GROUPWARE TECHNOLOGIES, INC.

Provide® Enterprise Care Management Software

Rapid Start User Guide

Provide® Enterprise

Rapid Start User Guide

Updated November 2021

Contents

Introduction

The Virginia Department of Health has chosen to use the Provide Enterprise (PE) system to manage their Ryan White Care and Prevention programs, which includes Rapid Start for newly diagnosed individuals.

This user guide will walk through the management of these records.

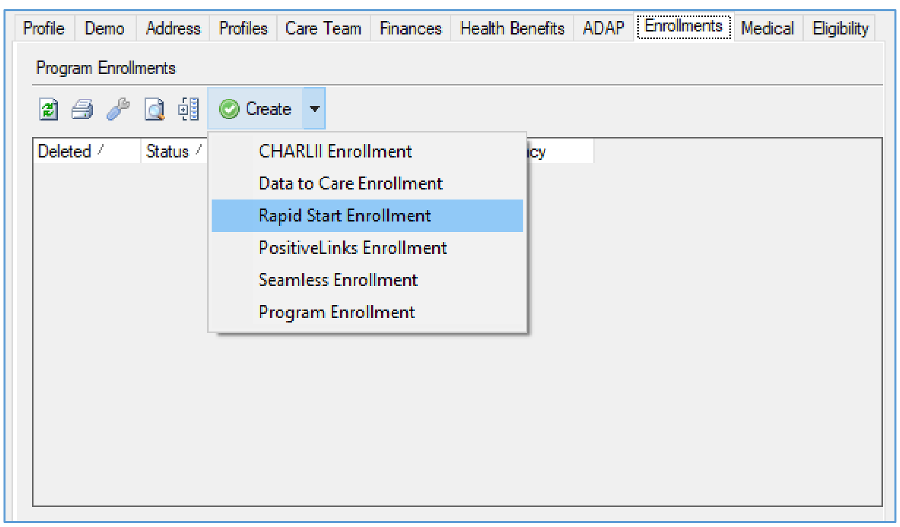
Enrolling a Client in Rapid Start

Creating an Enrollment Record

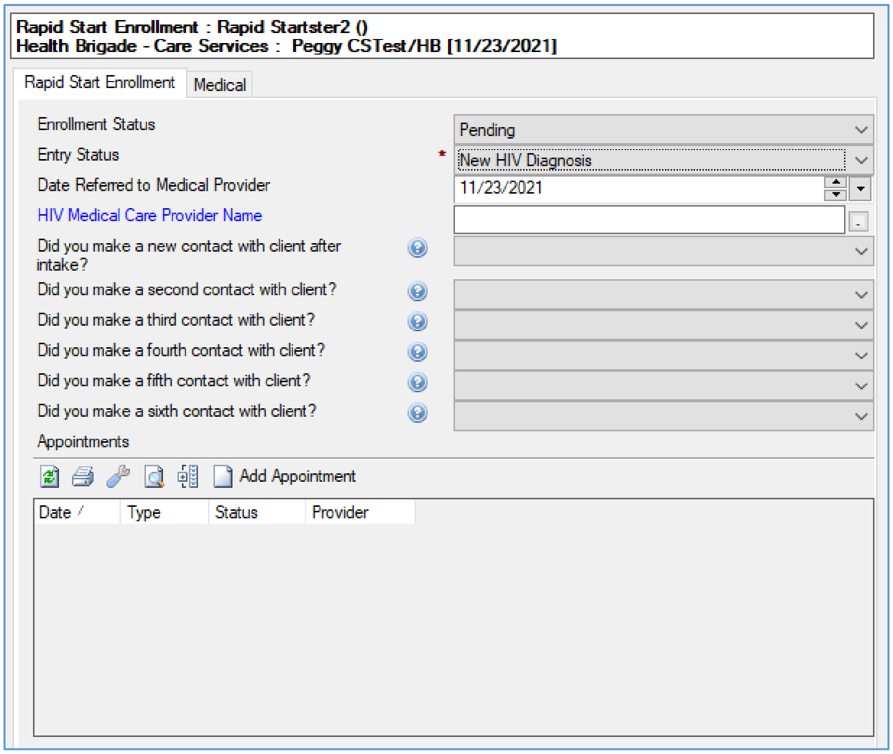
Since Rapid Start is a program for new clients, the client will need to be registered into Provide Enterprise to be enrolled. Please refer to the user guide for Client Registration – Completing the Client Profile for more information on the registration process.

Once the client is registered, a base Client Profile is created.

From the Client Profile, navigate to the Enrollments tab. Within the Program Enrollments embedded view, click the Create button > Rapid Start Enrollment.



Rapid Start Enrollment tab:



Complete the required information on the enrollment form.

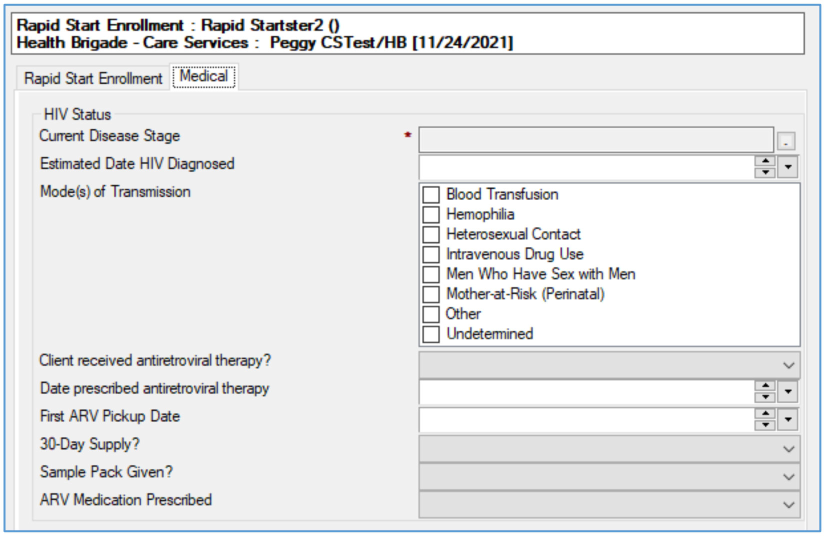
- **Status** – defaults to Pending. Change the status to Enrolled once the client is enrolled in the Rapid Start program.
- **Entry Status** – select whether the client is newly diagnosed or reengaging in care.
- **Referral Source** – select the source of the referral.
- **Date Referred to Medical Provider** – enter the date the client was referred.
- **HIV Care Clinic** – select the appropriate HIV Care Clinic.
- **HIV Medical Care Provider** – select the appropriate Medical Care Provider.
- **Did you make a new contact with client after intake?** – This is recommended 1 day after ARV initiation. Select Yes or No.
- **Date of First Contact –** If Yes is selected, enter the date of the first contact.

The remaining fields are intended to track recommended follow up contacts to the client after ARV initiation.

- Second Contact – recommended 5 days after ARV initiation.
- Third Contact – recommended 10 days after ARV initiation.
- Fourth Contact – recommended 30 days after ARV initiation.
- Fifth Contact – recommended 90 days after ARV initiation.
- Sixth Contact – recommended 180 days after ARV initiation.

An embedded view shows any prior appointment records that are made for the client. You may also click "Add Appointment" to create a new appointment.

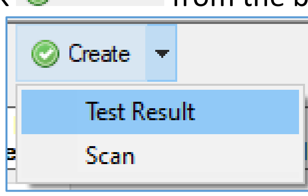
Medical Tab:

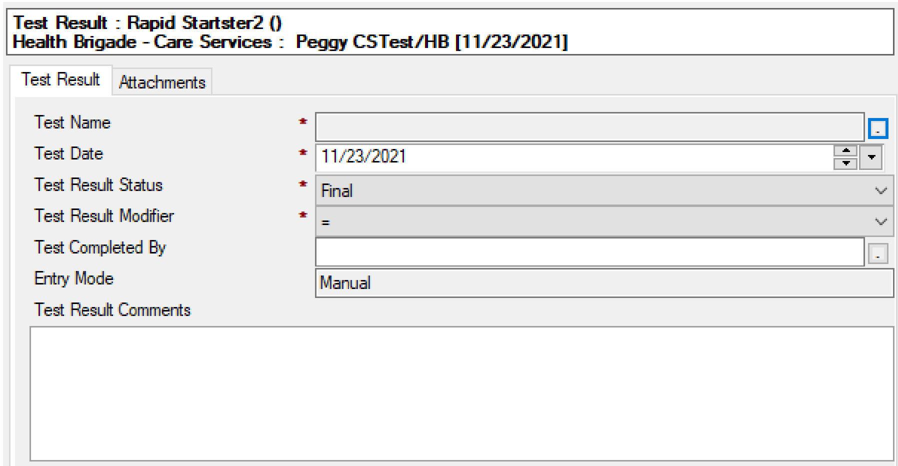


Use the Medical tab to record the following:

- **Current Disease Stage** – enter the client's current HIV stage.
- **Estimated Date HIV Diagnosed** – enter the date diagnosed.
- **Mode of Transmission** – select mode of transmission (all that apply).
- **Client Received antiretroviral therapy?** – enter Yes or No.
- **Date prescribed antiretroviral therapy** – enter date of prescription.
- **First ARV Pickup Date** – enter the date of first ARV pickup.
- **30 day supply**? – enter Yes or No.
- **Sample Pack Given**? – enter Yes or No.
- **ARV Medication Prescribed** – select the appropriate medication.

If you have received lab results, click Create from the button bar, and select Test Result.



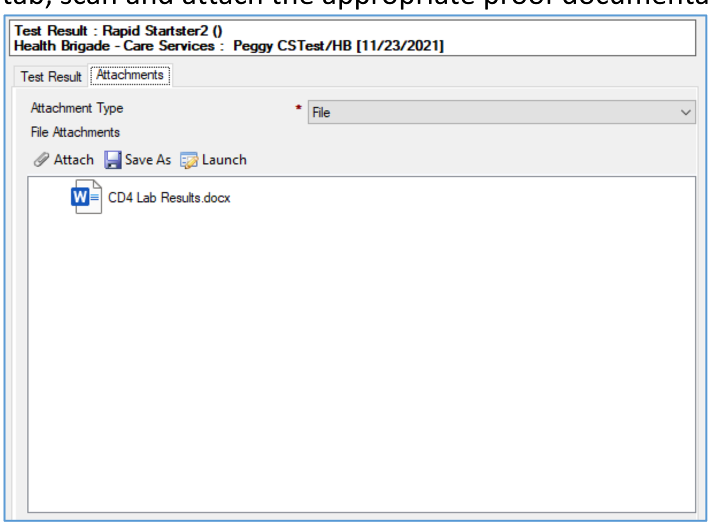


Enter the required information for the test results.

- **Test Name** – select the name of the test.
- **Test Date** – enter date of test (defaults to today).
- **Test Result Status** – enter the appropriate status of the test.
- **Test Result Numeric Value** – enter the numeric value of the test result.
- **Test Result Unit of Measure** – enter the appropriate unit of measure for the test result (defaults based on test name selected).
- **Test Result Modifier** – enter the appropriate modifier for the test result (defaults based on test name selected).
- **Test Completed By** – Select the provider who completed the test result.
- **Entry Mode** – defaults to Manual
- **Test Result Comments** – enter any comments regarding the test.

The test results will update the Client Profile during nightly processing.

On the Attachments tab, scan and attach the appropriate proof documentation.



After you have completed all the required fields to process the enrollment, save the enrollment record by clicking Close, and answer Yes to save your changes.

Once a client is enrolled in Rapid Start, they are immediately eligible for Medical Transportation, Medical Case Management and Non-Medical Case Management service categories for 30 days. Within this timeframe, a full Eligibility Assessment should be submitted to determine appropriate Ryan White eligibility for VMAP and Care Services.

Editing an Enrollment Record

After the client is Enrolled, Virginia Department of Health recommends follow-up contacts with the client as follows:

- Second Contact – recommended 5 days after ARV initiation.
- Third Contact – recommended 10 days after ARV initiation.
- Fourth Contact – recommended 30 days after ARV initiation.
- Fifth Contact – recommended 90 days after ARV initiation.
- Sixth Contact – recommended 180 days after ARV initiation.

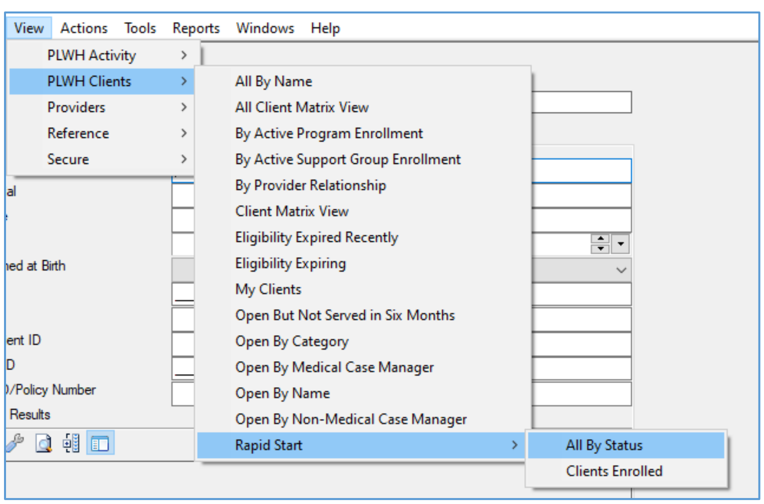
From the Client Profile, navigate to the Enrollments tab and double-click on the Rapid Start Enrollment Record. Use the Edit button to make any changes to the enrollment record.

After you have completed your changes, save the enrollment record by clicking Close, and answer Yes to save your changes.

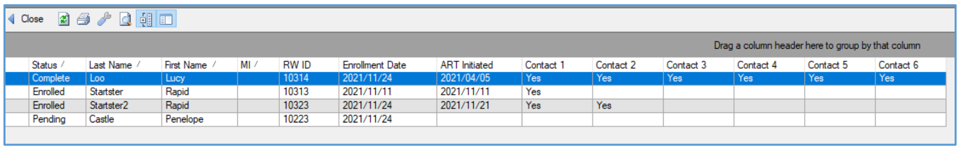
Viewing Rapid Start Enrollments

Rapid Start Views

Provide Enterprise allows you to quickly view your Rapid Start clients. To access these views, navigate to View > PLWH Clients > Rapid Start.



The “All By Status” view shows all clients who have a Rapid Start Enrollment record by status. You can use the  button to categorize the list by any of the columns.

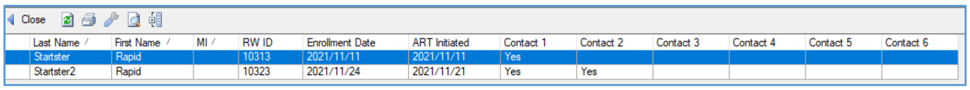


Close

Drag a column header here to group by that column

Status	Last Name	First Name	MI	RW ID	Enrollment Date	ART Initiated	Contact 1	Contact 2	Contact 3	Contact 4	Contact 5	Contact 6
Complete	Loo	Lucy		10314	2021/11/24	2021/04/05	Yes	Yes	Yes	Yes	Yes	Yes
Enrolled	Startster	Rapid		10313	2021/11/11	2021/11/11	Yes					
Enrolled	Startster2	Rapid		10323	2021/11/24	2021/11/21	Yes	Yes				
Pending	Castle	Penelope		10223	2021/11/24							

The “Clients Enrolled” view shows all the clients currently enrolled in Rapid Start.



Close

Last Name	First Name	MI	RW ID	Enrollment Date	ART Initiated	Contact 1	Contact 2	Contact 3	Contact 4	Contact 5	Contact 6
Startster	Rapid		10313	2021/11/11	2021/11/11	Yes					
Startster2	Rapid		10323	2021/11/24	2021/11/21	Yes	Yes				