (for example, “Book an appointment”) and a service request with listed tests.

Patient text

The text entered here will be displayed as the final chat bubble in the triage. This text often confirms what details the patient has provided.

Recommendation

A specific recommendation text based on a specific exit given to the patients in the recommendation page. If urgency level “**Wait**” is selected under the “**Recommendation**” exit type, this text is not displayed on the recommendation page but only when a patient clicks forward to read the self-care information.

Build time if

Build time if can be set for the following components in questionnaires and is used to decide if components should be included or not, based on formulas, properties and parameters. Refer to the [Frequently occurring attributes \[131\]](#) section for a longer description of **Build time if**:

- **Include**
- **Exits**
- **Answer** (in questions)
- **Formulas**
- **Questions**
- **Go to another questionnaire**
- **Call questionnaire**

Choose first [] alternative if

If a logic other than default [You/Your child] has to be used, other conditions can be used to control whether the first or second option in the syntax should be used.

For example, if the question:

“[Have the problems arisen/Did the problems arise] in connection with exposure to the cold?”

is displayed in the “**Question**” field, the parameter ongoing has to be specified in the “**Choose first [] alternative if**” field, where "ongoingAllergy" is a parameter from a search term that accompanies the patient in their patient journey if they sought help e.g. for "**Ongoing allergic reaction**". If ongoingAllergy exists, the first option in “[]” will be used, and if ongoing is not specified for the patient, the second option will be displayed in the question.

The screenshot shows the 'Exit' configuration interface. At the top right, there is a language selector set to 'English'. The main form is divided into several sections:

- Exit ID:** Contains the text 'injuryOnsetMoreThan2t'.
- Type of exit:** A dropdown menu with 'Recommendation' selected.
- Condition:** A text field containing the formula 'injuryOnset.moreThan2to3d AND clearimprovement'.
- Patient text:** A text field with the placeholder text: '[You have/Your child has] injured [your/his or her] arm and now it hurts to move it. You have stated that'.
- Recommendation:** A text field with the placeholder text: 'If you have sprained something or strained a muscle, one will usually notice a clear improvement 2-3 days'.
- Build time if:** An empty text field.
- Choose first [] alternative if:** An empty text field.
- Practitioner Exit Care Advice:** A rich text editor with a dropdown menu open. The dropdown list includes: 'Aaa_test_selfcare_ad...', 'For_test_case', 'MatiAdvice', 'Nytt-egenvardsrad', 'SV-Self-Care', 'SV-Test-Only', 'Self-Care-TEST', and 'Self-care-advice-test'.
- Medical classification code:** Two dropdown menus. The first is 'SNOMED' with value '127278005'. The second is 'ICD10-SE' with value 'T11.9'.
- Exit Attribute:** A section with the note 'At least one field must be selected'. It contains several dropdown menus: 'Urgency' (set to 'Wait'), 'Priority', 'Visit form' (set to 'Online possible'), 'Level of care', and 'Resource'.
- Capability:** An empty text field.

At the bottom left, there are two small icons: a star for 'Mandatory field' and a circle with a dot for 'Partner specific value'.

Analyses

The “**Analyses**” field can be filled in if the **Service request type** is selected under **Type of exit**. This is a drop-down list with selectable analyses for which a **Service request** can be sent. Select one or more.

Exit attributes

The **Exit attributes** section can be displayed if the **Recommendation type** is selected under **Type of exit**. Attributes that will be generated if the patient ends up in this exit are shown in this section.

Urgency	<ul style="list-style-type: none"> • Immediate • Promptly • Acute • Planned • Wait
Visit form	<ul style="list-style-type: none"> • Online recommended – if patient will receive an online recommendation • Online possible – if patient is offered choice to go online as a secondary recommendation • If value is not selected here, the patient is recommended offline care
Level of care	<ul style="list-style-type: none"> • Stop • Online • Hotline • Primary care • Specialist care • Emergency • Previous clinic • Self-care
Resource	<p>Partners can choose to add their own resources by contacting their implementation manager (PSM) at Platform24. The added resources will have a green asterisk next to their name to indicate that they are partner-specific.</p> <p>These are the resources that come with and can be used in the system:</p> <ul style="list-style-type: none"> • Occupational therapist • Paediatrician • Midwife • Biomedical analyst • Dermatologist • Dietician • Pharmacist • Physiotherapist • Health scientist • Counsellor • Speech therapist • Doctor

Capability

- Medical administrator
- Optician
- Orthopaedist
- Personal trainer
- Psychiatrist
- Psychologist
- Rehab Coordinator
- Nurse
- Dentist
- Therapist
- Assistant nurse
- Care Coordinator
- Ophthalmologist

Partners can choose to add their own capabilities by contacting their implementation manager (PSM) at Platform24. The added capabilities will have a green asterisk next to their name to indicate that they are partner-specific.

These are the capabilities that come with and can be used in the system:

- addiction
- antenatal
- child health center
- dental
- emergency hotline
- emergency room
- general practice
- guidance hotline
- gynecology
- home care
- infection
- maternity
- obstetrics
- ophthalmology
- optometry
- poisoning
- personal training
- physiotherapy
- psychiatry
- psychiatric hotline
- psychology

Self-care advice

- youth

If the urgency level "Wait" is selected, an **Selfcare advice** field is displayed under the exit attributes. Self-care information that exists and has been created in the solution can be selected in the drop-down list. This is then the self-care advice patients will receive if they meet the condition for this exit.

The screenshot shows a form with two main sections: 'Medical classification code' and 'Exit Attribute'.
 - 'Medical classification code' has two dropdown menus. The first is set to 'D00000' and the second to '1180200'.
 - 'Exit Attribute' has a note: 'At least one field must be selected'. It contains several dropdown menus: 'Urgency' (set to 'Wait'), 'Priority', 'Visit form' (set to 'Online possible'), and 'Level of care'. A dropdown menu is open over the 'Level of care' field, showing a list of options including 'TestPlan', 'TestingAdvice', 'SelfcareAdvice', 'advice', 'adviceTrack', 'after', and 'SelfcareAdvice'.
 - Below these are fields for 'Capability' and 'Resource'.
 - At the bottom, there are buttons for 'Restore to default', 'Cancel', and 'Save'.
 - A legend at the bottom indicates: '* Mandatory field * Partner specific value'.

8.6.2. Practitioner exit care advice



NOTE

This feature is optional and only available for partners who have activated it.

Contact the your *super user* or *customer success manager* for further information.

To give further information to healthcare professionals about a specific exit, the free text field **Practitioner Exit Care Advice** is used. The practitioner exit care advice is shown to practitioners in the Clinic24 patient view of the triage results. The advice does not affect the triage logic or the exit.



The exit care advice is a free-text field on the exit statement in the medical content, and intends to guide patients to the right level of care by giving the practitioner additional information based on the exit level. The exit care advice is shown for practitioners in Clinic24, if the patient exited on an exit with a defined exit care advice.

Example of exit care advice: “*The patient is suitable for an appointment with an orthopedist with a previous MR examination.*”



NOTE

Exit care advice must NOT be used to diagnose or to recommend a specific drug for one or more patients.

Current appointment Patient Details Tickets Previous appointments   [New visit](#)


08 March 2022


You must receive the appointment before you can start the chat

[Din sjukvårdshistorik](#)
[Din läkemedelslista](#)

APPOINTMENT (SYNC PHASE), MANAGE24TEST [Consult](#)

Overweight


Origin	Triage 	Non Medical Info	
Manage24 Test C...	Results	Show	
Allergies	Diagnosis	Medication	Surgery
Nej	Nej	Nej	Nej

Practitioner Exit Care Advice 

Follow our internal **routes** (xxx) when taking care of a patient that wants to loose weight. To provide best possible care:

- Give exempe on healthy meals and how much to eat with the help of a

[Show more](#)

Notes [Original Text](#) 

How to create an Practitioner exit care advice

1. Select the questionnaire where the exit is defined or is going to be created by clicking the questionnaire name.

manage24 Last update by Sven Svensson | March 8, 2022 04:55 PM [Changes](#) [Log History](#) [Changes](#) 9

Sven Svensson

Partner: manage24test

Origin Care units Practitioners **Medical content**

English

Triage

Validated: 2022-03-04 15:52 (new validation in progress) [Run validation](#)

Medical content / Questionnaires / Triage Origin: manage24test Search by name

Questionnaire	Id	Category	Hidden	Status
Acne problems	acne	Skin and hair	<input checked="" type="checkbox"/> False	Modified
Acne problems	doktor24acne	Partner specific conditions	<input checked="" type="checkbox"/> False	Modified
Administrative chat	adminChat	Partner specific conditions	<input checked="" type="checkbox"/> False	Modified
Allergy symptoms	allergy	Allergies and hypersensitivities	<input checked="" type="checkbox"/> False	
AllQuestionTypes	AllQuestionTypes	Administrative	<input checked="" type="checkbox"/> False	Local copy
Altered sense of smell	changeOfSmell	Ears, nose, and throat	<input checked="" type="checkbox"/> False	Modified
Animal bite/scratch	biteAnimal	Injuries and accidents	<input checked="" type="checkbox"/> False	Modified
Arm injury	armInjury	Injuries and accidents	<input checked="" type="checkbox"/> False	Modified
Arm problems	arm	Locomotor	<input checked="" type="checkbox"/> False	Modified
AskAbout	askAbout	Administrative	<input checked="" type="checkbox"/> False	Local copy

2. Select the Exit where you wish to add the exit care advice by clicking the name. You can also create a new exit.

Exit	overweightAdultAndTroubling	overweightAdult AND troubling	Planned general practice Online possible	sleeping or sometimes being bullied. If someone is having trouble moving around, sleeping or has pain in his or her knees and feet due to, for example, being overweight, they should be assessed. Sometimes being overweight can contribute to mental illness issues.	
Exit	overweightAdultAndTriedSelfCareWithoutSuccess	overweightAdult AND triedSelfCareWithoutSuccess	Planned general practice Online possible	If you have tried losing weight by altering your dietary habits and exercise, but not been successful, you may need support and advice for losing weight.	Modified
Exit	overweightAdult	overweightAdult	Wait Online possible overvikt-och-fetma	You are suffering from being overweight and have not tried self-care.	
Exit	notOverweightAdult	NOT overweightAdult	Wait Online possible vad-ar-en-halsosam-vikt	You are seeking medical care for being overweight, but have indicated that you are not overweight according to the BMI calculator.	

- Write the advice in the free text field **Practitioner exit care advice**. It is possible to format the exit care advice text by using the toolbox in the text field.

Exit Modified English

*** Exit ID** **Type of exit** *** Condition**

Patient text **Recommendation** **Build time if**

Choose first [] alternative if **Practitioner Exit Care Advice**

☰ ☰ B I 🔗

Medical classification code

SNOMED

ICD10-SE

Exit Attribute
At least one field must be selected

Urgency Priority Visit form Level of care Resource Capability

- It is possible to add a link to the **Practitioner exit care advice**.
 - Highlight the part of the text you want to connect the link to, and click on the link icon.

Practitioner Exit Care Advice

Follow our internal routines

- b. Paste the link into the **Value** field in the pop-up and click on "**Save**".

Save

Value: kt-och-fetma-hos-vuxna/

Cancel Save

5. Finish adding the advice by clicking the **Save** button.

Cancel Save

8.6.3. Breaking exits

If urgency level "**Immediate**" is set for a "**Recommendation**" exit type, for example in a questionnaire for an ongoing chest pain, the exit will break the process. This means that if a user meets the **Exit condition**, the interview is immediately cancelled and the user is taken to the recommendation page straightaway, without having to answer the remaining questions in the questionnaire.

The questionnaire is cancelled even if a "**Stop**" level of care is set for an Exit.

8.6.4. Default exits

Default exits are exits that are unconditional. If conditions are not specified for an **Exit**, any patient journeys not identified by the other previous Exits in triage will end up in this **Exit**. It is only

possible to have one exit for each questionnaire that is unconditional. These exits are used as a backup to ensure patients always receive a recommendation.

New item Swedish

Type
Exit

* Exit ID Type of exit Recommendation * Condition

Patient text Recommendation Build time if

Choose first [] alternative if

Practitioner Exit Care Advice

☰ ☰ **B** *I*

Exit Attribute
At least one field must be selected

Urgency Priority Visit form Selfcare advice Level of care Resource

Wait Online possible Primary care Assistant nurse

Capability

* Mandatory field * Partner specific value

8.7. Formulas

A formula is a complex expression of normally several, longer expressions (e.g. answers to questions).

When a **Formula** is set, it can be used again in the questionnaire, for example as a question condition to avoid a repeat of all expressions.

Formulas must always contain values for following attributes:

- **Formula ID**
- **Condition**

8.7.1. Attributes and values in Formulas

Formula ID All formulas have an **ID**.
The **ID** needs to be in English and may contain the following characters (no special characters):

- a-z
- A-Z
- 0-9

Conditions Conditions for when formulas are activated for a patient. For example, if a specific answer to a question is to activate the formula. The **Formula ID** can then be used again in the questionnaire.

If the condition is to validate that a patient has answered a certain answer, the following syntax is specified:

```
<questionId>.<responsId>
```

If the condition is to validate that a patient answered **Yes** (yes/no question) the following is used:

```
<questionId>
```

If the condition is to validate that the patient answered **No** (yes/no question) the following is used:

```
NOT <questionId>
```

If the condition is based on **answer points**, the following is used:

```
<questionId>.points
```

If the question has to be answered but the answer to the question does not affect the logic but only THAT the question is answered:

```
vars.<questionId>
```

```
vars.<questionId>.<responsId>
```

Conditions can be based on date questions. A date can come from three sources:

- **Properties** (`properties.creationDate`, `properties.startedDate`, `healthDataValue.date`)
- **Answers to date questions**, using the `questionId` of the date question.
- **Static dates** (using the syntax `date(YYYY-MM-DD)`).

To get days/months/years:

```
day(someDate)
```

```
month(someDate)
```

```
year(someDate)
```

To get the amount of days/weeks/months/years between to dates:

```
days(someDate, someOtherDate)
```

```
weeks(someDate, someOtherDate)
```

```
months(someDate, someOtherDate)
```

```
years(someDate, someOtherDate)
```

It is also possible to write conditions based on:

```
systemBirthDate (the birth date of the patient)
```

```
systemAge (the age of the patient)
```

systemGender (the gender of the patient)

Conditions can contain several validations and answers to previous questions or questionnaires where the following can be used to bind the conditions together and check the value:

Binding conditions:

AND = and

OR = or

What has to be fulfilled:

"!=" = not equal to

"==" = equal to

If no value can exist:

null = no value

It is important to have spaces between the first value, the minus sign and the next value to write a formula with subtraction (-). If this is not done, the formula is interpreted as a name instead of an equation.

- **OK:** 23 - someVariable
- **Not OK:** 23-someVariable

If Then Else conditions

IF someVariable THEN someValue ELSE someOtherValue

If the condition someVariable is met, someValue will be used, but if the condition someVariable isn't met, someOtherValue will be used.

Example:

Type		
Formula		
* Formula ID	* Condition	Build time if
twoArms	IF bothArms THEN disabilityArms ELSE leftOrRight	
		Cancel Save



NOTE

The Free Text, Number, Medication and File question types cannot be used in conditions.

In the above expression, laterality is the question's ID, and left and right are the answer's ID in the question you want to include.

Answers can also be negated in a formula.

Where **Formula Id** = `isNotItching`

Condition = `NOT allergySymptoms.itching AND properties.itching == null`

Here the user must not have answered itching on the question `allergySymptoms`, hence the `NOT` is written, and the property `itching`, which comes from a search term, is not true i.e. `== null`.



NOTE

- Formulas cannot be negated, meaning `NOT unilateralSymptoms` **cannot** be written. A new formula could be created instead called `notUnilateralSymptoms = NOT laterality.left AND NOT laterality.right`.
- Note also that Formulas are not included when a user goes to another questionnaire.

8.8. Include

Used to include (drag in) a question or a completely different library, in the questionnaire in question.

The aim here is to avoid duplicates of questions and answers.

8.8.1. Attributes and values in Include

Include library Drop-down list of existing libraries that can be included.

Question Drop-down list where a specific question can be selected to be included or all questions are selected. Only one selection can be made in the list.

Build time if

Build time if can be set for the following components in questionnaires and is used to decide if components should be included or not, based on formulas, properties and parameters. Refer to the [Frequently occurring attributes \[131\]](#) section for a longer description of **Build time if**:

- **Include**
- **Exits**
- **Answer** (in questions)
- **Formulas**
- **Questions**
- **Go to another questionnaire**
- **Call questionnaire**

Condition

Conditions for when a component has to be activated for the patient. For example, if the option that an answer to a question is required before the next one is asked has been selected to include another questionnaire. If the condition is to validate that a patient has answered a certain answer, the following syntax is specified:

```
<questionId>.<responsId>
```

If the condition is to validate that a patient answered **Yes** (yes/no question) the following is used:

```
<questionId>
```

If the condition is to validate that the patient answered **No** (yes/no question) the following is used:

```
NOT <questionId>
```

If the condition is based on **answer points**, the following is used:

```
<questionId>.points
```

If the question has to be answered but the answer to the question does not affect the logic but only THAT the question is answered:

```
vars.<questionId>
```

```
vars.<questionId>.<responsId>
```

Conditions can be based on date questions. A date can come from three sources:

- **Properties** (`properties.creationDate`, `properties.startedDate`, `healthDataValue.date`)
- **Answers to date questions**, using the `questionId` of the date question.
- **Static dates** (using the syntax `date(YYYY-MM-DD)`).

To get days/months/years:

```
day(someDate)
```

```
month(someDate)
```

```
year(someDate)
```

To get the amount of days/weeks/months/years between to dates:

```
days(someDate, someOtherDate)
```

```
weeks(someDate, someOtherDate)
```

```
months(someDate, someOtherDate)
```

```
years(someDate, someOtherDate)
```

It is also possible to write conditions based on:

`systemBirthDate` (the birth date of the patient)

`systemAge` (the age of the patient)

`systemGender` (the gender of the patient)

Conditions can contain several validations and answers to previous questions or questionnaires where the following can be used to bind the conditions together and check the value:

Binding conditions:

AND = and

OR = or

What has to be fulfilled:

"!=" = not equal to

"==" = equal to

If no value can exist:

null = no value

It is important to have spaces between the first value, the minus sign and the next value to write a formula with subtraction (-). If this is not done, the formula is interpreted as a name instead of an equation.

- **OK:** 23 - someVariable
- **Not OK:** 23-someVariable



NOTE

The `Free Text`, `Number`, `Medication` and `File` question types cannot be used in conditions.



NOTE

A library can only be included once per questionnaire. If, on the other hand, the condition for including a library is not met, a library that meets another condition can be included in the same form.

It is possible to set **Condition** and **Build time if** to define when the **Include library** statement should be activated. This is done, for instance, to prevent all users in the main questionnaire receiving the questions that are in the included library or questionnaire.

Include
English ▾

* Include library	Question	Condition
<input style="width: 95%;" type="text" value="Library - frequently recurring questions"/>	<input style="width: 95%;" type="text" value="severe"/>	<input style="width: 95%;" type="text" value="haveSwelling"/>

Build time if

The library, or the question from a library, that is included in a form will inherit the condition that led to the library being included. This means that when the library is included in the form, the previously fulfilled conditions will be merged with the new conditions that are added in connection with questions in the included library.

Examples of when the terms for the include are merged with the terms for the question in the included library:

The cough questionnaire has the following include:

libraryFlu has a question with the following conditions:

When libraryFlu is included in cough These two conditions will be merged, leading to the question fluTriedSelfCare to be asked if the following condition is met:

`(haveFluSymptoms OR haveHeadache) AND (patient1orAbove AND (noClearCause OR copdExacerbation.none))`

However, the condition in **Include** is not merged with the condition for the outcome in the included file.

8.9. Go to another questionnaire

Skip to an entirely different questionnaire as soon as the conditions for the component are met. Patients then do not return to the first questionnaire.

Go to another questionnaire must always contain attribute values:

`If (conditions to be met e.g. believeAllergy AND triedSelfCareSuffix.unsuccessful)
Go to (name of the questionnaire skipped to e.g. Suspected allergy)`

8.9.1. Attributes and values in Go to another questionnaire

Go to another questionnaire 🌐 English ▾

*** If** *** Go to** **Build time if**

Properties

If

Conditions for when a component has to be activated for the patient. For example, if the option that an answer to a question is required before the next one is asked has been selected to **Go to another questionnaire**.

If the condition is to validate that a patient has answered a certain answer, the following syntax is specified:

```
<questionId>.<responsId>
```

If the condition is to validate that a patient answered **Yes** (yes/no question) the following is used:

```
<questionId>
```

If the condition is to validate that the patient answered **No** (yes/no question) the following is used:

```
NOT <questionId>
```

If the condition is based on **answer points**, the following is used:

```
<questionId>.points
```

If the question has to be answered but the answer to the question does not affect the logic but only THAT the question is answered:

```
vars.<questionId>
```

```
vars.<questionId>.<responsId>
```

Conditions can be based on date questions. A date can come from three sources:

- **Properties** (`properties.creationDate`, `properties.startedDate`, `healthDataValue.date`)
- **Answers to date questions**, using the `questionId` of the date question.
- **Static dates** (using the syntax `date(YYYY-MM-DD)`).

To get days/months/years:

```
day(someDate)
```

```
month(someDate)
```

```
year(someDate)
```

To get the amount of days/weeks/months/years between to dates:

```
days(someDate, someOtherDate)
```

```
weeks(someDate, someOtherDate)
```

```
months(someDate, someOtherDate)
```

```
years(someDate, someOtherDate)
```

It is also possible to write conditions based on:

`systemBirthDate` (the birth date of the patient)

`systemAge` (the age of the patient)

`systemGender` (the gender of the patient)

Conditions can contain several validations and answers to previous questions or questionnaires where the following can be used to bind the conditions together and check the value:

Binding conditions:

AND = and

OR = or

What has to be fulfilled:

"!=" = not equal to

"==" = equal to

If no value can exist:

null = no value

It is important to have spaces between the first value, the minus sign and the next value to write a formula with subtraction (-). If this is not done, the formula is interpreted as a name instead of an equation.

- **OK:** 23 - someVariable
- **Not OK:** 23-someVariable



NOTE

The `Free Text`, `Number`, `Medication` and `File` question types cannot be used in conditions.

Go to

Drop-down list where another questionnaire can be selected which the patient will answer instead.

Build time if

Build time if can be set for the following components in questionnaires and is used to decide if components should be included or not, based on formulas, properties and parameters. Refer to the [Frequently occurring attributes \[131\]](#) section for a longer description of **Build time if**:

- **Include**
- **Exits**
- **Answer** (in questions)
- **Formulas**
- **Questions**
- **Go to another questionnaire**
- **Call questionnaire**

Properties

Properties can be set when you **Go to** another questionnaire to include the required properties in the next questionnaire.



NOTE

Formulas are not included when Skipping to other questionnaire, while Properties are included.

Properties can, for instance, be used when a user has already answered a question about where an injury is and then does not have to answer the same question again when the user has gone to another questionnaire

8.10. Import data

Import data is a statement that can be used in questionnaires where logic has to be based on values in the health database for patients. The value retrieved from the health database can then be checked with different conditions to drive logic in the patient flow. It is possible to write conditions that define if the value is greater or less than X. It is possible to drive logic based on how old the result is, i.e. when it was added to the health database. It is also possible to create different types of equations using the value that can drive logic.

Examples of data imports that can be carried out in questionnaires are the importing of values from analyses (lab) conducted for patients and then defining when results are still valid or not in formulas. There may for instance be formulas that indicate how old the test may be, what the result was or if there is a value or not. In the continuation of the form, the formula is then used to drive logic for the questions and exits that the patient receives.

☰ Formula	haveReducedMovement	armInjurySymptoms1.reducedMovement	✎ 🗑️
☰ Import data	score_phq9		Local copy ✎ 🗑️
☰ Formula	noReducedMovement	NOT armInjurySymptoms1.reducedMovement	✎ 🗑️
☰ Include	haveSwelling	library	✎ 🗑️

The following checks on results from Importing data can be conducted (the tsh test example):

- `tsh.ageInDays` – to import number of days since the test was done
- `tsh.value` – to import test result

Greater than (>), less than (<), not equal to (!=), equal to (==) can be checked for both call-ups.

8.10.1. Attributes and values in Import data

- Condition** Conditions for when importing data from selected source.
- Type** Drop-down list with selectable values to import from specified source.
- Source** The database from which values are imported.
- Local name** Imported values can be given a local value name for reuse in the questionnaire under conditions. For example, P-glucose can have the local name: glucose to simplify using the value.
- Mandatory** Check box indicating whether a value has to be imported from the database.

8.11. Export data

Export data is a component that can be used in questionnaires where logic has to be based on values in the health database for patients. Values that are exported from the health database can then be used to create visualizations in Clinic24 (trends, etc.) but can also be used if patients return with a new case. The **Formula** component also works well with **Export data**, for example to calculate values to export into the health database.

An example is where answers provided by patients in assessments are converted into a formula and exported to the health database.

Question	willToLive	This question relates to your zest for life and whether you have experienced Weltschmerz. Do you have thoughts of suicide, and if so, to what extent do you feel this is a real way out?	
Formula	madrss_score	sadness.points + tension.points + sleep.points + appetite.points + concentration.points + initiative.points + interest.points + pessimism.points + willToLive.points	
Export data	score_madrss		

8.11.1. Attributes and values in Exporting data

- Condition** Conditions for when exporting data to the health database.
- Local name** Name the formula or value is given in the questionnaire and which is exported to the database.
- Destination** The database to which values are exported. Only one database can be currently selected.

Type	Drop-down list with selectable values to export to the database.
Mandatory	Check box indicating whether a value has to be exported to the database in order for the questionnaire to be valid for patients to complete.

8.12. Call questionnaire

Used to Include a library questionnaire, but with the option of specifying parameters (properties) that control the included questionnaire assuming the **Parameter**.

8.12.1. Attributes and values in Call questionnaire

Call library	Drop-down list with libraries that can be used.
Parameters	The parameters required to be sent to the included library. At least one parameter must be specified to use the component. More than one parameter can be added. Ensure that the parameter is used in the included questionnaire.
Condition	Conditions for when a library is included with the specified parameters.
Build time if	<p>Build time if can be set for the following components in questionnaires and is used to decide if components should be included or not, based on formulas, properties and parameters. Refer to the Frequently occurring attributes [131] section for a longer description of Build time if:</p> <ul style="list-style-type: none"> • Include • Exits • Answer (in questions) • Formulas • Questions • Go to another questionnaire • Call questionnaire

For example, in the **Shoulder** problems questionnaire, the **Pain** library, where the `assumePain` parameter is sent, has the following call-ups which impacts on how the questions in the library are asked. A component condition is also set, which steers the logic if the component will be activated for the patient.

8.13. Flags

The flag component displays additional information to a healthcare professional when a patient fulfills certain symptoms/answers. In Content24, the medical content developers can add one or more flags in questionnaires. A flag can be seen by the practitioner in Clinic if the patient, in the triage, fulfills the conditions of that flag.

The flag will not change the interview exit attributes in the rule engine. However, the flag can be used in the rule engine to adjust the recommendation to the patient after the triage.

Flags have two use cases:

- To guide patients to the right level of care by highlighting/flagging important information to the practitioner that has been gathered in the triage.
- To use flags in the rule engine to enhance the recommendation of care for the patient.

Example of use case for Flags: “*You have an ongoing COVID-19 infection and it is important to be aware of current guidelines. Read more about testing and isolation at [Folkhälsomyndigheten](#).*”

**NOTE**

Flags must NOT be used to diagnose (including making statements of a diagnostic nature) or to recommend treatment for an individual patient. Flags are to be used at a common level and applied to a group of patients.

8.13.1. Attributes and values in flags

If Conditions for when a component has to be activated for the patient. For example, if the option that a response to a question is required before the next one is asked has been selected to activate and display flags in Clinic24. If the condition is to validate that a patient has answered a certain answer, the following syntax is specified:

```
<questionId>.<responsId>
```

If the condition is to validate that a patient answered **Yes** (yes/no question) the following is used:

```
<questionId>
```

If the condition is to validate that the patient answered **No** (yes/no question) the following is used:

```
NOT <questionId>
```

If the condition is based on **answer points**, the following is used:

```
<questionId>.points
```

If the question has to be answered but the answer to the question does not affect the logic but only THAT the question is answered:

```
vars.<questionId>
```

```
vars.<questionId>.<responsId>
```

Conditions can be based on date questions. A date can come from three sources:

- **Properties** (`properties.creationDate`, `properties.startedDate`, `healthDataValue.date`)
- **Answers to date questions**, using the `questionId` of the date question.
- **Static dates** (using the syntax `date(YYYY-MM-DD)`).

To get days/months/years:

```
day(someDate)
```

```
month(someDate)
```

```
year(someDate)
```

To get the amount of days/weeks/months/years between to dates:

```
days(someDate, someOtherDate)
```

```
weeks(someDate, someOtherDate)
```

```
months(someDate, someOtherDate)
```

```
years(someDate, someOtherDate)
```

It is also possible to write conditions based on:

```
systemBirthDate (the birth date of the patient)
```

`systemAge` (the age of the patient)

`systemGender` (the gender of the patient)

Conditions can contain several validations and answers to previous questions or questionnaires where the following can be used to bind the conditions together and check the value:

Binding conditions:

AND = and

OR = or

What has to be fulfilled:

"!=" = not equal to

"==" = equal to

If no value can exist:

null = no value

It is important to have spaces between the first value, the minus sign and the next value to write a formula with subtraction (-). If this is not done, the formula is interpreted as a name instead of an equation.

- **OK:** 23 - someVariable
- **Not OK:** 23-someVariable



NOTE

The `Free Text`, `Number`, `Medication` and `File` question types cannot be used in conditions.

Medical term	Flag text displayed to healthcare practitioners in Clinic24 for patients who have fulfilled the flag condition (see If).
Code	A code that can be specified if apply additional logic to the business rules.
Symptom	One or more symptoms patients have fulfilled, meaning the current flag has been defined.

For example, in the **Nasal congestion** questionnaire for the unilateral nasal congestion for more than 3 weeks condition, the **Duration** more than 3 weeks symptom is stated and the **Consider**

referring to an ENT specialist to rule out malignancy’ recommendation are displayed. **Flags** are only displayed to healthcare professionals in Clinic24 and do not in themselves affect exits.

Flag English

* If Medical term

Symptoms
+Add symptom

Cancel Save

Flag English

* If Medical term Code

Symptoms
+Add symptom

Cancel Save

Daniel Bergqvist

122 years, 19 000112-9816

Gender
Male

Height
188

Weight
98

BMI
27.73

Current appointment
Patient Details
Tickets
Previous appointments

New visit

21 December 2021

You must receive the appointment before you can start the chat

- Din sjukvårdshistorik
- Din läkemedelslista

APPOINTMENT (SYNC PHASE), MANAGE24TEST

övervikt

Consult

Origin
Triage
Non Medical Info

Standardized Health Care

Alarming Symptoms

Recommendation

If the patient has gained weight, remember that this also could affect the mental health of the patient

Alarming Symptoms

Recommendation

If the patient is troubling, consider providing suitable advice

9. Frequently occurring attributes

Certain attributes and values occur in several different questionnaire components. A more detailed description of what this entails is shown below.

9.1. ID

Formulas, components, response options etc have an ID that is used to drive logic.

The **ID** needs to be in English and may contain the following characters (no special characters):

- a-z
- A-Z
- 0-9

Numbers, 0-9, may be used in Question and Formula IDs. Other IDs use only letters.

This type of ID may be used for self-care information IDs.

9.2. Patient

The questions that patients see in the patient app can be formatted according to the following options and commands:

- `\n\n` = line break
- `*italic*` = italic
- `**bold**` = bold
- `\n\n*` = bullet point list
- `\n\n**1.Text... \n\n**2.Text\n\n**3.Text... \n\n*` = bullet point list with numbers.

9.3. Build time if

Build time if can be set for the following components in a questionnaire:

- **Include**
- **Exits**
- **Answer** (in questions)
- **Formulas**
- **Questions**
- **Go to another questionnaire**
- **Call questionnaire**

Libraries contain questionnaire components that are used in most medical content questionnaires. These are grouped in different **Libraries**.

To use a library for more than one medical condition, variations to the library's questionnaire components are permitted using the **Build time if** parameter.

An example is the "libraryFeverSimple" library where the first question asks patients if they have a fever and/or chills.

If patients are actually seeking medical care for a fever, it is not a good idea to ask that question.

To prevent this, the "feverCondition" questionnaire begins with a formula that states whether the patient thinks or knows that they have a fever:

- **Formula:** `suspectFever = true`

This formula is specified before "libraryFever" and, also as a result, "libraryFeverSimple" are included.

The "believeFeverOrChills" question in "libraryFeverSimple" has a **Build Time If** condition ensuring it is not asked when "suspectFever" is included. Note that it does not matter how the formula is set, only that it exists.

- **Question:** `believeFeverOrChills AS yesno`
Category: Symptom
Build Time If: `NOT suspectFever`
patient: "Do you think [you have/your child has] at this moment a fever and/or..."
staff: "Ongoing fever/chills"

Another way to send values to a Library is to use the `Call` questionnaire component with parameters which are then used in the **Build time if**.

- **Call:** `libraryLateralityInjury (arm)`

ARM is then used as a **Build time if** for a response option to the question in the library.

Note that answers from patients in **Build time if** cannot be used because they are evaluated before a patient journey has begun.

There are a number of other conditions that can be used:

Build time if: xxx [NOT] IN QUESTIONS Includes the questionnaire component if a question exists or does not exist in the set of questions.

Build time if: WORKSHEET IS [NOT] xxx Includes the questionnaire component if the medical condition questionnaire is/is not specified.

Build time if: WORKSHEET IS [NOT] INCLUDED Includes the questionnaire component if it is added/not added as a result of the **Include** or **Call up** questionnaire component.

9.4. Condition

Conditions for when a component has to be activated for the patient. For example, if a specific answer to a question is to activate the component.

If the condition is to validate that a patient has answered a certain answer, the following syntax is specified:

```
<questionId>.<responsId>
```

If the condition is to validate that a patient answered **Yes** (yes/no question) the following is used:

```
<questionId>
```

If the condition is to validate that the patient answered **No** (yes/no question) the following is used:

```
NOT <questionId>
```

If the condition is based on **answer points**, the following is used:

```
<questionId>.points
```

If the question has to be answered but the answer to the question does not affect the logic but only **THAT** the question is answered:

```
vars.<questionId>
```

```
vars.<questionId>.<responsId>
```

Conditions can be based on date questions. A date can come from three sources:

- **Properties** (properties.creationDate, properties.startedDate, healthDataValue.date)
- **Answers to date questions**, using the questionId of the date question.
- **Static dates** (using the syntax date(YYYY-MM-DD)).

To get days/months/years:

```
day(someDate)
```

```
month(someDate)
```

```
year(someDate)
```

To get the amount of days/weeks/months/years between to dates:

```
days(someDate, someOtherDate)
```

```
weeks(someDate, someOtherDate)
```

```
months(someDate, someOtherDate)
```

```
years(someDate, someOtherDate)
```

It is also possible to write conditions based on:

`systemBirthDate` (the birth date of the patient)

`systemAge` (the age of the patient)

`systemGender` (the gender of the patient)

Conditions can contain several validations and answers to previous questions or questionnaires where the following can be used to bind the conditions together and check the value:

Binding conditions:

AND = and

OR = or

What has to be fulfilled:

"!=" = not equal to

"==" = equal to

If no value can exist:

null = no value

It is important to have spaces between the first value, the minus sign and the next value to write a formula with subtraction (-). If this is not done, the formula is interpreted as a name instead of an equation.

- **OK:** 23 - someVariable
- **Not OK:** 23-someVariable



NOTE

The `Free Text`, `Number`, `Medication` and `File` question types cannot be used in conditions.

9.5. Choose first [] alternative if

If a logic other than default [You/Your child] has to be used, other conditions can be used to control whether the first or second option in the syntax should be used.

For example, if the question:

“[Have the problems arisen/Did the problems arise] in connection with exposure to the cold?”

is displayed in the “**Question**” field, the parameter `ongoing` has to be specified in the **Choose first [] alternative if** field, where `ongoingAllergy` is a parameter from a search term that accompanies the patient in their patient journey if they sought help e.g. for “Ongoing allergic reaction”. If `ongoingAllergy` exists, the first option in “[]” will be used, and if `ongoing` is not specified for the patient, the second option will be displayed in the question.

The screenshot shows a configuration window for search terms. At the top right, there is a language selector set to 'English'. Below that, there are two input fields: 'Search term' containing 'Current allergic reaction' and 'Properties' containing 'ongoingAllergy'. To the right of the 'Properties' field is a 'Display' checkbox. At the bottom right, there are 'Cancel' and 'Save' buttons.

9.6. Properties

Properties are set in the **Search terms** section, for example the search term: “Problem with breastfeeding” has the `infantEatingProblems` property.

This property can then be used as a condition for a question, e.g. **Question:** `eatingProblemDetails` has the conditions: `properties.infantEatingProblems AND infant`

Properties can also be set when you use **Go to another questionnaire** to include the required properties in the next questionnaire.



NOTE

Formulas are not included when using **Go to another questionnaire**, while **Properties** are included.

9.7. Response options

Different types of response options can be selected here.

1. **Standard responses**
2. **Last response**

9.7.1. Standard responses

- **Type: Response**
- **ID**, refer to [ID \[131\]](#) above
- **Condition**: refer to [Condition \[134\]](#) above
- **Choose first [] alternative if**: refer to [Choose first \[\] alternative if \[135\]](#) above
- **Patient response**: what the response option is called for the patient
- **Health practitioner response**: how the response option is displayed in the medical history summary in Clinic24.
- **Denies displaying response options in Clinic**: refer to [appendix A: Content24 - smart text \[139\]](#)
- **Points** (only for `multiple choice`, `single choice` and `yesNo` questions)

Response left
🗑️

* Type <input type="text" value="Response"/>	* Id <input type="text" value="left"/>	Condition <input type="text"/>
Build time if <input type="text" value="arm"/>	* Patient text <input type="text" value="Left arm"/>	Practitioner text <input type="text" value="Left arm"/>
Choose first [] alternative if <input type="text"/>	Negate to show response in Clinic <input type="checkbox"/>	Points <input type="text"/>

9.7.2. Last response

- **Type: Last response**
- **ID**, refer to [ID \[131\]](#) above
- **Condition**: refer to [Condition \[134\]](#) above
- **Choose first [] alternative if**: refer to [Choose first \[\] alternative if \[135\]](#) above
- **Patient response**: what the response option is called for the patient
- **Health practitioner response**: how the response option is displayed in the medical history summary in Clinic24.
- **Denies displaying response options in Clinic**: refer to [appendix A: Content24 - smart text \[139\]](#)
- **Points** (only for multiple choice, single choice and yesNo questions)

A **Last response** can only occur once in each question.

Last Response
🗑️

* Type <input type="text" value="Last Response"/>	* Id <input type="text"/>	Condition <input type="text"/>
Build time if <input type="text"/>	* Patient text <input type="text"/>	Practitioner text <input type="text"/>
Choose first [] alternative if <input type="text"/>	Negate to show response in Clinic <input type="checkbox"/>	Points <input type="text"/>

9.8. Points

Points can be specified as attributes in **Frequently Answered Questions** for the following questions:

- **Multiple choice** questions
- **Single choice** questions
- **Yes or no** questions

The points can be used to sum up a score from a questionnaire and build logic from the outside.

10. Versions

Versions of the Content24 User Manual.

#	Date	Description	Created by	Reviewed by
0.1	2020-11-02	First draft	Lovisa Lundin	Åsa Holmberg Daniel Eduards Eva Daskalaki
0.2	2020-11-27	Updated after assessment	Lovisa Lundin	Eva Daskalaki
0.3	2021-02-16	Updating and addition of function descriptions	Lovisa Lundin	Eva Daskalaki
1.0	2021-02-16	1st version of Content24 User guide	Lovisa Lundin	Eva Daskalaki
2.0	2021-03-29	2nd version of Content24 User guide including updating of function descriptions.	Lovisa Lundin	Eva Daskalaki
3.0	2021-09-06	Format updates. Cover, color-scheme, format of warnings.	Eva Daskalaki	Lovisa Lundin
4.0	2021-10-04	Addition of descriptions on how to edit search terms.	Lovisa Lundin	Nicole Kvist
5.0	2021-11-02	Update based on release-notes.	Nicole Kvist	Lovisa Lundin
5.1	2022-03-02	Transfer of the content from the Word file version to Paligo. No content updates apart from minor spelling and grammatical fixes and to fix some re-use issues.	Anna Eklund	Eva Daskalaki
8.0	Not released to end users. Transitional version.	<p>Transition to version 8 for synchronisation with the SE-sv manual. Updates made in the SE-sv in v6, v7 and v8 are included.</p> <p>from v6 SE-sv - Update of contact information, unit tests and exit care advice.</p> <p>from v7 SE-sv - Links in exit care advice.</p> <p>from v8 SE-sv - added IF THEN ELSE explanation for formulas added, Scale removed from note on usage in conditions, Metadata "hide health profile" is now deactivated</p>	Anna Eklund	Eva Daskalaki
9.0	2022-03-17	Rewrite and update of Unit tests	Eva Daskalaki	Nicole Kvist
9.1	2022-03-29	Structural updates with no effect on content	Anna Eklund	Eva Daskalaki
9.2	2022-05-25	<p>Correction of texts for Unit tests. Not officially published.</p> <p>Added clarification to Free text question types.</p>	Nicole Kvist	Anna Eklund
10.0	2022-10-31	<p>Updated publication after Triage24 MDR certification.</p> <p>Changed manual name from User Guide to User Manual.</p> <p>Changed name from decision support to flags.</p> <p>Updated sections regarding exit care advice, conditions and flags.</p>	Helena Nilsson	Nicole Kvist Oskar Höllgren

11. Attachments

#	Title	Pages
A	User manual - smartText in Content24	N/A