Welcome to Meditech PCI (Patient Care Inquiry) – a view-only tool that allows you to access patient data collected throughout the Meditech health care information system. Every patient in IHA has an EHR (Electronic Health Record) which is made up of the components found in PCI.

PCI is the building block of a patient’s computerized record of care. It provides easy access to an integrated display of patient information collected throughout a medical organization. This data may even be external to the Meditech system.

The patient information contained within PCI is presented in an easy to use, summary-to-detail format. Users view patient data by utilizing the four arrow keys. Each screen’s verb strip enables users to quickly execute additional features, such as setting a time period for viewing results or splitting the screen for data comparison. PCI also contains page headers, screen jumping, and toggle features to facilitate navigation through the software.

PCI allows you to access the following types of patient data:

- Orders and Administrative Data
- Current and Historical Medications
- Hospital Visits
- Admissions information
- Laboratory, microbiology, transfusion services, and anatomical pathology
- Radiology exams and reports
- Recent Clinical results (last 24 hours or since last viewed)
- Recent Abnormal results (last 24 hours or since last viewed)
- Health Record reports
- E-medical Library
- Medications – current and history
- Orders – from Order Entry
- Administrative Data Screens
- NPR reports

Printing Features

PCI printing functionality has the ability to print patient summaries, tables, inquiry screens and graphs. Information can be printed to any device in the network, whether at the hospital, a reference lab, or a remote location, such as physician’s offices and homes.

Security & Confidentiality

The purpose of Patient Care Inquiry is to make patient information available in order to enhance the quality and efficiency of patient care. However, the hospital’s need to ensure confidentiality of patient information must be maintained. All users of the Hospital Information System are reminded that records pertaining to patient care are confidential, whether in hard copy, film or computerized form. Unauthorized access, use, or disclosure is strictly prohibited.

The Patient Care Inquiry module contains System Utilization reports. These reports track system use, documenting which patients’ files have been viewed, by whom, when and for how long.

This information can be used by the hospital to monitor the users as necessary and ensure the patients’ rights of privacy and confidentiality are maintained.

PCI security features include:

- module-level password protection (with unique passwords for each authorized user).
- the ability to restrict patient result access to selected providers (or provider groups).
- designation of “confidential” and “sealed” records to prevent unauthorized access.
- control information access at the user level through the creation of custom menus.
- the ability to print a complete audit trail of users who have accessed a patient’s record including:
  - the portion of the record
  - the number of minutes and seconds the record was viewed
  - the physical location (device) from which the record was accessed
  - the ability to restrict access to confidential information from other applications.
IHA policies state that there are consequences to inappropriate PCI access. As a result, random audits are performed six times a year. Further, patients may ask Health Records to review the accesses to their patient record to ensure no inappropriate accesses have been made.

It is considered inappropriate to:
- access the records of patients who are not under the user's direct care.
- access the user’s own medical record or that of family, friends, colleagues.

Staff may however request access to their medical record through the Health Records department.

**Navigation**

PCI is designed in a summary-to-detail structure. After signing on to PCI and identifying a patient, the user will encounter a series of windows that display increasingly detailed information about the patient.

The first window offers the most general information, listing the various types of data available for the patient, (laboratory data, orders, etc.). The next two windows provide more specific information, leading into a window that provides details, such as a specimen report or patient abstract. PCI uses tables and graphs to present this information in a concise, easy-to-read format.

Each window also contains a verb strip. A verb strip is a list of commands that allow users to execute functions. For example, users can add a patient to “Your List of Patients,” print a result summary, or change the time period over which data is displayed.

Three important tools permit the use of PCI with minimal keystrokes:

**Highlight Bar**

The highlighter is a horizontal bar that highlights an entry on the screen. It may be moved up and down the list of entries using the arrow keys. The highlight bar performs the following functions:
- improves the readability of data across a crowded screen.
- allows users to specify an entry to view in more detail.
- allows users to specify an entry on which a verb strip command may be executed.

**Arrow Keys**

The four arrow keys perform the following functions:
- move the highlight bar up and down the list of entries.
- allow users to view the highlighted entry in more detail.
- allow users to return to the previous screen.

**Special Function Key**

The Special Function key (right Ctrl key) allows users to select multiple screen entries and execute verb strip commands on all selections.

**Identify a Patient**

After signing onto PCI, the first step is to identify a patient. Menus can be created that allow users to select patient identification methods, and the order in which they should appear. Additional methods are designed specifically for providers.

When accessing PCI, depending on your access, your Identify Patient menu may look something like this:

By Name, Number

A list of identification methods displays on the screen. Patients can be identified by any of the following methods:

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME</td>
<td>Enter last, first.</td>
</tr>
<tr>
<td>ACCOUNT #</td>
<td>Enter a/ and account number.</td>
</tr>
<tr>
<td>UNIT #</td>
<td>Enter U/ and unit number. (May omit leading zeros.)</td>
</tr>
<tr>
<td>PHN #</td>
<td>Enter nnn-nnnnn or nnn-nnn-nnnA. Dashes required.</td>
</tr>
<tr>
<td>LOCATION</td>
<td>Enter L/ and full or partial mnemonic.</td>
</tr>
<tr>
<td>ROOM</td>
<td>Enter R/ and full or partial mnemonic.</td>
</tr>
<tr>
<td>DATE</td>
<td>Enter MM/DD/YY or T-n or T+n where T = today.</td>
</tr>
<tr>
<td>TYPE/DATE</td>
<td>Enter visit type/date (see date format above).</td>
</tr>
</tbody>
</table>

by LOCATION (Inpatients)

Use this method to identify inpatients at a location (unit/ward). The locations you are authorized to view will appear. The list is sorted by room # and bed order.

by SOUNDEX NAME

Patients who cannot be found using the “by name” option, can be identified here.

by SCHEDULED Appointment

Access a list of all patients that are scheduled for a specific date. Pop up box appears and you can enter Location, Provider or Provider Group for this information to display.

SChedule Verb

Access to the Process Resources Schedule Routine in the Scheduling Module. This option allows a provider to view all their pt appts, edit, print patient demographic and appointment information. You can also create new appointments and cancel appointments.

When you identify a patient, PCI updates the patient's file, collecting the most current clinical information from other modules such as Laboratory, Radiology, Pharmacy and Admissions.
Verb Strip

The verb strip is a list of commands located across the top of PCI screens. Using a verb strip command, users can: adjust the time period over which data is displayed, split screens to view other data sources or graphs; change the Y-axis (vertical) values on graphs and perform numerous other functions.

- options depend on menus
- depends on application access

Select the verb command by entering the highlighted letter(s) of the specific verb followed by the <Enter> key. Common ones are listed below.

Options:
Options give the user the ability to customize their PCI view from the defaults established in PCI Maintenance. Below is a sample of an Options menu.

Select option to define

Table of Contents Window

PCI is designed in a summary-to-detail structure. After signing onto PCI and identifying a patient you encounter a series of windows that display increasingly detailed information about the patient.

**Table of Contents Window**

Once a patient is selected, the Table of Contents window (or Data Sources screen) displays the most general information. The header includes a verb strip of commands, and indicates the time period over which patient data is displayed.

The left side of the window lists the categories of information available on the patient. In the MEDITECH system, they are called data sources.

Data Sources - only those data sources which the patient has data in will display on the list. - control over what data sources are available are controlled by menu access. - order of data sources controlled by menu access.

Note the arrow on the bottom left corner of the screen; this means more data sources are available but currently not displayed. Use the <down arrow> key to view additional data sources.
Summary Window

The Summary Window summarizes the data available in a data source. The header includes the selected data source name, a verb strip, and the current date.

The left side displays the most recent activity for each information type (test results, medications, reports, etc.). The right side depicts activity for each information type within the defined time period, using minus signs (-) for pending results and plus signs (+) for completed results.

The timeline for this display can be adjusted by a user. On this window, users select the entry they want to view in more detail. Our default is 16 days.

Examples of Summary screens:

Lab Example:

Detail Window

The Detail Window displays the most detail. The Detail Window is an actual screen from the data source module (Laboratory, Radiology, Order Entry, etc.).

It provides the report for the information selected, such as a specific test, specimen, or hospital visit. For example, with resulted laboratory data, this window displays the test ordered, its status, the time collected and received results and any comments.

Lab Example:

History Window

The History Window lists all occurrences of the entry selected on the Summary Window. For example, if a user selects Laboratory on the Summary Window for the "Orders" data source, all laboratory tests ordered or resulted will display.

The left side of the Summary Window displays the date and time for each occurrence of the selected information type, displaying the most recent occurrence at the bottom. If results are involved, it also displays the results.

The right side plots numerical data on a graph indicating the test base reference range with horizontal lines. Non-numerical data appears in the form of text. On this window, users select the occurrence they want to view in detail.

History of Visits example:

With this example on a visit history the option of several details to select are displayed and can be viewed in more detail by pressing the right arrow key (→).
Printing from PCI

PCI printing functionality has the ability to print patient summaries, tables, inquiry screens and graphs. Information can be printed to any device in the network, whether at the hospital, a reference lab or a remote location such as physician offices and homes.

The print option is available from the verb strip and provides different options depending on the data source being viewed and the current window:
- Print Summary Report.
- Print History Report.
- Print Details of the Highlighted Item.

NOTE: you can not print from a detail screen. If you want to print a specific result/report go to the history screen and print the details of the highlighted item.

Faxing is also available from PCI.

FAQ’s

How can I view a PACS image within PCI?

If a scanned image is associated with the report and available for viewing, and asterisk (*) appears in the far right column named “Img”. To view the image, select the report and hit the right arrow key (→).

I tried to view a report in PCI, but it says it is not available…

This could be one of two reasons.
1. If the report is older than 5 years, it may have been purged from the system. The Health Records department will still have a paper copy available on the patient’s chart.
2. Check the status of the report. If it is in Draft or Pending status, it is sometimes unavailable for viewing. Once the authorized staff member has reviewed and changed the status to SIGNED it will be available for viewing.

What is E-medical Library?

This is an external link which provides direct access to a comprehensive collection of medical reference tools. It can be found as the last item on the patient’s table of contents menu.

Glossary of Data Sources

The following outlines the data sources that could be attached to user’s menus in PCI maintenance.

Admissions Demographic Data
Provides a view of a patient’s demographics, employer and guarantor information, persons to notify, next of kin, and insurance data. The Summary Window lists the categories of admissions data available on the patient. You may select the category on that window and view the data on the Detail Window. Each Detail Window is an actual screen from the Admissions Module.

Anatomical Pathology
This data source allows users to view reports entered in the Anatomical Pathology Module. The report’s status is listed on the History Window. Although all the patient’s pathology reports are listed, users can only view those with a Signed Out status.

Blood Bank History
This data source allows users to view reports entered in the Blood Bank Pathology Module. The report’s status is listed on the History Window. Although all the patient’s pathology reports are listed, users can only view those with a Signed Out status.

Blood Bank Test and Procedures
Note: IHA Custom to change name from Blood Bank to Transfusion Services

Blood Bank Results By Test Group
This is an organization-defined data source that can be created in PCI Maintenance via the Blood Bank Test Group and Sort Order routines.

Creating a Blood Bank Test Group has many advantages. BBK results can be grouped together via a single data source on the Table of Contents Menu making result identification quicker and more convenient. Results are displayed in a tabular format on the History Window, making correlated result comparison easier.

Creating a Blood Bank Test Group is also a method to restrict access to patient data. If a user should not have access to view all results from all data sources, a Test Group can limit a user’s access to specific results. Access to each Test Group is defined when creating user menus in PCI Maintenance.

The test result grouping capability of PCI is very flexible. It enables your organization to establish user-specific handling of BBK test results.

Care Area Administrative Data
Care Area Administrative Data information is entered in the OE by nursing. The data in PCI is updated with administrative data each time the patient is accessed.

To view, highlight the heading and press the <right arrow> key. The top part of the screen is standard Meditech fields and the bottom part is a customer-defined screen. There are no Summary or History Windows with this data source.

If a patient has Administrative Data defined for different accounts, the user will be prompted with a list of accounts after accessing the Care-Area Administrative Data datasource. The user can choose which account to view.

Clinical Documentation from NUR
Inpatient and selected outpatient nursing documentation can be viewed by accessing the data sources:
- Assessments
- Patient Notes
- Inpatient and Output Summary
- Documentation Query Groups

Clinical Highlights
A user-defined data source. It allows you to group frequently viewed data or entire data sources within a single data source so that you can compare patient summary information via a single screen.

You can add or remove information from the clinical highlights data source as needed.

Current Medications
Note: IHA Custom

Current Medications Orders is the profile of a patient’s current medications. The data is pulled from the Pharmacy Module.

A patient’s current medications are listed within this data source for up to 24 hours after they are discontinued. To view a patient’s current and discontinued medications, use the Medication Orders History data source. Current medications are sorted by RX number.

Unlike other clinical data sources, Current Medications Orders does not contain a History Window.

This data source allows you to access the Allergies verb strip command on the Summary Window. The data source allows you to access the Allergies verb strip command on the Summary Window which includes information such as patient allergies, height and weight. Patient’s allergies can also be accessed on the Table of Contents Menu via the Allergies verb strip command.

Departmental Administrative Data
Departmental Administrative Data is entered and maintained in the OE. The data is updated in PCI each time the patient is accessed.

The Summary Window lists the departments for which administrative data is available on a patient. By selecting a department listed within this window, the user has the ability to view the history of each department’s administrative data.
It is necessary to have access to a Department's Reports to be able to view that Department's Administrative Data. This data source does not contain a History window.

**Departmental Reports**

There are 3 options to display departmental reports in PCI.

- **DRP**
  - For all departments with entered reports to appear on the TOC.
  - Creates separate data sources on TOC for each department with patient reports.
  - Select DRP and press shift right arrow to define status for reports to be viewable in PCI.
  - Default is OE defined status for each report.

- **DRPSUM**
  - Ability to exclude certain departments from appearing on TOC.
  - Select DRP.SUM and press shift right arrow and can define status for reports to be viewable in PCI.
  - Default is OE defined status for each report.

**Departmental Reports at Inteiror Health – are currently displayed as DRP.**

**Individual Reports**

- Reports can be added individually and placed anywhere on the TOC.
- This is different than DRP where the reports are all together.

In addition, an organization can define in PCI MNT the viewable status for all reports within the Departmental Reports data source. The options are as follows:

- All statuses
- Draft
- Signed
- No view allowed

OE-defined status for each report

The default setting is “OE-defined status” for each report.

**Dietary Administrative Data**

Dietary Administrative Data is entered and maintained in the OE. PCI is updated with the patient’s Dietary Administrative Data each time the patient is accessed.

This data source contains no Summary or History Windows. After selecting the data source, the detail window appears displaying the patient’s dietary information.

The top part of the detail screen is Meditech standard fields and appears for all patients. The bottom part of the screen is a customer-defined screen.

**Historical PCI**

When an organization merges, they usually stop using one database and create a new facility in an existing database as a replacement.

If an organization merges with another organization and stops using one PCI database, there is the potential that they could lose data contained in the PCI directory for the old database. Unless the organization makes extensive changes so their dictionaries match between the two databases, information from one PCI database cannot be moved into another.

This data source is used to allow organizations that have merged, to access the historical PCI database to view old patient data. All newly entered patient data can be viewed by accessing the active PCI database.

Once an organization decides to use the Historical PCI data source, Meditech must be contacted to define the name of the data source. Once this name is created, it will list within the User Menus - Edit routine in PCI MNT, so that it can be attached to a Table of Contents Menu.

The organization can choose how the Historical PCI data source name will display.

After the data source is defined on the Table of Contents Menu, a user can access a patient in the active PCI database, that has data in the historical PCI database. When this type of patient is accessed, the Historical PCI Data Source will list on the Table of Contents Menu.

If the user accesses the data source, he/she will be brought to another Table of Contents Menu. This is the Table of Contents Menu within the Historical PCI database. Once this screen is accessed, the user can view any data within the historical database.

When accessing the Historical Table of Contents Menu, only data sources that contain data in the historical database will list on the screen.

**Laboratory Results**

Displays data of laboratory results stored in the LAB module. Data can be viewed within a LAB data source – or separated into sub-categories such as Hematology, Biochemistry, Pathology, etc. (This is determined in PCI maintenance – Table Of Contents menu) Lab data includes: results, comments, collection date/time. Data can be printed in graphical format. LAB or LAB.SUM

**Medication Orders History**

The Medication Orders History data source on the Table of Contents Menu, medications are organized by drug class (Anti-Infective Agents, Anesthetic Drugs, etc.). The Medication Orders History data source will display all of a patient’s medications, or only those from a particular drug class, at one time.

Two options when defining the Medication Orders History data source on the Table of Contents Menu - MED or MED.SUM.

**MED data source**

The Medication Orders History data source and its associated Drug Classes will list on the Table of Contents Menu when accessing a patient.

**MED.SUM data source**

The Medication Orders History data source will be the only data source that lists on the screen. The Medication drug classes will list on a separate summary screen which can be accessed by pressing the “right arrow” key.

**Microbiology Results**

Microbiology Module information includes source and isolated organisms, comments, collection date and time, and flags.

Under the Microbiology data source on the Table of Contents Menu, data is broken down by source categories containing microbiology data (Urinary Blood). You can view all Microbiology Data or you can select a source category and view specimens within that category.

In PCI MNT, the user has two options when defining the Microbiology data source on their Table of Contents Menu. MIC or MIC.SUM.

* **New * Recent Abnormal Clinical Results**

This data element will only display if there are abnormal clinical results. An asterisk (*) displays when there are recent abnormal clinical results that have not been viewed within the last 72 hours (based on PCI parameters).

User specific view

* **New * Recent Clinical Results**

This data element will display with an asterisk (*) when there are recent clinical results that have not viewed within the last 72 hours (based on PCI parameters).

User specific view

**Non Meditech Data Sources**

IHA Non Meditech Data Sources

1. Internet Access
2. Pathnet Lab Results
3. E-Medical Library
4. Home & Community Care InterRAI assessment
5. EMS – Electronic Medical Summary

If a health care organization purchases a Non-Meditech database to link to Meditech, users are given access to the data stored within this database via this data source. This type of database may be a database that was developed by Meditech or purchased from an Other Vendor. In either case, the data stored on the database is a vital part of the patient’s medical record and should be accessible in PCI.

In order for this data source to appear on a user’s Table Of Contents menu, the health care organization will need to access the Non-Meditech Data Source Enter/Edit routine in PCI Maintenance to create a data source which can then be added to a user’s menu.

In order to create a Non-Meditech data source in PCI Maintenance two program names from this application must be defined. The first program is used when building the list of data sources on the Table of Contents Menu. The second program is used by PCI to display the data.

The Display Name that is defined within the Non-Meditech Data Source Enter/Edit routine will display on the Table of Contents Menu.

The data source only includes the data listing on the Table of Contents Menu and the data within the Non-Meditech database. There is no Summary or History Window within this data source.

**NPR Reports Data Source**

After you select the data source in PCI, the Select Report Subcategory window appears displaying all report subcategories associated with the data source.

**Nursing Regulatory Forms**

Displays the CCRS (MDS) assessment forms entered through the NUR regulatory forms routines.

**Orders**

Lists all patient orders. Orders transmitted from the Order Entry Module to an interfacing module (Laboratory, Radiology, etc.), as well as orders entered by an interfacing module, appear under both this data source and the interfacing module’s data source (Laboratory Data, Radiology Reports, etc.).

Orders display alphabetically by category on the Summary Window and then by service data and time on the History Window.

The content of the Detail Window depends on the type of order selected. For orders associated with Departmental Reports, the Detail Window displays the report. For orders not yet received by an interfacing module (Laboratory, etc.), and for orders not sent to another module (such as Cardiology and Physical Therapy orders), it displays the order detail. For orders resulted by an interfacing module, the order’s result detail will display.

For Laboratory orders, this data source includes a secondary History Window. It lists the occurrences of the type of lab order selected on the Summary Window (e.g., CBC) and displays any numeric values on a graph. Non-numeric laboratory results appear in the form of comments.

**Pharmacy Clinical Interventions**

Pharmacy Clinical Interventions record the events that occur during the daily operation of the pharmacy. For example, on intervention noted that a doctor was notified about possible drug interactions; another may document a decision to substitute a medication based on professional consultation and approval. Interventions allow health care organizations to track activity within the pharmacy and measure related workload.

This data source displays interventions immediately after they are filed in the Pharmacy Module.

**Radiology Results**

The Radiology Reports data source allows you to view a patient’s Radiology reports as entered in the Radiology Module. Each organization determines at which status Radiology reports can be viewed in PCI (Draft, Final, Signed) status is defined in the Runtime Parameters in PCI Maintenance.

Data within this data source is organized by Exam Type. The Exam Type is defined in the Radiology Module. When viewing radiology reports, all available reports can be viewed at all once, or one Exam Type can be specified and viewed.

In PCI Maintenance, the user has two options when defining the Radiology Reports data source on their Table of Contents Menu. RAD or RAD.SUM.

**Visit History**

Displays a history of all of a patient’s visits. You can view an abstract of each visit, admissions information (for example, demographics, insurance data, and Care Area Administrative Data), and patient instructions.