



---

Wednesday, September 27, 2023

---

## Table of Contents

---

<b>Tonic</b> .....	<b>2</b>
<b>Known Issues &amp; Updates</b> .....	<b>2</b>
<b>NEW:</b> Samsung 9 does not support Tonic. ....	2
BH embedded in Primary Care and Pediatric Practices.....	2
AR Gould Women’s Health has embedded Primary Care Providers.....	2
Question about IPAD codes. ....	2
IPAD sign-on by PSR staff. ....	2
IPAD sign-on by PSR staff not recognized.....	2
<b>Important Reminders</b> .....	<b>2</b>
Starting point for rooming process .....	2
Summary Sheet on Tonic Smart App .....	2
QR Codes.....	2
At-elbow support.....	2
iPad .....	3
Reminder – Thank the patient.....	3
Reminder – Do not need to re-ask questions.....	3
<b>Frequently Asked Questions</b> .....	<b>3</b>
<b>NEW:</b> What forms are sent to the patient and how often?.....	3
Does Tonic include Behavioral Health visits? .....	3
Will Bright Future forms be added for Well Child checks? .....	3
Are the following PowerForms included in Tonic for the Behavioral Health visits? .....	3
When the QR Code is scanned, does it take the patient directly to registration forms? .....	4

[Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!](#)

---

## Project Name Flash Flyer

### Tonic

#### Known Issues & Updates

**NEW:** Samsung 9 does not support Tonic.

#### **BH embedded in Primary Care and Pediatric Practices.**

- BH positions had Tonic Smart App added to the Table of Contents Menu.
  - BH staff can ignore this addition if they are not embedded in a Primary Care or Pediatric Practice.

#### **AR Gould Women's Health has embedded Primary Care Providers.**

- OB Clinic MA position had Tonic Smart App added to the Table of Contents Menu.
  - Women's Health MAs can ignore this addition if they do not have Primary Care Providers/Visits within the Practice.

#### **Question about IPAD codes.**

- The codes for IPADs at Practices- #7728.

#### **IPAD sign-on by PSR staff.**

- Username is email address and password.

#### **IPAD sign-on by PSR staff not recognized.**

- If staff are not recognized, notify the Practice Manager to submit via IAM.

#### Important Reminders

##### **Starting point for rooming process**

- Reminder to start the rooming process by clicking the Tonic Smart App.

##### **Summary Sheet on Tonic Smart App**

- Reminder that a summary sheet can be viewed under the Tonic Smart App for AMI+P completion by the patient and that staff reconciled.

##### **QR Codes**

- Please place the QR Code posters on the wall for patients use.

##### **At-elbow support**

- Reminder Experis staff is on site for three weeks to assist both staff and patients.

**iPad**

- Please have iPads available at check-in and charged for patient use.

**Reminder – Thank the patient**

- Reminder to thank patients for completing the questions.

**Reminder – Do not need to re-ask questions**

- Reminder that you do not need to re-ask questions that the patient filled out electronically, unless there is a significant change that may need some clarification from the last visit.

**Frequently Asked Questions**

**NEW: What forms are sent to the patient and how often?**

A	B	C	D	E
Population: Which patients should receive the form? What compliance rules should be used to trigger the correct form to the correct patient?				
Consent or Clinical Form Name	Clinic(All or specify)	Appointment type (All or specify)	Age criteria(All or specify)	Birth Sex criteria(A
<b>Clinical Forms</b>				
M-CHAT	All Clinics	Wellness- see appointment types in red	18 mo and 25 mo	
Edinburgh Postnatal Depression Screening	All Clinics	All appts up to 6 mo of age	2 wk, 2 mo, 4 mo,6- 7 mo	
5210 Healthy Habits	All Clinics	All appointment types- with exception of Appointment types noted with comment and highlighted in red	2-9 yrs and 10-18 years, once a year	
Adolescent Depression Screening (PHQ-9A)	All Clinics	All appointment types	12-18 yrs, once per calendar year	
General Anxiety Severity (GAD-7)	All Clinics	All appointment types,	once per calendar year , 18+	
Depression Screening (PHQ-9)	All Clinics	All appointment types	18+, once per calendar year	
Social Determinants of Health	All Clinics	All appointment types	all ages, once per calendar year	
Alcohol Screening (Audit-C)	All Clinics	All appointment types	yearly, 12+	
PAMI+P	All Clinics	All appointment types	all ages, every provider visit	

**Does Tonic include Behavioral Health visits?**

- Yes. Tonic includes the PCP Behavioral Health and PED Behav Hlth Visit types embedded in Primary Care and Pediatric Practices.

**Will Bright Future forms be added for Well Child checks?**

- These forms may be available in the future but are not at this time.

**Are the following PowerForms included in Tonic for the Behavioral Health visits?**

- PHQ (Depression Screening) – Yes
- AUDIT – Yes
- GAD 7 – Yes
- PTSD – No

## **Project Name Flash Flyer**

- CSSRS – No
- MDQ – No
- DAST – No
- HITS – No

### **When the QR Code is scanned, does it take the patient directly to registration forms?**

- **Yes. When patient's scan the QR Code at the office, it will present them with the registration forms (if not completed) and immediately followed by the clinical forms.**