

GROUPWARE TECHNOLOGIES, INC.

Provide[®] Enterprise Care Management Software

Rapid Start User Guide

Provide® Enterprise
Rapid Start User Guide

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Contents

Introduction	4
Enrolling a Client in Rapid Start	4
Creating an Enrollment Record.....	4
Editing an Enrollment Record.....	8
Viewing Rapid Start Enrollments	8
<i>Rapid Start Views</i>	8

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.

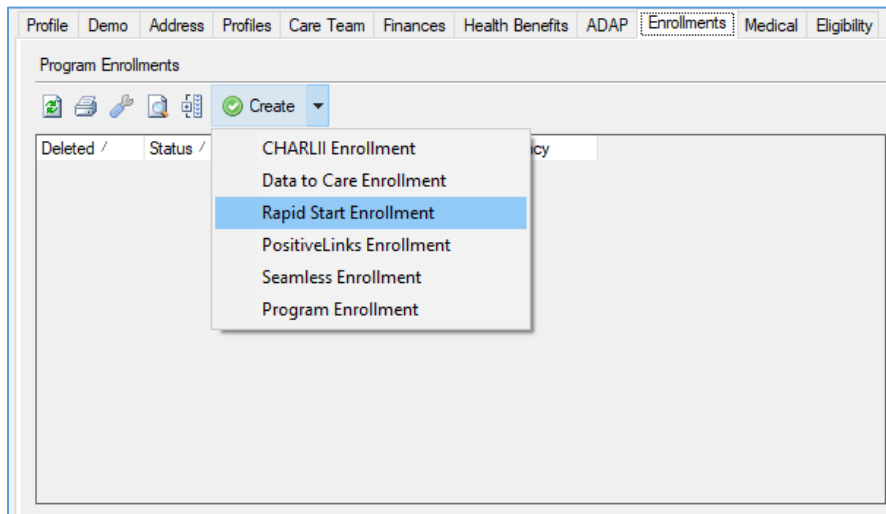
Enrolling a Client in Rapid Start

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:

Rapid Start Enrollment : Rapid Starter2 ()
Health Brigade - Care Services : Peggy CStest/HB [11/23/2021]

Rapid Start Enrollment | Medical

Enrollment Status: Pending

Entry Status: * New HIV Diagnosis

Date Referred to Medical Provider: 11/23/2021

HIV Medical Care Provider Name: [Empty]

Did you make a new contact with client after intake? [Yes]

Did you make a second contact with client? [No]

Did you make a third contact with client? [No]

Did you make a fourth contact with client? [No]

Did you make a fifth contact with client? [No]

Did you make a sixth contact with client? [No]

Appointments

[Add Appointment]

Date /	Type	Status	Provider

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:

Rapid Start Enrollment : Rapid Starter2 ()
Health Brigade - Care Services : Peggy CStest/HB [11/24/2021]

Rapid Start Enrollment **Medical**

HIV Status

Current Disease Stage *

Estimated Date HIV Diagnosed

Mode(s) of Transmission

- Blood Transfusion
- Hemophilia
- Heterosexual Contact
- Intravenous Drug Use
- Men Who Have Sex with Men
- Mother-at-Risk (Perinatal)
- Other
- Undetermined

Client received antiretroviral therapy?

Date prescribed antiretroviral therapy

First ARV Pickup Date

30-Day Supply?

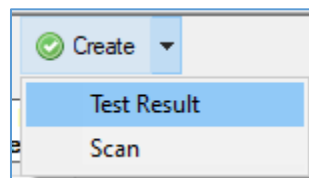
Sample Pack Given?

ARV Medication Prescribed

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.



Test Result : Rapid Startster2 ()
Health Brigade - Care Services : Peggy CStest/HB [11/23/2021]

Test Result Attachments

Test Name *

Test Date * 11/23/2021

Test Result Status * Final

Test Result Modifier * =

Test Completed By

Entry Mode Manual

Test Result Comments

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.


Test Result : Rapid Startster2 ()
Health Brigade - Care Services : Peggy CStest/HB [11/23/2021]

Test Result Attachments

Attachment Type * File

File Attachments

Attach Save As Launch

 CD4 Lab Results.docx


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.

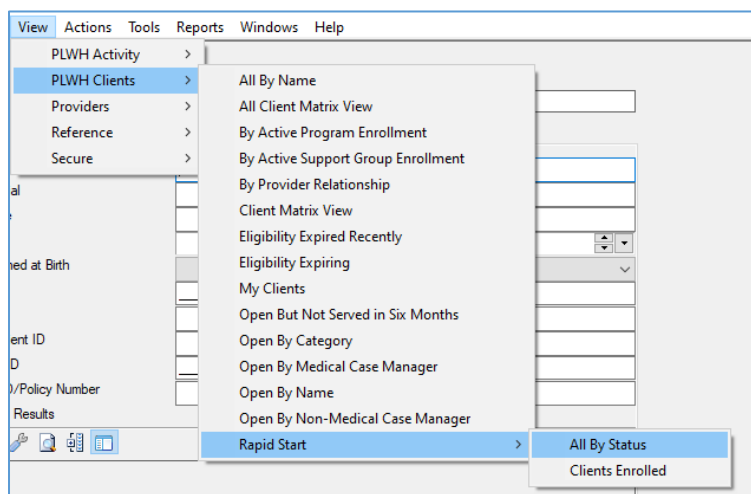
From the Client Profile, navigate to the Enrollments tab and double-click on the Rapid Start Enrollment Record. Use the  **Edit** button to make any changes to the enrollment record.


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

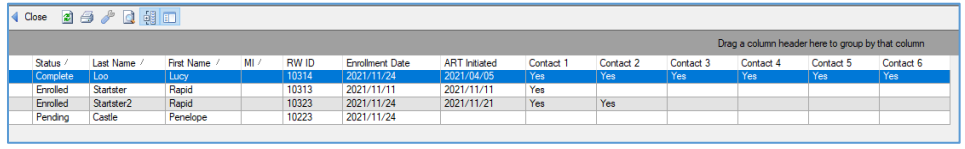
Viewing Rapid Start Enrollments







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.

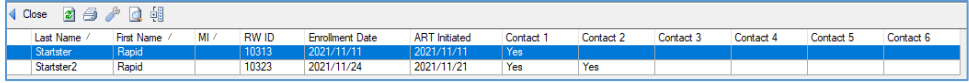








Close      

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	Boo	Devy		10314	2021/11/24	2021/09/05	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	Cestle	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				