Association chiropratique canadienne
Canadian Chiropractic Association

Systems Training Guide

ChiroPatientsMatter.ca

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2
CHIROPRACTIC.CA • CHIROPRATIQUE.CA

Contents

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

What is ChiroPatientsMatter?

ChiroPatientsMatter is an online tool which automatically collects patient-recorded outcome measures and patient satisfaction data by email from the patients whose details are entered onto the system.

It collates the data and provides confidential feedback on you and your clinic's performance.

It will also help you understand how well those under your care are doing and provides a powerful tool to promote your organization/practice to others.

ChiroPatientsMatter routinely and automatically emails your chosen outcome forms and patient satisfaction questionnaires to the patients you register on the system, at the initial assessment and 14, 20, 30, and 90 days after starting care.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Type of Questionnaires Used Within the Platform

1. MYMOP (Measure Yourself Medical Outcome Profile)

- MYMOP aims to measure the outcomes that the patient considers most important to them.
- It is problem-specific but includes general well-being.
- It is applicable to all patients who present with symptoms, and these symptoms can be physical, emotional, or social.
- The questionnaire is used within the initial assessment and the 14-, 30-, and 90-day follow-ups.
- A combination of scores for each symptom and overall well-being are used to calculate the patient's MYMOP score. Changes in this score are used as a marker for improvement, or also in presenting symptoms and well-being.
- MYMOP's advantages are that it is entirely patient-driven, highly personal, and does not take long to complete.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

2. CPAQ (Chiropractic Patient Assessment Questionnaire)

- Collects satisfaction results from the patient's viewpoint.
- The survey was adapted from an existing validated tool used widely by GPs known as GPAQ and has been renamed as "CPAQ" for chiropractic patients.
- Questions include both scaled- and open-text-based questions.
- The questionnaire can only be completed for patients with emails associated with their accounts.
- Survey is provided to patients 20 days after their initial appointment.

The anonymous survey covers a range of areas including:

- Reception (e.g., How you were treated by the receptionist?)
- Ease of making an initial appointment (e.g., How quickly did you get to see a chiropractor?)
- Ability to make an appointment at a convenient time (e.g., How do you rate the hours that your clinic is open for appointments?)
- Time waiting in the clinic for appointments (e.g., How long do you usually have to wait at the clinic for your appointment to begin?)
- Ease of contacting the clinic by phone (e.g., Are you able to get through to the clinic on the phone or speak with a chiropractor if you have a question or need advice?)
- Consultation/treatment factors (e.g., After seeing the chiropractor, were you able to understand your problems? Cope with your problems? Keep yourself healthy?)

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

How the System Defines Users

Before setting up your practice on *ChiroPatientsMatter.ca*, it is important to understand how the system defines the various users and other aspects of your account. These definitions are as follows:

Organization = A practice or group of practices working together, usually under common ownership.

Practice = A single clinic within an organization. Many organizations will have only one practice.

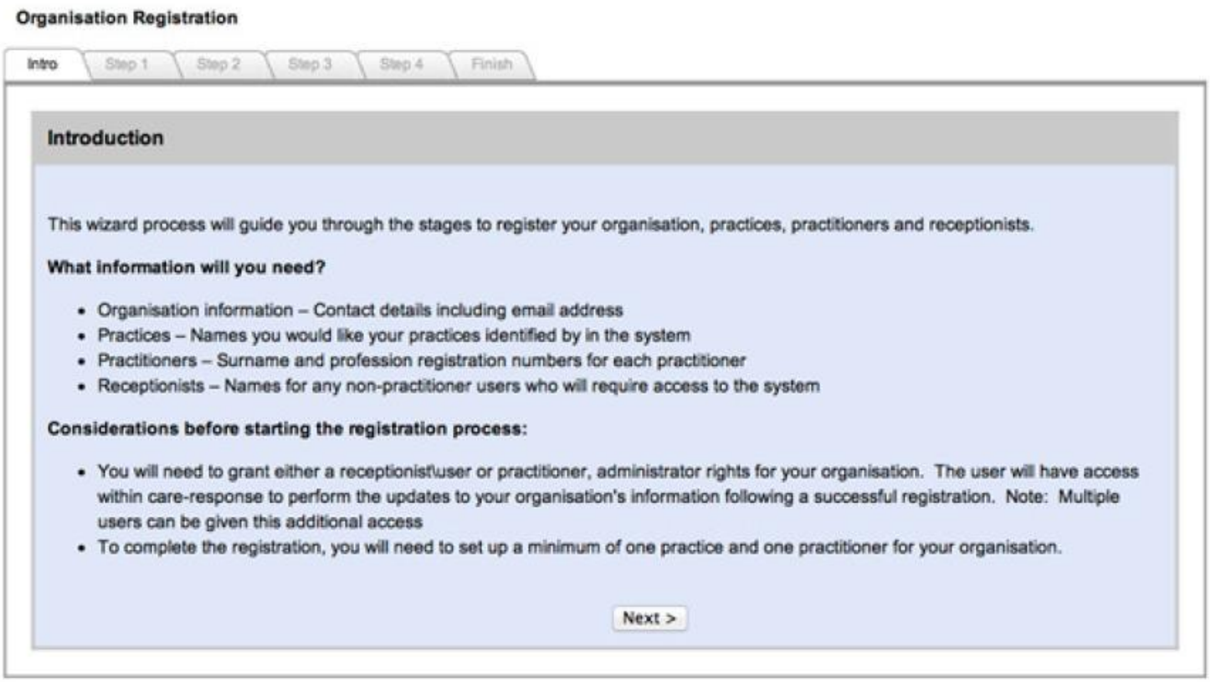
Receptionist/Office Administrator = A user who does not see patients clinically. Receptionists may access information for individual patients but cannot see any summary reports for practitioners.

Practitioner = A practitioner who sees patients clinically and is able to see summary reports for themselves and their organization. A practitioner is able to see summary reports for themselves but not for any other individual practitioner (unless they are the organization administrator).

Organization Administrator = This title can be set for a receptionist or practitioner allowing them to have higher-level access. Organization administrators are able to set up and change practices, receptionists, and practitioners. Organization administrators are able to see summaries of outcome reports for all practitioners in the organization.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Registering on ChiroPatientsMatter with the Set-up Wizard



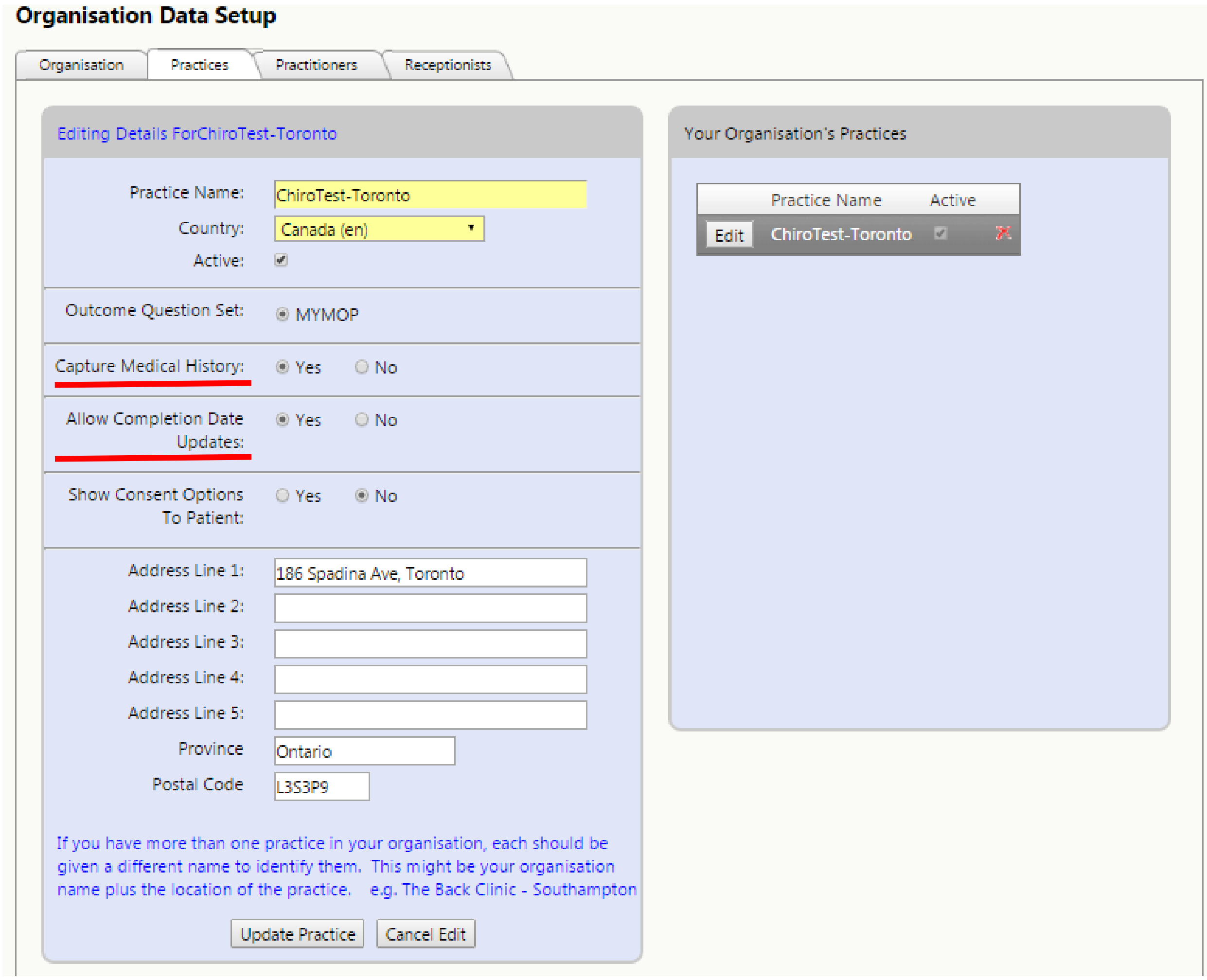
To set-up an account you will need the name of the organization, each individual practice under the organization (if more than one), and the name and email addresses of each practitioner and receptionist.

Note: If you have the same brand name for each organization and practice, use the location to differentiate them (for example an organization called “ChiroCare” may have practices such as “ChiroCare-Toronto,” “ChiroCare-Mississauga,” etc.).

It is important that administrators of ChiroPatientsMatter confirm that emails being sent to them have arrived safely. Once you have completed the final step of the set-up wizard, you will receive an email to activate your organization. The link must be clicked and activated in order for your organization to be fully set-up, i.e., enable all log-in usernames and passwords.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

When setting up a new practice, there are a few things to look out for.

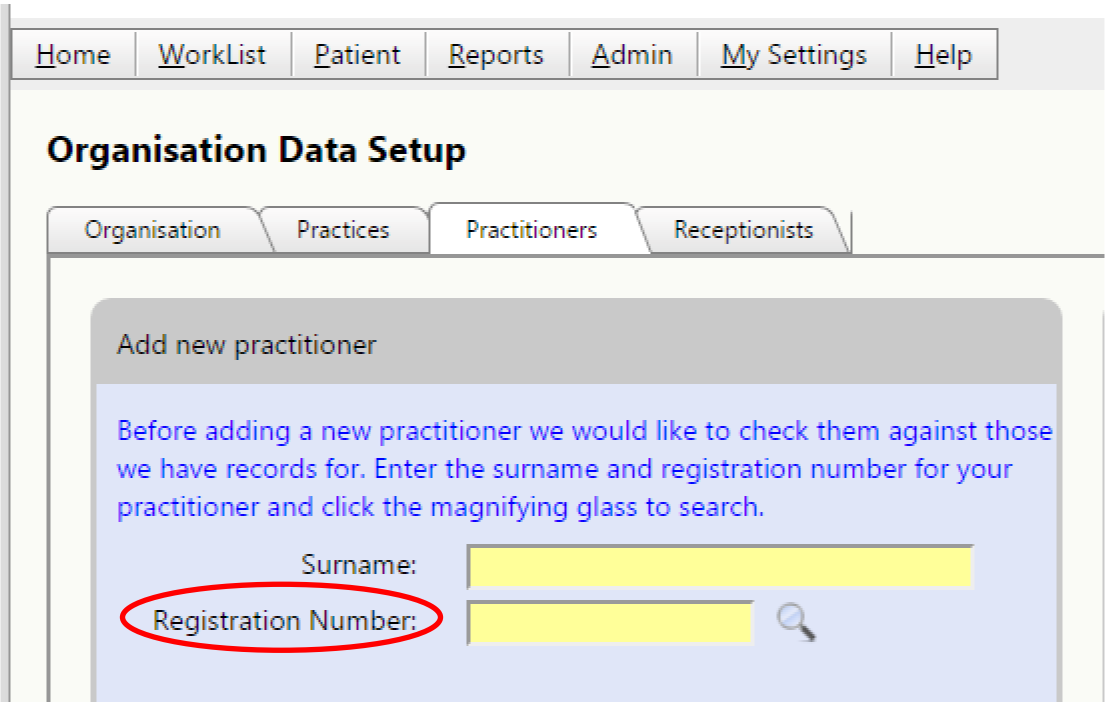


This screen displays the information for setting up a practice. Please ensure that “Capture Medical History” and “Allow Completion Date Updates” are both marked as “yes.”

Note: Allow completion date updates means that when a patient completes a form, the practitioner will be notified by email of this so that they can view their results and follow-up if necessary. Updates received by practitioners through email do not provide confidential information about the patient. They provide a summary of the results and allow you to sign into the platform for further investigation.

After this is complete, you will save the details and it will show up on the right side of the Practice panel. From here, an organization administrator can edit the details of the current practice(s) or add practice(s) as needed. You will now be able to move to the next step of adding practitioners and receptionists to your practice.

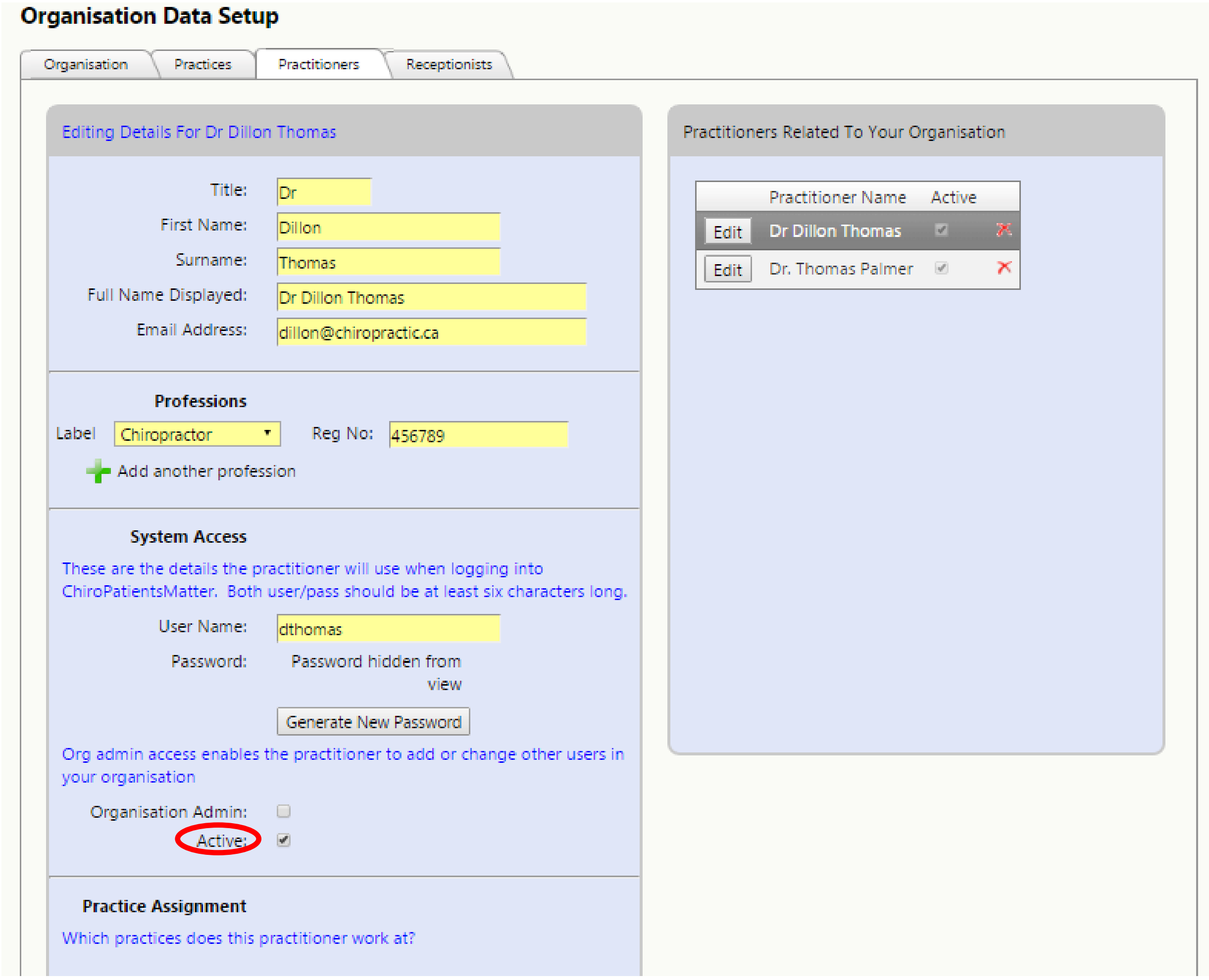
T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2



When a practitioner is first signing up, they will be asked to put in a registration number. This registration number will be your **CCA Membership Number**. The importance of this number is that it identifies any practitioner that works at more than one organization. If a practitioner were to sign up again for another organization, it inputs in their existing registration number. The platform will see that they already exist in the system and link their log-in information between both organizations. This way the practitioner will be able to see the collated results for all their patients across all their organizations & practices. Ultimately, it will allow the practitioner to use the system with one log-in for all the organizations of which they are a part.

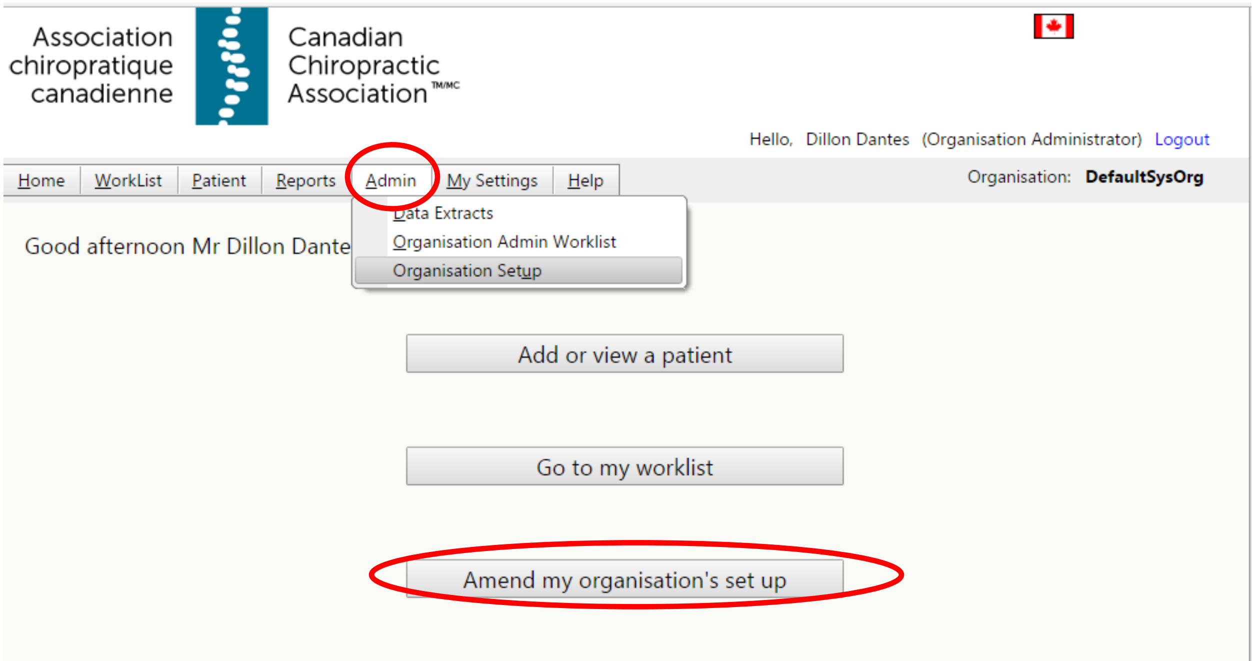
Note: When entering details for different practitioners, it is important to remember that all practitioners who are not organization administrators will be shown as "Active" rather than "Organisation Admin" (as seen below). This also relates to receptionists.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2



T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Adding Additional Receptionists or Practitioners to your Practice

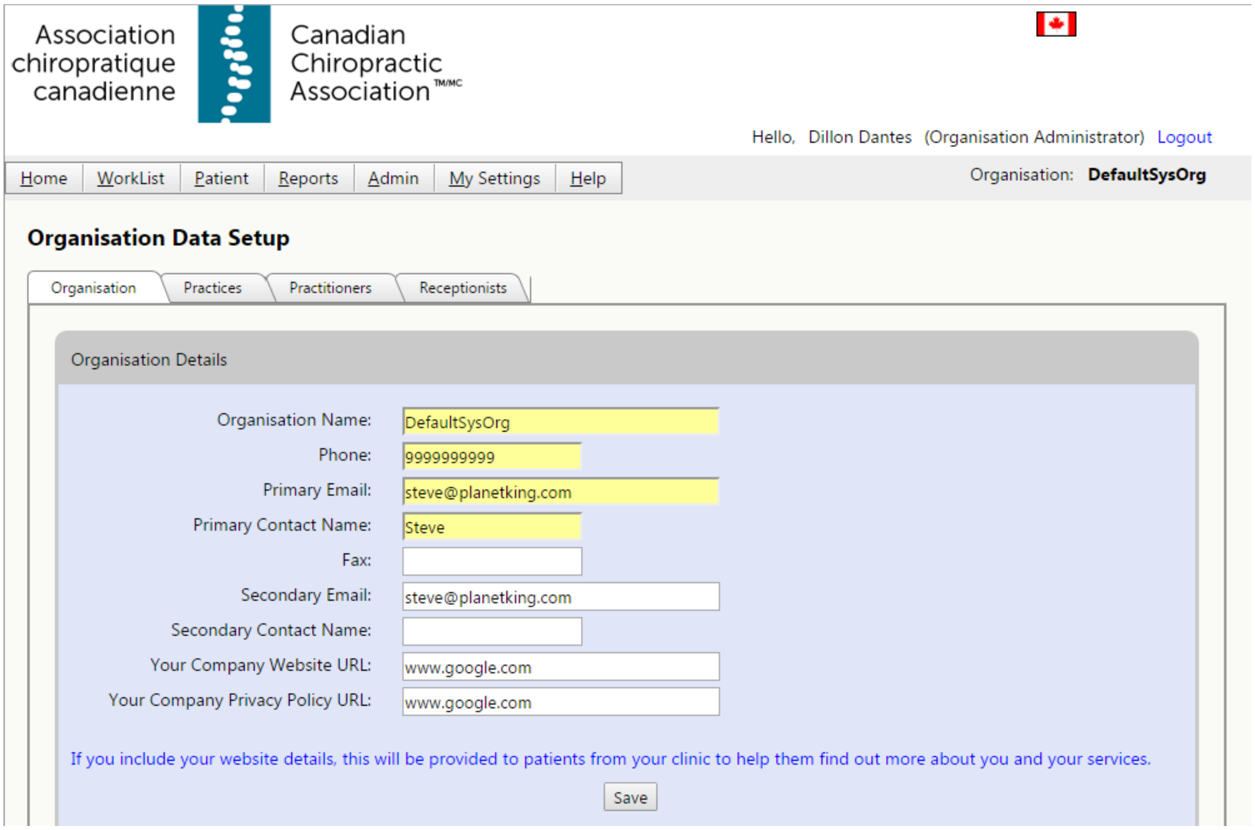


Once you are set up and ready to get started on the platform, you might have other chiropractors or receptionists at your practice interested in joining. This is a really easy process!

As seen in the above image, this is the main home screen view for an organization administrator. Please note that only people who have the organization administrator status can access and change the information for the organization.

There are two ways in which you will be able to access your organization's information to either add another practitioner/receptionist or change an organization/practice's details. You can either click on the big button at the bottom of the screen ("Amend my organisation's set up") or hover over the Admin tab and click on "Organisation Setup."

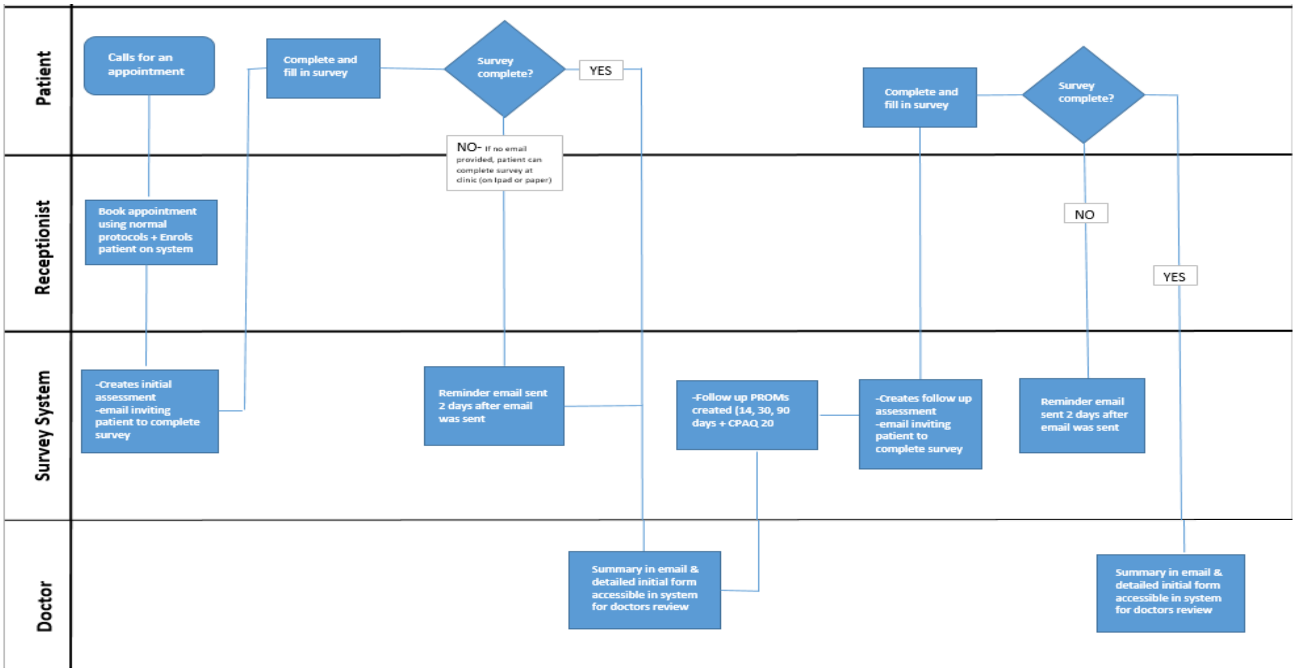
T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2



This is the screen that will appear after clicking on one of the two methods of changing the organization's information. From here, you will be able to modify information on the organization, practices, practitioners, and receptionists.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Process Flow through the System



This swim lane flowchart helps visualize how the system interacts with all parties involved in the process. As you can see, the system takes on most of the burden and ensures only simple tasks are required by all other stakeholders. The current flow chart shown above visualizes the most ideal scenario—when the patient provides their email to complete assessments at home, rather than manually at the clinic.

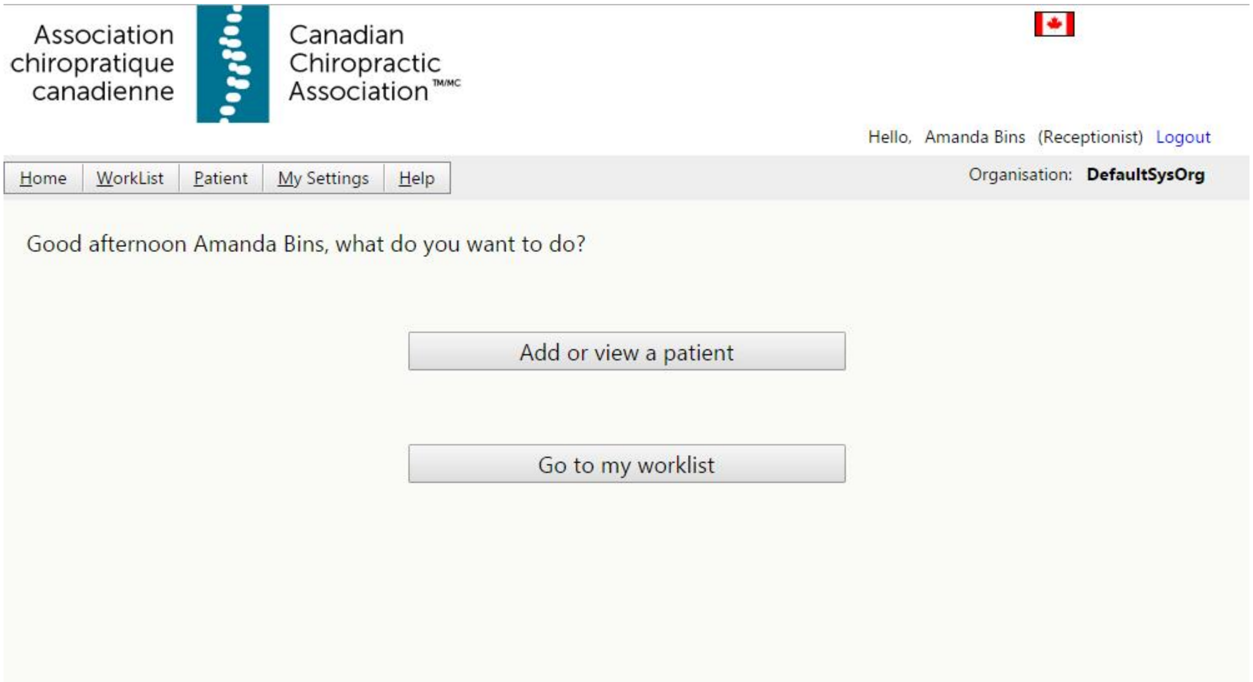
Below, we will highlight the tasks for which each party is responsible:

- **Patient:** Filling out questionnaires through the use of their email (worst-case scenario is at the clinic)
- **Receptionist:** Creating a patient profile in the system, sending out the initial questionnaire, ensuring the doctor has the required information when needed (e.g., for printing out assessments), and providing patient with questionnaires if they want to fill out information at the clinic (less ideal scenario).
- **Doctor:** Reviewing patient results as they come in and understanding clinic and personal outcomes/performance.
- **System:** Completes all the administrative duties and daily activities (e.g., sending reminder emails to patients about questionnaires, generating each questionnaire autonomously when required).

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Navigating as a Receptionist

Receptionist Home Screen



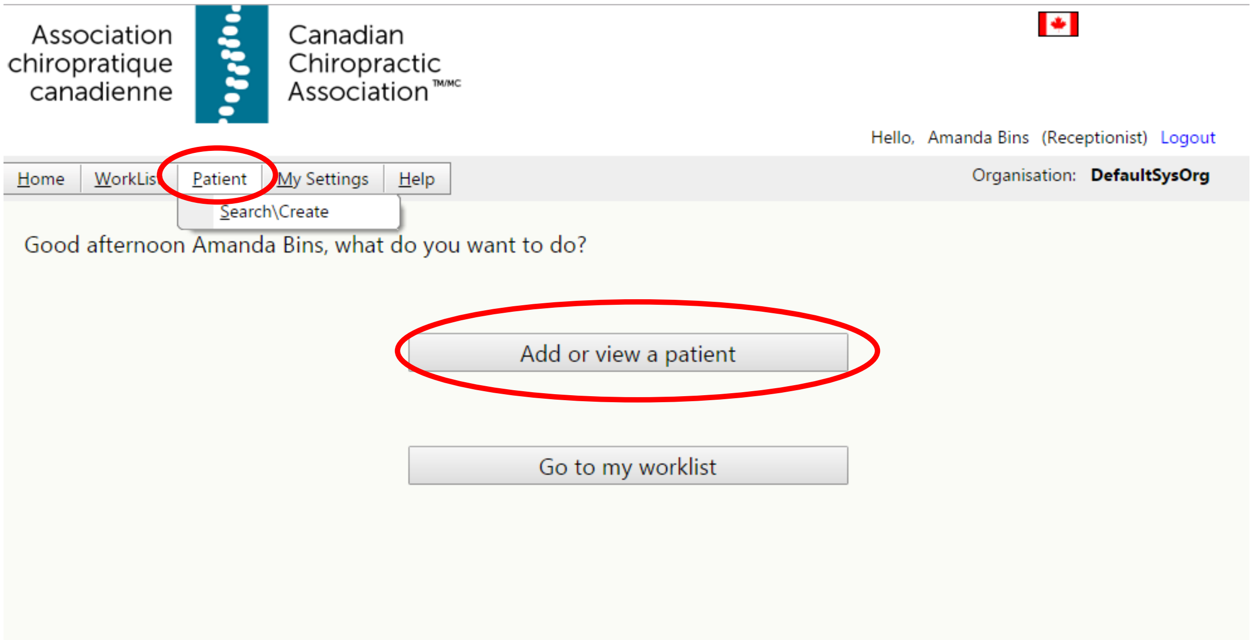
This is how the home screen for a receptionist who does not have organization administrator status will typically look like. If they are set up as an organization administrator, they will have additional icons to change organizational information and view reports. A practitioner can also have no organization administrator access and their screen will look similar to this screen.

It is important that receptionists receive consent from the patient to input their data into the system. Once consent is given, there is an additional step we have added to safeguard this platform:

- When a patient receives an assessment, they will have to click a checkbox to verify their consent to provide their information and complete this assessment online.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

How to Add or View a Patient

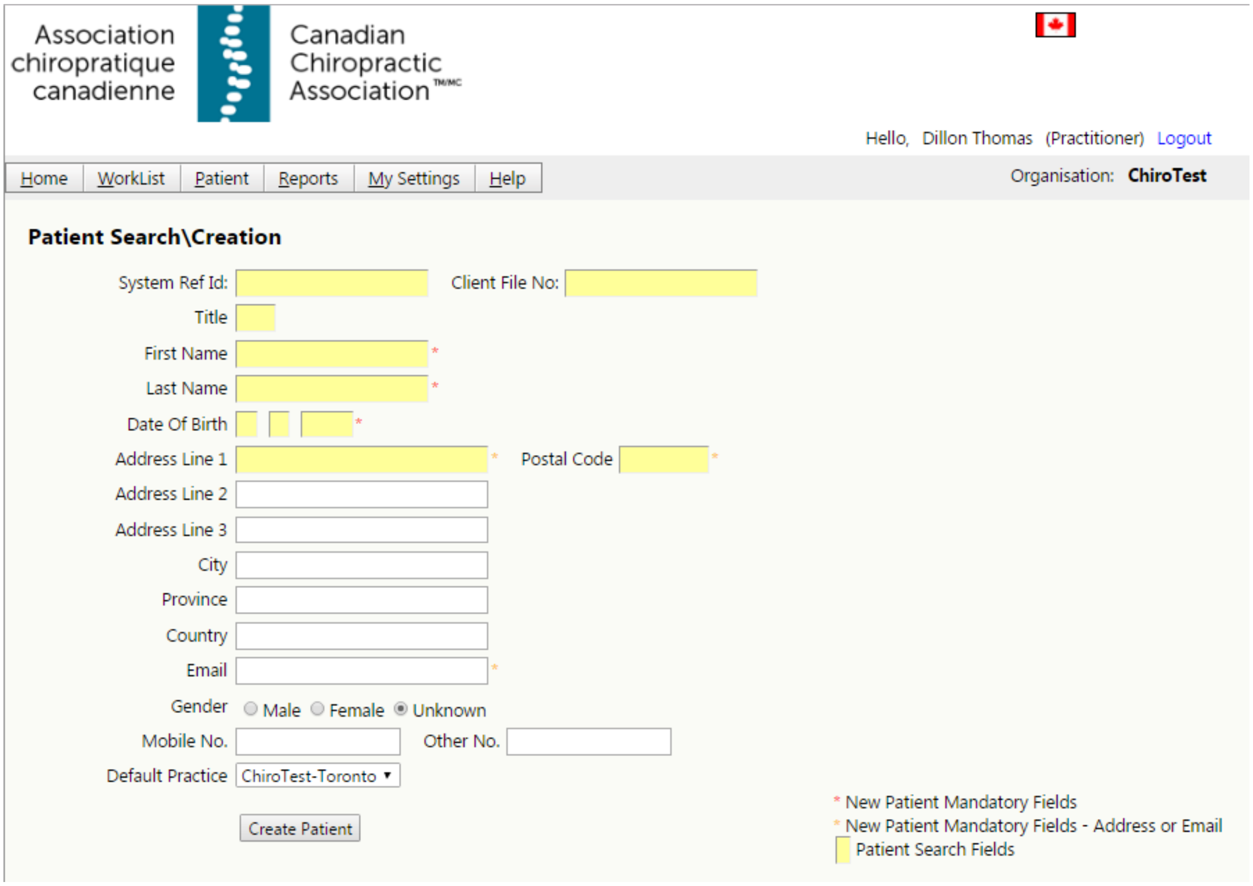


There are two ways to add or view a patient:

1. Click on the big button that says “Add or view a patient”
2. Put the cursor on the Patient tab and click on “Search\Create”

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

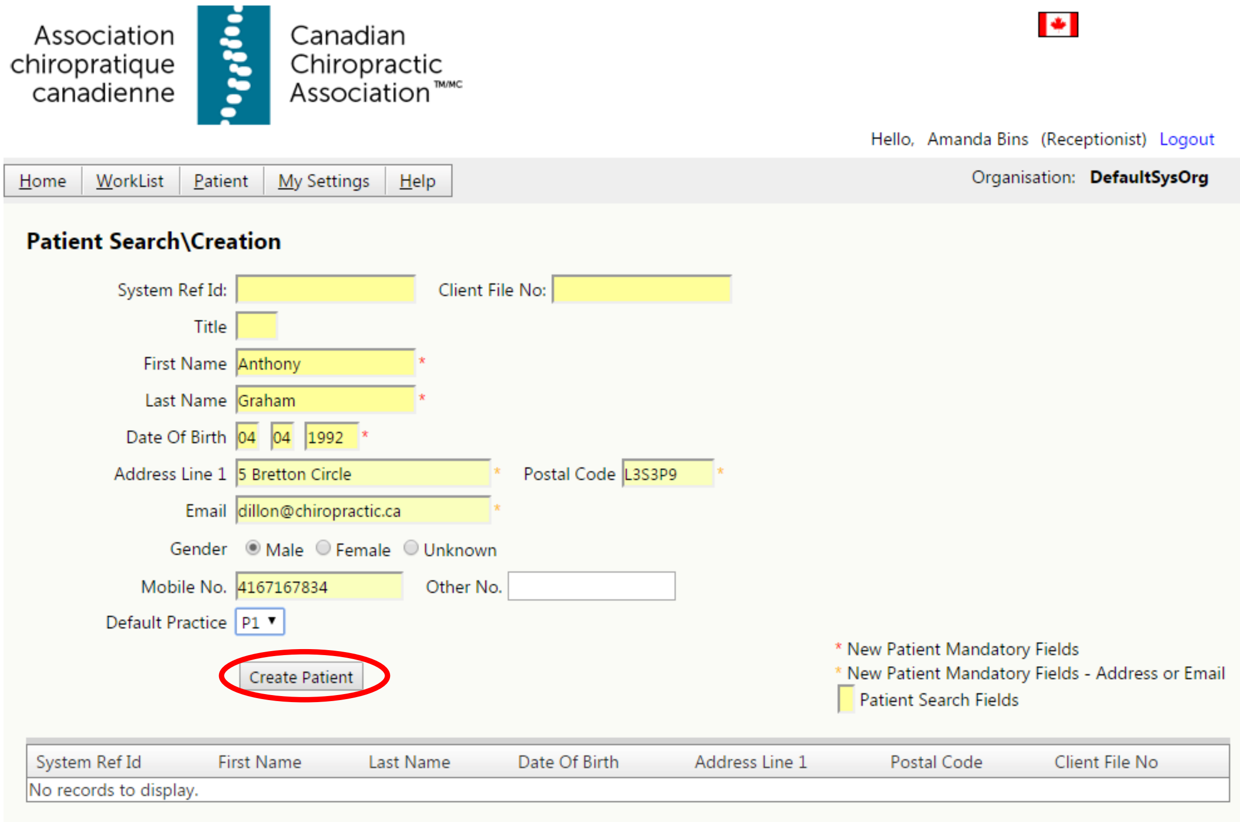
Viewing a Patient



To find an existing patient, completely type their last name into the appropriate text box until the patient is displayed. You will have to type in the patient's full last name, as the data is encrypted. By hovering over their name and double-clicking on the correct individual, it will allow you to see more in-depth results for that particular patient (more detailed information is explained later in this guide).

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

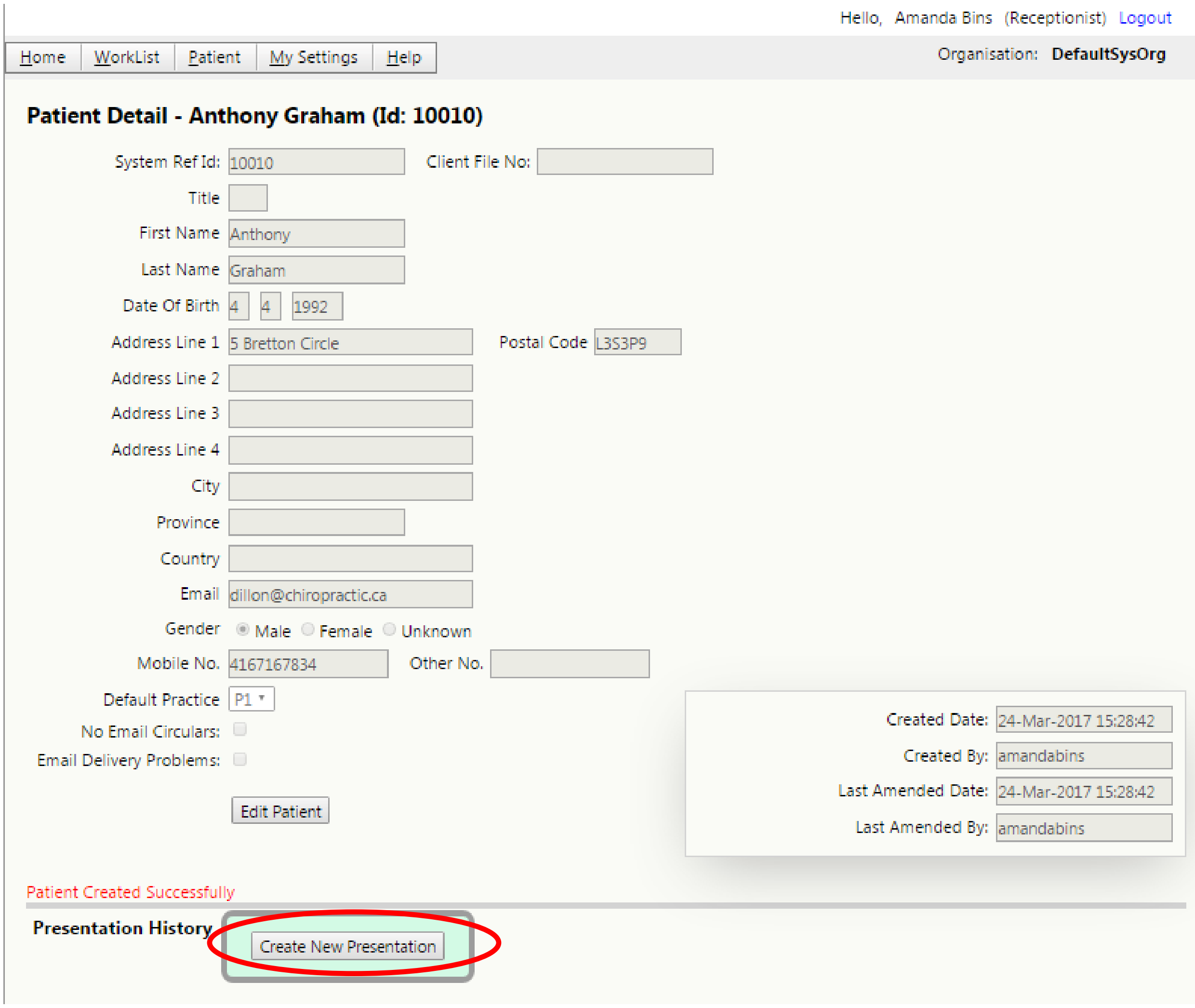
Adding a New Patient



Fill out all the required information to the best of your abilities. At a bare minimum, it is recommended that you include their full name, date of birth, phone number, and email. Once all the necessary information is input into the correct fields, click on the “Create Patient” button (as shown at the bottom of the image above).

Note: Having the patient’s email address in their profile will make the process flow much smoother for the patient, practitioner, and receptionist.

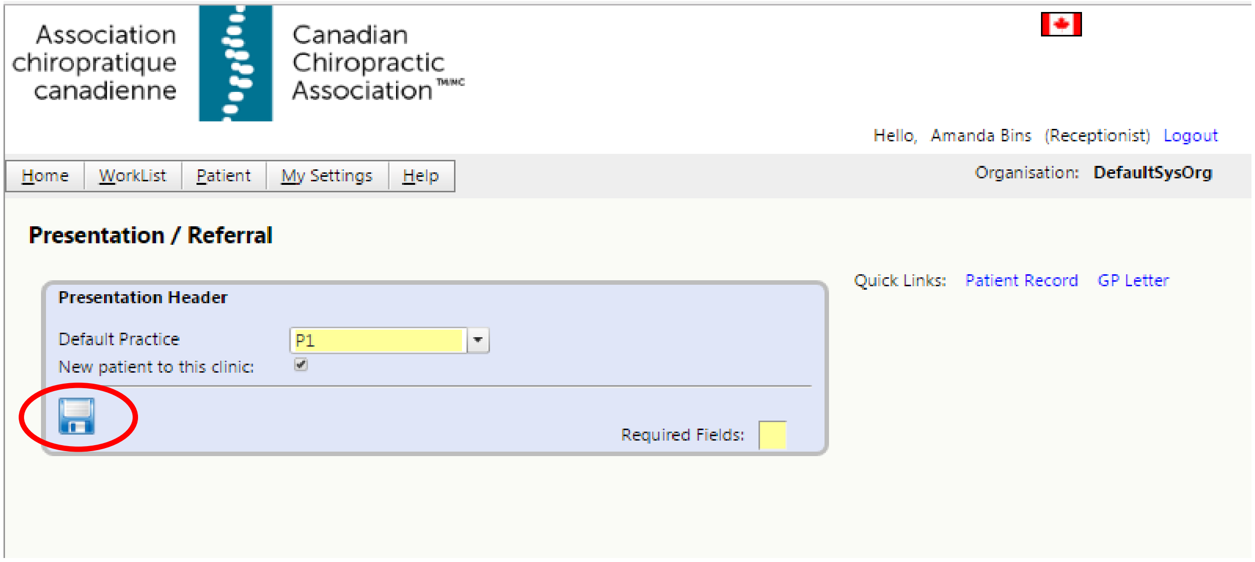
T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2



Once you click on the “Create Patient” button, a box will appear to allow you to create a new presentation for that patient (as shown in the image above). Within the system, creating a new presentation means that the patient is coming in with a new problem. You can also edit details from this screen to add in more information or change existing details for the patient.

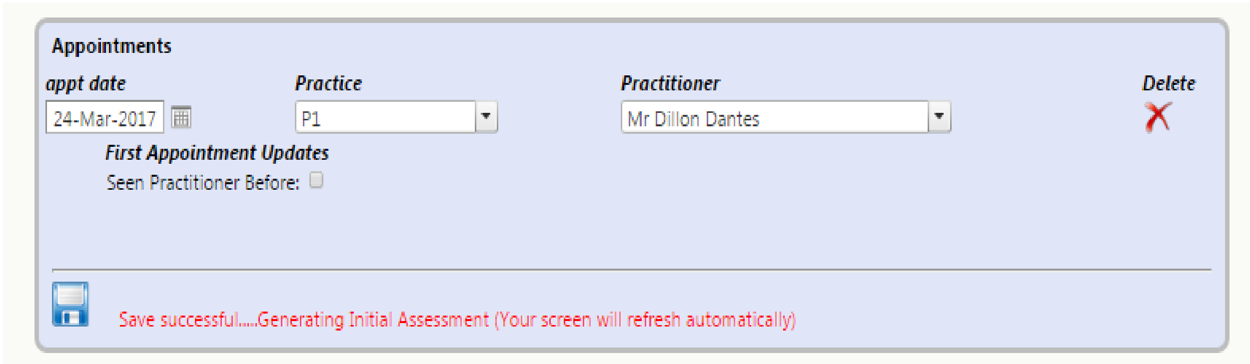
T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Creating a New Presentation

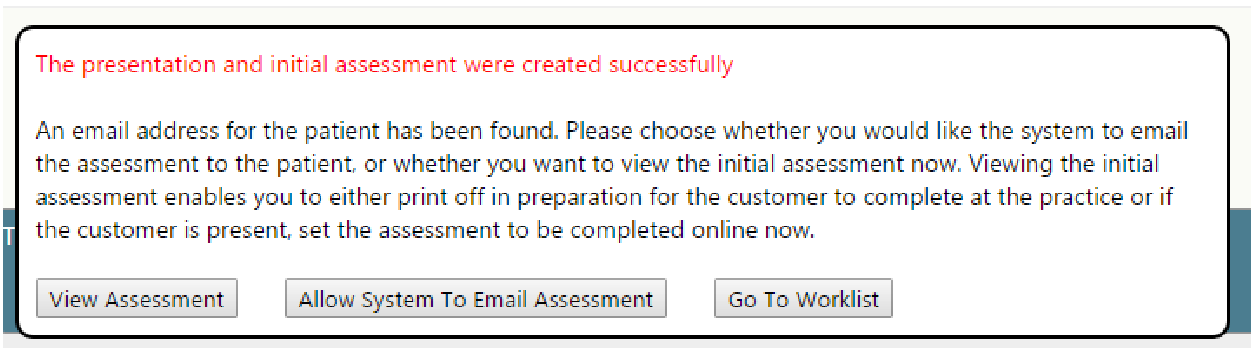


Once you have clicked on “Create a New Presentation,” the screen will change to show you additional details that need to be filled-out. After filling in the required information, click on the floppy disk “save” icon to save the information.

You will have to fill in all fields and save the data once complete. The Appointments tab will now be available for you to create the first appointment for your patient.



In the Appointments area, set the practice, practitioner, and date of the visit. Again, if the patient has seen the practitioner before, highlight the check box. Now, you can click on the floppy disc to save the details. If successful, it will lead you to the next step!



If all is well, you will see a confirmation box pop up with three buttons to choose from: “View Assessment,” “Allow System to Email Assessment,” and “Go To Worklist.”

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

You now have three options:

Allow System to Email Assessment: If the patient has provided their email address, you can click this button to send them the initial assessment. This should ideally be the most frequently used option.

Go To WorkList: The button “Go To Worklist” takes you back to your starting page. If the patient is to complete the assessment in-person within the practice, use this option. You can call-up the assessment to be completed later, which then can be:

- Viewed and completed online using an iPad, tablet, or computer (set the screen to “Set for Patient Input” mode [see page 27 for screenshot])
- Printed out and completed manually (input back into the system manually)

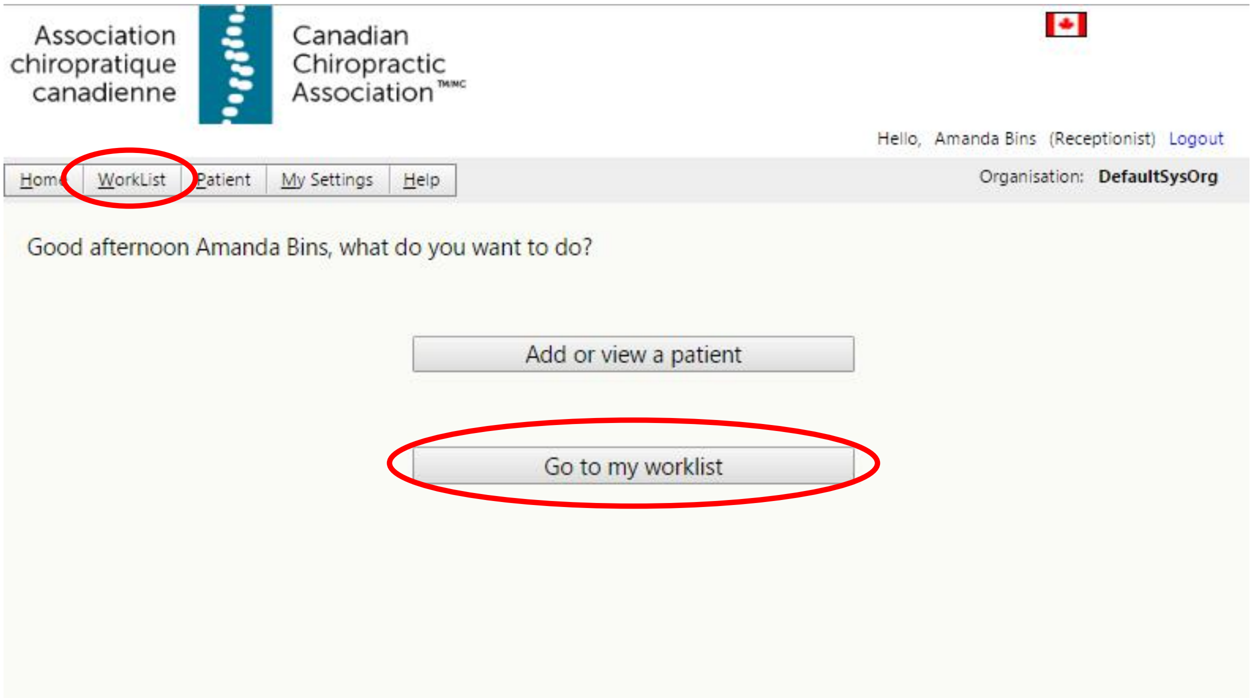
View Assessment: You may use this if you want to complete the assessment right now on your screen, possibly because the patient is at the clinic. This is rarely used. Assessment can be:

- Viewed and completed online using an iPad, tablet, or computer (set the screen to “Set for Patient Input” mode [see page 27 for screenshot])
- Printed out and completed manually (input back into the system manually)

Note: When the patient receives the email with the assessment, there will be a link for them to click on in order to get to the questionnaire. Upon opening the questionnaire, the patient will have answer a security question (their date of birth) and provide their consent to move forward.

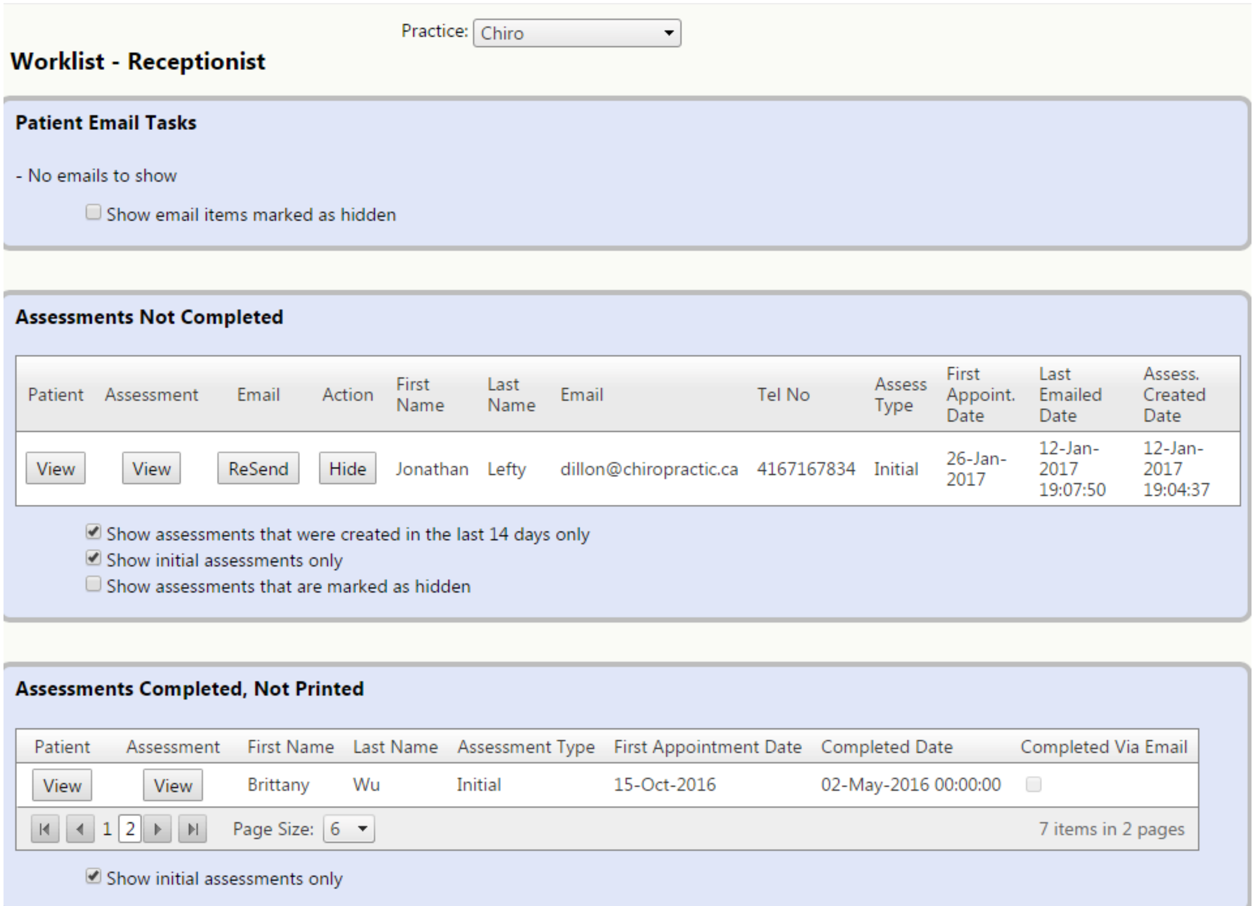
T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Go To WorkList



You can get to the receptionist worklist section by either clicking on the big button labelled “Go to my worklist” or hovering and clicking on the Worklist tab. This section will give you information about the status of any patient activity that may need your attention.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2



The three sections in the receptionist's view of the WorkList screen are described more fully below:

- **<u>Patient Email Tasks</u>:** When questionnaires are emailed to patients, sometimes patients might reply back to the automated message. This message will go to the practitioner who can then forward the email to the receptionist if they feel the receptionist can handle the requests from the patient.
- **<u>Assessments Not Completed</u>:** This section is reserved for patients who have not yet returned assessments. It is helpful to keep an eye out on this section to see if a reminder is needed. This list contains a contact number for the patient and the ability to re-send the assessment. If patients are going to complete the form in reception before their appointment, this list can serve as a reminder to have them complete the assessment when they come in. This can be done either by completing the forms on paper and having the receptionist enter the responses into the system, or using a computer/iPad at the clinic to complete the assessment at the clinic (which can be done by clicking the "View" button under the Assessment column).
    - **Note:** If your practice uses an iPad or computer for patients to complete the form, there is a button called "Set for Patient Input" (see page 27 for screenshot), which allows you to lock the system to display the assessment only.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

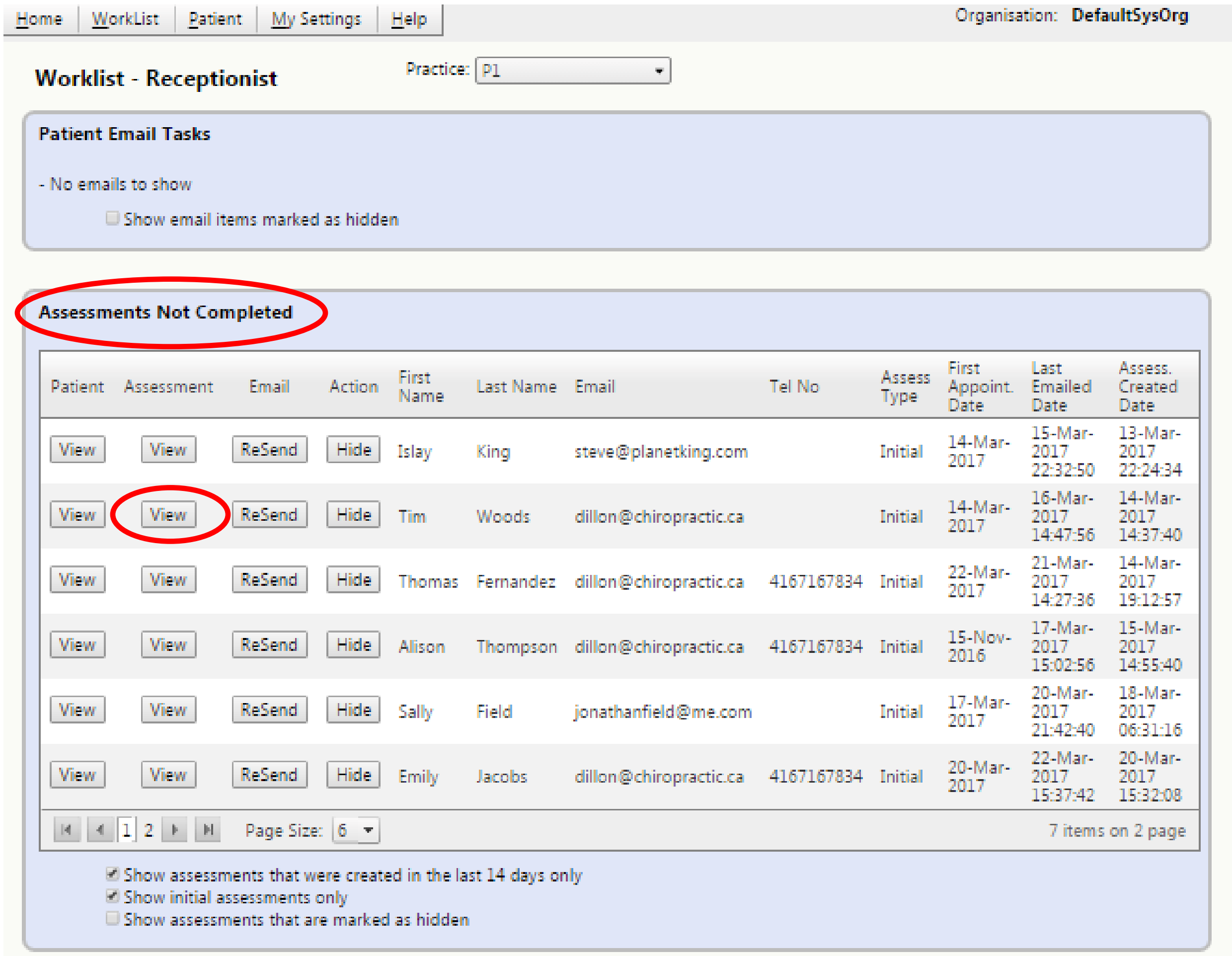
- **<u>Assessments Completed, Not Printed</u>:** This section lists returned assessments that are not yet printed. The initial assessment contains useful information when a practitioner sees a patient for the first time. Clicking the “View” button in the Assessment column calls up the summary of the questionnaire that could be printed for the practitioner. Also, additional questionnaires that are completed can be printed.

Note: If there is more than one practice within your organization you are a part of there will be a separate WorkList for each practice. You can change the one you are looking at by selecting other practices from the practice pull-down list located at the top–centre of the window.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Providing Questionnaires when a Patient Arrives at the Clinic

As discussed earlier in the receptionist profile's WorkList (below), you can bring up a patient's assessment. Within the Assessments Not Completed section, you can see the patients who have not completed their questionnaires and it gives you the ability to view the assessment and patient details.


Home | WorkList | Patient | My Settings | Help

Organisation: DefaultSysOrg

Worklist - Receptionist

Practice: P1

Patient Email Tasks

- No emails to show

Show email items marked as hidden

Assessments Not Completed

Patient	Assessment	Email	Action	First Name	Last Name	Email	Tel No	Assess Type	First Appoint. Date	Last Emailed Date	Assess. Created Date
View	View	ReSend	Hide	Islay	King	steve@planetking.com		Initial	14-Mar-2017	15-Mar-2017 22:32:50	13-Mar-2017 22:24:34
View	View	ReSend	Hide	Tim	Woods	dillon@chiropractic.ca		Initial	14-Mar-2017	16-Mar-2017 14:47:56	14-Mar-2017 14:37:40
View	View	ReSend	Hide	Thomas	Fernandez	dillon@chiropractic.ca	4167167834	Initial	22-Mar-2017	21-Mar-2017 14:27:36	14-Mar-2017 19:12:57
View	View	ReSend	Hide	Alison	Thompson	dillon@chiropractic.ca	4167167834	Initial	15-Nov-2016	17-Mar-2017 15:02:56	15-Mar-2017 14:55:40
View	View	ReSend	Hide	Sally	Field	jonathanfield@me.com		Initial	17-Mar-2017	20-Mar-2017 21:42:40	18-Mar-2017 06:31:16
View	View	ReSend	Hide	Emily	Jacobs	dillon@chiropractic.ca	4167167834	Initial	20-Mar-2017	22-Mar-2017 15:37:42	20-Mar-2017 15:32:08

1 2 Page Size: 6 — 7 items on 2 page

Show assessments that were created in the last 14 days only

Show initial assessments only

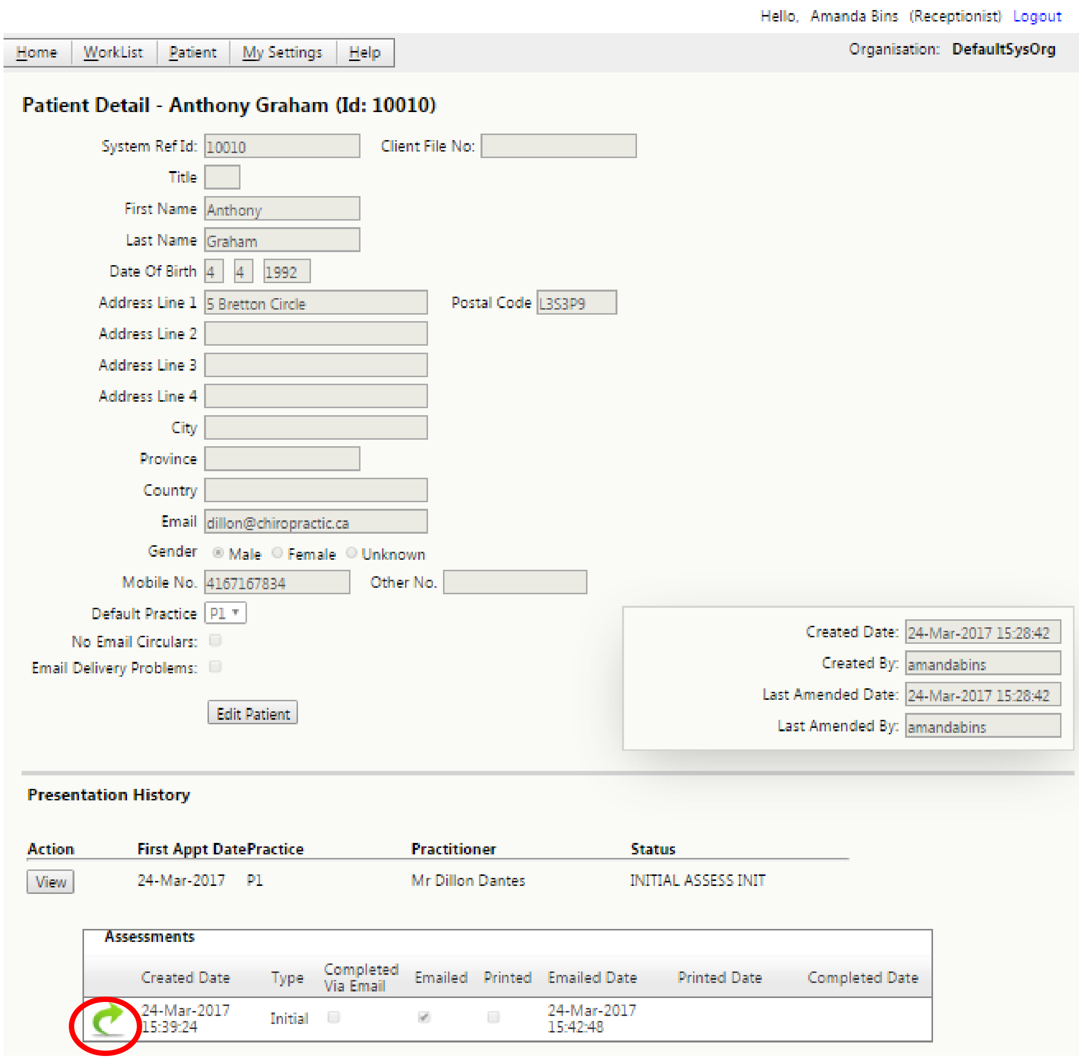
Show assessments that are marked as hidden

Clicking on the "View" button for the Assessment column will bring up the assessment. If the patient wants to fill out the assessment manually, you can print the assessment.

From here you will be able to print out the assessment in the same way you would from any internet browser—often by choosing print from the file menu.

Another way to view the assessments is to search for the patient in the Presentation History section (image below). You will see all the assessments that were sent to the patient. In the example below, you can see the initial assessment was emailed to the patient but it was never completed.

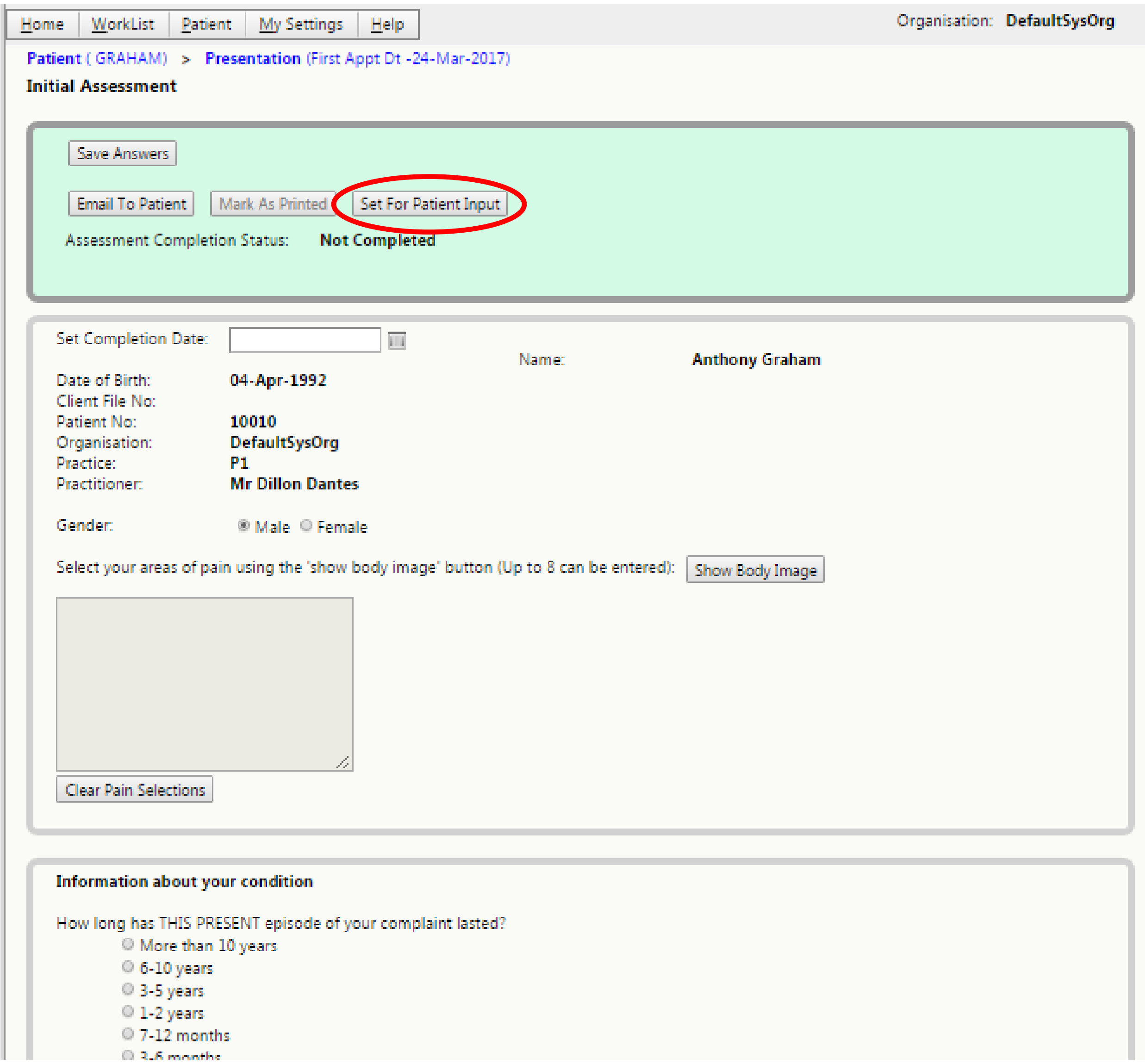
T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2



Clicking on the green arrow (indicated on the image above) will bring up the assessment that you are interested in viewing.

Either method of viewing an assessment will lead to the same result.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

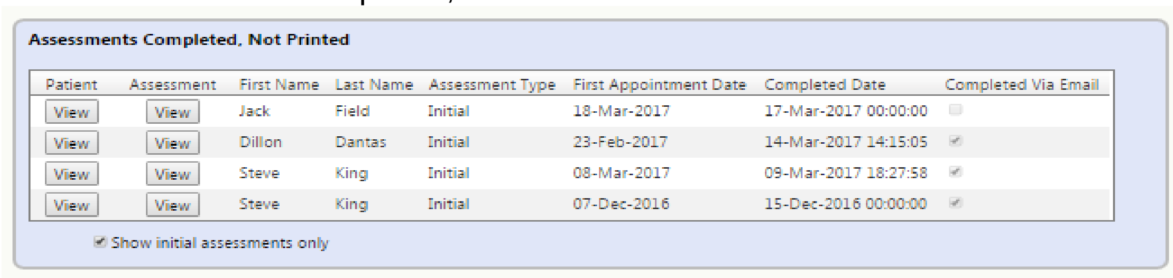


If the patient is going to fill in the questionnaire on an electronic device that the clinic provides, you can set the assessment to “Set for Patient Input” (see screenshot above). The platform will automatically format the form on the device and safely lock the system to prevent other patient’s details and information from being seen. You can also email this assessment to the patient if they change their mind to complete the assessment at home.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Printing Completed Assessments

When assessments are completed, you will be able to view them in the WorkList area under Assessments Completed, Not Printed.



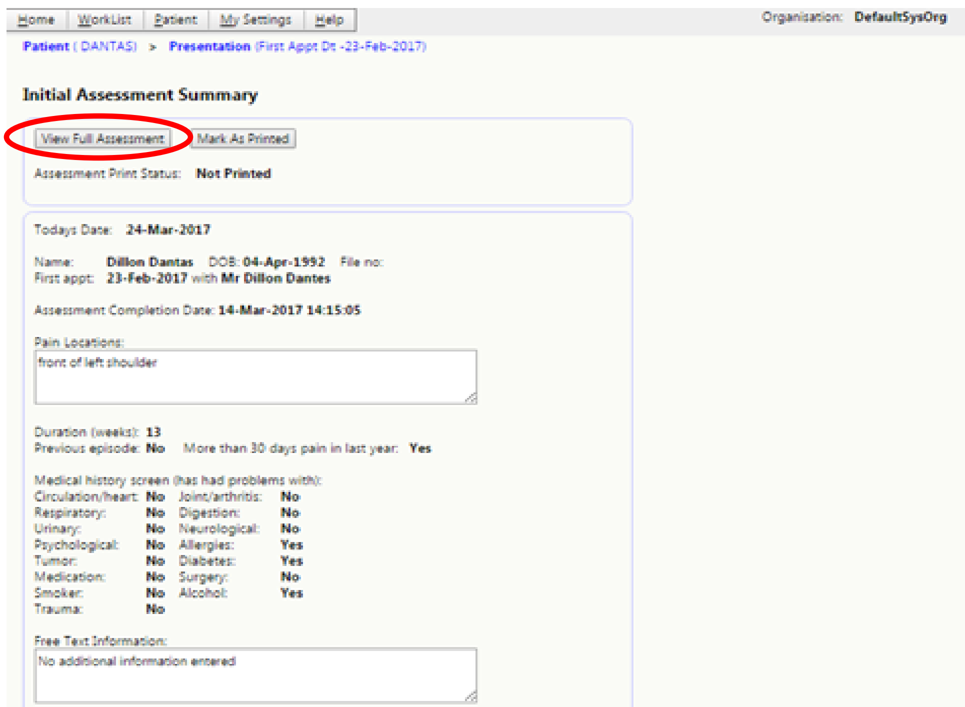
Assessments Completed, Not Printed

Patient	Assessment	First Name	Last Name	Assessment Type	First Appointment Date	Completed Date	Completed Via Email
View	View	Jack	Field	Initial	18-Mar-2017	17-Mar-2017 00:00:00	
View	View	Dillon	Dantas	Initial	23-Feb-2017	14-Mar-2017 14:15:05	✓
View	View	Steve	King	Initial	08-Mar-2017	09-Mar-2017 18:27:58	✓
View	View	Steve	King	Initial	07-Dec-2016	15-Dec-2016 00:00:00	✓

☑ Show initial assessments only

From here, you can click on the “View” button under the Assessment column, which will bring up the assessment.

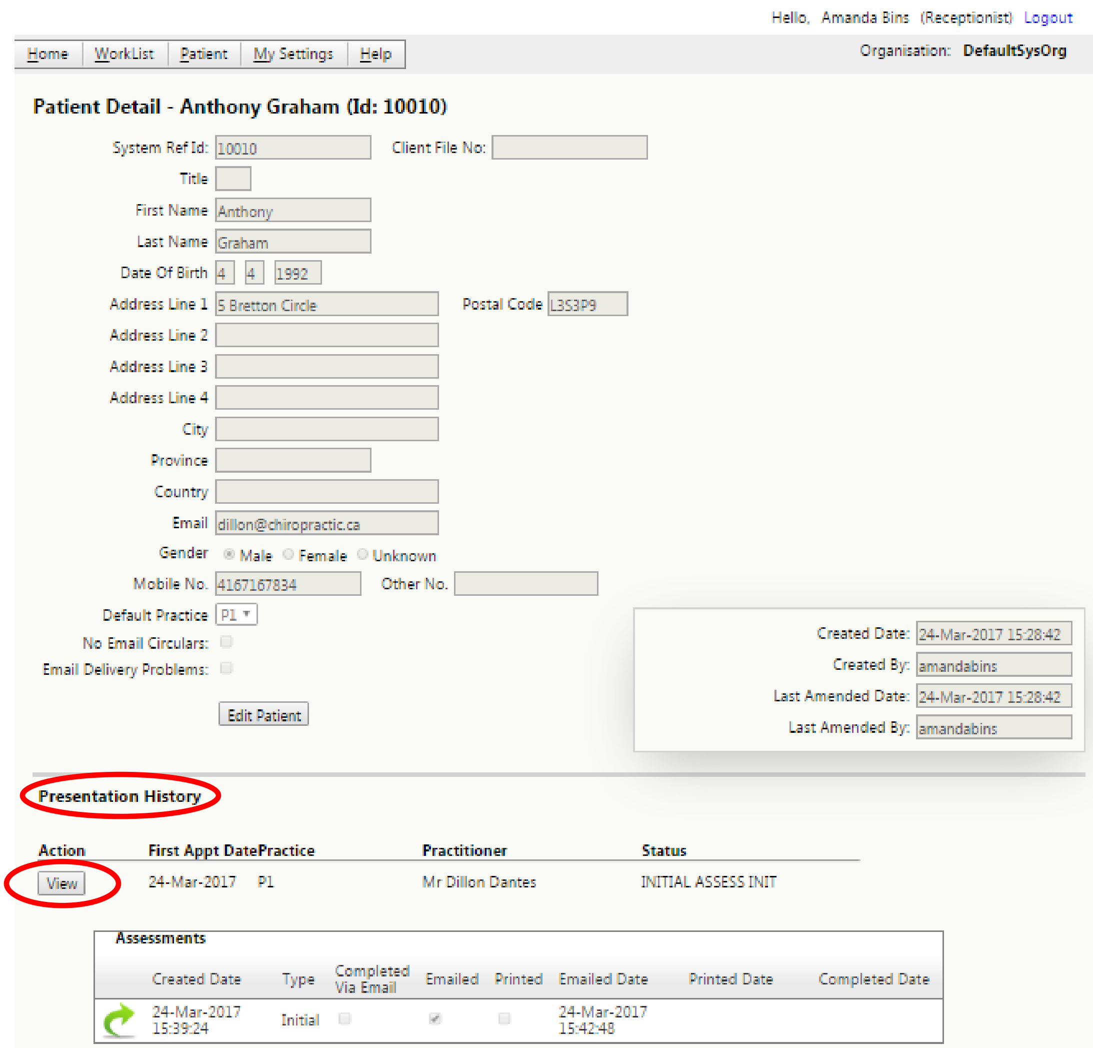
For all initial assessments, you can print out an initial assessment summary or view the whole assessment (the “View Full Assessment” button is circled in red below) and print it out from there. All other assessments will open the whole assessment, from which you will be able to print them for your patient or for the practitioner.



T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Creating Questionnaires

Some patients will not want to provide their email address for this application. All the assessments will still be accessible for them to complete (except the CPAQ), but the assessments will need to be created manually. After searching for a patient in the Presentation History section, you can click on the "View" button (shown below in red).



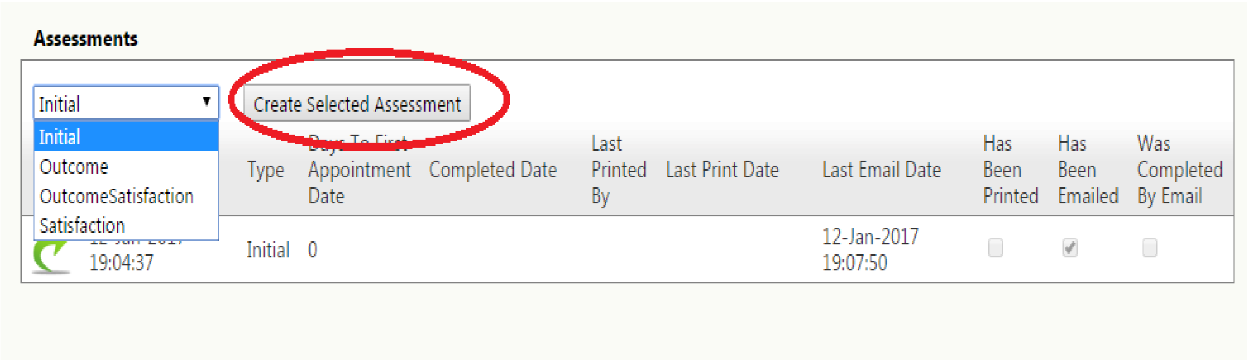
This will open up a detailed presentation for that particular patient. If you scroll to the bottom of the page, there is a section called Assessments. From here you can choose from:

1. Initial assessment (before the first appointment)
2. Outcome (14- and 90-day assessment)
3. Outcome Satisfaction (30-day assessment)
4. Satisfaction (quick satisfaction question about the overall clinic)

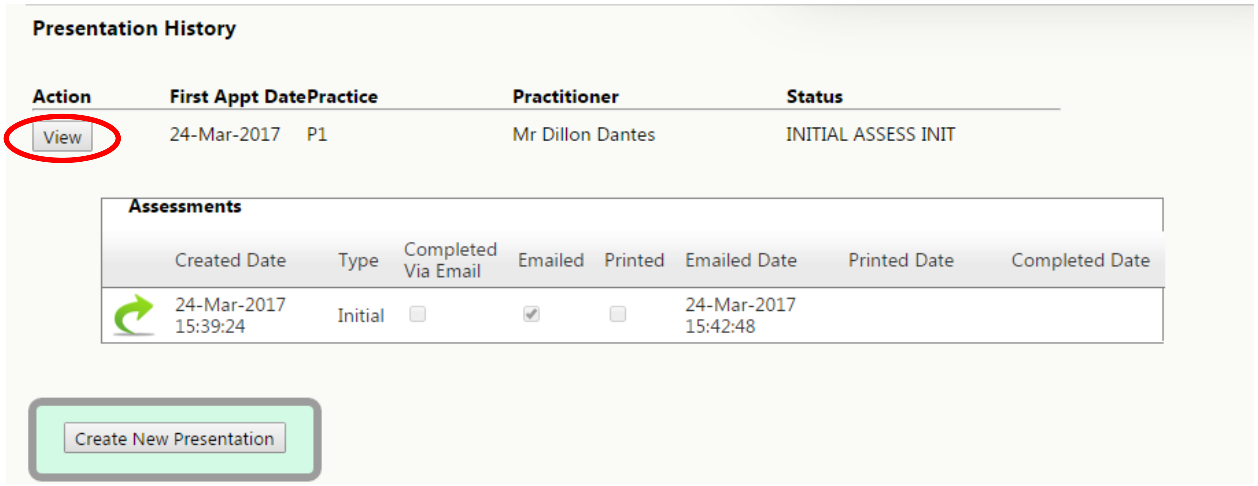
T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Once you choose the assessment you require, you can create the selected assessment. It will automatically open to the assessment of choice and you can either set it up for patient input, print out the assessment for manual input, or email it directly to the patient.

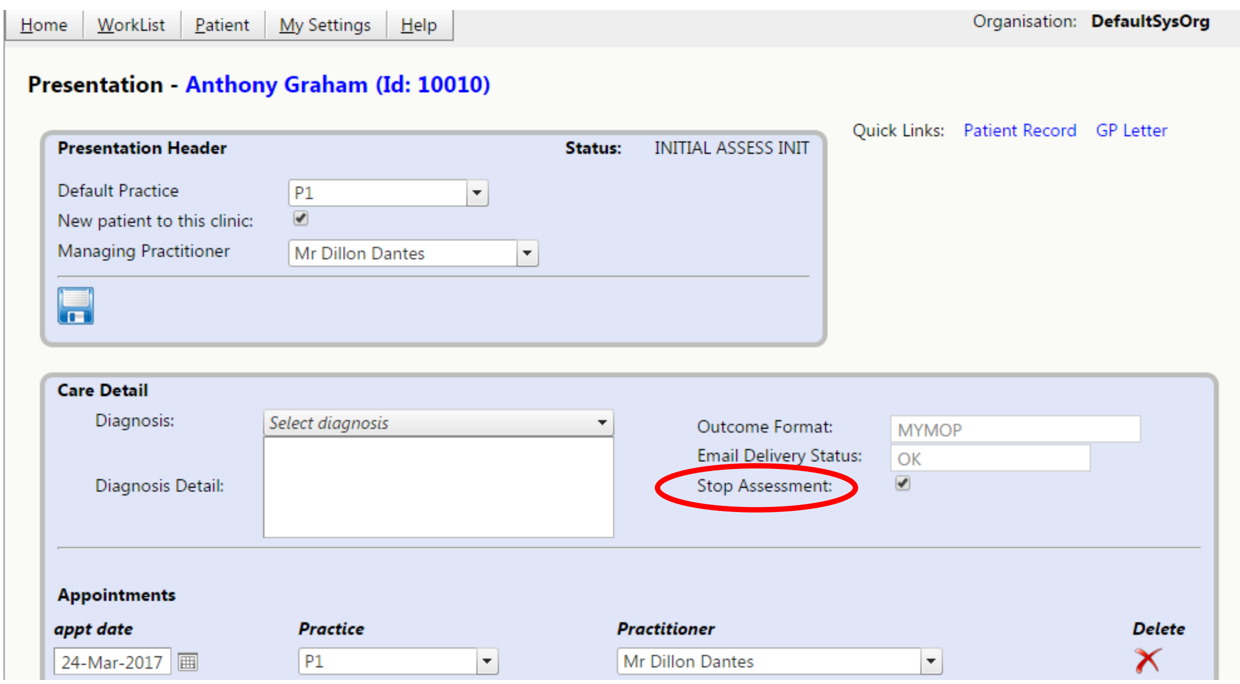
Note: Currently, the CPAQ assessment cannot be manually produced since it is an anonymous questionnaire.



Stopping an Assessment



After searching for a particular patient, click on the “View” button and a detailed presentation for that patient will appear (as seen below).



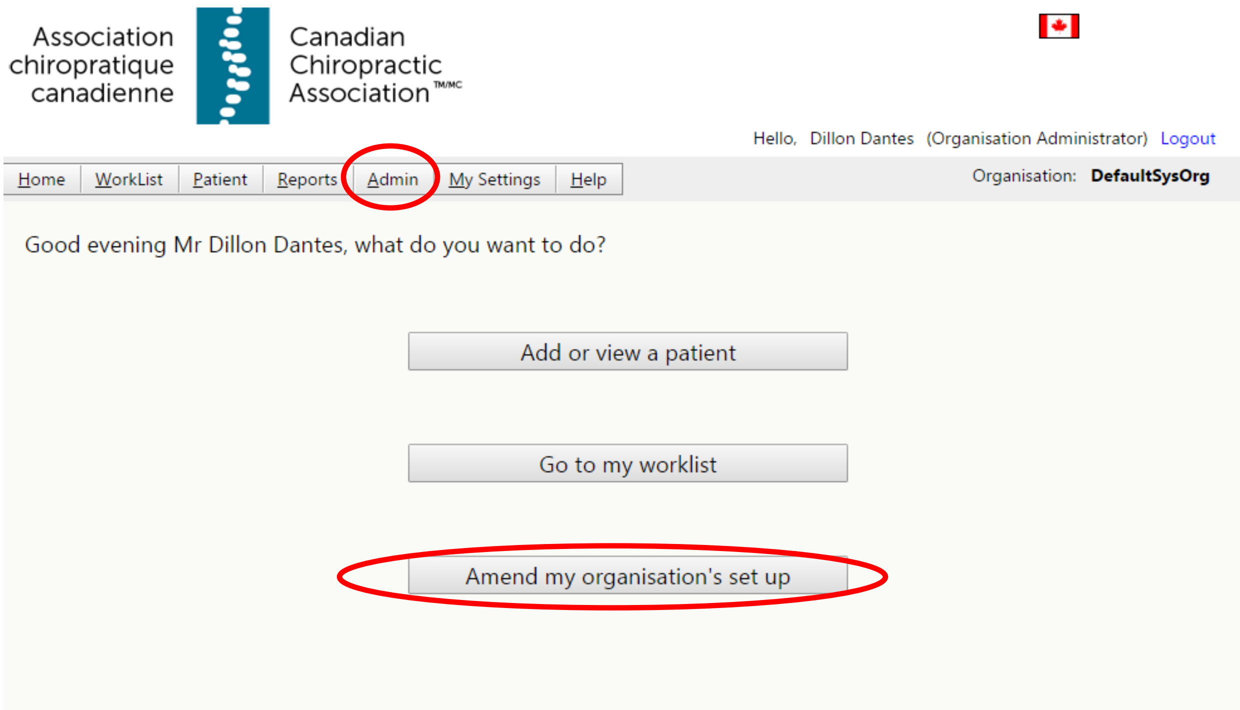
Marking the Stop Assessment checkbox will ensure that no more assessments get sent to that patient.

This can be done by the doctor or receptionist if the patient has not done so within the assessments they received via email. All assessments received by patients give the patient the option to stop assessments at any time. When they receive an email with their assessment, there will be a button that they can click to stop further assessments.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Navigating as a Practitioner

Practitioners Home Screen (Organization Admin)



As an organization administrator, you have access to your organization information and additional functionalities, including the “Amend my organisation’s set up” and the Admin tab.

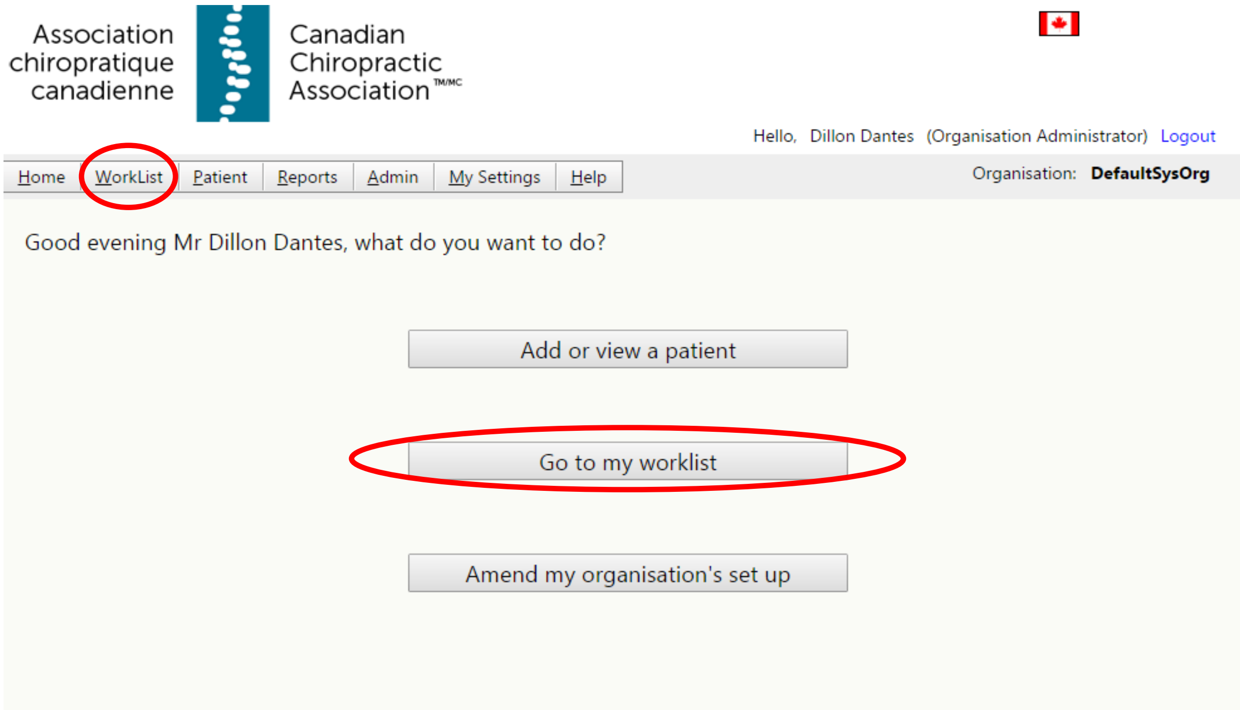
If a practitioner joins the organization but is not an organization administrator, they will not have access to these two additional functions. Instead, it will look very similar to the receptionist’s home screen.

Add or View a Patient

This process is the same as the receptionist. Please view the receptionist section about adding or viewing a patient to understand this task (see pages 15 to 18).

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Go to WorkList



When you choose “Go to my worklist” from the home page (or hover over the WorkList tab and choose “Practitioner”), you will be shown a screen that gives you information about recent responses from patients who have registered with you.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

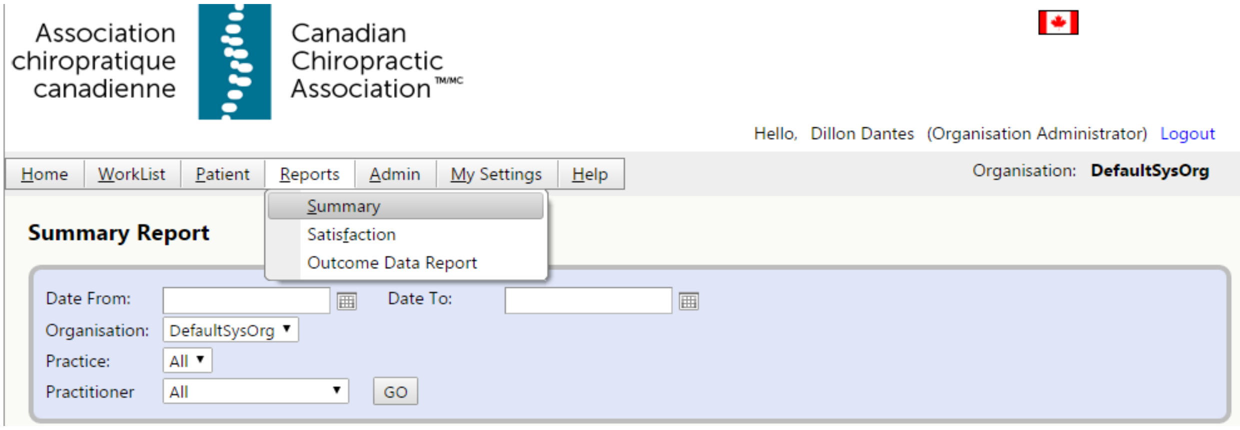
The four most important sections in your WorkList screen are outlined below:

1. **Patient Emails:** These are emails that patients may have sent to you through replying to an automatic email they received. An email will also be sent to your personal email address by the system to let you know that a message from a patient has arrived. Selecting “View email” from the list brings up the email window. From here, the message may be read and replied to. If the message is more appropriately dealt with by reception, click the “Move to Receptionist’s WorkList” button. Any messages sent in this way should be checked in event that they contain valuable information for clinical use or other reasons.
2. **GP Letter:** This section contains personalized templates you may find useful when writing reports from the information generated from the assessments.
3. **Latest Completed Assessments:** This section lists the most recent assessment returns from patients.
4. **Latest Presentations:** Here you will find the most recently added patients or presentations on your list.

Note: When a patient completes an outcome assessment, the practitioner is notified by email with a summary. For reasons of confidentiality, this email does not contain the patient’s name but they can be identified by their practice file number (if any) and a system number assigned by the system. Their complete assessment can be found in the Latest Completed Assessments or the Latest Presentations tab.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Reports (Summary)



Hovering over the Reports tab and choosing "Summary" allows you to view collated results for all patients who have returned their assessments and compare these results to the pooled results of other practitioners in the system.

You are able to search through specific dates and change the organization, practice, and practitioner details. Clicking the "GO" button will populate the report. As an organization administrator, you have access to view results of other practitioners and practices. However, if you do not have that access, you will only be able to view your own results and collated results of all ChiroPatientsMatter members. This report can be used to compare your results with either of two groups: everyone within your organization, or everyone using the platform. It is NOT possible to see an individual practitioner's results from outside of your organization.

NOTE: It is not advised to put too much weight on results with fewer than 20 responses from patients at each assessment point, otherwise one errant assessment can significantly distort the results. Also, please be aware that results may vary considerably between practitioners and practices because of the types of patient seen. For example, practices seeing patients presenting with more chronic conditions or comprising an older population are likely to have different results from those seeing more sports-related complaints or with a higher proportion of acute presentations.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

The report you generate contains four different charts/graphs:

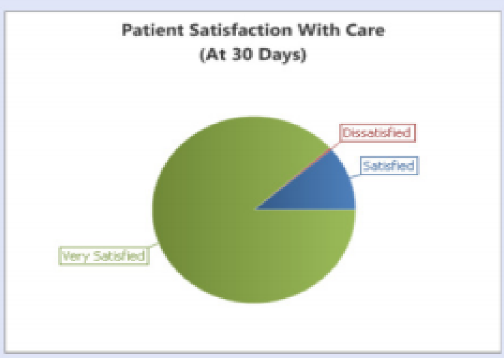
***PGIC (Patients' Global Impression of Change) summary*:** This summary describes the proportion of patients reporting a definite improvement (score of >5) at 14, 30, and 90 days.

PGIC Summary

PGIC	At 14 Days	At 30 Days	At 90 Days
1	45	25	25
2	58	37	20
3	71	49	23
4	82	53	30
5	287	155	79
6	552	379	268
7	425	428	431
%>5	64.28%	71.67%	79.79%

***Satisfaction summary*:** As part of the assessment at 30 days, patients are asked how happy they have been with the way they have been treated by the clinic. This is a global measurement is separate from the more detailed CPAQ assessment.

Satisfaction Summary

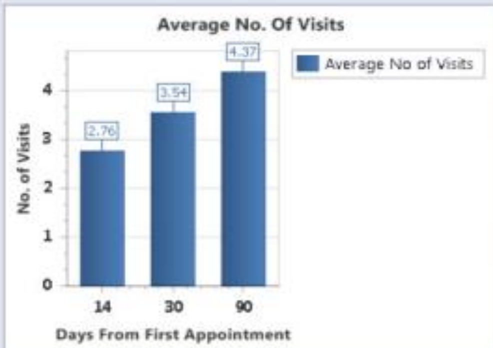


Score	At 30 Days
%>5	88.42%
%<3	0.36%

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

***Number of Visits*:** Each time a patient completes an assessment, they are asked how many visits they have had so far.

Number of Visits



Visits	At 14 Days	At 30 Days	At 90 Days
1	180	111	70
2	275	118	91
3	318	189	131
4	150	153	105
5	52	111	74
6	14	56	70
7	4	24	32
8	3	12	29
9	1	3	11
10	1	4	17
>10	3	2	19
Average	2.76	3.54	4.37

***Assessment compliance summary*:** This graph shows the proportion of patients who have completed the assessments sent to them.

Compliance Summary

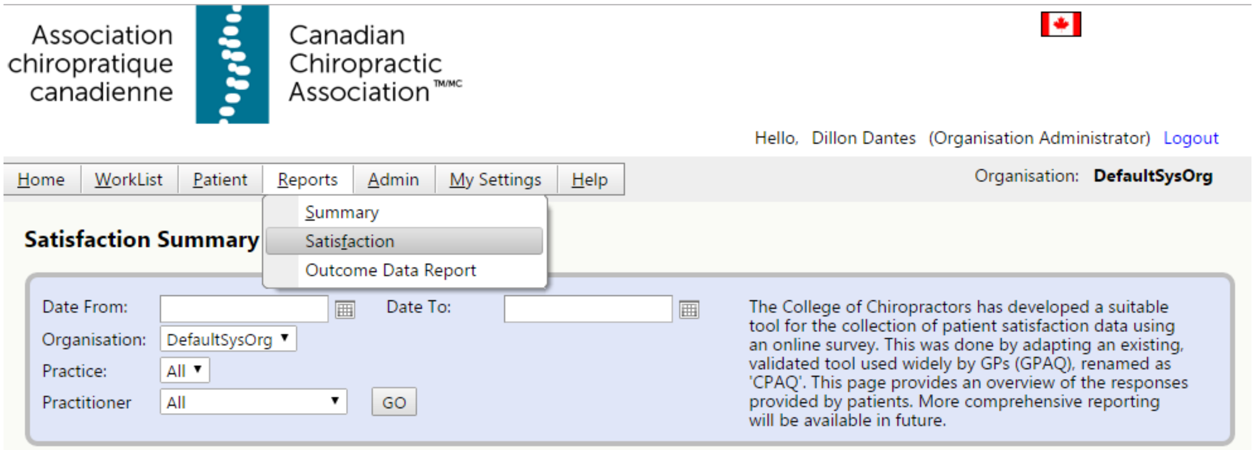
Assessments	Initial	At 14 Days	At 30 Days	At 90 Days
Sent	4832	2924	2742	2346
Completed	87.15%	51.98%	41.06%	37.34%

A table is present next to each chart/graph with a more detailed analysis, which can be pasted into a spreadsheet for further manipulation, analysis, and comparisons.

Each chart/graph is also selectable, allowing you to copy and paste them for use elsewhere, such as in marketing materials, reports, and more.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Reports (Satisfaction)



Hovering over the Reports tab and choosing “Satisfaction” brings up the satisfaction summary report window. Information collected from this section is taken from the CPAQ (Chiropractic Patient Assessment Questionnaire) questionnaire.

The anonymous CPAQ (20 days) survey covers a range of areas including:

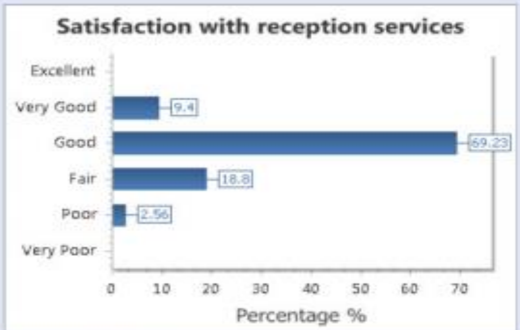
- Reception
- Ease of making an initial appointment
- Ability to make the appointment at convenient time
- Time waiting in clinic for appointments
- Ease of contacting the clinic by phone
- Consultation and treatment factors

You are able to search through specific dates and change the organization, practice, and practitioner details. Clicking the “GO” button will populate the report. As an organization administrator, this report can be used to compare your results with either everyone within your organization or everyone using the platform. You also have access to other practitioners’ results. If you not set up as an organization administrator, you will be able to view your own results, the practice/organization results, and everyone’s results using the platform. It is NOT possible to see an individual practitioner’s results from outside your organization.

At present, the system provides two summary graphs for the Satisfaction Summary: a satisfaction profile relating to reception services, and satisfaction with the care provided.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Satisfaction with reception services



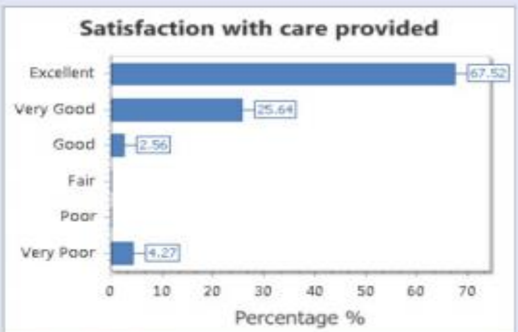
117 assessments found

Satisfaction Level	Percentage %
Excellent	0.00
Very Good	9.40
Good	69.23
Fair	18.80
Poor	2.56
Very Poor	0.00

Reception services here is a summary of questions enquiring about patients satisfaction with:

- The way they have been treated by reception
- Opening hours
- How quickly an appointment is available
- Waiting time in clinic

Satisfaction with care provided



117 assessments found

Satisfaction Level	Percentage %
Excellent	67.52
Very Good	25.64
Good	2.56
Fair	0.00
Poor	0.00
Very Poor	4.27

Care provided here is a summary of questions enquiring about patients satisfaction with:

- How thoroughly they feel they have been asked about their symptoms
- How well they have been listened to
- How well they were put at ease during examination
- How well they were involved in decisions about their care
- How well their problem & treatment was explained
- The amount of time they had with their clinician
- The patience their clinician had with them
- The caring and concern shown to them

A table is present next to each graph with a more detailed analysis which can be pasted into a spreadsheet for further manipulation and analysis.

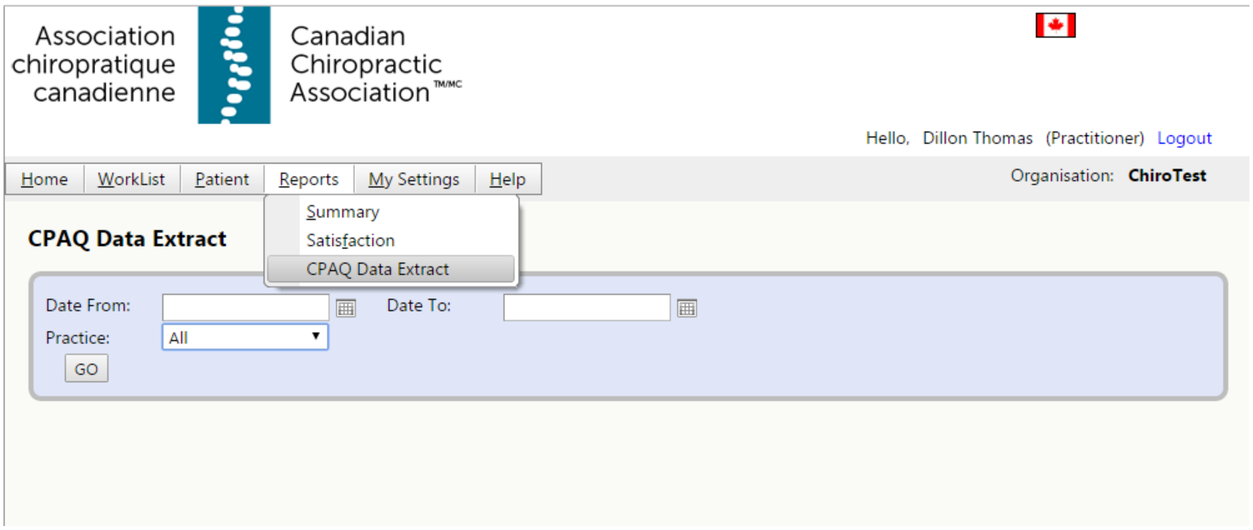
Each of the graphs is selectable, allowing you to copy and paste them for use elsewhere, such as in marketing materials, reports, and more.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

CPAQ (Chiropractic Patient Assessment Questionnaire) Data Extract

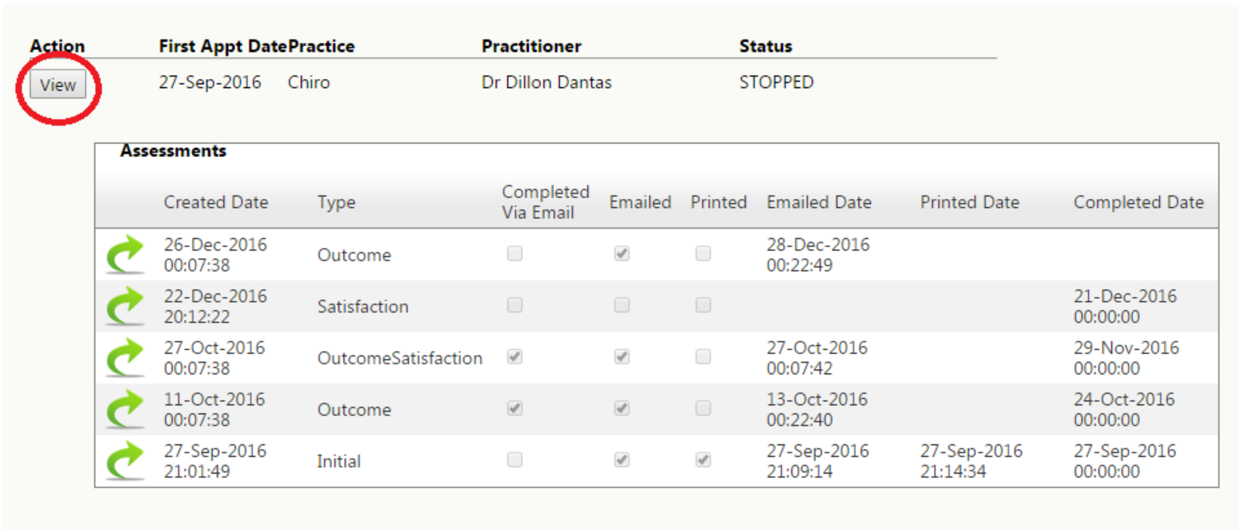
This section is being updated to better serve the needs of our Canadian chiropractors. We will be updating this guide very soon and providing you with details when it is available.

This section can be found in the reports tab under “CPAQ Data Extract” (as seen below). At this time, you will only be able to download the raw results. We are building the platform to allow the raw results to be transformed into useful data.



T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Viewing Detailed PROMs (Patient Reported Outcome Measures) Reports



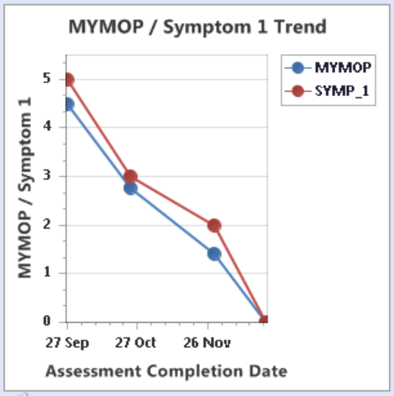
After searching for a patient and double-clicking on their name, you will bring up the patient's presentation history (shown above). This shows minimal information about the patient and displays the assessments created for the patient and the dates on which they were completed (or not completed, as indicated). You can click on each assessment (using the green arrow) to see a more detailed analysis.

However, if you click on the "View" button, it will open another window that has more detailed information for that particular patient. This detailed report will also contain the patient's responses to PROMs in a box titled "Progress" (as shown in the image below).

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Progress
System Ref Id: **8334**

	27-Sep-2016	24-Oct-2016	29-Nov-2016	21-Dec-2016
MYMOP Profile	4.50	2.75	1.40	
Symptom 1	5	3	2	
Symptom 2	5	3	2	
Symptom 3				
Symptom 4				
Activity	5	3	1	
Wellbeing	3	2	2	



MYMOP Assessment Details

Symptom 1 : sore back

Symptom 2 : tightness

Activity: : getting dressed

Statement from PGIC

24-Oct-2016 : Slightly Improved

29-Nov-2016 : Much Improved

Satisfaction Statement

21-Dec-2016 : Better than I was expecting.

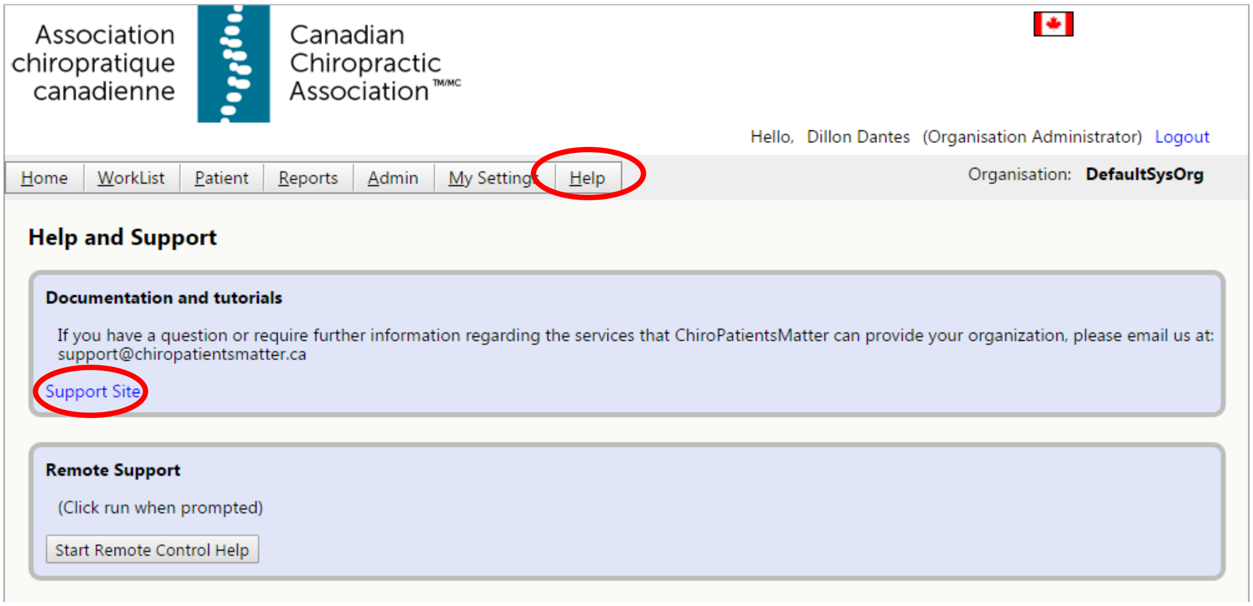
The MYMOP is a validated patient reported outcome measure. For more details see http://sites.pcmd.ac.uk/mymop

This section contains a summary and an in-depth analysis of one particular patient as they progress throughout the system from the initial assessment all the way to the 90-day follow-up. This section displays comprehensive summary information about that patient as they move through their journey of care.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

Support Page

If you are ever stuck and require further assistance, our support page will provide you with some useful resources.



If you click on the Help tab, this page will appear (see above). An email address is also provided if you have a question or concern that you would like to talk to us about.

Clicking on the “Support Site” link will take you to the support page (see next page).

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2

For the pilot of ChiroPatientsMatter, our support page will be shared with Care Response. We have a designated tab called CCA Chiro Pts Matter that will hold videos, this training guide, and our email address for you to contact us.

Overview | Examples | Manuals | Stationery | Webcasts | Contact Us | Research | CCA Chiro Pts Matter | Legal / policies

Association chiropratique canadienne | Canadian Chiropractic Association™ᴹᶜ

The Canadian Chiropractic Association will be running a pilot of electronic collection of patients experiences and health outcomes during a period of chiropractic care using Care Response.

More information will be published here shortly (18/3/2017)

If you have any further questions or require further assistance, please contact us at: support@chiropatientsmatter.ca

Training Guide: ChiroPatients Matter

Video guides

Registering new organisation   NB Example linking to European server NOT Canadian pilot at moment
Manually creating an assessment
Creating a presentation in Care Response
What a patient sees when sent an assessment   NB example using Bournemouth Questionnaire not MYMOP at moment
Stopping patient assessments
Adding a new patient to Care Response
Adding Additional Receptionists or Practitioners to your Practice (once already set up)
Printing an initial assessment or other forms in application

Note: Some of the videos discussed in this section will relate to Care Response. As both platforms function in the same way, this should not be a problem. We are working on upgrading these videos as we progress through the pilot.

T (416) 585-7902 TF 1(877) 222-9303 F (416) 585-2970
186 Spadina Avenue - Suite 6, Toronto, ON M5T 3B2