



Quick Guide for Providers

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Three ways to begin an encounter:

1) Double click a scheduled appointment with an ARRIVED status

The screenshot shows the 'TotalCare: David Cooper' application window. At the top, there are three tabs: 'Scheduled Appointments' (selected), 'Closed Encounters', and 'Saved Encounters'. Below the tabs is a table with the following columns: Patient, Appointment State, Appointment Type, Scheduled Time, and Reason For Visit.

Patient	Appointment State	Appointment Type	Scheduled Time	Reason For Visit
Heller, Paul	ARRIVED	PC, Established Patient	10:00 EDT, 09/17/1...	
Page, Sheila	ARRIVED	PC, Complete Physical	9:30 EDT, 09/19/1998	
Aronowitz, Louis	SCHEDULED	PC, Complete Physical	9:30 EDT, 09/02/1998	
Ramsay, James W.	SCHEDULED	PC, Established Patient	03:00 PM	Needs help with Total...

A yellow callout box points to the 'ARRIVED' status of the first two appointments, stating: 'The ! Icon indicates an appointment from a previous day.' (The exclamation mark icon is visible next to Heller, Paul and Page, Sheila).

Another yellow callout box points to the 'SCHEDULED' status of the Ramsay, James W. appointment, stating: '2) Double click an appointment with a SCHEDULED status and click the ARRIVE button'.

Below the table, a dialog box titled 'Arrive Patient' is open. It contains the text: 'James Ramsay has not been arrived. Do you want to arrive this patient now?'. At the bottom right of the dialog are two buttons: 'Cancel' and 'Arrive'.

3) Right click a scheduled appointment and select Arrive Patient.

This screenshot shows the same 'TotalCare: David Cooper' window. The 'Scheduled Appointments' tab is still selected. The table now includes a third row: 'Smith, John' with a 'SCHEDULED' status and a scheduled time of '04:30 PM'. A right-click context menu is open over the 'Smith, John' row. The menu has three options: 'Arrive Patient', 'Patient History', and 'Cancel Appointment'. A mouse cursor is pointing at the 'Arrive Patient' option.

To cancel an appointment:

Right click the appointment and select Cancel Appointment.

This screenshot is identical to the previous one, showing the 'TotalCare: David Cooper' window with the 'Smith, John' appointment selected and the context menu open. In this instance, the mouse cursor is pointing at the 'Cancel Appointment' option at the bottom of the menu.

To edit a closed encounter

1) Click a date on the calendar to display closed encounters from that date.

TotalCare: David Cooper

Scheduled Appointments ☒ Closed Encounters ☐ Saved Encounters

Patient	Appointment State	Appointment Type	Scheduled Time	Reason For Visit
Ramsay, James W.	DEPARTED	PC, Established Patient	8:00 EDT, 09/28/1998	Bloody diarrhea

2) Double click to select a closed encounter.

September 1998

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today: 9/30/98

Click the Edit button to edit the selected encounter.

Click the Print button to print the selected encounter.

Encounters that have not been completed can be saved to be completed later.

To resume a saved encounter:

TotalCare: Clifford Cooper

Scheduled Appointments ☒ Closed Encounters ☐ Saved Encounters

Patient	Appointment State	Appointment Type	Scheduled Time	Reason For Visit
Ramsay, James W.	ARRIVED	PC, Established Patient	9:00 AM, 10/05/1998	Loss of energy

Double click the encounter in the Saved Encounters window.

To create a new encounter:

1) Enter all or part of the patient's name. Enter a full name in <last>, <first> <middle> format.

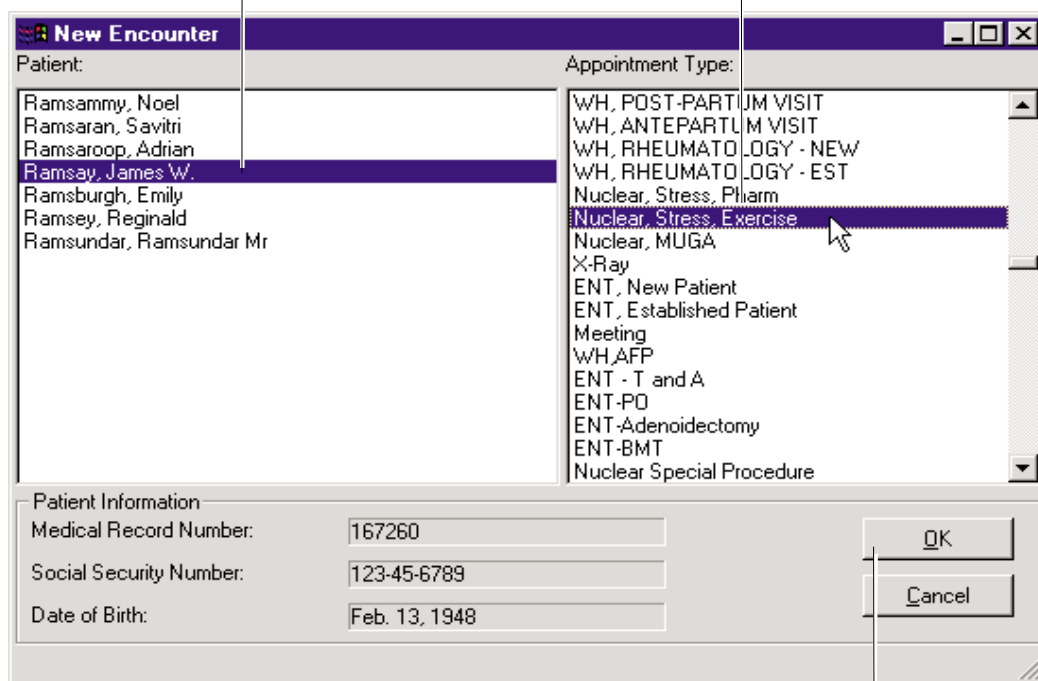


Create New Encounter

Patient Name:

2) Click **Search** to find the patient in the database. The New Encounter window appears.

3) Select the patient's name from the displayed list, and select an appointment type.



New Encounter

Patient: Appointment Type:

Ramsammy, Noel	WH, POST-PARTUM VISIT
Ramsaran, Savitri	WH, ANTEPARTUM VISIT
Ramsaroop, Adrian	WH, RHEUMATOLOGY - NEW
Ramsay, James W.	WH, RHEUMATOLOGY - EST
Ramsburgh, Emily	Nuclear, Stress, Pharm
Ramsey, Reginald	Nuclear, Stress, Exercise
Ramsundar, Ramsundar Mr	Nuclear, MUGA
	X-Ray
	ENT, New Patient
	ENT, Established Patient
	Meeting
	WH, AFP
	ENT - T and A
	ENT-PO
	ENT-Adenoidectomy
	ENT-BMT
	Nuclear Special Procedure

Patient Information

Medical Record Number:

Social Security Number:

Date of Birth:

4) Click **OK** to create a new encounter for the patient. An appointment will be created at the current time, and the patient information screen will appear.

To view a patient's history:

Right click an appointment and select **Patient History** to display the patient's history.

TotalCare: David Cooper

Scheduled Appointments:

Patient	Appointment State	Appointment Type	Scheduled Time	Reason For Visit
Ramsay, James W.	SCHEDULED	Physician	03:00 PM	Needs help with Total...
Smith, John	SCHEDULED		04:30 PM	Check progress

Arrive Patient

Patient History

Cancel Appointment

Patient History

Ramsay, James W.

CPT	Procedure	Date	Physician
93000	EKG	Thu, Oct 1, '98	Cooper, Clifford
99203	New Patient-Level 3	Thu, Oct 1, '98	Cooper, Clifford

ICD	Diagnosis	Date	Physician
413.9	Angina Pectoris	Thu, Oct 1, '98	Cooper, Clifford

OK

Click **OK** to close the Patient History window.

Patient Information Window

Patient demographic information appears in the top half of the Patient Information window.

TotalCare: Robert Nani

Patient Information

Patient: Gold, Anne Date of Birth: Gender: MALE

Appt. Type: WH, GYN - Est- Complete Patient ID:












Reason For Visit: Soc.Security #: 131306856

Phone: 5168295118 Suite/Apt:

Street Address: 136 Pine Street State: NY

City: New Hyde Park Zip: 11040

Guarantor	Relation To Patient	Plan Name	Member#	Group #
Peluso, Josephine	UNKNOWN	Aetna Us Health Care	108388302	

 Patient
  Summary
  CPT
  ICD
  Linkages
  Drugs
  Referral
  Print
  Save
  Cancel
  Close

Patient: Gold, Anne Medical Record#: 130196

Guarantor and insurance information appears in the bottom half of the Patient Information window.

Patient: view the patient's demographic and insurance coverage information

Summary: view a history of the patient's previous encounters.

Previous Encounter Summary Window

Diagnoses and procedures from all previous closed encounters are displayed in the Summary window.

Click procedures and diagnoses you want to select for the current encounter. A check mark appears before each selected item.

Procedure (CPT)	Date	Physician
<input checked="" type="checkbox"/> Chest (PA) x-ray (71010)	Thu, Jun 10, '99	Nani, Robert
<input checked="" type="checkbox"/> Pulmonary Max Breathing Capacity (9...	Thu, Jun 10, '99	Nani, Robert

Diagnosis (ICD)	Date	Physician
<input checked="" type="checkbox"/> Asthma (493.9)	Thu, Jun 10, '99	Nani, Robert

Patient
 Summary
 CPT
 ICD
 Linkages
 Drugs
 Referral
 Print
 Save
 Cancel
 Close

Patient: Gold, Anne Medical Record#: 130196

CPT: record procedures for the current encounter in the Procedure window. Any procedures selected in this window will be selected in the Procedure window.

ICD: record diagnoses for the current encounter in the Diagnosis window. Any diagnoses selected in this window will be selected in the Diagnosis window.

Drugs: write prescriptions for the current encounter.

Referral: make referrals for the current encounter.

Linkages: view possible linkages* of diagnoses allowed for a given procedure or procedures allowed for a given diagnosis.

***Note:** Possible linkages are intended for decision support only. Source: *CPT/HCPC8 to ICD9 Crosswalk datafiles based on Local Medicare Review Policies (LMRP)*, Info-X, Inc., April 1999.

Procedure (CPT) Window

Click the procedures you want to select. A check mark appears before each selected item.

TotalCare: Robert Nani

Anne Gold

New Patient-Level 1 (99201)
 New Patient-Level 2 (99202)
 New Patient-Level 3 (99203)
 New Patient-Level 4 (99204)
 New Patient-Level 5 (99205)
 Established Patient Level 1 (99211)
 Established Patient Level 2 (99212)
 Established Patient Visit 3 (99213)
 Established Patient Level 4 (99214)
 Established Patient Level 5 (99215)
 Sep E and M Svc. W/other svc. (under E and M Modifier) (09925)
 Preventative Care-18-39 (99385)
 Preventative Care-40-64 (99386)
 Preventative Care-64+ (99387)
 Established Preven 18-39 (99395)
 Established Prevent 40-64 (99396)
 Established Prevent 65+ (99397)
 Consultation-Level 1 (99241)
 Consultation-Level 2 (99242)

Consultation-Level 3 (99243)
 Consultation-Level 4 (99244)
 Consultation-Level 5 (99245)
 Flow Vol Loop (94010)
 Bronchospasm Evaluation/PFT's w/Dil (94060)
 Inhalation treatment nebulizer (94664)
 Subsequent (under Bronchodilation, diagnostic; initial) (94640)
☒ Pulmonary Max Breathing Capacity (94200)
 EKG (93000)
 Flex Sigmoidscopy (45330)
 Venipuncture (G0001)
 Blood/Specimen Handling (99000)
 Fecal Blood Test/Hemocult (82270)
 Urine Analysis (81002)
 Urine Bacteria Screen (81007)
 PPD - Tuberculosis Test (86580)
 Rapid Strep (87072)
 I and D Abscess-Simple Drainage (10060)

Toolbar: Patient, Summary, CPT, ICD, Linkages, Drugs, Referral, Print, Save, Cancel, Close

Patient: Gold, Anne Medical Record#: 130196

Description: sort the list in alphabetical order.

Print: view or print the encounter form for this encounter.

Code: sort the list in numerical order.

Save: save this encounter in its current state and return to it later.

Preferred: sort the list as it appears on your encounter form template.

Cancel: stop working on this encounter. If you are working on a saved encounter, it will remain saved without adding any changes you may have made.

Search: add new procedures to your encounter form. See next page for details on adding procedures.

Close: close this encounter and change the appointment status to Departed.

Find Procedures Window

Enter keywords to search for, and click Search or press Enter.

Select the procedures you want to add from the list. A check mark appears beside each selected procedure.*

Click OK to add the new procedures to this encounter. The procedures will remain until this encounter is closed.

The image shows a software window titled "Find Procedure". At the top, there is a "Keywords:" label followed by a text input field containing the word "cast". To the right of the input field is a "Search" button. Below the input field is a list box with a "Description" header. The list contains five items: "Casting Application Long Arm (29065)", "Casting Application Short Leg (29405)", "Casting of Hand and Wrist (29085)", "Casting Orthotics (29799)", and "Casting Short Arm (29075)". The third item, "Casting of Hand and Wrist (29085)", is highlighted with a blue background and has a checkmark to its left. The fifth item, "Casting Short Arm (29075)", also has a checkmark to its left. At the bottom of the list box, there is a status bar that reads "5 procedures found containing 'cast'". To the right of the list box are two buttons: "OK" and "Cancel".

Description
Casting Application Long Arm (29065)
Casting Application Short Leg (29405)
✓ Casting of Hand and Wrist (29085)
Casting Orthotics (29799)
✓ Casting Short Arm (29075)

5 procedures found containing "cast"

* Note that procedures added from the Find Procedure window apply to this encounter only. They will not be added to your encounter form template. Use the Template Editor to add procedures to your encounter form.

Diagnosis (ICD) Window

Click the diagnoses you want to select. A check mark appears before each selected item.

TotaCare: Robert Nani		
Patient: Gold, Anne		
Abnormal X-Ray/ Other (793.1)	Bacterial infection (41.9)	Constipation (56.9)
Acrne, Other (706.1)	Blood in stool/Melena (578.1)	Contact Dermatitis (692.0)
Anemia (Unspecified) (285.9)	BP Reading, Elevated (796.2)	COPD (491.0)
autoimmune hemolytic (under Anemia) (283)	Mass/Lump, Breast (611.72)	Cough (780.0)
Anemia, Iron Deficiency (280.9)	Bronchitis (Catarrhal) (490)	Cystitis (59.2)
iron defic., blood loss (under Anemia) (280)	acute (under Bronchitis) (466)	senile (urinary) (59.2)
Anemia, Vit. B-12 Deficiency (281.1)	Bronchitis, Chronic (491.9)	multi infarct (59.2)
Angina Pectoris (413.9)	COPD - Acute (491.21)	Depressive Disorder (296.2)
Anxiety state (300)	COPD - Acute (491.21)	Diabetes Mellitus (250.0)
Aortic Valve Disorder (424.1)	Bursitis (727.3)	Diabetes Mellitus (250.0)
Arthritis, osteoarthritis (715.9)	Carpal tunnel (354)	Diabetes Mellitus (250.0)
Arthritis, rheumatoid (714)	Gallstones w/o Cholecystitis (574.2)	Diabetes Mellitus (250.0)
✓ Asthma (493.9)	Cellulitis/Abscess (682.9)	Diarrhea (57.1)
chronic obstructive (under Asthma) (493.2)	Cellulitis/Abscess, Digit (681.9)	Diverticulosis (56.2)
intrinsic (under Asthma) (493.1)	CVA, Stroke (436)	Diverticulosis (56.2)
Artherosclerosis (414)	Concussion (850.9)	Vertigo/Dizziness (780.4)
Atrial Fibrillation (427.31)	Congestive heart failure (428)	Dysphagia (53.1)
Atrial Flutter (427.32)	Conjunctivitis (372.3)	Dysuria (59.1)
Pain, Back/Backache (724.5)	Connective Tissue Disease (710.9)	Edema (58.0)

Description
 Code
 Preferred
 Search

Patient
 Summary
 CPT
 ICD
 Linkages
 Drugs
 Referral
 Print
 Save
 Cancel
 Close

Patient: Gold, Anne Medical Record#: 130196

Enter keywords to search for, and press Enter or click Search.

Select the diagnoses you want to add from the list. A check mark appears beside each selected diagnosis.*

Click OK to add the new diagnoses to this encounter. The new diagnoses will remain until this encounter is closed.

[illegible]

* Note that diagnoses added from the Find Diagnosis window apply to this encounter only.