WellSky

Frequently asked questions from the webinar

‘Solving for specialty pharmacies’ top concerns product demo with Citus Health’

by **Melissa Kozak**
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Q: What is the onboarding process for getting patient and contact information into the application? Are you able to feed data from other systems such as the EHR or pharmacy dispensing platforms?

A: Patient record creation happens automatically in Citus when a patient record is created in CPR+ or CareTend. The Citus Health Integration Engine (CHIE) can integrate directly into the database of other EHR systems if the customer has direct database access on premise.

Q: Are the forms integrated with the custom assessments in CPR+? We want to use data from forms within reports that we have written. We have many reports out of assessments for trending purposes.

A: No, they are not, but that is on the Citus/CareTend roadmap. CPR+ customers are using the Citus patient-facing forms to collect better data, more quickly from patients, and then staff are filling out the CPR+ assessments based on the patients’ answers to leverage the analytics within CPR+.

Q: If a question in the reporting form is changed, how does the system track historic information that was recorded? What is the process for version control?

A: You can have unlimited versions of the assessments forms and each form is clearly marked with the version. To prevent usage of a previous version of the form we recommend you untag the form in the Forms Manager which will prevent the form from being accessible. Only tagged forms can be sent to patients or filled out by staff.

Q: Is patient data from CPR+/ CareTend integrated with the Engagement Module? For example, if PT is entered in CPR+/CareTend does the Engagement Module “immediately” know about the patient (is PT in drop down links to send forms/documents)?

A: Yes, it happens in real time.

More specialty pharmacies rely on WellSky software than any other.

Q: Where would you look for the translation service? How do you activate it?

A: We use the Google Translate API which is activated based on the setting of a patient's mobile device. For example, if a patient's phone is set in Spanish and they receive a message from a staff member, the message will automatically translate to Spanish because of the phone setting.

Q: Can caregivers complete/sign documents and respond to refill requests on behalf of patients using the Engagement Module?

A: Yes, a caregiver can sign up and interact on the platform on behalf of a patient.

Q: Can I pull outcomes reports from the Engagement Module that I can share with manufacturers?

A: You can download the raw data from the assessments forms as an XLS or CSV file and then analyze that data to create a report which can be shared with manufacturers.

Q: Can I upload patient-specific educational content to the education center provided by manufacturers and send these materials to patients through the engagement module?

A: Yes, you can upload PDFs of any educational materials you would like into the education center and send them directly to a patient or to specific roles.

Q: Can my team learn how to edit and create forms, or will we have to call for assistance each time we need a change?

A: Your team will be able to create and customize forms as needed within the Engagement Module. Your customer success team will provide training on how to do this during the implementation process.

This webinar is available for on-demand viewing by clicking here. In this document, Melissa Kozak answers some of the most popular questions asked during the webinar.

Learn more! Contact your WellSky representative to see how WellSky and Citus Health can help your organization.

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