From the Office of Health Informatics

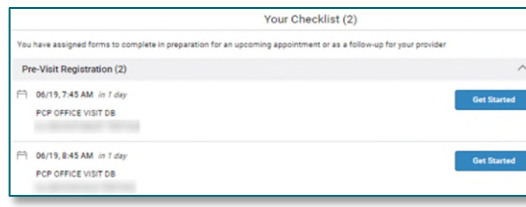
Oracle Health (Cerner) Millennium Virtual Patient Intake (Tonic) Clinical Workflow

April 25, 2025

Virtual Patient Intake (Tonic) is a real-time mobile patient intake and contactless check-in platform that provides a seamless and interactive way for patients to complete or update certain health intake questionnaires. Virtual patient intake (Tonic) enables patient data to automatically integrate into appropriate Oracle Health (Cerner) PowerForms. Virtual patient intake (Tonic) will ease staff workloads, provide up-to-date information, and improve patient experience.

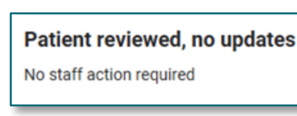
Patient Intake App

The **Patient Intake App** is used to review answers submitted by the patient and start the reconciliation process.



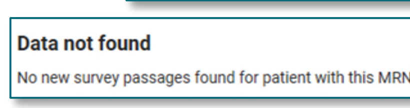
Note: **The patient receives the questionnaire via a link through appointment text reminders or they can complete these within their Patient Portal.**

- Select the **Patient Intake App** component within the Workflow MPage.
  - The list of clinical sections is presented under **Patient – Reported Records**.
  - The number near each section name shows the number of unverified items per section.
  - Note that there are different statuses of unverified patient responses.
    - **New** – marked with a purple diamond, newly added by the patient upon the last survey completion.
    - **Updated** – patient updated a previous answer upon the last survey completion.
    - **Removed** – patient removed a previous answer upon the survey completion.

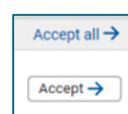


NOTE: **One of the following messages will appear if a patient has reviewed and there have been no updates made to medications and allergies.**

Data not found does not mean that PowerForm questionnaires were not completed by the patient.

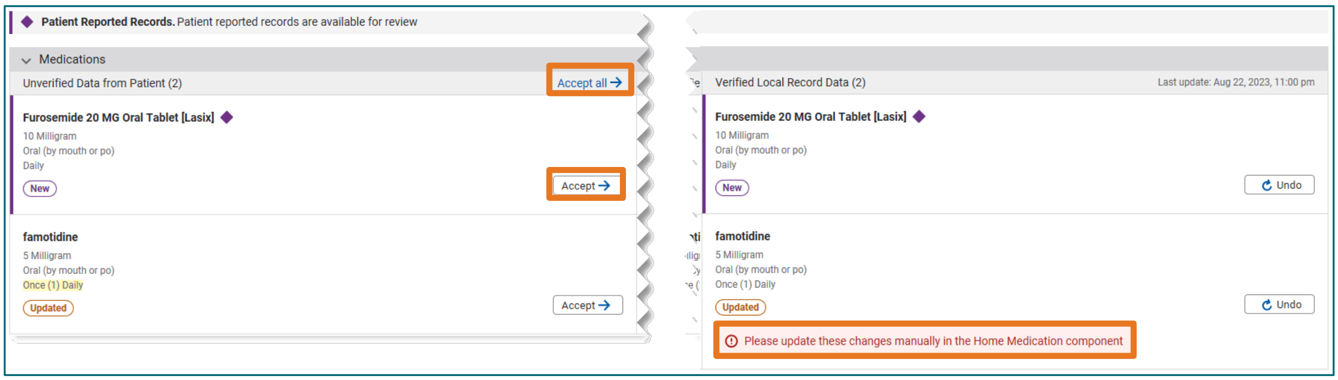


  - Review answers in the **Unverified Data from the Patient** column on the left for each section and confirm by selecting **Accept** or **Accept All** for each section.
    - **Accept** – enables verifying each item separately.
    - **Accept All** – enables varying all items in the section at once.



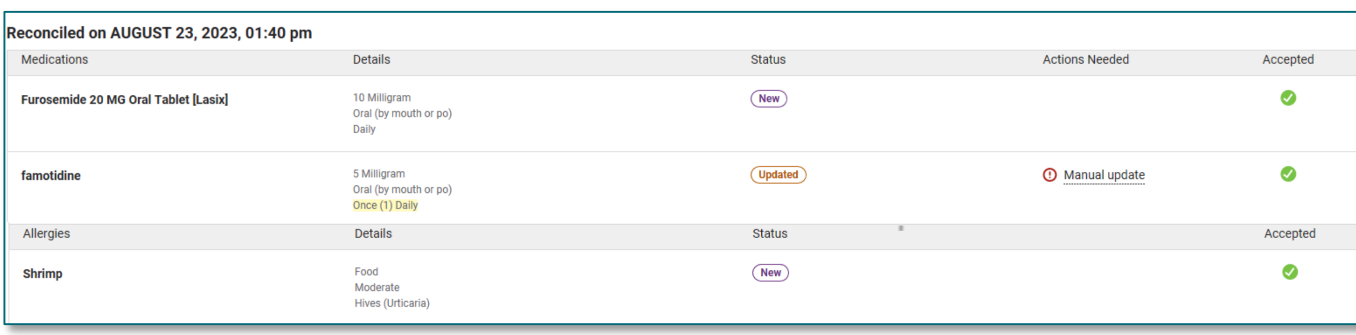
- Allergies
  - **All updates** made by the patient cross to the **Allergies** component once reconciliation is complete.

- **Medications**
  - **New medications** added by the patient cross to the **Home Medications** component once reconciliation is complete.
  - **Updated or Removed** medications by the patient need to be updated manually in the medication history.



NOTE: **If patient record was accepted inadvertently, there will be an Undo button under the verified record allowing changes to be reversed prior to hitting the reconcile button.**

- Once verification is completed for all sections, select the **Reconcile** button at the bottom of the screen.
- **Summary** screen with a list of all reconciled data will be available for 30 days from reconciliation or until the next time the patient answers the questions if completed earlier than 30 days.



Reconciled on AUGUST 23, 2023, 01:40 pm

Medications	Details	Status	Actions Needed	Accepted
Furosemide 20 MG Oral Tablet [Lasix]	10 Milligram Oral (by mouth or po) Daily	New		✓
famotidine	5 Milligram Oral (by mouth or po) Once (1) Daily	Updated	Manual update	✓
Allergies	**Details**	**Status**		**Accepted**
Shrimp	Food Moderate Hives (Urticaria)	New		✓

- Refresh Workflow MPage.
- Review the components on the Workflow MPage to see patients submitted answers, check for outside records, and manually update changes.
  - **Allergies**

- **Medications**
  - If outside records exist, a **purple diamond** will appear next to the label **Outside Records**.
    - Complete Seamless Workflow to pull in outside records, then make any necessary manual updates still needed from the patient submitted answers. For more information on Seamless Workflow for reconciling outside records, click here.
  - No outside records exist.
    - Click **Mark as Reviewed** on Allergies after reviewing for accuracy.
    - Click **Complete History** on Medications to manually update as necessary and add modify/compliance with a comment as per current workflow.

PowerForms

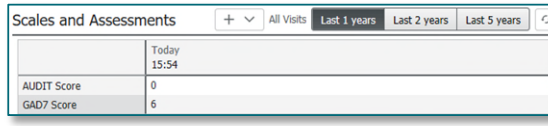
Several PowerForms will be presented to the patient either pre-appointment or at time of service, based on age and/or appointment type criteria. If the patient completes these prior to the intake process, the patient answers will cross to their associated PowerForms in Cerner, easing the workload of the staff. The section **must** be clicked for review for data to flow.

NOTE: **If forms are empty, staff need to ask questions and complete during the intake process, if the section would normally be asked as part of that visit.**

- **General Anxiety Severity**
- **Social Determinants (PRAPARE)**
  - Remember to click **Yes or No** for **Would the patient like help with any POSITIVE barriers identified today? (If no barriers are identified, select No)** Yes adds the patient to a report for Care Management to reach out.
  - Remember to click **Yes** for **ALL REQUIRED SDOH questions were answered** box. This satisfies the recommendation for another year.
- **Alcohol Screening**
- **M-CHAT**
- **5210 Healthy Habits**
  - Reminder to click only the age-appropriate section for review. When both are reviewed, it duplicates answers.

Areas to Review Data

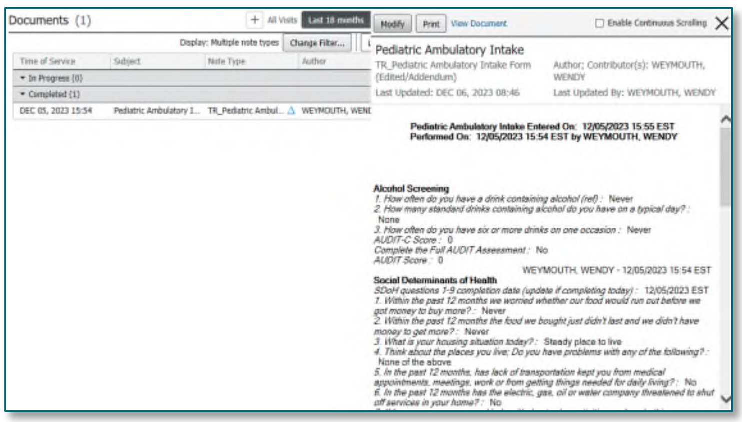
➢ **Scales and Assessments**



Scales and Assessments will display scores and results from some of the patient completed questionnaires if the section was reviewed during the intake process (GAD7 Score/AUDIT Score).

➢ **Textural Rendition (TR) Form Review**

Sections selected for review within the intake form will flow to the TR documentation for review under documents on the Workflow MPage.



➢ **Results Review**

Sections selected for review within the intake form will flow to **Assessments** or **All Flowsheets** with tonic flowsheet option under results review.