

February 20, 2024

Virtual Patient Intake (Tonic) is a real-time mobile patient intake and contactless check-in platform that provides a seamless and interactive way for patients to complete or update certain health intake questionnaires. Virtual patient intake (Tonic) enables patient data to automatically integrate into appropriate Cerner PowerForms. Virtual patient intake (Tonic) will ease staff workloads, provide up-to-date information, and improve patient experience.

## Patient Intake App

The **Patient Intake App** is used to review answers made by the patient and start the reconciliation process.

Patient Intake App

- Select the **Patient Intake App** from the Table of Contents Menu.
  - The list of clinical sections is presented under **Patient – Reported Records**.
  - The number near each section name shows the number of unverified items per section.
  - Note that there are different statuses of unverified patient responses.
    - **New** – marked with a purple diamond, newly added by the patient upon the last survey completion.
    - **Updated** – patient updated a previous answer upon the last survey completion.
    - **Removed** – patient removed a previous answer upon the survey completion.

**NOTE:** One of the following messages will appear if a patient has reviewed and there have been no updates made to medications and allergies.

Patient reviewed, no updates  
No staff action required

Data not found does not mean that PowerForm questionnaires were not completed by the patient.

Data not found  
No new survey passages found for patient with this MRN

- Review answers in the **Unverified Data from the Patient** column on the left for each section and confirm by selecting **Accept** or **Accept All** for each section.
  - **Accept** – enables verifying each item separately.
  - **Accept All** – enables varying all items in the section at once.

Accept all →  
Accept →

## ➤ Allergies

- All updates made by the patient cross to the **Allergies** component once reconciliation is complete.

## ➤ Medications

- **New medications** added by the patient cross to the **Home Medications** component once reconciliation is complete.
- **Updated or Removed** medications by the patient need to be updated manually in the medication history.

**Patient Reported Records.** Patient reported records are available for review

**Medications**

Unverified Data from Patient (2)

**Furosemide 20 MG Oral Tablet [Lasix]** ♦

10 Milligram  
Oral (by mouth or po)  
Daily

**New**

**Accept** →

**famotidine**

5 Milligram  
Oral (by mouth or po)  
Once (1) Daily

**Updated**

**Accept** →

Verified Local Record Data (2) Last update: Aug 22, 2023, 11:00 pm

**Furosemide 20 MG Oral Tablet [Lasix]** ♦

10 Milligram  
Oral (by mouth or po)  
Daily

**New**

**Undo**

**famotidine**

5 Milligram  
Oral (by mouth or po)  
Once (1) Daily

**Updated**

**Undo**

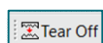
Please update these changes manually in the Home Medication component

**NOTE:** If patient record was accepted inadvertently, there will be an **Undo** button under the verified record allowing changes to be reversed prior to hitting the reconcile button.

- Once verification is completed for all sections, select the **Reconcile** button at the bottom of the screen.
- **Summary** screen with a list of all reconciled data will be available for 30 days from reconciliation or until the next time the patient answers the questions if completed earlier than 30 days.

Reconciled on AUGUST 23, 2023, 01:40 pm				
Medications	Details	Status	Actions Needed	Accepted
<b>Furosemide 20 MG Oral Tablet [Lasix]</b>	10 Milligram Oral (by mouth or po) Daily	<b>New</b>		✓
<b>famotidine</b>	5 Milligram Oral (by mouth or po) Once (1) Daily	<b>Updated</b>	⚠ Manual update	✓
Allergies	Details	Status		Accepted
<b>Shrimp</b>	Food Moderate Hives (Urticaria)	<b>New</b>		✓

- Click **Tear Off** in the toolbar.



- This allows viewing of reference updates needed in components on the Workflow MPage.

- Refresh Workflow MPage.
- Review the components on the Workflow MPage to see patients answers and manually update changes.

- **Allergies**
  - If accurate, click **Complete Reconciliation**.
- **Medications**
  - If accurate, click **Complete History**.
  - If updates are needed, click **Meds History** to manually update as per current workflow of add modify/compliance with a comment.
    - Refer to the tear off page.

The image shows two screenshots from a clinical workflow interface. The top screenshot is titled 'Allergies (2)' and displays a table with columns: Substance, S., Reactions, C., St., R., S., and Comments. It lists two allergies: 'Shrimp' with a 'Severe' reaction (Urticaria) and 'Grass pollen' with a 'Mild' reaction (Cough, Itching of eye). The 'Reconciliation Status' is 'Incomplete', and a 'Complete Reconciliation' button is highlighted. The bottom screenshot is titled 'Home Medications (2)' and shows a table with columns: Medication, Compliance, Suppl., and Responsible Provider. It lists two medications: 'famotidine' (5 mg, PO, Twice Daily, 0 Refill(s)) and 'furosemide (Lasix 20 mg oral tablet)' (10 mg, PO, Daily, 0 Refill(s)). The 'Document History' is 'Incomplete', and a 'Complete History' button is highlighted.

## PowerForms

Several PowerForms will be presented to the patient either pre-appointment or at time of service, based on age and/or appointment type criteria. If the patient completes these prior to the intake process, the patient answers will cross to their associated PowerForms in Cerner, easing the workload of the staff. The section must be clicked for review for data to flow.

**NOTE:** If forms are empty, staff need to ask questions and complete during the intake process.

- **General Anxiety Severity**
- **Social Determinants of Health (SDoH)**
  - Remember to **add the date** (upper right) and click **Yes** (scroll to bottom of the form), for questions 1-9, and complete **Abuse/Neglect** in social history.

The image shows a screenshot of a form field for 'SDoH questions 1-9 completion date (update if completing today)'. The field contains a date picker set to 'Tue Jan 9, 2024'. Below this, there is a section titled 'Questions 1-9 of Social Determinants of Health & Abuse/Neglect' with a 'Yes' radio button selected.

- **Alcohol Screening**
- **M-CHAT**
- **5210 Healthy Habits**
  - Reminder to click only the age-appropriate section for review. When both are reviewed, it duplicates answers.

## Areas to Review Data

- **Scales and Assessments**

The image shows a screenshot of the 'Scales and Assessments' interface. It displays a table with columns: Today, AUDIT Score, and GAD7 Score. The 'Today' column shows the time '15:54'. The 'AUDIT Score' is 0, and the 'GAD7 Score' is 6.

Scales and Assessments will display scores and results from some of the patient completed questionnaires if the section was reviewed during the intake process.

### ➤ Textural Rendition (TR) Form Review

Sections selected for review within the intake form will flow to the TR documentation for review under documents on the Workflow MPage.

Documents (1)

Display: Multiple note types Change Filter...

Time of Service Subject Note Type Author

In Progress (0)

Completed (1)

DEC 05, 2023 15:54 Pediatric Ambulatory 1... TR\_Pediatric Ambul... Weymouth, Wendy

Pediatric Ambulatory Intake

TR\_Pediatric Ambulatory Intake Form (Edited/Amended)

Author: Contributor(s): WEYMOUTH, WENDY

Last Updated: DEC 06, 2023 08:46 Last Updated By: WEYMOUTH, WENDY

Pediatric Ambulatory Intake Entered On: 12/05/2023 15:55 EST

Performed On: 12/05/2023 15:54 EST by WEYMOUTH, WENDY

Alcohol Screening

1. How often do you have a drink containing alcohol (ref) : Never

2. How many standard drinks containing alcohol do you have on a typical day? : None

3. How often do you have six or more drinks on one occasion : Never

AUDIT-C Score : 0

Complete the Full AUDIT Assessment : No

AUDIT Score : 0

WEYMOUTH, WENDY - 12/05/2023 15:54 EST

Social Determinants of Health

SCDH questions 1-9 completion date (update if completing today) : 12/05/2023 EST

1. Within the past 12 months we worried whether our food would run out before we got money to buy more? : Never

2. Within the past 12 months the food we bought just didn't last and we didn't have money to get more? : Never

3. What is your housing situation today? : Steady place to live

4. Think about the places you live; do you have problems with any of the following? : None of the above

5. In the past 12 months, has lack of transportation kept you from medical appointments, meetings, work or from getting things needed for daily living? : No

6. In the past 12 months has the electric, gas, oil or water company threatened to shut off services in your home? : No

### ➤ Results Review

Sections selected for review within the intake form will flow to **Assessments** under Results Review.

Lab - Extended Lab - Recent Results - Recent Results - Extended Microbiology Diagnostics Vitals - Recent Vitals - Extended **Assessments**

Flowchart: Clinical Data Flowchart Procedure Selection: Level: Clinical Data Flowchart Table Group List

September 06, 2023 8:55 EDT - January 06, 2024 8:55 EST (Clinical Data Flowchart)

Navigator

- GAD-7 Generalized A
- AUDIT-C, AUDIT Inter
- Social Determinants
- M-CHAT Autism Score
- 5210 Program
- Food Insecurity Inform

Show more results

Clinical Data Flowchart	12/05/2023 15:54 EST
GAD-7 Generalized Anxiety Disorder Data	
GAD-7 Score	2
GAD-7 Fear	Not at all
GAD-7 Interpretation	5-9 Mild anxiety
GAD-7 Irritability	Several days
GAD-7 Nervousness	Several days
GAD-7 Restlessness	Several days
GAD-7 Score	6
GAD-7 Trouble Relaxing	Several days
GAD-7 Unable to Control Worry	Several days
GAD-7 Worrying too much	Several days
AUDIT-C, AUDIT Interview Version Alcohol	
AUDIT-C Score	0
Complete Full AUDIT Assessment	No
Freq Six Plus Drinks One Occasion	Never
Number Alcohol Drinks if Drinking	None
Freq of Drinks Containing Alcohol	Never
AUDIT Score	0
Social Determinants	
Housing Situation Today	Steady place to
Needs assistance with daily activities	I do not need
Feel lonely or isolated	Never
Housing Problems	None of the
Lack of Transportation Issues	No
Utility Needs	No
Child care interferes with work/school	No
SCDH Completed Calculation	0
SCDH Completed Date	12/05/2023