ERA VE
Primary Care Physician Training Guide

Revised May 19, 2015
ERAIVE Primary Care Physicians (PCP) Refresher Course Outline

-- ERAIVE introduction

-- Working with PCP Queues

-- Queue definitions

-- Searching for Infant Hearing records in ERAVE

-- ERAVE Test Types

-- ERAVE Password Reset Instructions

-- Reports
The Electronic Registration of Arkansas Vital Records (ERAVE) system is provided by the Arkansas Department of Health. The ERAVE system provides authorized users a secure, online method for submitting and managing reports of vital events including deaths, infant hearing screenings, births, and fetal deaths.

ERAVE is web based and can be accessed from anywhere in the world where there is internet access. It was designed for personal computers using Internet Explorer but it can run under other browsers such as Firefox and Chrome and is capable of running on a Mac using the Apple Safari browser.

The Arkansas Infant Hearing Program utilizes ERAVE for reporting infant hearing screening results and tracking infants with known or suspected hearing loss (follow up). The Infant Hearing module went into production use on July 1, 2013. It allows nurses and hospital staff, audiologists, Primary Care Physicians (PCP), Early Intervention Specialists, and Infant Hearing Program (IHP) staff to better ensure that babies with hearing loss receive the follow-up referrals, evaluations, and specialized care they need—quickly.

ERAVE has many available reports plus an Ad Hoc reporting tool that allows a user to design their own reports. The ERAVE database also contains birth and death records which allows programmatic linkage to the infant hearing record.
Working with PCP queues

Each time you logon to ERAVE, click on the View Queues tab to load your facilities queues. (Figure 1)

Figure 1

The **Referral and Notification queues display**. These are the only queues available to PCP Groups. Select a queue by clicking on the particular tab. The tab will turn yellow and the records within the queue will be displayed in the window. (Figure 2)

To move from queue to queue, simply click on the different tabs. To sort records within a queue, click on the column header (**bold blue title**) of the field you wish to use for your sort.

*NOTE: If there are no records that meet the queue criteria, the tab for that queue will not be displayed.*

Figure 2
Queue definitions

**Referral queue:** This queue notifies the PCP when additional testing related to hearing is recommended or needed for one of their patients.

These records will appear in the State **Notification** queue if they remain in the PCP **Referral** queue for 14 days or if the referral is denied.

**Notification queue:** This queue notifies the PCP when one of their patients meets the criteria of any of the following categories:

- Did not test - Parent refusal
- Pass with risk factors
- Initial fail/rescreen pass
- Passed diagnostic
- Confirmed hearing loss

Records will remain in the queue for 30 days, then drop out automatically. A PCP group member can manually remove records by checking the **Remove Notification** box located on the **Child Info** window once they have completed their review.

**Working records in the Referral queue**

After opening the **Referral** queue, work records one at a time by clicking on **Process** located under the **Action** column for the selected record. (Figure 3)

**Figure 3**

<table>
<thead>
<tr>
<th>Child's Last</th>
<th>First</th>
<th>DOB</th>
<th>Mother's Last</th>
<th>First</th>
<th>MedRec #</th>
<th>P/F</th>
<th>Screen Type</th>
<th>Test Result</th>
<th>Recommended Action</th>
<th>Further Testing?</th>
<th>Details</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMITH</td>
<td>ERIK</td>
<td>04/20/2015</td>
<td>SMITH</td>
<td>DEAN</td>
<td>52000000</td>
<td>Y</td>
<td>Initial</td>
<td>Fail - Ote...</td>
<td>Referral Recommended</td>
<td>Pending</td>
<td>Details</td>
<td>Process</td>
</tr>
<tr>
<td>BROWN</td>
<td>JONNY</td>
<td>04/01/2016</td>
<td>BROWN</td>
<td>DEBORAH</td>
<td>233333</td>
<td>V</td>
<td>Initial</td>
<td>Fail - Ote...</td>
<td>Referral Failed</td>
<td>Pending</td>
<td>Details</td>
<td>Process</td>
</tr>
<tr>
<td>GREEN</td>
<td>ROBY</td>
<td>03/20/2015</td>
<td>GREEN</td>
<td>ROBERT</td>
<td>523557</td>
<td>Y</td>
<td>Initial</td>
<td>Fail - Ote...</td>
<td>Referral Recommended</td>
<td>Pending</td>
<td>Details</td>
<td>Process</td>
</tr>
</tbody>
</table>

After clicking on **Process** the **Child Info** window displays (Figure 4)
The first step to working the selected record is to determine if this child is in fact a patient of your group. This is accomplished by checking your own medical records. Before making this determination you will need to also view the Mothers information by clicking on the Next button at the bottom of the page since baby names often change.

If the child is not your patient, return to the Child Info window by clicking on the Previous button and click on the Not my Patient check box. This action removes your groups name from the PCP Group field and also removes the record from your Referral queue. Please leave a note on the (general) Notes window any time you select this box for historical purposes. Access this window by clicking on the Notes tab or the Next button until you reach the window. (Figure 5)

NOTE: If the child is a newborn, ages birth to 2 weeks, it may be too early to determine if the child will be your patient. In those cases, you need to select Pending from the Further Testing? drop down list box on the Appointment Scheduling window and continue to monitor the record until the baby reaches 2 weeks of age. At that point if there has been no contact you will check the record as Not My Patient.
If the child is your patient, proceed to the next window by clicking on the Next button. This action takes you to the Mother/Second Contact Info window. (Figure 6)

Figure 6

Please verify the address, phone number and second contact information in ERAVE matches the information you have on file. If not, update the information by checking the boxes labeled Enter/Update mailing address, Enter/Update physical address, Update phone number or Update second contact. Checking the box will enable the fields and allow updates. After updating an address, you must always validate the address by clicking the Validate button after your entry. You must also ensure each of the Accept boxes is checked, 4 boxes total.

If you make any changes on this window be sure to leave a note indicating the type change that was made. Click on the Next button and the Notes window will display. (Figure 5)
Click on the **Next** button located on the **Notes** window to display the **Rollup** window. The **Rollup** window will display summary information for all hearing screening and testing and any follow up the State has done. (Figure 7)

**Figure 7**

Click on the **View** button for the latest test results listed on the window to display the test results details. (Figure 8)

**Figure 8**

Click on the **Next** button to view the **Risk Factors** known at the time of the testing. (Figure 9)
Click on the **Next** button to view any notes associated to the particular test. (Figure 10) Remember, there are 2 different types of notes in ERAVE, general notes described earlier in this document and notes for each test. (Figure 10)

After reviewing the test note, click on the **Next** button to display the **Appointment Scheduling** window. (Figure 11)
The final step to working a child’s record in the Referral queue is to select ‘YES’ from the Further Testing? drop down list box. Yes indicates you acknowledge this baby needs further testing and you will take the appropriate actions based on your group’s procedures. Now click on the Finish button to save your change and exit the test record. (Figure 12)

Remember, if you have not yet confirmed this is or is not your patient you need to select Pending from the drop down list box. You will never select No or Not Applicable from the drop down.

Figure 12

You must click on the Finish button on the Rollup window to complete the entire transaction and remove the record from the Referral queue. When you click on the Finish button the Successful Transaction window displays. (Figure 13)

Figure 13

Click on the Repeat Task button to return to the queues.
Working records in the Notification queue

After displaying the records in the Notification queue, work them one at a time by clicking on the word Process located under the Action column. Before proceeding, make note of the reason listed under the Notification column. (Figure 14)

Figure 14

![Notification queue table]

After clicking on Process the Child Info window displays (Figure 15)

Figure 15

![Child Info window]

The first step to working the selected record is to determine if this child is in fact a patient of your group. Do so by checking your own medical records. Before making this determination you will need to also view the Mothers information by clicking on the Next button at the bottom of the page since baby names often change.

If the child IS NOT your patient, return to the Child Info window and click on the Not my Patient check box. This action removes your group’s name from the PCP Group field and also removes the record from
your Notification queue. Please leave a note on the (general) Notes window any time you select this box for historical purposes. Access this window by clicking on the Notes tab or the Next button until you reach the window. (Figure 16)

**NOTE:** If the child is a newborn, ages birth to 2 weeks, it may be too early to determine if the child will be your patient. In those cases, you need to select Pending from the Further Testing? drop down list box on the Appointment Scheduling window and continue to monitor the record until the baby reaches 2 weeks of age. At that point if there has been no contact you will check the record as Not My Patient.

*Figure 16*

If the child is your patient proceed to the next window by clicking on the Next button on the Child Info window. This action takes you to the Mother/Second Contact Info window. (Figure 17)

*Figure 17*
Please verify the address, phone number and second contact information in ERAVE matches the information you have on file. If not, you may update the information by checking the boxes labeled **Enter/Update mailing address, Enter/Update physical address, Update phone number or Update second contact**. Checking the box will enable the fields and allow updates. You must always validate the address by clicking the **Validate** button after your entry. You must also ensure each of the **Accept** boxes is checked, 4 boxes total. (Figure 17)

If you do make any changes on this window be sure to leave a note indicating the type change that was made. Click on the **Next** button and the **Notes** window will display. (Figure 16)

Click on the **Next** button located on the **Notes** window to display the **Rollup** window. The **Rollup** window will display summary information for all hearing screening and testing and any follow up the State may have done. (Figure 18)

**Figure 18**

![Rollup Window](image)

Click on the **View** button for the latest test results listed on the window to display the test results details. (Figure 19)

**Figure 19**

![Risk Factors Window](image)

Click on the **Next** button to review the **Risk Factors** known when the test was completed. (Figure 20)
Click on the **Next** button to view any notes associated to the particular test. (Figure 20) Remember, there are 2 different types of notes in ERAVE, general notes described earlier in this document and notes for each test. (Figure 21)

After reviewing the test note, click on the **Next** button to display the **Appointment Scheduling** window to determine if future appointments are scheduled for the child. (Figure 22)
Since you have made no changes to the test record and this is a notification only, DO NOT populate the Further Testing? field and DO NOT click on the Finish button. You will click on the Cancel button to exit the test record and return to the Rollup window.

Once you have returned to the Rollup window click on the Child Info tab located at the top of the window. (Figure 23)

**Figure 23**

![Rollup window](image)

The last step to working a record in the Notification queue is to check the Remove Notification box located on the Child Info window. This action removes the record from your Notification queue. Click on the Child Info tab to return to that window. (Figure 24)

**Figure 24**

![Child Info window](image)

To complete your transaction you must click on the Finish button. The Successful Transaction window displays. From this window you can choose Main Menu, Return to Demographics (puts you back inside the child’s record) or Repeat Task. (Figure 25)
Searching for Infant Hearing records

On the **Main Menu** click on **Initial Screening**. (Figure 26) This action will display the **Search** window. (Figure 27)
There are many options available when searching for records in ERAVE. Try to keep the searches simple. For your first search, type in the **Child's Last name** and **Date of Birth** then click on the **Search** button. (Figure 27) This action will display the **Record's List** window and the record if it is found. (Figure 28)

Other search suggestions if first search fails:

- Mother Last Name, First name, Child's DOB (This search if helpful when baby's name has changed)
- Child’s DOB and Birth hospital (This search will return a list of all babies born at the facility on a particular day. The returned list can be sorted by clicking on the blue headers)
- Child’s DOB (This search will return a list of all babies born in the state of Arkansas on a particular day. The returned list can be sorted by clicking on the blue headers)

Click on **Continue** in the **Action** column. This action will display the **Record Details** window. (Figure 29)

Scroll to the bottom of this window and click on the **Continue** button or you may click on the **Enter** button on your keyboard. Either action will display the **Child Info** window. (Figure 30)
You can now navigate through the child’s record as you did when you were working a record in your queues.

In the event your search returns no records the Records List will display (0 Records found). You will need to click on the Exit button to return to the Search window and enter different search criteria for the child, keep in mind names often change. (Figure 31)

NOTE: You should never click the Create New Case button. You will always work with records that already exist. If a child’s record it is not found after several attempts, please contact the ERAVE Helpdesk at 501-280-4765 or 501-280-4740 for assistance.

Figure 31
Scheduling screening and diagnostic appointments

Access the **Search** window by clicking on **Initial Screening** located on the **Main Menu**. Locate the baby’s record in ERAVE by using search criteria described in the previous section. Once you have located the child’s record go to the **Child Info** window and verify you are working with the correct record. Once verified, click on the **Rollup** tab. (Figure 32)

**Figure 32**

On the **Rollup** window click on the **View** button for the last test record displayed on the window. (Figure 33)

**Figure 33**
When the Test Results window displays, click on the Appointment Scheduling tab. (Figure 34)

**Figure 34**

When the Appointment Scheduling window displays, you will notice many fields display in yellow and are disabled. To enable these fields, click on the Reschedule Appointment check box. (Figure 35 and 36)

**Figure 35**

**Figure 36**

Select the screening type the appointment is for, Rescreen or Diagnostic Test Battery, by clicking on the appropriate box. Add the Appointment Date and Time (time is not required), select YES in the Further Testing? field and select the location for the appointment. Click the Finish button to save the information. (Figure 37)
You will be returned to the Rollup window where you must click on the Finish button to complete your entry. (Figure 38)

You will be taken to the Successful Transaction window where you have an option to print the test results and the appointment reminder. (Figure 39)
Click on the appropriate radio button for your print choice then click on the Print button. (Figure 39) When the Report – Confirm window displays, click on the Generate Document button. (Figure 40)

NOTE: Adobe Reader is required to print test results and appointment reminders.
The document will display on your window for you to print. After printing, click on the X to return to the previous window to return to the Main Menu. (Figure 41)

(Figure 41)
Available Reports

Figure 42

The **Physician’s Report: Infants at Risk** report was previously mailed monthly to the PCP groups by the Infant Hearing Program office. As an ERAVE user, this report should be run monthly by the PCP group. This report is no longer mailed by the Infant Hearing Program office. A description of the report is listed above.

Each baby listed on the report should have appeared in your **Referral** or **Notification** queue at one point. This report should be used for quality assurance to ensure you are aware of hearing concerns impacting your patients birth through 3 years of age.

Select the report by clicking on the name of the report displayed in blue. On the **Report Parameters** window select your PCP Group name and a reporting date range, then click the **Continue** button. (Figure 42)

Figure 43

When you are taken to the next window, click the **Generate Document** button and the report will display on your screen. You can view online or print the report for your records at any time (Figure 43, 44 and 45)

Figure 44
Click on the X to exit the report after printing and exit to the Main Menu.