

**APPRISS<sup>®</sup>**

HEALTH

**AWARxE Communications Module**  
User Support Manual

February 2019

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# Table of Contents

<b>1</b>	<b>Communications Module Overview</b> .....	<b>1</b>
<b>2</b>	<b>Accessing Your Inbox</b> .....	<b>2</b>
<b>3</b>	<b>Clinician-to-Clinician Messaging</b> .....	<b>6</b>
3.1	Creating a New Message.....	6
3.2	Responding to an Existing Message.....	8
<b>4</b>	<b>Care Notes</b> .....	<b>10</b>
4.1	Adding a New Care Note.....	10
4.2	Editing a Care Note .....	12
4.3	Deleting a Care Note.....	15
<b>5</b>	<b>Flagging a Message/Care Note as Inappropriate</b> .....	<b>19</b>
<b>6</b>	<b>Document Information</b> .....	<b>20</b>
6.1	Disclaimer.....	20
6.2	Change Log.....	20

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# 1 Communications Module Overview

Clinicians need the ability to recognize and call attention to important medical events, such as mitigating or exacerbating factors, on a patient's PMP report. The Communications Module is designed to meet this need. Within the module, the Care Notes feature has been added to the NarxCare Report. Care Notes is a clinician-only feature that allows specific, clinically relevant notes or events to be appended to a patient's PMP record. These notes are visible only on the PMP report and to clinicians who have the Communications Module enabled.

**Note:** *To have the Communications Module enabled, clinicians must meet specific requirements such as having a unique personal ID (e.g., DEA number) and not sharing that ID with other clinicians (e.g., within an institutional setting).*

Additionally, the module provides a direct clinician-to-clinician messaging client within the PMP to allow clinicians to securely communicate and share information regarding a patient in their care. This direct messaging feature is available only in NarxCare, not in the PMPs themselves, and permits the exchange of information between verified PMP users regarding a single patient under the care of multiple clinicians.

This document describes how to create and view Care Notes and clinician-to-clinician messages within the Narx Report.

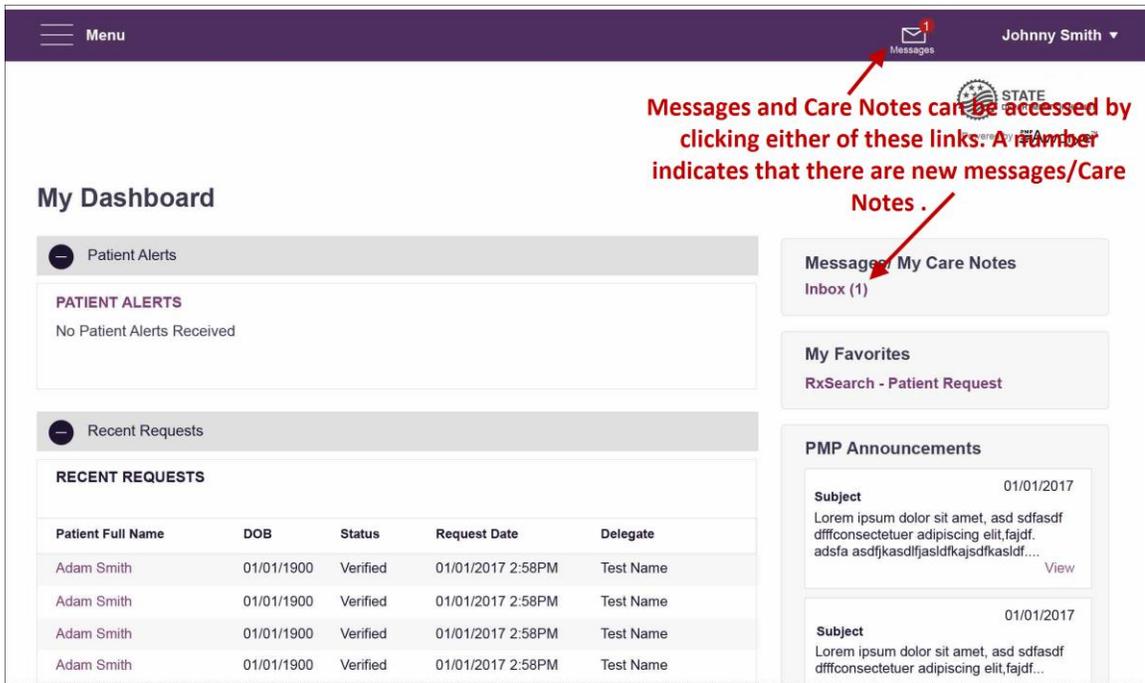
**Note:** *For complete instructions on using AWARxE, including how to log in to the system and create a Narx Report, please refer to the AWARxE User Support Manual.*

## 2 Accessing Your Inbox

Clinician-to-clinician messages and Care Notes are stored in your inbox, which can be accessed by:

1. Clicking **Inbox** from the Messages/My Care Notes section of your dashboard; or
2. Clicking the **Messages** link on the menu bar.

New messages and/or Care Notes are indicated by a number (i.e., the number of new messages) next to the **Inbox** link in the Messages/My Care Notes section of your dashboard and on the **Messages** link on the menu bar.



Once you have clicked either link, your inbox is displayed as shown on the following page.

Your inbox contains two tabs: [Messages](#) and [My Care Notes](#). The **Messages** tab is displayed by default. Note that both messages and Care Notes are contained within the Narx Report; therefore, when viewing messages/Care Notes, you are accessing the Narx Report for the patient indicated in the **Patient** column.

You can manage how many messages or Care Notes are displayed at any given time by changing the number in the **View** field at the bottom of the list. You can also use the arrows to navigate through your messages/Care Notes.

- Messages.** The **Messages** tab displays the date and time the message was received, the patient who is the subject of the message, the user who sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top. New messages are displayed in **bold** until viewed. Click the link in the **Message** column to view the message.

The Narx Report for that patient is displayed, and you are automatically directed to the Messages section of the report.

The screenshot shows a web interface for a patient's Narx Report. At the top, it says "RxSearch > Patient Request > Justin Cooper". The patient's name "Justin Cooper, 37M" is displayed. There are two tabs: "Narx Report" (selected) and "Resources". The date is "06/15/2017". There are links for "Download PDF" and "Download CSV". Below the patient name, there are two expandable sections: "Justin Cooper" and "Communication". The "Messages (1)" section is highlighted with a red border and contains three messages:

- New** [03/02/2017 11:03:12 CST] — from Mark Allen (General Surgeon) to Beth Johnson  
I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early.
- [03/02/2017 1103:12] — from Mark Allen (General Surgeon) to Beth Johnson  
I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more
- [03/02/2017 1103:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson  
I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

At the bottom, it says "Showing 26 - 50 of 100 Items" with navigation arrows.

Refer to [Clinician-to-Clinician Messaging](#) for information on responding to messages and creating new messages.

- **My Care Notes.** Click the **My Care Notes** tab to display your Care Notes.

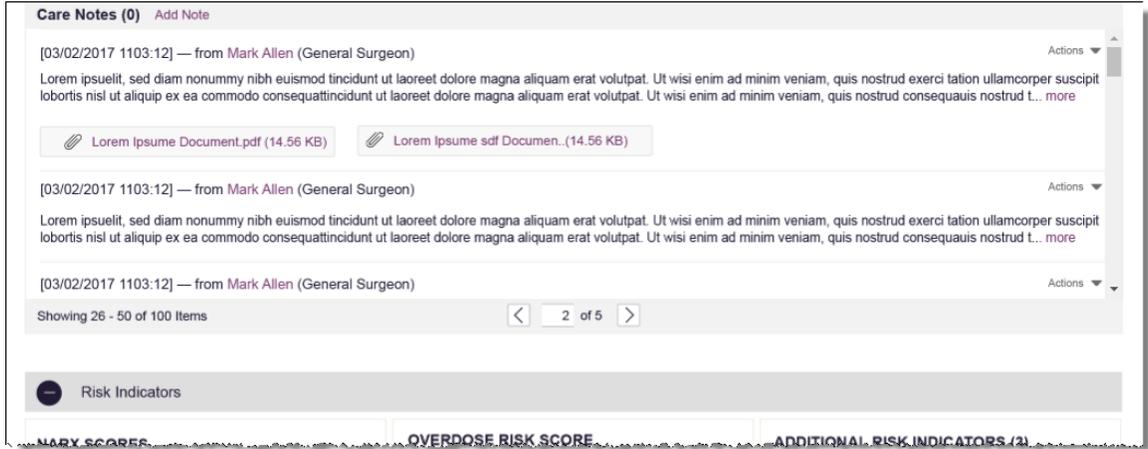
The screenshot shows the "My Care Notes" section of the software interface. At the top, there is a "Menu" icon and a "Messages" icon with a notification badge. The user's name "Johnny Smith" is in the top right. The "My Care Notes" tab is selected. The "My Care Notes" section has a search bar and a table of notes:

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur cletuer adipiscing elit,adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Deleted]</b> -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer adipiscing elit,ed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sectetuer adipiscing elit,d diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Edited]</b> - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Expired]</b> - View Note -Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elitctetuer adipiscing elit,, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing cletuer adipiscing elit,elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing cletuer adipiscing elit,elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elctetuer adipiscing elit,it, sed
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur cletuer adipiscing elit,adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Deleted]</b> -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer adipiscing elit,ed diam....

The **My Care Notes** tab displays the date and time the care note was last updated, the patient who is the subject of the note, and a preview of the note text. Care Notes are displayed in descending order, with the most current notes at the top. New Care Notes are displayed in **bold** until viewed.

Click the link in the **Care Note** column to view the note.

The Narx Report for that patient is displayed, and you are automatically directed to the Care Notes section of the report.



Refer to [Care Notes](#) for information on adding new Care Notes to a patient record.

# 3 Clinician-to-Clinician Messaging

## 3.1 Creating a New Message

You can send a message regarding a specific patient to another clinician who is also treating that patient from within the Narx Report.

**Note:** This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Appriss recommends direct communication with the desired recipient outside of the PMP.

To send a new message:

1. Generate a Narx Report for the patient using the instructions provided in the “Creating a Patient Report” section of the *AWARxE User Support Manual*.

The Narx Report is displayed.

RxSearch > Patient Request > Justin Cooper

**Justin Cooper, 37M**

Narx Report Resources

Date: 06/15/2017 Download PDF Download CSV

Justin Cooper

Communication

**Messages (1)**

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 11:03:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

Showing 26 - 50 of 100 Items < 2 of 5 >

**Care Notes (0)** [Add Note](#)

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) Actions

Lorem ipsum, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud consequauis nostrud L. more

[Lorem Ipsum Document.pdf \(14.56 KB\)](#) [Lorem Ipsum sdf Documen..\(14.56 KB\)](#)

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) Actions

Lorem ipsum, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud consequauis nostrud L. more

[Lorem Ipsum Document.pdf \(14.56 KB\)](#) [Lorem Ipsum sdf Documen..\(14.56 KB\)](#)

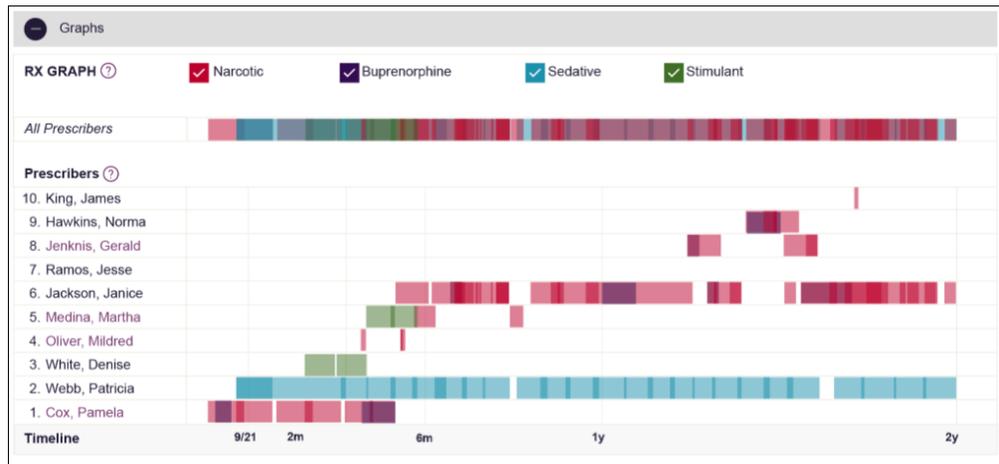
Showing 26 - 50 of 100 Items < 2 of 5 >

**Risk Indicators**

NARX SCORES			OVERDOSE RISK SCORE	ADDITIONAL RISK INDICATORS (3)
Narcotic	Sedative	Stimulant	<b>650</b> (Range 000-999)	<b>!</b> > = 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years
<b>672</b>	<b>512</b>	<b>190</b>		<b>!</b> > = 5 opioid or sedative providers in any year in the last 2 years
<a href="#">Explain these scores</a>			<a href="#">Explain this score</a>	<b>!</b> Patient has Benzodiazepine/ Narcotic overlap

This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole justification for providing or refusing to provide medications. The information on this report is not warranted as accurate or complete.

2. Scroll down to the Prescribers section of the Rx Graph. Available prescribers are indicated by hyperlinked names.



3. Click the prescriber's name to send a message regarding the patient.

**Note:** If the prescriber's name is not a hyperlink, that prescriber is not available for messages. Prescribers may be unavailable for messages based on a number of factors, including being located out of state or having an invalid identifier.

The Message Creation window is displayed.

The screenshot shows the 'Message Creation' window for 'Mark Allen'. The window has a close button (X) in the top right corner. The main content area contains the following information:

- A warning message: "This patient report includes multiple demographics. Messages must be appended to a specific patient demographic. Please make the appropriate selection to append this message to an accurate patient record."
- Search Criteria:
  - Name: Justin Cooper
  - DOB: 11/18/1980
- A question: "What's the most recent and accurate address for this patient?"
- Four radio button options for addresses:
  - 1189 Main Street Louisville, IN 40223 40223
  - 78 Woodstone Dr. Louisville, IN 40223
  - 671 Springview Lane Louisville, IN 40223
  - 671 Springview Apt 2 Louisville, IN 40223
- From: Johnny Smith (Cardiologist) - 123 Fake Street Louisville, KY 40223
- To: Mark Allen (Cardiologist) - 123 Fake Street Louisville, KY 40223
- A text input field labeled "Message..."
- Buttons for "Cancel" and "Send" at the bottom right.

4. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

**Note:** If multiple demographics do not exist, you can skip this step.

5. Type your message in the **Message** field, then click **Send**.

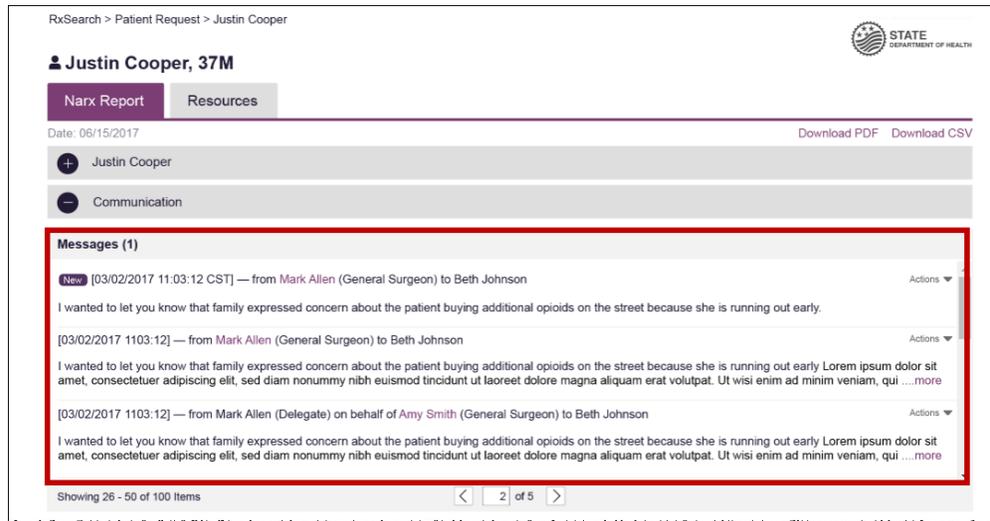
The message is sent, and the prescriber will be able to view it the next time they log in to AWARxE.

## 3.2 Responding to an Existing Message

If a prescriber has sent you a message, it will be available in your inbox. To read and respond to a message:

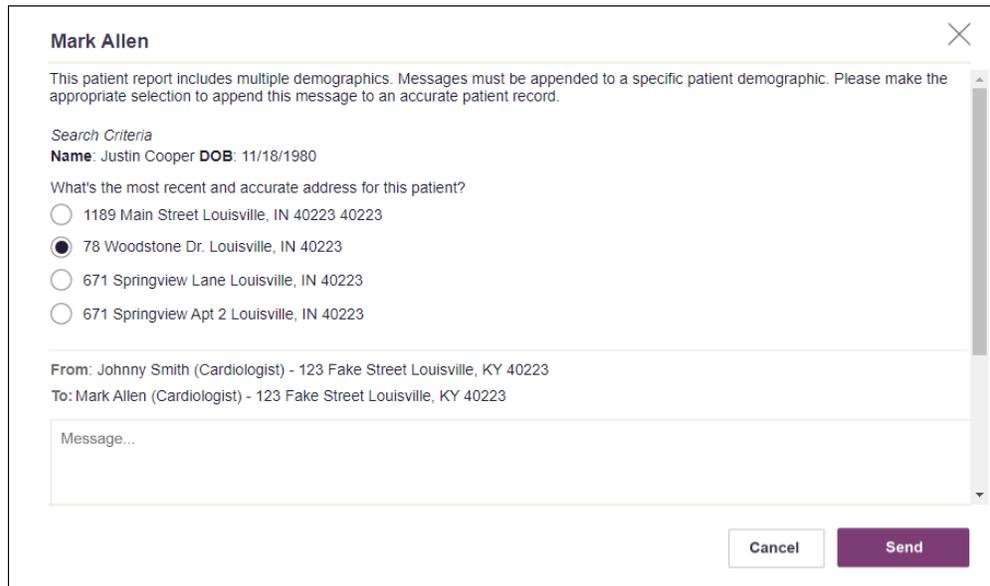
1. Open the message using the instructions provided in the [Accessing Your Inbox](#) section of this guide.

The Narx Report is generated and displayed, and you are automatically directed to the Messages section of the report.



2. To respond to a message, click the prescriber’s name, located in the **From** field of the message heading.

The Message Creation window is displayed.



3. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

**Note:** If multiple demographics do not exist, you can skip this step.

4. Type your response in the **Message** field, then click **Send**.  
The message is sent, and the prescriber will be able to view it the next time they log in to AWARxE.

# 4 Care Notes

The Care Notes feature allows you to add specific, clinically relevant notes or events to a patient’s PMP record (e.g., “the patient has a pain contract”) to be viewed by any provider who views the patient’s record. You can also edit and/or delete Care Notes that you added to the patient’s record.

**Note:** This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Appriss recommends direct communication with the desired recipient outside the PMP.

## 4.1 Adding a New Care Note

To add a new Care Note to a patient’s record:

1. Generate a Narx Report for the patient using the instructions provided in the “Creating a Patient Report” section of the *AWARxE User Support Manual*.

The Narx Report is displayed.

The screenshot displays the patient's Narx Report for Justin Cooper, 37M. The interface includes a header with the patient's name and a 'Narx Report' tab. Below the header, there are sections for 'Messages (1)' and 'Care Notes (0)'. The 'Messages' section shows three messages from Mark Allen (General Surgeon) to Beth Johnson, dated 03/02/2017 11:03:12. The 'Care Notes' section is currently empty, with an 'Add Note' button highlighted in red. Below the messages and care notes, there is a 'Risk Indicators' section. This section contains three sub-sections: 'NARX SCORES' with values for Narcotic (672), Sedative (512), and Stimulant (190); 'OVERDOSE RISK SCORE' with a score of 650 (Range 000-999); and 'ADDITIONAL RISK INDICATORS (3)' which includes three indicators: '> = 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years', '> = 5 opioid or sedative providers in any year in the last 2 years', and 'Patient has Benzodiazepine/ Narcotic overlap'. At the bottom of the screenshot, there is a disclaimer: 'This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole justification for providing or refusing to provide medications. The information on this report is not warranted as accurate or complete.'

- Click **Add Note** in the Care Notes section of the page.  
The Care Note creation window is displayed.

- Type your note in the **Write a Care Note** field. *Note that Care Notes are limited to 1000 characters.*
- If you need to attach a document to the Care Note (e.g., care plans, pain contracts, etc.), click **Add Attachment** and select the file you wish to attach. *Note that HTML attachments cannot be accepted for security purposes. In addition, inappropriate content, either in text form or document or photo attachments, should not be posted. If you notice inappropriate use of the Communications Module, you can flag inappropriate content by following the instructions in the [Flagging a Message/Care Note as Inappropriate](#) chapter of this document.*
- In the **Expiration** field, use the drop-down menu to select when the Care Note should expire.

- You can choose to have the Care Note never expire or to expire after 3 months, 6 months, 12 months, or a custom number of months.

- If you choose the **expire after custom months** option, you will be prompted to enter the number of months after which the Care Note should expire. The maximum allowed is 99 months.

**Expiration**

This care note should  ▼

Expire after  Months. (Maximum allowed is 99 months)

6. If you are adding a Care Note to a patient report via an EHR integration, the **Share Note** field will be displayed. Use this field to indicate whether the Care Note should be shared externally with any authorized PMP user or internally with your organization only.
7. Click **Save**.  
The Care Note is saved and immediately appended to the patient’s record.

## 4.2 Editing a Care Note

**Note:** You can only edit Care Notes added by you. Your State Administrator may also edit your Care Note, if necessary.

To edit your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the “Creating a Patient Report” section of the *AWARxE User Support Manual*.

The Narx Report is displayed.

The screenshot shows a patient report for Justin Cooper, 37M. The interface includes sections for Messages (1), Care Notes (0), and Risk Indicators. The Risk Indicators section is expanded to show Narx Scores and an Overdose Risk Score of 650. Below the scores, there are three additional risk indicators: 1) 4 or more opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years; 2) 5 or more opioid or sedative providers in any year in the last 2 years; and 3) Patient has Benzodiazepine/ Narcotic overlap.

2. In the Care Notes section of the page, locate the note you wish to edit.
3. Click the **Actions** drop-down for the note and select **Edit Note**. *Note that this option is only available on notes created by you. You cannot edit Care Notes created by other clinicians.*



The Edit Care Note window is displayed.

 A screenshot of the 'Edit Care Note for Justin Cooper' window. The window title is 'Edit Care Note for Justin Cooper' with a close button (X) in the top right. Below the title is a sub-header: 'Create a care note that will remain with the patient's report. A care note created by you can only be edited/deleted by the you or an admin.' The main content area contains a text input field with placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in'. Below the text field is an attachment section showing 'A\_Doc\_Upload 12345678.pdf (40.3KB)' with a close button and the text 'Uploaded Jan 23, 2017 2:30 PM EST'. There is an 'Add Attachment' link. Below that is an 'Expiration' section with the text 'This care note should' and a dropdown menu set to 'never expire'. The 'Share Note' section has two radio buttons: 'Externally with any authorized user of the PDMP' (unselected) and 'Internal to my organization only' (selected). The 'Reason for Edit' section has the text 'Please share your reason for editing this care note.' and two checkboxes: 'Correct errors/wrong information' (unselected) and 'Update outdated information' (unselected). At the bottom right are 'Cancel' and 'Save' buttons. A 'Characters Left: xxx' indicator is visible on the right side.

4. Edit the Care Note as necessary. You may refer to steps 3-6 of the [Adding a New Care Note](#) section of this document for more information about the fields displayed on this window.
5. Once you have finished editing the Care Note, select the reason for editing the note in the **Reason for Edit** field. You may add any additional comments regarding the edit in the **Additional Comments** field. *Note that if you select **Other** as the reason for your edit, you must complete the **Additional Comments** field.*

 A close-up screenshot of the 'Reason for Edit' section. It shows the text 'Please share your reason for editing this care note.' followed by three checkboxes: 'Correct errors/wrong information' (unselected), 'Update outdated information' (unselected), and 'Other' (unselected). Below these is the 'Additional Comments' section with a text input field. A 'Characters Left: xxx' indicator is visible at the bottom right.

6. Click **Save**.

- Your edits are saved, and the Care Note is immediately updated on the patient’s record.
- Care Notes that have been edited by you or by the State Administrator are indicated with **[Edited]** next to the Care Note description in your inbox.

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur cletuer adipiscing elit,adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Deleted]</b> -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer adipiscing elit,ed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, setctetuer adipiscing elit,d diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Edited]</b> - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Expired]</b> - View Note -Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elitctetuer adipiscing elit., sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing cletuer adipiscing elit,elit, sed diam....

You may click **View Edits** to view the Care Note’s edit history. Note that the edit history is only viewable by you and your State Administrator.

**Edited Care Note** ✕

This note has been edited multiple times. [View History of Edits](#)

**Edited on 11/21/2017**  
 [11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit loborti  
*The care note was edited due to the following reasons:* Offensive Language, Other

**Edited on 11/22/2017**  
 [11/22/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, , sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisi ut aliquip ex ea commodo consequaniam ad minim veniam, , sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisi ut aliquip ex ea commodo consequaniam ad minim veniam,  
*The care note was edited due to the following reasons:* Offensive Language, Other

*Additional Comments:*  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut

**Close**

If the Care Note has been edited multiple times, you can click **View History of Edits** to view the entire edit history.

**Edited Care Note** ✕

This note has been edited multiple times. [Hide History of Edits](#)

**Original Care Note**  
 [11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat

**Edited on 11/19/2017**  
 [11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequanim ad minim veniam,

*The care note was edited due to the following reasons: Offensive Language, Other*

---

**Edited on 11/21/2017**  
 [11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobort

*The care note was edited due to the following reasons: Offensive Language, Other*

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**Edited on 11/22/2017**  
 [11/22/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequanim ad minim veniam, m ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequanim ad

Close

### 4.3 Deleting a Care Note

**Note:** You can only delete Care Notes added by you. Your State Administrator may also delete your Care Note, if necessary.

To delete your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the “Creating a Patient Report” section of the *AWARxE User Support Manual*.

The Narx Report is displayed as shown on the following page.

RxSearch > Patient Request > Justin Cooper

**Justin Cooper, 37M**

Narx Report Resources

Date: 06/15/2017 [Download PDF](#) [Download CSV](#)

Justin Cooper

Communication

**Messages (1)**

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 1103:12] — from Mark Allen (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 1103:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

Showing 26 - 50 of 100 Items < 2 of 5 >

**Care Notes (0)** [Add Note](#)

[03/02/2017 1103:12] — from Mark Allen (General Surgeon) Actions

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[03/02/2017 1103:12] — from Mark Allen (General Surgeon) Actions

Lorem ipsum, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud consequais nostrud t... more

[Lorem Ipsum Document.pdf \(14.56 KB\)](#) [Lorem Ipsum sdf Documen...\(14.56 KB\)](#)

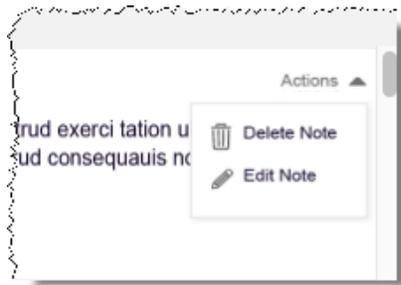
Showing 26 - 50 of 100 Items < 2 of 5 >

**Risk Indicators**

<p><b>NARX SCORES</b></p> <table border="1"> <tr> <td>Narcotic</td> <td>Sedative</td> <td>Stimulant</td> </tr> <tr> <td><b>672</b></td> <td><b>512</b></td> <td><b>190</b></td> </tr> </table> <p><a href="#">Explain these scores</a></p>	Narcotic	Sedative	Stimulant	<b>672</b>	<b>512</b>	<b>190</b>	<p><b>OVERDOSE RISK SCORE</b></p> <p><b>650</b> (Range 000-999)</p> <p><a href="#">Explain this score</a></p>	<p><b>ADDITIONAL RISK INDICATORS (3)</b></p> <ul style="list-style-type: none"> <li>&gt; = 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years</li> <li>&gt; = 5 opioid or sedative providers in any year in the last 2 years</li> <li>Patient has Benzodiazepine/ Narcotic overlap</li> </ul> <p><a href="#">Explain these indicators</a></p>
Narcotic	Sedative	Stimulant						
<b>672</b>	<b>512</b>	<b>190</b>						

This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole justification for providing or refusing to provide medications. The information on this report is not warranted as accurate or complete.

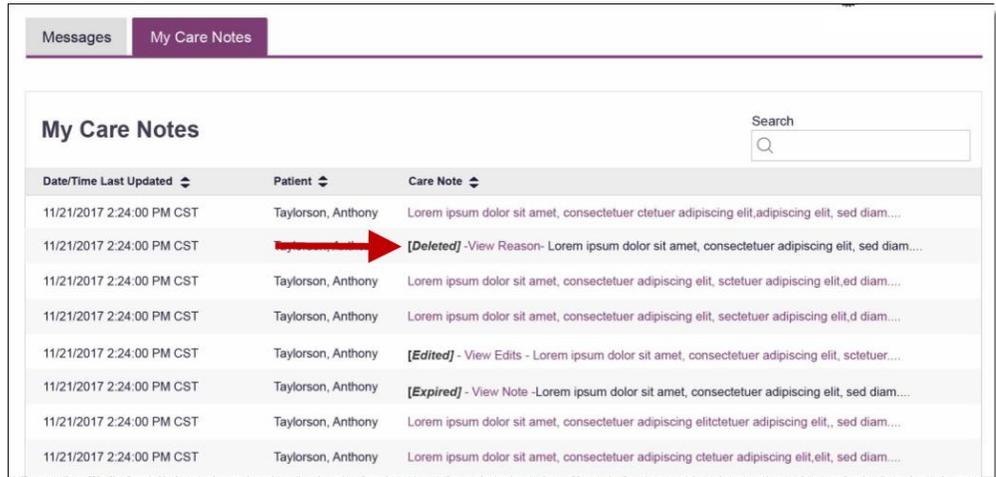
- In the Care Notes section of the page, locate the note you wish to delete.
- Click the **Actions** drop-down for the note and select **Delete Note**. *Note that this option is only available on notes created by you. You cannot delete Care Notes created by other clinicians.*



The Delete Care Note window is displayed.



4. Select the reason you are deleting the Care Note. You may add any additional comments regarding the deletion in the **Additional Comments** field. *Note that if you select **Other** as the reason for your deletion, you must complete the **Additional Comments** field.*
5. Click **Submit**.
  - The Care Note is immediately removed from the patient’s record and will no longer be visible to you or any other prescriber.
  - Care Notes that have been deleted by you or by the State Administrator are indicated with **[Deleted]** next to the Care Note description in your inbox.



Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur ctetuer adipiscing elit,adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Deleted]</b> - View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer adipiscing elit,ed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sectetuer adipiscing elit,d diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Edited]</b> - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Expired]</b> - View Note -Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elitctetuer adipiscing elit,, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing ctetuer adipiscing elit,elit, sed diam...

- You may click **View Reason** to view the Care Note’s edit history and reason for deletion. Note that the edit history is only viewable by you and your State Administrator.

**Deleted Care Note** ✕

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**Original Care Note:**  
[11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

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**Edited on 11/21/2017**  
[11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

*The care note was edited due to the following reasons:* Offensive Language, Other

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**Deleted on 11/21/2017**  
*The care note was deleted due to the following reasons:* Offensive Language, Other

*Additional Comments:*  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut

**Close**

## 5 Flagging a Message/Care Note as Inappropriate

If you have received an inappropriate message and/or Care Note, you can flag it for review by the State Administrator. To flag a message or Care Note for review:

1. From the Messages or Care Notes section of the Narx Report, click the **Actions** drop-down and select **Flag as Inappropriate**.



The Flag as Inappropriate window is displayed.

A screenshot of a dialog box titled 'Flag as Inappropriate'. The dialog box contains a text input field with the placeholder text 'Please share your reason for flagging this item as inappropriate.' Below this field are four radio button options: 'Offensive Language', 'Sexual Content', 'Spam', and 'Other'. Below the radio buttons is a text input field labeled 'Additional Comments'. At the bottom right of the dialog box are two buttons: 'Cancel' and 'Submit'.

2. Select the reason you are flagging the message or Care Note as inappropriate. You may add any additional comments regarding your reason in the **Additional Comments** field. *Note that if you select **Other** as the reason for flagging the message or Care Note, you must complete the **Additional Comments** field.*
3. Click **Submit**.

The message or Care Note is flagged and sent to the State Administrator for review.

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## 6 Document Information

### 6.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing; however, information is subject to change.

### 6.2 Change Log

Version	Date	Chapter/Section	Change Made
<b>Draft Versions</b>			
DRAFT	12/17/2018	N/A	N/A; initial draft publication
DRAFT v2	01/02/2019	Global	Updated with feedback
<b>Published Versions</b>			
1.0	02/01/2019	Global	Finalized for publication