



platform²⁴

Pathways User Manual

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ENGLISH



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Sweden



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

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About Pathways

Pathways is a product offered by Platform24 to automate and connect care activities for planned episodic care.

In Pathways, you can combine different events and activities to optimize your clinical care pathways as well as adjust the standard templates for the individual patient. Different types of care activities (usually referred to as steps) can be combined in many different ways to accommodate different types of care processes. The care activities can be scheduled relative to each other, and can also be triggered based on the outcome of other activities.

Currently we have support for the following care activities in a care pathway, but new activities will be added continuously:

- **Digital appointment step**
- **Physical appointment step**
- **Booking ticket step:** Creates a booking ticket that the patient can use to schedule a booking.
- **Questionnaire step:** Creates a questionnaire that the patient can answer.
- **Recommendation step:** Creates a questionnaire that the patient can answer and provides the patient with a recommendation based on the answers.
- **Information step:** Shows information that the patient can read and acknowledge.
- **Attestation step:** Creates an attestation in Clinic.
- **Consent step:** Creates a consent step, where the patient can give consent to one or more consents.
- **Patient email/SMS/push-notification step:** Sends an email, SMS or push notification to the patient.
- **Manual step:** Allows the practitioner to make a manual choice.

A care pathway in Platform24 can be activated in three different ways:

1. A practitioner manually enrolls a patient to a care pathway in Clinic
2. A certain event in an external EHR system (e.g., booking of an appointment) triggers a care pathway to be activated in Platform24 via integration
3. A patient triggers a care pathway from the Patient application

Contact details

Manufacturer

Address **Platform24 Healthcare AB**

Västra Järnvägsgatan 7
SE-111 64 Stockholm
Sweden

Website <https://platform24.com>

Support

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 organization, refer to your internal routines and procedures.

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 organization, 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 organization may want to buy or activate, superusers should contact their Customer Success Manager, (CSM) at Platform24.

Feedback and questions regarding the User Manual

For feedback and questions regarding the User Manual, email the user documentation support email below.

E-mail: support@platform24.com

Note! The User Manual might not always be fully up to date regarding all User Interface (UI) elements. For example, smaller UI elements, such as updated names for buttons, fields etc. might not in themselves produce a new version of the User Manual. All UI changes will, however, be communicated in the Release Notes at the time of the update. All warnings will always be up to date in the User Manual, and, in addition, new warnings will be communicated in the Release Notes.

Symbols definition



Manufacturer



Consult instructions for use



Warning

Log in and out of the Clinic application

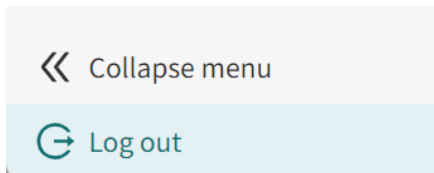
Log in to Clinic

Browse to <https://clinic.platform24.se/> and log in using your selected authentication method. The recommended web browsers are Google Chrome or Microsoft Edge.

Note! The selected authentication method is customer-specific. Talk to your superuser if you are unsure about the login process at your clinic.

Log out of Clinic

Click **Log out** in the lower left corner.



The Care pathways view

To reach the **Care pathways** view, click on **Care pathways** in the main menu.

Care pathways

Total Patients: 6 Assigned to you: 0

Enroll patient

Care pathways: Select a pathway Identification number: Search Assigned practitioner: Select a practitioner Show inactive care pathways:

Patient	Care pathway	Date enrolled	Current phase	Next appointment	Date	Assigned practitioners
Jake Bruggeman	EVL-behandeling	28 December 2023 at 16:26		EVL-behandeling	4 January 2024 at 09:35	
Jake Bruggeman	Controle afspraak spataderen	27 December 2023 at 17:29		Controle afspraak spataderen	3 January 2024 at 09:55	
Jake Bruggeman	Controle afspraak duplexonderzoek	27 December 2023 at 17:29		Controle afspraak duplexonderzoek	3 January 2024 at 09:30	

The **Care pathways** view consists of the following parts:

Statistics The statistics contain information on how many patients are enrolled in a care pathway on the current care unit (**Total Patients**) and how many patients in active care pathways are **Assigned to you**.

Enroll patient The **Enroll patient** button allows you to manually enroll a patient in a care pathway. For more information, see [Enroll patient in a care pathway](#).




In order to enroll a patient to a care pathway, the patient must first be registered in the Clinic application. For information on how to add a new patient in Clinic, refer to the *Clinic User Manual*.

Note! If you have a booking integration where care pathways will be created automatically in Platform24 via the integration, you will not use this functionality.

Patient list The patient list contains the patients enrolled in a care pathway on the specific care unit. For more information about the patient list, see [Patient list](#).

Patient list

The patient list in the care pathways view contains all patients enrolled in a care pathway on the specific care unit.

Patient	Care pathway	Date enrolled	Current phase	Next appointment	Date	Assigned practitioners
Jake 	EVL-behandeling	28 December 2023 at 16:26		EVL-behandeling	4 January 2024 at 09:35	
Jake 	Controle afspraak spataderen	27 December 2023 at 17:29		Controle afspraak spataderen	3 January 2024 at 09:55	
Jake 	Controle afspraak duplexonderzoek	27 December 2023 at 17:29		Controle afspraak duplexonderzoek	3 January 2024 at 09:30	

The patient list contains the following information/columns:

Patient	Name and unique personal identifier.
Status	Status of the care pathway. Can be “Active”, “Completed” or “Canceled”.
	Note! This column is only shown if the Show inactive care pathways slider has been enabled.
Care pathway	The name of the care pathway the patient is enrolled in.
Date enrolled	The date when the patient was enrolled in the care pathway.
Current phase	The phase in the care pathway in which the patient currently is.
	Note! Some care pathways do not have the concept of “phases”. In that case this column will be empty.
Next appointment	The next upcoming appointment in the care pathway.
Date	The date of the next upcoming appointment in the care pathway.
Assigned practitioners	The responsible practitioner(s) for the specific patient’s care pathway. Mainly used for filtering on the care pathways that a specific practitioner is responsible for, and to

trigger attestations from the care pathway to the assigned practitioner.

The patient list is by default sorted by **Date enrolled** (when the patient was enrolled in a care pathway).

Click on a patient name to view the patient profile where you can see detailed patient data. For more information about the patient profile, see [Patient profile](#). If you want to go to the [Detailed care pathway view](#), click on the care pathway row in the table.

If you want only to see the patients enrolled in a specific care pathway, you can do this by selecting a care pathway in the drop-down list.

It is also possible to search for a patient in the list by using the unique personal identifier. In addition, it is possible to see all patients that a specific practitioner is responsible for by selecting the practitioner in the drop-down list.

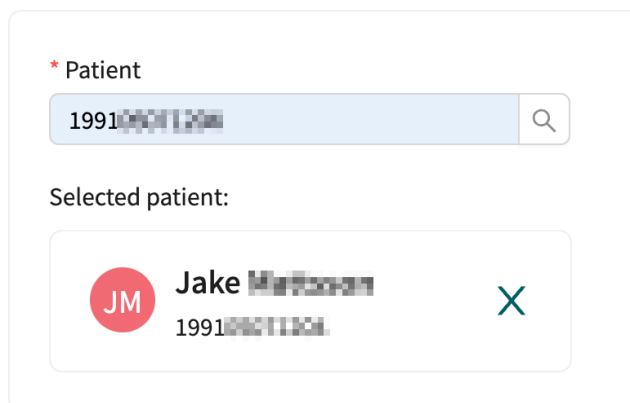
The **Care pathways** view by default only shows active care pathways, but if you also want to see the inactive care pathways (i.e., the completed or canceled ones), enable the **Show inactive care pathways** slider.

Care pathways		Identification number	Assigned practitioner				
Select a pathway		Search	Select a practitioner		Show inactive care pathways <input checked="" type="checkbox"/>		
Patient	Status	Care pathway	Date enrolled	Current phase	Next appointment	Date	Assigned practitioners
Jake Oomen 1234567890	Active	EVLt-behandeling	28 December 2023 at 16:26		EVLt-behandeling	4 January 2024 at 09:35	
Jake Oomen 1234567890	Canceled	EVLt-behandeling	28 December 2023 at 15:49				
Jake Oomen 1234567890	Active	Controle afspraak spataderen	27 December 2023 at 17:29		Controle afspraak spataderen	3 January 2024 at 09:55	


Enroll patient in a care pathway

Note! This specific functionality will not be used if the customer has an integration where care pathways will be triggered automatically.



1. Go to the **Care pathways** view (or the **detailed care pathways view** in a patient profile).
2. Click the **Enroll patient** button.
3. Enter the unique personal identifier of the patient you want to add and press Enter on the keyboard or click on the search symbol next to the input field. The selected patient's details will then be displayed.



* Patient

Selected patient:

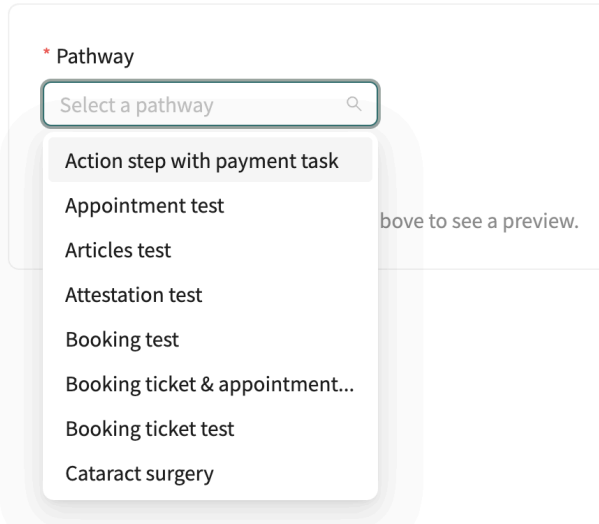
 **Jake Marlowan**
199109041204 

Note! If the patient is not already registered in Clinic, you need to register the patient in Clinic before you can add them to the care pathway. For information on how to add a new patient in Clinic, refer to the *Clinic User Manual*. Once the patient is registered, repeat the first steps in this instruction.

4. Select the responsible practitioners in the drop-down list (you can select multiple options) and click **Next**.

- Select which care pathway you want to enroll the patient in from the drop-down list. You will be able to select from the care pathway templates configured in your partner.

Care pathway



- After selecting a care pathway you will see a simplified overview of the different steps in that particular care pathway template. Click **Next** to proceed.

* Pathway

Preview of pathway "Test eyelid surgery"

Phase	Order	Pathway step
○ Pre surgery	1	Questionnaire: Pre-op screening questionnaire
○ Surgery	2	Appointment: Surgery appointment
○ Post surgery	3	Questionnaire: Post-op questionnaire

Note! If the patient is already enrolled in the same care pathway template you will get a warning about this.

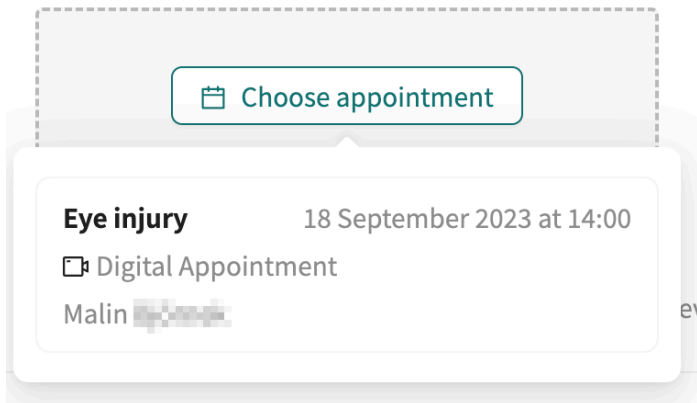
! The patient is already enrolled into a similar pathway:

Test eyelid surgery

Enrolled on 4 September 2023 at 16:28

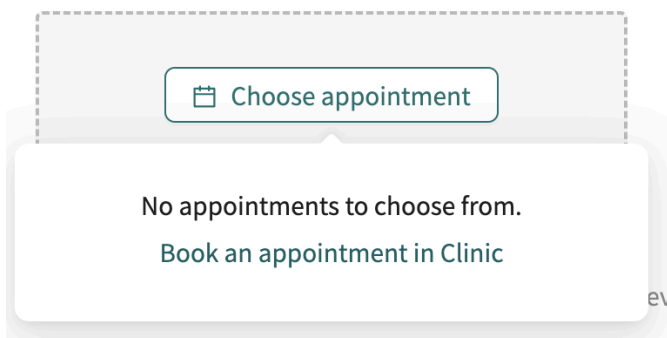
- If the care pathway contains a booking step (external appointment) or an appointment step (appointment in Clinic), you will be asked to choose among the patient's upcoming appointments and connect the right appointment to the right step in the care pathway.

* **Appointment:** Surgery appointment



Note! If the patient has no upcoming appointments or bookings, the practitioner will be informed about this.

* **Appointment:** Surgery appointment



- After connecting the appointments you will again see the simplified preview of the care pathway, now with the starting dates for each step in the care pathway. Click **Next** to proceed.

Preview of pathway "Test eyelid surgery"

Phase	Order	Pathway step	Starting date
Pre surgery	1	Questionnaire: Pre-op screening questionnaire	4 September 2023 at 17:30
Surgery	2	Appointment: Surgery appointment	4 September 2023 at 19:45

- In the summary view you will see a summary of the patient details, the assigned practitioners and the selected care pathway.
- Review the summary and click **Enroll patient** to enroll the patient to this care pathway.

Patient profile

To access a patient profile in a care pathway, click on a patient in the **Care pathways** view. You can also search for the patient in the main menu on the left (**Search patient**).

The screenshot displays a patient profile for Jake Briggeman. At the top, there is a header with the patient's name, age (32 years), and a circular profile picture with the initials 'JE'. To the right of the name, there are fields for Gender (Male), Height, Weight, and BMI. Below the header is a navigation bar with tabs: Patient Details (selected), Tickets, Health data, Patient activity, and Care pathways. There are also icons for a document and a video call, and a 'New' button. Underneath the navigation bar, there are more tabs: Patient Info (selected), Health Profile, Warnings, Internal notes, and Dependents. The main content area shows the patient's name and ID (15904828-1000) with a copy icon. Below this are several rows of patient information: First Name (Jake), Last Name (Briggeman), Phone (+354 894 1743), E-Mail (jake.briggeman@platform24.com), and Identity Protected (No). An 'Edit' button is located at the bottom right of the patient information section.

The top level tabs in the patient profile are as follows:

1. **Patient Details**

Contains the patient's details such as patient information (including e-mail, phone number etc.), health profile, warnings, internal notes and dependents (children connected to this patient).

2. **Tickets**

Contains booking tickets and standalone questionnaires (questionnaire tickets) sent to patients. You can also see the status of each ticket. If a patient has used the ticket and set up an appointment, the status of that appointment can also be viewed.

Note! Here tickets and questionnaires sent to the patient in a care pathway will also be found.

3. Health data

Visualizes specific health data collected in questionnaires in the form of graphs. For more information, see [Graphs](#).

Note! Health data that should be visualized as graphs must be configured in the questionnaires.

4. Patient activity

Shows planned and most previous activities and related to the patient, appointments, attestations, consultations and interviews, from care units within the same care provider. Activities from other care providers within the same partner are only visible if the patient has given their consent.

Date	Type	Title	Status	Practitioner
Jan 4, 2024 9:35 AM	Appointment (upcoming)	Acne problems	Upcoming	Ilja Bergman Bergman - Huid Vaten
Jan 4, 2024	Appointment	Acne problems	Cancelled	Ilja Bergman Bergman - Huid Vaten
Jan 3, 2024 9:55 AM	Appointment (upcoming)	Acne problems	Upcoming	Ilja Bergman Bergman - Huid Vaten

5. Care pathways

Shows all care pathways the patient currently is enrolled in (active care pathways) or has been enrolled in (inactive care pathways) within the current care provider. If the patient has given consent, it will also show pathways belonging to other care providers within the same partner. On each pathway-card you will be able to see some high-level information about the pathway: name, description, status, estimated progress, enrollment date and responsible care unit. To view more information about a specific care pathway, click on **View details** in the care pathway card. See [Detailed care pathway view](#) for more information.


The screenshot displays the 'Care pathways' section for a patient named Theresia (94 years old, Female). The interface includes a sidebar with navigation options like 'Start page', 'Attestations', 'Scheduled appointments', 'Async', 'Care pathways', and 'Timeslots'. The main content area shows a grid of six active care pathway cards, each for 'Eerste consult acne - video'. Each card includes an 'Active' status indicator, an estimated progress bar (28% or 57%), the enrollment date and time, and the care unit 'Bergman - Huid Vaten'. A 'View details' link is provided for each card.

Pathway Name	Status	Estimated Progress	Enrolled since	Care unit
Eerste consult acne - video	Active	28%	27 February 2024 at 10:52	Bergman - Huid Vaten
Eerste consult acne - video	Active	28%	21 February 2024 at 09:34	Bergman - Huid Vaten
Eerste consult acne - video	Active	57%	20 February 2024 at 14:46	Bergman - Huid Vaten
Eerste consult acne - video	Active	57%	20 February 2024 at 14:36	Bergman - Huid Vaten
Eerste consult acne - video	Active	57%	19 February 2024 at 15:34	Bergman - Huid Vaten
Eerste consult acne - video	Active	57%	19 February 2024 at 14:06	Bergman - Huid Vaten

Detailed care pathway view

In the detailed care pathway view you can view more information about the care pathway. Here you can view where in a pathway the patient is, and the finished and planned steps for the patient.

Care pathways / EVLT-behandeling



EVLT-behandeling Active

Estimated progress

Cancel pathway

About

Enrolled since: 23 February 2024 at 14:39
Care unit: Bergman - Huid Vaten
Created by: Jaanika Doctor

Assigned practitioners Edit

Assigned doctor: Jaanika Doctor

Information articles in pathway

[Informatie over spataderen](#)
[Informatie EVLT-behandeling](#)
[Leefregels spataderoperatie](#)

Planned steps

Show potential attestations
Show notifications
View as tables
View in flowchart (BETA)

Activation date	Status	Type	Title	Expiration date
23 February 2024 at 14:59	Active	Attestation	<u>Vragenlijst BRMO/MRSA ingevuld</u>	25 February 2024 at 14:59
23 February 2024 at 16:06	Active	Attestation	<u>Afwijkende antwoorden</u>	25 February 2024 at 16:06

Finished steps

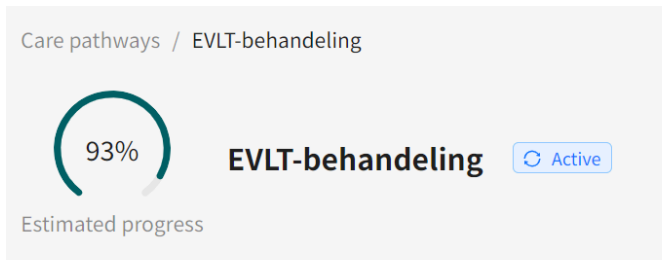
Date	Status	Type	Title
23 February 2024 at 16:06	Completed	Questionnaire recommendation	Nazorg vragenlijst
23 February 2024 at 16:05	Completed	Patient email	Nazorg vragenlijst beschikbaar
23 February 2024 at 16:05	Expired	Questionnaire recommendation	Nazorg vragenlijst
23 February 2024 at 15:56	Completed	Information	Reminder: Sporten en zwaarder lichamelijk werk
23 February 2024 at 15:55	Expired	Patient email	Nazorg vragenlijst beschikbaar

General information

On the top of the detailed care pathway view you can see:

- Name of the pathway
- Status (Active, Canceled, Completed)
- Description of the pathway (if existing)
- Estimated progress

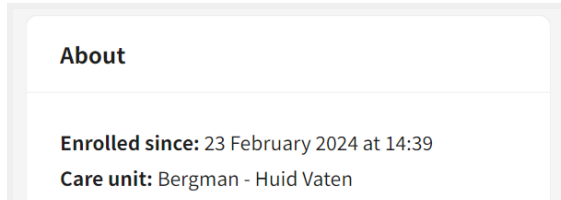
Note! This is an estimation based on the planned remaining steps.



About

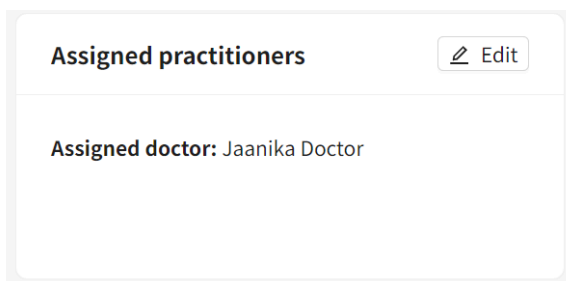
In the **About** section general information about the pathway can be found:

- Enrollment date
- Care unit



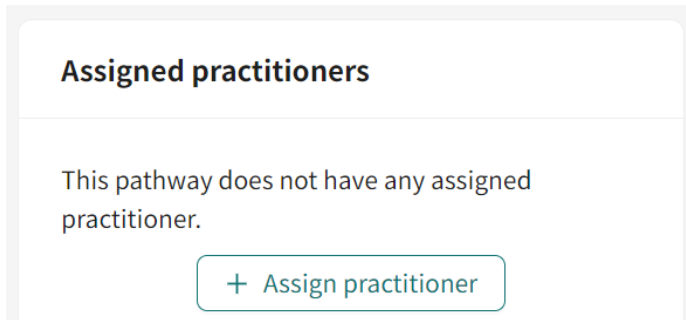
Assigned practitioners

In the **Assigned practitioners** section you can see what practitioners are assigned to the pathway.

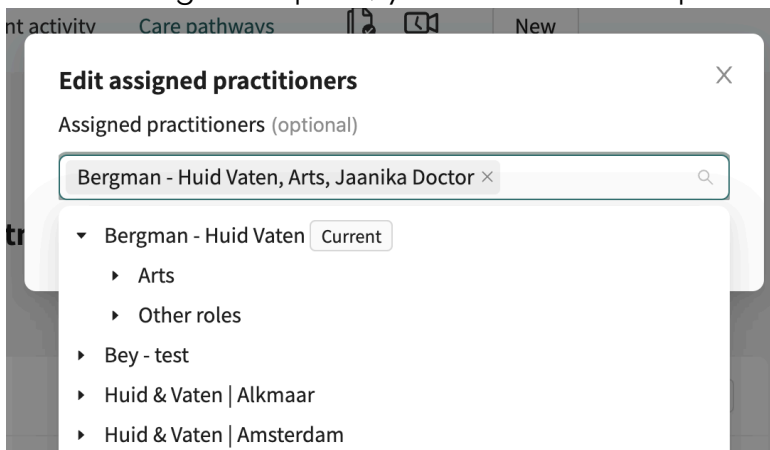


Add assigned practitioners

1. Click the **Assign practitioner** button in the **Assigned practitioners** section.

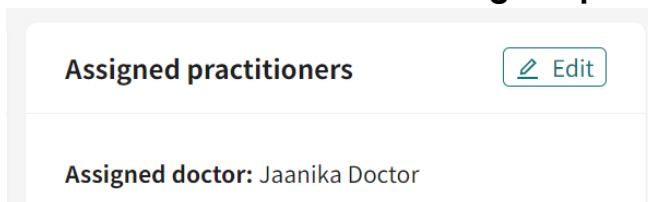


2. In the dialog that opens, you can search for practitioners to add to the pathway.

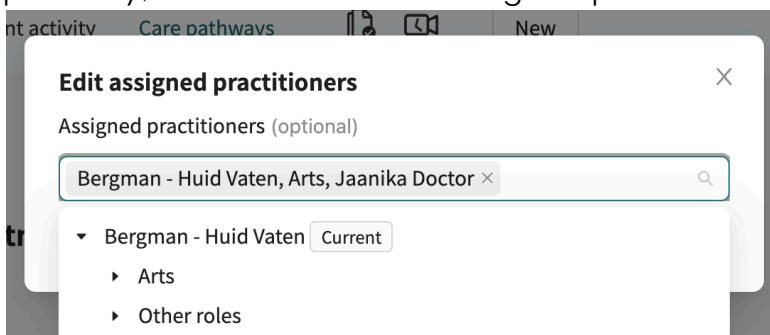


Edit assigned practitioners

1. Click the **Edit** buttons in the **Assigned practitioners** section.



2. In the dialog that opens, you can search for additional practitioners to add to the pathway, or remove current assigned practitioners.

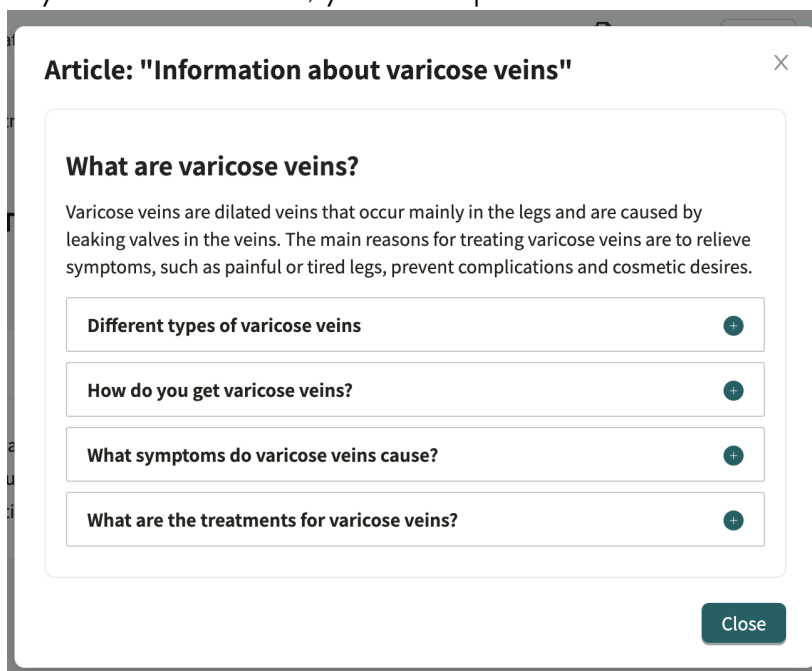


Information articles

In the **Information articles** section you can see all information articles that are connected to the pathway.



If you click on a link, you can open and read the article.



Note!

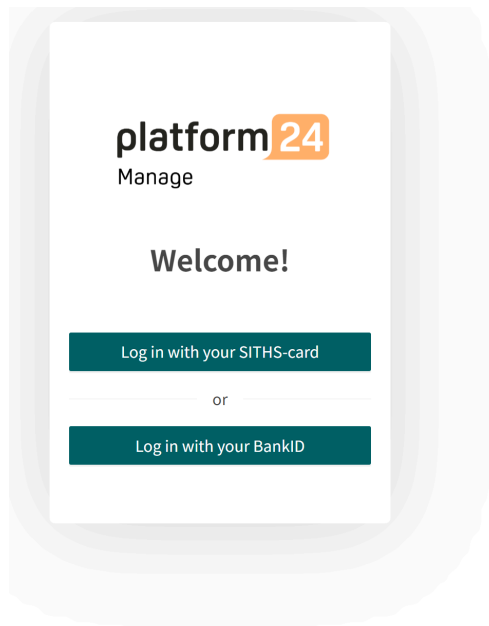
If you want to edit an information article, this is done in the Manage application. For instructions, see the following section.

Edit an information article in the Manage application

To edit an information article in Manage, you need to have the role of medical editor.

1. Browse to <https://manage.platform24.se/> and log in using your selected authentication method.

Note! The selected authentication method is customer-specific. Talk to your superuser if you are unsure about the login process at your clinic.



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



The medical device module included in this application is the Content Studio module

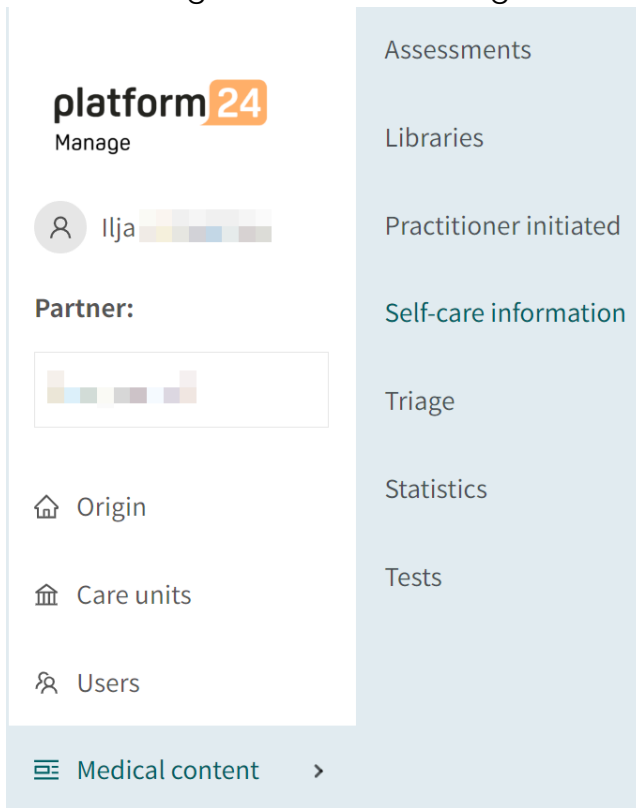


Consult instructions for use: eIFU provided from within the product



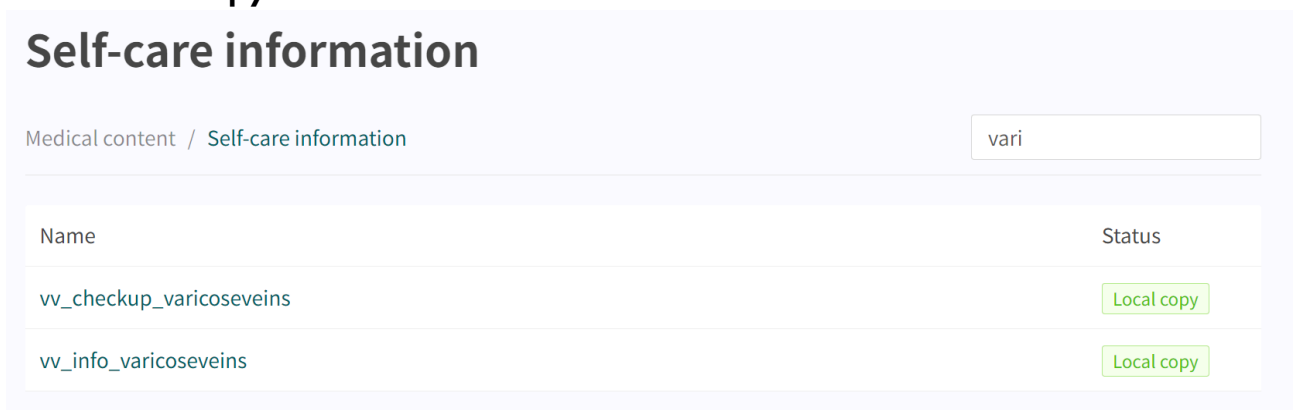
Platform24 Healthcare AB
Västra Järnvägsgatan 7
SE-111 64 Stockholm

- In the Manage main menu, navigate to **Medical content** > **Self-care information**.



The screenshot shows the 'platform24 Manage' interface. On the left, there is a user profile for 'Ilja' and a 'Partner:' section with a placeholder image. Below that are navigation options: 'Origin', 'Care units', and 'Users'. At the bottom of the left sidebar, 'Medical content' is highlighted with a right-pointing arrow. On the right, a vertical menu is open, listing: 'Assessments', 'Libraries', 'Practitioner initiated', 'Self-care information' (which is highlighted in blue), 'Triage', 'Statistics', and 'Tests'.

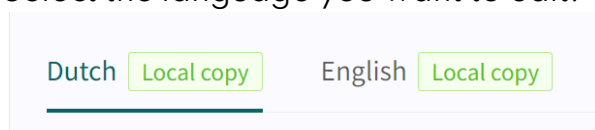
- Search for the article you want to edit in the search field. All edited articles have the status **Local copy**.



The screenshot shows the 'Self-care information' page. At the top, there is a breadcrumb 'Medical content / Self-care information' and a search bar containing the text 'vari'. Below the search bar is a table with two columns: 'Name' and 'Status'. The table contains two rows of results:

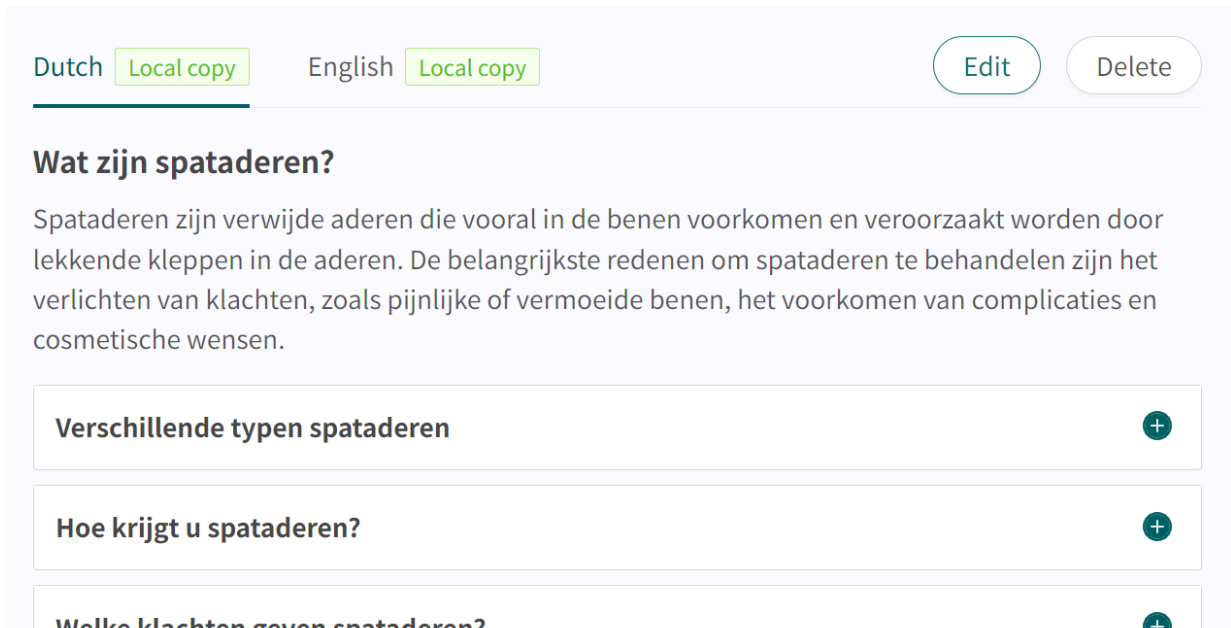
Name	Status
vv_checkup_varicoseveins	Local copy
vv_info_varicoseveins	Local copy

- Click on the article in the list.
- Select the language you want to edit.



The screenshot shows a language selection interface with two options: 'Dutch' and 'English'. Both options have a green 'Local copy' button next to them. The 'Dutch' option is currently selected, indicated by a blue underline.

- Click the **Edit** button.

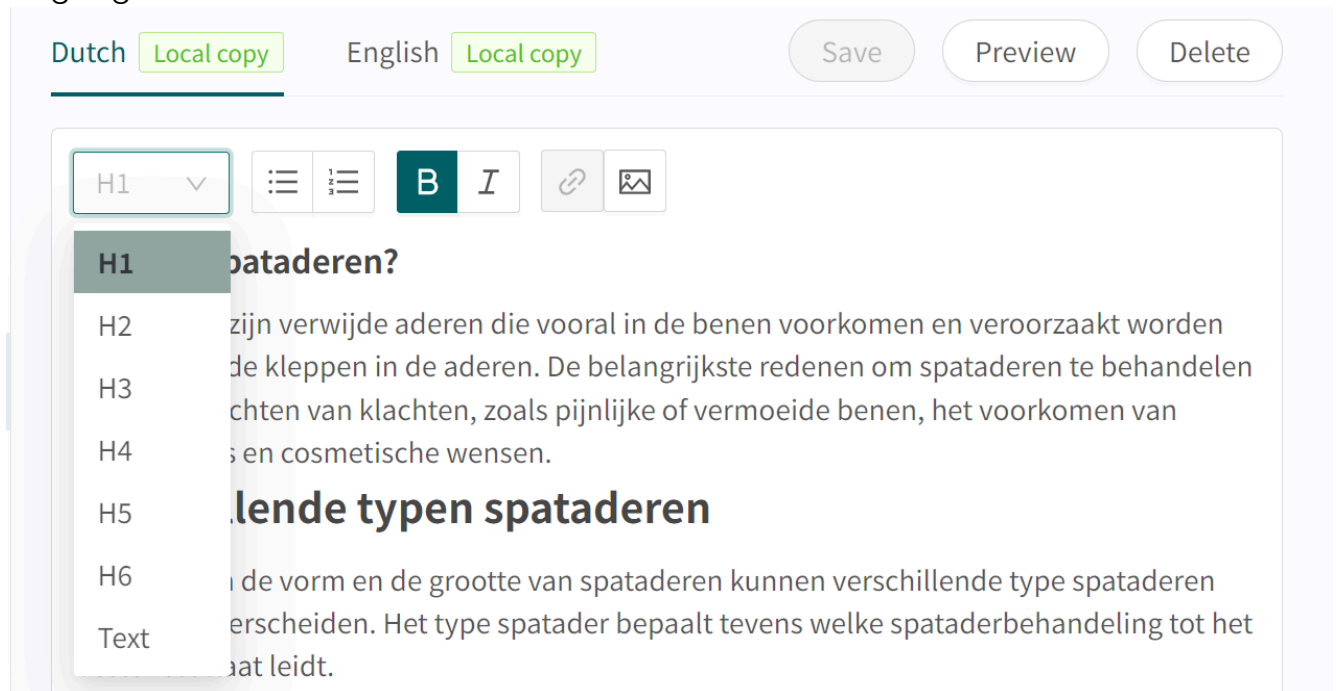


The screenshot shows the top of the article editor. At the top left, there are two language tabs: 'Dutch' (selected) and 'English', each with a 'Local copy' label. To the right are two buttons: 'Edit' and 'Delete'. Below this is the article title 'Wat zijn spataderen?' followed by a paragraph of text. Underneath the text are three expandable sections, each with a title and a plus icon: 'Verschillende typen spataderen', 'Hoe krijgt u spataderen?', and 'Welke klachten geven spataderen?'.

- Edit the article and format the information using the available format options: bold, italic, ordered list, unordered list, links and heading styles.

It is also possible to add an image to the article by clicking the image icon. The images available to select from are uploaded by Platform24 upon request.

Select **Preview** to preview the article. Use the **Delete** button to delete a specific language.

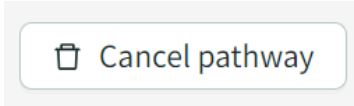


The screenshot shows the article editor with the 'Preview' button selected. The top navigation bar includes 'Dutch' (selected), 'English', 'Local copy' labels, and buttons for 'Save', 'Preview', and 'Delete'. Below the navigation bar is a rich text editor toolbar with icons for heading selection (H1), bulleted list, numbered list, bold (B), italic (I), link, and image. A dropdown menu is open over the heading selection icon, showing options for H1, H2, H3, H4, H5, H6, and Text. The article content is visible in the background, showing the title 'Wat zijn spataderen?' and the first paragraph of text.

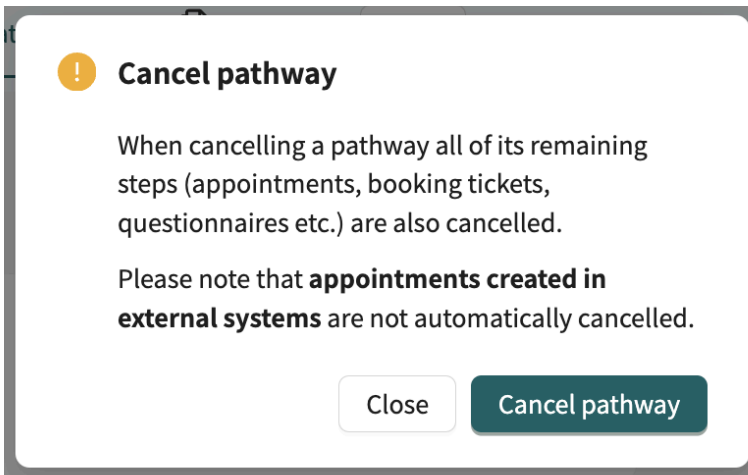
- Click **Save** to save the changes.

Cancel a care pathway

In order to cancel a care pathway, click on the **Cancel pathway** button in the top right corner in the detailed care pathway view.



When a care pathway has been canceled for a patient, the patient will still be able to see the care pathway in the Patient app, but it will be marked as canceled.



Note!

Canceling a care pathway will also cancel its remaining steps. However, appointments booked in external EHR-systems will *not* automatically be canceled. These appointments have to be canceled in the EHR-system.

Planned steps

In the **Planned steps** list you can see all upcoming and active steps in the pathway.

Planned steps				
Activation date	Status	Type	Title	Expiration date
23 February 2024 at 14:59	Active	Attestation	Vragenlijst BRMO/MRSA ingevuld	25 February 2024 at 14:59
23 February 2024 at 16:06	Active	Attestation	Afwijkende antwoorden	25 February 2024 at 16:06

The list of planned steps contains the following information:

Activation date

The date when the step becomes active. If the activation date cannot be calculated yet, this column will be empty.

Status

A planned step can have the following statuses:

Potential: The step might happen.

Scheduled: The step is scheduled and will become active on the activation date.

Active: The step is active and can be interacted with.

Pending booking: The step is blocked due to being dependent on a booking/appointment step that is lacking a date.

Type

Type of step, for example questionnaire, online appointment or attestation.

Title

Name of the step (as specified in the pathway template). For steps that are possible to open in another view in Clinic, the title will be clickable. For example, if you click on an upcoming digital appointment you will be redirected to the appointment view, and an active attestation will redirect you to the attestation view.

Expiration date

The date when the step will expire.

The list of planned steps is sorted in chronological order by the activation date, and by default potential attestations and patient notifications (SMS, emails) are *not* shown. If you want to see these - enable the **Show potential attestations** or **Show notifications** slider and they will appear in the list.

Completed steps

In the **Completed steps** list you can see all finished steps in the pathway.

Completed steps			
Date	Status	Type	Title
11 March 2024 at 16:15	 Completed	External appointment	EVLt-behandeling
11 March 2024 at 16:15	 Expired	Questionnaire	Vragenlijst BRMO/MRSA
11 March 2024 at 16:15	 Expired	Information	Reminder: Leefregels voor de behandeling
11 March 2024 at 16:15	 Expired	Questionnaire	Toestemming operatie/behandeling

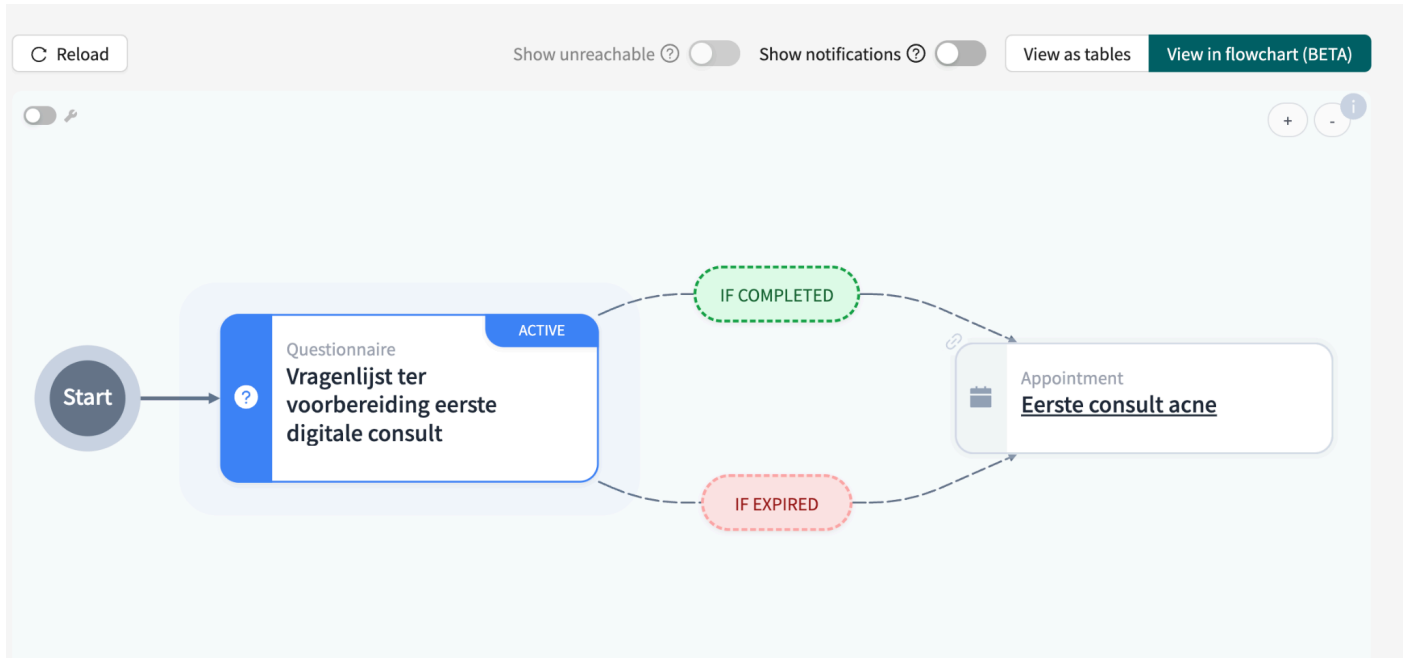
The list of completed steps contains the following information:

Date	The date when the step transitioned to its final state, i.e., if completed it will show the date the step was completed, and if expired it will show the date the step expired.
Status	A completed step can have the following statuses: Completed: The step is completed. Canceled: The step is canceled. Expired: The step was not completed before the expiration date.
Type	Same as for planned steps.
Title	Same as for planned steps. Note that in completed steps you will also be able to click the title to go to the completed questionnaires.

The list of finished steps is sorted in chronological order by the date it was updated, and by default patient notifications (SMS, emails) are *not* shown. If you want to see these - enable the **Show notifications** slider and they will appear in the list.

View as flowchart

It is possible to view the pathway steps (both planned and finished) as a flowchart instead of a listview, by clicking the **View in flowchart** button.



The patient notifications will be hidden by default, and can be shown by enabling the **Show notifications** slider. As the pathway moves on, some steps might be “unreachable”, e.g. if a reminder should be sent out only if a questionnaire is not completed, the reminder will become an unreachable step when the questionnaire is completed. The unreachable steps are hidden by default in the flowchart but can be shown by enabling the **Show unreachable** slider.

View information connected to a care pathway

See questionnaires

There are different places where you can view questionnaire statuses and results:

Status

To check the status of a questionnaire, go to **Patient profile > Tickets > Questionnaire tickets**. Here you can see when the questionnaire was activated, when it expires, its status, and if completed the completion date (**Used at**). You can also cancel questionnaire tickets before they have been used or expired by clicking on the bin/delete symbol to the right in the row.

Booking tickets

Questionnaire tickets

	Reason for question...	Valid from ▾	Expires At ▾	Used at ▾	Status ▾	Created By	
+	Astma	2023-12-19	2023-12-19	-	EXPIRED	-	🗑️
+	Astma	2023-12-19	2023-12-19	2023-12-19	DONE	-	🗑️

Questionnaire answers

To check the patient's answers to a specific questionnaire, go to **Patient profile > Patient activity > Interviews** and choose the questionnaire you want to see the answers to.

Appointments Attestations • Consultations Interviews

Date	Title	Type	Status	Practitioner
Mar 22, 2024	Questionnaire brmo/mrsa	Interview	Finished	- Huid & Vaten Alkmaar
Mar 20, 2024	Aftercare questionnaire	Interview	Finished	- Huid & Vaten Alkmaar

When clicking on a questionnaire, the questionnaire details view is shown:

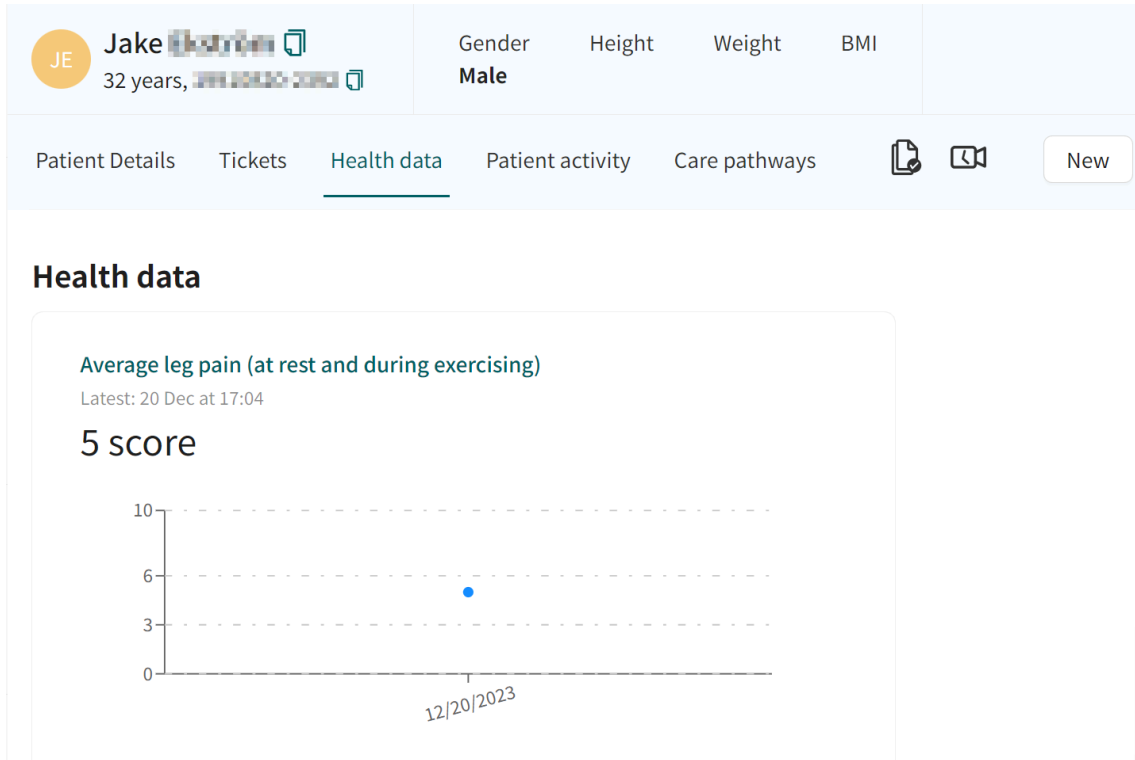
The screenshot shows the questionnaire details view. At the top, there is a navigation bar with tabs: Patient Details, Tickets, Health data, Patient activity (selected), and Care pathways. There are also icons for a document and a video call, and a 'New' button. Below the navigation bar, the questionnaire title is 'INTERVIEW, HUID & VATEN | ALKMAAR' followed by 'Aftercare questionnaire' and 'Started at 03/22/2024 2:01 PM'. A 'Triage recommendation' button is visible. Below this, there are four tabs: Allergies, Diagnosis, Medication, and Surgery, each with a minus sign. The main content area has two tabs: 'Original Text' and 'Original answers' (selected). Under 'Original answers', there is a dropdown menu showing 'Aftercare questionnaire'. Below the dropdown, the questionnaire question is displayed: 'How much pain in your legs have you experienced at rest in recent weeks?' with the answer '4'.

The **Original Text** is the SmartText, that is, the auto-generated summary of the patient's answer. The **Original answers** are the patient's exact answer to each question in the questionnaire.

If the patient uploaded photos in the questionnaire, they will also be displayed here under a tab called **Uploads**.



Graphs

To be able to see the health data graphs (collected via questionnaires), go to **Patient profile > Health data**. Here you view how the health data evolves over time.



Appointments and bookings connected to a care pathway

To see all digital and physical appointments (bookings) connected to a care pathway, go to **Patient profile** > **Patient activity** > **Appointments**. Here you can see the patient's all previous and planned appointments.

Patient Details	Tickets	Health data	<u>Patient activity</u>	Care pathways	 	New
<u>Appointments</u>	Attestations	Consultations	Interviews			
Date	Type	Title	Status	Practitioner		
Jan 4, 2024 9:35 AM	Appointment (upcoming)	Acne problems	Upcoming	Ilja Briggen van Bergman - Huid Vaten		
Jan 4, 2024	Appointment	Acne problems	Cancelled	Ilja Briggen van Bergman - Huid Vaten		
Jan 3, 2024 9:55 AM	Appointment (upcoming)	Acne problems	Upcoming	Ilja Briggen van Bergman - Huid Vaten		

If you click on an appointment in the **Appointments** list, you will open the detailed appointment view.

Note! For physical appointments (i.e., appointments taking place outside of the Clinic application) you will not be able to open a detailed view.



The screenshot shows the patient profile for Jake Ekstrand, 32 years old, male. The appointment is for 'Acne problems' on 28 December 2023. The appointment is scheduled for 01/04/2024 at 9:35 AM. The origin is Bergman Clinics, triage results are shown, and the priority is 3. There are no allergies, diagnosis, medication, or surgery recorded. The notes section is empty, indicating no patient interviews are associated with this appointment. A chat interface is visible at the bottom, showing a 'Not ready' status and options for SMS and Phrases.

Booking tickets connected to a care pathway

To check the status of a booking ticket connected to a care pathway, go to **Patient profile > Tickets > Booking tickets**. Here you can see when the booking ticket was activated, when it expires, its status, and if completed the completion date (**Used at**). You can also

cancel booking tickets before they have been used or expired by clicking on the bin/delete symbol to the right in the row.

Booking tickets Questionnaire tickets

Condition	Valid from	Expires At	Used at	Status	Created By	
+ Aknebesvär	2023-12-19	2023-12-26	-	ACTIVE	-	
+ Aknebesvär	2023-12-19	2023-12-26	2023-12-19	DONE	-	

Attestations created in a care pathway

Attestations are tasks created automatically by the care pathway, and these are pre-configured by your organization. For example, an attestation can be sent when a patient has or has not answered a questionnaire, or if a patient does not use their booking ticket.

Attestations can also be pre-configured to have different priorities, in order to guide the practitioners what attestation to handle first. For example, attestations with different priorities can be sent based on what the patient answered in a questionnaire.

The attestations created by a pathway can be configured to be assigned to a role or to a specific practitioner.

Incoming attestations

All incoming attestations are listed in the **Incoming** tab in the **Attestations** view. The attestations are grouped per patient and sorted by priority. The attestations in the **Incoming** tab can be filtered by care unit and practitioner, as well as by attestation type. Use the drop-down lists to apply these filters. It is possible to select multiple options in the drop-down lists.

Use the **Show attested** slider to also show the already attested attestations.

Attestations

[+ Create new attestation](#)

Incoming Created by me Attested by me

Whose attestations do you want to see?

Filter by type

Show attested

Patient	Prio	Content	Assignees	Role	Created at
Sara 19	3	Activity missed (28)	LF EB	Doctor	Dec 14, 2021 - Aug 24, 2022
	3	Questionnaire finished (4)	LF	Doctor	Aug 11, 2022 - Sep 1, 2023
Magnus	3	Interview finished (1)	SS	Doctor	Aug 31, 2023

Attestations attested by me

The **Attested by me** tab in the **Attestations** view lists attestations attested by the logged in practitioner.

Attestations

[+ Create new attestation](#)

Incoming Created by me Attested by me

Patient	Prio	Content	Created at	Attested at
Lars 19	3	Activity missed (312)	Dec 13, 2021 - Jun 12, 2023	Jun 12, 2023
	3	Blood pressure and pulse (1)	Feb 9, 2022	Jun 12, 2023
	3	Questionnaire finished (15)	Nov 18, 2021 - Aug 9, 2022	Jun 1, 2023
Mikaela 19	3	Activity missed (173)	Jan 6, 2022 - Apr 25, 2023	Jun 12, 2023

Terms and definitions

EHR	Electronic health record
Unique personal identifier	For practitioners: Can for example be e-mail For patients: Can for example be e-mail, personal identity number, insurance number, BSN

References

List of referred documents.

Category	Description
Clinic User Manual	<p>Refer to the Clinic User Manual for a description of the general workflows and functionality in Clinic that is not specific to Pathways.</p> <p>Example of workflows and functionality described in the Clinic User Manual:</p> <ul style="list-style-type: none">• Patient search• Notifications• Users• Shift types• Digital appointments<ol style="list-style-type: none">a. Syncb. Asynchronous• Patient profile