

CHCS II Clerk Course

Instructor Name

Date



Logistics and Introductions

- Logistics
 - Cell phones
 - Facility information
- Name
- Clinical Background



What is CHCS II?

CHCS II is a computer-based patient record (CPR) system selected by Department of Defense to meet the requirements of the Military Health System.

CHCS II provides:

- A Graphical user interface that networks with existing systems
- Efficient means of creating, managing and retrieving medical records
- Anytime, anywhere delivery of patient records to the point of care
- Future access military records for health studies worldwide

Limitations of Paper based Medical Records

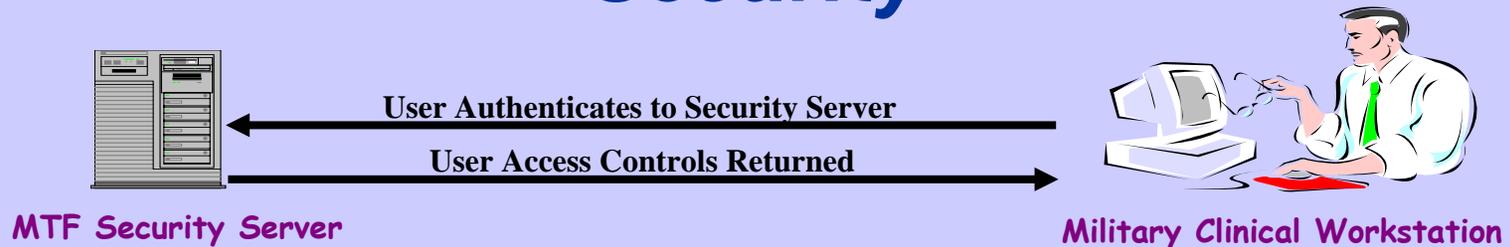
- ❑ Paper charts are lost
- ❑ No automatic drug interaction alerts
- ❑ Penmanship counts
- ❑ Only one person can access a record at a time



CHCS II Benefits

- ❑ Interfaces with existing systems
- ❑ Uses MEDCIN®
- ❑ Facilitates compliance
- ❑ Supports team-based health care and clinic workflow
- ❑ Supports problem-oriented health care
- ❑ Accumulates data for reports and studies
- ❑ Provides anywhere, anytime access
- ❑ Maintains security

Security



- ❑ CHCS II security is multi-leveled and conforms with HIPAA/MHS security standards
- ❑ User access to patient information within the application is based on user role
- ❑ The system administrator assigns passwords.
- ❑ Users must have a CHCS account prior to registering for a CHCS II account
- ❑ The CHCS II password replaces CHCS verify code.
- ❑ Roles and privileges are tied to unique user name and password

Expectations

- ❑ 100% of CHCS II users shall attend scheduled Classroom Training
- ❑ Nurses shall receive On-the-Job Training (OJT)
- ❑ 100% of encounters shall be documented in CHCS II

Training Schedule

Users	Training Method	Duration
Providers	ILT/Classroom Training	2x 4 hours
	OJT	16 hours
Nurses	ILT/Classroom Training	2x 3 hours
	OJT	16 hours
Support Staff	ILT/Classroom Training	4 hours
	OJT	8 hours
Clerks	ILT/Classroom Training	4 hours
	OJT	8 hours
Records Reviewer	ILT/Classroom Training	2 hours
	OJT	2 hours

Key Information Technology Training Resources

- ❑ MTF CHCS II Team
 - MTF Project Officer
 - Facility Training Coordinator
 - Clinical Champion/SuperUser
- ❑ Unisys On-Site Team
 - Site Training Coordinator
 - ILT Lead
 - OJT Lead
 - Trainers
- ❑ Clinic Representatives



System Demonstration

Course Goal

The goal of this course is to enable you to use the CHCS II application to document patient encounters in the clinic



CHCS II Training System

- ❑ Click the desktop icon to start:



Cts.Ink

- ❑ Stand-alone version of CHCS II
- ❑ Simulates functionality
- ❑ Patient data is fictitious
- ❑ Limited choices for Labs, Rads, and Meds
- ❑ Some variations from live CHCS II system
- ❑ Live system access may vary depending on roles



Training and MTF Business Rules

- ❑ Training exercises do not imply that your clinical role or privileges change
- ❑ Training scenarios represent user's role
- ❑ Roles and privileges vary from MTF or clinic
- ❑ MTF and service-specific business rules are to be followed when using CHCS II

Course Agenda

- ❑ Navigation
- ❑ Patient Search and Appointments
- ❑ Telephone Consults
- ❑ Demographics
- ❑ Patient List
- ❑ Health History Folder

Navigation Learning Objectives

- ❑ Log in to the CHCS II application
- ❑ Access modules quickly using Folder List
- ❑ Open and close an application module
- ❑ Exit the CHCS II application
- ❑ Lock CHCS II session

Patient Search and Appointments

Learning Objectives

- ❑ Search for a patient
- ❑ Set search selections for the appointments module
- ❑ Change and save the column order
- ❑ View and Add appointment comments
- ❑ Create a walk-in appointment
- ❑ Check-in a patient and Check-out a patient
- ❑ Cancel an appointment
- ❑ Transfer an appointment

Telephone Consults Learning Objectives

- ❑ Set search selections for the telephone consults module
- ❑ Create a Telcon
- ❑ Transfer a Telcon to a different provider
- ❑ Edit a call back phone number



Demographics Learning Objectives

- ❑ Verify patient demographic information

Patient List Learning Objectives

- ❑ Add patients to a patient list
- ❑ Delete a patient from a patient list
- ❑ Delete the patient list

Health History Folder Learning Objectives

- ❑ Setup Health History patient data modules
- ❑ View Problems information
- ❑ View Lab results into an encounter
- ❑ View Radiology results into an encounter
- ❑ View Medication information
- ❑ View Allergy information

Course Summary

- ❑ Navigation
- ❑ Patient Search and Appointments
- ❑ Telephone Consults
- ❑ Demographics
- ❑ Patient List
- ❑ Health History Folder

What do I do if I encounter a problem while working with CHCS II?

- ❑ Write down any error message received
- ❑ Remember what action was taken before the error message was received
- ❑ Take screen shots
- ❑ Report the problem to your local Help Desk

Other Help Resources

- ❑ Quick Reference Cards
- ❑ CHCS II User Manual. Should be available in each clinic
- ❑ Application Help menu
 - Detailed information on use of modules
 - Step-by-step procedures