Safecare TeleCAM User Guide

SAFECARE TELECAM – CASE CREATION AND CHILD MALTREATMENT WORKFLOW
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Getting Started

SAFECARE - MISSOURI KIDS FIRST TeleCAM is a web-based application designed specifically for child maltreatment peer review. SAFECARE - MISSOURI KIDS FIRST TeleCAM has a clinical workflow designed for child maltreatment clinicians and providers to collect relevant case information on physical and sexual abuse.

To get started with SAFECARE - MISSOURI KIDS FIRST each user must login with a username and password.

The SAFECARE - MISSOURI KIDS FIRST url:

https://safecare.xifin.net/leoxportal/login

The login page prompts the user for their username and password. All users login with their email address as their username. The email address is unique and stored in the SAFECARE - MISSOURI KIDS FIRST database for each user.

- Enter email as username
- Enter password (note: the first user password will be a temporary password assigned by the administrator)
- Click the SIGN-IN button
User Profile Changes

The following is included to provide information to the users of the Missouri Kids First Safecare system on how to manage their information contained in their profile. For example, users can change or update a password or first/last name select the drop-down menu by clicking on your username in the upper right-hand corner of the top navigation bar. Select Profile from the list of options (Illustrated below).

Then select the option to enter/update your name and click the change button or change your password. When complete, click the Save First/Last Name and/or the Change Password button (as illustrated below).
Case List View

When the user logs into the system, they will see the directory they enter cases into. If the user is logging in for the first time the directory will be empty and ready to populate with cases (illustrated in Figure 1 below).

The figure below shows what the user will see:

1. List of cases that will be highlighted when the user hovers the mouse/cursor over the name of the case.
2. Light green and orange buttons containing notifications with instructions for the case (e.g., review and discussion).
3. To access a case, click anywhere in the highlighted area as you hover over the case.
New Case Creation
To create a new case, click on the Add Document button and select the Document from the drop down.

Note: We use the terminology of Document and Case interchangeably.

A New Document window will open that allows the user to provide a label.

To name the DOCUMENT (or CASE) select/delete/enter the name in the Document Label entry then click CREATE.

The name of the Case appears in the top left hand (highlighted).
The ‘Case Number’ is an auto generated number. The case number can be edited by the user.

Date of Service fields are highlighted by an asterisk *

Dates use a standard date picker.

Select from the following REQUIRED fields.
Primary abuse type.
Case Type from the following:
1. Medical
2. Physical Abuse (PA)
3. Sexual Abuse (SA)
4. Neglect

Patient Gender: Select Female or Male
Sexual Abuse Case Type

Sexual abuse (SA) qualifiers are required. If the checkbox is selected for 1) Child Disclosed Abuse, 2) Sexual Abuse Witnessed or 3) Other, the Description field becomes a required field (see image below).

- Sexual Abuse Qualifiers
  - Child Disclosed Abuse
  - Sexual Abuse Witnessed
  - Other

Physical Abuse Case Type

Physician Abuse (PA) qualifiers are required. If the checkbox is selected for 1) Child Disclosed Abuse, 2) Physical Abuse Witnessed, 3) Physical Findings Concerning or 4) Physical Abuse Other, the Description field becomes a required field (see image below).
Child Maltreatment Workflow
Each case contains sections that contain required fields. All required fields are indicated by an asterisk

- Case Information
- Patient Demographics
- Submit for Review to move the case to the review state

Case Sections and Error Handling

The fields in the case that are REQUIRED and noted by an asterisk must be filled in. If the user does not enter information and tries to save the case, the case will not be saved and generate errors.

The figure to the left illustrates the error dialog.

When the CLOSE button is selected on the error dialog, the user is returned to the case where they can navigate through the errors for the case (highlighted in yellow).

Use the mouse to navigate through the errors by clicking the arrows illustrated in the image below. Each arrow will move to the next error. Hover over the error to get a description of the error as illustrated below.
The user can click on the ‘next’ icon highlighted in yellow to navigate to each error.
Initial Diagnostic Impression
The clinician (originator of the case) must select and submit an initial diagnostic impression from the drop-down list in the section (see below).

To Submit a Case for Review
Once all required fields have been completed, and the user is ready to submit the case for peer review check the ‘Submit for Review’ check box and ‘Save and Close’ the case as illustrated in the figure below. Reviewers will be notified with a single email notification that the case is ready to be reviewed.
Edit or Revise an Existing Case
Once the case is saved, the user can add information as any additional information becomes available prior to submitting the case for review. To edit a case, select the case from the case list and click on the ‘Pencil’ icon in the upper right corner. The case will then be opened to allow revision as illustrated in the figure below.

To close a case, click on the ‘X’ and the case will close returning the user to the case list.
Case Reporting

User’s can create a PDF version of the case referred to as a case report that contains data that has been entered into the case. To create a case report, get to the edit mode of the case by clicking on the pencil icon (see illustration below).

Once the case is in the edit mode, scroll to the section named ‘Reports’. Expand the reports section by clicking on the + (plus) icon. Users can create and remove as many reports of the case as possible and all reports are listed in the Reports section.

To create a report, click the ADD REPORT button and expand the + (plus) icon next to the Report in the list to expand the newly added Report section (see below).

When the Report section is expanded a CREATE REPORT button is available. Click the CREATE REPORT button to open the view where items/data entered into the case populate the view. The user is able to select/deselect sections and fields from the content in the case. To preview the Report, click the PREVIEW button. To name the Report, place the cursor in the Report_XXXX next to the PREVIEW. To save the report click the save icon in the upper right-hand corner (see illustration below).
The saved report will be saved to the Report section of the case.
Conferencing
The conference feature is designed to allow an organization to use their existing web conferencing tools (e.g., WebEx, Got to Meeting, Zoom, etc).

To set up a conference, login to the TeleCAM application, click on Conferencing tab at top in the top navigation pane (illustrated below).

Provide the name of the Conference (e.g., rounds conference, peer review, mentoring session, etc) in the Conference Name field.

Copy and paste the URL from your web conferencing system into the Conference URL field.

Select a date and time from the Conference Date & Time field.

Select invitees from the Invite List drop down list.

NOTE: The conference is not automatically included, so they should make sure to select their own name from the dropdown as well.

Click the ADD button to add the conference. The list of conferences will appear as they are created.