

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 guestionnaires. 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.
- \triangleright 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.

Optum

- 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.
- One of the following messages will appear if a patient has reviewed NOTE: 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 \geq
 - All updates made by the patient cross to the Allergies component once reconciliation is complete.

	Your Checklist (2)	
You	have assigned forms to complete in preparation for an upcoming appointment or as a follow-up for your provider	
P	e-Visit Registration (2)	^
Ħ	06/19,7.45 AM in f day PCP OFFICE VISIT DB	Get Started
Ħ	06/19, 845 AM in 1 day PCP OFFICE VISIT DB	Oet Started



Patient reviewed, no updates

No staff action required

Data not found

Accept all \rightarrow
Accept ->

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.

Datient Deported Decords: Datient reported records are available for review	× 1			
		1		
V Medications				
Unverified Data from Patient (2)	Accept all →	'e	Verified Local Record Data (2)	Last update: Aug 22, 2023, 11:00 pm
Furosemide 20 MG Oral Tablet [Lasix] 10 Milligram Oral (by mouth or po) Daily (New)	Accept		Furosemide 20 M6 Oral Tablet [Lasix] 10 Milligram Oral (by mouth or po) Daily (New)	C Undo
famotidine 5 Milligram Graf (by mouth or po) Once (1) Daily (Updated)	Accept ->	rţi -iligi -y -e(:	famotidine 5 Milligram Ora (ty mouth or po) Orace (1) Daily Updated O Please update these changes manually in the Home Medication component	C Undo

<u>NOTE</u>: 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		0
famotidine	5 Milligram Oral (by mouth or po) <mark>Once (1) Daily</mark>	(Updated)	Manual update	0
Allergies	Details	Status		Accepted
Shrimp	Food Moderate Hives (Urticaria)	New		0

- 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 <u>here</u>.
 - 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.

<u>NOTE</u>: 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.

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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).

\$	Scales and Assessm	ients	+ -	~	All Visits	Last 1 years	Last 2 years	Last 5 years	9
		Today 15:54							
	AUDIT Score	0							
L	GAD7 Score	6							

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.

1		Septe	ember 06, 2023 8:55 EDT - Januar	y 06, 2024 8:55 EST (Clini		
GAD-7 Generalized A	Show more results		C 🔹 🔶 💏 Recults Re	vie.		
AUDIT-C, AUDIT Inter	Clinical Data Novsheet	12/05/2023				-
Social Determinants	GAD-7 Generalized Arodety Descelar Data				(active contract	Antonini Charles Contracting the Person of the
M-CHAT Austism Scre	GAD2 Score	2	Flowsheet Teres Plowsheet	Procedure Selection Level	Torne Plowsheet	- @ Table O Group O List
1210 Frogram	GADT Pair	Het at all				September 19, 2024 0:00 EDT - September 19, 2024 23:59 EDT (Clie
ne ro r rogedill	CART WEIGHT	Section and the	Man da star	The second se		
Food Insecurity Inform	CARL Manual India	Sector and	Igg 6A52-7 Generalized Annely	[MORE AND CONTRACTOR OF CONTRACTOR		
	GEDT Redietures	Several diari.	K Audit-C	Tonk Howsheet	9-22 607	
	GAU/ Scott		AUDIT-C AUDIT Interview	GAD-T Generalized Analety Disorder Data	Amount days	
	GARY transfer ortaning	Several days	I M-CHAT Austism Screenin	GAD? Unable to Control Worty	Several days	
	GAET Unable to Control Warry	Several days	Ex S210 Program	GAD2 Score	2	
	GAD7 woming top much	Several days.	2 Social Determinants	AUDIT-C. AUDIT Interview Yersion Alcohol		
	AUDIT-C, AUDIT Interview Version Alcohol			Complete Full AUDIT Assessment	No	
	AUDIT-C Score	0		Freg Six Plus Drinks One Occasion Number Absolute Drinks of Debatrance	Less then m	
	Complete Full AUDIT Assessment	760		Freq of Drinks Containing Alcohol	Manthly or L.	
	Prag Six Plus Drinks One Occasion	Mexer		AUDIT Score	Net environment	
	Number Alcohol Drinks If Drinking	Harve		M-CHAT Assilism Screening		
	Prep of Drinks Containing Alcohol	Never		MCHAIT Child gets you to watch them	Yes	
	AUDITStore	9		MONAT Child like climbing	No	
	Social Determinants			MCHAP Child back you in the spe	Tes	
	Housing Situation Teslay	Steady place I		MCHAE Child looks at face for cue	Tes	
	Nexts assistance with daily activities	1 do not need		NACHAE Child smiles back at you	Yes	
	Fest lunely or notated	Nevel		MCHAT Child turns head to took MCHAT Child understand directions	Yes	
	Horstang Problems	None of the 2		MCHAT Child upset by everyday naises	Yes	
	Lack of Transportation Issues	140		MICHAE Dises your child walk	Tes	
	Utility Needs	140		MCHAT Habis up items for you to see	Yes	
	Child care interferer with work/uthool	No		NCHAT interested in other children	140	
	Stron completes cacatition			MCHAT Point with one Imper to thow interest	Yes	
	Providence of the second secon	12/05/2023		MCHAT Total	4	
				SACHAE Wonder # child is deaf	Yes	
				5210 Program		
				5210 Daily Servings of Fruits & Veg	3	
				5210 Weakly Number of Ereakfarts	3	
				5210 Weekly Number of Family Convers Resided Deterministics	3	
				Mousing Situation Today	Mare a place	
				Housing Problems Lack of Transportation Issues	Oven or stov Ves, it has ke	
				SDoH Completed Calculation	3	
				SDort Completed Date Food Invecarity Information	09/79/2024	
				Food bag/box provided	Ves	
				Past Year Wonled Our Food Would Run Out	Sometimes	
				MRS' PowerForms Sectator Ambulators Intake Form	Perchattric Am	
					and the second se	

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Health Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.