# ADCRR: HNR Workflow

Purpose

The purpose of this document is to provide step by step instructions to end users (Patients) and EHR users (clinical users of TechCare) regarding the Health Needs Request (HNR) process from submission to triage, through response and completion.

Step One: Creating a Health Needs Request (Patient via JPay)

Patients must fill out the contents of the Health Needs Request (HNR) by using the following:
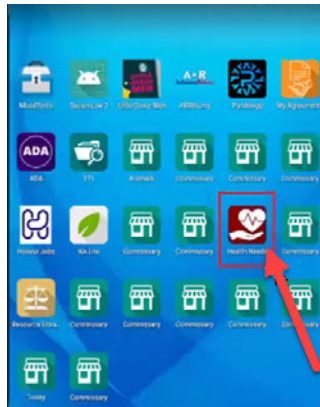
1. The patient will log as normal to the JPAY Tablet

2. The patient will select Health Needs icon.

3. To create a new request, the patient will select the Create Request button.

    a. Example: The Patient complains of Lower Back pain and is needing to see a doctor. He/She completes the information including their DOC ID and DOB as shown below:
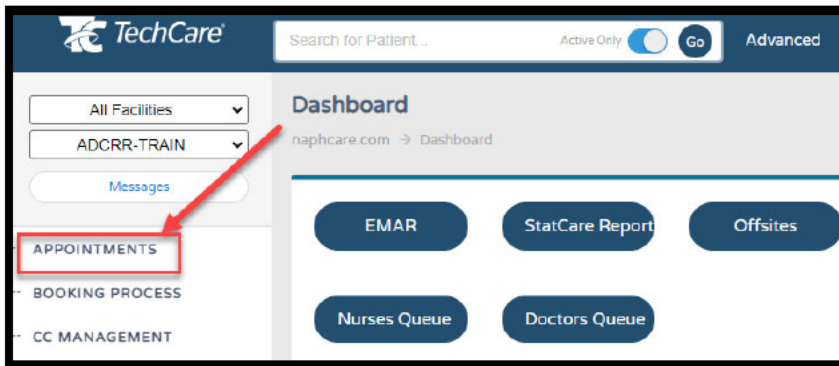

    b. Select **Submit**.

4. If a matching DOC ID and DOB were found, their Health Needs Request (HNR) will be submitted successfully. If not, correct the DOC ID and/or the DOB and resubmit.

Viewing and replying to patient Health Needs Requests (Clinical user via TechCare)

1. From TechCare main screen. Click on the **Appointment Viewer Tab** and select **Sick Call Viewer**.
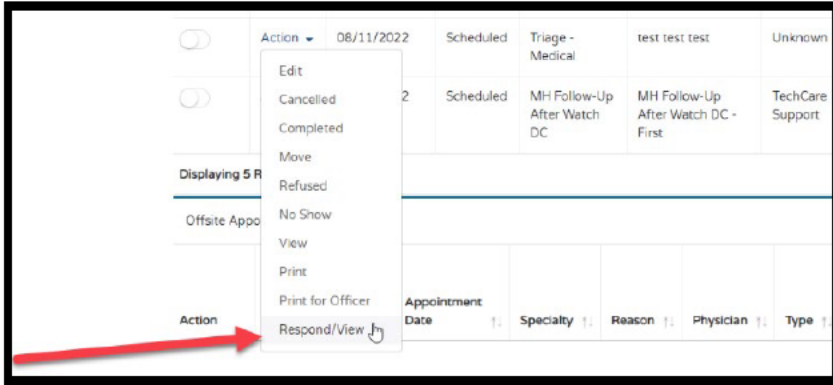

2. Navigate to the 3 available Triage Types to see all incoming HNRs from the portal
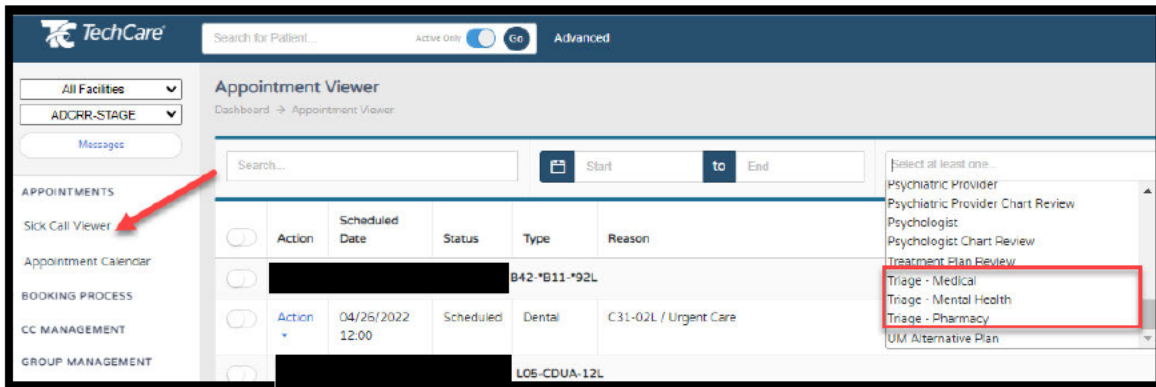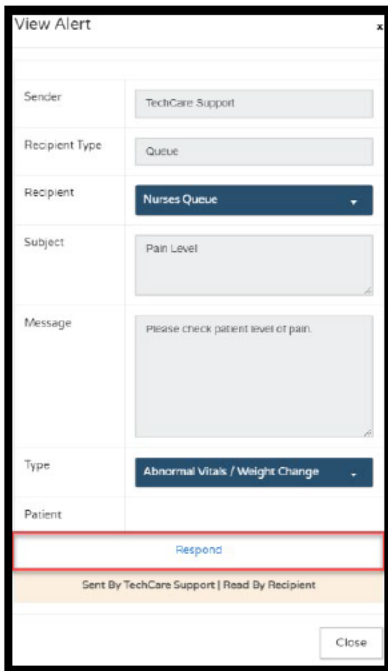
3. There are key actions available: **View, Move, Respond** and **Refuse**.

4. To respond to the patient, select the **Respond button,** this will bring up a text diaglog box that will allow you to reply to the patient's request (300-character max).
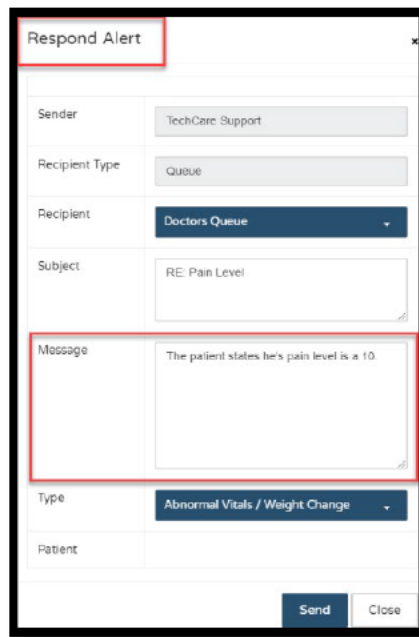
How to convert an HNR request to a clinician facing appointment

1. Click on the Change Status combo box and select "MOVE".

2. Check the HNR Appointment details that you wish to convert to a different appointment type. Then, click "Save".

3. Next, select the appointment type you would like to convert the HNR to and click "Ok"

4. The HNR will now be in the appointment list to be seen at a future date. (Example: Medical Provider)

ADCRR: HNR Workflow

How patients can see HNR responses
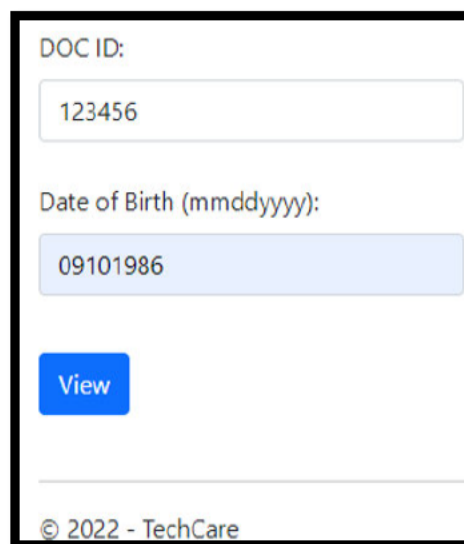
1. Click on the Health Needs Request to open
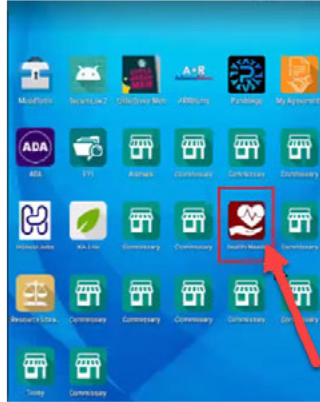
2. Click "Patient History"
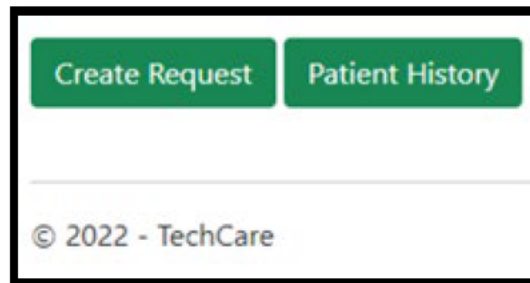
3. Enter DOC ID and DOB. Click "View"

4. Click on the Appointment to see any responses.

You now have an appointment to see the doctor.

From: Nurse

5/18/2022 9:08:51 AM

© 2022 - TechCare

ADCRR: HNR Workflow

Health Needs Requests

Electronic Submittal

Patient uses Jpay to submit HNR request

Registered Nurse

Reviews all appointments starting with "Triage – "

Determines if clinical complaint

No → Moves the appointment to the appropriate appointment type

Yes → Schedules "Medical Nurse - HNR" appointment

RN sees patient face-to-face to determine further action

RN schedules **new** appointment for follow up care

End

Paper Submittal

Patient completes paper HNR and drops into medical box or hands to clinical staff

RN enters into TechCare as a "Triage" Appointment

TechCare Manual - Arizona Customizations

© 2023 *TechCare*® User Manual - Version 4.5 / Proprietary & Confidential

ADCRR Workflow Health Needs Request for Clinician Guide

ADCRR HNR Clinicians-

Mental Health Score Program

ADCRR is at the forefront of proactive Mental Health Care identification, tracking, follow-up and treatment. The Mental Health Score (MH Score) Program has been fully incorporated into TechCare. Together with the EHR's unique ability to meaningfully report on patient health outcomes, the State's users will continue to have innovative tools and technology to support their patients' evolving Mental Health needs.

The **Mental Health Score** form in TechCare is key to viewing, adding and adjusting the patient's current MH Score. Thi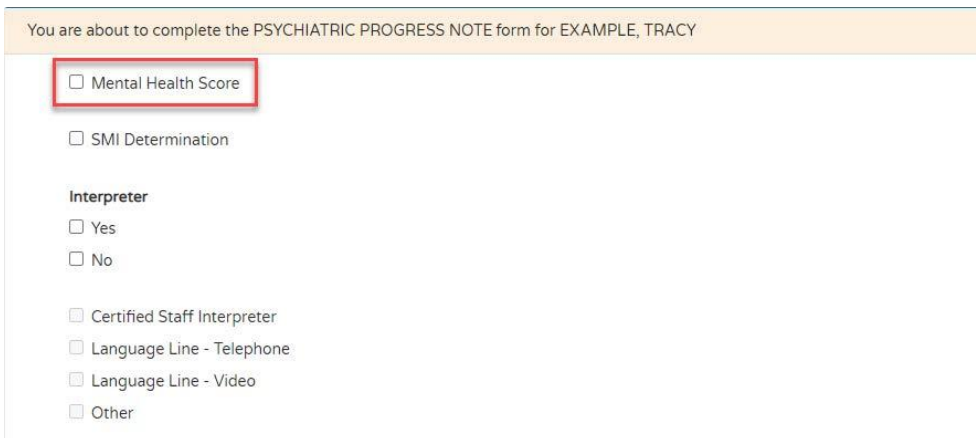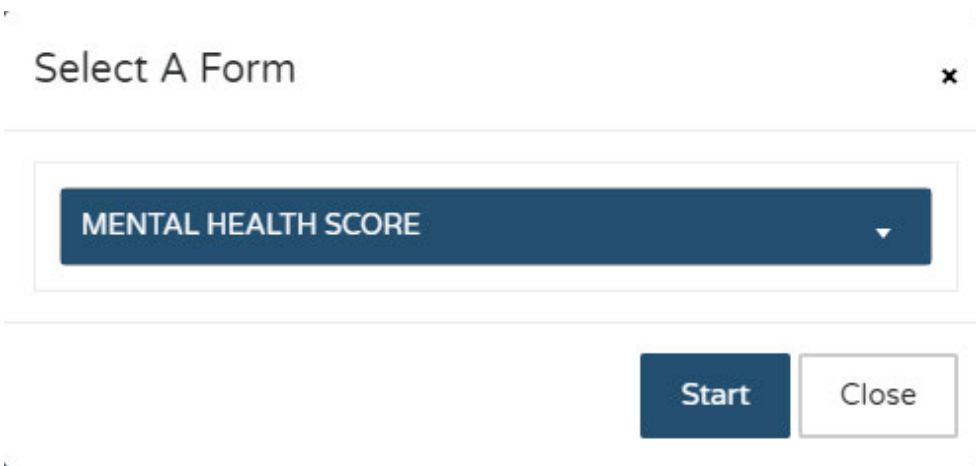s form is not only accessible via the Main Screen **->** Forms window, but also is launched from the first checkbox on *every* Behavioral Health focused encounter document in TechCare:

Select A Form   ✕

MENTAL HEALTH SCORE   ▼

Start   Close

You are about to complete the PSYCHIATRIC PROGRESS NOTE form for EXAMPLE, TRACY

☐ Mental Health Score

☐ SMI Determination

Interpreter
☐ Yes
☐ No

☐ Certified Staff Interpreter
☐ Language Line - Telephone
☐ Language Line - Video
☐ Other

Following a few procedural questions, selecting the score itself then completing this form triggers all the necessary logic to ensure compliance and best practices are adhered to:

Mental Health Score:

- ○ MH-5: Inpatient Treatment (Not To Be Assigned at Intake)
- ○ MH-4: Residential Treatment (Not To Be Assigned at Intake)
- ○ MH-3A: Acute Distress or Outpatient SMI
- ○ MH-3B: Outpatient Stable with Regular MH Contact and RX
- ○ MH-3C: Outpatient Stable with RX and MH Contact PRN (Not To Be Assigned at Intake)
- ○ MH-3D: Outpatient with Verified Recent RX Discontinuation
- ◉ MH-3E: Outpatient Stable with Regular MH Contact Only
- ○ MH-2: History of MH Services, No Current Need
- ○ MH-1: No History of MH Services, No Current Need

- MH Score flag is set (eg MH-3E)

Note – Despite relying on TechCare's flag module for identification and tracking, MH Score step ups or downs should only be managed within the forms and dashboards

- Previous MH Score flag (if applicable) is discontinued
- Patient is automatically enrolled into the **MH Score Program** dashboard

Note – This does not include MH-1 and MH-2 per policy

Using **MH-3E** as an example, the patient will be added to the **MH Score Program**, which accessible on TechCare's Main Screen Dashboard Menu along the left:

While the **Mental Health Score** form is integral in maintaining the Score itself in TechCare, the MH Score Program Dashboard is the only area of the EHR where the required encounters can and should be launched for consistency, visibility compliance tracking.

Note – The presentation, processes and usages of the MH Score dashboard functions the same regardless of the Score. What varies is the recurrence and type of encounters required for each score. The table below will define each. MH-3E is used in the example

Clicking the Score tab displays the following information columns:

- **First Name**
- **Last Name**
- **ADCRR Number**
- **Mental Health Score** – Shows the most recently completed Mental Health Score Forms during the patient's time in this MH Score Tab
- **Mental Health Progress Note** – Shows the most recently completed Mental Health Progress Notes during the patient's time in this MH Score Tab
- **Psychiatric Progress Note** – Shows the most recently completed Psychiatric Progress Notes during the patient's time in this MH Score Tab
- **Face-To-Face (Mental Health)** – Each score has an associated Mental Health Face-To-Face timer that shows how quickly a Face-to-Face must be completed per ADCRR requirements. To satisfy the timer the user must complete a Mental Health Progress Note form. Once completed, the timer will be reset. If this Progress Note is not completed before the timer runs out, the patient name will be highlighted red
- **Face-To-Face (Psychiatric)** – The majority of scores have an associated Psychiatry Face-To-Face timer that shows how quickly a Face-to-Face must be completed per ADCRR requirements. To satisfy the timer the user must complete a Psychiatric Progress Note. If this Progress Note is not completed before the timer runs out, the patient name will be highlighted red

Clicking the slider next to the patient's name will open a dropdown with the following options:

- **Mental Health Score** – Used to set the appropriate MH Score Flag and move patients throughout the MH Score Workflow Queues
- **Mental Health Progress Note** – Used to satisfy Face-to-Face (Mental Health) Timer

- **Psychiatric Progress Note –** Used to satisfy Face-to-Face (Psychiatric) Timer

If a new Mental Health Score form is completed with a new MH Score checked at the bottom of the form, then the patient will move to the new MH Score Workflow Queue with the appropriate MH Score flag set on their chart.

For example, if the patient is currently MH-3E, and a new Mental Health Score form is completed updating them to MH-4, the following will occur:

- MH-3E flag is deactivated and an MH-4 flag is activated on the patient's chart
- The patient is automatically moved from the MH-3E workflow queue to the MH-4 workflow queue

MH Score Selection	FLAG set in TechCare	MH Score Program Dashboard	Face-to-Face (Mental Health) Timer	Face-to-Face (Psychiatric) Timer	Face-to-Face (Psychiatric) Timer – Adjusted due to PMRB Flag
MH-1	MH-1	NO	N/A	N/A	N/A
MH-2	MH-2	NO	N/A	N/A	N/A
MH-3A	MH-3A	YES	25 Days	80 Days	25 Days
MH-3B	MH-3B	YES	80 Days	80 Days	N/A
MH-3C	MH-3C	YES	350 Days	160 Days	N/A
MH-3D	MH-3D	YES	80 Days	25 Days	N/A
MH-3E	MH-3E	YES	80 Days	N/A	N/A
MH-4	MH-4	YES	25 Days	25 Days	N/A
MH-5	MH-5	YES	7 Days	14 Days	N/A

NOTE: Selecting **More Information > Expanded View** will show additional fields on the patient ribbon including the patient's current MH Score:
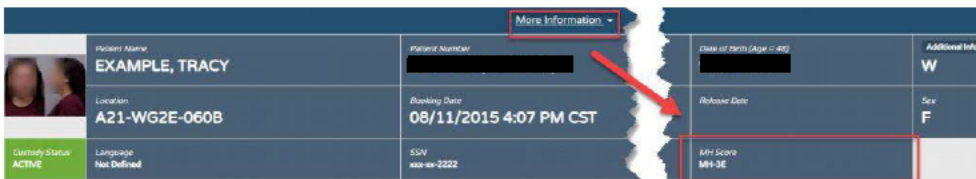

-END-

Barcode Medication Administration

Medication Administration by Housing

Next, we will detail how to manage and administer medications on a typical medication pass for a selected list of patients grouped by housing, as opposed to one. You can still follow along from your patient's current chart, but for this example, we will begin with no patient selected.

Click EMAR on the Main Screen of TechCare®. If you have selected a patient from the Main Screen, their EMAR will populate, but you still will be able to proceed in the same manner even if no patient was selected.
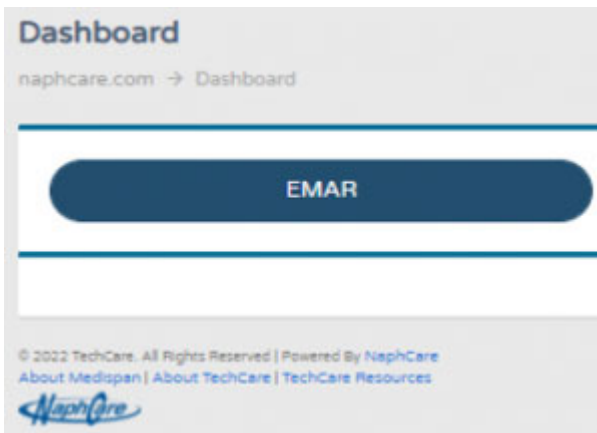
This will open the Medication Administration Record screen. From this module, select a filter from the row across the top of the screen. For a medication pass, narrow down the patients you will see to specific housing units and times. Let's start by applying filters.
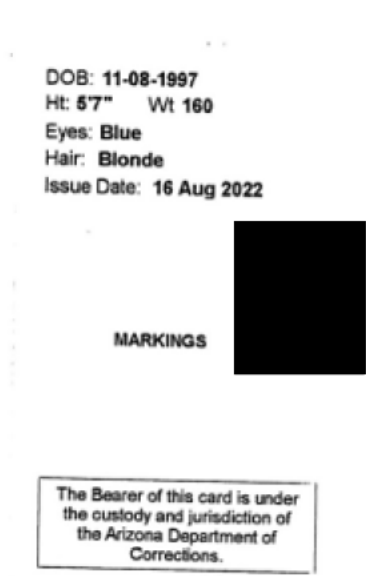

Medication Administration by Barcode

Note – Not all facilities nor all patients will have Wrist bands for patients, but when available the following instructions will apply.

Wrist bands –

1. With the provided Scanner, scan the patients Wristband/Badge to Pull up the patient automatically allowing the nurse to quickly find their meds.

DOB: **11-08-1997**
Ht: **5'7"**   Wt **160**
Eyes: **Blue**
Hair: **Blonde**
Issue Date: **16 Aug 2022**

MARKINGS

The Bearer of this card is under the custody and jurisdiction of the Arizona Department of Corrections.

2. Once all medications are selected and given to the patient select the **Administer Selected** tab.

Patient Specific Meds

1. Scan the patient's medication to pull up the patients account. (The "ladder" bar code to the **right of the medication label**)
2. Scan the medication again, this activates the "Administration" slider (5.0) or checkbox (4.5) for every individual med scanned.
3. Once all medications are selected and given to the patient select the Administer Selected tab.


Stock Supply

1. The patient should have an ACTIVE ORDER for the stock med being administered in TechCare.
2. With the provided Scanner, scan the medication bottle or blister pack
3. Scan each medication order separately. By scanning the medication barcode this will select the medication to be administered. (The Slider/Check-box 4.5 will be activated)

Notes- This activates the "Administration" slider (5.0) or checkbox (4.5) only if patient has an active order of that medication. Otherwise you may only hear a beep but it does nothing.
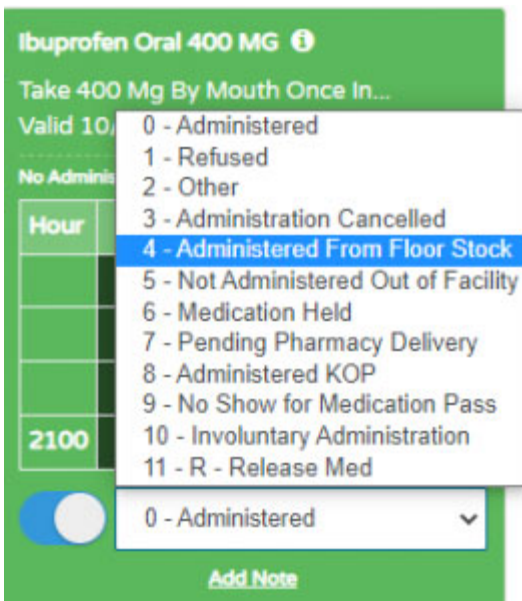
4. Once a medication has been appropriately documented, a box in the medication grid will be indicated (for the example below an "S" displays for Floor Stock) with the corresponding day of the month. A five-day record is shown in the medication grid so you can quickly see past medication compliance and if a medication is expired.

Clicking on the Administration hyperlink will display the Drug Administration History for that medication. If errors occur, the administration can be cancelled by the user (within 24 hours).
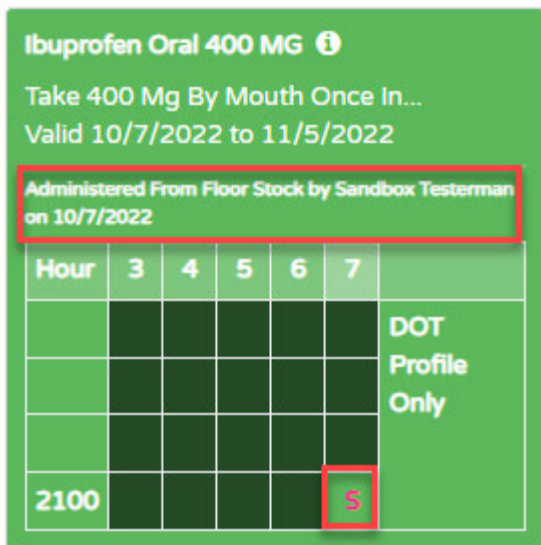
Prior to completing the administration on any given patient, different Administration Types can be selected allowing more specific documentation beyond Administered. For example, if the patient is not present during med pass, the user selects Other (TechCare displays an "O" in the box) and provides a brief, free text description for documentation purposes.

Note – The below message will display when hovering over the administered indicator.

© 2023 *TechCare*® User Manual - Version 4.5 / Proprietary & Confidential

Flags List (Example)

BH Treatment
Medical Treatment
Medication/RX on Release
Shelter/Housing
Substance Abuse
Vet Services

Use Discharge Plan
Category to know which
flags should add patient info
to queue

Dashboard

☐ Medical Treatment
☑ BH Treatment
☑ Medications
☑ Substance Abuse

Date Type: [_____ ⌄] [The Beginning Of Time ⌄]

Search: [_____]

	Booking Number	Name				Booking Date	Discharge Date		
	201523565	AGAIN, TEST				7/17/2018 9:51 AM	7/17/2018 10:07 AM		
	201523565	AGAIN, TEST				5/22/2017 4:43 PM	11/29/2017 3:42 PM		
	▉▉▉▉▉▉▉▉					9/10/2018 2:00 PM	9/12/2018 10:42 AM		

Flags can be set with forms.........

Flags that belong to Dicharge Summary Flag type will add patient to queue

These can be made available in RS Screen, MH Screen, and various other forms as needed

Count: [Print] [Refresh]

Dashboard

All
☐ Medical Treatment
☑ BH Treatment
☑ Medications
☑ Substance Abuse

each flag

Date Type: [▽]   [The Beginning Of Time ▽]

Right click removal from queue, im stays in queue even after released …. for follow up

Search: [   ]

	Booking Number	Name			Booking Date	Discharge Date		
	201523565	AGAIN, TEST			7/17/2018 9:51 AM	7/17/2018 10:07 AM		
	201523565	AGAIN, TEST			5/22/2017 4:43 PM	11/29/2017 3:42 PM		
	████████████				9/10/2018 2:00 PM	9/12/2018 10:42 AM		

Print
Export
Discharge Needs
Discharge Summary

Discharge Summary will include anything that has been marked with Discharge Planning

Count: [Print]   [Refresh]

Discharge Needs

[Complete]

☐ BH Treatment   ☐ Medical Treatment   ☐ Medications
☐ Shelter/Housing   ☐ Substance Use   ☐ Vet Services
☐ Medicare/Medicaid

Behavioral Health Treatment

Medical Treatment

Medications

Shelter/Housing

Substance Use

Vet Services

Medicare/Medicaid

Drug Order Entry -

Drug Category

| All | ▼ |

☑ **Generic Preferred** ☑ **Formulary Only**

Drug Name   Dose Recommendation

| | ▼ |

QTY	**Strength**	**Start Date**	**Days**
1	▼ 🛑	05/09/2019 ▼	🛑

Route	**Sig**	**Refills**	**Dispense**
▼ 🛑	▼ 🛑		

Additional Information

| | ▼ |

☐ Profile Only
☐ PRN
☐ Billable
☐ KOP
☐ Release Medication
☐ TORB
☐ VORB
☐ ATE

Doctor

| | ▼ 🛑 |

Sig Times   **MAR View**

○ [ ]

○ [ ]

○ [ ]

○ [ ]

Add	Delete	Modify

| Order | | Cancel |

Medication Administration Record: ▮▮▮▮▮

eMAR Filter   Date Filter   Color Legend   [   ]   Search

Collapse

Print List   Print Treatment List   Print Officer's List

Patient Count   Housing Moves Report   New Meds Report   Missed Med Report   Confirm Count

Patient: ▮▮▮▮▮   **#:** testonemore   **Lang:**   Additional Info.

DOB: ▮▮▮▮▮   **Sex:** Male   **Race:** White

Housing: 240C-721-01   **SSN:** **HIDDEN**   **Type:**

Status: ACTIVE   **Booking Date:** 12/29/2008 7:07:37 PM

PICTURE
NOT AVAILABLE

Show
- ⦿ Active   ○ All
- ☐ Time Only
- ☐ Include PRN
- ☐ Meds Only
- ☐ Treatments Only
- ☐ Alphabetize

Select
- ☐ Select All
- ☐ Select All Meds
- ☐ Select All Treatments

Last BP - 1 year ago
120 / 80

Last BS - 12 weeks ago
120

Last Pulse - 1 year ago
70

Active Allergies
Abilify
Abiraterone
Acetaminophen
Peanut Oil

Flags
- ⊞ CPT
- ⊞ Mental Health
- Hematology/O

☐ **Warfarin Sodium Oral 5 MG Tablet**
Take 5 mg by mouth once a day for 60 day(s). Dispense

[   ]

Administered

Release Medication

Administer Medications   MAR   Add Medical   Add Treatment   Add Drug Order   Add Note   Print

Note Patient, Test (987654)

QUICK NOTE ⌄		MD NOTE ⌄

[text entry field]

[Add Note]   ☐ Discharge Planning   [Cancel]

Note Patient, Test (987654)

SOAP NOTE ⌄		MD NOTE ⌄

Subjective

[text entry field]

Objective

BP: [ ] / [ ]   TEMP: [ ]   PULSE: [ ]   RESP: [ ]   WT: [ ]   SAO2: [ ]   BS: [ ]   PAIN: [ ]   [Clear]

[text entry field]

Assessment

[text entry field]

Plan

[text entry field]

[Add]   ☐ Save as Template   ☐ Complete Sick Call   ☐ Discharge Planning

[Add Note]   [Cancel]

TechCare Manual - Kenosha Customizations

© 2023 *TechCare*® User Manual **-** Version 4.5 / Proprietary & Confidential

Sick Call Request

Select the **Appointment Viewer** tab from the Global view options located at the top of the **Main Screen** of *TechCare*® and then select **Sick Call Requests**.
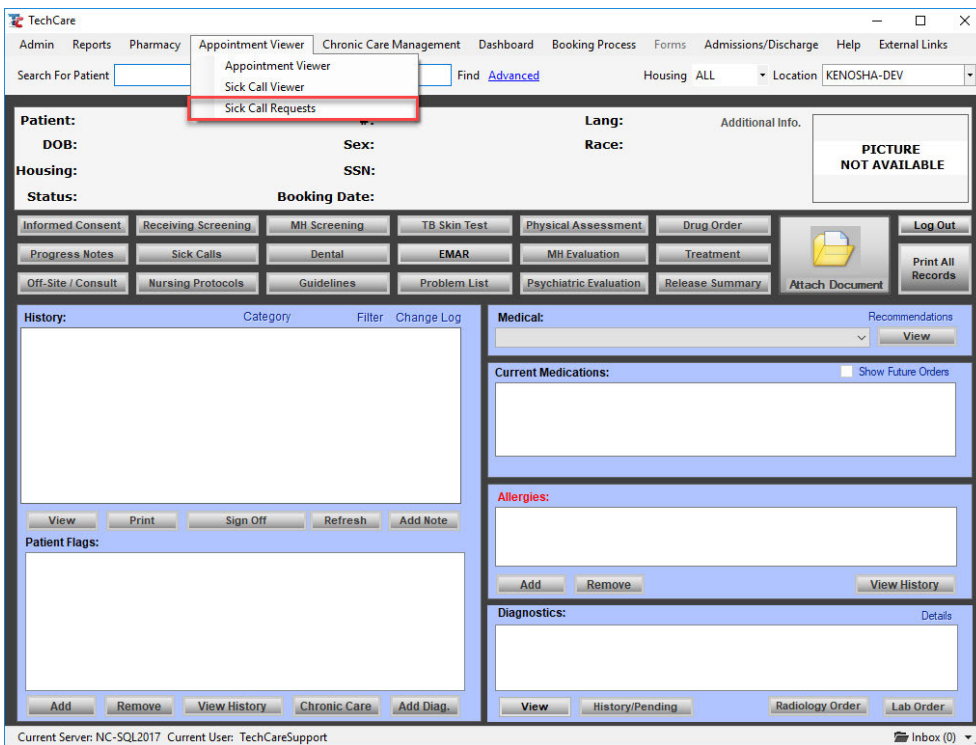
Here the user will have access to all patients who have submitted a sick call request from their Aramark Kiosk Tablets. There are three statuses that make up the Sick Call Request viewer, and they are as follows: **Open, Approved**, and **Declined**. The user can search for patient based on first and last name, or search by request type. Select **Refresh** to update the list of patients with the new criteria.
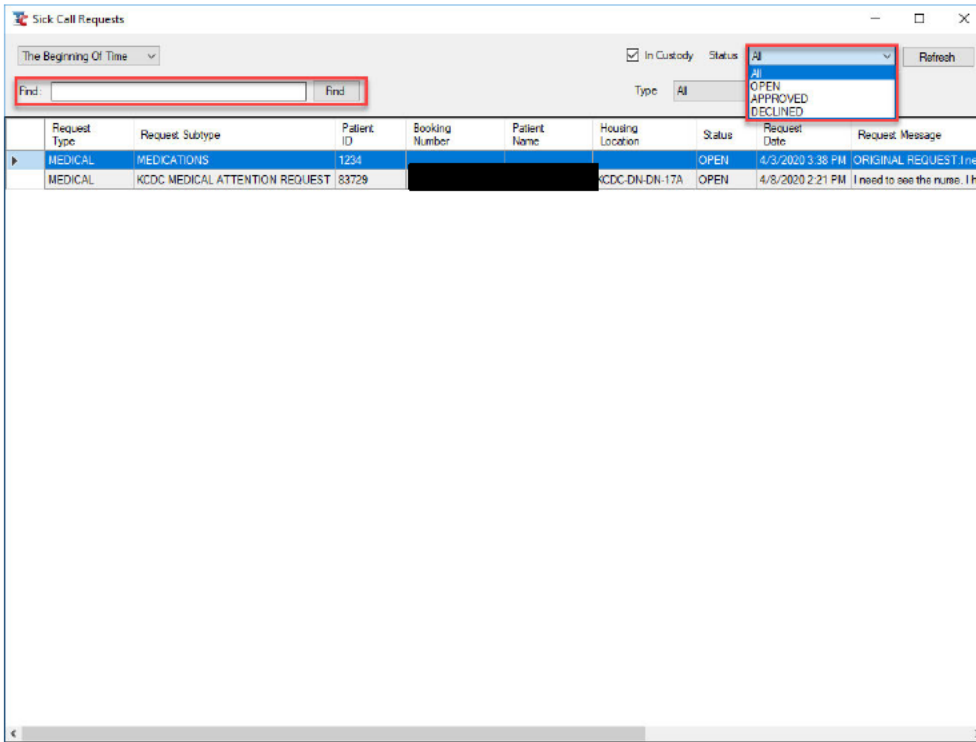
By right-clicking a patient, the user has the ability to view the request or **Approve/Decline** the request.
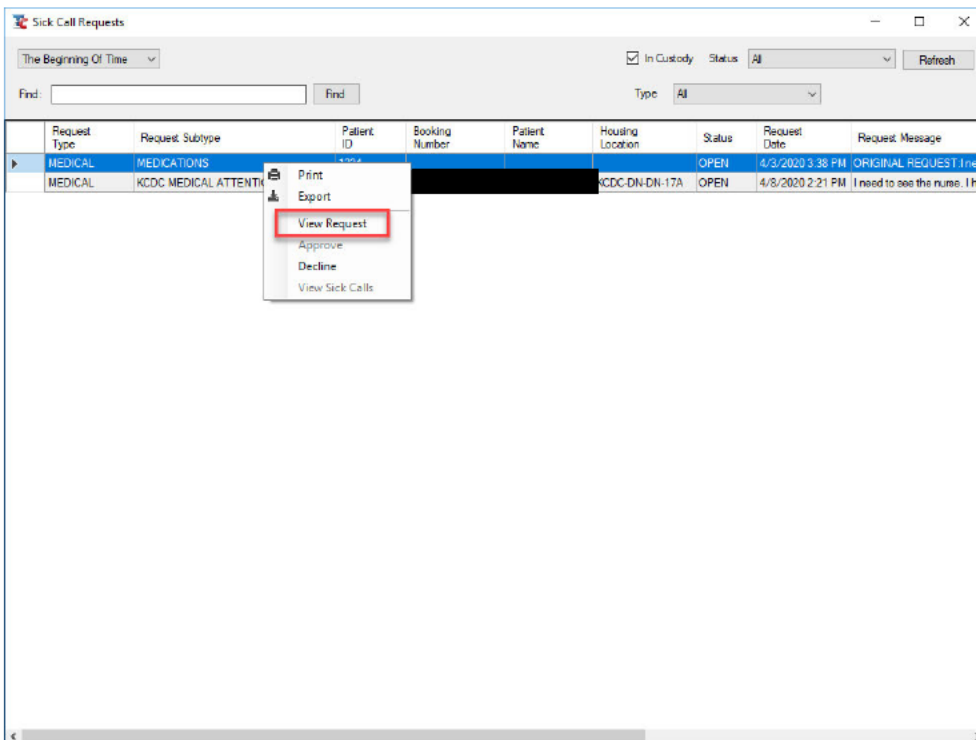
By viewing the request, you will be presented with the following information:
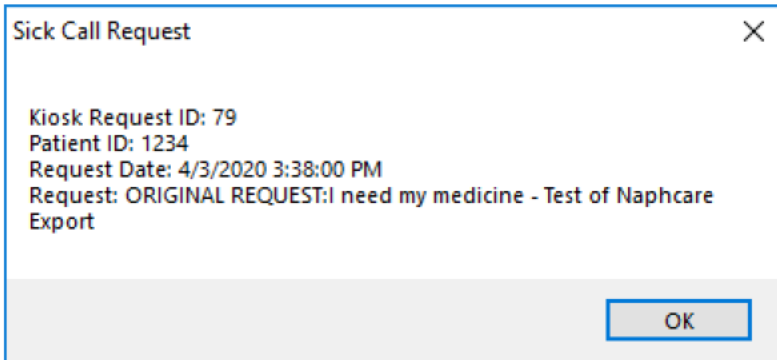
If the user select's **Decline**, the user will be required to note the reason why. This note will be visible to the patient via the Kiosk system.
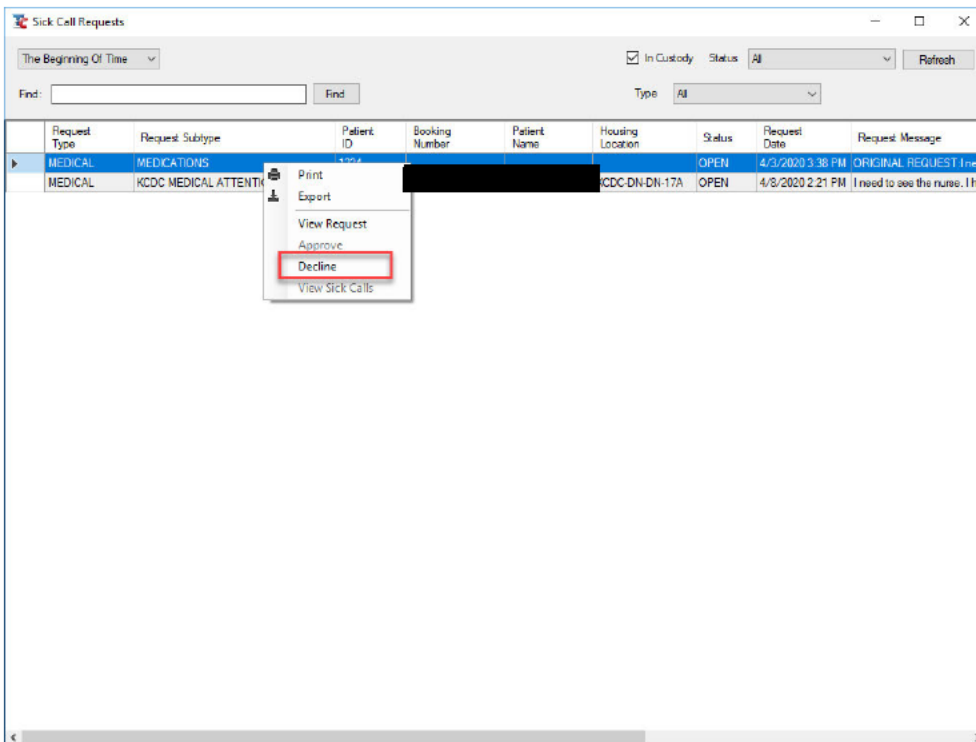
The following information is also available from the **Sick Call Request** viewer-landing page.

Request Type, Request Subtype, Patient ID, Booking Number, Patient Name, Housing Location, Status, Request Date, Request Message, Response Date, Response Message and

Responded By.

Response to Sick Call Request

Please enter response to patient:

[OK] [Cancel]

TechCare Manual - Montana Customizations

© 2023 *TechCare*® User Manual - Version 4.5 / Proprietary & Confidential

Box Medications

The box medication widget was designed to give users the ability to manage patients who self-medicate under officer supervision. Medication boxes are distributed weekly to select housing locations and stored in secure mail slots. The box medication feature in *TechCare*® creates an efficient means to document medications that are loaded in each patient's box as well as reconcile 7 days of administrations and/or refusals when the boxes are collected.

Ordering Box Medications

On the Drug Order Entry Window a user will indicate a medication order is a Boxed Medication by selecting the Box Med drug profile checkbox before finalizing the order.

Note-If users with the appropriate access add medications to the Box Med drug category TechCare® will automatically check the Box Med drug profile checkbox on order entry.

Prepping Boxed Medications

All normal filtering options exist with boxed medications. Users can use the EMAR filter to show box medications with normal medications or to only show boxed medications. All Box Medications show as orange in the EMAR.
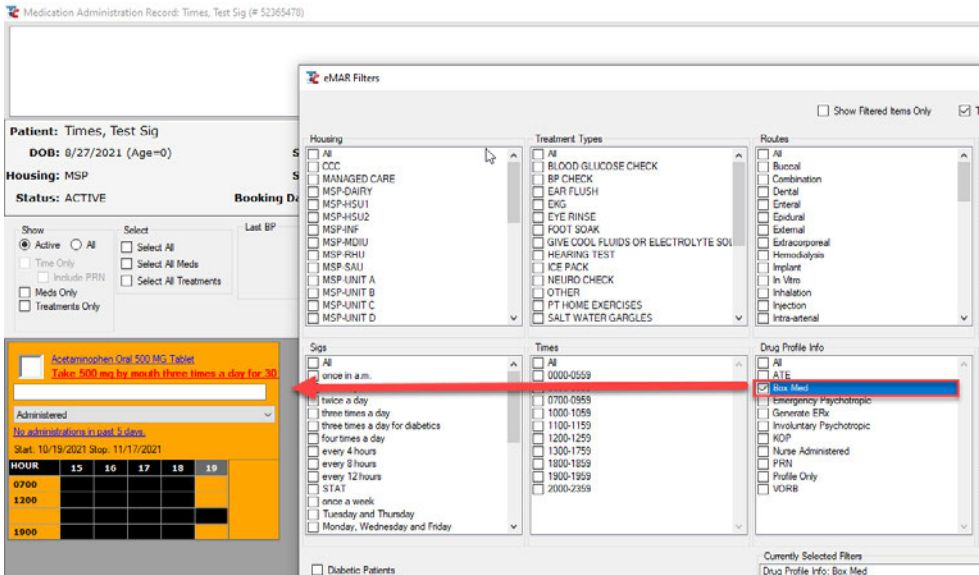
Once a patient has an active boxed medication order showing on the EMAR the Box Medication Prep button at the bottom of the EMAR window will show.

Users will select all medications that were loaded into the patient's medication box and click the Box Medication Prep button to establish the medications that will show in the reconciliation window after the boxes are collected from the unit.
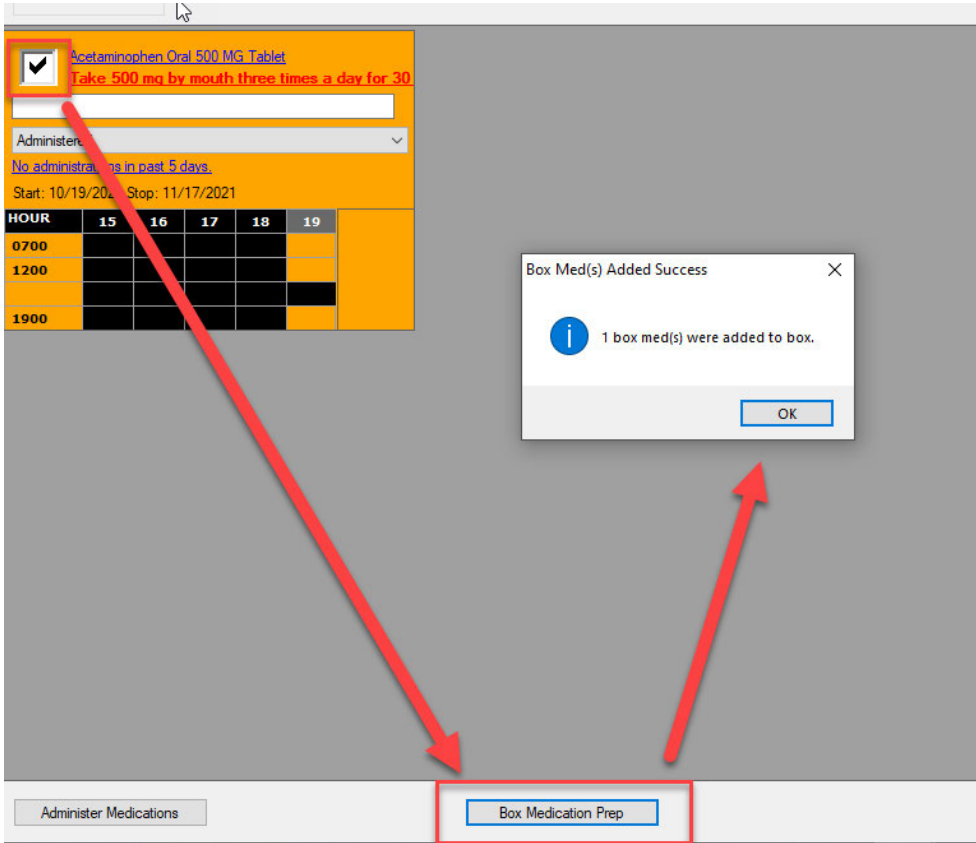
Note–The 7 day medication prep window always starts with the following week's Monday PM dose and includes all administration slots through the following Monday's noon dose.

Documenting Administration/Refusal

Once the boxes are collected from the unit, users can navigate back to the EMAR to reconcile patient medications. Open the EMAR and filter to find the patients with boxed medications. Then, to open the week's medication prep click on Open Current Box Prep link.
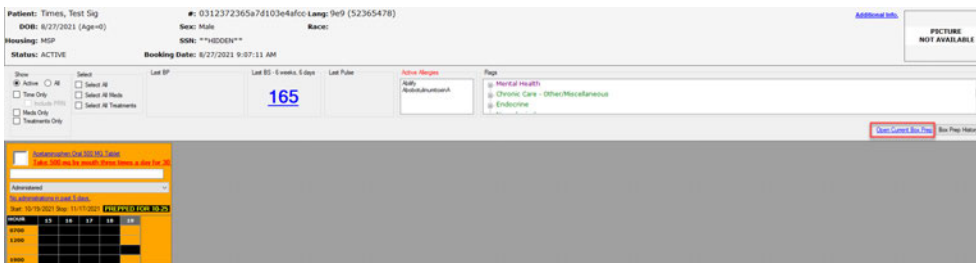
Users will be presented with a 7 day reconciliation window that will allow them to document administration or refused on each dose.
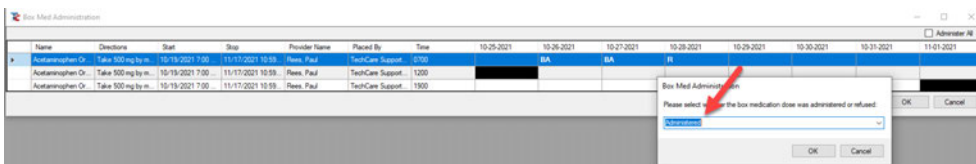
The "administer all" checkbox in the top right corner of the reconciliation window can be used to quickly administer all open administration times. Then, if there were a few refusals you can change those administration slots accordingly.
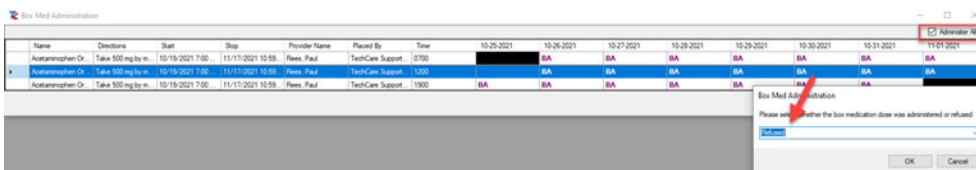
The Box Prep History button will show all boxes prepped for the selected patient over various time ranges. Users can use the time filter to show previous boxes that were prepped and administered. Click on the historical entries to view past administration history.
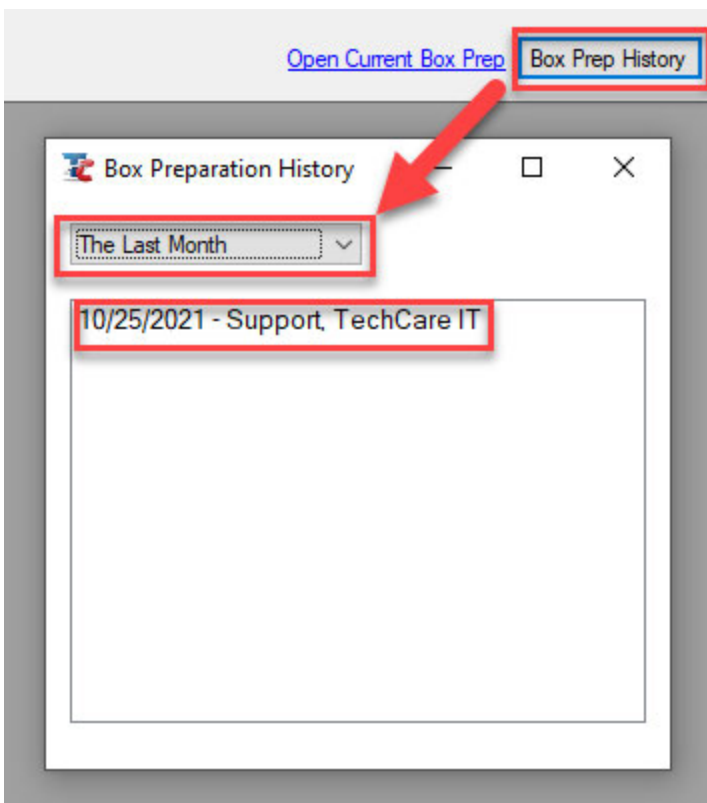
Boxed medication orders that are entered after a box has previously been prepped can be added to the box by simply selecting the medications and clicking Box Medication Prep button again. Users will be prompted with a message box that indicates what was added to the box and the start date of the following weeks 7 day administration period will be stamped on the medication in the EMAR.

Medications can be removed from a medication box by opening the reconciliation window, right clicking the medication that needs to be removed from the box, and selecting the option to Remove from Box.

Note-If all medications within a box are removed the box prep is removed.

© 2023 *TechCare*® User Manual - Version 4.5 / Proprietary & Confidential

Drug Refill Queue

The **Drug Refill Queue** is accessible from the **Pharmacy** Tab on the main screen of *TechCare®*.

Users enter a value in **Due for Refill** to see medications that are authorized for refill, and have at least one refill remaining that is due within the specified number of days. The refill date will be calculated based on the order start date and the number of administered doses (example: a 15 day order with a start date of 1/1/19, a stop date of 1/30/19, one refill, 5

refusals, and 10 administrations will only appear in the refill queue on 1/16/19 if the value in the **Days** field is set to at least 5 – this is because there would be 5 doses left to administer on the 1/16/19 order). The number of refills remaining will be tracked in the *TechCare*® database, and will be used to determine when all authorized refills have been sent to the pharmacy.
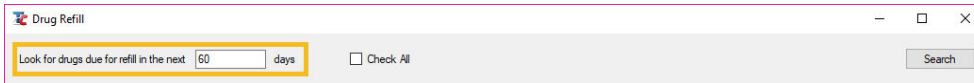
Checking **Check All** checks the **Refill** checkbox on all medications in the queue, indicating that they should be submitted for refill when the **Refill** button that is located in the lower left-hand corner of the screen is clicked. Individual orders can be selected for refill by checking the corresponding box in the **Refill** column.
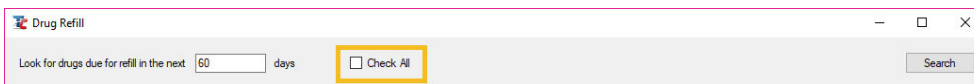
The quantity remaining for administration on the most recent (i.e., current) refill is displayed in the **Quantity Remaining** column.

The date that the most recent refill was submitted to the pharmacy is displayed in the **Date of Previous Refill** column.

The number of refills remaining on each order is listed in the **# of Refills Remaining** column.

Checking the box/boxes in the **Refill** column and clicking the Refill button submits the selected order(s) for refill.

The **Drug Refill** dashboard includes a contextual menu (right click) with standard options, including an option to trigger the refill.

man	HIV	30		2
psby...	STOCK	20	04/12/2019 09:4...	1
man	HIV	60	04/10/2019 01:5...	1
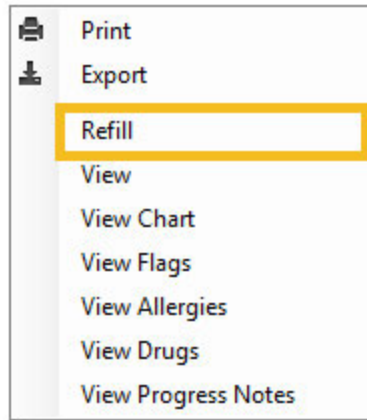
The Drug Refill dashboard includes standard *TechCare*® dashboard printing functionality.
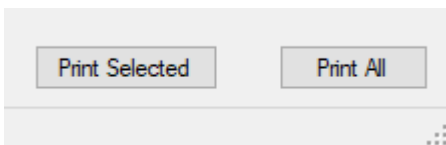
Drug Order Entry

A **Refill** button has also been added to the **Drug Order Screen**. The button is only active if there are refills remaining on the order. If no refills remain, the button is grayed out.

When a user clicks the **Refill** button, the following message is displayed:

If Yes is selected, then the refill order is generated and sent to the pharmacy. If No is selected, then the message box closes, the refill order is not generated, and nothing is communicated to the pharmacy.

Floor Stock Order Queue
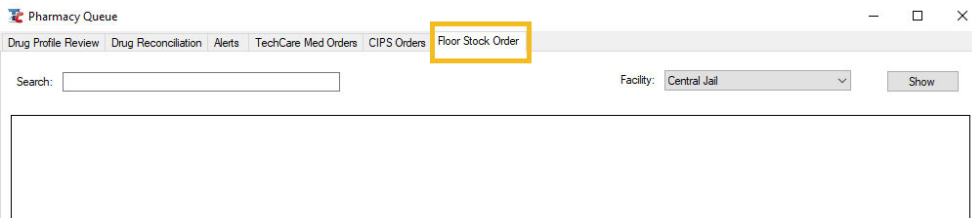
The **Floor Stock Order** tab is located in the **Pharmacy Queue** dashboard.

Selecting **Show** will update the top list to display Stock Medications filtered by **Facility**. The user can also use the **Search** bar to filter by Drug Name. Whether using Search, Facility, or Both, select "Show" to update results.
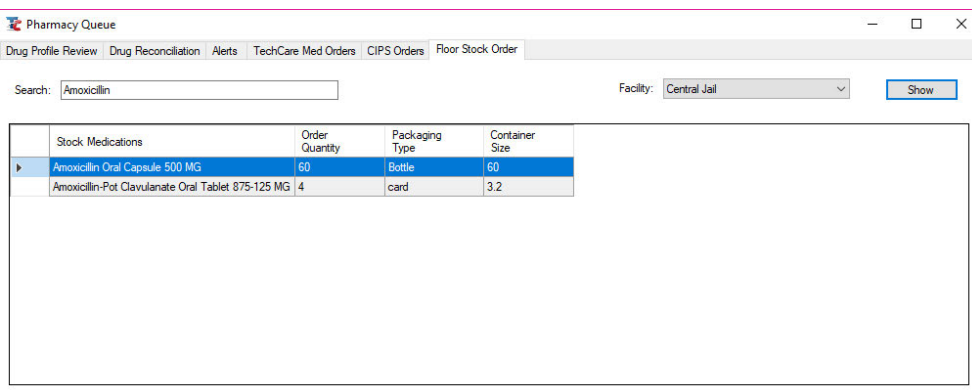

The **Facility** filter allows selection of each facility.

Note – Orders will be placed by facility.
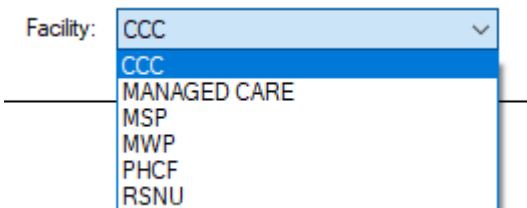
All medications that are in the **Stock** drug category are displayed in this panel. The information displayed in this mockup will be displayed for all stock medications. The **Order Quantity**, **Packaging Type** and **Container Size** columns will display the corresponding values from the most recent stock order for each medication.
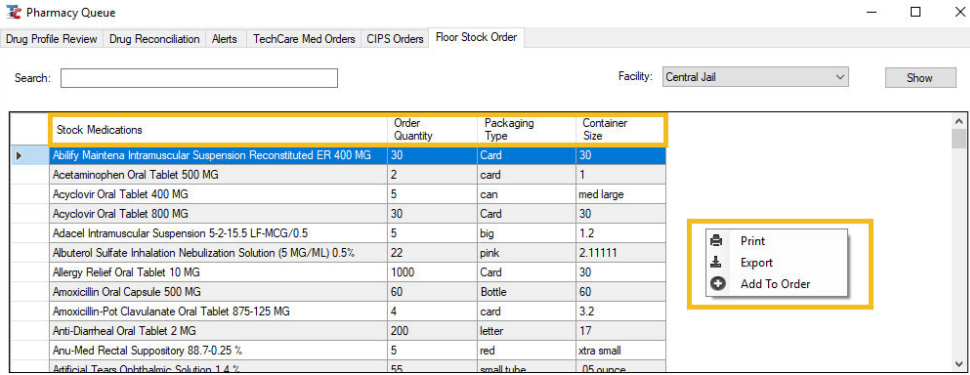
By right-clicking on a medication in the top panel, users can open a contextual menu with the following options: **Print**, **Export**, and **Add to Order**. Selecting Add to Order will copy the item to the bottom panel, which acts as a shopping cart.
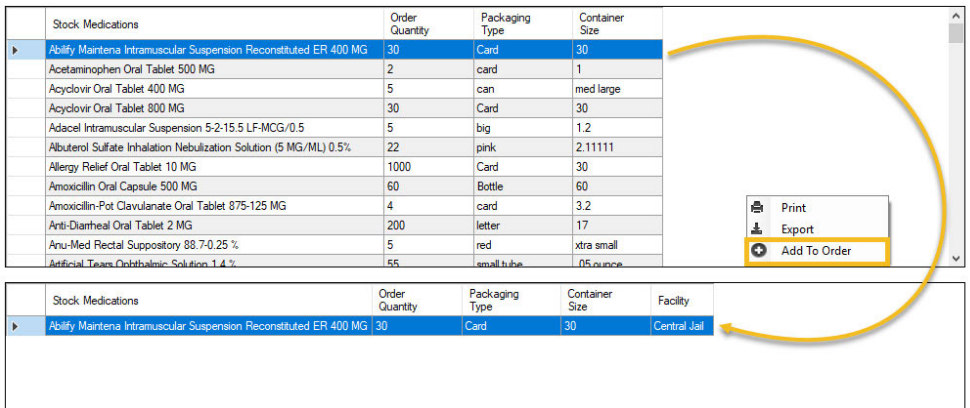
Users can modify the quantity for each medication in the shopping cart by double-clicking on the medication's **Order Quantity** field and updating it before placing the order.

The **Packaging Type** field will contain the corresponding value from the most recent stock order for each medication. Users can enter the desired packaging type in this field by double-clicking on it. This field will be used to specify card, small bottle, etc.

The **Container Size** field will contain the corresponding value from the most recent stock order for each medication. Users can enter the desired container type in this field by double-clicking on it. This field will be used to specify the container size for creams, etc. (ex. 2.5 oz. tube).

By right-clicking on a medication in the shopping cart, users can open a contextual menu with the following options. **Print**, **Export**, and **Remove from Order**. Selecting Remove from Order will remove the order from the shopping cart. This indicates that a card is in the preferred packaging.

The **Generate** button will submit an order for all of the medications in the cart, display a confirmation message, and clear the cart's contents.

Order generated!

OK

© 2023 *TechCare*® User Manual - Version 4.5 / Proprietary & Confidential

TechCare Manual - Montana Customizations

© 2023 *TechCare*® User Manual - Version 4.5 / Proprietary & Confidential
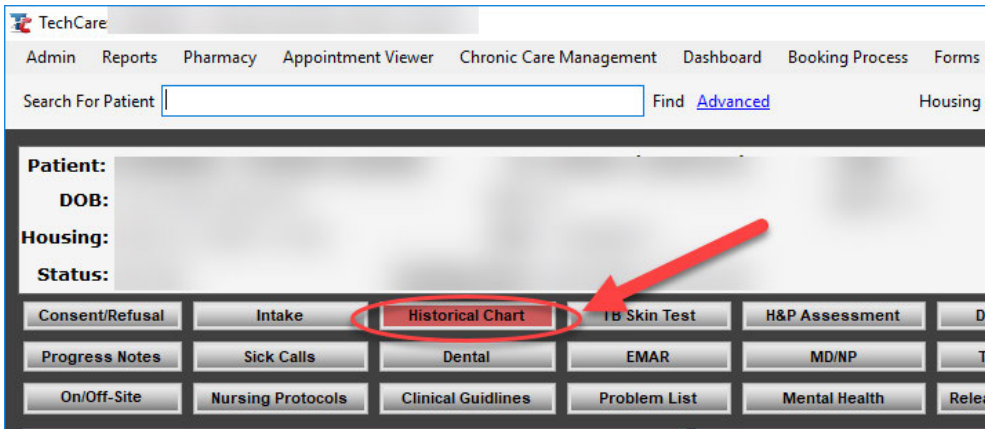
Historical Chart (TechCare Archive)

Pima County Sheriff's Department was at the forefront of the Electronic Medical Records push. Few facilities in the Country have a larger repository of patient health data stored electronically, so it is important to a proactive course of care with *TechCare*® to facilitate users' quick and efficient access that data in a meaningful way.

TechCare®'s **Historical Chart** feature gives instant access to all fully converted information available from the County's legacy EHRs: CorEMR and Fusion.

Start by logging into *TechCare*® and finding a patient just like always. If the **Historical Chart** button remains gray, it means that no records are in the Archive for your patient*:
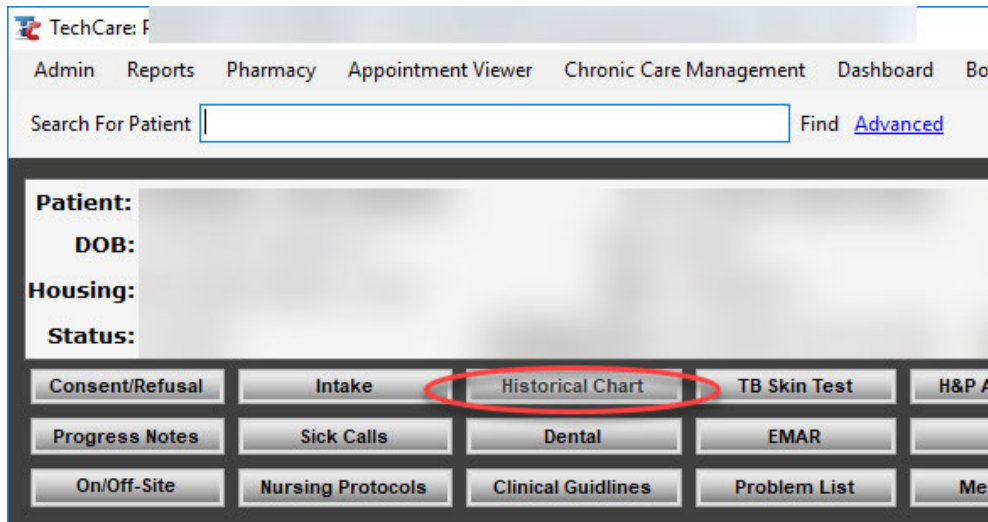
When If the **Historical Chart** button enables itself and changes color to **Red**, that is your indication that the Archive contains information that can benefit you and your patient:

Click **Historical Chart** and you will be immediately taken to PCSD's *TechCare*® Archive instance, directly into this patient's record. Note the change in location to ARCHIVE, the full Red Bannering of the Patient Ribbon and the button name change from Historical Chart to Current Chart:
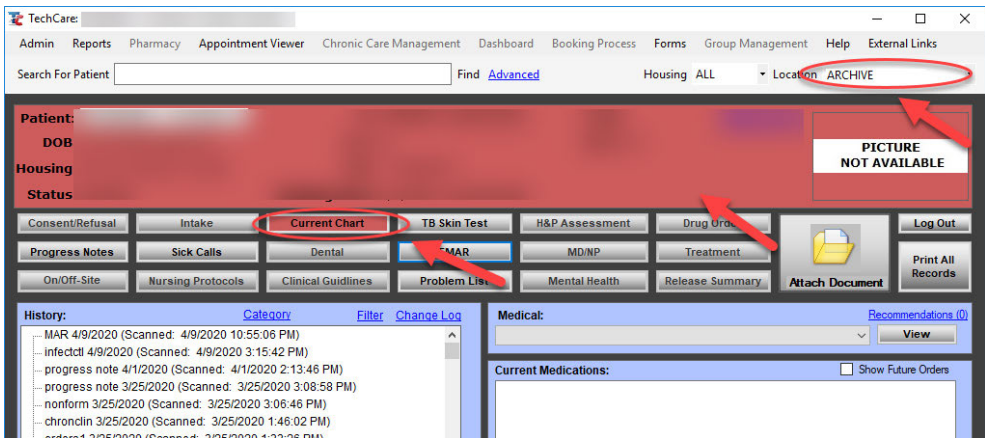
The *TechCare*® Archive is Read Only and no actions can be taken from a patient care perspective. **Scanned Images, encounter documents, MARs and more** from the legacy EHRs, however, can provide invaluable insights into patients' Medical, Behavioral and Dental Health from previous incarcerations.

Administratively there are two modules of *TechCare*® that are enabled in the Archive, but restricted by permissions:

- **Move Patient** is enabled should the need arise to copy files from the Archive into Production

- **Print All** is enabled should the need arise to continue to fulfill records requests, ROIs or similar following legacy EHR shutdown

See your supervisor should require such access in the Archive

When finished reviewing the Archive, simply click **Current Chart** to be taken back to the Production *TechCare®* instance:
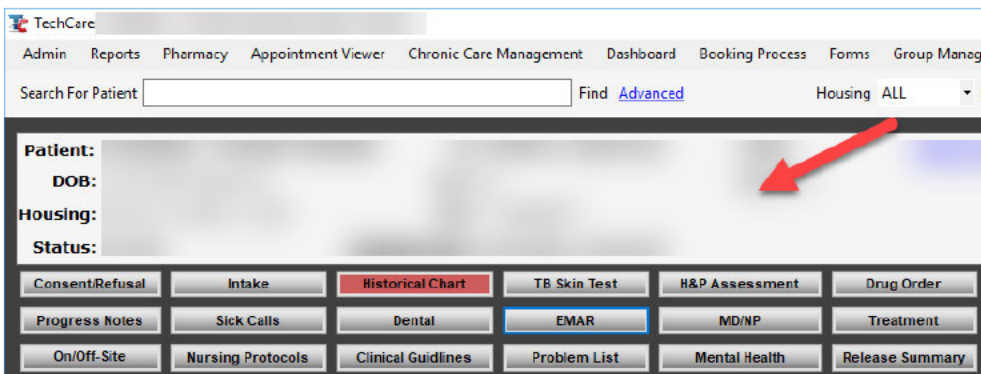
Note-due to the timings surrounding TechCare®'s receipt of patients' Name Numbers from the OMS interface, it is possible that a returning patient does have information in the archive under a different or inactive Name Number or Booking Number. If you suspect that is the case, simply manually switch to the TechCare® Archive by selecting it from the Location drop-down. From there, you can search for the patient manually, switching back to the Production instance when finished:

© 2023 *TechCare®* User Manual - Version 4.5 / Proprietary & Confidential