MyChart Questionnaires

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Questionnaires can be sent out via MyChart in three different ways. You can find the patient's responses in different places depending on how the questionnaire was assigned, and whether or not it was a history questionnaire:

	Linked to appt automatically	Linked to appt manually (Assign Pt-Qnr)	Assigned manually (In Basket)
Standard questionnaire (non-history)	• Questionnaires navigator section • Chart Review and Flowsheets (for some questionnaires)	Questionnaires navigator section	• In Basket (Patient Questionnaires folder) • Chart Review (Patient Message encounter)
History questionnaire	MyChart Patient Hx navigator section	n/a	• In Basket (Patient Questionnaires folder) • Chart Review (Patient Message encounter)

If a proxy user, such as a minor patient's parent or guardian, fills out a questionnaire on the patient's behalf, their responses are saved to the patient's chart, not the proxy's own chart.

Automatic – Questionnaires

Standard Questionnaires

Standard (non-history) questionnaires are automatically linked to certain types of appointments. Patients see and answer these questionnaires during eCheck-In, which is available starting **seven days prior** to their appointment. These questionnaires are required during eCheck-In, but eCheck-In itself is optional for most appointments, so some patients will still need to answer these questionnaires in person.

The patient's responses appear in the Questionnaires navigator section on the Rooming tab for the linked appointment. Some questionnaires, including HPI questionnaires, automatically file their responses to a flowsheet for the appointment. Others do not. If appropriate, mention the patient's relevant answers in your note.

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History Questionnaires

History questionnaires are also automatically linked to certain types of appointments. These questionnaires are **automatically** available to patients as soon as an appointment is scheduled. However, most patients won't fill them out until they complete eCheck-In starting **seven days prior** to their appointment.

The following visit types will automatically send a history questionnaire to the patient. Patients will only receive a history questionnaire every 180 days. If a patient has received a history questionnaire from a previous encounter within 180 days, they may not receive one for the current encounter.

COVID 19 VISIT	TELEMED TO HOME NON-BILLED NEW	BJCMG PHONE/VIDEO NEW VISIT
BJCMG PHONE/VIDEO ESTAB VISIT	WU PHONE/VIDEO NEW	TELEMED TO HOME NEW
CC PHONE/VIDEO VISIT	BJC PHONE/VIDEO VISIT	TELEMED TO CLINIC NEW
ED CONSULT (BJCMG ONLY)	ENHANCED ENCOUNTER (BJCMG ONLY)	ESTABLISHED PATIENT (BJCMG ONLY)
MEDICARE INITIAL AWV (BJCMG ONLY)	MEDICARE IPPE (BJCMG ONLY)	NEW PATIENT (BJCMG ONLY)
PREVENTATIVE EXAM (BJCMG ONLY)	SAME DAY APPT (BJCMG ONLY)	WELL CHILD (BJCMG ONLY)
WELL WOMAN (BJCMG ONLY)		

When a patient has filled out a history questionnaire associated with the specific encounter, you can see that data in the MyChart Patient Hx [MT1]section within the encounter[MT2]. The answers **need to be reconciled** before they will appear elsewhere in the chart, including in the History activity. You will also be alerted that these answers are available via a banner in the SnapShot report and Core Review report.

Viewing Patient Banner in SnapShot from the Schedule

1. Single click the patient on the Schedule.
2. Make sure the SnapShot report is selected.
3. Click the banner to reconcile the patient-provided history.
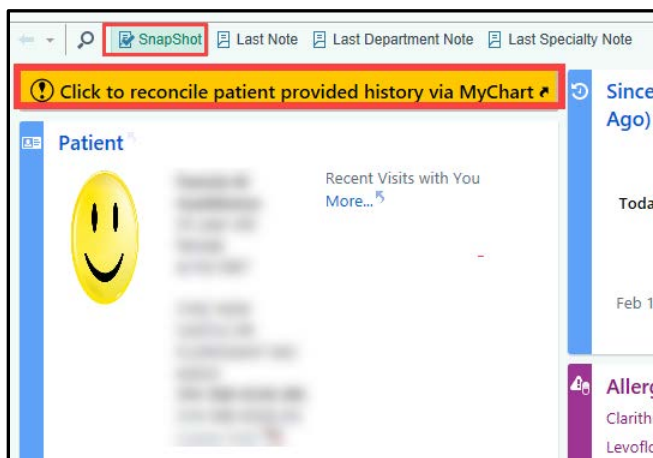
Reconcile Patient Entered Data

1. Select the **check box** next to an item you would like to add. If you would like to add all patient entered data, select the "**Select/Clear all**" box.
2. Click **File & Close.**
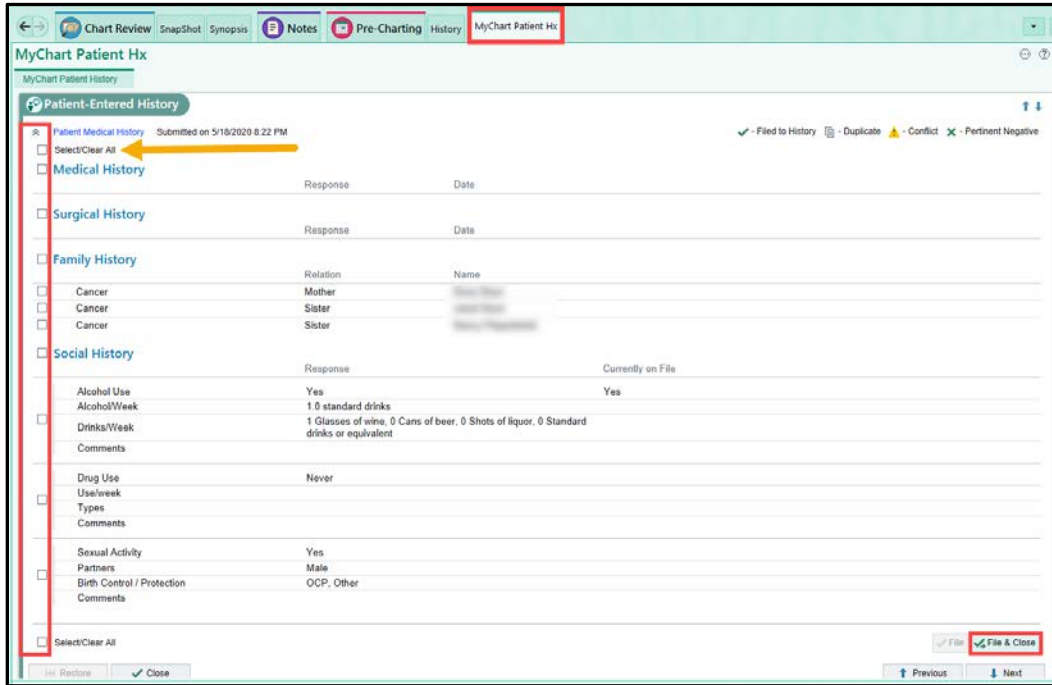
ℹ️ **You will still need to mark these sections as reviewed using your normal workflow.**

What the patient sees…

MyChart prompts the patient to fill out these questionnaires during echeck-In. [MT3] These questionnaires are required during eCheck-In, but eCheck-In itself is optional for most appointments, so some patients will still need to answer these questionnaires in person.
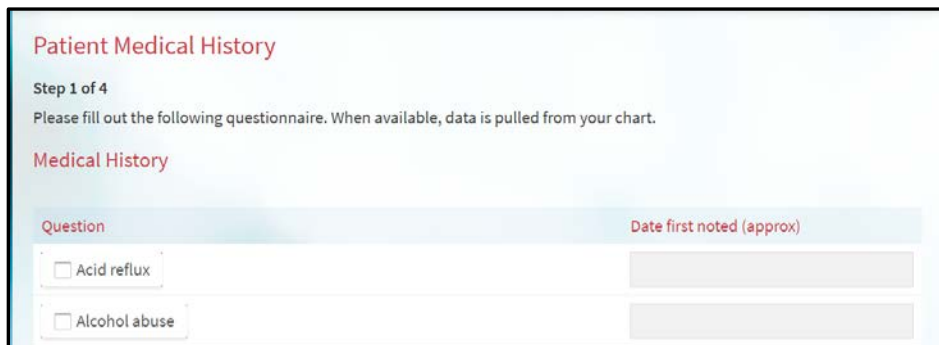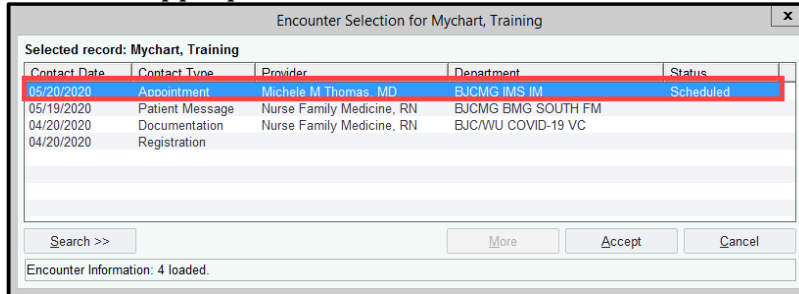
Manual – Assign Pt-Qnr

1. Click the **Epic** button.
2. Select **Assign Pt-Qnr.** (You can also use the Search bar.)
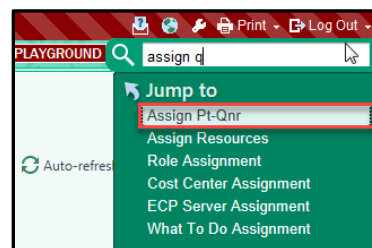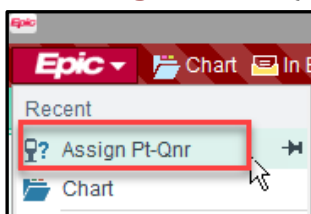
3. Search for the patient.
4. Select the appropriate encounter in the Encounter Selection window.
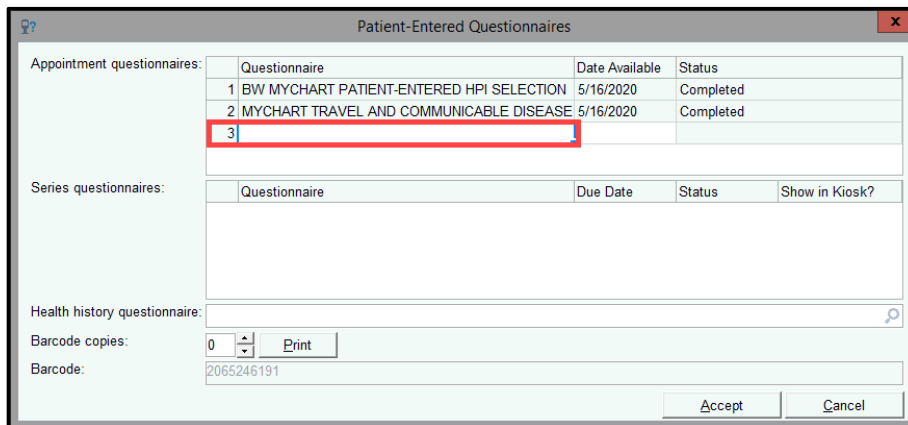
The Patient-Entered Questionnaires box displays. Here you will enter the questionnaire you would like to be sent to the patient.
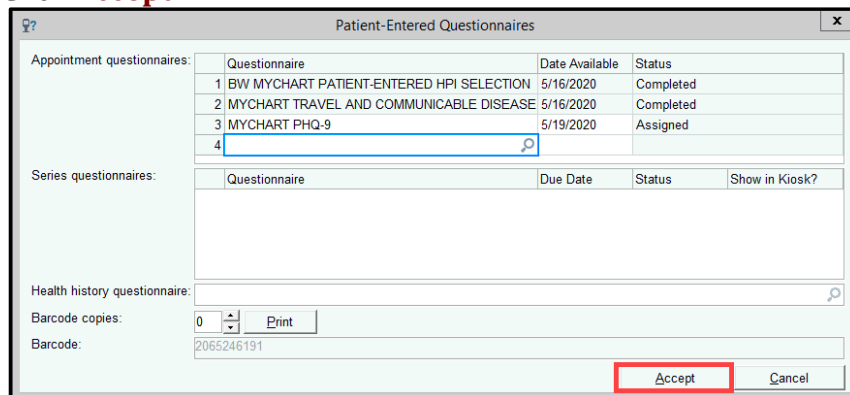
5. Click the **magnifying glass** in the questionnaire field and search for the appropriate questionnaire.

ⓘ   **You cannot assign a history questionnaire in the Health history questionnaire field.**

6. Click **Accept**.

What the patient sees…

MyChart prompts the patient to complete the questionnaire during eCheck-In, just like with automatically assigned questionnaires.

Viewing Patient Entered Data

You can see the patient's questionnaire answers in the Questionnaires section on the Rooming tab[MT4].

Sending a Questionnaire via In Basket

1. Navigate to In Basket.
2. Click **Patient Msg**.
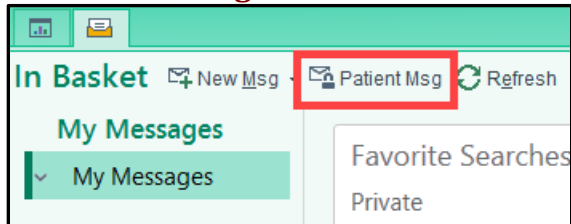
3. Search for your patient.
4. The patient's chart opens with the Patient Message activity.
5. Enter a subject and message for your patient.
6. Click for General Questionnaire or History Questionnaire.

7. Search for the appropriate questionnaire.
8. Click **Accept**.

9. Once your message is complete, click **Send**.

What the patient sees…

The patient will receive a message via MyChart with the attached questionnaire. The patient can choose to fill it out at their convenience and no further reminders will be sent to the patient.
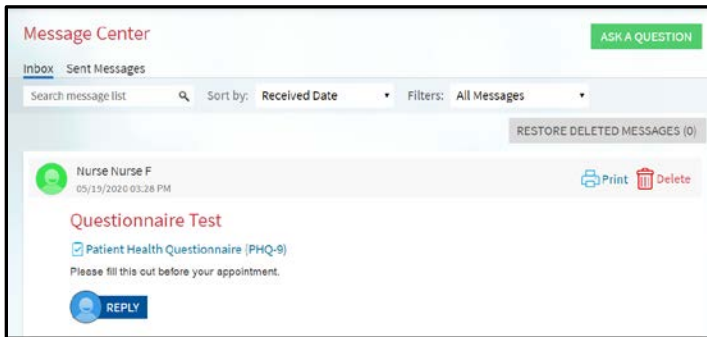
When they click the link for the questionnaire they will be presented with the questions.

Viewing Patient's Responses

After the patient submits the questionnaire, their responses come back in two main ways:

In Basket Message in the Patient Questionnaires folder

The message is sent to the clinical pool for the department the provider was logged in to when they sent the outgoing message. The provider can also select the "Send patient reply to me" check box to force the message to come back to them instead of the pool.

Patient Message encounter on the Encounters tab in Chart Review