



epiCentre Advanced Training Guide

Using the adult version of epiCentre

Modules

- ❖ Managing and monitoring patient questionnaires
- ❖ Customising epiCentre
- ❖ Entering medication data



Managing and Monitoring Patient Questionnaires

ePPOC Questionnaire Protocol

ePPOC questionnaires are completed by patients at different time points during their episode of care at a pain management service.

The 4 most important time points to collect these questionnaires include:

1. **Referral questionnaire** – at referral/entry to the service
2. **Pathway Start questionnaire** – at the start of the treatment pathway (if the referral questionnaire was completed over 6 months ago)
3. **Pathway End questionnaire** – at the end of the treatment pathway
 - a. Here the Episode may also be ended in epiCentre **Note:** ending the episode in epiCentre is essential for the Post Episode outcome opportunity
4. **Post Episode Follow-up questionnaire** – at 3-6 months after the patient's episode has been ended.

If all 4 questionnaires are completed this maximises the reportable outcomes for patients and therefore maximises opportunities for improving care, at ePPOC we call this Score the Four!.

epiCentre Features

This module provides information about how to use the functions in epiCentre to make it easier to follow up patients and keep track of when questionnaires should be completed.

There are two main features available in epiCentre to assist with monitoring patients and their questionnaires. These are the:

- 1. Workflow Menu Bar (along the top of the main Questionnaires page)**
- 2. Automated Workflow Manager (at the bottom of all epiCentre pages).**

Workflow Menu Bar

epiCentre

PATIENTS QUESTIONNAIRES **USERS** FACILITY SETTINGS ABOUT EXTRACT LOGOUT

QUESTIONNAIRES Print list Blank questionnaires Refresh data

[Advanced search](#)

All (196) For action (39) Awaiting response (4) Requires follow-up (6) Received (29) Completed (34) Expired (14)

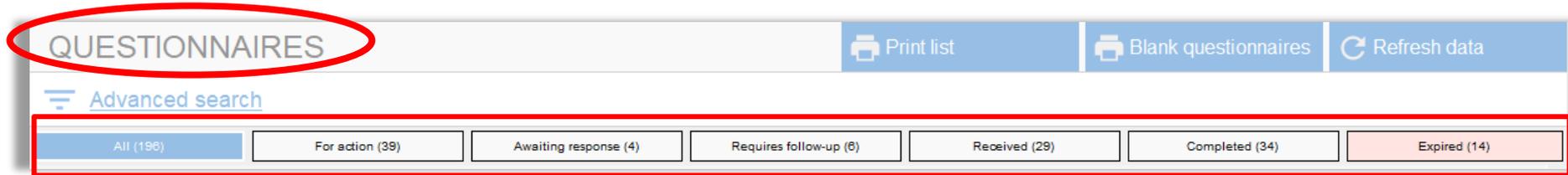
<input type="checkbox"/>	Patient	Category	Mode	Requested	Created	Completed	Status	
<input type="checkbox"/>	Jones Edward	Referral	Email	07/02/2020	07/02/2020	06/02/2020		
<input type="checkbox"/>	Jones Edward	Clinical Review	Post	18/02/2020				
<input type="checkbox"/>	Jones Edward	Referral	Email	01/04/2020	01/04/2020		X	
<input type="checkbox"/>	Jones Edward	Clinical Review	Post	01/04/2020	01/04/2020			
<input type="checkbox"/>	Jones Edward	Follow-up	Post	04/05/2020	09/09/2020			
<input checked="" type="checkbox"/>	White Joel	Referral	Email	01/10/2020	01/10/2020	01/10/2020		
<input type="checkbox"/>	Reid Kiley	Referral	Email	29/09/2020	29/09/2020			
<input type="checkbox"/>	Blackster Bettie	Referral	In clinic	17/02/2020	17/02/2020	01/09/2019		
<input type="checkbox"/>	Blackster Bettie	Pathway Start	Email	17/02/2020	17/02/2020	17/02/2020		
<input type="checkbox"/>	Blackster Bettie	Pathway Review		25/05/2020				
<input type="checkbox"/>	W W	Referral		15/09/2020				
<input type="checkbox"/>	XxX	Referral	In clinic	30/06/2020	30/06/2020			

Awaiting Episode Start **17** Outstanding Questionnaires **6** Send Post-Episode Follow-up **12**

Automated Workflow Manager

Workflow Menu Bar

The **Workflow menu bar** is shown at the top of the **QUESTIONNAIRES** screen



This consists of 7 tabs:

- **All** – shows *all* the questionnaires for *all* of your patients
- **For action** – these are questionnaires that have been created but *not yet sent*. For example, epiCentre has calculated that it's been 3 months since a patient's episode has ended and a questionnaire has been created for you to send out.
- **Awaiting Response** – you sent a questionnaire but *it hasn't been returned yet*.
- **Requires Follow-up** – you sent a questionnaire *over 2 weeks ago* and the patient hasn't returned it yet. This alerts you to follow them up.
- **Received** – the patient has returned the questionnaire but staff at the pain service *need to complete the medication section* (office use only section)
- **Completed** – patient and staff have both completed the questionnaire
- **Expired** – you sent the questionnaire *over 4 weeks ago* and the patient hasn't returned it.

This information is also shown via the colour coding on the main **QUESTIONNAIRES** screen.

Hovering your mouse cursor over each colour provides further information about the status of the questionnaire...

The screenshot shows a 'Questionnaires' interface with a 'Refresh data' button. Below are two filters: 'Completed (34)' and 'Expired (14)'. The main table has columns for 'Completed' (date) and 'Status' (color-coded bar). Each row also has a trash icon and a blue arrow icon. Callout boxes point to specific rows: one points to a green bar (received) and another to a yellow bar (ready to be sent).

Completed	Status
06/02/2020	Received (Green)
	For action (Blue)
	Expired (Red)
	Requires Follow up (Yellow)
01/10/2020	Received (Green)
	Awaiting Response (Grey)
01/09/2019	Completed (Dark Green)
17/02/2020	For action (Blue)
	Expired (Red)

This questionnaire was received on 6/2/2020. Double click to view the report & complete the office use only section

This questionnaire is ready to be sent. Double click to send it

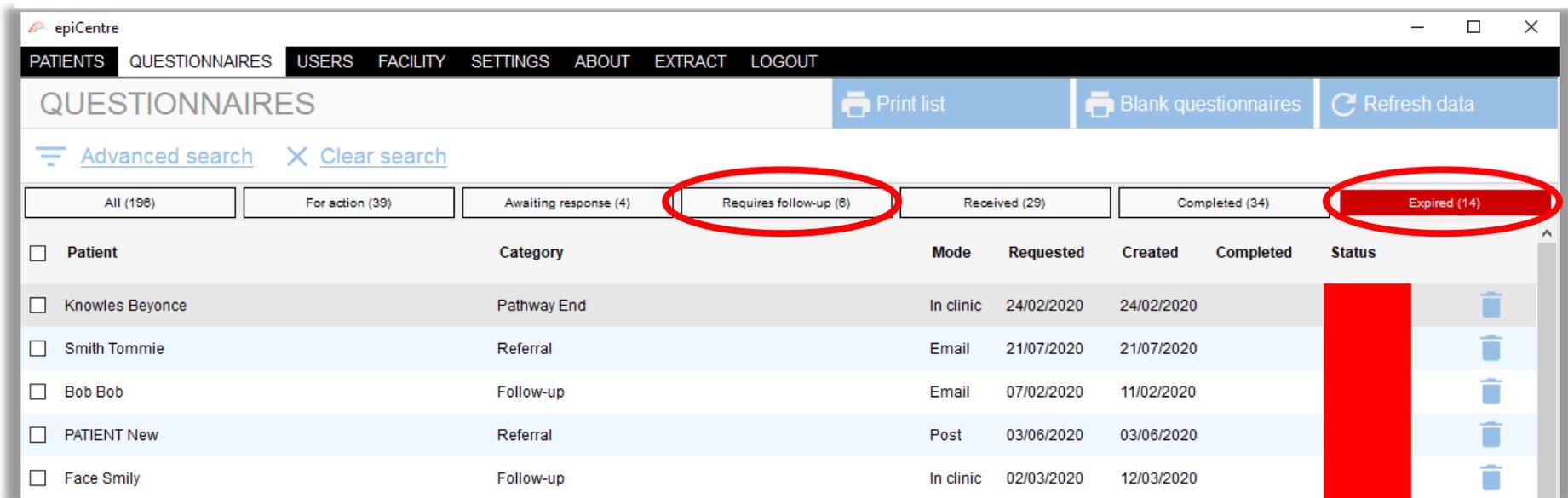
Colour coding is allocated as follows:

For action	Awaiting Response	Requires Follow up	Received	Completed	Expired
Double click to send your questionnaire	Double click to enter data. Or view the details.	Click on the arrow when you have followed your patient up	Double click to view the report or update the data	You have filled the office use only details. Double click to view the report	Your questionnaire has been created more than one month ago. Use the offline tool to complete the questionnaire or the individual questionnaire page.

Using the workflow menu bar functions

I want to follow up patients whose questionnaires are overdue.

1. Click on the **Requires Follow-up** tab – this shows a list of all patient questionnaires that were sent over 2 weeks ago and haven't been returned
2. Click on the **Expired tab** – this list shows questionnaires that were sent over 4 weeks ago.



The screenshot shows the epiCentre web application interface. At the top, there is a navigation bar with tabs: PATIENTS, QUESTIONNAIRES, USERS, FACILITY, SETTINGS, ABOUT, EXTRACT, and LOGOUT. Below this is a sub-header for QUESTIONNAIRES with buttons for Print list, Blank questionnaires, and Refresh data. There is also an Advanced search section with a search icon and a Clear search button. The main content area features a horizontal menu bar with several tabs: All (196), For action (39), Awaiting response (4), Requires follow-up (6), Received (29), Completed (34), and Expired (14). The 'Requires follow-up (6)' and 'Expired (14)' tabs are circled in red. Below the menu bar is a table of questionnaires with columns for Patient, Category, Mode, Requested, Created, Completed, and Status. The 'Status' column is highlighted in red. The table contains five rows of data.

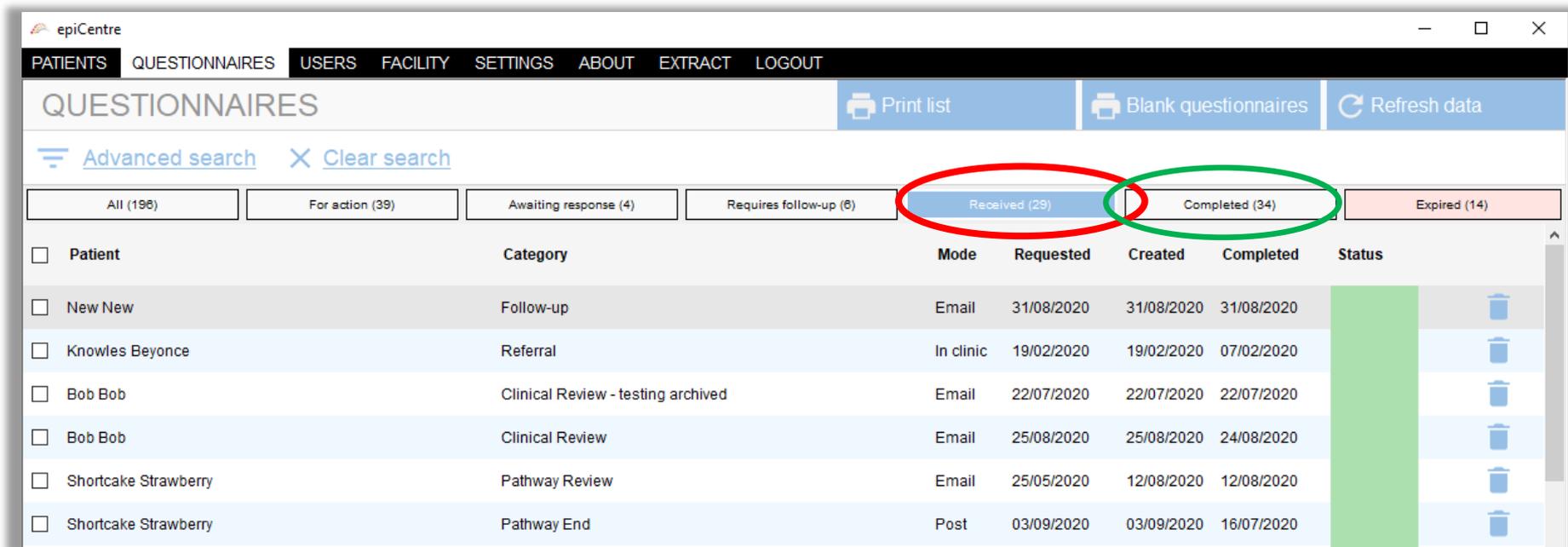
<input type="checkbox"/>	Patient	Category	Mode	Requested	Created	Completed	Status
<input type="checkbox"/>	Knowles Beyonce	Pathway End	In clinic	24/02/2020	24/02/2020		
<input type="checkbox"/>	Smith Tommie	Referral	Email	21/07/2020	21/07/2020		
<input type="checkbox"/>	Bob Bob	Follow-up	Email	07/02/2020	11/02/2020		
<input type="checkbox"/>	PATIENT New	Referral	Post	03/06/2020	03/06/2020		
<input type="checkbox"/>	Face Smily	Follow-up	In clinic	02/03/2020	12/03/2020		

The customising epiCentre section will show you how to modify these time periods for your service.

Using the workflow menu bar functions

Our admin staff enter the questionnaire information but I do the medication calculations. How do I know which questionnaires need the 'office use only section' completed?

Just click on the '**Received**' tab to show the questionnaires that require staff to complete the medication section. Once the medication section has been completed, the questionnaire moves into the '**Completed**' tab.



The screenshot shows the epiCentre web application interface. The top navigation bar includes 'PATIENTS', 'QUESTIONNAIRES', 'USERS', 'FACILITY', 'SETTINGS', 'ABOUT', 'EXTRACT', and 'LOGOUT'. Below this, the 'QUESTIONNAIRES' section is active, displaying a workflow menu bar with tabs for 'All (198)', 'For action (39)', 'Awaiting response (4)', 'Requires follow-up (6)', 'Received (29)', 'Completed (34)', and 'Expired (14)'. The 'Received (29)' tab is highlighted with a red circle, and the 'Completed (34)' tab is highlighted with a green circle. Below the menu bar, a table lists questionnaire entries with columns for Patient, Category, Mode, Requested, Created, Completed, and Status. The table includes rows for 'New New', 'Knowles Beyonce', 'Bob Bob', 'Shortcake Strawberry', and 'Shortcake Strawberry'.

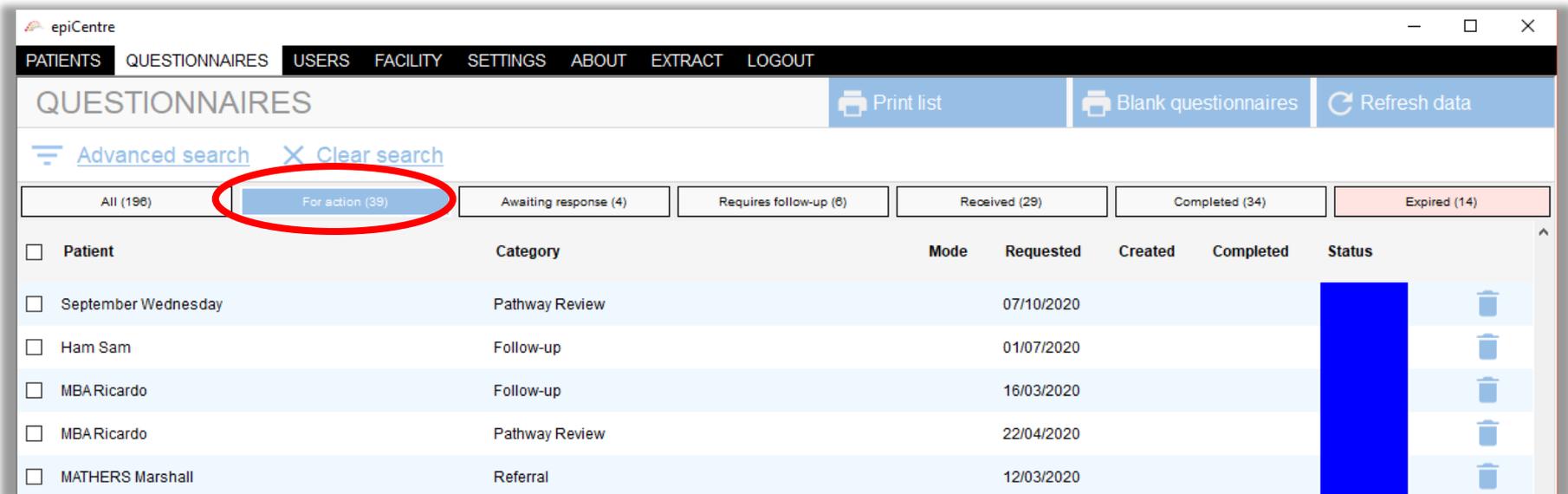
<input type="checkbox"/>	Patient	Category	Mode	Requested	Created	Completed	Status
<input type="checkbox"/>	New New	Follow-up	Email	31/08/2020	31/08/2020	31/08/2020	
<input type="checkbox"/>	Knowles Beyonce	Referral	In clinic	19/02/2020	19/02/2020	07/02/2020	
<input type="checkbox"/>	Bob Bob	Clinical Review - testing archived	Email	22/07/2020	22/07/2020	22/07/2020	
<input type="checkbox"/>	Bob Bob	Clinical Review	Email	25/08/2020	25/08/2020	24/08/2020	
<input type="checkbox"/>	Shortcake Strawberry	Pathway Review	Email	25/05/2020	12/08/2020	12/08/2020	
<input type="checkbox"/>	Shortcake Strawberry	Pathway End	Post	03/09/2020	03/09/2020	16/07/2020	

The managing medications section will show you how to enter the medications data.

Using the workflow menu bar functions

A patient completed a group pain program, was discharged and then returned for a 3 month review appointment. She completed a paper version of the 3-6 month follow up questionnaire but I don't know where to enter it.

Click on the ***'For action'*** tab – epiCentre automatically creates a questionnaire 3 months after a patient has been discharged and has had their episode ended and stores it in the ***'For action'*** list.



The screenshot shows the epiCentre web application interface. The top navigation bar includes links for PATIENTS, QUESTIONNAIRES, USERS, FACILITY, SETTINGS, ABOUT, EXTRACT, and LOGOUT. The main heading is 'QUESTIONNAIRES', with options for 'Print list', 'Blank questionnaires', and 'Refresh data'. Below this, there are search filters for 'Advanced search' and 'Clear search'. A horizontal menu bar contains several tabs: 'All (198)', 'For action (39)', 'Awaiting response (4)', 'Requires follow-up (8)', 'Received (29)', 'Completed (34)', and 'Expired (14)'. The 'For action (39)' tab is highlighted with a red circle. Below the menu bar is a table with columns for Patient, Category, Mode, Requested, Created, Completed, and Status. The table lists several questionnaire entries, including 'September Wednesday', 'Ham Sam', 'MBA Ricardo', and 'MATHERS Marshall'.

Patient	Category	Mode	Requested	Created	Completed	Status
<input type="checkbox"/> September Wednesday	Pathway Review		07/10/2020			
<input type="checkbox"/> Ham Sam	Follow-up		01/07/2020			
<input type="checkbox"/> MBA Ricardo	Follow-up		16/03/2020			
<input type="checkbox"/> MBA Ricardo	Pathway Review		22/04/2020			
<input type="checkbox"/> MATHERS Marshall	Referral		12/03/2020			

The questionnaire will be labelled with the patient's name and the Category will be ***'Follow-up'***.

The screenshot shows the epiCentre interface with a navigation bar (PATIENTS, QUESTIONNAIRES, USERS, FACILITY, SETTINGS, ABOUT, EXTRACT, LOGOUT) and a 'QUESTIONNAIRES' header. Below the header are buttons for 'Print list', 'Blank questionnaires', and 'Refresh data'. A search bar contains 'Advanced search' and 'Clear search'. A filter bar shows 'All (196)', 'For action (39)', 'Awaiting response (4)', 'Requires follow-up (6)', 'Received (29)', 'Completed (34)', and 'Expired (14)'. The 'For action (39)' filter is circled in red. Below the filter bar is a table with columns: Patient, Category, Mode, Requested, Created, Completed, and Status. The table contains two rows: 'September Wednesday' with Category 'Pathology Review' and 'Ham Sam' with Category 'Follow-up'. A red arrow points from the 'For action (39)' filter to the 'Follow-up' category in the second row.

Patient	Category	Mode	Requested	Created	Completed	Status
<input type="checkbox"/> September Wednesday	Pathology Review		07/10/2020			
<input type="checkbox"/> Ham Sam	Follow-up		01/07/2020			

As before:

- Double click on the patient's name/line then select 'In clinic' and click ***'Create Now'*** in the **add a questionnaire** box.

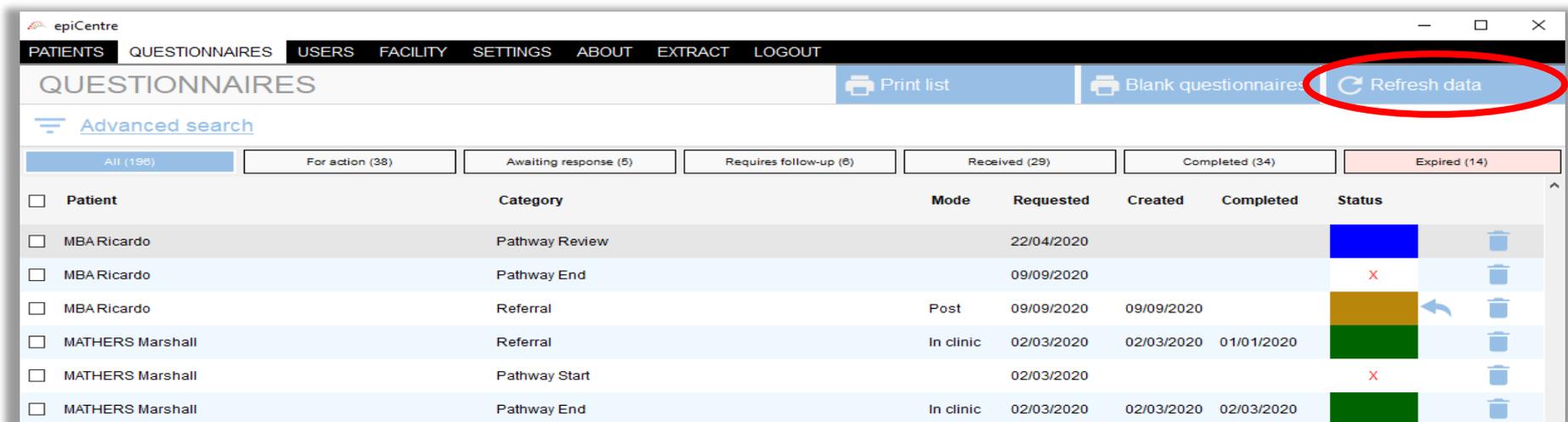


- Then in the Questionnaire manager box click 'Enter questionnaire' to add in the patients questionnaire details.



IMPORTANT!

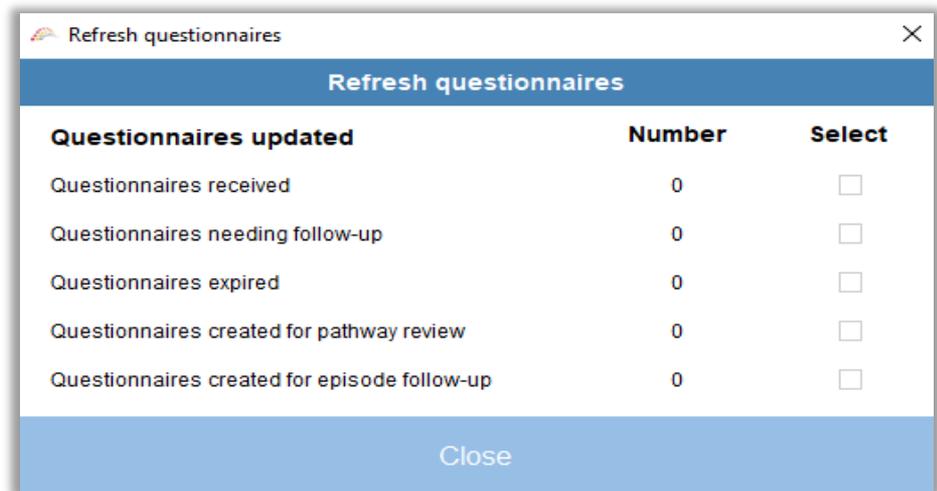
The information in the **Workflow Menu Bar** is generated by epiCentre and requires regular updating to be useful to you. Update the status of questionnaires **daily** by hitting the **Refresh data** button.



The screenshot shows the epiCentre interface for managing questionnaires. The top navigation bar includes 'PATIENTS', 'QUESTIONNAIRES', 'USERS', 'FACILITY', 'SETTINGS', 'ABOUT', 'EXTRACT', and 'LOGOUT'. Below this, the 'QUESTIONNAIRES' section has buttons for 'Print list', 'Blank questionnaire', and 'Refresh data' (circled in red). A filter bar shows counts for various questionnaire statuses: All (198), For action (38), Awaiting response (5), Requires follow-up (6), Received (29), Completed (34), and Expired (14). A table below lists individual questionnaires with columns for Patient, Category, Mode, Requested, Created, Completed, and Status.

Patient	Category	Mode	Requested	Created	Completed	Status
<input type="checkbox"/> MBA Ricardo	Pathway Review		22/04/2020			Blue
<input type="checkbox"/> MBA Ricardo	Pathway End		09/09/2020			Red X
<input type="checkbox"/> MBA Ricardo	Referral	Post	09/09/2020	09/09/2020		Yellow
<input type="checkbox"/> MATHERS Marshall	Referral	In clinic	02/03/2020	02/03/2020	01/01/2020	Green
<input type="checkbox"/> MATHERS Marshall	Pathway Start		02/03/2020			Red X
<input type="checkbox"/> MATHERS Marshall	Pathway End	In clinic	02/03/2020	02/03/2020	02/03/2020	Green

Whenever you **Refresh data** you will be informed of what has happened in a pop up box.



The pop-up box titled 'Refresh questionnaires' displays a summary of updated questionnaires. It includes a table with columns for 'Questionnaires updated', 'Number', and 'Select'.

Questionnaires updated	Number	Select
Questionnaires received	0	<input type="checkbox"/>
Questionnaires needing follow-up	0	<input type="checkbox"/>
Questionnaires expired	0	<input type="checkbox"/>
Questionnaires created for pathway review	0	<input type="checkbox"/>
Questionnaires created for episode follow-up	0	<input type="checkbox"/>

Close

Automated Workflow Manager



The **Automated Workflow Manager** complements the Workflow Menu Bar making following up and monitoring patients easier. It provides **automated reminders** to alert you to patients who may require attention.

Situated at the bottom of every epiCentre screen, the **Automated Workflow Manager** shows you :

- **Awaiting episode start** – Patients who have a referral date and have not started an episode of care (within 2 weeks)
- **Outstanding questionnaires** – Questionnaires sent that have not had a response after 2 weeks
- **Send Post-Episode Follow-up** – Patients who have finished their episode of care and need their 3-6 month post-episode follow-up questionnaire sent to them.
 - **Note:** To open any of these lists just click on the up arrows, once open the arrows will point down, close them by clicking on the down arrows.





The **Awaiting episode start** tab alerts you to patients who have a referral date but have not yet started an episode of care. These may be:

- Patients who were referred to your service (and perhaps completed an Initial/Referral Questionnaire) but don't appear to have attended the service.

This is an easy way of following up on patients and keeping a check on long wait times for patients to commence care.

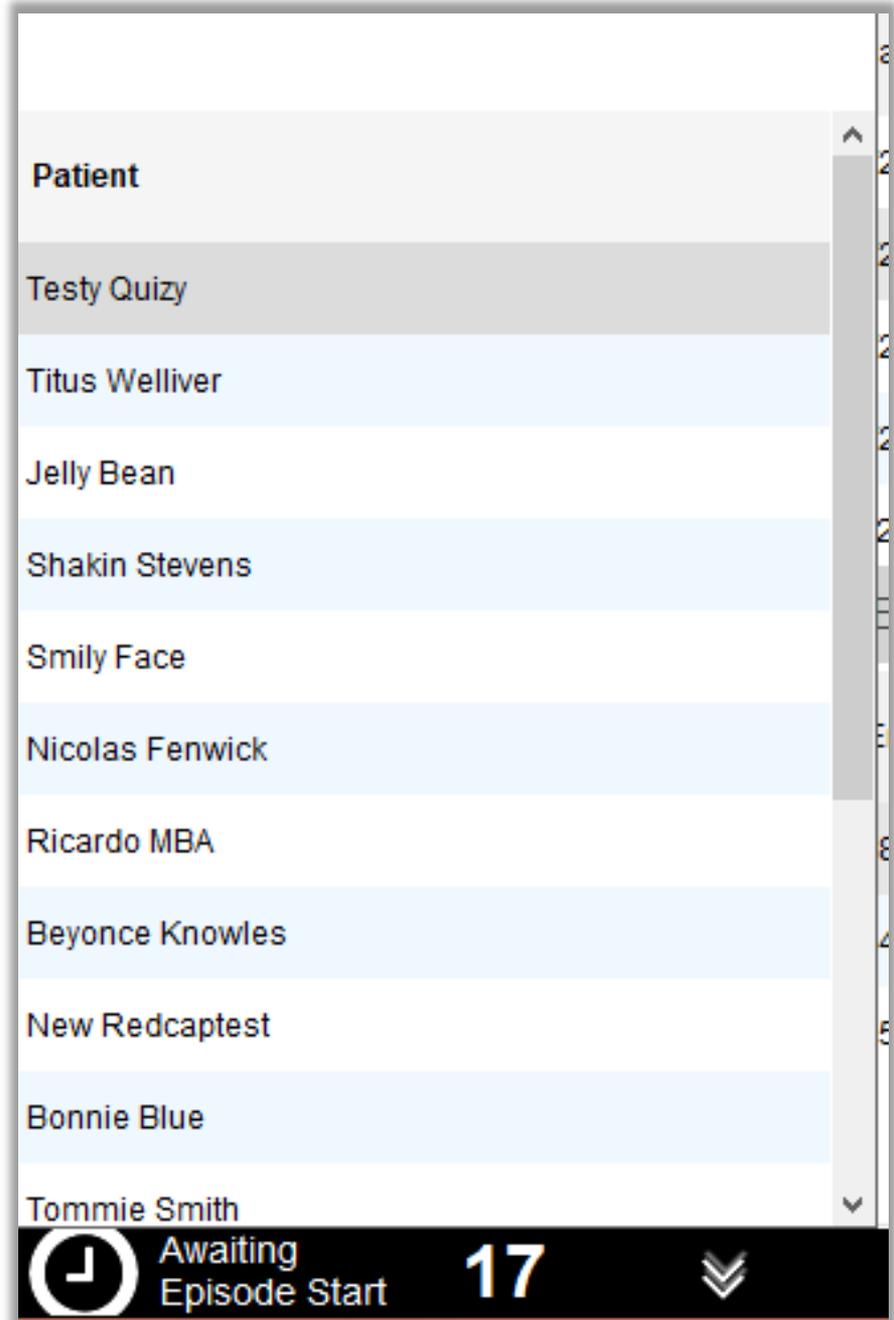
Wait time from referral to episode start is reported in your ePPOC reports.

To access this list:

- Hit the **UP** arrow on the black bar 
- The list of patients awaiting an episode start appears
- Then simply click on the names you wish to follow-up or action.

For example:

- If the patient is not coming back you could archive them
- Or you could start their episode of care if you followed them up, this will clear them from the list.



The **Outstanding Questionnaires** tab shows you the patients who have been sent a questionnaire but haven't returned it within a **timeframe of 2 weeks**. (This time period can be customised – the customising epiCentre section will show you how.)

To access this list:

- Hit the UP arrow on the black bar 
- The list of patients with outstanding questionnaires appears

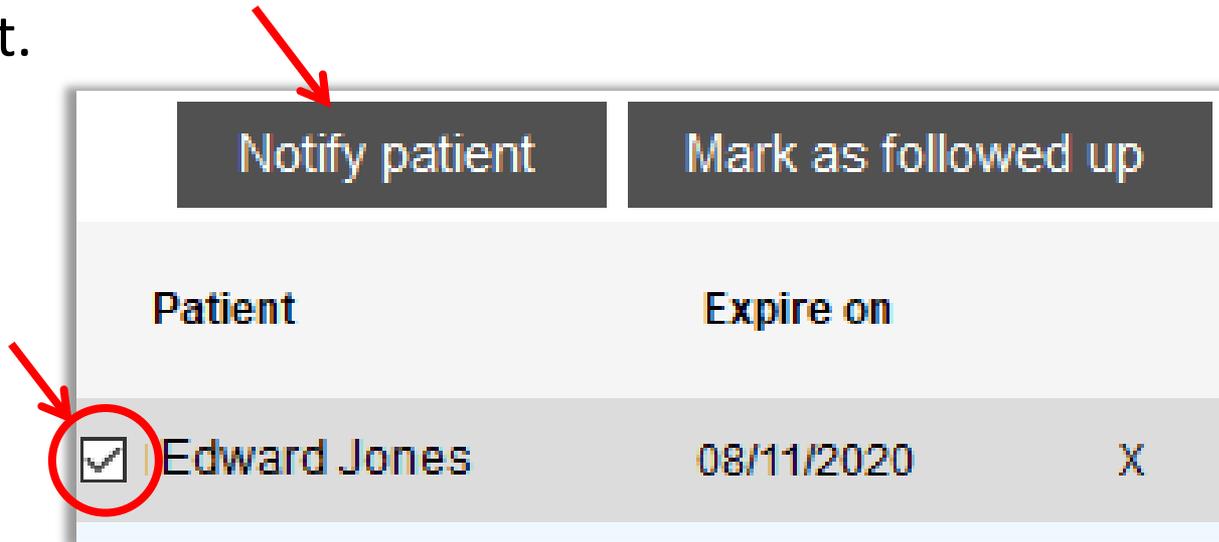
Notify patient		Mark as followed up	
Patient	Expire on		
<input type="checkbox"/> Jones Edward	08/11/2020		X
<input type="checkbox"/> Testy Quizy	09/11/2020		X
<input type="checkbox"/> Polly Pear	13/11/2020		X
<input type="checkbox"/> New New	08/11/2020		X
<input type="checkbox"/> Ricardo MBA	08/11/2020		X
<input type="checkbox"/> Shakin Stevens	08/11/2020		X

← Outstanding Questionnaires 6 ↓

Then to action items in the list you can do the following...

Contact the patient to remind them to complete the questionnaire

- Click on the **check box** for patients you want to remind
- Click **Notify patient**
- Once actioned the patients name will disappear from the list.

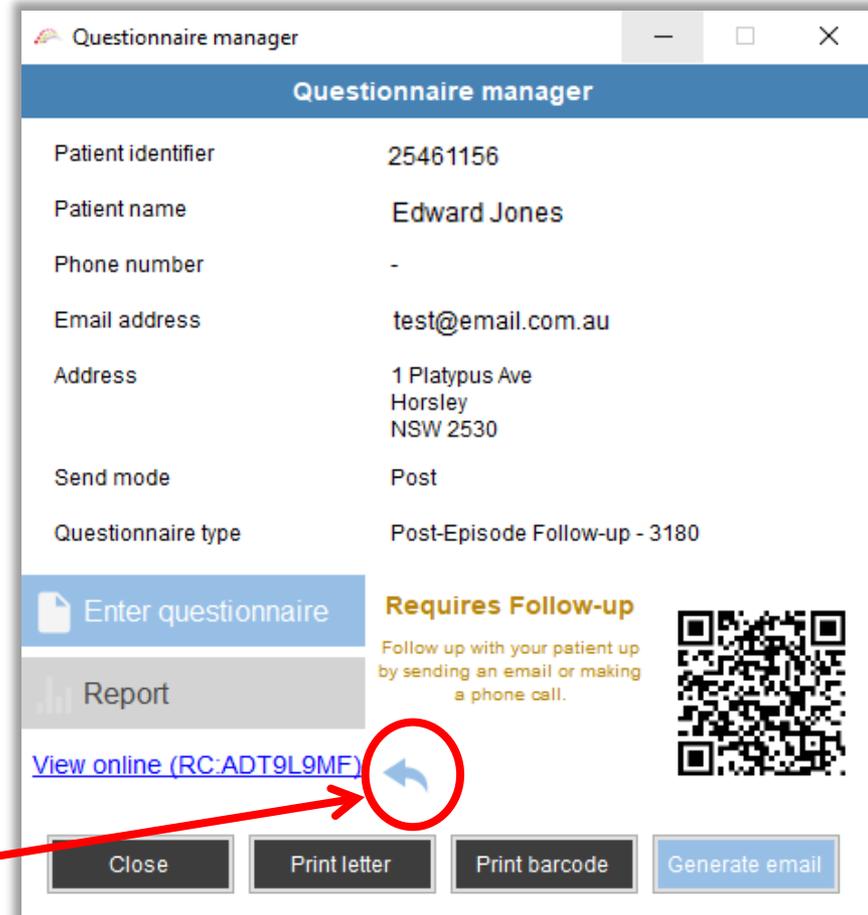


The screenshot shows a table with two columns: 'Patient' and 'Expire on'. The first row contains 'Edward Jones' and '08/11/2020'. A red circle highlights a checked checkbox in the first column of the first row. A red arrow points to the 'Notify patient' button above the table. Another red arrow points to the 'Mark as followed up' button above the table.

Notify patient	Mark as followed up
Patient	Expire on
<input checked="" type="checkbox"/> Edward Jones	08/11/2020 X

Once you've actioned items

- This will open the **Questionnaire manager** dialog box for each patient sequentially (if you picked more than one), allowing you to re-send the questionnaire via email, resend a letter, or phone the patient
- When you have performed the appropriate action (e.g. phoned the patient), click the arrow to **'Mark as followed up'**. This will remove the patient from the list.
- The questionnaire will then appear in the **'Awaiting Response'** tab in the **Workflow Menu Bar**.



The screenshot shows a window titled "Questionnaire manager" with a blue header. Below the header, patient information is displayed in a list format:

Patient identifier	25461156
Patient name	Edward Jones
Phone number	-
Email address	test@email.com.au
Address	1 Platypus Ave Horsley NSW 2530
Send mode	Post
Questionnaire type	Post-Episode Follow-up - 3180

Below the patient information, there are several action buttons and a QR code:

- Enter questionnaire** (blue button)
- Report** (grey button)
- View online (RC:ADT9L9MF)** (blue link with a blue arrow icon circled in red and pointed to by a red arrow)
- Close** (grey button)
- Print letter** (grey button)
- Print barcode** (grey button)
- Generate email** (blue button)

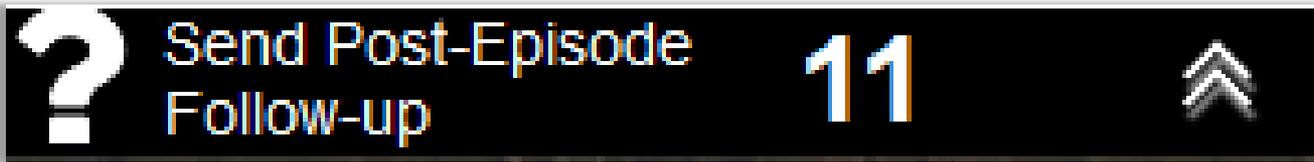
On the right side, there is a QR code and a section titled **Requires Follow-up** with the text: "Follow up with your patient up by sending an email or making a phone call."

If the patient does not require follow-up...

To choose not to follow up a patient, you can:

- You can ignore the reminder in the list
- Or you can click on the **X** to dismiss any reminder which also removes the patient from the list
- The questionnaire will then be considered as followed-up and appear in the **'Awaiting Response'** tab of the Workflow Menu Bar.

Notify patient		Mark as followed up	
Patient		Expire on	
<input checked="" type="checkbox"/>	Edward Jones	08/11/2020	X



The **Send Post-Episode Follow-up** tab alerts you to patients who have been discharged and had their episode ended in epiCentre and need a **3-6 month post-episode follow-up questionnaire** sent. epiCentre **automatically** creates these questionnaires 3-6 months after the patient's episode end date. (Note: this period can be customised for each service.)

To access this list:

- Hit the UP arrow on the black bar 
- The list of patients who are due to be sent a post-episode follow-up questionnaire appears
- You can click on each patient's name to view their information or check the boxes and click on 'Take action' and manage them all sequentially.



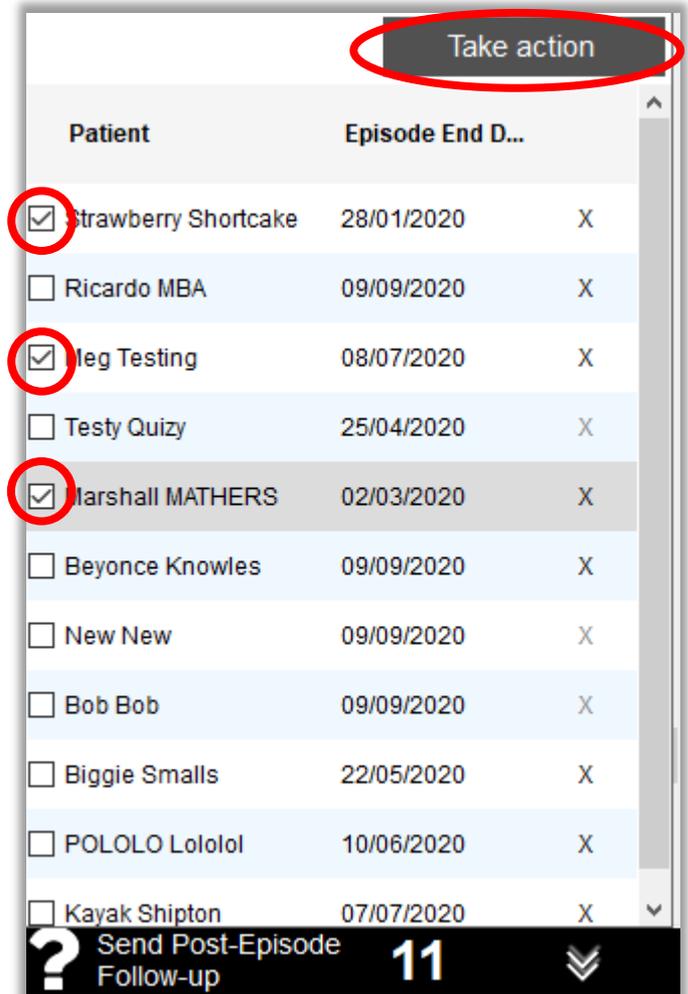
			Take action
Patient	Episode End D...		
<input type="checkbox"/> Strawberry Shortcake	28/01/2020	X	
<input type="checkbox"/> Ricardo MBA	09/09/2020	X	
<input type="checkbox"/> Meg Testing	08/07/2020	X	
<input type="checkbox"/> Testy Quizy	25/04/2020	X	
<input type="checkbox"/> Marshall MATHERS	02/03/2020	X	
<input type="checkbox"/> Beyonce Knowles	09/09/2020	X	
<input type="checkbox"/> New New	09/09/2020	X	
<input type="checkbox"/> Bob Bob	09/09/2020	X	
<input type="checkbox"/> Biggie Smalls	22/05/2020	X	
<input type="checkbox"/> POLOLO Lololol	10/06/2020	X	
<input type="checkbox"/> Kayak Shipton	07/07/2020	X	

How can I use this list?

The main purpose of this tab is to identify patients who are due to complete a **3-6 month post-episode follow-up questionnaire** and streamline the process for sending the questionnaires.

To use this function:

- Click the check box next to the patient's name
- Click **'Take action'**
- This opens the **'Questionnaire manager'** box and allows for the usual process for sending a questionnaire.



Patient	Episode End D...	
<input checked="" type="checkbox"/> Strawberry Shortcake	28/01/2020	X
<input type="checkbox"/> Ricardo MBA	09/09/2020	X
<input checked="" type="checkbox"/> Leg Testing	08/07/2020	X
<input type="checkbox"/> Testy Quizy	25/04/2020	X
<input checked="" type="checkbox"/> Marshall MATHERS	02/03/2020	X
<input type="checkbox"/> Beyonce Knowles	09/09/2020	X
<input type="checkbox"/> New New	09/09/2020	X
<input type="checkbox"/> Bob Bob	09/09/2020	X
<input type="checkbox"/> Biggie Smalls	22/05/2020	X
<input type="checkbox"/> POLOLO Lololol	10/06/2020	X
<input type="checkbox"/> Kayak Shipton	07/07/2020	X

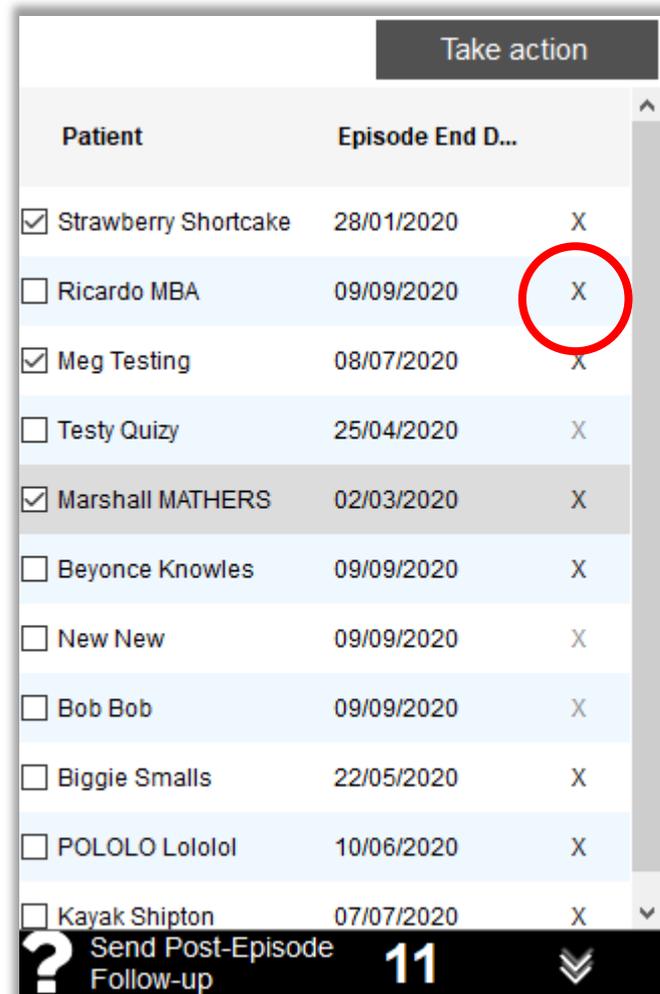
Take action

? Send Post-Episode Follow-up 11

Other tips for the post discharge tab

If, for some reason, you do not wish to send a patient a ***post-episode follow-up questionnaire***:

- Click on the **X** next to the patient's name
- The patient will be removed from the list and the questionnaire will become ***'Not Sent'***.



The screenshot shows a mobile application interface with a list of patients. At the top right, there is a button labeled "Take action". The list has two columns: "Patient" and "Episode End D...". Each row contains a checkbox, the patient's name, the episode end date, and an "X" mark. A red circle highlights the "X" mark for Ricardo MBA. At the bottom, there is a navigation bar with a question mark icon, the text "Send Post-Episode Follow-up", the number "11", and a downward arrow icon.

Patient	Episode End D...	
<input checked="" type="checkbox"/> Strawberry Shortcake	28/01/2020	X
<input type="checkbox"/> Ricardo MBA	09/09/2020	X
<input checked="" type="checkbox"/> Meg Testing	08/07/2020	X
<input type="checkbox"/> Testy Quizy	25/04/2020	X
<input checked="" type="checkbox"/> Marshall MATHERS	02/03/2020	X
<input type="checkbox"/> Beyonce Knowles	09/09/2020	X
<input type="checkbox"/> New New	09/09/2020	X
<input type="checkbox"/> Bob Bob	09/09/2020	X
<input type="checkbox"/> Biggie Smalls	22/05/2020	X
<input type="checkbox"/> POLOLO Lololol	10/06/2020	X
<input type="checkbox"/> Kayak Shipton	07/07/2020	X



Customising epiCentre

Customising epiCentre

epiCentre now includes features that can be customised to meet the needs of individual pain management services.

You can now create:

- Customised emails to accompany patient questionnaires
- Customised letters to send to patients.

You can also customise when you want to be reminded about certain patients:

- Those who haven't returned a questionnaire that you've sent
- '*Inactive*' patients that you might wish to review.

All of these features are available on the **Facility** page

The screenshot shows the epiCentre web application interface. The top navigation bar includes links for PATIENTS, QUESTIONNAIRES, USERS, FACILITY (circled in red), SETTINGS, ABOUT, EXTRACT, and LOGOUT. Below the navigation bar, the page title is 'FACILITIES' and there is a search bar and a button to 'Add a new facility'. The main content area displays a table of facilities with the following data:

Name	Identifier	Country	Paediatric				
Adult - AU	ETS1	Australia	No				
Adult - NZ	ETS3	New Zealand	No				
Paediatric - NZ	ETS4	New Zealand	Yes				
Paediatric - AU	ETS2	Australia	Yes				
TEST_BrandenONLY	ETSX	Australia	No				

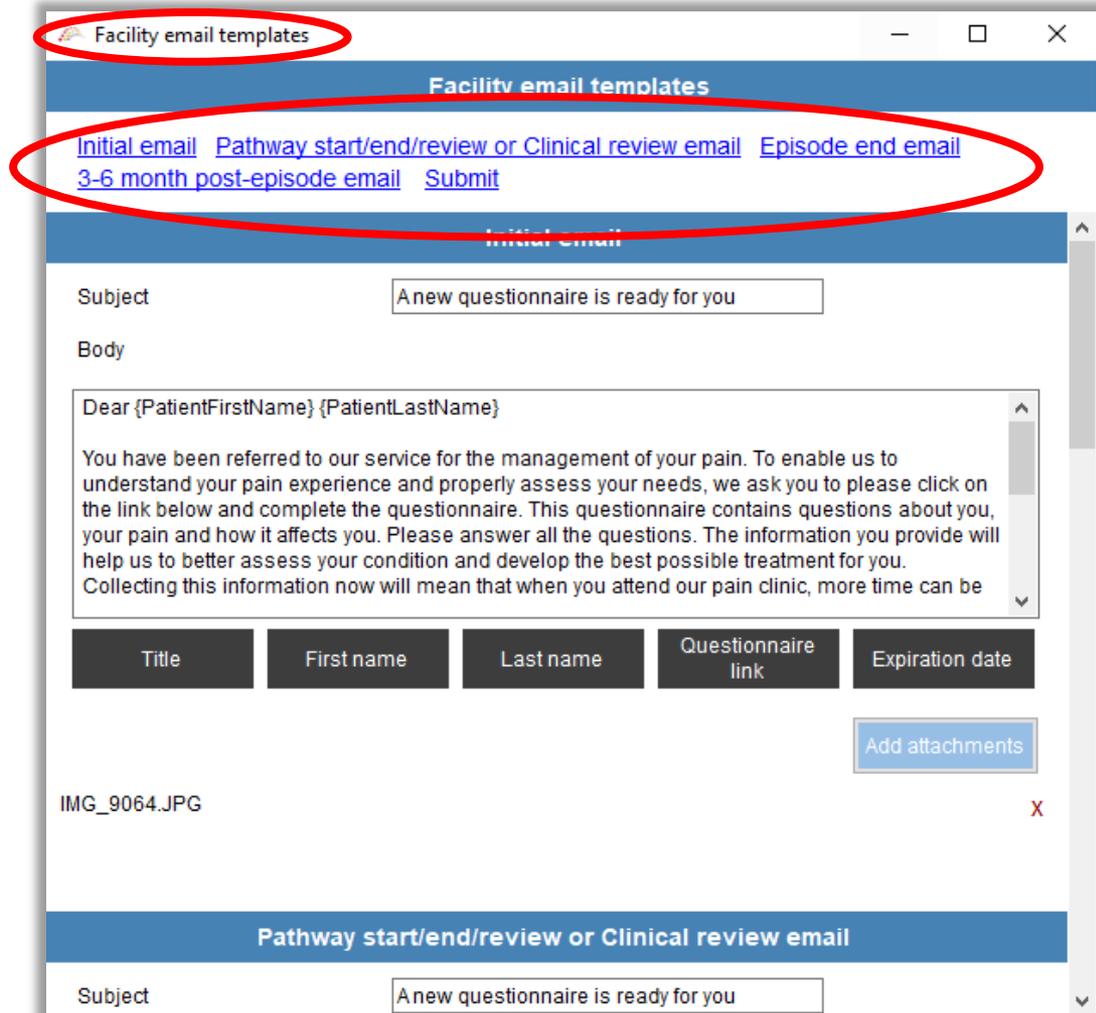
At the bottom of the screen, there is a status bar with the following information: Awaiting Episode Start 17, Outstanding Questionnaires 5, and Send Post-Episode Follow-up 11.

Note: Your user status must be either *Manager* or *Administrator* to access the **FACILITY** page.

To customise emails, from the **FACILITY** page, click on the **Email** icon 

The Facility email templates box appears. The customisable options are in the tabs labelled:

- Initial Email
- Pathway start/end/review or Clinical review email
- Episode End Email
- 3-6 month post-episode email.



Facility email templates

Facility email templates

[Initial email](#) [Pathway start/end/review or Clinical review email](#) [Episode end email](#)
[3-6 month post-episode email](#) [Submit](#)

Initial Email

Subject

Body

Dear {PatientFirstName} {PatientLastName}

You have been referred to our service for the management of your pain. To enable us to understand your pain experience and properly assess your needs, we ask you to please click on the link below and complete the questionnaire. This questionnaire contains questions about you, your pain and how it affects you. Please answer all the questions. The information you provide will help us to better assess your condition and develop the best possible treatment for you. Collecting this information now will mean that when you attend our pain clinic, more time can be

Title	First name	Last name	Questionnaire link	Expiration date
-------	------------	-----------	--------------------	-----------------

[Add attachments](#)

IMG_9064.JPG X

Pathway start/end/review or Clinical review email

Subject

Customising emails

This function is for pain management services who ask patients to complete the questionnaires electronically. This function will allow you to send an email to a patient which includes a secure link to the questionnaire. It is here you can customise the email content.

epiCentre includes standard text for these emails. This text differs according to whether the questionnaire is the:

- *Initial/Referral* questionnaire
- *Follow-up* questionnaire sent at any other time point
- Episode End *follow-up* questionnaire
- 3-6 month post episode *follow-up* questionnaire.

Standard default email text in epiCentre

Dear XXX

Initial email

You have been referred to our service for the management of your pain. To enable us to understand your pain experience and properly assess your needs...

Pathway start/end/review or clinical review email

As a patient of our pain service, it's important that we continue to monitor your pain and check your progress...

Episode end email

As a recent patient of our pain service, we'd like to check on how you are going and whether you have benefitted from the treatment we provided...

Episode End & 3-6 month post episode follow-up

As a recent patient of our pain service, we'd like to check on how you are going and whether you have benefitted from the treatment we provided...

The complete text for each email can be viewed under each of the headings in **Facility email templates**.

‘Initial Email’ – is the text that accompanies the initial/Referral questionnaire email

‘Pathway start (etc.) Email’ – is the text that accompanies the pathway start/end/review or Clinical review questionnaires email

‘Episode End Email’ – is the text that accompanies the Episode End email when it is also combined with the pathway end (when you check this box)

‘3-6 month Post-episode Email’ – is the text that accompanies 3-6 month *post* Episode End questionnaires email.

The screenshot shows a web application window titled "Facility email templates". At the top, there are navigation links: [Initial email](#), [Pathway start/end/review or Clinical review email](#), [Episode end email](#), [3-6 month post-episode email](#), and [Submit](#). The "Initial email" section is active, showing a "Subject" field with the text "A new questionnaire is ready for you". The "Body" field contains a message: "Dear {PatientFirstName} {PatientLastName} You have been referred to our service for the management of your pain. To enable us to understand your pain experience and properly assess your needs, we ask you to please click on the link below and complete the questionnaire. This questionnaire contains questions about you, your pain and how it affects you. Please answer all the questions. The information you provide will help us to better assess your condition and develop the best possible treatment for you. Collecting this information now will mean that when you attend our pain clinic, more time can be". Below the body text is a table with columns: "Title", "First name", "Last name", "Questionnaire link", and "Expiration date". There is an "Add attachments" button and a file named "IMG_9064.JPG" is shown. The bottom of the window shows the start of the "Pathway start/end/review or Clinical review email" section with a "Subject" field containing "A new questionnaire is ready for you".

The screenshot shows a "Pathway end" form. It has a title bar "Pathway end" and a "Submit" button at the bottom. The form contains the following fields: "End date" with a date picker set to "07/10/2020"; a checkbox labeled "Please tick this box if this is also the end of the episode" which is checked; "Episode end mode" with a dropdown menu set to "Treatment complete - self management /"; and "Episode end mode other" with an empty text input field.

For each email **'type'** you can edit the:

- **subject heading**
- **body of text**

The following details are automatically filled in by epiCentre*:

- {PatientTitle}
- {PatientFirstName}
- {PatientLastName}
- {QuestionnaireLink}
- {ExpirationDate}

Facility email templates

Facility email templates

[Initial email](#) [Pathway start/end/review or Clinical review email](#) [Episode end email](#)
[3-6 month post-episode email](#) [Submit](#)

Initial email

Subject: A new questionnaire is ready for you

Body: Dear {PatientFirstName} {PatientLastName}

You have been referred to our service for the management of your pain. To enable us to understand your pain experience and properly assess your needs, we ask you to please click on the link below and complete the questionnaire. This questionnaire contains questions about you, your pain and how it affects you. Please answer all the questions. The information you provide will help us to better assess your condition and develop the best possible treatment for you. Collecting this information now will mean that when you attend our pain clinic, more time can be

Title	First name	Last name	Questionnaire link	Expiration date
-------	------------	-----------	--------------------	-----------------

Add attachments

IMG_9064.JPG

***Note: Do not edit anything inside of parentheses that look like this { }**

How can I use this?

- Change the subject
- Include your service's name
- Change text that is NOT within these parentheses {}
- Add your service's email signature at the bottom.

Subject A new questionnaire is ready for you

Body

Dear {PatientFirstName} {PatientLastName}

You have been referred to our service for the management of your pain. To enable us to understand your pain experience and properly assess your needs, we ask you to please click on the link below and complete the questionnaire. This questionnaire contains questions about you, your pain and how it affects you. Please answer all the questions. The information you provide will help us to better assess your condition and develop the best possible treatment for you. Collecting this information now will mean that when you attend our pain clinic, more time can be

Title	First name	Last name	Questionnaire link	Expiration date
-------	------------	-----------	--------------------	-----------------

[Add attachments](#)

Body

Many thanks,

Electronic Persistent Pain Outcomes Collaboration (ePPOC)
Australian Health Services Research Institute (AHSRI)
Building 234 | iC Enterprise 1 | Innovation Campus
University of Wollongong NSW 2522 Australia
T: +61 2 4221 5058 W: ahsri.uow.edu.au/eppoc

How can I use this?

To change the format of a *patient's name* in the email
e.g. From – Dear Mrs Spencer → Dear Anne

1. Delete the patient title
and last name fields....

2. Click on the **First name** box.
The patient's first name will
now appear in the email
instead.

The screenshot shows an email body editor. The text area contains the following content:

Body

Dear {PatientFirstName} {PatientLastName}

You have been referred to our service for the management of your pain. To enable us to understand your pain experience and properly assess your needs, we ask you to please click on the link below and complete the questionnaire. This questionnaire contains questions about you, your pain and how it affects you. Please answer all the questions. The information you provide will help us to better assess your condition and develop the best possible treatment for you. Collecting this information now will mean that when you attend our pain clinic, more time can be

Below the text area is a row of five buttons: Title, First name, Last name, Questionnaire link, and Expiration date. The 'First name' button is circled in red. A red arrow points from the 'First name' button to the text area, indicating the replacement of the last name field. Another red arrow points from the text area to the 'First name' button, indicating the selection of the first name field.

How can I use this?

To include information stating when the questionnaire should be completed by use the **Expiration date** field. This calculates the date four weeks from when the questionnaire was created (how to customise the date will be covered later).

You may want to add the text 'Please complete your questionnaire by' add a space, leave the cursor there and click on the **Expiration date** box. The date the questionnaire is required back to the service will now appear in emails.

Body

Dear {PatientFirstName} {PatientLastName}

You have been referred to our service for the management of your pain. To enable us to understand your pain experience and properly assess your needs, we ask you to please click on the link below and complete the questionnaire. This questionnaire contains questions about you, your pain and how it affects you. Please answer all the questions. The information you provide will help us to better assess your condition and develop the best possible treatment for you. Collecting this information now will mean that when you attend our pain clinic, more time can be

Title	First name	Last name	Questionnaire link	Expiration date
-------	------------	-----------	--------------------	-----------------

If you would prefer to complete the questionnaire online you can scan the QR code at the bottom of this page using an iPad or other tablet.

Please contact us if you are unable to return the questionnaire before 08/11/2020.

Important reminder about customising email templates:

DO NOT delete the *Questionnaire link* from the template – if you do your patient will not be able to access the online questionnaire ❌

Subject

Body

help us to better assess your condition and develop the best possible treatment for you. Collecting this information now will mean that when you attend our pain clinic, more time can be spent discussing your pain problems, planning solutions and treating your pain.

Please open the questionnaire in your web browser by clicking the link below. If the link does not work, try copying the link below into your web browser:
{QuestionnaireLink}

Title	First name	Last name	Questionnaire link	Expiration date
-------	------------	-----------	--------------------	-----------------

DO NOT change the text or format of the epiCentre links or they won't work. For example, **DO NOT**:

- remove the brackets around the links, {PatientTitle} → PatientTitle ❌
- change text inside the brackets {PatientTitle} → {Title} ❌

Customising letters

epiCentre allows you to edit template letters to accompany the paper questionnaires you post to patients.

There are 4 default letters built in to epiCentre to accompany the:

- Initial/Referral questionnaires
- Pathway start, end and clinical review questionnaires
- Episode End that is combined with pathway end questionnaires
- 3-6 month post-episode follow-up questionnaires.

Each letter's content can be customised to include for example:

- your logo at the top
- details specific to your service
- other information that might be helpful to patients and encourage them to complete and return questionnaires.

NOTE: The letters also contain 'MergeFields' that allow epiCentre to automatically populate fields for you including;

- Patient's address
- Patients name
- A completion date
- Questionnaire barcode

«PatientStreet»
«PatientSuburb» «PatientStateOrProvince» «PatientPostcode»

Dear «PatientFirstName»

Your doctor has referred you to XXX Pain Management service.

If you wish to attend our service, please complete and return the enclosed questionnaire. This questionnaire contains questions about you, your pain and how it affects you. Your answers will be used to assess your condition and develop the best possible treatment for you.

If you would prefer to complete the questionnaire online, you can scan the QR code at the bottom of this page using an iPad or other tablet.

Please contact us if you are unable to return the questionnaire before «ExpirationDate».

If you do not return the questionnaire or contact us (either by telephone or by mail) your referral may not be processed, and we may discharge you from our clinic.

Kind regards,
The Pain Management Team

«PatientQRCode»

PLEASE RETURN THE ENCLOSED FORM TO OUR CLINIC IN THE ENVELOPE PROVIDED OR COMPLETE THE FORM ONLINE USING THE BARCODE – THANK YOU

These default letters will include:

- The patient's **address**
- The patient's **name**
- A '**complete by**' date (e.g. 4 weeks)
- A **barcode** to allow the patient to complete the questionnaire electronically using an iPad or tablet device

1 Lemonade St
Texas NSW 2517

Dear Beyoncé

Your doctor has referred you to XXX Pain Management service.

If you wish to attend our service, please complete and return the enclosed questionnaire. This questionnaire contains questions about you, your pain and how it affects you. Your answers will be used to assess your condition and develop the best possible treatment for you.

If you would prefer to complete the questionnaire online you can scan the QR code at the bottom of this page using an iPad or other tablet.

Please contact us if you are unable to return the questionnaire before **30/11/2020**.

If you do not return the questionnaire or contact us (either by telephone or mail) your referral may not be processed, and we may discharge you from our clinic.

Kind regards,

The Pain Management Team

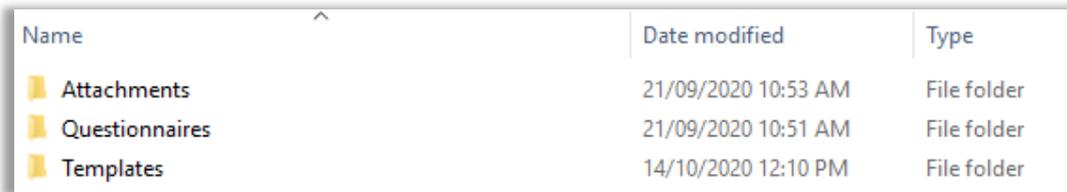


Scan to open the online questionnaire
or enter the following web address into your browser
<https://eppoc.ahsri.uow.edu.au/redcap/surveys/?s=A7ewhN>

**PLEASE RETURN THE ENCLOSED FORM TO OUR CLINIC
IN THE ENVELOPE PROVIDED OR COMPLETE THE FORM
ONLINE USING THE BARCODE – THANK YOU**

To customise these letters for your service, follow these steps:

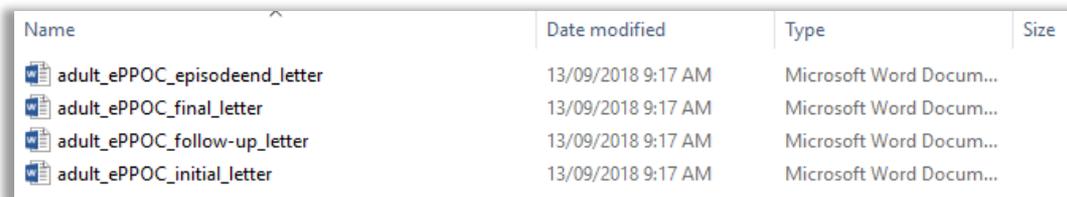
1. Locate the letters in the **shared** drive on your computer. For example, S:/epicentre/templates/



Name	Date modified	Type
Attachments	21/09/2020 10:53 AM	File folder
Questionnaires	21/09/2020 10:51 AM	File folder
Templates	14/10/2020 12:10 PM	File folder

(If it's not obvious where this folder is located you may need to contact your IT department to find out the name/location of your shared drive).

2. Select the **Templates** folder, then select and edit the letter that you wish to customise.



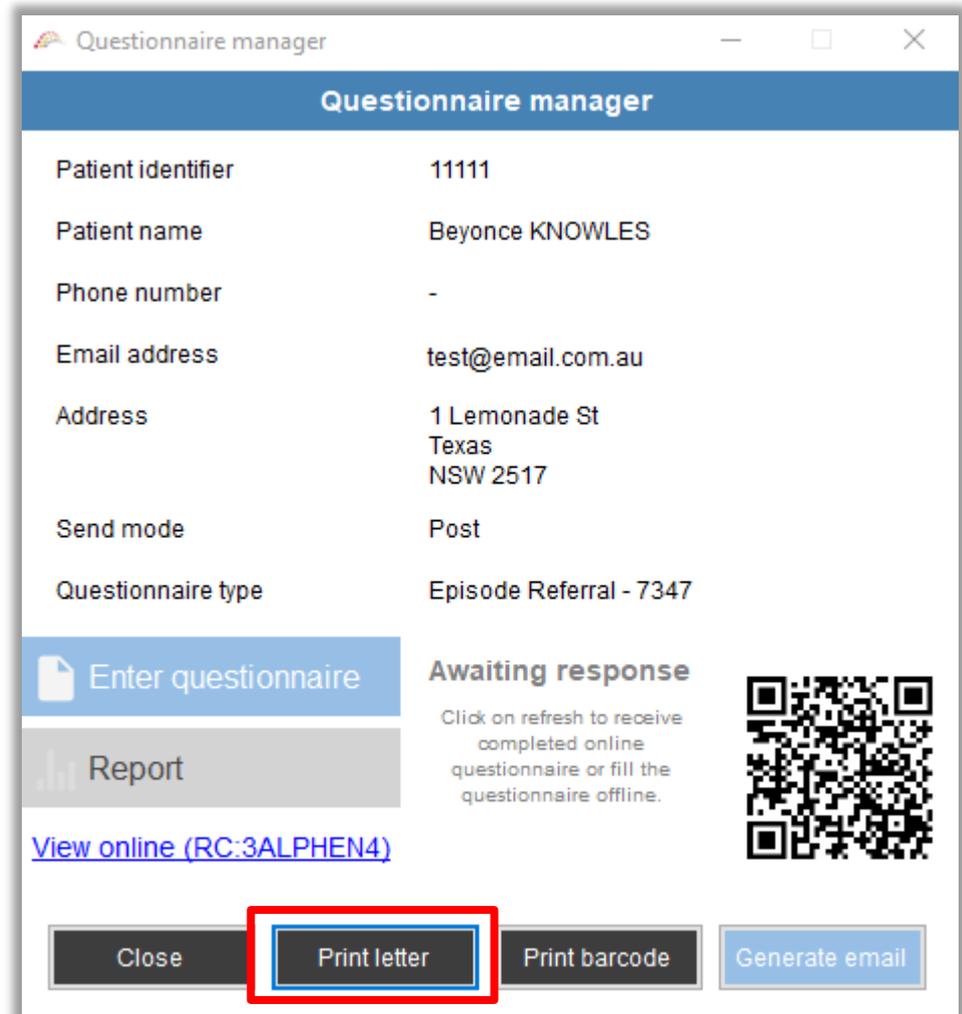
Name	Date modified	Type	Size
adult_ePPOC_episodeend_letter	13/09/2018 9:17 AM	Microsoft Word Docum...	
adult_ePPOC_final_letter	13/09/2018 9:17 AM	Microsoft Word Docum...	
adult_ePPOC_follow-up_letter	13/09/2018 9:17 AM	Microsoft Word Docum...	
adult_ePPOC_initial_letter	13/09/2018 9:17 AM	Microsoft Word Docum...	

IMPORTANT: The template letters are stored on your computer, not within epiCentre.

Generating a letter template to send to your patient.

When you are ready to send a questionnaire to a patient, the Questionnaire Manager box appears.

Click on the ***Print letter*** tab to generate a template letter to send to your patient. *Note:* both the template letter and the relevant questionnaire will pop up for you to print and send.



The screenshot shows a web application window titled "Questionnaire manager". The interface displays patient information in a table-like format:

Patient identifier	11111
Patient name	Beyonce KNOWLES
Phone number	-
Email address	test@email.com.au
Address	1 Lemonade St Texas NSW 2517
Send mode	Post
Questionnaire type	Episode Referral - 7347

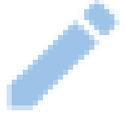
Below the table, there are two main sections:

- Enter questionnaire:** A blue button with a document icon.
- Report:** A grey button with a bar chart icon.

On the right side, there is a section titled "Awaiting response" with the text: "Click on refresh to receive completed online questionnaire or fill the questionnaire offline." Below this text is a QR code.

At the bottom, there is a navigation bar with four buttons: "Close", "Print letter" (highlighted with a red box), "Print barcode", and "Generate email". A blue link "View online (RC:3ALPHEN4)" is also present.

Customising reminders etc.



epiCentre has built in automatic reminders to help monitor patients and their questionnaires. There is some flexibility in these reminders, which you are able to customise for your service.

The screenshot shows the epiCentre interface. The top navigation bar includes PATIENTS, QUESTIONNAIRES, USERS, FACILITY (circled in red), SETTINGS, ABOUT, EXTRACT, and LOGOUT. Below the navigation bar is the FACILITIES page header with a search bar and a button to 'Add a new facility'. A table displays the following data:

Name	Identifier	Country	Paediatric	
Adult - AU	ETS1	Australia	No	  

From the **FACILITIES** page, click on the **Edit (pen) icon**.

From here you can modify the following under the Settings heading:

- Enable 'other' features
- Questionnaire follow-up and expiration
- 3-6 month post-episode questionnaire creation
- When to review patients.

Facility details

Facility details

Facility name: Adult - AU

Facility identifier: ETS1

Country: Australia

Paediatric service:

Settings

Shared folder path: S:\CHSD Shared\AHSRI programs\lePPOC\epiCentre\Shared

Browse

Show "other" features:

Number of days before a questionnaire requires follow-up: 14

Number of days before a questionnaire expires: 60

Number of days after the end of the episode for a post-episode questionnaire: 90

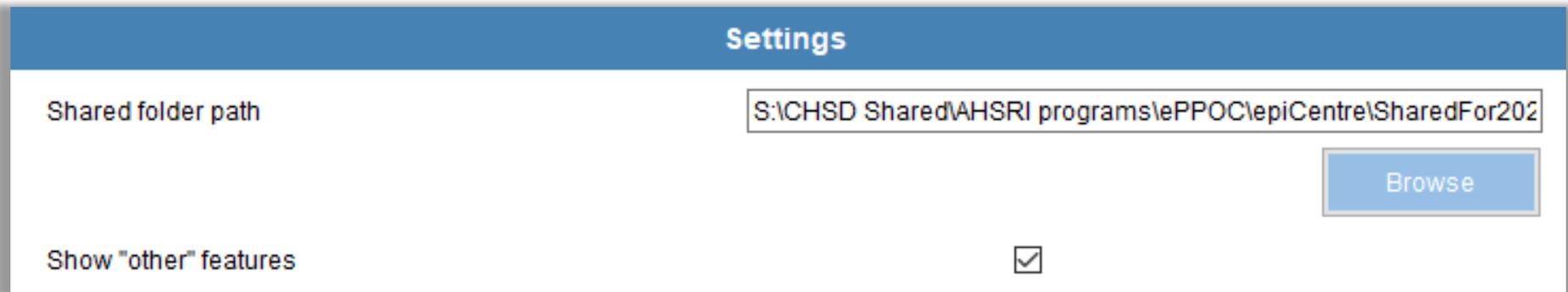
Number of days after the start of a pathway for a pathway review: 30

Submit

Note: there are limits to the number of days (mostly 180 days) – if exceeded an error message will appear

The 'shared folder path' & other' features

- **The shared folder path** simply provides the address to your shared folder on your computer or allows you to browse for and load the address of your folder.
- **Show 'other' features:** It is best to keep this box checked as it allows for more information in drop down menu boxes when completing questionnaires and when adding information about patients.



The screenshot shows a 'Settings' window with a blue header. Below the header, there are two settings:

- Shared folder path:** A text input field containing the path 'S:\CHSD Shared\AHSRI programs\lePPOC\lepiCentre\SharedFor202'. To the right of the input field is a blue 'Browse' button.
- Show "other" features:** A checkbox that is currently checked.

Questionnaire follow-up

epiCentre reminds you that a questionnaire has been sent to a patient but not yet returned. This allows you to follow-up these patients (e.g. to check that they received the questionnaire). The default period of time is **14 days**.

Number of days before a questionnaire requires follow-up	<input type="text" value="14"/>
Number of days before a questionnaire expires	<input type="text" value="28"/>
Number of days after the end of the episode for a post-episode questionnaire	<input type="text" value="90"/>
Number of days after the start of a pathway for a pathway review	<input type="text" value="30"/>

These are then displayed in the middle of the bottom task bar in epiCentre as ‘Outstanding Questionnaires’.

Note: *If you choose to modify this, the number of days should not exceed the period for expiry of questionnaires (see next page).*

Expiration of questionnaires

Questionnaires are only active for a set period of time. The default setting is **4 weeks**.

Number of days before a questionnaire requires follow-up	14
Number of days before a questionnaire expires	28
Number of days after the end of the episode for a post-episode questionnaire	90
Number of days after the start of a pathway for a pathway review	30

The expiry period is set for technical reasons. If the period is too long, your system will slow down.

Note: *We recommend that this period is set for no longer than 90 days.*

3-6 month post-episode questionnaires

The ePPOC protocol includes collecting a post episode follow-up questionnaire from patients at 3-6 months after the end of their episode.

epiCentre creates these questionnaires automatically, **90 days** from the date of the patient's ***episode end date*** (***epiCentre task bar bottom left***). You are able to define the time period when you would like these questionnaires created.

Number of days before a questionnaire requires follow-up	<input type="text" value="14"/>
Number of days before a questionnaire expires	<input type="text" value="28"/>
Number of days after the end of the episode for a post-episode questionnaire	<input type="text" value="90"/>
Number of days after the start of a pathway for a pathway review	<input type="text" value="30"/>

Note: *This period should not exceed 180 days (e.g. 6 months).*

Patient Review questionnaire

Number of days after the start of a pathway lets you decide how often you want to collect a questionnaire from patients ***during*** a pathway.

- If you select 90 days, a pathway review questionnaire will be automatically created after 90 days for an open pathways.

Tips: *this can also be used to check on patients whose pathway seems to be longer than anticipated or if you have standard length pathways (for e.g. 12 weeks in length you could set up a ‘half-way’ review questionnaire from here at 42 days).*

Number of days before a questionnaire requires follow-up	<input type="text" value="14"/>
Number of days before a questionnaire expires	<input type="text" value="28"/>
Number of days after the end of the episode for a post-episode questionnaire	<input type="text" value="90"/>
Number of days after the start of a pathway for a pathway review	<input type="text" value="30"/>

Note: *This period should not exceed 180 days (e.g. 6 months).*

Don't forget, to save your changes click 'Submit'

The image shows a web application window titled "Facility details". The window has a blue header bar with the text "Facility details". Below the header, there are several input fields and a checkbox. The "Facility name" field contains "Adult - AU". The "Facility identifier" field contains "ETS1". The "Country" field is a dropdown menu showing "Australia". The "Paediatric service" checkbox is unchecked. Below these fields is another blue header bar with the text "Settings". Under the "Settings" header, there is a "Shared folder path" field containing "S:\CHSD Shared\AHSRI programs\lePPOC\lepiCentre\SharedFor202" and a "Browse" button. Below the "Shared folder path" field are four checkboxes and input fields: "Show 'other' features" is checked; "Number of days before a questionnaire requires follow-up" is 14; "Number of days before a questionnaire expires" is 60; "Number of days after the end of the episode for a post-episode questionnaire" is 90; and "Number of days after the start of a pathway for a pathway review" is 30. At the bottom of the window, there is a large blue button labeled "Submit", which is highlighted with a red rounded rectangle.

Facility name	<input type="text" value="Adult - AU"/>
Facility identifier	<input type="text" value="ETS1"/>
Country	<input type="text" value="Australia"/>
Paediatric service	<input type="checkbox"/>

Shared folder path	<input type="text" value="S:\CHSD Shared\AHSRI programs\lePPOC\lepiCentre\SharedFor202"/>	<input type="button" value="Browse"/>
Show "other" features	<input checked="" type="checkbox"/>	
Number of days before a questionnaire requires follow-up	<input type="text" value="14"/>	
Number of days before a questionnaire expires	<input type="text" value="60"/>	
Number of days after the end of the episode for a post-episode questionnaire	<input type="text" value="90"/>	
Number of days after the start of a pathway for a pathway review	<input type="text" value="30"/>	



Managing Medication Data

Background

- Medication information is collected from patients in order to:
 - understand medication use at referral to a pain management service
 - assess changes in medication use as a result of receiving treatment at the pain management service
- The questionnaires ask patients to provide a list of:
 - all the medications they take
 - the strength of each medication (e.g. in mg)
 - how many they take each day
 - how many days per week they take each medication

Background

- In the 'office use only' section in epiCentre, staff at pain management services then convert the patient information into **the following variables**, by answering the following:
 - Did the patient provide a list of medications?
 - Were there possible inaccuracies in medications?
 - Select each of the relevant drug groups taken
 - Enter the oral morphine equivalent daily dose (oMEDD)
 - Whether the patient takes opioid medication on more than two days per week (to identify regular vs. intermittent use)?
 - Are they on an opioid replacement program?
- This section demonstrates how to enter this information into epiCentre
- ePPOC has also developed a detailed self-guided learning package for entering medication information designed for non-clinicians or those unfamiliar with this task, it is available on our website <https://www.uow.edu.au/ahsri/eppoc/resources/>

RECAP: The on-line questionnaire looks like this, if the patient reported they are not taking any medication they/you (when entering data from a paper version) select **No** and move to the next section.

Follow-up Questionnaire Page 3 of 8

Section 3: Medication use

Are you taking any medications? Yes No reset

[<< Previous Page](#) [Next Page >>](#)

[Save & Return Later](#)

RECAP: When the patient/you selects **Yes** a section opens up so they/you can add medications one at a time (an example entry is provided to guide completion of this section).

Section 3: Medication use

Are you taking any medications? Yes No reset

Please list **all** the medications you are taking (Include both prescription and over-the-counter medicines)
For each medication, please include: medicine name, medicine strength, how many you take per day and how many days per week you take this medication. For example:

Medication 1	
Medicine name (as on the label)	Panadol
Medicine strength (as on the label)	500mg
How many do you take per day? (if this varies from day to day, please enter the <u>usual</u> number you take each day)	2
How many days per week do you take this medication? (if this is different from week to week, please enter the <u>usual</u> number of days you take the medication)	3

Medication 1

Medicine name (as on the label)	<input type="text"/>
Medicine strength (as on the label)	<input type="text"/>
How many do you take per day? (if this varies from day to day, please enter the <u>usual</u> number you take each day)	<input type="text"/>
How many days per week do you take this medication? (if this is different from week to week, please enter the <u>usual</u> number of days you take the medication)	<input type="text"/>

[<< Previous Page](#) [Next Page >>](#)

RECAP:

If you are manually entering data from a paper questionnaire, medications are entered on the **Medication use** tab for each individual questionnaire.

- If your patient has completed the questionnaire online, the medications will appear there and in the 'office use only' tab automatically.

Name Beyonce Knowles ID 11111 Questionnaire ID Episode Referral - 1162

[General information](#) [Patient information](#) [Comorbidities](#) [Health care](#) [Employment](#) [Medication use](#)
[All pain sites](#) [Main pain sites](#) [BPI - severity+interference](#) [DASS21](#) [PSEQ](#) [PCS](#) [Office use only](#) [Submit](#)

During the past seven days, how much did pain affect your productivity while you were working?

Medication use

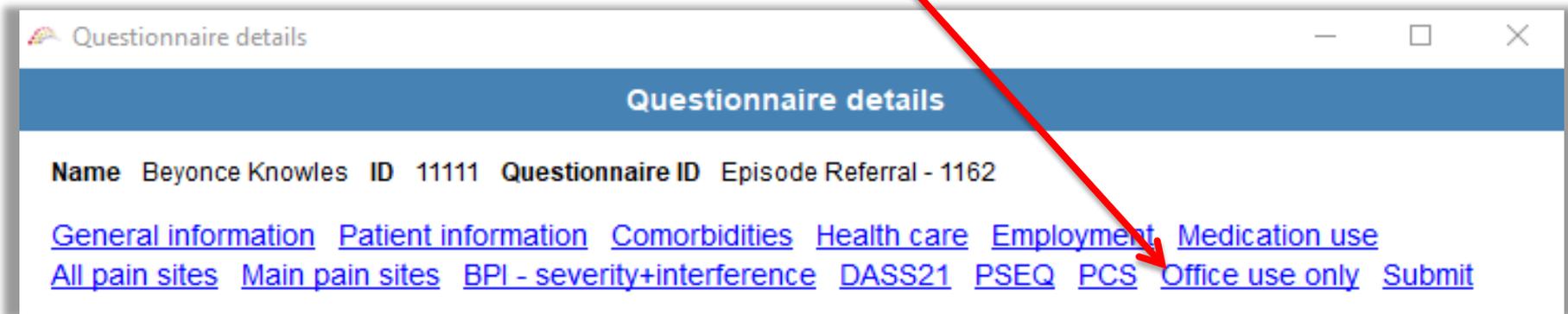
Are you taking any medication?

[+ Add medication](#)

Medication name	Strength	Daily intake	Weekly frequency		
alprazolam	10mg	1	7		
celebrex	50mg	2	7		
amitriptyline	25mg	1	7		
Duragesic	5mcg	patch	every 3 days		

To convert this information into the variables mentioned previously, simply click on the ***Office use only*** tab.

This ***Office use only*** screen lists all the patient's medications again, and it is also where you enter the other information about the patient's medication use.



There are **7 simple steps** to completing the office use only section, the following pages takes you through these steps...

Step 1:

The first question you are asked is ***Did the patient report medications? Answer YES or NO***

Office use only

[↔ Open conversion tool](#)

Medication name	Strength	Daily intake	Weekly frequency
Duragesic	5mcg		
lyrica	25mg		
lexapro	50mg		
Mersyndol Forte	500/30		

This question was added to allow services to determine genuine zero medications vs missing data by selecting YES or NO. When YES is selected more sections will open up (see following pages)

Did the patient provide a list of medications taken?	Select... ▼
Possible inaccuracies in medication reported?	Select... ▼
Is this section complete?	No ▼

Submit

Step 2:

The second question asks if there are ***possible inaccuracies in medications reported?***

*Answer ***Yes*** or ***No*** according to your knowledge of the patient.

Office use only

↔ Open conversion tool

Medication name	Strength	Daily intake	Weekly frequency
lexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	as required	as required

Did the patient provide a list of medications taken? Yes

Possible inaccuracies in medication reported? Select..

Select all drug groups taken

Opioids Paracetamol NSAIDs Medicinal Cannabinoids
 Antidepressants Anticonvulsants Sedatives

Daily oral morphine equivalent (mg) Please enter 0 if none taken

Opioid medication >2 days / week? Select..

Opioid replacement/substitution program Select..

Is this section complete? No

Submit

*This checkbox was introduced to allow services to state whether they thought patients were accurately reporting their medication use (for example, if they differed considerably from the information provided by the referrer).

While the medication information reported to ePPOC is based on the patient report only, this checkbox allows you to indicate whether you think the medication information the patient provides is accurate.

Step 3:

From the patient's medication list, select the drug groups the patient is taking. This information helps to assess polypharmacy in patients. The Faculty of Pain Medicine has developed a list of 7 drug groups of interest in the management of pain. These are listed in epiCentre as: *Opioids, Paracetamol, NSAIDs, Antidepressants, Anticonvulsants, Sedatives & Medicinal Cannabinoids*. Don't forget, to assist ALL staff to be able to complete this section ePPOC has created a **self guided learning package** and it is on the ePPOC website.

Office use only

↔ Open conversion tool

Medication name	Strength	Daily intake	Weekly frequency
lexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	as required	as required

Did the patient provide a list of medications taken? Yes

Possible inaccuracies in medication reported? Select...

Select all drug groups taken

Opioids Paracetamol NSAIDs Medicinal Cannabinoids

Antidepressants Anticonvulsants Sedatives

Daily oral morphine equivalent (mg) Please enter 0 if none taken

Opioid medication >2 days / week? Select...

Opioid replacement/substitution program Select...

Is this section complete? No

Submit

In this patient's example, 3 of the drug groups of interest are being used:

1. Opioid = mersyndol forte & endone
2. Paracetamol = in the mersyndol
3. Antidepressant = lexapro
 - ropinirole = this is a Parkinson's medication and is therefore not currently a drug of interest (see drug group tool for help with drug groups).

To learn more about the Drug Groups, see *Drug group tool & oMEDD package on the website*

Check all boxes that apply

Medication name	Strength	Daily intake	Weekly frequency
lexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	as required	as required

Did the patient provide a list of medications taken? Yes

Possible inaccuracies in medication reported? Select...

Select all drug groups taken

Opioids Paracetamol NSAIDs Medicinal Cannabinoids

Antidepressants Anticonvulsants Sedatives

Step 4: Because there is an opioid you'll also need to calculate the oral Morphine Equivalent Daily Dose (oMEDD). The opioid calculator is embedded within epiCentre and was developed by the Faculty of Pain Medicine to calculate the oMEDD.

Office use only

↔ Open conversion tool

Medication name	Strength	Daily intake	Weekly frequency
lexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	as required	as required

Did the patient provide a list of medications taken? Yes

Possible inaccuracies in medication reported? Select...

Select all drug groups taken

Opioids Paracetamol NSAIDs Medicinal Cannabinoids
 Antidepressants Anticonvulsants Sedatives

Daily oral morphine equivalent (mg) *Please enter 0 if none taken*

Opioid medication >2 days / week? Select...

Opioid replacement/substitution program? Select...

Is this section complete? No

Submit

Open the conversion tool by clicking on the BLUE tab 'Open conversion tool' in epiCentre

The **Opioid conversion tool** opens where you can now enter any opioid medications for automatic calculation.

The **Drug Group & oMEDD package** will assist you to recognise opioid medications and where to enter them in the calculator.

Opioid conversion tool

Opioid conversion tool

Use this tool to estimate the oral morphine equivalent daily dose (oMEDD) from the medications containing opioids.
Please only enter numbers and decimal points.

Oral opioid

	Strength on label?	How many per day?	Days used per week?	oMEDD
Morphine (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Oxycodone (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Hydromorphone (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Codeine (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Tramadol (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Dextropropoxyphene (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Tapentadol (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Methadone (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg

Sublingual opioid

	Strength on label?	How many per day?	Days used per week?	oMEDD
Buprenorphine (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Sufentanil (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Fentanyl (mcg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg

Transdermal opioid

	Strength on label?	How many per day?	Days used per week?	oMEDD
Buprenorphine (mcg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg

For this patient, the opioid medications are ***Mersyndol Forte and Endone***.

Mersyndol Forte contains codeine 30mg x 4/day, for 3 days/week

Endone dose is 5mg, 2/day and *as required* (note if patients write this put the maximum number e.g. 7)

Now enter **numbers only** under each of the headings **and the oMEDD will automatically calculate.**

The conversion tool then displays the total oMEDD at the bottom (you'll need to scroll down) and allows you to paste the value straight into the office use only section by clicking this blue bar.

Medication name	Strength	Daily intake	Weekly frequency
Ilexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	2	as required

Opioid conversion tool

Opioid conversion tool

Use this tool to estimate the oral morphine equivalent daily dose (oMEDD) from the medications containing opioids. Please only enter numbers and decimal points.

Oral opioid

	Strength on label?	How many per day?	Days used per week?	oMEDD
Morphine (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Oxycodone (mg)	5	2	7	15.0mg
Hydromorphone (mg)	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.0mg
Codeine (mg)	30	4	3	6.7mg

Total oMEDD

22mg

Paste oMEDD value into questionnaire

Check the
oMEDD value
pasted into
epiCentre

Questionnaire details

Name Beyonce Knowles **ID** 11111 **Questionnaire ID** Episode Referral - 1162

[General information](#) [Patient information](#) [Comorbidities](#) [Health care](#) [Employment](#) [Medication use](#)
[All pain sites](#) [Main pain sites](#) [BPI - severity+interference](#) [DASS21](#) [PSEQ](#) [PCS](#) [Office use only](#) [Submit](#)

There's nothing I can do to reduce the intensity of the pain

I wonder whether something serious may happen

Office use only

[↔ Open conversion tool](#)

Medication name	Strength	Daily intake	Weekly frequency
lexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	2	as required

Did the patient provide a list of medications taken?

Possible inaccuracies in medication reported?

Select all drug groups taken Opioids Paracetamol NSAIDs Medicinal Cannabinoids
 Antidepressants Anticonvulsants Sedatives

Daily oral morphine equivalent (mg) *Please enter 0 if none taken*

Opioid medication >2 days / week?

Opioid replacement/substitution program

Is this section complete?

Submit

Step 5: Using the patient's medication data, answer **'Yes'** or **'No'** to the question asking whether the patient is using opioid medication on **more than two days per week**.

In this example, **Mersyndole Forte** is used for **>2 days per week**, therefore answer **'Yes'**.

Questionnaire details

Questionnaire details

Name Beyonce Knowles ID 11111 Questionnaire ID Episode Referral - 1162

[General information](#) [Patient information](#) [Comorbidities](#) [Health care](#) [Employment](#) [Medication use](#)
[All pain sites](#) [Main pain sites](#) [BPI - severity+interference](#) [DASS21](#) [PSEQ](#) [PCS](#) [Office use only](#) [Submit](#)

There's nothing I can do to reduce the intensity of the pain 2 - To a moderate degree

I wonder whether something serious may happen 1 - To a slight degree

Office use only

Open conversion tool

Medication name	Strength	Daily intake	Weekly frequency
lexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	2	as required

Did the patient provide a list of medications taken? Yes

Possible inaccuracies in medication reported? Select...

Select all drug groups taken Opioids Paracetamol NSAIDs Medicinal Cannabinoids
 Antidepressants Anticonvulsants Sedatives

Daily oral morphine equivalent (mg) Please enter 0 if none taken 22

Opioid medication >2 days / week? Select...

Opioid replacement/substitution program Select...

Is this section complete? No

Submit

Step 6:

The next question relates to whether the patient is on an **opioid replacement/substitution program***

Answer **Yes** or **No** according to the patient information.

*This is an approach to managing opioid addiction that may use opioid replacement/substitution therapy drugs such as methadone, naltrexone and buprenorphine with or without naloxone.

Questionnaire details

Questionnaire details

Name Beyonce Knowles ID 11111 Questionnaire ID Episode Referral - 1162

[General information](#) [Patient information](#) [Comorbidities](#) [Health care](#) [Employment](#) [Medication use](#)
[All pain sites](#) [Main pain sites](#) [BPI - severity+interference](#) [DASS21](#) [PSEQ](#) [PCS](#) [Office use only](#) [Submit](#)

There's nothing I can do to reduce the intensity of the pain 2 - To a moderate degree

I wonder whether something serious may happen 1 - To a slight degree

Office use only

Open conversion tool

Medication name	Strength	Daily intake	Weekly frequency
lexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	2	as required

Did the patient provide a list of medications taken? Yes

Possible inaccuracies in medication reported? Select...

Select all drug groups taken Opioids Paracetamol NSAIDs Medicinal Cannabinoids
 Antidepressants Anticonvulsants Sedatives

Daily oral morphine equivalent (mg) Please enter 0 if none taken 22

Opioid medication >2 days / week? Select...

Opioid replacement/substitution program Select...

Is this section complete? No

Submit

Step 7: State whether you have completed the section or not using **‘is this section complete’**.

Select **Yes** if complete or **No** if you need to return to it later. See more next page

Either way, make sure you click **Submit** to save your work!

Questionnaire details

Name Beyonce Knowles ID 11111 Questionnaire ID Episode Referral - 1162

[General information](#) [Patient information](#) [Comorbidities](#) [Health care](#) [Employment](#) [Medication use](#)
[All pain sites](#) [Main pain sites](#) [BPI - severity+interference](#) [DASS21](#) [PSEQ](#) [PCS](#) [Office use only](#) [Submit](#)

There's nothing I can do to reduce the intensity of the pain 2 - To a moderate degree

I wonder whether something serious may happen 1 - To a slight degree

Office use only

↔ Open conversion tool

Medication name	Strength	Daily intake	Weekly frequency
lexapro	50mg	1	7
Mersyndol Forte	500/30	4	3
ropinirole	25mg	1	7
endone	5mg	2	as required

Did the patient provide a list of medications taken? Yes

Possible inaccuracies in medication reported? No

Select all drug groups taken Opioids Paracetamol NSAIDs Medicinal Cannabinoids
 Antidepressants Anticonvulsants Sedatives

Daily oral morphine equivalent (mg) Please enter 0 if none taken 22

Opioid medication >2 days / week? Yes

Opioid replacement/substitution program No

Is this section complete? No

Submit

Select...
No
Yes

If you selected **No** the questionnaire status will remain **light green** (Answer received). If you selected **Yes** the questionnaire status will appear **dark green** (Completed).

This allows for easy recognition of the questionnaires that require their office use only section to be completed on the main questionnaires page (see next slide).

Questionnaire manager

Patient identifier	11111
Patient name	Beyonce KNOWLES
Phone number	-
Email address	test@email.com.au
Address	1 Lemonade St Texas NSW 2517
Send mode	In clinic
Questionnaire type	Episode Referral - 1162

Enter questionnaire

Report

Answer received
Received on 07/02/2020

QR code not available

Questionnaire manager

Patient identifier	11111
Patient name	Beyonce KNOWLES
Phone number	-
Email address	test@email.com.au
Address	1 Lemonade St Texas NSW 2517
Send mode	In clinic
Questionnaire type	Episode Referral - 1162

Enter questionnaire

Report

Completed
Completed on 07/02/2020

QR code not available

QUESTIONNAIRES

Print list

Blank questionnaires

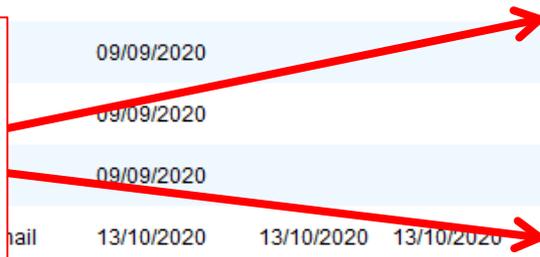
Refresh data

Advanced search

All (203) For action (37) Awaiting response (11) Requires follow-up (2) Received (31) Completed (38) Expired (14)

<input type="checkbox"/>	Patient	Category	Mode	Requested	Created	Completed	Status	
<input type="checkbox"/>	New New	Follow-up	Email	31/08/2020	31/08/2020	31/08/2020	Light Green	
<input type="checkbox"/>	New Ne			09/09/2020			X	
<input type="checkbox"/>	New Ne			09/09/2020			X	
<input type="checkbox"/>	New Ne			09/09/2020			Blue	
<input type="checkbox"/>	John We		mail	13/10/2020	13/10/2020	13/10/2020	Light Green	
<input type="checkbox"/>	David W		mail	13/10/2020	13/10/2020	13/10/2020	Light Green	
<input type="checkbox"/>	New Ne		clinic	09/09/2020	09/09/2020		Grey	
<input type="checkbox"/>	New Ne			09/09/2020			X	
<input type="checkbox"/>	New Ne			30/09/2020			X	
<input type="checkbox"/>	Knowles Beyonce	Referral	In clinic	19/02/2020	19/02/2020	07/02/2020	Dark Green	
<input type="checkbox"/>	Knowles Beyonce	Pathway Start	Email	24/02/2020	24/02/2020		X	
<input type="checkbox"/>	Knowles Beyonce	Pathway End	In clinic	24/02/2020	24/02/2020		Red	

The colour coding system on the main questionnaires page allows for easy identification of questionnaires requiring completion of the 'office use only' section (light green)





Thanks - please contact us if you have any
questions or comments via
email ePPOC@uow.edu.au or call +6142215058

Helpful links:

ePPOC website:

<https://www.uow.edu.au/ahsri/eppoc/>

Medication data entry resources:

<https://www.uow.edu.au/ahsri/eppoc/resources/>