

# ClinicYOU

USER MANUAL

## Welcome to ClinicYou!

ClinicYou redefines how you access and process patient information. It provides all the tools that you need to run your practice in one beautifully designed web application, with nothing to install on your computer.

If you are familiar with using a modern web browser, you already know how to use ClinicYou!

[www.clinicyou.com](http://www.clinicyou.com)





## Index

## Page

System Requirements & Support -----	3
Key Concepts -----	4-5
Getting Started -----	6
Configure Practice Web Page -----	7
Login to Your ClinicYou Account -----	8
The Home Screen -----	9-11
Menus Explained -----	12-17
Working with Patient Data -----	18-26
Finances -----	27-28
Patient Portal -----	29-30
Contact Us -----	31

*Not all sections in this manual apply to all types of users. The screens will show slightly different features based on user type and account privileges. The first few pages of this manual are aimed at the Main Account Holder - the person that is signing up to use ClinicYou.*



## System Requirements

### **Internet Connection**

Your user-experience with ClinicYou depends on the speed of your internet connection. We recommend at least 1.5Mbps or faster broadband connection.

### **Computer**

Any modern operating system and hardware can be used. Windows operating system allows additional functionality like connecting to recording equipment such as Phillips SpeechMike and foot-pedal control for transcription.

### **Browser**

Any Java enabled modern web browser can be used. We do not recommend using Internet Explorer 6 or earlier versions. If you experience unexpected behaviour whilst using ClinicYou, clear the browser cache and try again.

### **Valid Email Address**

All users of ClinicYou need valid email addresses. The system generates a number of 'advice' emails to let users know of key events within the account.

## Support

### **If you can login to ClinicYou**

Click the 'Support' link at the foot of your practice portal. Follow the instructions on the screen. The system will already know who you are.

### **If you cannot login**

Go to [clinicyou.com/support](http://clinicyou.com/support) and raise a support ticket. Be sure to tell us who you are.



# Key Concepts

## Patient Centred Approach

ClinicYou uses a unique concept of patient centred care. This means that each patient is unique across the ClinicYou database, which gives you powerful clinical collaboration capabilities.

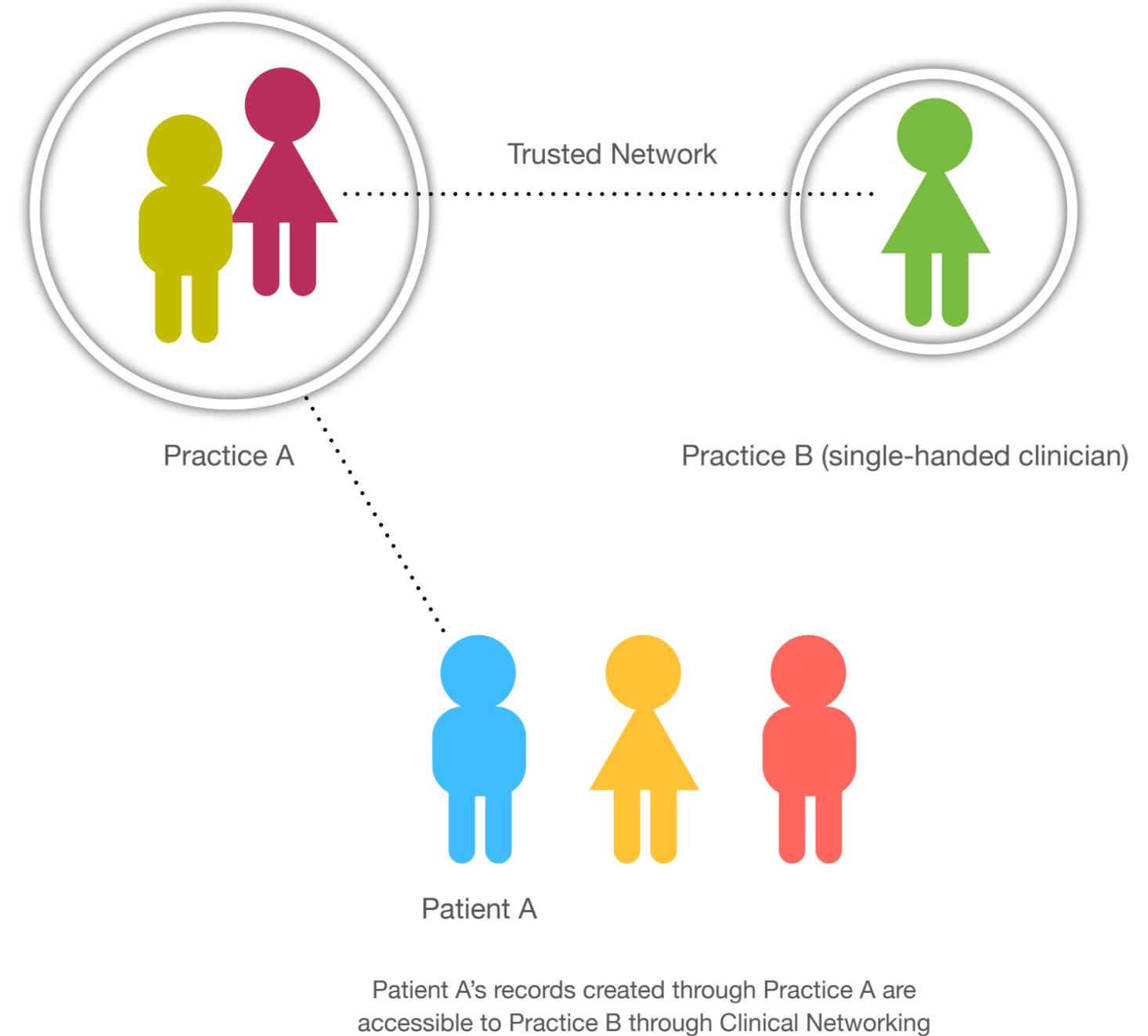
## A Clinical Practice

A single clinician or a practice of several clinicians can create an account on ClinicYou. Each of these accounts will create a 'practice' complete with its own website that is visible to patients and other clinicians.

## Clinical Networking

Clinical Networking allows individual or groups of clinicians to share patient records securely. A clinician can create a trusted professional link with another clinician to share patient data. This is useful if you work closely as a team, collaborating on a number of patients.

A clinician not in a network can still access patient data with a patient's permission.





# Types of Users

## **Main Account Holder (MAH)**

This is the person that opens the ClinicYou account. MAH is responsible for paying the account charges and administering other user accounts (Clinicians and Support Staff). MAH could be a clinician. Patient data is not accessible to an MAH who is not a clinician. MAH has a dashboard view of the practice finances.

## **Clinicians**

Clinician accounts are added by the MAH. Once initial login details are received, Clinicians can fill in remaining details and change their passwords. Clinicians can add and edit patient data. MAH can reset Clinician passwords and block access to the practice account.

## **Support Staff**

Support Staff are your clinic admin staff. These accounts are added by MAH. They can change passwords and complete additional details once logged in. MAH can reset passwords and block access to the account.

Support staff can schedule patient appointments, transcribe dictations online, invoice and receive payments. They also have access to EPR but are unable to code clinical data.

## **Patients**

Patients can register themselves or can be registered by a clinic (Clinician or Support Staff). If an email address is supplied during registration by a clinic, patients receive their initial login details automatically. Patients can recover their lost password, or ask their clinic or ClinicYou Ltd to reset it.



# Getting Started

ClinicYou is a web-based practice management software and clinical information system. You pay a monthly subscription to use the software.

The first step is to sign up to use ClinicYou. You can do this at [www.clinicyou.com/mahregistrationstep1](http://www.clinicyou.com/mahregistrationstep1)

## Things to consider

### Main Account Holder (MAH)

The person that signs up to use ClinicYou for your practice is the MAH. The MAH then adds clinicians and support staff. MAH could be a non-clinical manager or one of the clinicians within the practice.

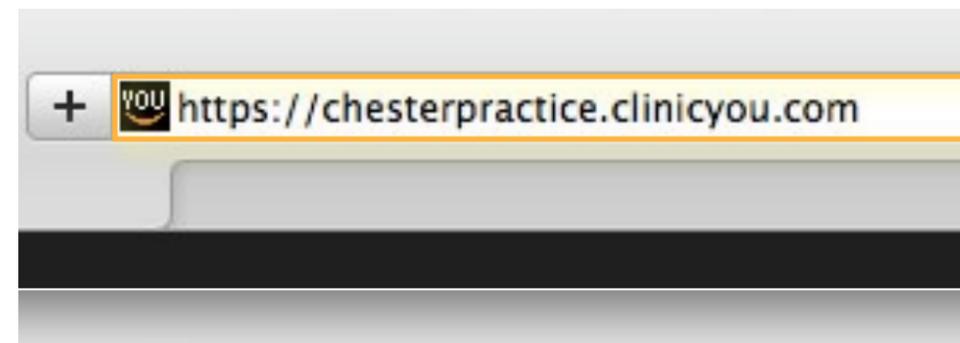
All clinicians under the same MAH form part of a single clinical and financial unit. If you would like to keep your financial data separate but work closely with another group of clinicians (e.g. a group of surgeons and anaesthetists), they should sign up separately.

You can still share patient data by creating a clinical network with that group.

### Choosing a practice web address (URL)

When you register ClinicYou creates a unique web address for your practice, where you and your colleagues login from. This is also your practice web page address and takes the form <http://yourclinic.clinicyou.com>

Choose a memorable and relevant name. For single clinicians this could be their own name or even better, use your practice name.





## Configure Practice Web Page

ClinicYou creates a search engine optimised web page for your practice as you sign up, so that you get a web presence right from the start. To take full advantage of all the features of ClinicYou, you must complete the relevant practice related information.

### Things to do

#### Complete your contact information

Make sure you have entered practice address, telephone number etc. You can visit the practice web page from within the application. Click text to edit whilst logged in.

#### Enter key words for your services

Since ClinicYou gives you visibility on the internet, it is important to make sure you have a good service description on the page. Key words you enter will be indexed by search engines.

Practice web page URL

Login button

Practice description and contact info

Clinician Info

The screenshot shows a web browser window with the following content:  
- Browser title: Welcome to ClinicYOU  
- Address bar: https://kenlaji.clinicyou.com/Home  
- Search bar: Google  
- Website header: ClinicYOU logo and a Login button.  
- Main content area:  
 - Title: Chichester Endocrine Clinic  
 - Subtitle: Intelligent Answers to Complex Clinical Problems.  
 - Description: The Chichester Endocrine Clinic operates at the Nuffield Hospital, Chichester, UK. The clinic offers a responsive and efficient clinical service in the diagnosis and management of a wide range of endocrine conditions, including those of pituitary, thyroid, parathyroid and adrenal glands. Categorising diabetes adequately, leading to logical treatment selection based on physiological dysfunction is something that the clinic has a particular interest in. A wide range of biochemical and imaging investigations are available between the Nuffield and St Richard's sites, including endocrine dynamic function testing, specialised imaging and other diagnostic facilities.  
 - Contact Details:  
 - Postal address: The Nuffield Hospital, 78 Broyle Road, Chichester, West Sussex United Kingdom PO19 4WB  
 - Phone: 0700 580 7567  
 - FaxNo: 0700 580 2711  
 - Healthcare Professionals:  
 - Dr K Laji, Consultant Physician and Endocrinologist. Dr Laji is a consultant physician and endocrinologist, currently employed as...  
 - Dr Jeremy Quiney, Consultant Chemical Pathologist.



## Login to ClinicYou

Clinicians and support staff login from the unique URL chosen during sign-up. Ask your MAH if you don't remember this. This page loads over a secure (https) connection and uses high strength (128 bit) encryption. A secure seal is displayed on this page to enable users to check the authenticity of this page.

### Things to remember

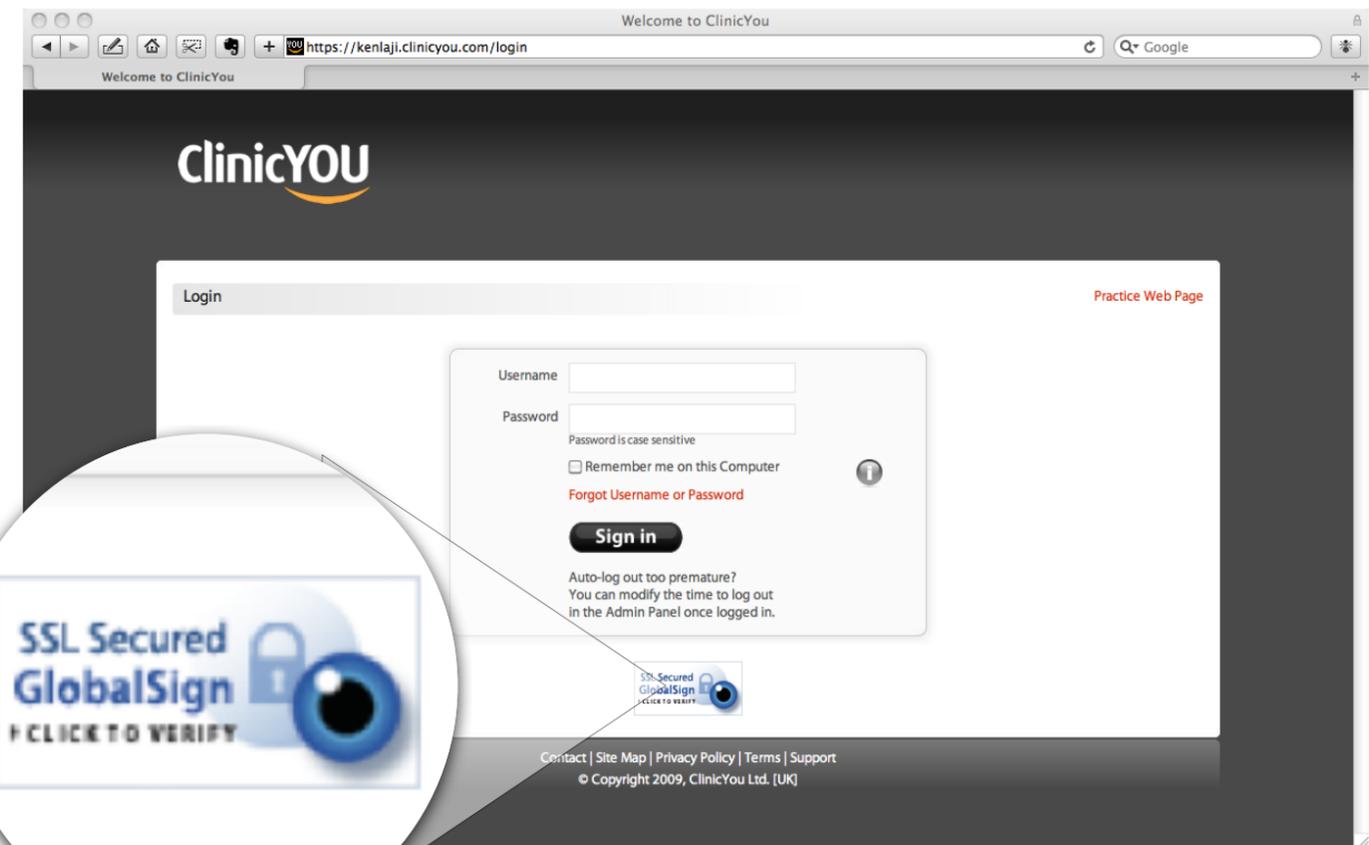
#### Check the authenticity of login page

You should always check that the login URL is correct. Click the site security seal to display certificate details if you need to verify the authenticity of this URL.

#### Set your auto-logout time

For your security, the software will automatically log you out after a predetermined length of time. You can change this interval in your account settings, but consider the implications of leaving yourself logged in when you may be away from the computer.

Your practice login screen





## The Home Screen

On logging in, all users are taken to their personalised home screen. The menus at the top gives you quick access to all aspects of ClinicYou. The menu options on this screen will vary based on your role. Generally MAH will have the most menus and options on this page.

### Messages, To Do and Calendar

All new messages, due and overdue To Do items and the day's appointments are presented here. You can access all messages, to do and scheduler by clicking the relevant links.

### System News

ClinicYou team will post you important messages and updates in this panel for your attention.

### Hints Panel

For all users, hints panel displays important reminders regarding their account, such as completing contact information.

‘Hints’ panel

Practice Web Page

**Important**

- Add another Support Staff
- Add another Clinician

**Messages**

You have no new messages

**To Dos**

Due Date	Subject	Set By	Importance	Status
21 Aug 2009	Chase bloods	Me	Normal	Overdue!

**Calendar (Today)**

You have no appointments today

**System News**

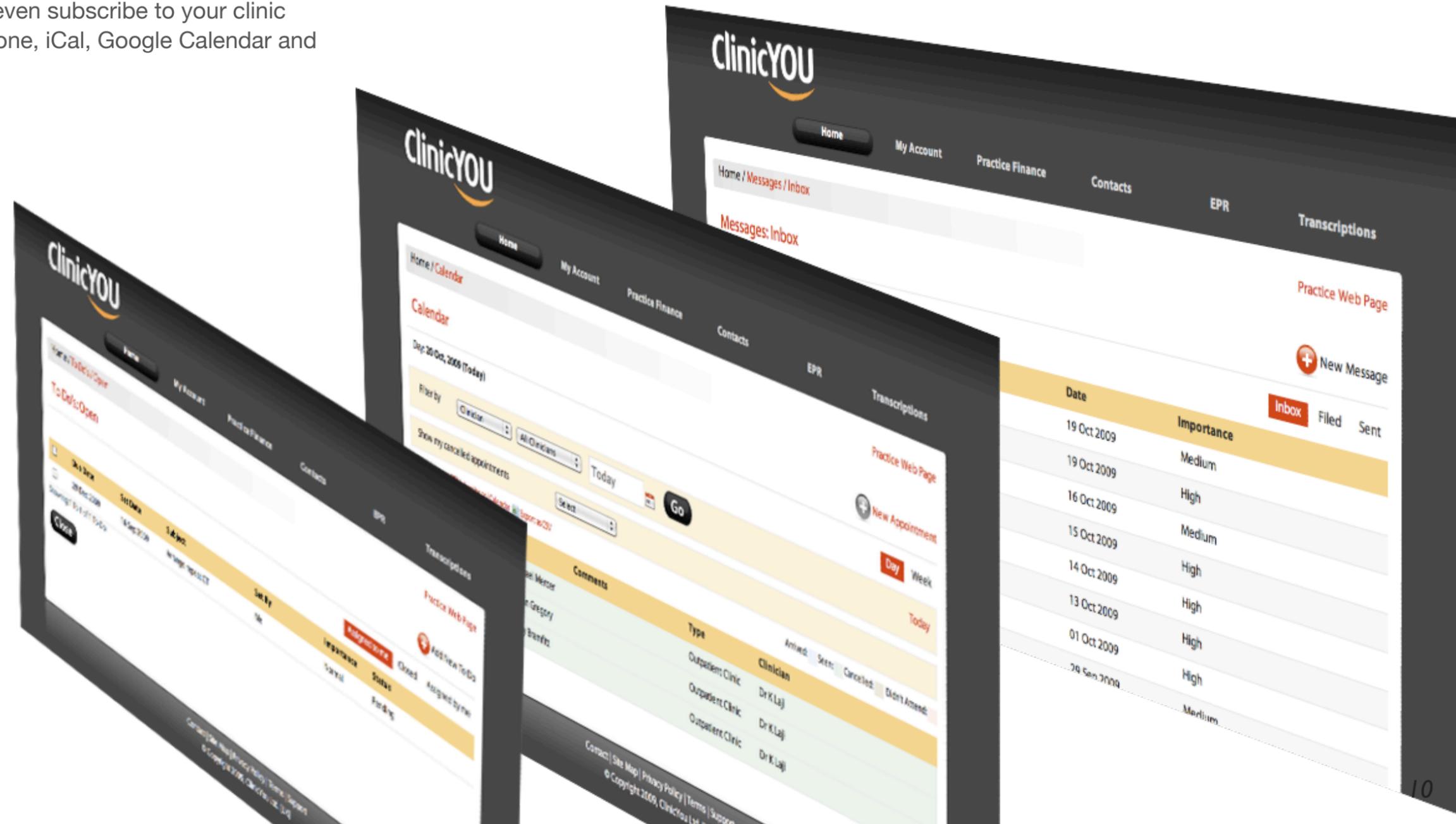
**System Status**  
20 Aug 2009  
Following system downtime on 20 August, ClinicYou is back full force, with speedier EPR sections, scheduler enhancement, many changes to patient demographics, billing etc. Enjoy!

Contact | Site Map | Privacy Policy | Terms



## To Do, Calendar and Messages

ClinicYou has beautifully designed and easy to use pages that lets you create messages, to do lists and appointments. You can even subscribe to your clinic schedule using your iPhone, iCal, Google Calendar and Outlook.



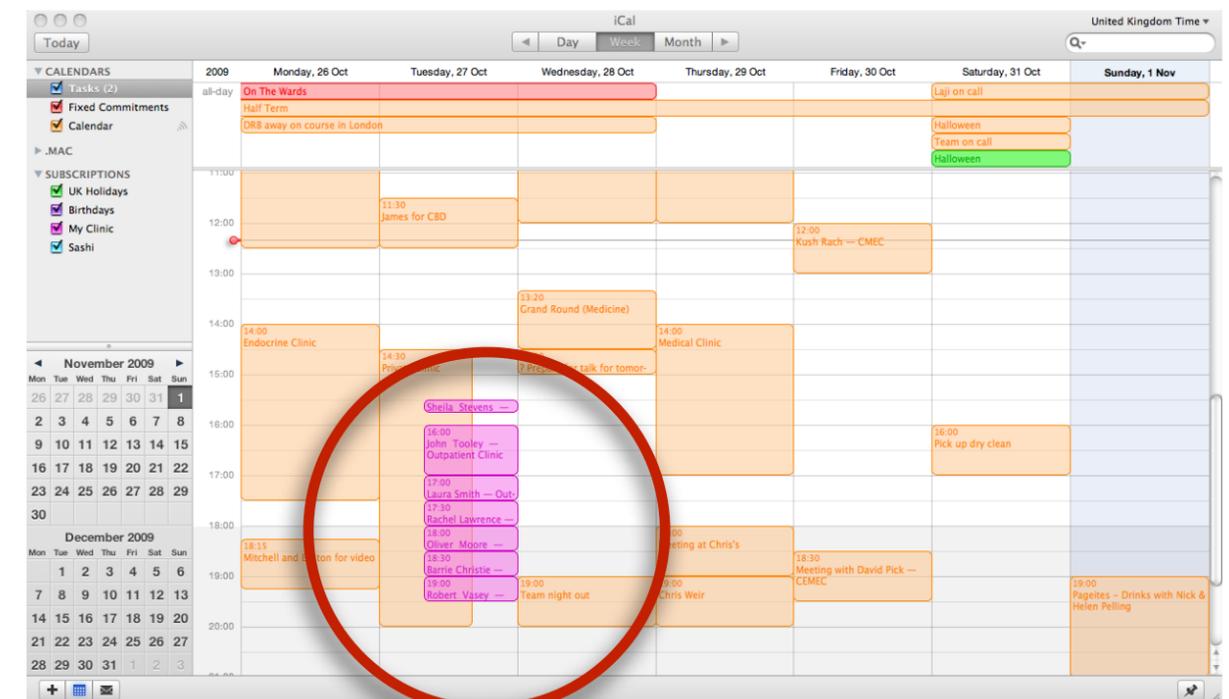
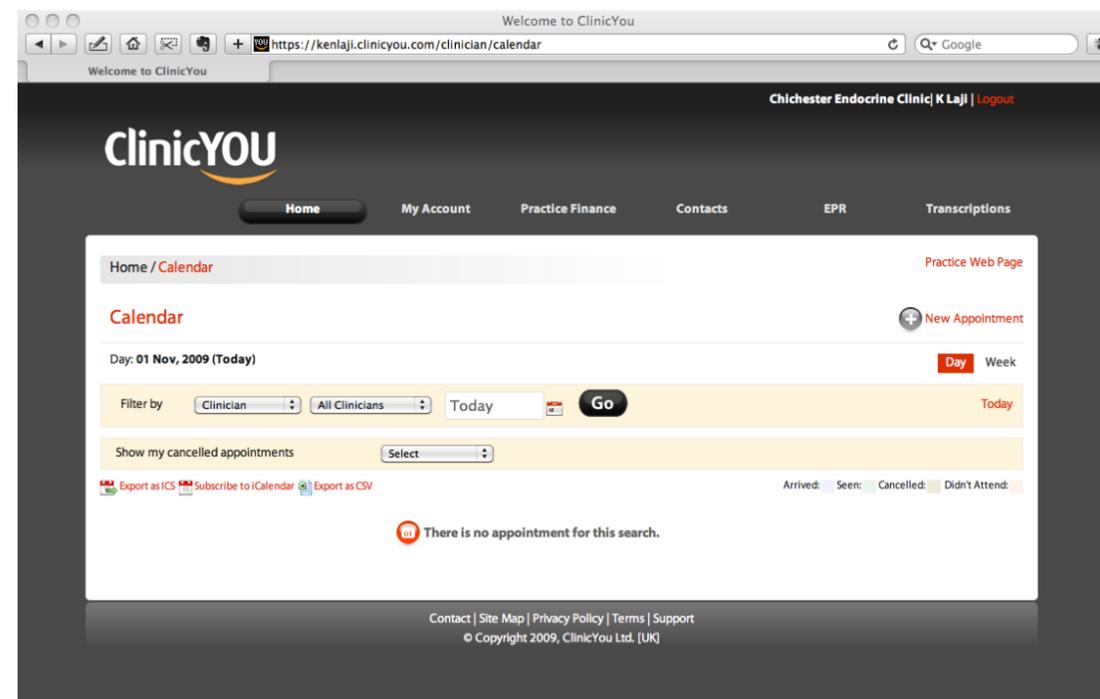


## Subscribe to Your Calendar

To subscribe to your clinic calendar, login to ClinicYou and navigate to Calendar from Home menu. Click Subscribe to iCal if you are using a Mac, and iCal will start up and load the feed as a subscribed calendar. You will then be able to see a self updating patient list on your Mac without having to login to ClinicYou.

Follow these steps for other devices like the iPhone.

If your computing platform does nothing on clicking subscribe to iCal (may happen on a Windows machine), right click the link and choose 'Copy link'. You can then use this URL to add calendar feed manually in Google Calendar or in any application that can use iCal feed format.





## ClinicYou Menus

ClinicYou menu structure varies based on your account privileges and role. A Main Account Holder who is also a clinician will have the highest number of menu items to deal with multiplicity of roles.

### **Main Account Holder who is a Clinician**

The following pages describe the menu items available to this type of user. The menus are arranged into logical groups based on context.

### **MAH who is not a Clinician**

Least number of menu items are available to cater for this very specific role.

### **Clinician and Support Staff**

Menu order and submenus will be different, but essentially the menu driven actions are the same.

#### **My Account**

**My Info**

**Bank Details**

**Clinicians**

**Support Staff**

**ClinicYou Invoices**

**Inactive Clinicians**



## My Account Menu

My Account menu allows you to access and manage practice and account specific information. Options here are different based on your role. MAH will be able to edit practice details here.

### My Account

<b>My Info</b>	.....	ClinicYou main account and basic details about your practice
<b>Bank Details</b>	.....	Bank details to appear on your patient invoices (for direct to bank payments)
<b>Clinicians</b>	.....	Manage all clinicians on the account
<b>Support Staff</b>	.....	Manage all support staff on the account and assign them to clinicians
<b>ClinicYou Invoices</b>	.....	View ClinicYou subscription details and historic invoices
<b>Inactive Clinicians</b>	.....	Manage Inactive Clinicians*

*For Main Account Holder who is also a clinician.*

\* Inactivating a clinician account keeps the login details in use, but the clinician will not be able to use ClinicYou for normal clinical work.



## Practice Finance

Practice Finance Menu allows clinicians to view and manage their income and expenses data. MAH will be able to view financial information for the whole practice at a glance. Options available under this menu are different for different users.

### Practice Finance

**Dashboard**

**Practice Expenses**

**Service Expenses**

*For Main Account Holder who is also a clinician.*

Shows overview of practice finances

Enter and manage your practice related expenses

Summary of charges if you opt for ClinicYou services such as transcription



## Contacts

ClinicYou has a built-in contacts database that the entire practice can use. This allows reusing address information for documents and messages. Any contact can be marked personal, and new contacts can be added from ClinicYou Directory, a system-wide search system for clinicians and practices. You can find other ClinicYou using practices here.

Contacts	
<b>My Contacts</b>	..... Your professional and personal contacts
<b>My Network</b>	..... Filtered list of all clinicians within your network*
<b>Network Requests</b>	..... Pending and accepted network requests**
<b>ClinicYou Directory</b>	..... Search entire ClinicYou ecosystem to find clinicians and clinics

\* \*\* Networking allows working as a team whilst keeping your clinics and finances separate. You create a network by sending a request to a clinician in another practice after identifying the clinician in the ClinicYou directory.



## Electronic Patient Record (EPR)

ClinicYou has an easy to use EPR for capturing clinical information. This forms a contiguous record of all clinical input in the patient's care. The access to EPR is limited to trusted clinical colleagues within a network and those clinicians granted permission by the patient.

EPR	
<b>Find Patient</b>	Find patients using any combination of criteria
<b>My Patients</b>	Finds all patients in your list
<b>Add Patients</b>	Add a new patient to your list
<b>Access Requests</b>	List of EPR access requests sent to clinicians or patients*
<b>Patient Invoices</b>	View and manage patient invoices all in one place

\* If you do not have the patient's ClinicYou ID (personal identification number), you will need permission from either the patient or network with clinician who has previously treated the patient to view the EPR. You can request this electronically in most cases.



# Transcription

ClinicYou has a facility to capture your voice through a Java interface, and link this voice file to patient records. Your support staff can then transcribe this into patient linked documents. You can dictate into clerking sheets and create letters this way. If you wish, you can delegate dictation to ClinicYou pool of typing staff.

<b>Transcriptions</b>	
<b>New Dictation</b>	..... Create a new dictation.
<b>Drafts</b>	..... If you have saved a dictation half way, you can come back to it here.
<b>Pending</b>	..... View and transcribe dictations pending transcription.
<b>Transcribed</b>	..... View and approve transcriptions.
<b>Approved Transcriptions</b>	..... View letters that are not linked to patients.



## Working with Patient Data

Once you have set up ClinicYou as your practice management system, you can start adding new patients. Since each patient is unique across the whole of ClinicYou network, ClinicYou needs to first check if the patient already exists within its database. *Remember, patients can also create their own account on ClinicYou.*

### If you have ClinicYou ID number

If you happen to have the patient's ClinicYou identifier, adding a patient is a single step process. In some cases, NHS number (UK only) can be used to locate the patient, provided this has been entered on ClinicYou previously.

### If you DO NOT have ClinicYou ID number

If you do not have ClinicYou identifier, you will need to use name, date of birth and address to identify the patient. ClinicYou progressively matches these details as you type and will tell you when a match for each parameter is found.

Once the patient is found, viewing clinical data depends on whether or not you have permission to access them - either from patient or by being networked with another clinician or group (see next page - Access to EPR).

The screenshot shows the 'Add a New Patient' form in a web browser. The form includes a question: 'Do you have this patients ClinicYou ID number or NHS number?' with radio buttons for 'Yes' and 'No'. Below this are input fields for: First Name (John), Last Name (Barbour), Date of Birth (06 Oct 1971), City (Littlehampton), State/County, Country (United Kingdom), and Post Code. A 'Next' button is at the bottom. Annotations with dotted lines point to the 'Yes' radio button and the 'City' field. A text box on the right contains an 'Important' note: 'Please enter spellings carefully' and 'Please check that the patient has not moved residence or changed name'. The footer of the page includes 'Contact | Site Map | Privacy Policy | Terms | Support' and '© Copyright 2009, ClinicYou Ltd. [UK]'.

Answer 'Yes' if you have ClinicYou ID number

Use demographics search if not



## Access to EPR

Once a patient has been found either using ClinicYou ID number or by a demographics search, ClinicYou will display whether or not you have access to patient's EPR. An open padlock icon means that you can access the patient's clinical records (as the patient belongs to a networked practice or clinician).

If you do not have access to EPR, you have two options:

### **Ask the patient for permission**

If the patient has an email address, this can be done electronically.

### **Request networking with one of the clinicians**

If electronic request to patient is not possible, the system will list clinicians involved in patient's care, and you can request a network link with one of these clinicians.

### **If you cannot wait**

If you need to start clerking the patient straight away, you can choose to create a temporary record and merge with the existing one later once you have obtained permission (a pin number from the patient).

The screenshot shows the ClinicYOU web interface. At the top, the ClinicYOU logo is on the left, and navigation links for Home, My Account, Practice Finance, Contacts, EPR, and Transcriptions are on the right. The EPR link is highlighted. Below the navigation, a search result is displayed: "Your search found 1 results". The result is for "Mr John Doe | Male | DOB 24 Oct 1992 | Age 16 years" and includes a padlock icon and the text "14 Entries, Last 30 Jul 2009". Two callout lines point to the padlock icon and the text "14 Entries, Last 30 Jul 2009". The callout for the padlock icon says "Open padlock = you have access". The callout for the text says "Matching patient record". At the bottom of the page, there is a footer with links for Contact, Site Map, Privacy Policy, Terms, and Support, and a copyright notice: "© Copyright 2009, ClinicYou Ltd. [UK]".

# 15

## Clinical Networking

Clinical Networking allows clinicians from different practices to work as a team and collaborate on patient care. For example, physicians and dieticians can work together in a clinical context, whilst keeping their practice finances separate.

Creating a clinical network with a colleague or accepting a network request is an important step.

### Before making or accepting a request

Consider whether you collaborate with the other clinician often and have many patients in common. If this is true, creating a clinical network is the best option. The practice URL of the clinician should be verified before sending a network request.

If you just want to access the occasional patient records, then asking permission from the patient would suffice.

System will alert you when you receive a network request. It is important that you positively verify the identity of the clinician (if necessary by checking with the originator by conventional methods such as a telephone call), before accepting.

The screenshot displays the ClinicYOU web application interface. At the top, there is a navigation bar with tabs for Home, My Account, Practice Finance, Contacts, EPR, and Transcriptions. Below the navigation bar, a welcome message reads "Welcome KLaji!". An "Important" section lists actions: "Add another Support Staff" and "Add another Clinician". A "Network requests received (1)" section features a profile for Dr. Jesse Kumar, a Consultant Endocrinologist, with contact details and a "View Network | Practice Webpage" link. A "System News" section includes a "Clear Your Cache!" notice dated 06 Oct 2009. A bottom navigation bar contains links for Home, My Account, Practice Finance, Contacts, EPR, and Transcriptions. The footer includes contact information and copyright details for 2009.



## EPR Notes

ClinicYou EPR Notes section is a continuous document of clinical comments and assessments, arranged in reverse chronologic order. You can flag any entry within the EPR to appear right at the top of the list for everyone to see.

The panel on the right hand side displays key clinical information such as diagnoses, drugs and allergies in one easy to read area.

You can attach documents and images to notes to make the entry richer and clinically relevant.

In addition, you have a separate section to enter numeric and textual results.

Numeric data such as observable entities like weight can be plotted to display trends.



Click to chart numeric data

**Chichester Endocrine Clinic | K Laji | Logout**

**ClinicYOU**

Home My Account Practice Finance Contacts **EPR** Transcriptions

**Mr John Doe** | Male | 24 Oct 1992 | 16 Years | CYP6731051438 | 01243831618

Demographics **Notes** Documents Results Invoices Clinical Links

Today: **18 Aug 2009** Search Entries View Deleted Entries Add a New Note

Send me email notifications when notes are entered for this patient

My Notes  All Notes 12 Notes

**Flagged Entries**

July 7, 2009 12:04 AM  
**Dr K Laji | Outpatient Review**  
It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.

**Drugs**

- 01 Jan 1900 Metformin hydrochloride 500mg m/r tablet
- 07 Jul 2009 - 16 Jul 2009 Aspirin 200mg suppository od

**Measurements**

Weight 67 kg (Chart), Height 160 cm (Chart),

August 7, 2009 14:15 PM  
**David Ross | Outpatient Review**  
developing eds as weight escalates

August 2, 2009 19:05 PM  
**Dr K Laji | Comment**  
Auto alert when a new note is entered in EPR is indeed working. I knew about HH entry as soon as it was made!

August 2, 2009 8:26 AM  
**Mr Hanv Hafez |**

**Drug Allergies**

- Aspirin (product)

**Problems & Procedures**

Active Past

- Acute ischaemic heart disease
- Varicose veins NOS (19 Jul 2009) Awaiting operation
- Fine needle aspiration biopsy
- Diabetes mellitus type 1 (disorder) Well controlled
- Morbid obesity (08 Jul 2009)

**Drugs**

Current Discontinued

- Byetta 5micrograms/0.02ml solution for injection 1.2ml pre-filled disposable devices (Eli Lilly and Company Ltd) (product)
- Repaglinide 1mg tablets 90 tablet (product)
- NovoMix 30 FlexPen 100units/ml suspension for injection (Novo Nordisk Ltd)



## Notes - Components

An EPR record can have multiple different types of data, including free text, coded clinical data, observations, and even attached documents such as images, scanned letters etc. You can create a truly context sensitive clerking of a patient encounter.

You can search for notes based on various criteria including text within the note, making it easy to access the relevant clinical information quickly. You can even have ClinicYou send you an email when anyone makes an entry in the patient's notes.

The screenshot displays the ClinicYOU EPR interface for a patient named Mr. John Smith. The interface includes a navigation bar with links for Home, My Account, Practice Finance, Contacts, EPR, and Transcriptions. The patient's demographic information is shown at the top: Mr. John Smith, Male, 84 Years, CYP7136341641, 01273 494888. The 'Notes' tab is selected, showing a list of notes for today, 19 Oct 2009. The first note is dated October 13, 2009, 22:13 PM, by Dr K Laji, titled 'Retrospective Entry'. The note content includes 'CT result, key frame and some relevant recent correspondence on Mr Eastell attached.' Below the note, there is a 'Documents' section with three attached files: 'CT FRAME (JPG, 68.35 KB)', 'CT RESULT (PDF, 755.56 KB)', and 'CORRESPONDENCE (PDF, 1.31MB)'. The second note is dated October 13, 2009, 17:19 PM, by Dr K Laji, titled 'Outpatient Review'. The note content includes 'Interesting CT finding. Shows atrophic pancreas with duct dilatation and fine paranchymal calcification. Relative sparing of pancreatic head. Changes increased since the last study (?). There is likely to be exocrine deficiency. On direct questioning, perhaps has had intermittent abdominal pain for many years.' On the right side of the interface, there is a 'Summary panel' with sections for 'Drug Allergies' (No drug allergy added), 'Problems & Procedures' (Active: Calcific chronic pancreatitis (13 Oct 2009) With exocrine deficiency; Secondary diabetes mellitus (13 Oct 2009)), and 'Drugs' (Current: Human Mibtard 30 Penfill (13 Oct 2009) Comment: 12 mane 8 nocte).

Patient identifier strip

Clinician and time stamp

Attached documents

Summary panel

# 18

## Creating a New Note

Clicking 'Add a New Note' link in the Notes section of the EPR gives you the clerking panel where different types of information can be entered all at once. You can save an entry as draft if you do not have all the information to hand.

You can mark any notes entry as 'Billable' and specify a fee to create an invoice later (see 'Creating an Invoice').

Coded data are grouped into logical subsets for easy of data entry. Ensure you are in the correct tab before performing a search.

Mark an entry billable and specify a fee

Click the heart icon to add a term to favourites list

Multiple lines of coded data can be added here

Favourites list of clinical terms

**New Note - Mr John Doe**

Date 19 Oct 2009 09:57:04 PM  
By K Laji , Endocrinology and Metabolism  
Category\*

Make this note Hidden  
 Billable?

**Text** **Coded Data** Observations Documents

All Codes Vitals Condition Drugs Procedure

Concept	SNOMED	Date	Comments
		<input type="text"/>	<input type="text"/>

Click a result to add to the list.

- American Society Of Anaesthesiologists' Grade Iii-302135007-Xa8Dq
- Asthma (disorder)-195967001-H33..
- Current Smoker-77176002-137R.
- Diabetes Mellitus-73211009-C10..
- Euthyroid (finding)-264521008-XC0cp



## Documents

You can create or dictate new documents (clinical correspondence) for people who are not registered users of ClinicYou software. These can be delivered as printed document or better still, emailed. You pick a contact from your contacts database, create a new document, and click 'Send'.

You can even attach other existing documents to the newly created email document and set an expiry date for the document. The recipient needs to complete a brief registration before reading your document.

You can attach other types of documents such as images and PDF to form part of the EPR.

The screenshot shows the ClinicYOU interface for a patient named Mr John Doe. The navigation bar includes Home, My Account, Practice Finance, Contacts, EPR (highlighted), and Transcriptions. The patient's details are: Mr John Doe | Male | 24 Oct 1992 | 17 Years | CYP6731051438 | 01243831618. The 'Documents' tab is active, showing a list of documents with columns for date, sender, and document type. On the left, labels with dotted lines point to specific document types: 'Email document' points to the first three entries, 'Radiology Image' points to the fourth, 'Printable Document' points to the fifth, and 'Scanned Document' points to the sixth. On the right, there are sections for 'Drug Allergies' (Aspirin) and 'Problems & Procedures' (Active/Past), listing conditions like AF - Atrial fibrillation, Acute ischaemic heart disease, Varicose veins NOS, Fine needle aspiration biopsy, Diabetes mellitus type 1, and Morbid obesity.

Date	Sender	Document Type
18 Dec 2009, 09:15	Dr K Laji   Email	New Patient...
16 Dec 2009, 09:53	Dr K Laji   Email	A test!
16 Dec 2009, 09:44	Dr K Laji   Email	Test mail
25 Nov 2009, 10:37	Dr K Laji   Comment	CT
21 Sep 2009, 06:14	Dr K Laji   Letter	Clinic Letter
27 Jul 2009, 06:40	Dr K Laji   Letter	Reply to email
27 Jul 2009, 04:20	Dr K Laji   Result	Result scan
23 Jul 2009, 10:54	Mr Hany Hafez   Letter	HH appointment...



## Results

You can add a wide range of test results to ClinicYou, including numeric and textual data. To each of these types, you can attach scanned images or other files. ClinicYou comes with a set of pre filled test names and reference ranges, but you can create new ones on the fly.

You can chart numeric data - hover your mouse on a row of numeric result and choose 'Chart' from the Options menu. In the resulting popup, you have access to all of the other numeric data for comparing trends.

Numeric result

Textual result

The screenshot shows the ClinicYOU interface for a patient named Mr John Doe. The page includes a navigation menu with options like Home, My Account, Practice Finance, Contacts, EPR, and Transcriptions. Below the patient's name and demographic information, there are tabs for Demographics, Notes, Documents, Results, Invoices, and Clinical Links. The Results tab is active, displaying a table of test results. The table has columns for Date, Test Name, Result, and Range. The first row shows HbA1c with a result of 6% and a range of 4-6. The second row shows 24Hr Urine Potassium with a result of 26 mmol/d and a range of 25-100. The third row shows CRH Test with a result of Basal 50, 60... and a range of 10-30. The fourth row shows Testosterone with a result of 7 nmol/L and a range of 10-30. To the right of the table, there are sections for Drug Allergies (Aspirin) and Problems & Procedures (AF - Atrial fibrillation, Acute ischaemic heart disease, Varicose veins NOS, Awaiting operation, Fine needle aspiration biopsy).

Date	Test Name	Result	Range
10 Nov 2009	HbA1c	6 %	4-6
11 Nov 2009	24Hr Urine Potassium	26 mmol/d	25-100
27 Jul 2009	CRH Test	Basal 50, 60...	10-30
07 Jul 2009	Testosterone	7 nmol/L	10-30





# Invoicing

ClinicYou uses a concept of marking items 'billable' during the course of usual work. Billable items could be appointments, notes entries (e.g an inpatient review) or procedures. Once you have a collection of billable items, they can be gathered into invoices.

Invoice addresses are flexible, and you can set a time interval after which ClinicYou will send out an automated reminder to patient.

Notes can be attached to invoices to record matters related to that invoice.

If the patient has an email address, invoice can be emailed straight after it is created. You can choose to print the invoice too if you wish.

Click to find a specific patient invoice

Click to find overdue invoices

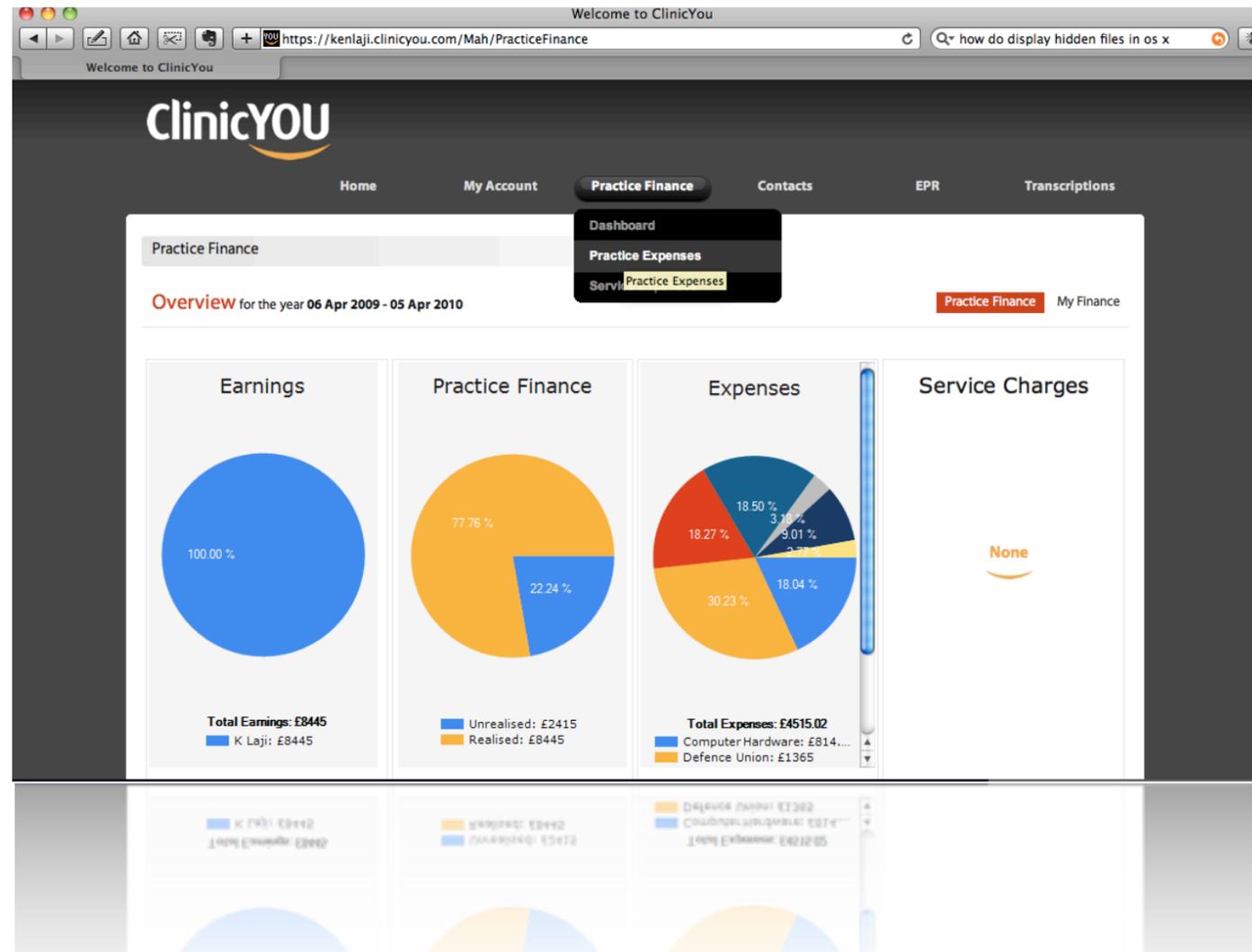
Notes attached to invoices

<input type="checkbox"/>	Date	Invoice No	Patient Name	Amount (£)	Received (£)	Due (£)	Status	
<input type="checkbox"/>	07 Jul 2009	KKQIn0	Mr John Doe	195.00	145.00	50.00	Part paid	
<input type="checkbox"/>	11 Jul 2009	KKQIn1	Mr John Doe	50.00	0.00	50.00	Unpaid	
<input type="checkbox"/>	11 Jul 2009	KKQIn1	Mr John Doe	20.00	0.00	20.00	Unpaid	
<input type="checkbox"/>	03 Jul 2009	KKQIn0	Mr John Doe	122.00	122.00	20.00	Unpaid	
<input type="checkbox"/>	03 Jul 2009	KKQIn0	Mr John Doe	122.00	122.00	20.00	Unpaid	



## Financial Data

If you are a Main Account Holder (MAH), you can view all of your practice's finances at a glance. Click Practice Finance menu and choose Dashboard. If you are a clinician, you can view your own financial data under My Account. Right click or Ctr Click (Mac) on pie charts and you can save them to your computer for incorporating into your own reports.



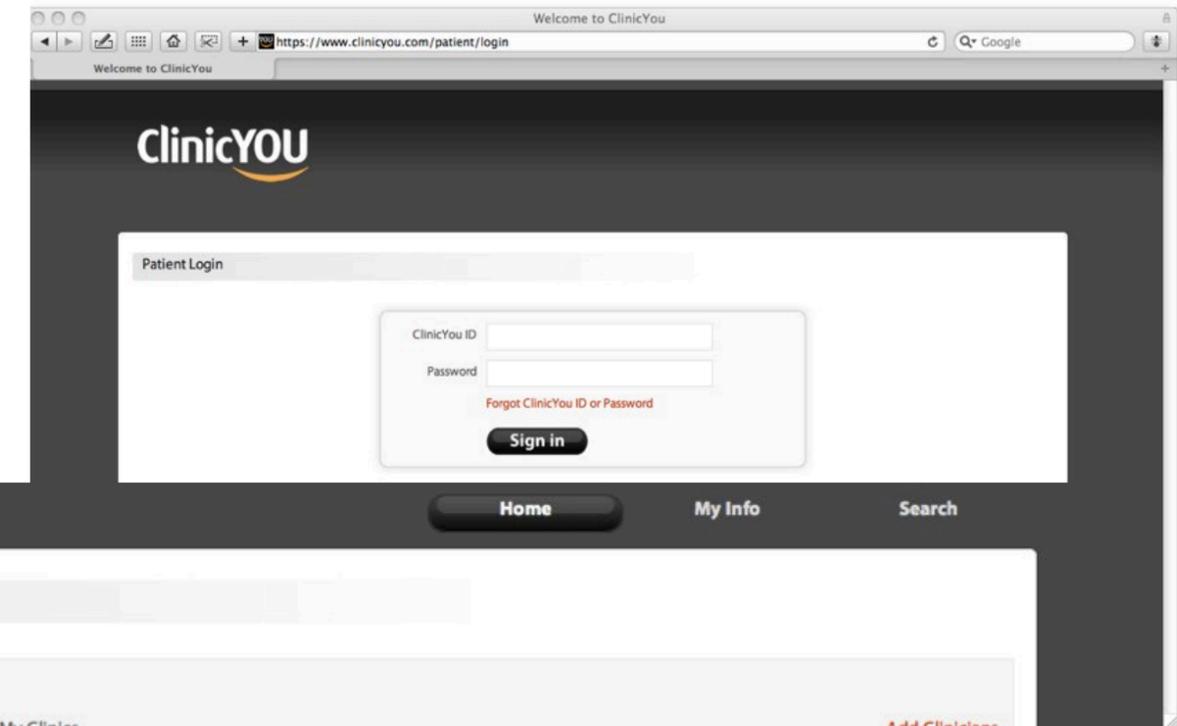


## Patient Portal

ClinicYou has a patient portal that allows them to edit their demographic data, view appointments and invoices, search for clinicians and leave feedback after a clinical encounter.

The patient portal also allows them to securely communicate with clinicians and request appointments.

Patients can of course register themselves and start their health records. They can also grant permission to clinicians to access their clinical records.



Date	Invoice No.	Clinician	Amount
29 Aug 2009	KKMin0	Dr Jesse Kumar	£ 2
29 Aug 2009	KKMin1	Dr Jesse Kumar	£ 1
11 Jul 2009	KKQIn1	Dr K Laji	£ 50

Messages from clinicians appear here.



## Patient Feedback

Through the ClinicYou portal, patients can rate and leave feedback on clinicians. Clinicians can choose to display feedback with their profile on the practice website.

Clinicians have full control over this feature through the Practice Details section of their accounts.

Allow patients to leave feedback  
(Read Feedback)

Display patient feedback on practice page

Display average rating

**Save** or Cancel

Allow patients to leave feedback  
(Read Feedback)

Display patient feedback on practice page

Display average rating

**Save** or Cancel

### Feedback

**Dr Jesse Kumar**  
Consultant Endocrinologist

**CEMED**  
Somerset BMI Hospital, ME16 0DU

Last Appointment 29 Aug 2009, at 18:41

Rate this Clinician ☆☆☆☆☆ Remove rating

Feedback

Thank you for looking after me|

**Submit** or Cancel

**Submit** or Cancel



## Contact Us

We would love to hear from you - be it comments, criticism or praise. To get in touch, click Support, raise a new ticket, and choose 'Feedback' from the dropdown menu.

The screenshot shows a web browser window with the URL <https://kenlaji.clinicyou.com/Support/RaiseNewTicket>. The page title is "Welcome to ClinicYOU" and the user is logged in as "K Laji". The navigation menu includes Home, My Account, Practice Finance, Contacts, EPR, and Transcriptions. The main heading is "Raise a New Ticket" with a "Raise a New Ticket" button. Below the heading are tabs for "Pending", "Closed", and "Search". The form fields are: "First Name\*" (K Laji), "Email\*" (laji@mac.com), "Topic\*" (Feedback), and "Query\*" (empty). There is an "Attach a file" section with a "Choose File" button and "no file selected" text. At the bottom of the form are "Submit Ticket" and "or Cancel" buttons. The footer contains links for "Contact", "Site Map", "Privacy Policy", "Terms", and "Support", along with the copyright notice "© Copyright 2009, ClinicYOU Ltd. [UK]".



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If you believe the content this manual can be improved for clarity please send an email to [support@clinityou.com](mailto:support@clinityou.com) to enable us to improve our service to you