



ENGLISH

platform<sup>24</sup>

# USER MANUAL – CONTENT STUDIO

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Manual version 3.0  
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**Platform24 Healthcare AB**

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Sweden



Consult instructions for use: eIFU provided from  
within the product and via manufacturers web-  
page.

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# 1. Introduction

## 1.1. About this manual

This is the User Manual for Content Studio. Content Studio is the user interface within Manage which provides the customers with the possibility to create their own non-routing questionnaires, i.e., assessment questionnaires, questionnaires for anamnesis and administrative questionnaires.



### 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.

## 2. Contact details

### 2.1. Manufacturer

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

### 2.2. Support

#### 2.2.1. End user support

For questions about editing medical content, contact the Customer Success Manager at Platform24.

#### 2.2.2. Urgent cases

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

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

#### 2.2.3. Non urgent cases

For all non urgent support cases users 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, users should contact their *Customer Success Manager*, (*CSM*) at Platform24.

### 2.3. 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>

## 3. Definition of symbols and precautions

### 3.1. Symbols definition



Manufacturer



Consult instructions for use



Consult the instructions for use for important information such as warnings and cautions.

### 3.2. Precautions definition

This section describes the different types of precautions that are used in the User Manuals.



#### **WARNING**

A warning indicates a hazardous situation that, if not avoided, could result in death or serious injury.



#### **CAUTION**

A caution indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.



#### **IMPORTANT**

An important precaution indicates information that is important for the user to take note of.



#### **NOTE**

A note indicates information that the user should to take note of.



**TIP**

A tip indicates recommendations for the user.



## 4. Warnings



### WARNING

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



### WARNING

With the product in *active mode*, Manage administers Clinic, 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 Content Studio have essentially an impact on patient journeys. This puts high demands on everyone editing in Content Studio 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

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**

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.

## 5. About Content Studio

### 5.1. Content Studio

Content Studio is the user interface which provides the customers the possibility to create their own non-routing questionnaires, i.e., assessment questionnaires, questionnaires for anamnesis and administrative questionnaires.

Assessment questionnaires are questionnaires that can be used to assess conditions for example mood (*MADRS-S*). These can be sent out continuously to the patient, which provides the possibility for the practitioner to see trends based on the answers from the assessment questionnaires.

Administrative questionnaires are questionnaires such as sick leave, contact with healthcare center or information before a visit.

Questionnaires can also be developed to gather the anamnesis and other relevant medical information from the patient.

The customer can use the medical content provided by Platform24 in parallel but they cannot have any dependencies.

### 5.2. Intended users for Content Studio

Medical content developers configuring questionnaires.

#### Details

<u>Type of user</u>	Professional
<u>Age</u>	>20 years old
<u>Level of instructions</u>	<ul style="list-style-type: none"> <li>• User manual</li> <li>• Level <i>B1-B2</i> in the language supported in the product for the relevant market.</li> <li>• Undergone education and training for Content Studio. To ensure a safe development of medical product, Platform24 provides a recommended development process for the medical content that is described in "<b>Process description for Medical Content development in Content Studio</b>" (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.</li> </ul>

### 5.3. Intended operational environment for Content Studio

Application	Manage
Interface	Content Studio
Environment	<ul style="list-style-type: none"> <li>• Home/office environment with connection to internet</li> <li>• Normal ambient conditions</li> </ul>

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"><li>• Hardware; dual-core processor, 4 GB RAM</li><li>• Software; latest versions of Edge, Safari, Chrome or Firefox</li><li>• Data bandwidth; 300 kb/s (video) / 50 kb/s (voice)</li><li>• IT security; https</li></ul>

## 5.4. Terms and definitions

B1-B2	B1-B2 in the Common European Framework of Reference (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
MADRS-S (MADRS)	<p>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.</p> <p>MADRS-S is a nine question self-rating version of the MADRS scale, often used in clinical practice.</p>

## 6. What is Manage and Content Studio?

Manage 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 Manage, Platform24 also consists of Clinic (healthcare provider view) and the Patient app (or the Patient apps). Healthcare providers work in Clinic while patients make their digital journeys in the Patients apps.

Manage is the administration UI where healthcare providers can manage settings for Clinic, the Patient app and the medical content, as well as user roles and access rights in Manage and Clinic.

The area where users can manage the medical content in Manage is called Content Studio. This document describes Content Studio and how it can be used to edit questionnaires.

### 6.1. Platform24 Environments

There are two different environments in Platform24.

- **Demo environment**

The Patient app and Clinic 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 Content Studio before they are released into production.

- **Production environment**

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



#### **WARNING**

With the product in *active mode*, Manage administers Clinic, 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 Manage in production but should be put through a review process before they are activated in production.

## 6.2. Log in to Manage

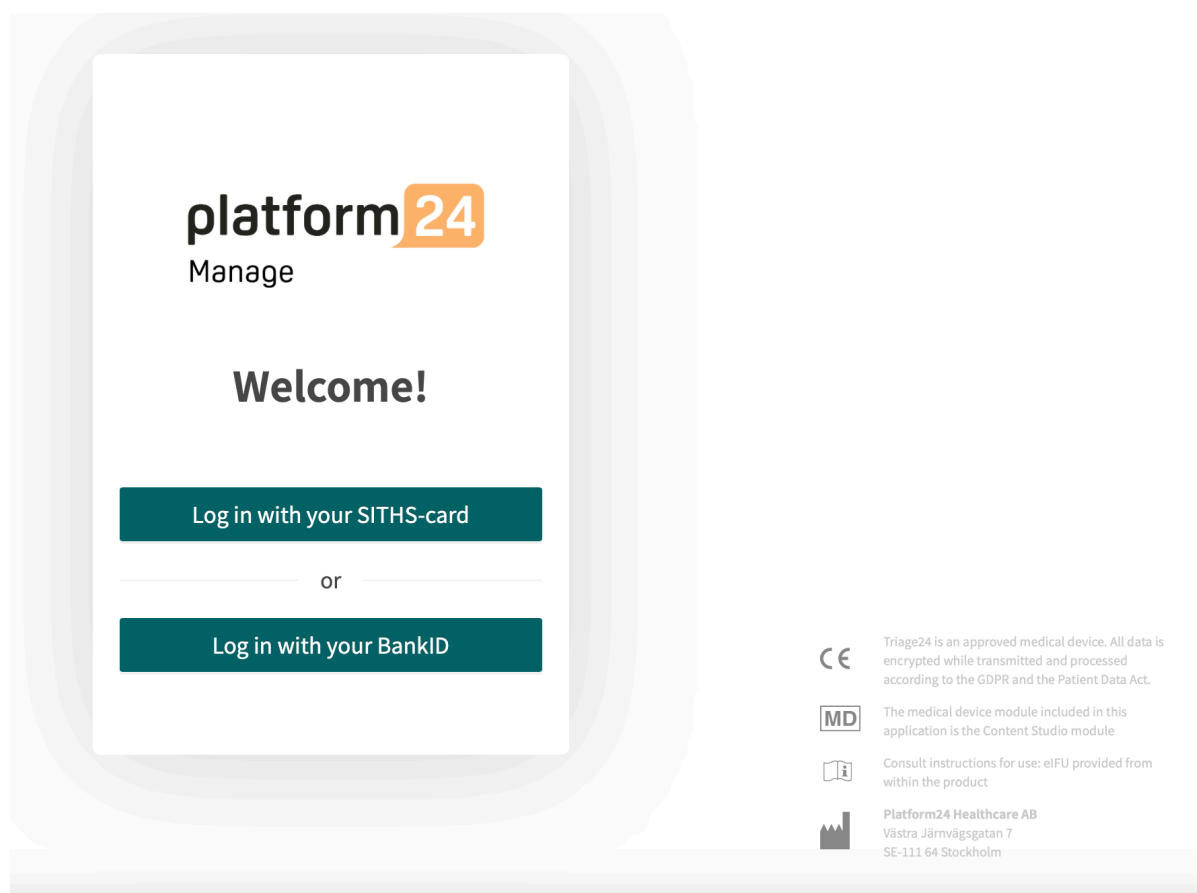
All editing of medical content is carried out in Manage's production environment. Changes are saved in the demo environment before users can actively decide to publish them in the production environment for the Patient app and Clinic. Changes carried out in the production environment are tested in the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

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



### NOTE

Some customers might have a unique environment link. Talk to your superuser at Platform24 if the link does not work.



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

## 7. Basic Details - Content Studio

### 7.1. Working with Content Studio

Content Studio is used to edit the medical content included in the agreement with Platform24 and to create own questionnaires. Any changes that are made will only be valid for the partner who makes them.

The changes made to the medical content using Content Studio 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 Content Studio, they can and should be checked in the partner's own Patient app and Clinic 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 Content Studio have essentially an impact on patient journeys. This puts high demands on everyone editing in Content Studio 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.

## 7.2. Access to Content Studio

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

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

platform24  
Manage

Sven Svensson

Partner:

manage24test

Origin

Care units

Practitioners

Medical content >

Care plan groups

Business rules

English

About

< Collapse Menu

Logout

platform24  
Manage

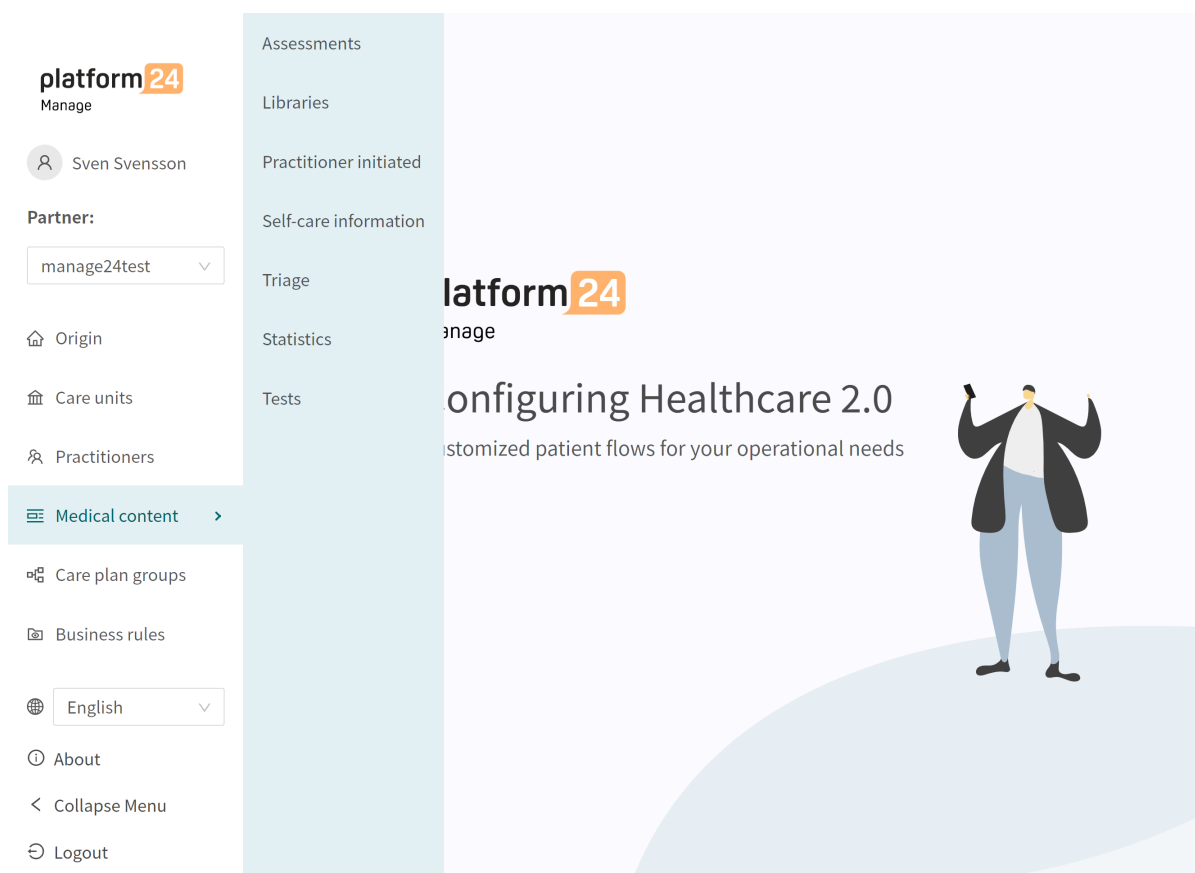
### Configuring Healthcare 2.0

Customized patient flows for your operational needs





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



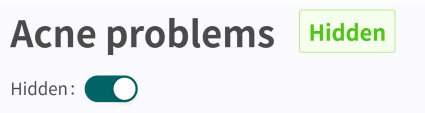
- Assessments:** Contains questionnaires that can be used to assess conditions for example mood (*MADRS-S*). These can be sent out on a continual basis to the patient, which means that the healthcare practitioner can see trends based on the answers in the assessment questionnaires.
- Libraries:** Not applicable.
- Practitioner-initiated:** Not used.
- Self-care information:** Not applicable.
- Triage:** Contains all the questionnaires except the assessment questionnaires.
- Statistics:** Not applicable.
- Tests:** Not applicable.

### 7.3. Overview of questionnaires

An overview of the questionnaires available in each sub-menu is displayed under each sub-menu (**Assessments, Triage**).

Triage		Validated: 2022-10-03 10:50		Run validation
Medical content / Questionnaires / Triage			Search by name <input type="text"/>	
Title	Id	Category	Hidden	Status
Acne problems	acne	Skin and hair	False	
AddNew	AddNew	Administrative	False	Local copy
Administrative chat	adminChat	Partner specific conditions	False	

- Title** The column shows the title the questionnaire has been given. This is language-specific and can therefore be available in several languages.
- Id** The ID given to the questionnaire. 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.
- Hidden** Specifies if the questionnaire is hidden from patients in the Patient app and hidden for practitioners in Clinic or not. The questionnaire will automatically be created with the value "False", which means that the questionnaire is not hidden from patients and practitioners. 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 can have two values for this field:  
**Local copy** = questionnaire only created once for the partner.  
**Empty** = questionnaire is unchanged compared to Platform24’s questionnaire.

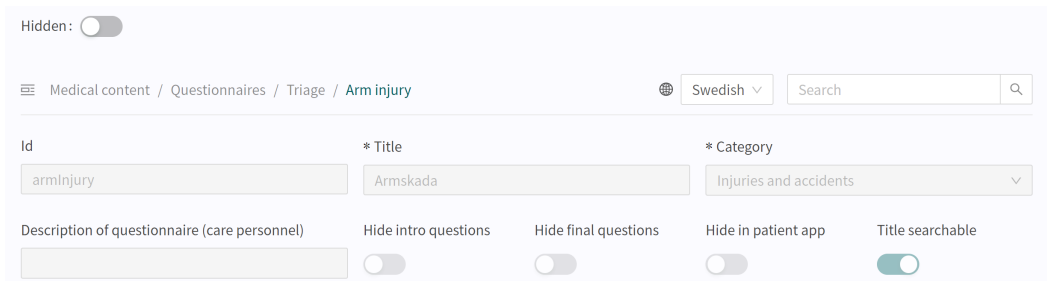
## 7.4. Questionnaire Details

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

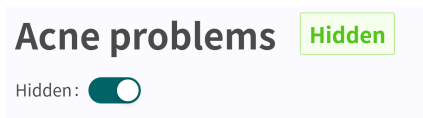
A screenshot of the 'Arm injury' questionnaire details page. At the top left, the title 'Arm injury' is shown with a 'Hidden' toggle switch. To the right are two buttons: 'Convert to local version' and 'Visualize'. Below the title is a breadcrumb trail: 'Medical content / Questionnaires / Triage / Arm injury'. There is a language dropdown set to 'Swedish' and a search box. The main form contains several fields: 'Id' (armInjury), '\* Title' (Armskada), and '\* Category' (Injuries and accidents). Below these are five toggle switches: 'Description of questionnaire (care personnel)', 'Hide intro questions', 'Hide final questions', 'Hide in patient app', and 'Title searchable'. A 'Save' button is located at the bottom right of the form. At the bottom of the page, there are two tables. The first table has columns for 'Type', 'Search term', 'Properties', and 'Actions', with one row for 'Search Terms'. The second table has columns for 'Type', 'Id', 'Condition', 'Exit Attribute', 'Content', 'Status', and 'Actions', with one row for 'Pre-triage'.

The following information is presented in the questionnaire overview.

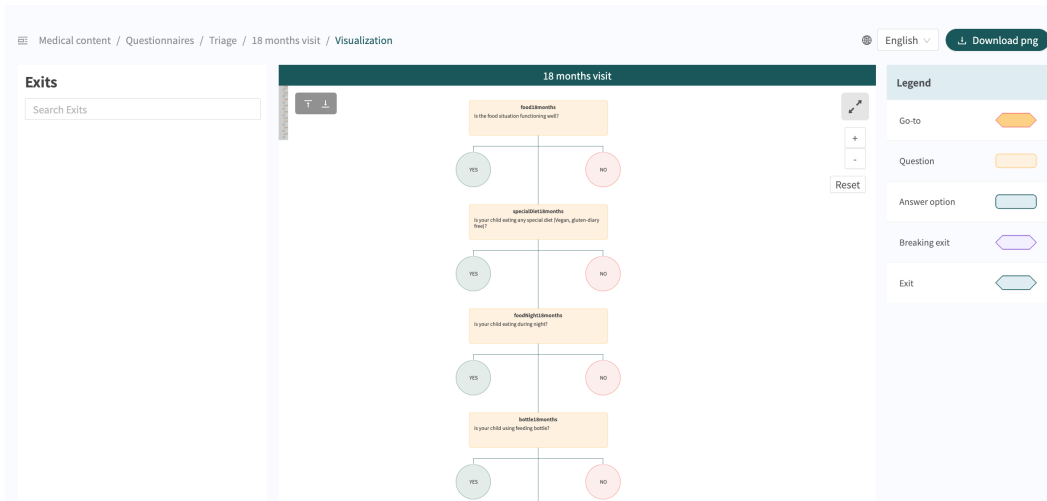
**Metadata** Each questionnaire contains a section called **Metadata** with content that can be seen at the top of the questionnaire. **Metadata** is basic information that is used to set basic setting for the questionnaire. Refer to [the Metadata section \[39\]](#) for more information.



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



**Visualize** It is possible in each questionnaire to visualize what the questionnaire looks like with each of its components. 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 expand symbol to maximize and enlarge the visualization in the window.



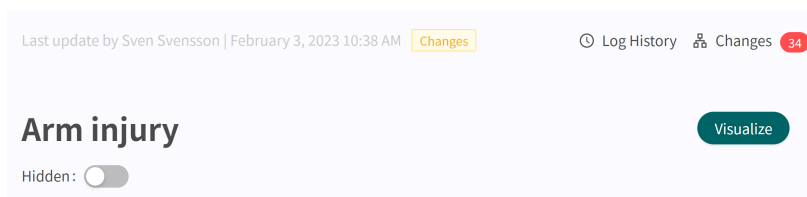
Clicking on a component in the visualization area displays the dependencies and conditions for the specific component. For example, a prior affirmative answer to a question may be required in order for this specific question to be activated for the patient.

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.

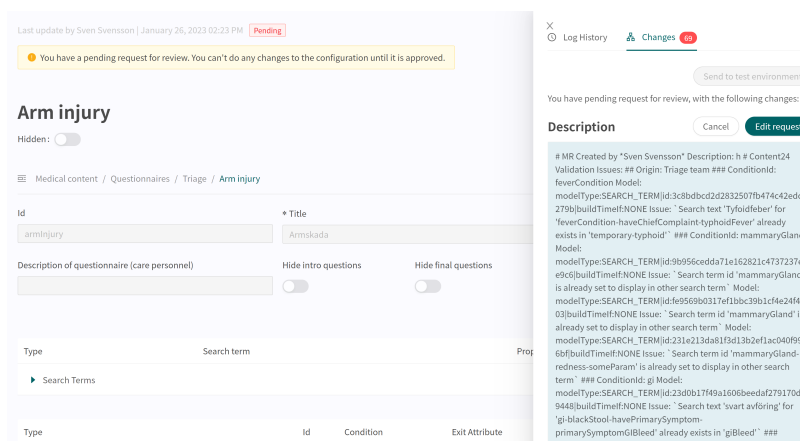
## 7.5. History, latest changes and testing

### 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.

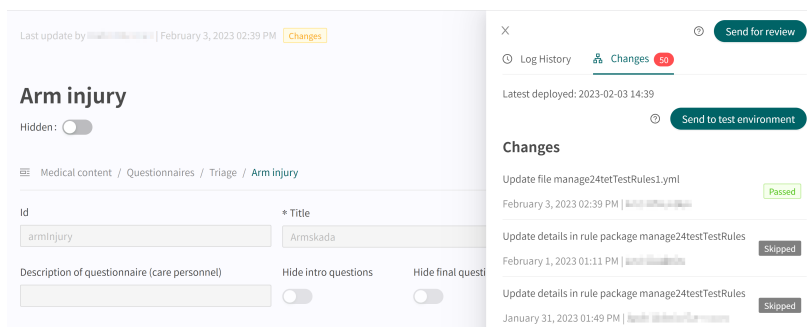


If the partner has an ongoing production release, it will be listed here and no further changes can be made until the production release is complete.

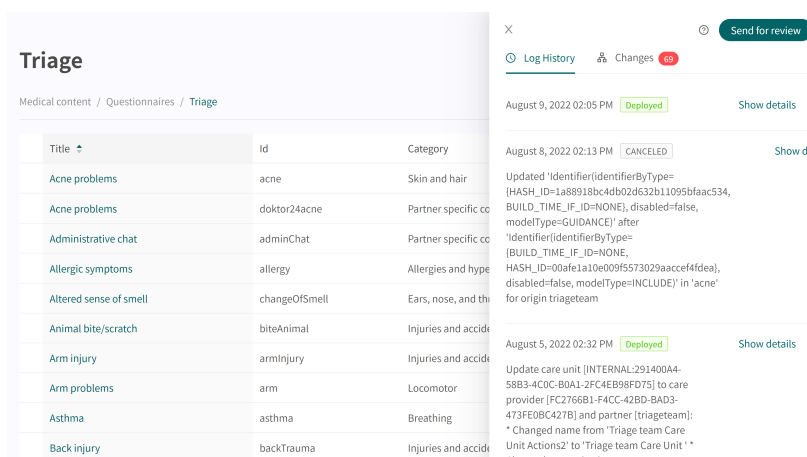


### Log history, Changes, Send to test environment and Send for review

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". 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 Content Studio/Manage 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 Content Studio/Manage, 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.

**Triage**

Medical content / Questionnaires / Triage

Title	Id	Category
Acne problems	acne	Skin and hair
Acne problems	doktor24acne	Partner specific co
Administrative chat	adminChat	Partner specific co
Allergic symptoms	allergy	Allergies and hype
Altered sense of smell	changeOfSmell	Ears, nose, and th
Animal bite/scratch	biteAnimal	Injuries and accid
Arm injury	arminjury	Injuries and accid
Arm problems	arm	Locomotor
Asthma	asthma	Breathing
Back injury	backTrauma	Injuries and accid

**Changes**

- Upload of: heacache, for partner: triageTeam  
January 26, 2023 02:23 PM | Sven Svensson Skipped
- Upload of: newSelfCare, for partner: triageTeam  
January 24, 2023 10:45 AM | Sven Svensson Skipped
- Upload of: newSelfCare, for partner: triageTeam  
January 24, 2023 10:38 AM | Sven Svensson Skipped
- Upload of: biteTick, for partner: triageTeam  
January 19, 2023 04:45 PM | Sven Svensson Skipped
- Upload of: biteTick, for partner: triageTeam  
January 19, 2023 04:45 PM | Sven Svensson Skipped
- Upload of: biteTick, for partner: triageTeam

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.

Send your changes for review to production

Description:

You will now send the changes for review.

Cancel Save

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

Last update by Sven Svensson | January 26, 2023 02:23 PM Pending

You have a pending request for review. You can't do any changes to the configuration until it is approved.

**Arm injury**

Hidden:

Medical content / Questionnaires / Triage / Arm Injury

Id	Title
arminjury	Armskada

Description of questionnaire (care personnel) Hide intro questions  Hide final questions

Type Search term

Search Terms

Type Id Condition Exit Attribute

**Changes**

You have pending request for review, with the following changes:

**Description** Cancel Edit request

```
# MR Created by "Sven Svensson" Description: h # Content24
Validation Issues: ## Origin: Triage team ## ConditionId:
feverCondition Model:
modelType:SEARCH_TERM|id:3c8dbd0c2d2823207b4744-42edc-
279a|buildTimeIf:NONE Issue: "Search text 'Tyfofeber' for
'feverCondition-haveChiefComplaint-typhoidFever' already
exists in 'temporary-typhoid' ## ConditionId: mammaryGland
Model:
modelType:SEARCH_TERM|id:9b9596cedda71e1c62821c4737237e-
496c|buildTimeIf:NONE Issue: "Search term id 'mammaryGland'
is already set to display in other search term." Model:
modelType:SEARCH_TERM|id:fe9569b0317ef1bbc39b1c4e244f-
03|buildTimeIf:NONE Issue: "Search term id 'mammaryGland' is
already set to display in other search term." Model:
modelType:SEARCH_TERM|id:231e213da81f3d13b2e1ac04099-
0af|buildTimeIf:NONE Issue: "Search term id 'mammaryGland-
redness-someParam' is already set to display in other search
term." ## ConditionId: gi Model:
modelType:SEARCH_TERM|id:23d0b1749a1606beeda279170d-
9448|buildTimeIf:NONE Issue: "Search text 'svart avforing' for
'gi-blackStool-havePrimarySymptom-
primarySymptomIdBleed' already exists in 'giBleed' ##
ConditionId: biteTick Model:
```

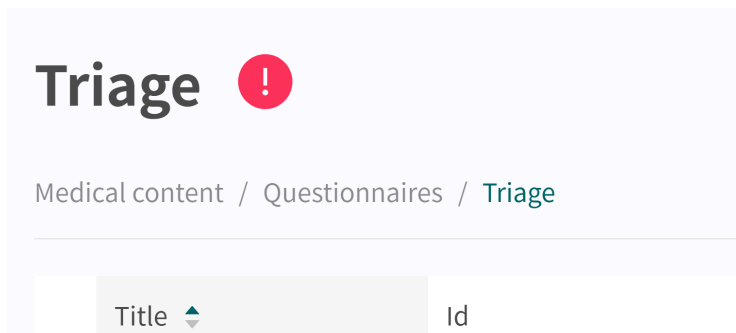
## 7.6. Warnings

### 7.6.1. 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

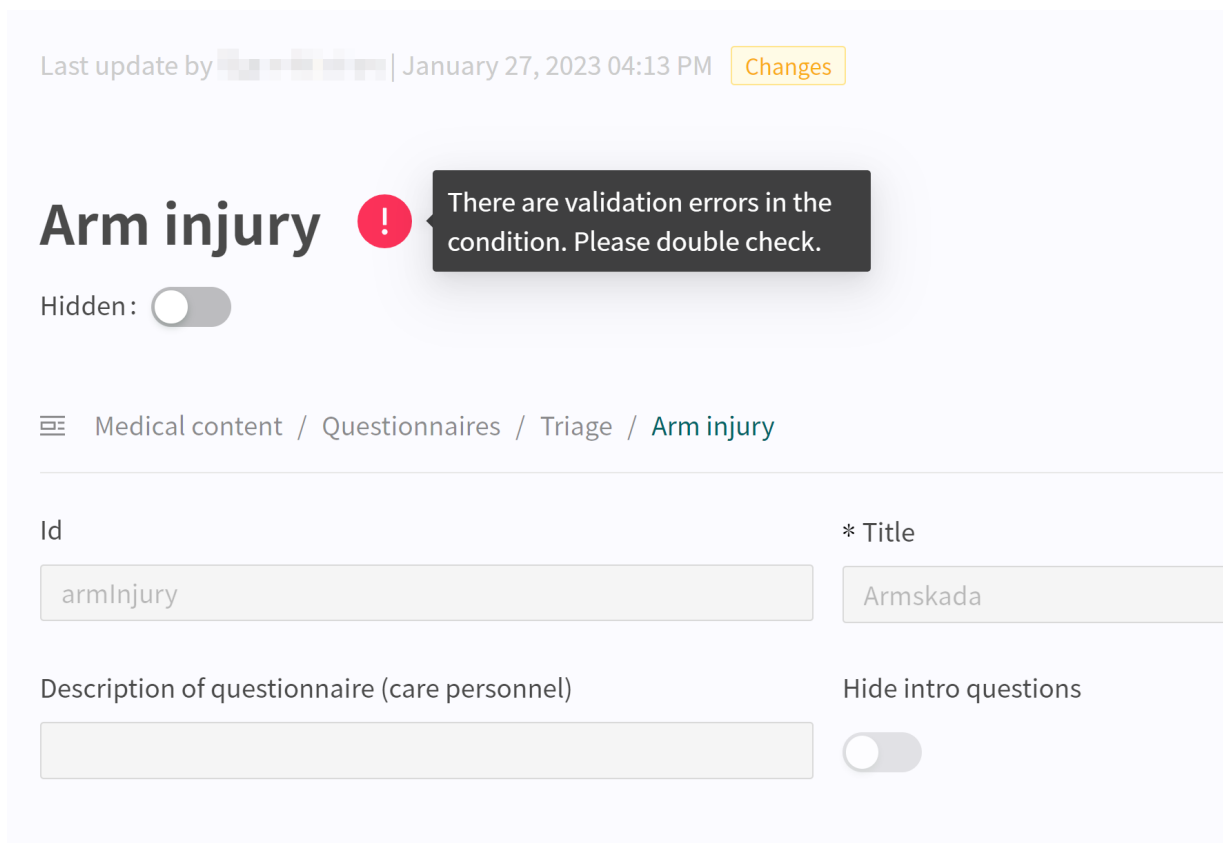
The image below shows the exclamation mark warning in the **Triage** view.



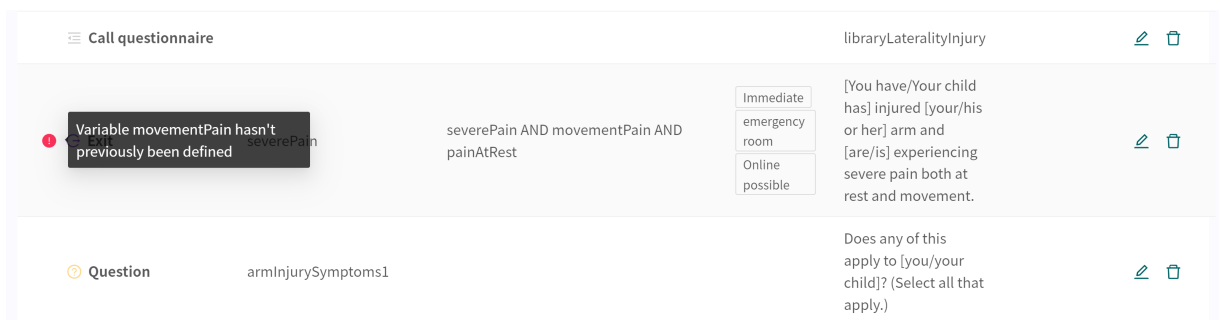
The image below shows the exclamation mark at the questionnaire where the logic is interrupted.

Animal bite/scratch	biteAnimal	Injuries and accidents	False
 Arm injury	armInjury	Injuries and accidents	False
Arm problems	arm	Locomotor	False

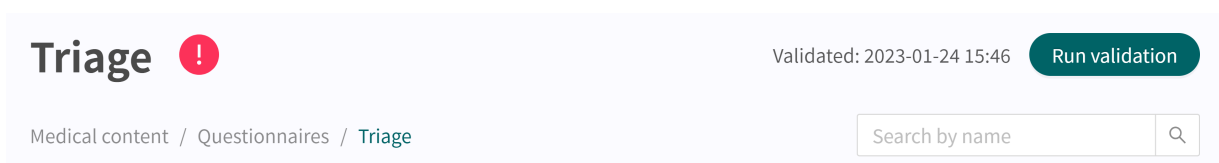
The image below shows the exclamation mark within a specific questionnaire.



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.



### 7.6.2. Warning in the event of changes

If changes are made to conditions in the components, 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.

## 7.7. 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 Content Studio components.

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



ⓘ About


< Collapse Menu

🔄 Logout



- 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**).

- 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.

## 7.8. Deleting and undoing component changes



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














## 7.8.1. 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 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?		  <div style="border: 1px solid gray; padding: 2px; display: inline-block;"> <span style="color: orange;">●</span> Sure to delete?  <input type="button" value="Cancel"/> <input type="button" value="OK"/> </div>
○ 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?		 

## 8. Grouping and using questionnaires and self-care information

### 8.1. Assessments

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

These questionnaires 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 Clinic.

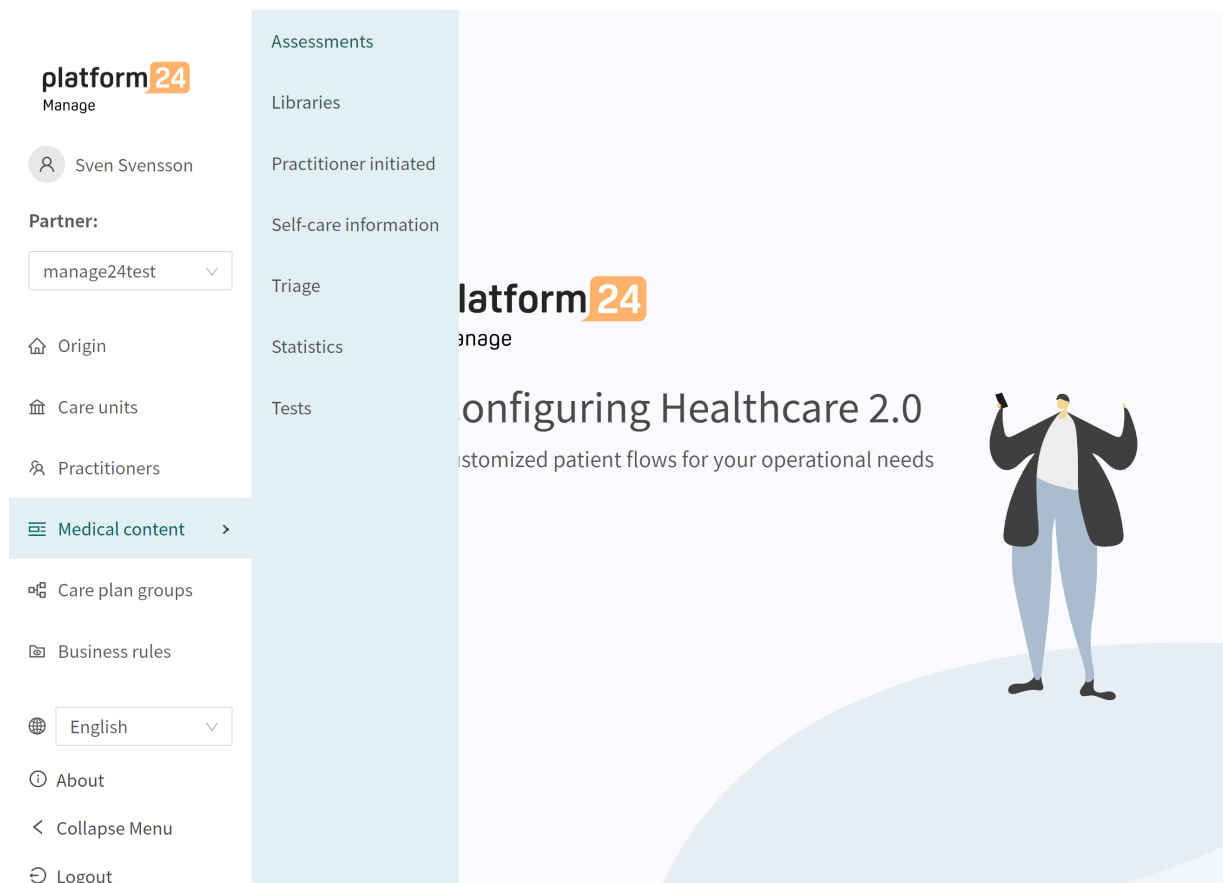


#### WARNING

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.

#### 8.1.1. 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.



Last update by Signe Winther | January 25, 2023 12:40 PM Changes Log History Changes 13

## Assessments

Validated: 2023-01-24 15:46 Run validation

Medical content / Questionnaires / Assessments

Title	Id	Category	Hidden	Status
ASRS (Adult ADHD Self-Report Scale)	asrs	Assessments	False	
DUDIT	dudit	Assessments	False	
GAD-7	gad7	Assessments	False	
PHQ-9	phq9	Assessments	False	
PSS-14	pss14	Assessments	False	

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.

### MADRS-S

Hidden:

Medical content / Questionnaires / Assessments / MADRS-S Swedish

Id:  \* Title:  \* Category:

Description of questionnaire (care personnel):

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

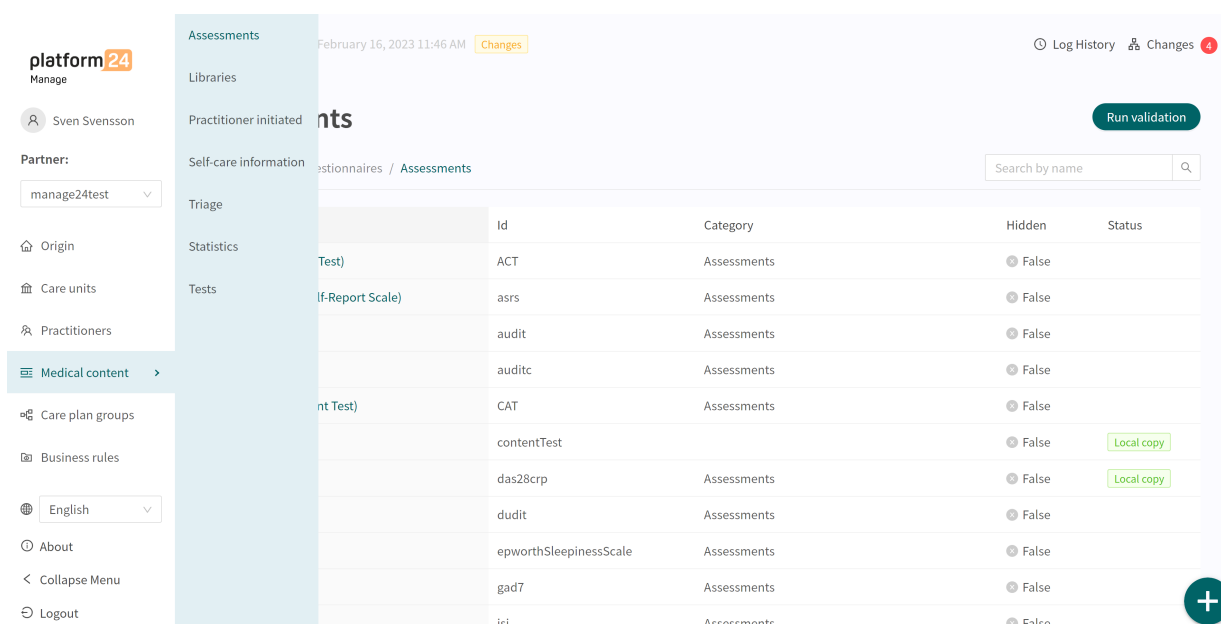
Save

Type	Search term	Properties	Actions
Search Terms			<span>+</span>

Type	Id	Condition	Exit Attribute	Content	Status	Actions
Health-test						<span>+</span>
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.		<span>✎</span> <span>🗑</span>
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.		<span>✎</span> <span>🗑</span>

## 8.1.2. 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 questionnaire will automatically be set to hidden in the Patient app (**Hide in patient app** slider selected).

### New questionnaire

\* Mode:

\* Title:

Hidden:

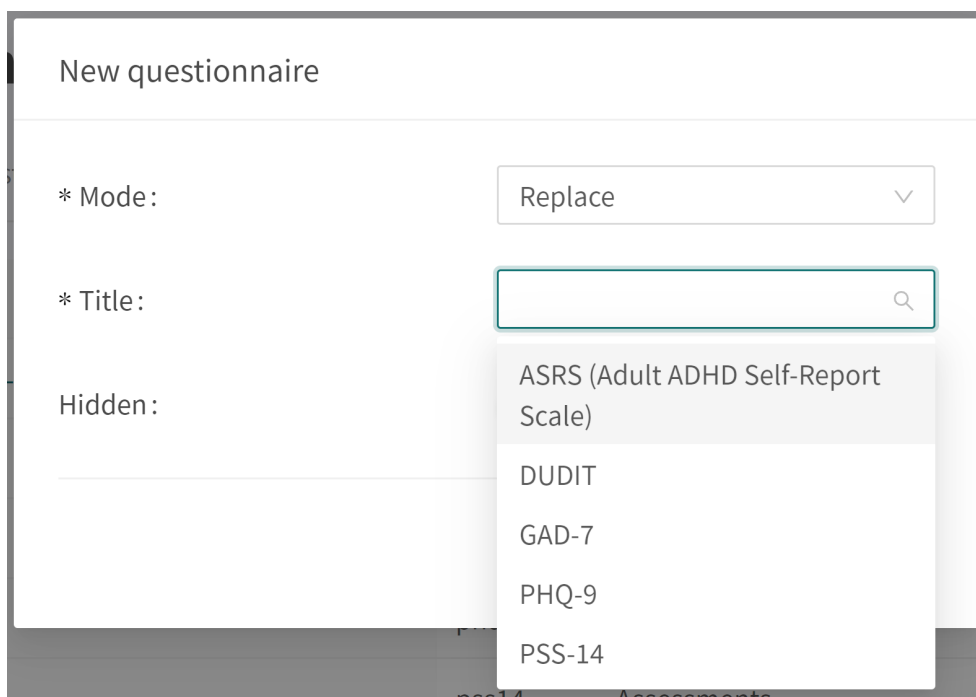
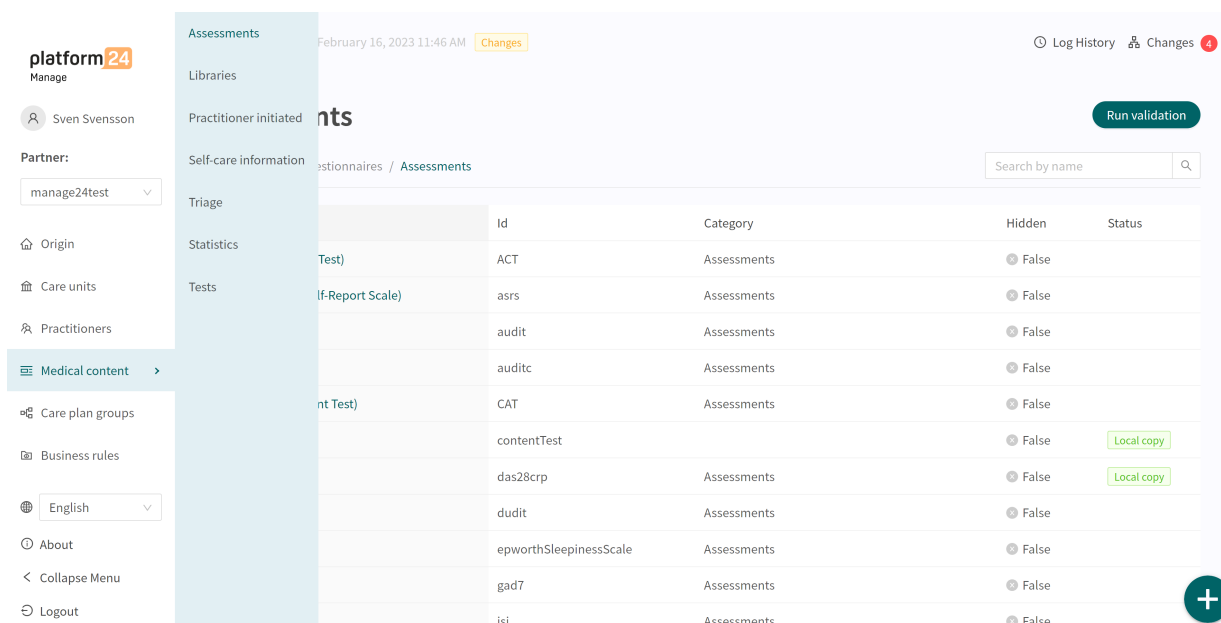
Cancel Save

When the questionnaire has been created, fill in a description of what the questionnaire contains in the **Description** field. Click again on the **"Save"** button. Then click on the plus button **+** to add statements to the **"Health test"** section.

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"**.

### 8.1.3. 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.



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 \[29\]](#).

## 8.2. Triage



The questionnaires available in the **Triage** section are the questionnaires that are not assessment questionnaires.

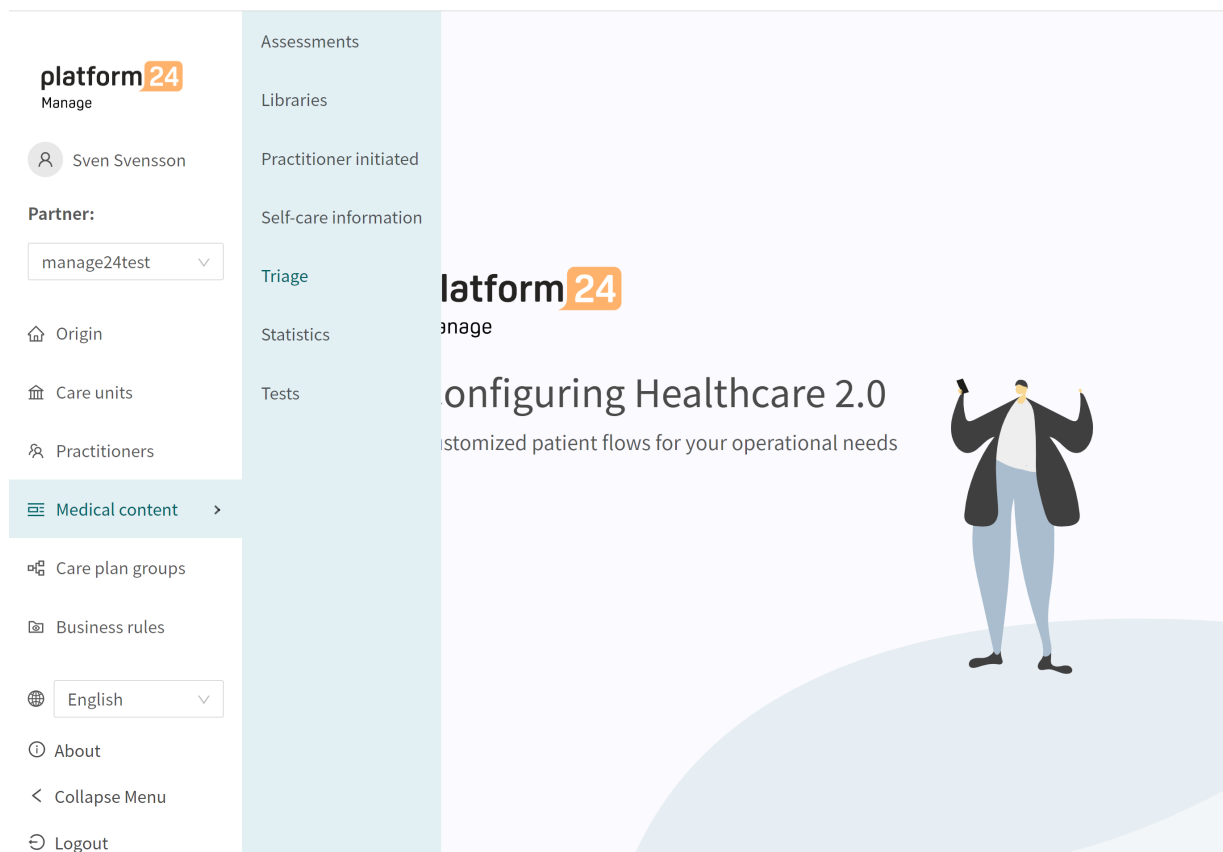


### WARNING

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.

### 8.2.1. Editing existing questionnaires

An existing questionnaire in the **Triage** section can be edited by clicking on the questionnaire you want to edit. In the questionnaire you can select to edit an existing component by clicking on the **pen** , or to add a new component by clicking on the **+**  button in the desired section.





### Triage

Validated: 2022-10-03 10:50 Run validation

Medical content / Questionnaires / Triage

Title	Id	Category	Hidden	Status
Acne problems	acne	Skin and hair	<input type="checkbox"/>	
AddNew	AddNew	Administrative	<input type="checkbox"/>	<span>Local copy</span>
Administrative chat	adminChat	Partner specific conditions	<input type="checkbox"/>	

### Arm problems

Hidden:  Visualize

Medical content / Questionnaires / Triage / Arm problems Swedish

Id:  \* Title:  \* Category:

Description of questionnaire (care personnel):

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

Save

Type	Search term	Properties	Actions
▶	Search Terms		

Type	Id	Condition	Exit Attribute	Content	Actions
▼	Pre-triage				
☰	Go to another questionnaire	infant		notYetForInfants	
🔍	Question	armAreaLocalisation	properties.jointElbow == null	Where are [your/your child's] problems? (Select all that apply.)	
☰	Formula	haveElbow	armAreaLocalisation.elbow OR properties.jointElbow		
☰	Formula	haveHand	armAreaLocalisation.hand		
☰	Formula	notHaveElbow	NOT armAreaLocalisation.elbow AND properties.jointElbow == null		
☰	Formula	haveWrist	armAreaLocalisation.wrist		

## 8.2.2. 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.

The screenshot shows the 'Triage' section of the platform24 interface. On the left is a navigation sidebar with options like 'Assessments', 'Libraries', 'Practitioner initiated', 'Self-care information', 'Triage', 'Statistics', and 'Tests'. The main area displays a table of questionnaires with columns for 'Id', 'Category', 'Hidden', and 'Status'. A search bar 'Search by name' is located at the top right of the table. A 'Run validation' button is visible in the top right corner. A large green '+' sign is overlaid in the bottom right corner of the interface.

Id	Category	Hidden	Status
acne	Skin and hair	False	
adminChat	Partner specific conditions	False	
AgeRestrictionsTest	Administrative	False	Local copy
AgeRestrictionsTestMax	Administrative	False	Local copy
allergy	Allergies and hypersensitivities	False	
allQuestionTypesForDevs	Administrative	False	Local copy
AllQuestionTypes	Administrative	False	Local copy
changeOfSmell	Ears, nose, and throat	False	
biteAnimal	Injuries and accidents	False	
armInjury	Injuries and accidents	False	
asd	Administrative	False	Local copy

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, select **Create post-triage section** and click on "**Save**".

New questionnaire

\* Mode:

\* Title:

\* Category:

Hidden:

Create pre-triage section

Create post-triage section

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.

### NewCondition Visualize

Hidden:

Medical content / Questionnaires / Triage / NewCondition Swedish

Id <input type="text" value="newCondition"/>	* Title <input type="text" value="newCondition"/>	* Category <input type="text" value="Administrative"/>
Description of questionnaire (care personnel) <input type="text"/>	Hide intro questions <input type="checkbox"/>	Hide final questions <input type="checkbox"/>
	Hide in patient app <input type="checkbox"/>	Title searchable <input checked="" type="checkbox"/>

Save

Type	Search term	Properties	Actions
Search Terms			<span style="border: 1px solid #007060; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">+</span>

Type	Id	Condition	Exit Attribute	Content	Status	Actions
No Data						

+

Begin constructing the newly created questionnaire by clicking on the plus + buttons in the post-triage section.

Type	Search term	Properties	Actions
Search Terms			<span style="border: 1px solid #007060; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">+</span>

Type	Id	Condition	Exit Attribute	Content	Status	Actions
<span style="font-size: 0.8em;">🏠</span> Pre-triage						<span style="border: 1px solid #007060; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">+</span>
<span style="font-size: 0.8em;">🏠</span> Post-triage						<span style="border: 1px solid #007060; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">+</span>

All newly created questionnaires (as well as replaced ones) will have **Local copy** 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	

### 8.2.3. 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.

## Triage

Validated: 2023-05-24 17:29
Run validation

Medical content / Questionnaires / Triage

Search by name Q

Title <span style="font-size: 0.8em;">↑</span>	Id	Category	Hidden	Status
18monthsVisit	18monthsVisit	General questions	False	Local copy
Acne problems	acne	Skin and hair	False	Local copy
Administrative chat	adminChat	Partner specific conditions	False	
Allergy	allergy	Allergies and hypersensitivities	False	Local copy
Altered sense of smell	changeOfSmell	Ears, nose, and throat	False	
Anxiety	anxiety	Psychological problems	False	
Arm problems	arm	Locomotor	False	Local copy
Asthma	asthma	Breathing	False	Local copy
Back injury	backTrauma	Injuries and accidents	False	
Back problems	backPain	Locomotor	False	Local copy
Birthmark	nevus	Skin and hair	False	
...	...	...	...	...

+

New questionnaire

\* Mode:

\* Title:

\* Category:

Hidden:

ageRestrictionTest

- Acne problems
- Altered sense of smell
- Animal bite/scratch
- Back injury
- Back problems
- Belly button problems, new-born
- Birth control

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 \[34\]](#).

## 9. 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.

### 9.1. 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.

#### 9.1.1. Attributes and values in Metadata



#### NOTE

All attributes are not valid for all types of questionnaires.

#### Id

All questionnaires have an **Id**.

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

- a-z
- A-Z

#### Title

Questionnaire free text title. This must be stated for all languages the questionnaires will be displayed in. Switch language for the questionnaire to edit the **Title** field in another language.

The screenshot shows the 'Test3' questionnaire metadata form. At the top right is a 'Visualize' button. Below it is a 'Hidden' toggle switch. The breadcrumb trail is 'Medical content / Questionnaires / Triage / Test3'. There is a language selector set to 'Swedish' and a search bar. The form fields are: 'Id' (Test3), '\* Title' (Test3), and 'Category' (Administrative). Below these are five toggle switches: 'Description of questionnaire (care personnel)', 'Hide intro questions', 'Hide final questions', 'Hide in patient app', and 'Title searchable' (which is turned on).

#### 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.

#### Description of questionnaire

A free text field where a description of the questionnaire can be added. This description will be visible in Clinic for practitioners. Switch language for the questionnaire to edit the **Description of questionnaire** field in another language.

**Hidden**

A setting that hides the questionnaire. The questionnaire will not be visible in Clinic 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 `libraryTriage-Boot` library to be asked or not asked. They are always automatically asked in questionnaires once the triage is concluded.

**Hide in patient app**

Not applicable.

**Title searchable**

A setting that enables questionnaire descriptions to be generated as search terms in the Patient app.

## 9.2. Sections

### 9.2.1. Pre-triage

This section should not be used.

### 9.2.2. Post-triage

This section is used to define the components in questionnaires for anamnesis or questionnaires for administrative matters.

### 9.2.3. 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

## 9.3. Search terms

This section should not be used.



## 9.4. 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 Clinic)
- **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 Clinic)

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.)		symptoms																				
Explanation title	Explanation text	Show negative answer in Clinic (none/nope)																				
		<input type="checkbox"/>																				
<b>* Response options</b>																						
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span style="float: left;">v</span> Response breathing <span style="float: right;">🗑️</span> </div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">* Type</td> <td style="width: 15%;">* Id</td> <td style="width: 70%;">Condition</td> </tr> <tr> <td>Response</td> <td>breathing</td> <td></td> </tr> <tr> <td>Build time if</td> <td>* Patient text</td> <td>Practitioner text</td> </tr> <tr> <td></td> <td>Breathing problems</td> <td>breathing problems</td> </tr> <tr> <td>Choose first [ ] alternative if</td> <td>Negate to show response in Clinic</td> <td>Points</td> </tr> <tr> <td></td> <td><input type="checkbox"/></td> <td></td> </tr> </table> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <span style="float: left;">&gt;</span> Response dizziness <span style="float: right;">🗑️</span> </div>					* 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"/>	
* 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"/>																					

### 9.4.1. 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** – used when the patient is asked to upload an image or a pdf file. Supported file formats are jpg, png, jpeg and pdf. The question can be made optional using the "**skippable**" field.
- **Medication** – Prescription renewal uses this question type.
- **Date** – displays a calendar view to the patient in question. The question can be made optional using the "**skippable**" field.
- **Free text** – the patient can answer using free text. The question can be made optional using the "**skippable**" field.
- **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.

## 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 Clinic. There is a table and instructions (refer to the smartText User Manual) which specify how categories for each question type should be specified.

## Build time if

Do not use.

## Condition

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 dates. 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)`).

Dates should have format 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`, `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'. Below these fields is a 'Display' checkbox. At the bottom right, there are 'Cancel' and 'Save' buttons. The window also has 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 Clinic. Refer to the smartText User Manual 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 Clinic.

**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**).

## 9.5. Formulas

A formula is a complex expression of normally several, longer expressions (e.g., answers to questions). Formulas can also be used to create calculations for assessments.

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**

## 9.5.1. 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

**Condition** 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 dates. 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)`).

Dates should have format 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, 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.

## 9.6. 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 questionnaire, the formula is then used to drive logic for the questions.

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.

### 9.6.1. 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.

## 9.7. 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 Clinic (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.

Export data  English ▾

---

Condition \* Integer or variable (eg. 2 or age) \* Destination

madrss\_score

healthdata







\* Type Mandatory

Total score MADRS-S ▾

---

Cancel
Save

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		 

### 9.7.1. Attributes and values in Exporting data

<b>Condition</b>	Conditions for when exporting data to the health database.
<b>Local name</b>	The formula or value that is given in the questionnaire and which is exported to the database. The <b>Local name</b> component will only accept allowed values for the specific Type. The statement will guide what type of value is expected, e.g., integer, decimal or Snomed CT code.
<b>Destination</b>	The database to which values are exported. Only one database can be currently selected.
<b>Type</b>	Drop-down list with selectable values to export to the database.
<b>Mandatory</b>	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.

## 9.8. Flags

The flag component displays additional information to a healthcare professional when a patient fulfills certain symptoms or answers. In Content Studio, 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.

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.

## 9.8.1. Attributes and values in flags

**Condition** 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 Clinic.

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 dates. 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)`).

Dates should have format 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`, `Medication` and `File` question types cannot be used in conditions.

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

Flag English

* Condition	Medical term	Code
patient18orAbove	If the patient is troubling, consider providing suitable advice.	

Symptoms  
[+Add symptom](#)

Cancel Save

Flag English

* Condition	Medical term	Code
true	If the patient has gained weight, remember that this also could affect the mental health of the patient.	

Symptoms  
[+Add symptom](#)

Cancel Save

06 February 2023

You must receive the appointment before you can start the chat

- ✔ Din sjukvårdshistorik
- ✔ Din läkemedelslista

Receive

APPOINTMENT (SYNC PHASE), MANAGE24TEST Consult

### Overweight

Origin      Triage ⓘ      Non Medical Info

Manage24 Test Client      Manage24 Test Client

Flags

**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

weight but with no success. Not suffering from being overweight.

**General health:** Not asked about general health.

## 10. Frequently occurring attributes

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

### 10.1. 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.

### 10.2. 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.

### 10.3. Build time if

Do not use.

### 10.4. 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 dates. 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)`).

Dates should have format 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`, `Medication` and `File` question types cannot be used in conditions.

## 10.5. 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.

Question
English ▾

* Id	* Type	Category	Build time if	Condition
coldAllergy	Yes or no ▾	Other ▾		(doesHaveRash OR havelatching) AND notPossibleCrossReactivity AND NOT medicine AND (vars.severeAllergySymptoms.wantsToContinueOnline == null OR vars.severeAllergySymptoms.wantsToContinueOnline == false)

* Question	Medical term	Practitioner text (if answer no)
[Have your problems arisen/Did your problems arise] when exposed to the cold? (e.g. on hands and face or ingesting cold drink or food)	the problems arose due to exposure to cold	

Point (if answer yes)	Choose first [ ] alternative if	Explanation title

Explanation text

Cancel Save

## 10.6. Properties

Do not use.

## 10.7. Response options

- **Type: Response**
- **ID**, refer to [ID \[56\]](#) above
- **Condition**: refer to [Condition \[56\]](#) above
- **Choose first [ ] alternative if**: refer to [Choose first \[ \] alternative if \[58\]](#) 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 Clinic
- **Negate to show response in Clinic**: refer to the smartText User Manual
- **Points** (only for `multiple choice`, `single choice` and `yesNo` questions)

∨ Response left
🗑️

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

## 10.8. Points

Points can be specified per question or response option in the following question types:

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

The points can be used to sum up a score from a questionnaire and can be both integers and decimals. Points can also be used to write conditions in the questionnaire statements.

## 11. Versions

Versions of the Content Studio User Manual.

#	Date	Description
1.0	2023-09-22	1st version.
2.0	2024-01-11	<ul style="list-style-type: none"><li>• Section 10.8 updated and information added that points can be both integers and decimals.</li><li>• Support email for user manuals updated.</li></ul>
3.0	2024-05-20	<i>Section 1.1. About this manual</i> updated.

## 12. References

Title	Description
User Manual - smartText in Content Studio	The smartText User Manual gives more information about smartText and how it is configured. smartText is the text summary for practitioners that is generated after a patient interview.