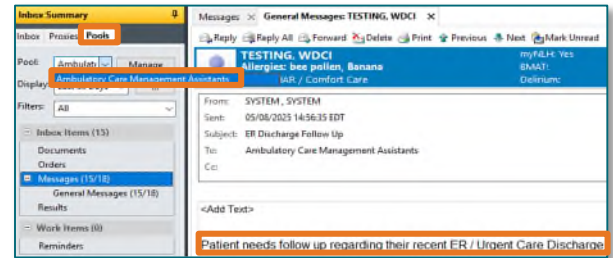


The Digital Care platform will be used to generate and send a link to ACO patients that have an email address on file to complete a questionnaire regarding follow-up after ER discharge.

Message Center Pool


- Upon discharge from the Emergency Room, an email will be sent to ACO patients *who have an email address on file*.
- If questionnaire responses identify follow-up is needed, the responses, which will vary, flow back to the Ambulatory Care Management Assistant pool

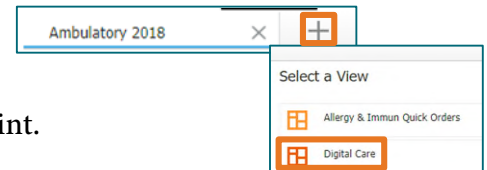


Digital Care MPage

Once the discharge order has been placed, the email being sent can be seen on the Digital Care MPage.

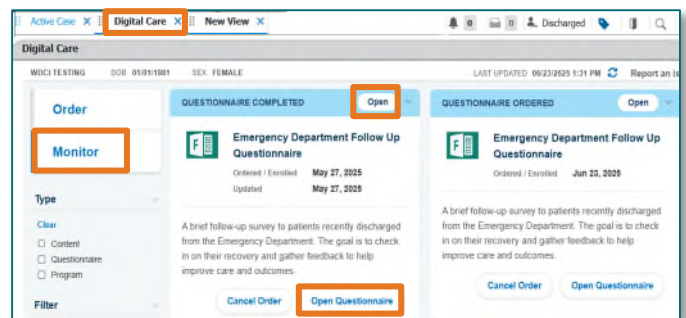
STEP 1: Navigate to the **Digital Care MPage**.

- If you do not currently have in view:
 - Click the **plus sign**  to add as MPage viewpoint.
 - Click Digital Care under Select a View.



STEP 2: Once on the **Digital Care** platform MPage, select the **Monitor** component on the left.

- The blue banner will display **Questionnaire Ordered** or **Questionnaire Completed**, as well as the type, **Emergency Department Follow Up Questionnaire** as well as the Ordered/Enrolled and Updated date.
 - No information displays for patients who do not have an email address on file.
- Click **Open** or **Open Questionnaire** on the **Questionnaire Completed** tile. This opens a new window to view patient answers.
 - Clicking **Open** or **Open Questionnaire** on the **Questionnaire Ordered** tile will only display the questions sent, no responses.



NOTE: Cancel Order will only erase the tile and does not retract the email sent to the patient.

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.