



CHCS II Support Student Guide

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CHCS II Course Curriculum – Support Student Guide
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Table Of Contents

Lesson 1: Navigation	1
Scenario 1.....	1
Lesson 2: Patient Search and Appointments	3
Scenario 1.....	3
Scenario 2.....	4
Scenario 3.....	4
Scenario 4.....	4
Lesson 3: Telephone Consults	6
Scenario 1.....	6
Scenario 2.....	6
Scenario 3.....	7
Lesson 4: Patient Encounter	8
Scenario 1.....	8
Scenario 2.....	10
Lesson 5: Previous Encounters	11
Scenario 1.....	11
Lesson 6: Health History Folder	12
Scenario 1 Health History Set-up	12
Scenario 2 Problems	13
Scenario 3 Laboratory Results	14
Scenario 4 Radiology	14
Scenario 5 Allergy	15
Scenario 6 Vital Signs Review	17
Lesson 7: Questionnaire Setup & Patient Questionnaires	18
Scenario 1.....	18
Scenario 2.....	20

Lesson 1: Navigation

CHCS II is modeled on the design of Microsoft Outlook, with a Folder List, Workspace, File Menu, Shortcuts Bar, and an Action Bar. This design provides users with multiple navigation options for accessing system features and functionality. Many of the icons or buttons common to a Windows-based application are also used by CHCS II. For example, the icons in the top right hand corner of the screen are Minimize, Maximize, and Close. The  and  buttons in the Folder List are used to expand and collapse folders. Note that when a topic is selected in the Folder List, the folder is highlighted.

Lesson Goal:

The goal of this lesson is to enable you to access and navigate within the CHCS II application.

Learning Objectives:

Upon completion of this lesson, you will be able to:

- 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

Exercises – CHCS II Training System

Open the CHCS II Training System and complete the exercises below.

Scenario 1

Practice CHCS II navigation using the CHCS II Training System by following these steps:

1. Double-click the CHCS II Training System icon on the computer desktop. A Role Identification screen will appear, the medical radial button is selected by default.
2. Click **OK**.
3. Press the escape key (Esc) on your keyboard twice to progress through the informational messages.
4. Verify the Appointments module is open.
5. The list of current appointments will display.
6. Review the icons in the Action Bar for Appointments. Icons in the Action Bar are relevant to the module that is open. Icons that are used in one module might not be used in another, so what appears in the Action Bar changes.
7. Click the **Co-signs** folder in the Folders List to open the Co-signs module. The Co-signs module will display.
8. Click the **Close** icon on the Action Bar to close the Co-signs module.

9. Click the Close **X** button on the upper right corner of the Title Bar to end CHCS II. A confirmation message will display.
10. Click **Yes** to confirm the exit

Lesson 2: Patient Search and Appointments

The Search module enables you to locate and select a patient chart for use in CHCS II. This is synonymous with pulling a paper chart. After you open a patient chart, you have access to the range of patient-specific modules and functions.

The Appointments module is used to view, manage, and open patient appointments. This module displays appointments created in both CHCS and CHCS II. Scheduled appointments, including same-day scheduled appointments, are still created in CHCS. CHCS II pulls scheduled appointments from CHCS on a nightly basis and approximately every fifteen minutes during the day.

Lesson Goal:

The goal of this lesson is to enable you to locate a patient record in CHCS II and use the appointment functions.

Learning Objectives:

Upon completion of this lesson, you will be able to:

- Locate a patient record
- Set search selections for appointments module
- Change and save the column order
- Create a walk-in appointment
- Transfer an appointment to another provider

Exercises – CHCS II Training System

Open the CHCS II Training System and complete the exercises below.

Scenario 1

Wilma Wunderlich's (w8118) mother brings her to the clinic. She states that Wilma Wunderlich has a cough, sore throat, and runny nose. You search for Wilma Wunderlich's patient record, set the appointment filters and create a new appointment.

1. Open the CHCS II Application.

NOTE: By default the Appointment module displays

2. Click **Search** in the Folders List to search for a patient. The Patient Search window will display
3. Click in the Last Name field and type *WUNDERLICH*, then click **Find** for a list of names.
4. Click on **WUNDERLICH, WLIMA C** in the list of names and click **OK**.
Wilma Wunderlich's information will appear on the Patient ID line and her appointment is displayed at the bottom of the appointments list.

Scenario 2

Today you want to set your properties for the Appointments module to display patient visits for all of your clinics, and visits for the current date plus incomplete appointments. You also wish to change the column order so that the Type of visit column is between the Patient and Status columns.

1. Click the **Change Selections...** button in the top left corner of the **Appointments** module.
 - a. In the *Clinic* section, click the radio button for **This Clinic**.
 - b. In the *Provider* section, click the radio button for **All for this Clinic(s)**.
 - c. In the *Dates* section, click radio button for **Today's Only** appointments.
 - d. Click the **Set Selections as Default** button to save your changes.
2. To move a column:
 - a. Scroll to the right just until the **Type** column is visible.
 - b. Click the **Type** column heading and hold down the left mouse button.
 - c. Drag the **Type** column horizontally right (or left).

Release the left mouse button when the **Type** column is between the **Patient** and **Status** columns. Practice moving columns until the *Appointments* screen is most useful for you.

If you wish to save the new column arrangement, click the **Change Selections** button. Then click the **Set Column Order as Defaults**.

Scenario 3

You need to Create a New Unscheduled Appointment for **Wilma Wunderlich (w8118)**.

1. Click **New Appt.** on the Action Bar. A New Appointment confirmation window will display.
2. Click **Yes** to complete the New Appointment information for Wilma Wunderlich.
3. Click on **ACUTE APPT (ACUT\$) 30** to select the acute appointment type.
4. Type **cough** in the Reason for Appointment field and click **OK** to complete the new appointment process for Wilma Wunderlich.
5. Wilma Wunderlich appointment will now appear at the bottom of the Appointment list with a status of **CheckedIn**.

Scenario 4

Marie Alexander's (a5743) Provider had an emergency, so it is necessary to transfer her appointment to a different Provider. Use the **Transfer** icon on the Action Bar to transfer the appointment.

1. In the appointment list, select to highlight Marie Alexander's appointment.

2. Click the **Transfer** icon on the Action Bar.
3. Select **DOCTOR, DAVID** from the dropdown list.
4. Click **OK**.
5. Click the **Refresh** icon on the Action Bar to refresh your screen.

Notice that Ms. Alexander's Appointment has been transferred to Doctor, David. See the Provider column in the Appointment List.

Lesson 3: Telephone Consults

The Telephone Consults module enables telephone calls to be recorded and tracked. The Telephone Consult (Telcons) workspace displays telephone consults for specified clinics, users, dates and statuses. From the Telephone Consults module, Telcons can be created, viewed, transferred to another user, and cancelled. Phone numbers can be edited, notes viewed and an encounter can be opened for that Telcon.

Lesson Goal:

The goal of this lesson is to enable you to use the Telcon function in CHCS II.

Learning Objectives:

Upon completion of this lesson, you will be able to:

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

Exercises – CHCS II Training System

Open the CHCS II Training System and complete the exercises.

Scenario 1

To set Telcon display properties:

1. Click **Telephone Consults** from the Folder List. The Telephone Consults module opens.
2. Click the **Urgency** column and drag it to the left of the Status column.
3. Click **Change Selections**. The Telephone Consults Search Selections window opens.
4. In the Clinics area, select **This Clinic**.
5. In Provider area, select **All for this Clinic(s)**.
6. In Dates area, select the **Today Only** radial button.
7. Click **Set Selections as Default**.

Scenario 2

You receive a call from retired **CAPT Clayton Williams (w8867)**. He states that he needs a refill for his Hypertension medication, Lisinopril. You create a level one telephone consult for a Med refill. You ask CAPT Williams if the phone number listed in the callback field is correct. He indicates that he has moved and provides a new number: (123) 223-4444.

1. Click the **New Telcon** icon on the Action Bar. The Patient Search window will display:
2. Type **(w8867)** in the Quick Search Field and click the **Find** button. Highlight CAPT Clayton Williams' name in the Patient Name area.

3. Click **OK**. The New Telcon window will display.
4. Change the Callback Phone Number to (123) 223-4444.
5. Type *Med Refill* in the Reason for Telcon Consult field.
6. Type *Pt request refill, Lisinopril PO 20mg T* in the notes field and click **OK**. (The Allergy synchronization simulation from CHCS will begin.)
7. The Telcon Quick Entry screen will display.
8. Click **Cancel** to close the Telcon Quick Entry screen.

NOTE: If the user has the provider role assigned to their log on, they will receive the Quick Entry Screen after clicking OK. Any other user will be taken back to the Telephone Consults module

9. The encounter note displays. Click **Close** on the Action Bar to return to the Telephone Consults module.
10. Click the **Transfer** icon on the Action Bar.
11. Select **DOCTOR, DAVID** from the dropdown list.
12. Click **OK**.
13. Click the **Refresh** icon on the Action Bar to refresh your screen.
14. Notice that CAPT William's Telcon has been transferred to Doctor, David. See the Provider column in the Telcon List.

Scenario 3

Anna Wunderlich (w8118) phones the clinic to report that she has lost her Zyrtec allergy medication. She indicates that she is leaving her office and wants her call returned at a different number: 555-9999.

1. Select Anna Wunderlich's Telcon appointment.
2. Click **Edit Phone #** on the Action bar.
3. Change the Callback Phone Number to (123) 555-9999.
4. Click OK. Notice that the Callback Phone has changed.
5. Click **Close** on the Action bar.

Lesson 4: Patient Encounter

The patient encounter consists of the processes indicated.

- Open the encounter
- Setup Encounter Summary Properties
- Document “reason for visit”
- Verify patient’s allergies
- Document patient’s vital signs
- Document A/P

Lesson Goal:

The goal of this lesson is to document the patient encounter in CHCS II and create electronic encounter.

Learning Objectives:

Upon completion of this lesson, you will be able to:

- Open the encounter
- Document “reason for visit”
- Verify patient’s allergies
- Document patient’s vital signs
- Document A/P

Screening and Vitals

Once the patient has been checked in, it is now time to open an encounter document for the patient. Appointments with a status of Checked-in, indicates that the patient is ready for screening. The appointment for the patient can be opened.

Exercises – CHCS II Training System

Open the CHCS II Training System and complete the exercises below.

Scenario 1

Before you screen the patient, you setup your AutoCite preferences in the Encounter Summary Properties. You screen the patient, document vital signs and review the information on the electronic SF600.

Update AutoCite preferences and document the patient encounter using the following information:

Encounter Summary Properties	
	Click the Options button
Active Problems	[Accept default]
Allergies	[Accept default]
Active Dispensed Medications	[Select]
Questionnaires	[Select]
	Click OK
Screening	
In the Search field	[Enter] a <i>cough</i> and click Find Now . Select a cough and click Add . [Enter] <i>nasal discharge</i> and click Find Now select nasal discharge and click Add
Verified This Encounter	[Select to verify allergies]
	Click Close
Vitals	
BP	110/70
Rt arm	[Select]
Pediatric cuff	[Select]
HR	95
Radial	[Select]
Regular	[Select]
RR	13
Temperature F	99 F
Oral	[Select]
Ht	[Enter] 52 in
Wt	70 lbs
Habits	
Tobacco	[Select] No
Alcohol	[Select] No
Pain Severity	
	[Select] 1 Hurts a little bit
Where is pain located?	Throat NOTE: Add comments when pain scale is selected (other than “0 pain free”).
Save Vitals	
	[Select] Save Vitals (Action Bar Icon)
	Click Close (Action Bar Icon)

Assessment/Plan

The Assessment and Plan module allows you to document procedures, as well as, order laboratory and radiology tests.

A/P Processes

- Codes are captured with diagnoses and procedures
- Labs and Rads can be submitted or saved to queue

Scenario 2

After the provider reviews the SF600, the provider requests you order a throat culture. You document the procedure in A/P, order the lab and create an order set.

1. Click **A/P** on the electronic SF600 to open the A/P module. The A/P screen will display with the Diagnosis tab selected:
 2. Click the **Procedure** tab.
 3. In the Search field, enter *Throat* and click **Find Now**. The search results appear.
 4. Expand ORAPHARYNX CULTURE.
 5. Select STREPTOCOCCUS GROUP A BETA HEMOLYTIC 87081.
 6. Click **Order Lab** tab.
 7. In the New Lab Order field, enter *Throat Culture* and click **Search**.
 8. Select THROAT CULTURE.
 9. Click **Save To Queue**.
 10. Click **Order Sets** tab.
 11. Click **Save As Order Set**. The Save Encounter Template window opens.
 12. In the **Template Name** field, enter *Throat Culture--Orders--Test* and click **Save**.
 13. Click **Submit**. (Point out **Submit All** icon on the Action Bar.)
 14. To close the A/P module, click **Close** on the ActionBar.
- Click **Yes** on the A/P Warning window. You are returned to the SF600.

Lesson 5: Previous Encounters

The Previous Encounter module displays a list of a patient's completed encounters.

Lesson Goal:

The goal of this lesson is to enable you to view Previous Encounters in CHCS II.

Learning Objectives:

Upon completion of these modules, you will be able to:

- Display a previous patient encounter

Exercises – CHCS II Training System

Open the CHCS II Training System and complete the exercises below.

Scenario 1

You need to write a note explaining that during this encounter, the patient was educated on a low cholesterol diet.

To view a previous encounters:

1. Perform a search for LCDR Eduardo Suarez.
2. Click **Previous Encounters** on the Folder List.
3. Select the HYPERLIPIDEMIA previous encounter. The encounter note populates below.
4. View the encounter.
5. Click the **Close** icon on the Action Bar to close the module

Lesson 6: Health History Folder

The Health History module displays patient historical data from various modules in one window. The window can be customized to show different modules containing the patient's historical information based on user preference.

Lesson Goal:

The goal of this lesson is to allow you to set up and customize the Health History module.

Learning Objectives:

Upon completion of this lesson, you will be able to:

- Setup Health History patient data modules
- View and modify patient Problems information
- View and copy Lab results into an encounter
- View and copy Radiology results into an encounter
- View and modify patient Allergy information
- Setup and review the properties for Vitals Signs Review

Exercises – CHCS II Training System

Open the CHCS II Training System and complete the exercise.

Scenario 1 Health History Set-up

To view **LCDR Eduardo Suarez's (s3217)** Health History folder.

1. Click the **Health History** folder in the Folders List.
2. The Health History module displays with default modules selected.

To customize the Health History folder:

3. Click the **Options** button on the Patient ID line. The Health History Design Summary screen will display.
4. Uncheck the boxes next to Problems.
5. Click the **Align** button to view the format.
6. Click the **OK** button to view the results.
7. View LDCR Suarez's Demographic information
8. Click the **Close** icon on the Action Bar to close the module

Problems

The Problems module displays a patient’s problem list, health care maintenance, dental readiness classification, historical procedures, and family history information. The problem list and family history list is populated when an encounter is signed. Dental readiness classification information is populated by the dental module and is read only.

Scenario 2 Problems

CAPT Clayton Williams (W8867) has previously been diagnosed with cancer of the gallbladder. This needs to be added to his Problems List in the Problems module under Health History.

1. Select (highlight) CAPT Williams’ name in the list of appointments. The patient’s name must show in the ID line.
2. In the Folder List, click the **Problems** module located under Health History.
3. Problem List is highlighted by default. Click the **Add** button on the Action bar to add *Gallbladder Neoplasm Malignant* to his list of problems.
4. The Select **Diagnosis** window appears and defaults to the clinic list role.
5. Click the **Search** tab and enter *gallbladder neoplasm malignant* in the MEDCIN Search field.
6. Click the **Search** button.
7. Highlight *Gallbladder Neoplasm Malignant* and click **OK**.
8. Complete the remaining fields in the New Problem section with the following information:

Field	Data
Problem	Gallbladder Neoplasm Malignant
Onset Date	06 Dec 2000
Chronicity	Chronic
Status	Active
Source	Patient

Hint: Click the year on the calendar to quickly select the year.

9. Click **Save**.
10. Close the **Problems** module.

Laboratory and Rad Results

The Lab and Rad modules are designed to display the results of laboratory tests and radiology test result data. Results are viewed, not ordered, from this module. Lab and Rad results are pulled from CHCS and an alert is triggered when new results are received.

Scenario 3 Laboratory Results

Provider Test User will be in a meeting this morning. He tells you he has just talked to patient LCDR Suarez and wants to see him to discuss his previous Lab and Rad results. Dr. User asks you to add the results to the patient encounter.

1. Create a new appointment for **LCDR Suarez (s3217)**.
Note: Loading the patient name to the patient ID line is sufficient for viewing lab results. An appointment is created in this exercise to illustrate additional features of CHCS II.
2. Open the encounter.
3. Click **Lab** in the Folder List.
Review what appears based upon the default settings.
4. Provider User is specifically interested in the results of a urinalysis test. Change the properties and the filter to locate this test. (**Hint:** Change **Time** to **All time periods**)
5. Highlight the urinalysis lab result. The result details display in the lower section of the screen. Use the **Display Criteria** check boxes and radio buttons to select the optimal view of the test results.
6. Highlight the result details and right-click. Note the two options:
Copy: puts the results onto the clipboard and they can be pasted into another document
Copy to Note: enters the results onto the patient encounter in the S/O portion
7. Select **Copy to Note**.
8. Close the **Lab** module and the highlighted urinalysis results appear in the S/O portion of the encounter note.
9. Do not close SF 600.

Scenario 4 Radiology

Add the following Radiology results to LCDR Suarez's Encounter note.

1. In the Folder List, click the **Radiology** icon. The results of three tests appear.
2. Click each test in turn; note that the Result Code appears in red when the results are not normal, but the color change is not visible when that report is selected.
3. In the Display Criteria section, select the Select **All Results** check box.
4. Scroll through the results that appear in the lower section of the window.
5. Clear the Select All Results check box. Press and hold the Ctrl key (on your keyboard) and

select both the Sinus Series Report and the Chest PA and Lateral Series Report.

6. Review what appears in the lower section. (Scroll down to view the results of both of the selected tests.)
7. Use your mouse to highlight all, or a portion of, the test results and right-click. This allows you to copy to an open encounter note, or copy to the clipboard and paste in another document.
8. Copy the note.
9. Close the Radiology module
10. Close the encounter.

Allergy

The Allergy Module maintains a list of the patient's reactions to specified allergens. This information is pulled from CHCS and synchronized at the time the CHCS II encounter is opened. The information is stored as coded data from the Health Data Dictionary (HDD) and can be modified as needed.

Scenario 5 Allergy

MG Ramona Marcos (m9876) is on the telephone requesting that her CHCS II allergies record be updated. She was stung by a wasp last month and had a reaction to the sting.

1. Search for MG Marcos' patient record and load her name to the patient ID line.
2. Open the **Allergy** module from the Folder List.
3. Click the **Add** button to display the *New Allergy* section.
4. Click the **Allergen** button and search for **wasp venom** in the *Health Care Dictionary Search for Allergens* window.
5. Double-click **WASP VENOM (WASP VENOM)** to add it as an allergen.
6. Click the **Reaction** button and search for **BRONCHOCONSTRICTION** as a reaction.
7. Highlight **BRONCHOCONSTRICTION** in the left column of the *Health Data Dictionary Search for Reactions* window and click the **Add>>** button to move it to the right column.
8. Click the **OK** button to close the window.
9. Enter the following information:

Field	Data
Info Source	Patient
Onset	[four weeks ago]
Entered by	[accept default]

10. Click the **Save** button.

The clinic has had several patients recently report an allergic reaction to wasp venom, so it needs to be added to the drop-down list of common allergens.

11. Click **Options** to open the *Properties* window.

12. Click **Add** to open the *Add Common List Items* window. Search for and select to highlight **wasp venom** and click the **Add to Common List** button.

13. Click **Close**.

14. Click **Save** and **Close** the *Properties* window.

15. Click the **Add** button in the Action Bar, and review the **Allergen** drop-down list. Notice that **WASP VENOM (WASP VENOM)** has been added.

Note: In the live CHCS II system, allergens can also be deleted using **Options**.

16. Close the **Allergy** module and return to the **Appointments** module.

Vital Signs Review

The Vital Signs Review module allows past vital signs to be viewed and/or graphed.

Scenario 6 Vital Signs Review

LCDR Suarez' (s3217) comes in for his diabetes follow-up exam. Review and graph his past vitals.

1. Open the **Appointment** module.
2. Click once to highlight LCDR Suarez Diabetes follow-up visit in the appointment list to pull his patient record.
3. Verify that LCDR Suarez is now listed on the Patient ID line.
4. Open the **Vitals Sign Review** module from the Folder List.
5. Click the **Search Type** button to open the *Time Search* screen.
6. Select the **Sliding Time Range** radio button and select **2 months** as the time range.
7. Click **OK**.
8. Click the **Refresh** button to the right of the time period display. (This may not work correctly in the CHCS II Training System.)
9. Highlight a single line and click the **Graph Vitals** icon on the Action Bar to open the *Graph Vitals* window.
10. Select each of the **Graph Options**, **Chart Types**, and **Vitals Keys** in turn to review their functions.

Note: The graphs can be printed from the live CHCS II system.

11. Click **OK** to exit and return to the Review role with LCDR Suarez' vitals.
12. Press the **Shift** key on your keyboard and select the entries in the **BP** and **HR** columns. Click the **Graph Vitals** button.

Review the display options available.

13. Return to the *Vital Signs Entry* screen.
14. Click the **Close** button.
15. Click **Close** to close the encounter.

Lesson 7: Questionnaire Setup & Patient Questionnaires

Lesson Goal:

The goal of this lesson is to enable you to set up and administer patient questionnaires in CHCS II.

Learning Objectives:

Upon completion of this lesson, you will be able to:

- Create and release a questionnaire
- Edit an existing questionnaire
- Change the status of a questionnaire
- Select and use a questionnaire in a patient interview
- Set viewing options for administering a questionnaire
- Add a comment to a questionnaire as it is being administered
- Save a questionnaire before it is completed
- Edit a response in a saved questionnaire before the questionnaire is finalized
- Append a completed questionnaire
- Associate a questionnaire with an encounter
- Assign a questionnaire for access with a patient PIN

Exercises — CHCS II Training System

Open the CHCS II Training System and complete the scenario exercises below.

Scenario 1

The Headache Clinic has implemented CHCS II. When screening patients for the first time, the clinic has a form for patients to complete prior to seeing a Provider. You have been asked to add this form as a questionnaire in CHCS II.

1. Clear any patient data from your screen. (Follow the menu path *Go > Patient > Clear Patient.*)
2. In the *Folder List* under the Tools folder, click the **Questionnaire Setup** icon.
3. On the Action Bar, click the **New** icon to create a new questionnaire.
4. In the Name field, enter: Headache – Initial Visit.
5. In the Instructions to Display field, enter these instructions: Please complete all questions.
6. Click the **Add** button.
7. In the **Question Text** field, add each question below, click the **Answer Type** field drop-down arrow to select the answer type, and enter each possible answer in the space provided.

Question	Answer Type	Possible Answers
Do you have a headache right now?	Yes/No	Yes No
When was the last time you had a headache?	Multiple Choice	Less than 1 month 1-6 months 7-12 months Greater than 1 year
Have the headaches gotten worse or better?	Multiple Choice	Worse Better
Are you taking any medication for the headaches?	Yes/No	Yes No
Does the medication help the headaches?	Yes/No	Yes No
Have you seen a medical provider regarding these headaches within the last year?	Yes/No	Yes No
Does anyone else in your family suffer from headaches?	Yes/No	Yes No
If so, who suffers from headaches?	Multi Select	Mother Father Sibling Grandparent No One
Is there a lot of stress in your normal day?	Yes/No	Yes No

8. Save the questionnaire.
9. Select the second to last question and change the possible answer **Sibling** to **Male Sibling**.
10. Highlight the last question and click the **Delete** button.
11. Note that the **AutoCite** check box is selected by default. When the questionnaire is administered to a patient, the questions and responses load to the open patient encounter note if an encounter template with this feature is used.
12. On the Action Bar, click the **Save** icon to save the questionnaire.
13. Highlight the questionnaire just saved and click the **Mark Ready** icon.

14. Refresh the screen and locate the **Headache** questionnaire under **Questionnaires** in the side bar panel (expand the **Questionnaires and Tests** hierarchy).
15. Close the Questionnaires Setup module.

Patient Questionnaires

Scenario 2

We will now complete the Headache Initial Visit questionnaire with LCDR Eduardo Suarez. Answer each question as if you were completing the questionnaire for LCDR Suarez:

1. Click the  Patient Questionnaires folder in the Folder List. The Patient Questionnaires window will display.
2. To locate the questionnaire:
 - a. Click  to expand Questionnaires
 - b. Click **Headache Initial Visit** to select it. The questionnaire will be displayed:
3. Click the  button on the Patient ID line to select the Properties for administering the Patient Questionnaire. The Patient Questionnaire Properties window will display.
4. Click on **Single Question View** from the drop-down to select it and click . The questionnaire will re-display.
5. Click the  icon on the Action Bar to begin the questionnaire. The questionnaire will display.
6. Answer each question and click **Next Question**
7. When the last question is displayed, answer the question and click **Mark Questionnaire As Done**.
8. The Patient Questionnaire window will be re-displayed showing the questionnaire that has just been completed.
9. Click the **Close** icon on the Action Bar to close the module.
10. Click the **Interview** icon.
11. Answer and insert comments for questions 1 through 2.

LCDR Suarez has to leave the room, and you have other patient data to enter.
12. Click the **Save** icon and note the status assigned (**Incomplete**).
13. Close the Patient Questionnaire module.

LCDR Suarez has returned and is ready to complete his questionnaire.
14. Re-open the Patient Questionnaires module.
15. Double-click the **Incomplete** line and continue the interview.
16. Answer all of the questions.

17. Click the **Done** icon to verify that all questions are answered and note the status of the questionnaire.
18. Do not exit the Patient Questionnaires module.