# Covid Clinical Care Module (CCCM) Guide

Waikato Version 25 February 2022

## CCCM Via patient record on PMS

1. Search for the patient in your PMS. If the patient does not have a current record a new record will need to be created for them.
2. Click on the Healthlink icon in your PMS

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1. Click on Covid Clinical Care Module (CCCM) link

If NO link is visible contact your PHO.

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1. If message ‘No patient record found’ message appears email [PCRU@WaikatoDHB.health.nz](mailto:PCRU@WaikatoDHB.health.nz) and they will move the record into the correct stage for you to access via your PMS*.*

*After the 18th Feb 22 the creation of the patient record in CCCM should be automatic.*

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1. CCCM will open within your PMS in the Daily vitals view.

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* 1. To chart the daily vitals click on the day e.g. D4. Chart, line chart

     Description automatically generated There is the ability to add adhoc vitals by clicking on the Graphical user interface, text, application, chat or text message

     Description automatically generatedicon. Retrospective vitals can also be entered in the reg. health check section.

Graphical user interface

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* 1. Clicking on the Note Timeline will show all updates for that patient in CCCM and any clinical information entered by the Public Health Unit or the hub in their system.

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## Personal information

This will show all those patients in the same bubble. You **CAN NOT** complete all assessments at one time for the household, by clicking through them. You will need to search the new patient in your PMS so the completed note is pushed to their record in the PMS.

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Page 4 of Personal Information will have patients Usual GP/Practice including the EDI. If their Usual GP/Practice is not recorded use the search function to complete session, allowing notes to be sent directly to their usual GP once completed in CCCM.

Errors: There maybe script errors that occur due to the internet browser. Click Yes to continue. Your information will not be lost.

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## Completing initial assessment and regular health checks

1. Click on **Initial Assessment** and complete information. **NO fields are mandatory** (move through the 5 pages using the scroll bar at the bottom of the page). The Welfare page is **not** shared back to the Welfare providers. Follow local process.
2. Ongoing Health Checks to be completed in the **Regular Health Check** section (4/5 pages).

Welfare page – follow local process – email referral.

1. Once the **Initial Assessment** or **Regular Health Check** has been completed click the **complete** button.
2. To push all information completed into the patients outbox in the PMS click on the **Complete Session button** on the right-hand top corner.
3. If you do not want the pdf of information pushed back into your PMS record, as you did not enter any new data, click the x at the corner of the window.

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Discharging a case

When a case is ready to be discharged, please select ‘**Yes**’ in ‘**is this a final health check’** as this writes back to Public Health Unit and hub system. \*This will trigger them to remove the case and it will go from the dashboard screen accessed via a weblink that lists all the cases allocated to your practice.

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**Points of note**

* **DO NOT use the Task function –** this is not active within the Waikato
* Reminder: the whiteboard function notes are replaced when new one added, so be mindful of the type of notes recorded in this area. They are however recorded in the Note timeline 
* Use the **Initial Assessment** and **Regular Health Check** forms for all clinical encounters. Complete these as required as per our risk stratification rules regarding contacts and assessments.

**Regular Health Check** is the place to record the patient ‘check ins’.

**The Acuity rating** and option to accept **Self-management or Active management** is found on page 5. The Care plan will appear and acuity rating will display at the top of the patient’s record and can be used for filtering to support out of hours and hub teams when sharing care of patients.

All cases default to self-management, so if active management is required this must be selected.

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**Acuity rating** is as follows:

1 – Self management, no active contact required

2 – Medium risk (alternate day monitoring, text communication initiated by CIC Team)

3 – Medium risk (alternate day monitoring phone call)

4 – High risk (daily monitoring), symptoms improving

5 – High risk (daily monitoring), with stable condition

6 – High risk (daily monitoring) with increased risk, worsening condition

Flags for active management

Graphical user interface

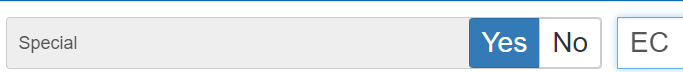
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1. Selecting ***Quarantine*** indicates covid positive. This will highlight the red band under their details on the summary page. (This should automatically be flagged, but can be manually done if required). The notes written next to this box will appear on the whiteboard.
2. ***Yellow flag*** *is used to indicate* ***Out of Hours providers***. This option can be used to hand clinical care over to an alternative provider in the weekends.

The Yellow Flag will need to be used to support the filtering of patients for:

* Out of hours providers – Emergency Consult and Tui Medical

*When selected write: EC for Emergency Consult and Tui for Tui Medical Centre.*

 or 

*Emergency Consult and Tui will remove the flag when the patient is handed back over to the practice but the Comment can remain. To hand care over again turn the special flag to yes.*

Note: if these flags are not used there is no immediate view of the patient on the summary screen.

This may result in us missing something.

All other sections in this “Flags for Active Management” area are NOT required to be completed

# To access CCCM via the internet to view all patients allocated to practice

### Your PHO will support you to access the CCCM dashboard view

### Logging in.

1. You will receive a username and generic password via email.
2. Log in using your username and password at [https://covid.indici.nz](https://covid.indici.nz/)
3. The password will need to be reset on first login and you will need at hand your phone with the phone number that was recorded to request access.

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# Patient Dashboard

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All patients in the selected location will be displayed.

1. Filter for your practice patients by selecting Search & Filter.
2. Type the name of your practice into the Room or Allocation field. NB: The spelling must be exactly as seen on the dashboard and the search is from the beginning of the practice name.
3. To remove Filter select Search & Filter and Reset all.
4. When back on the dashboard select Refresh to view an unfiltered list of patients.

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### HELP

For CCCM issues such as password resets, contact the NCTS Service Desk 24/7 on 0800 223 987 or email ncts.servicedesk@health.govt.nz.