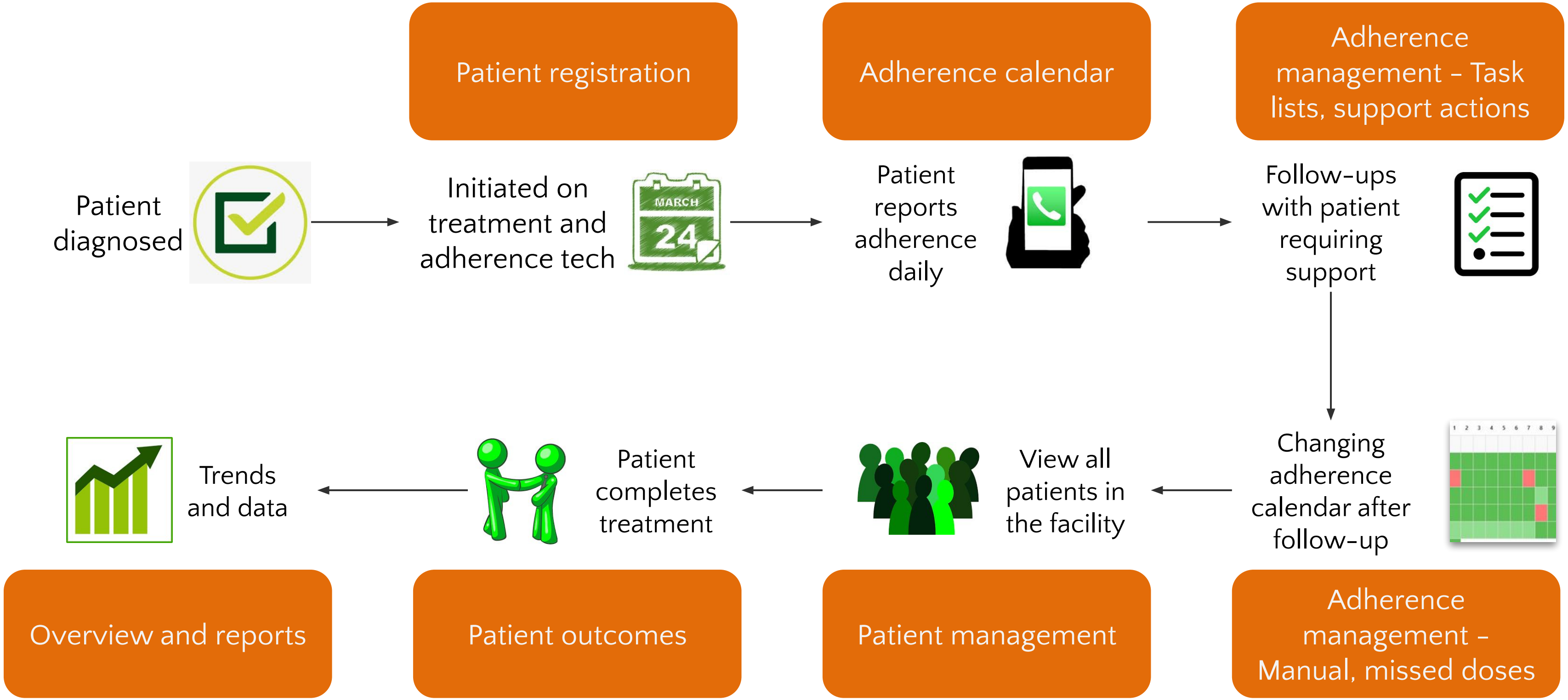
Everwell Hub – Web dashboard

everwell.org

contact@everwell.org

Patient workflow



Patient Registration 1

Patient uploading Video 2

Adherence Calendar 3

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The Patient Registration module allows you to register patients on the Hub using a **simple yet comprehensive registration form**

Patient demographic and contact details, treatment regimen and length along with other **basic details are captured**

One of the three adherence technologies can be allocated to a patient here – **99DOTS, Video observed therapy (VOT) or MERM**

How do I register a Patient (1/3)

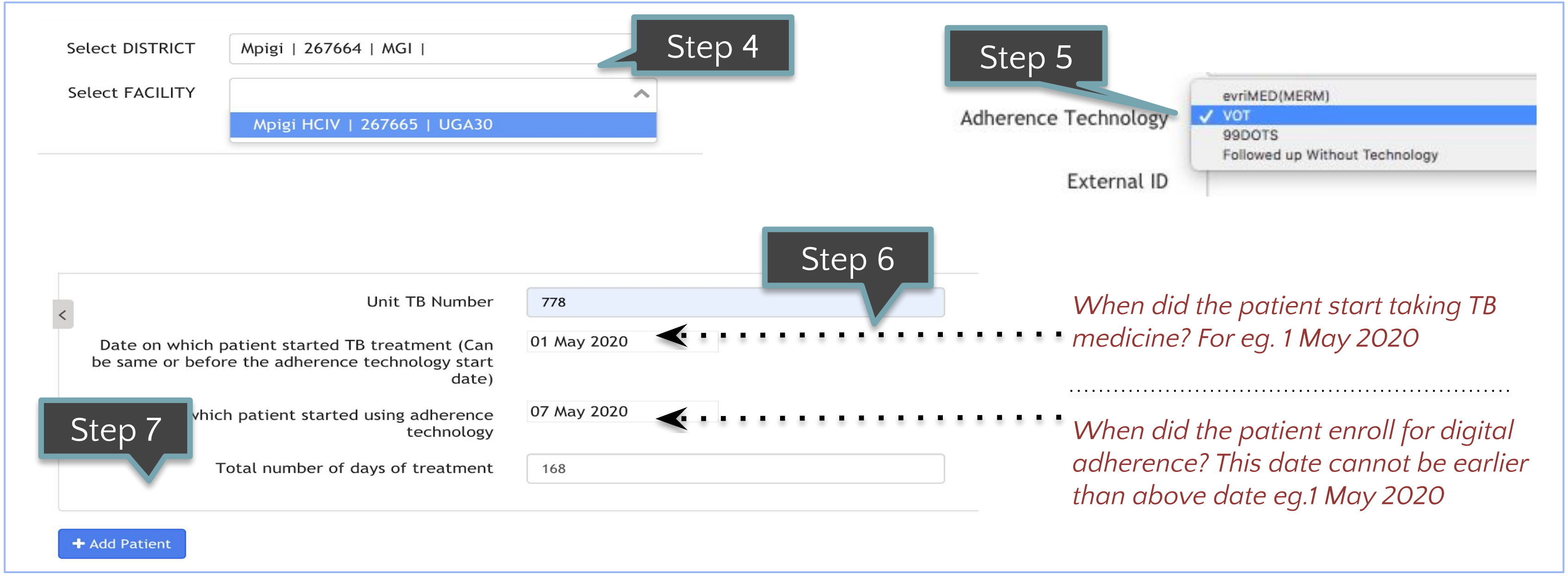
Step 1 – Click on the 'Add patient' tab

Step 2 – Enter required details

Step 3 – Add phone numbers of patient and family/friends/treatment supporters

- For 99DOTS, the dashboard turns green only if call is received from one of these registered phone numbers
- Mention all details that are marked as 'required' to proceed

How do I register a Patient (2/3)



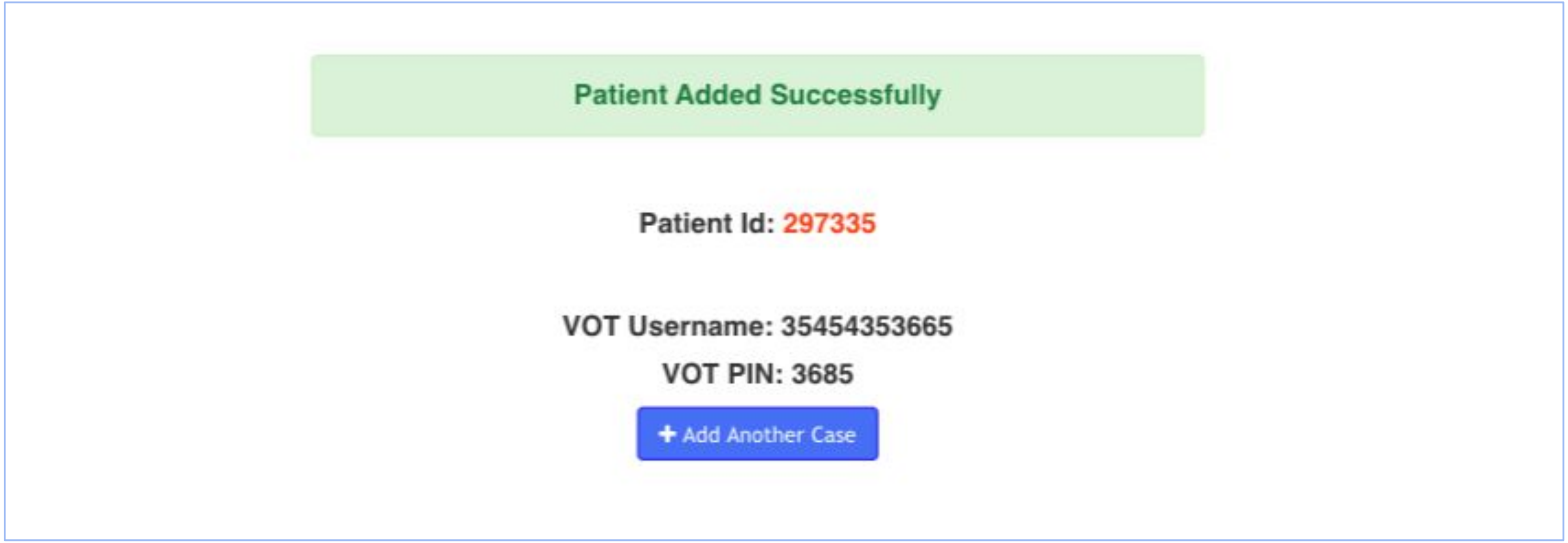
Step 4 – Choose the geography/facility

Step 5 – Pick the VOT as the adherence technology

Step 6 – Enter the medical record number and pick the treatment start date

Step 7 – Submit the form

How do I register a Patient (3/3)

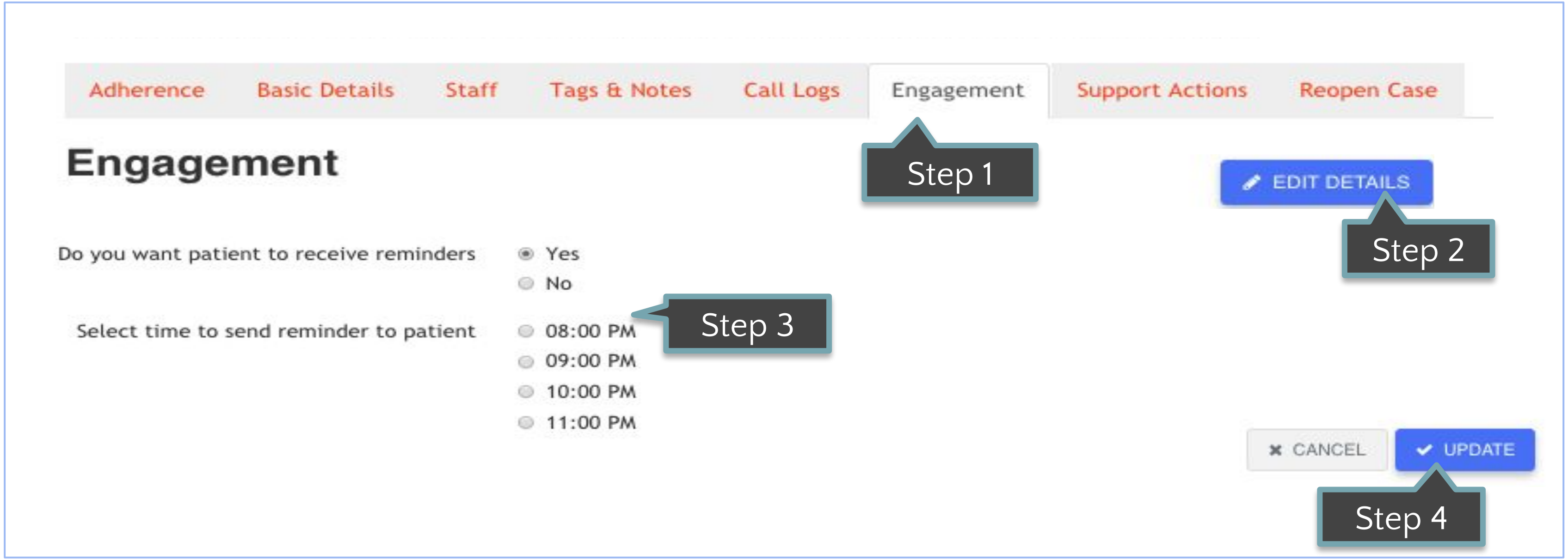


The User ID and pin created for the patient is displayed after registering the patient

📌 The user name and pin can be accessed later under the 'Tags and notes' section

📌 Provide the patient with their user ID and pin, which they can use to login to the app, and share videos everyday

How do I assign SMS notification timing



Step 1 – Click on the 'Engagement' tab

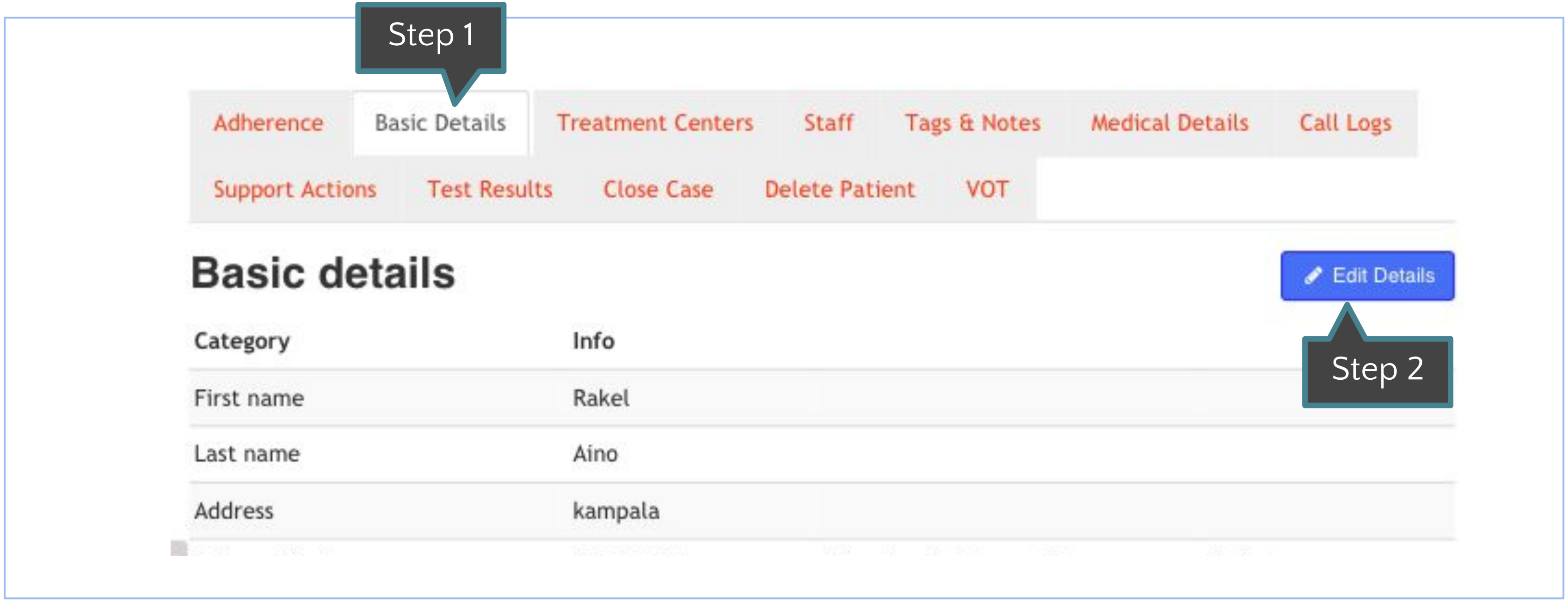
Step 2 – Select 'Edit details'

Step 3 – Select 'Yes' and the timing

Step 4 – Click on 'Update'

- The patient page can be accessed through the current patient list or by searching for the patient in the search bar
- The reminder timings can be changed anytime

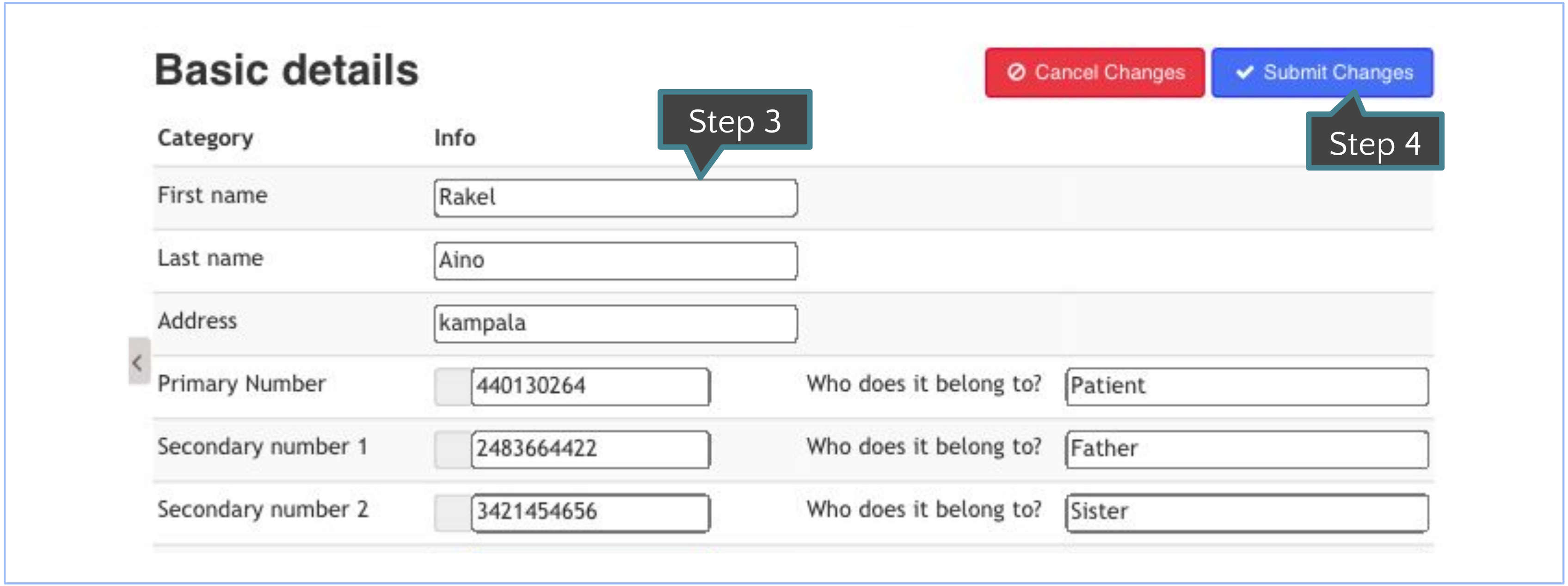
How do I edit basic details (1/2)



Step 1 – Click on the Basic details tab of the patient

Step 2 – Click on Edit Details

How do I edit basic details (2/2)



Step 3 – Make the necessary changes

Step 4 – Click on Submit Changes

- Patient Registration 1
- **Uploading a Video 2**
- Adherence Calendar 3
- Adherence Management 4
- Patient Management 5
- Patient Outcomes 6
- Statistics and Analysis 7

Patients upload videos of taking their pills through a mobile app, after logging in with their username and pin provided during registration

1. Patient Registration
2. Patient uploading Video
3. **Adherence Calendar**
4. Adherence Management
5. Patient Management
6. Patient Outcomes
7. Statistics and Analysis

An adherence calendar is associated with each patient registered on the Hub

The hub allows seamless access to **daily and monthly adherence** calendar at **patient and facility level**

This feature also provides the opportunity for healthcare workers to **manually report missed and confirmed doses**

What is an adherence calendar?

An adherence calendar indicates the 'dose-taken' status of the patient on each day, indicated by the colour for that date.

Adherence calendar colours

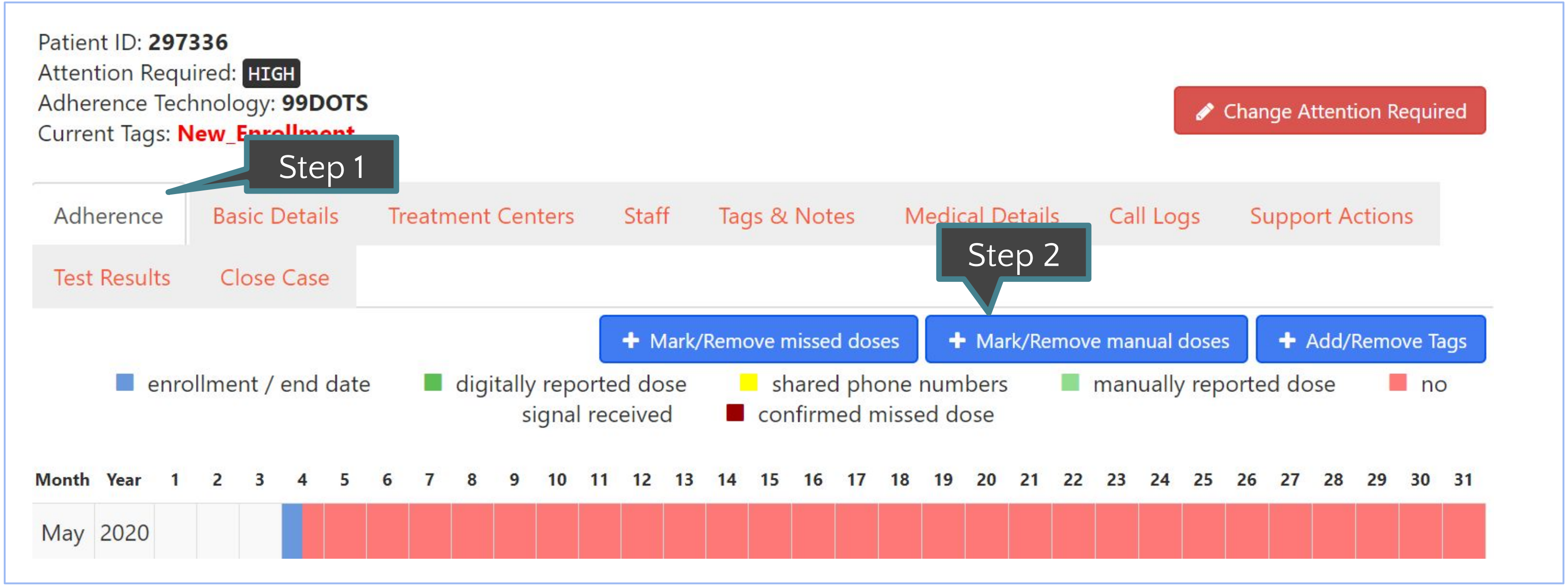
Treatment Start / End | Received (using technology) | Shared phone numbers (99DOTS only)
Manually confirmed | No dose needed | No information | Confirmed missed dose

- Patient started on Digital Adherence Technology (DAT)
- Patient reported dose through assigned DAT
- Patient did not report dose through assigned DAT
- Patient reported dose through 99DOTS, but shares phone number with another patient
- Staff manually confirmed dose taken, when patient did not report digitally
- Staff manually confirmed dose as not taken, when patient did not report digitally
- Patient temporarily off-treatment
- ! Patient on VOT sent in video, that is yet to be reviewed

Where do I view the adherence calendar?

Click on Adherence tab to view patient level adherence calendar, after clicking on the required patient's ID from the [Patient Management page]

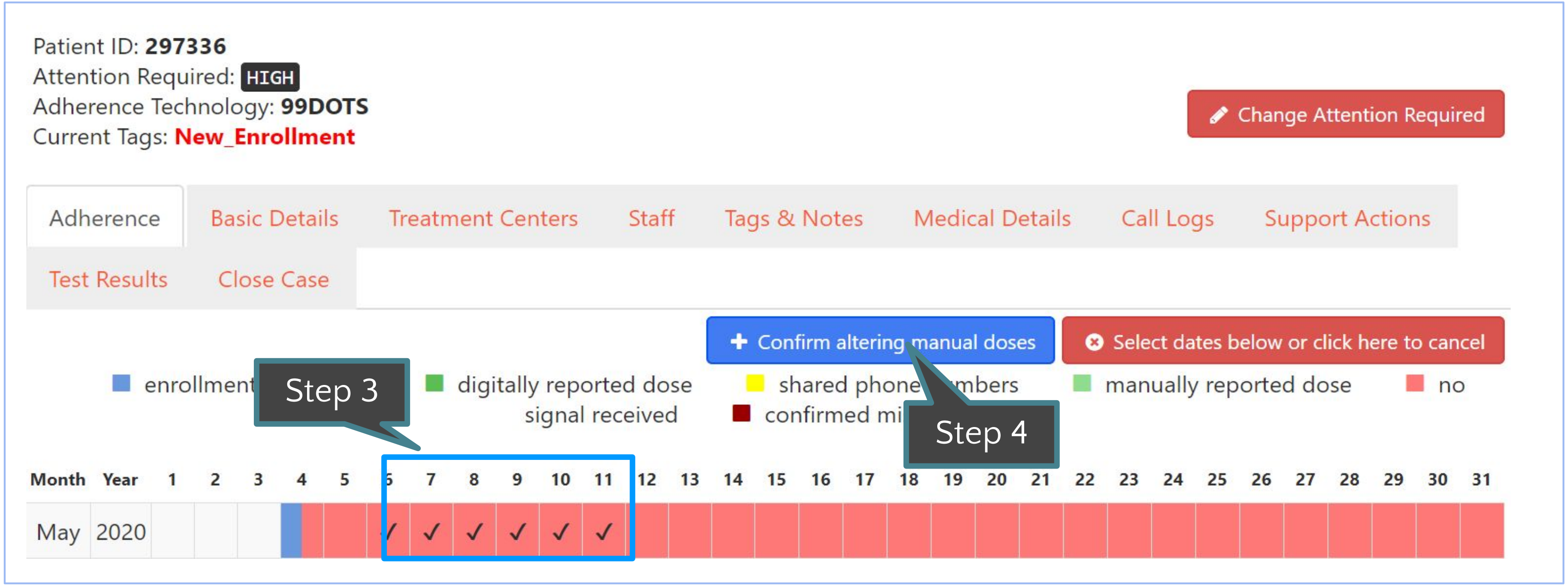
Marking manual doses (1/4)



Step 1 – Click on Adherence Tab

Step 2 – Click on Mark/Remove manual doses

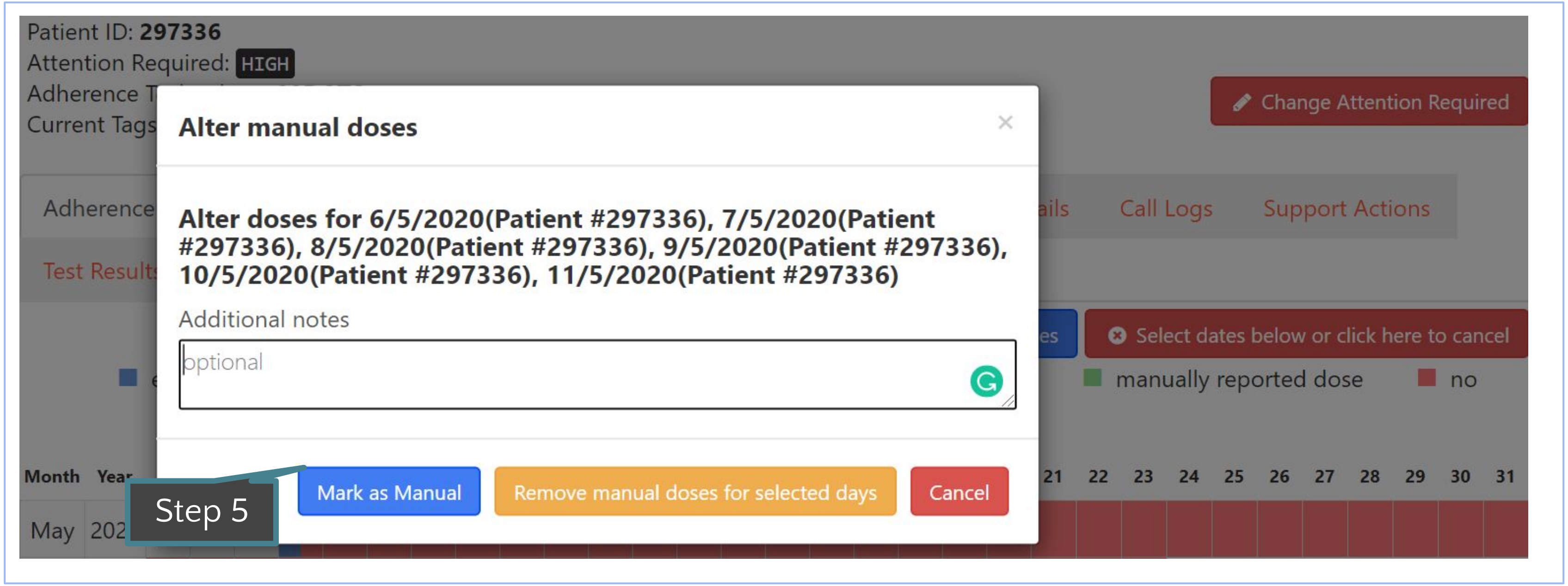
Marking manual doses (2/4)



Step 3 – Select the dates

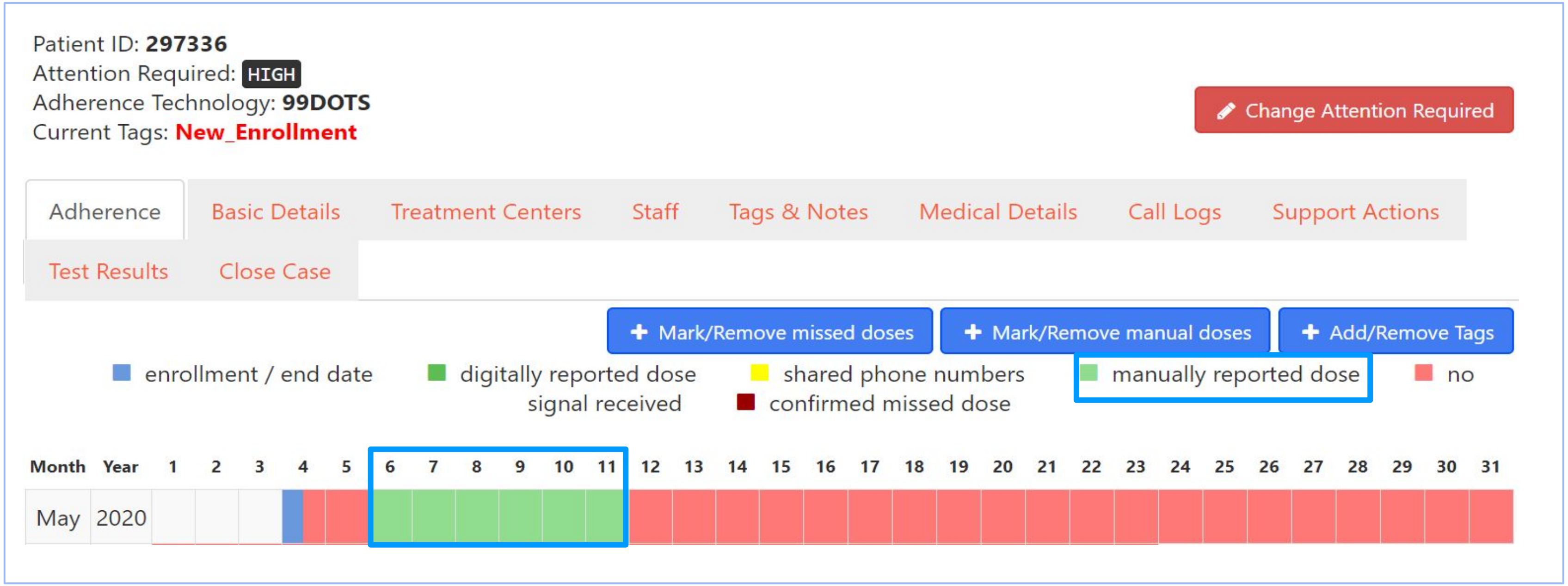
Step 4 – Click on Confirm altering manual doses

Marking manual doses (3/4)



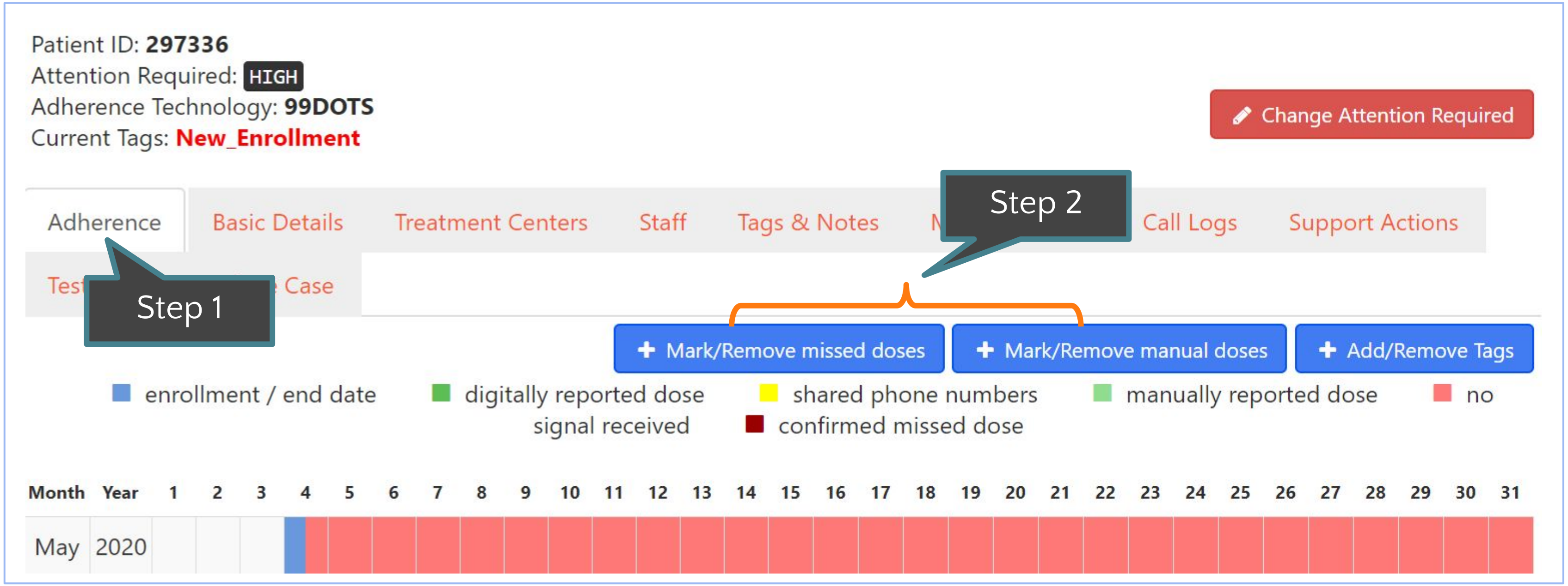
Step 5 – Click on Mark as Manual

Marking manual doses (4/4)



Calendar updated with light green colour, indicating that the dose reported as taken is manually entered.

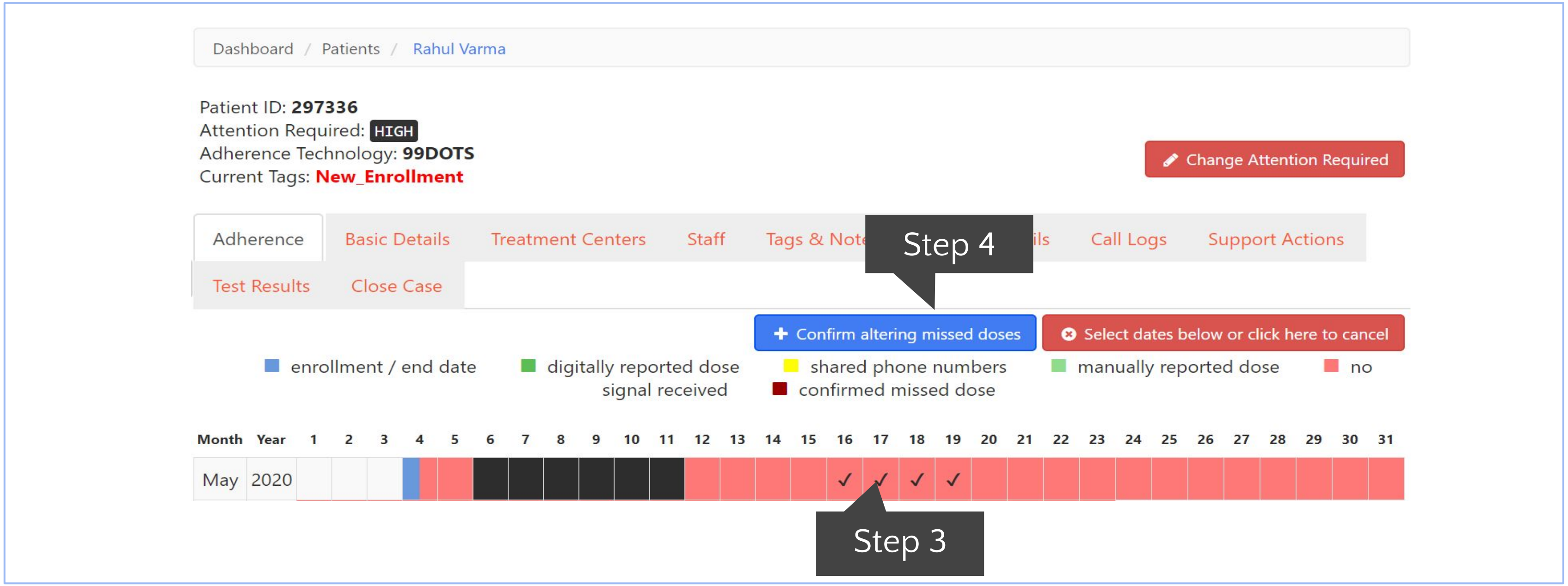
Marking missed doses (1/4)



Step 1 – Click on Adherence Tab

Step 2 – Click on Mark/Remove manual doses

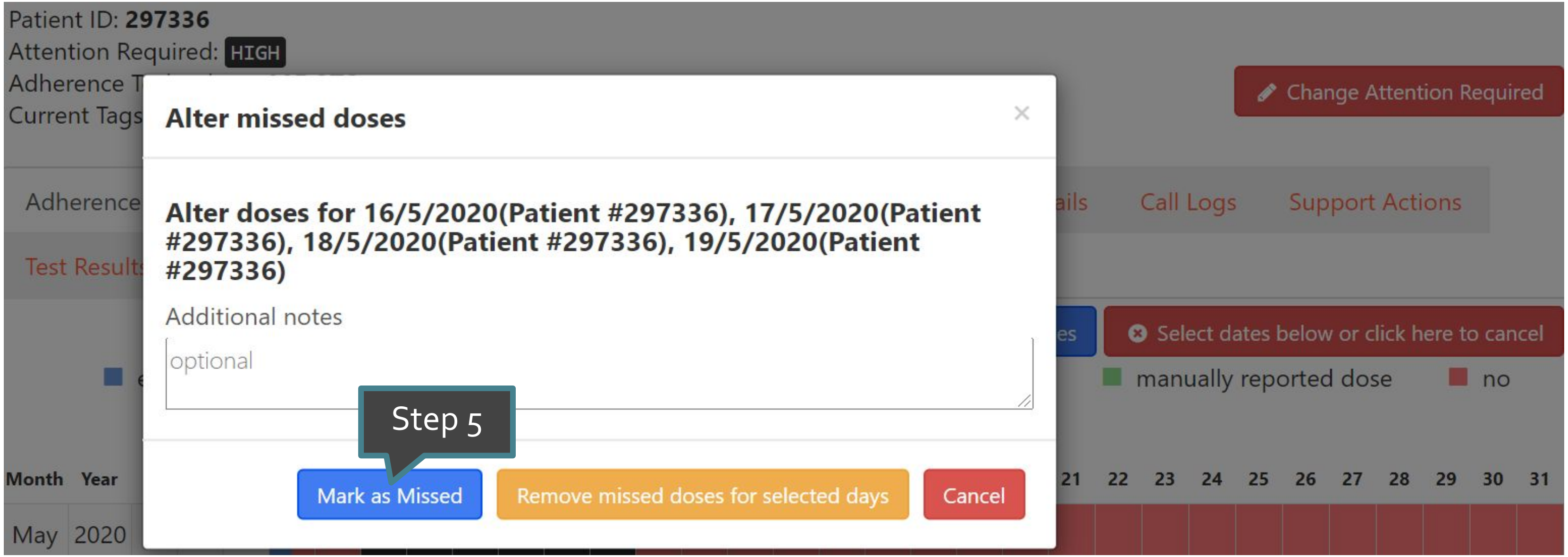
Marking missed doses (2/4)



Step 3 – Select the dates

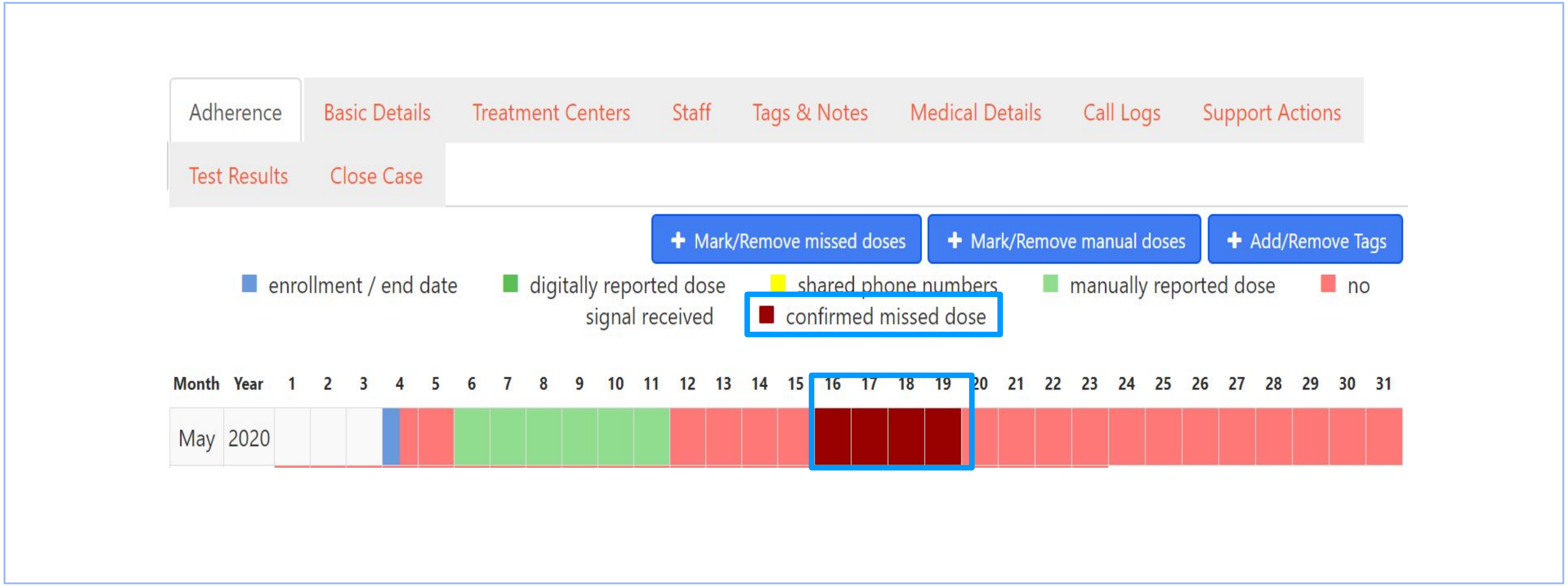
Step 4 – Click on 'Confirm altering missed doses'

Marking missed doses (3/4)



Step 5 – Confirm by clicking on 'Mark as Missed'

Marking missed doses (4/4)



The selected dates will now be maroon in colour, to reflect the doses that have been confirmed as missed

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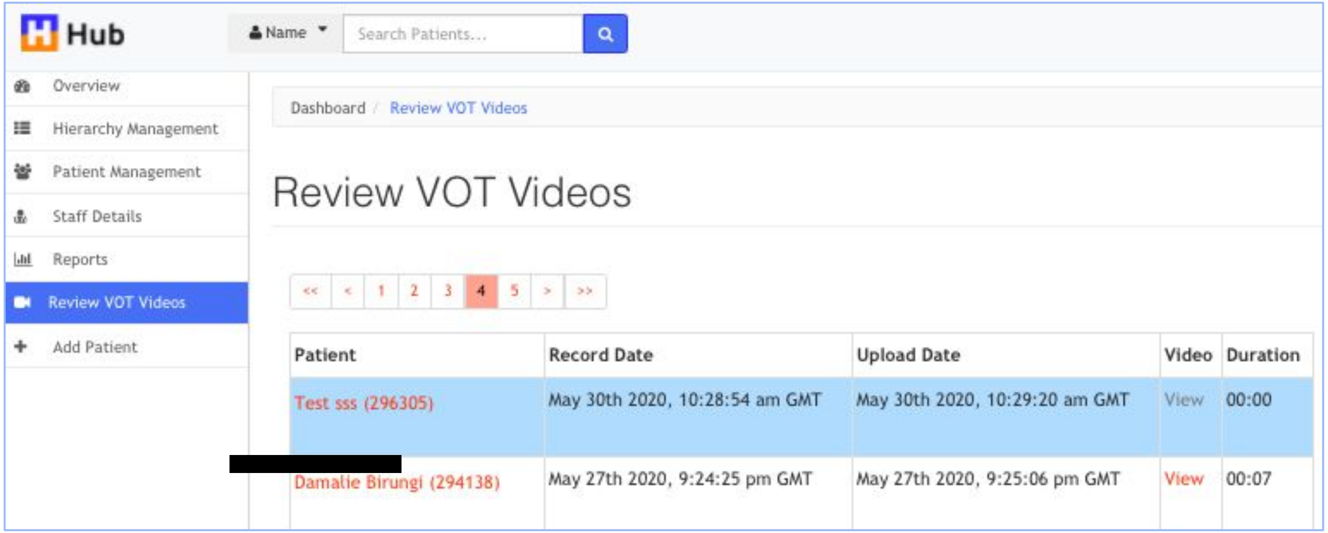
Understanding patient adherence behaviour by reviewing videos

Logging interactions with patients – Calls, house visits, asking patients to visit facility

Updating information on the platform through manual calendar changes, tags and notes

Adherence Management: Reviewing patient videos



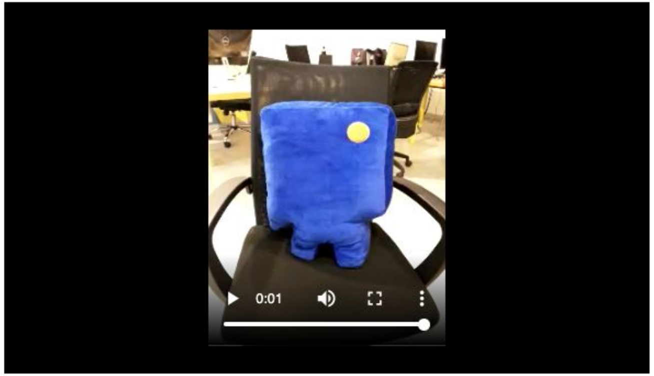
After clicking on “Review VOT Videos” on the sidebar, staff can review newly uploaded videos (and past submitted videos) by clicking on ‘View’ and mark them as “Confirmed” or “Not Confirmed.

Reviewing submitted videos

Review VOT Videos

Language: English

Patient	Record Date	Video	Uploaded
Everwell! (287132)	June 14th 2019, 8:35:38 pm GMT	View	Yes
Everwell! (287132)	June 14th 2019, 8:04:55 pm GMT	View	Yes
Michael Scott (287047)	June 13th 2019, 8:21:22 am GMT	View	Yes
Test VOT (287043)	June 13th 2019, 1:31:44 am GMT	View	Yes
Bangalore! (287042)	June 13th 2019, 1:28:36 am GMT	View	Yes



Status

Confirmed

(Click this option to confirm the video shows medication ingestion - the adherence calendar turns green for this day)

Not confirmed

(Click this option if you are not able to confirm the video shows medication ingestion - adherence calendar reverts back to red for this day)

SAVE STATUS

Staff can mark the following after reviewing the video:
Confirmed (if it is clear that the patient has taken the medicine)
Not Confirmed (if it is clear the patient has missed taking the medicine)

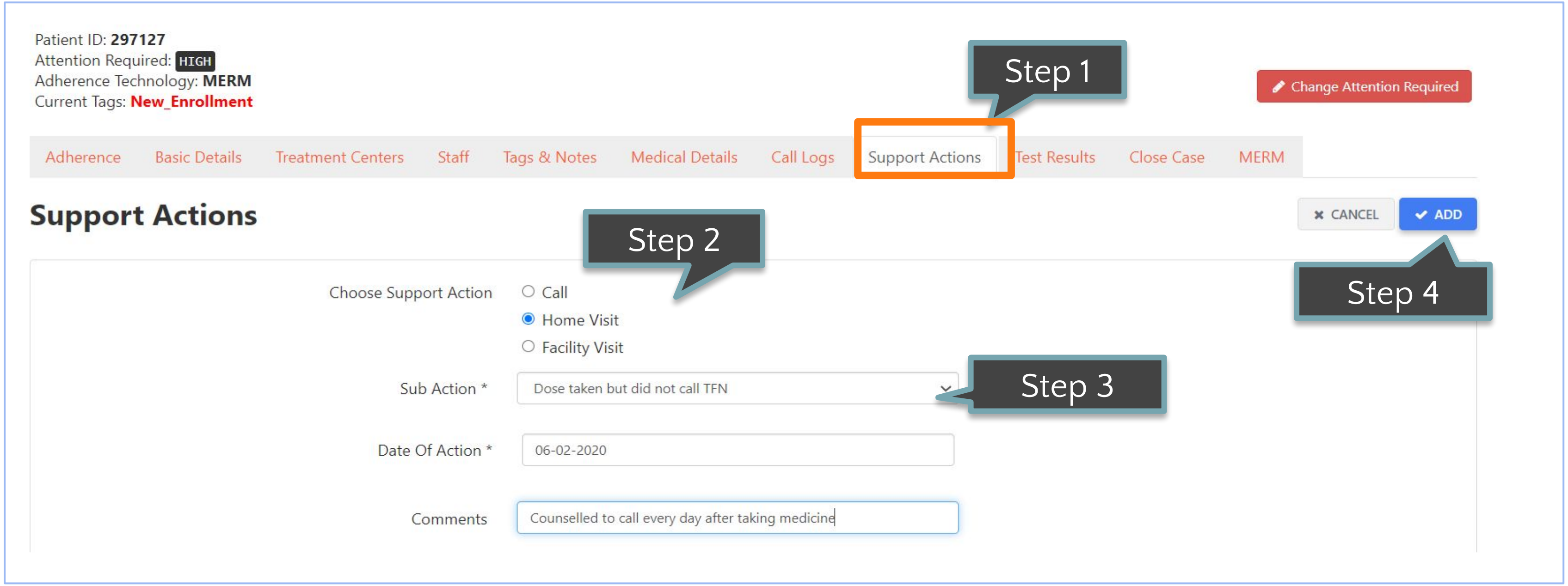
Click on “Save Status” to finish. The video is now reviewed and taken out of the video list (queue).

Adherence Management: Support Action

After interacting with patients, based on their adherence reporting, these interactions can be recorded on the platform for future reference, under **'Support actions'**. Front-end workers can choose categories and subcategories of action performed for seamless recording of follow-up -

- Calling
- Making a home visit
- Asking patients to make a visit to the facility

Marking Support actions



Step 1 – Click on Support Actions to log actions

Step 2 – Select the type of interaction

Step 3 – Select the outcome of the interaction

Step 4 – Click 'Add' to record the action

📌 Other notes can be added under the 'comments' field

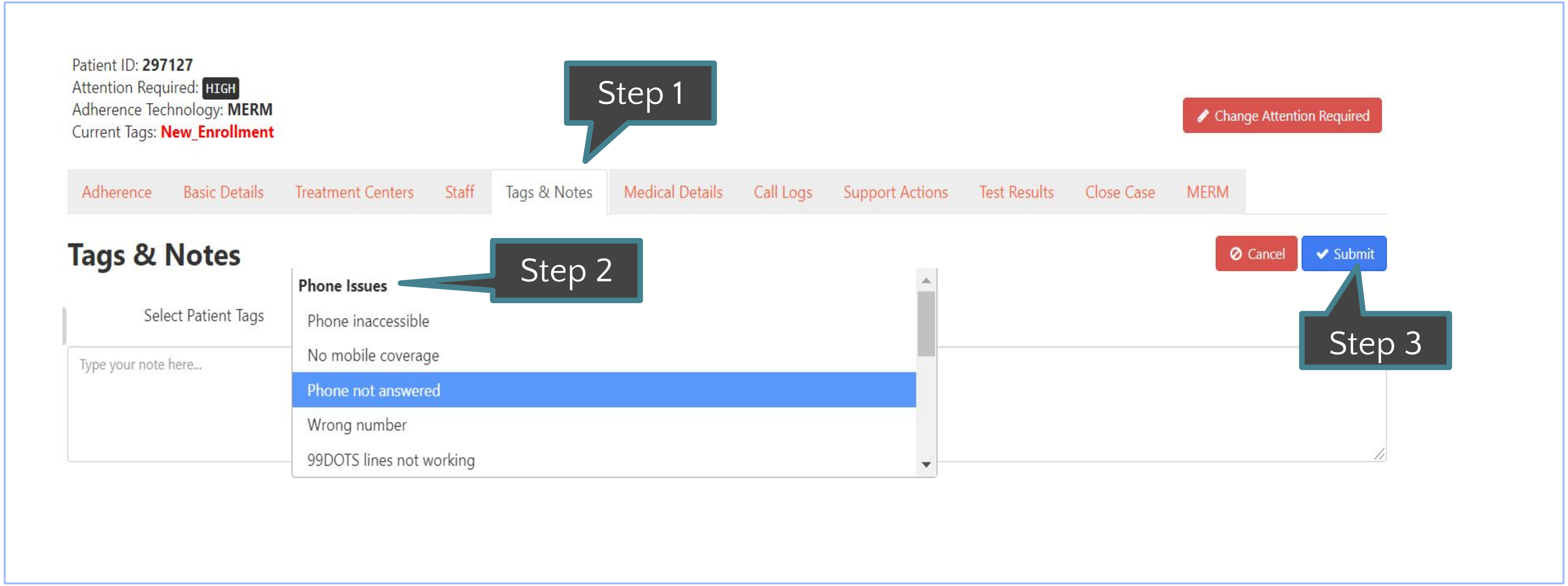
Adherence Management: updating behaviour

- The **Tags and Notes** functionality allows front-end workers to make essential notes pertaining to patient's care plan

- These notes can also be tagged under the available categories

- The calendar too can be updated manually, through **manual and missed doses (changing colour of calendar and logging dose)**

How to add Tags and Notes



Step 1 – Click on Tags & Notes Tab

Step 2– Choose the appropriate tag (one or more) and/or add in a note in the free text field

Step 3 – Click on Submit button

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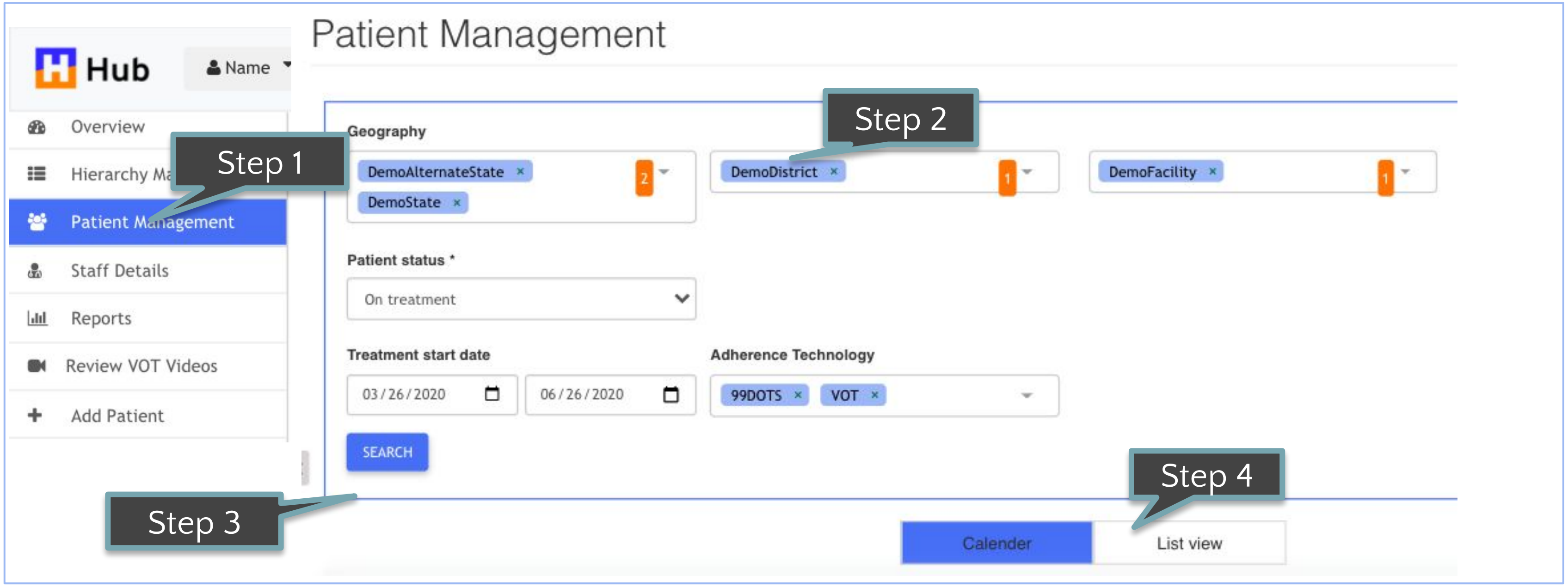
As a health care worker, it is essential to follow-up with patients who need **additional support with their treatment.**

The hub allows **easy identification** of such patients through various tools – **adherence calendar and task lists**.

Patient names, along with selected information can be viewed as a **list**, or in the form of an **adherence calendar**

How to view the list of patients?



Step 1 – Click on 'Patient engagement'

Step 2 – Choose required filters

Step 3 – Click on 'Search'

Step 4 – Select 'List view'

📌 Four filters are there – Geography, Patient status, Treatment start date and adherence technology

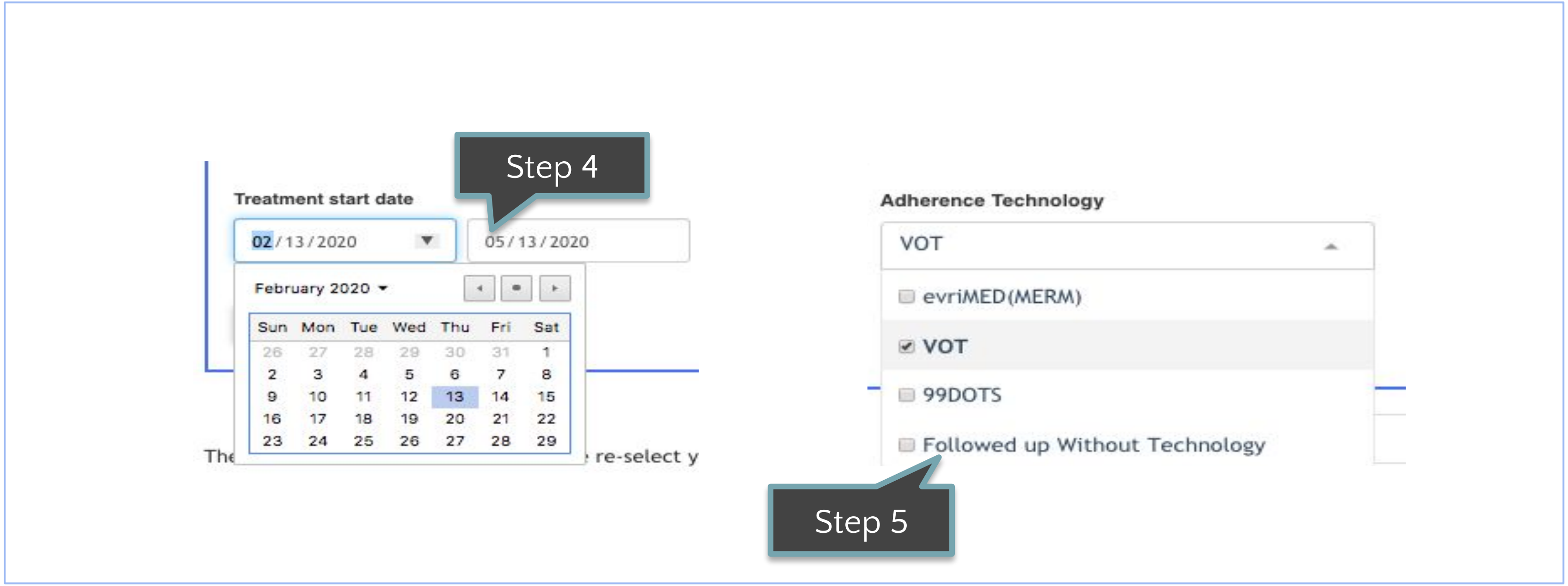
Selecting filter options (1/2)

Step 1 – Select required geographies

Step 2 – If applicable, select further geographies under the ones selected earlier

Step 3 – Select patient’s treatment status

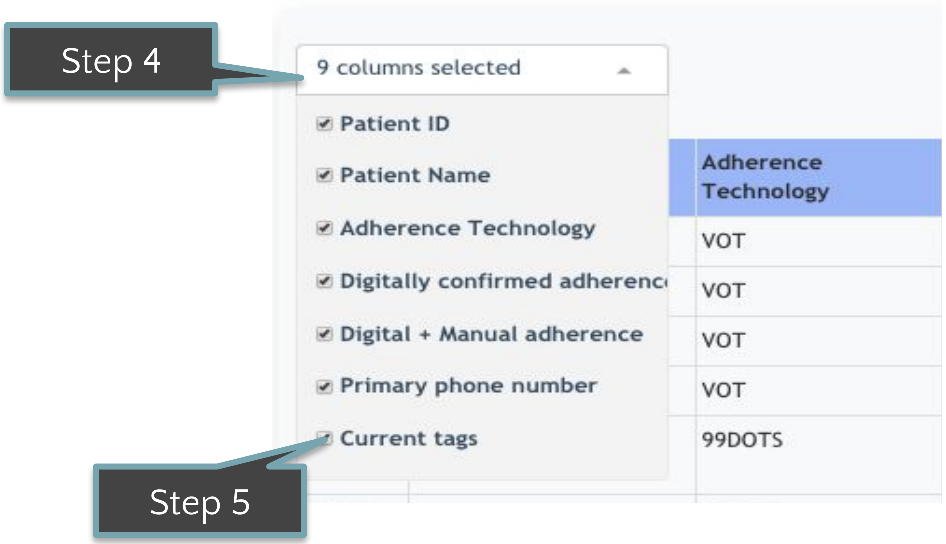
Selecting filter options (2/2)



Step 4 – Select the range of treatment start dates of patients in the final list

Step 5 – Check one or more technologies that you would like to view

Choosing column headers in the list view

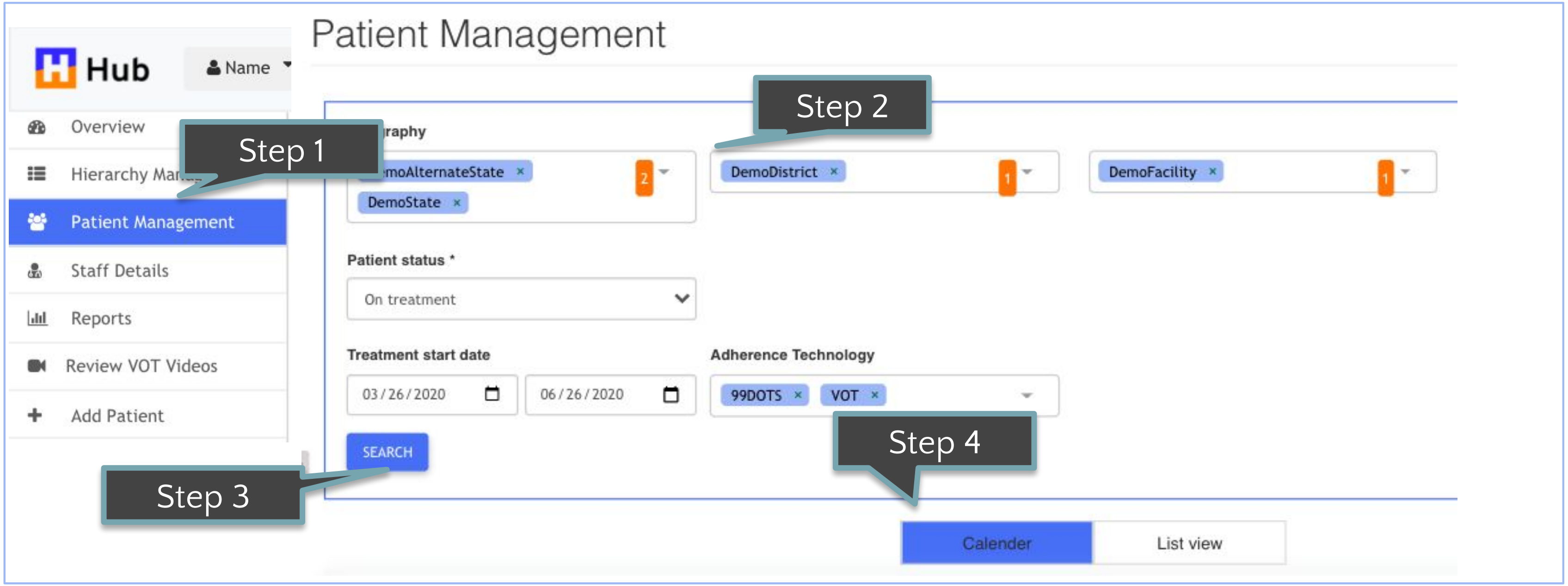


Step 4 – Select the dropdown above the list, titled **“x columns selected”**

Step 5 – Check the required information to be displayed

- Only 9 columns can be selected at any point, with the first 9 being selected by default
- Patient list is displayed across different pages, which can be viewed through the navigation on the right side

How to view the patient calendar?



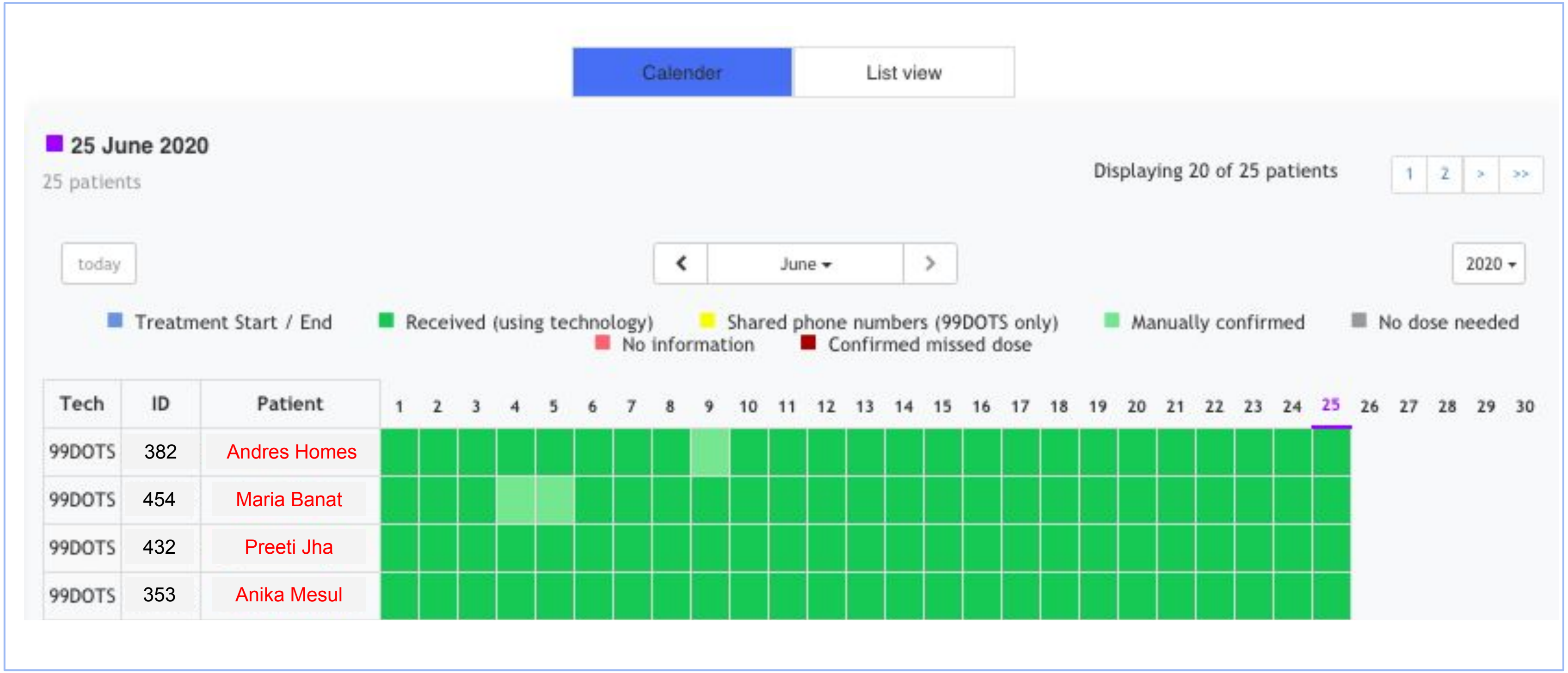
Step 1 – Click on 'Patient engagement'

Step 2 – Choose required filters

Step 3 – Click on 'Search'

Step 4 – Select 'Calendar'

Patient calendar view



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Once a patient completes treatment, or for other reasons, patient records can be closed after assigning one of the available outcomes

Treatment Outcomes

Cured – Patient who has completed treatment course, and clinical tests in the last month of treatment have shown the patient to be cured

Treatment completed – Patient has completed course of treatment without any evidence of treatment failure, but also no test results to confirm the status as cured

Treatment failed – Patient whose clinical tests indicate that the disease has not been cured towards the end of the treatment

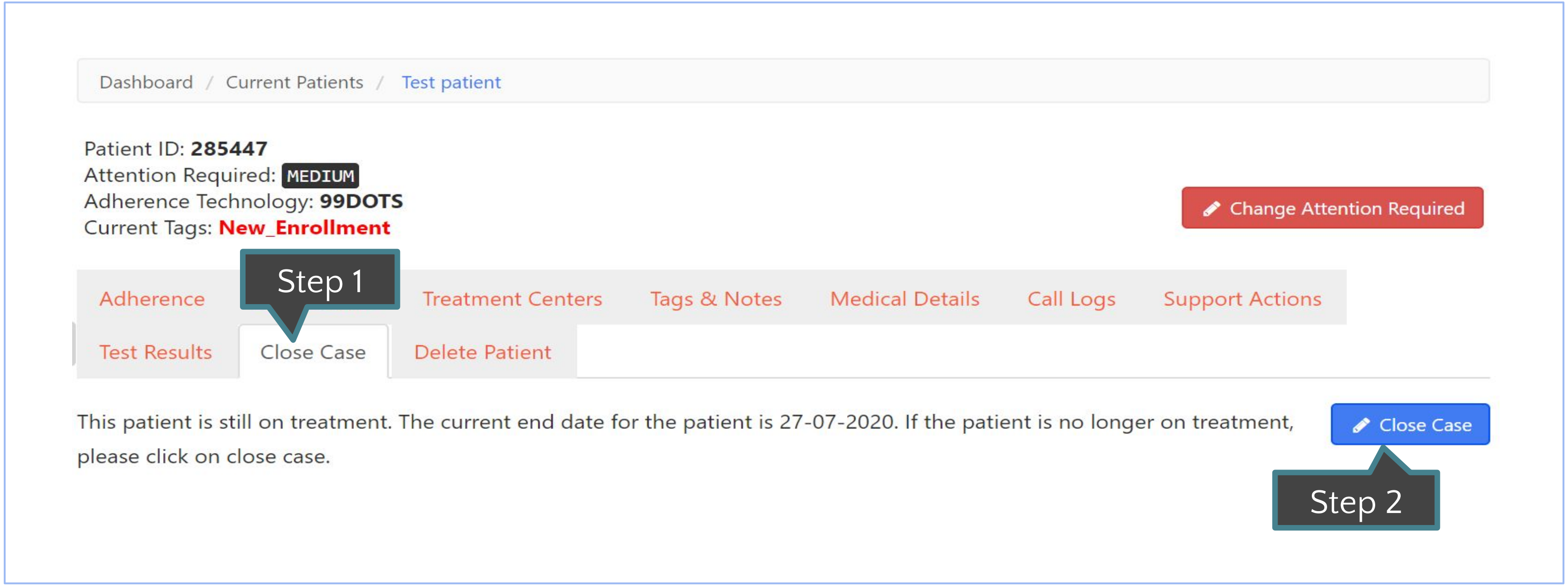
Died – Patient died during treatment

Lost to follow-up – Patient whose treatment was interrupted for a few consecutive months

Not evaluated – A patient for whom no treatment outcome is assigned. This includes cases "transferred out" to another treatment unit as well as cases for whom the treatment outcome is unknown

Treatment regimen changed – A patient who has been taken off an adherence technology or platform as their regimen has changed

Assigning a treatment outcome (1/2)



Step 1 – Click on the Close Case Tab

Step 2 – Click on Close Case button

Assigning a treatment outcome (2/2)

Step 3 – Select the Treatment Outcome from the list

Step 4 – Click on Submit button

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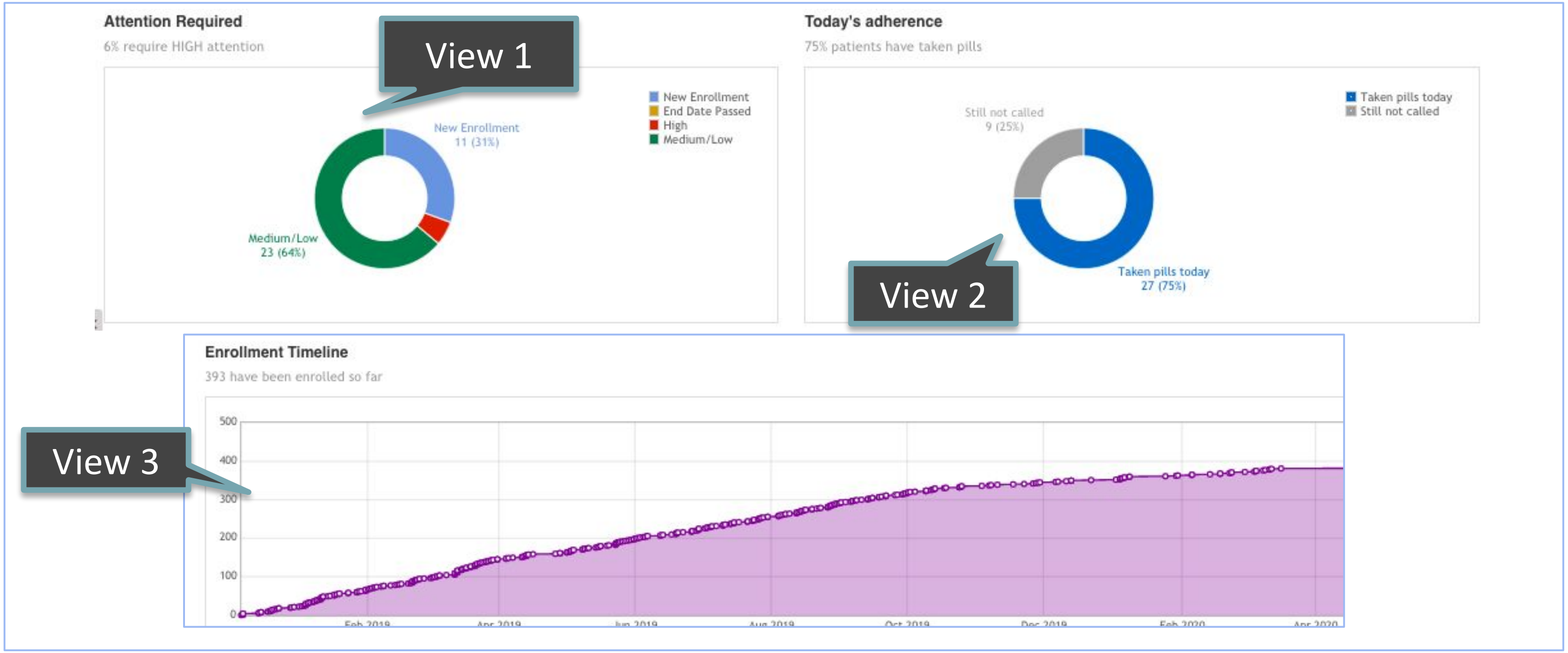
This feature allows you to view comprehensive reports, summary reports and overview based on the filters and data you require

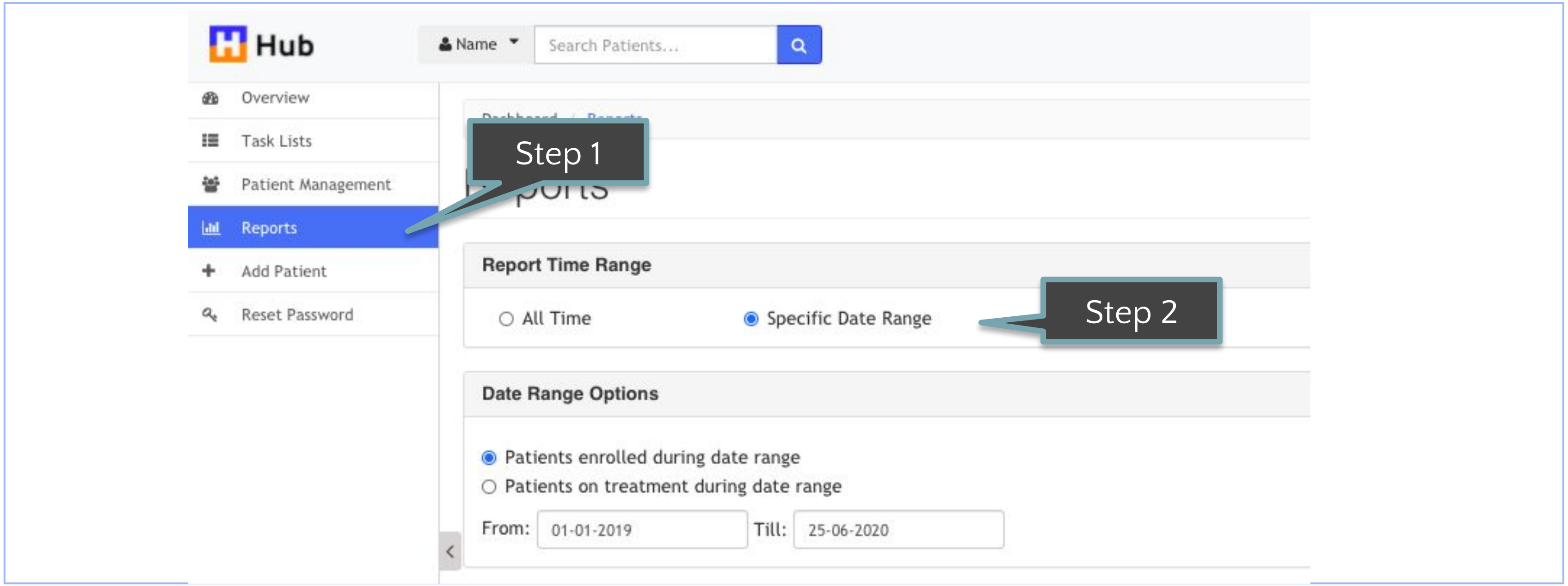
Overview Page



View 1 & 2– These sections provides adherence related overview

View 3 – This section provides enrollment timelines

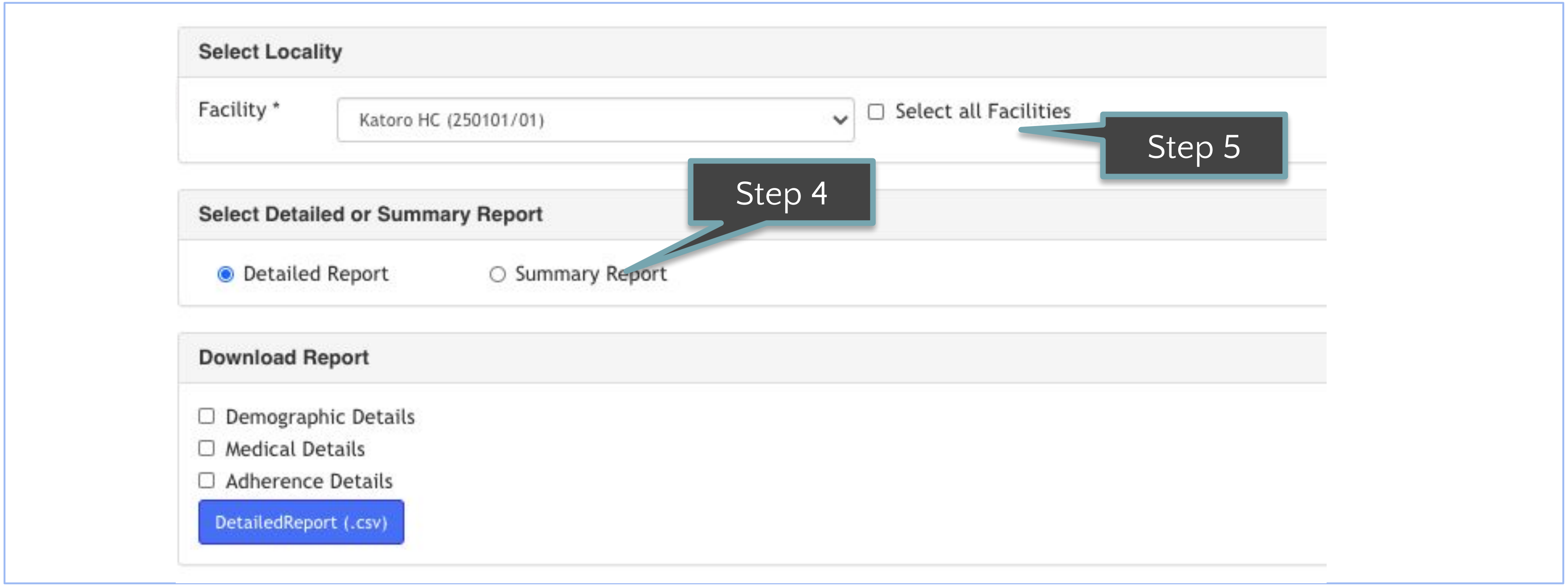
Reports



Step 1 – Go the to the 'Reports' section from the side bar

Step 2 – Select the date range (all time, or a specific range) between which patients were enrolled

Reports



Step 5 – Select the geographies

Step 6 – Select report type

Step 7 – For a detailed report, select categories of data to be included

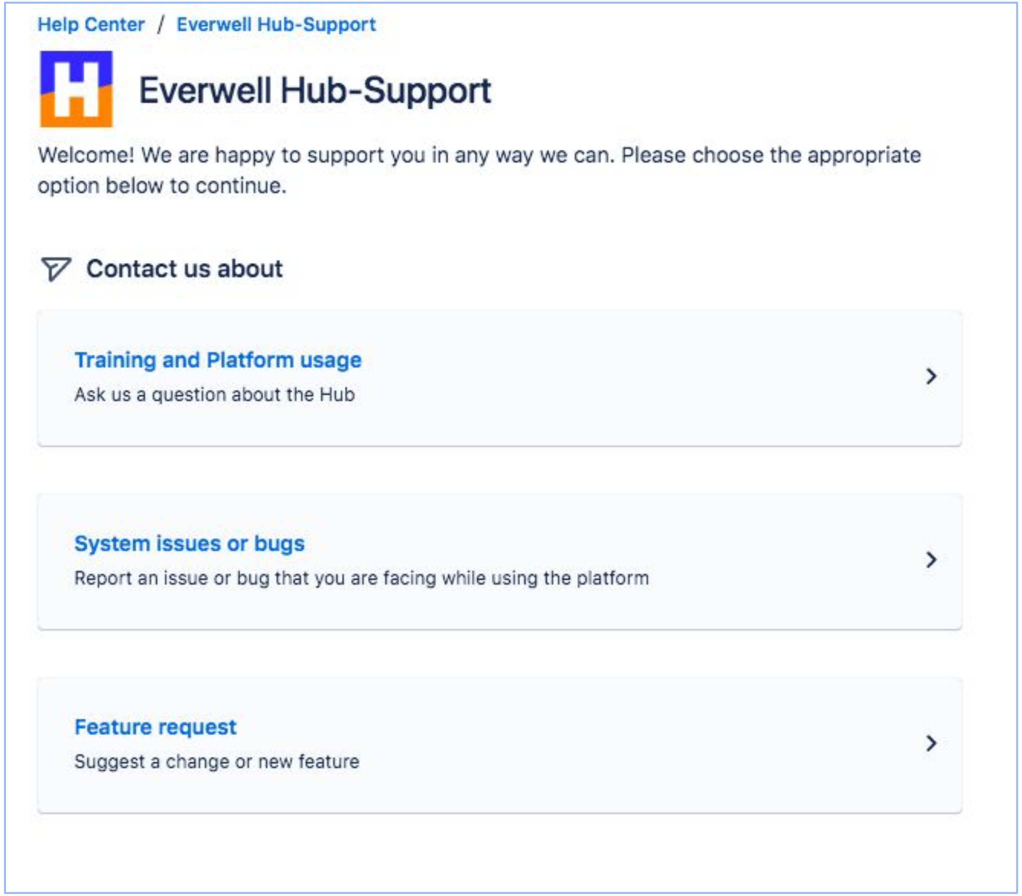
Troubleshooting

Do refer to program troubleshooting guides provided in case you face any issues

Please refer to the FAQs to understand the platform better. The Hub is divided into multiple modules, and questions on each module are answered as a part of the FAQs.

Please write to us about any issues, bugs, feedback or suggestions that you might have about the Hub platform here

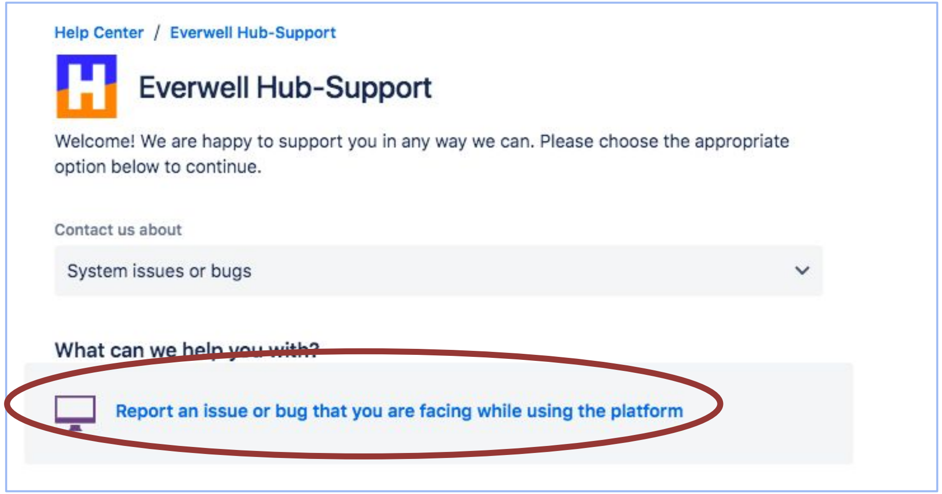
Helpdesk



The helpdesk can be accessed through this link – https://everwellhub.atlassian.net/servicedesk/customer/portal/3

Select the relevant category of your request (Training/queries on usage, issued with the platform and any request for features)

Helpdesk


Help Center / Everwell Hub-Support

Everwell Hub-Support

Welcome! We are happy to support you in any way we can. Please choose the appropriate option below to continue.

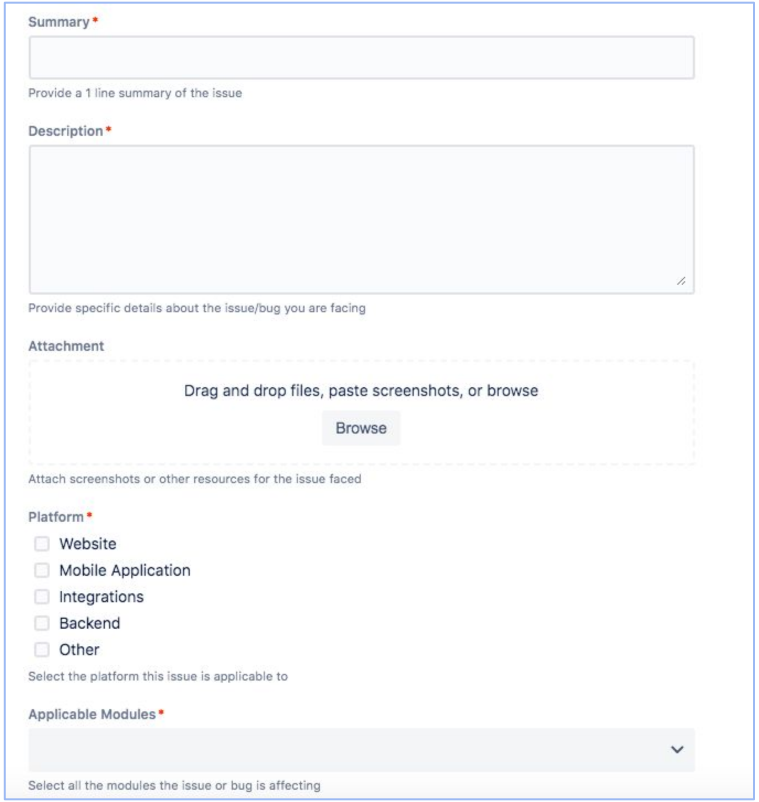
Contact us about

System issues or bugs

What can we help you with?

Report an issue or bug that you are facing while using the platform

- Select the grey box below 'What can we help you with?', and fill the form the follows beneath it.
- Please ensure all the required fields are filled, and submit the form. You will be notified via the e-mail provided on the form


Summary *

Provide a 1 line summary of the issue

Description *

Provide specific details about the issue/bug you are facing

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Attach screenshots or other resources for the issue faced

Platform *

- Website
- Mobile Application
- Integrations
- Backend
- Other

Select the platform this issue is applicable to

Applicable Modules *

Select all the modules the issue or bug is affecting