

MyChart Questionnaires

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MyChart Questionnaires

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)	<ul style="list-style-type: none"> Questionnaires navigator section Chart Review and Flowsheets (for some questionnaires) 	Questionnaires navigator section	<ul style="list-style-type: none"> In Basket (Patient Questionnaires folder) Chart Review (Patient Message encounter)
History questionnaire	MyChart Patient Hx navigator section	n/a	<ul style="list-style-type: none"> 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.

Patient Health Questionnaire (PHQ-9)

For an upcoming appointment with THOMAS, MICHELE M, MD on 5/20/2020

Over the last 2 weeks, how often have you been bothered by any of the following problems?

	Not at all	Several days	More than half the days	Nearly every day
Little Interest or Pleasure in Doing Things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling Down, Depressed, or Hopeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CONTINUE CANCEL

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.

The screenshot shows the MyChart Rooming interface for a patient named Chris. The 'Questionnaires' tab is active, displaying a completed history questionnaire for abdominal pain. The questionnaire is titled 'Bw Mychart Patient-Entered Hpi Selection' and 'Bw Patient-Entered Hpi-Abdominal Pain'. The completion date and time are 5/21/2020 at 8:43 AM CDT. The patient has provided answers to various questions about their abdominal pain, including the primary reason for the visit (Abdominal Pain), when they first noticed it (In the past 7 days), how they describe it (Sudden), and how often they feel it (Constantly). The questionnaire also includes a list of symptoms with 'No' or 'Yes' responses, and a drawing tool for describing the pain.

Question	Answer
What is the primary reason for your visit?	Abdominal Pain
Your abdominal pain is a...	new problem
When did you first notice your abdominal pain?	In the past 7 days
How would you describe the start of your abdominal pain?	Sudden
How often do you feel abdominal pain?	Constantly
When you have abdominal pain, how long does it last?	Constantly
Since you first noticed your abdominal pain, how has it changed?	Always present, but gets better and worse
Where on the abdomen do you feel the most pain?	Below the belly button
On a scale of 0 to 10 (10 being the worst), how severe is your abdominal pain?	6
How would you describe your abdominal pain?	Aching Burning
Where does your abdominal pain spread?	Below the belly button
Are you experiencing any of the following symptoms with your abdominal pain?	
No appetite	No
Joint pain	No
Burping	No
Constipation	Yes
Diarrhea	Yes
Painful urination	No
Fever	No
Excessive gas	No
Frequent urination	No
Headaches	No
Bloody stool	No
Bloody urine	No
Black, tar-like stool	No
Muscle pain	No
Nausea	No
Weight loss	No
Vomiting	No
What makes your abdominal pain worse?	Bowel movement
What relieves your abdominal pain?	Bowel movements
Have you had any of these recently?	
Use these drawing tools to tell us about your abdominal pain.	Drawing on 5/21/2020 at 8:43 AM

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.

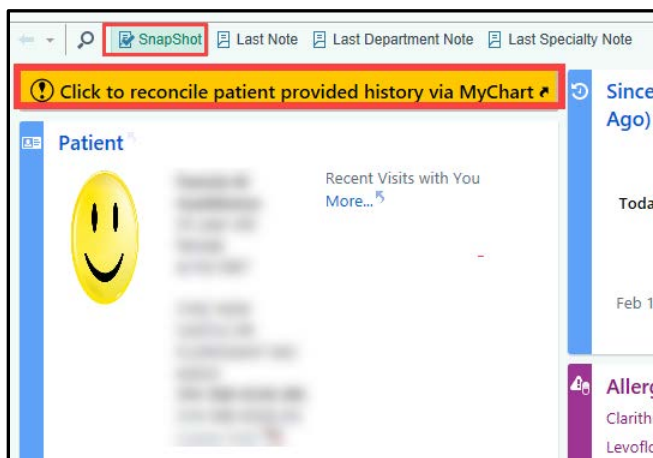
The following visit types will automatically send a history questionnaire to the patient. Patients will only receive a history questionnaire every 180 days. If a patient has received a history questionnaire from a previous encounter within 180 days, they may not receive one for the current encounter.

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.

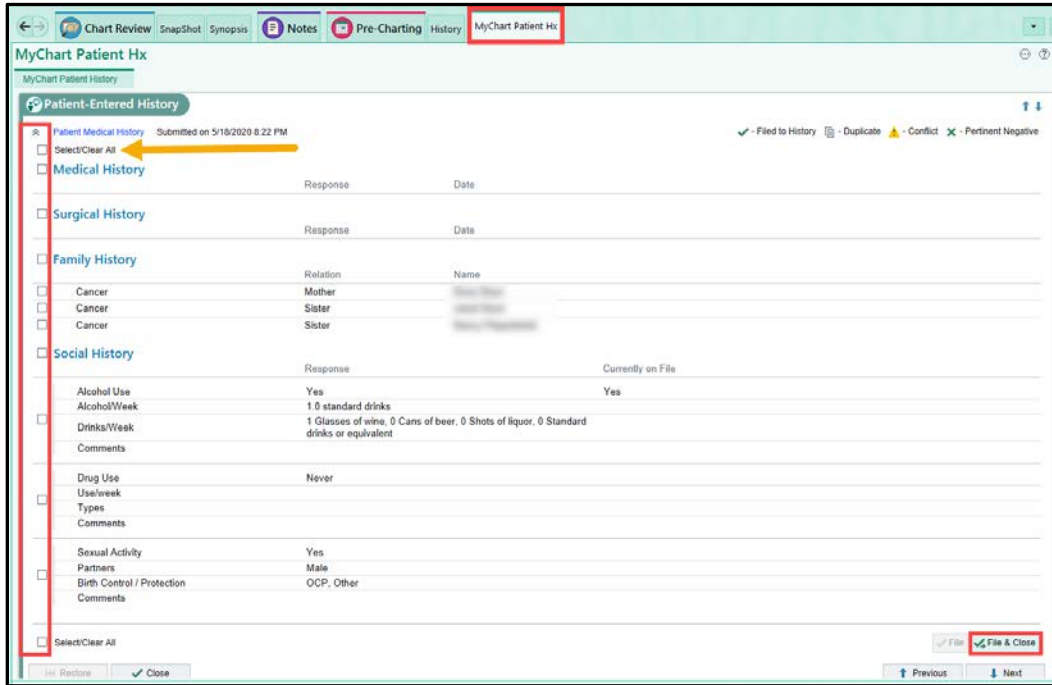
Viewing Patient Banner in SnapShot from the Schedule

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

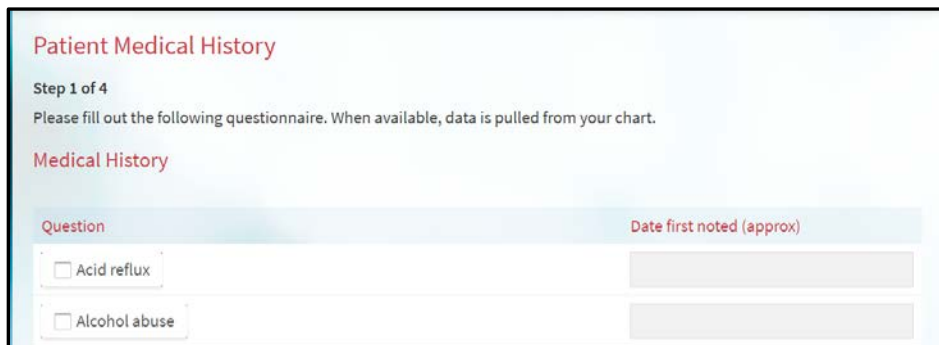
1. Select the **check box** next to an item you would like to add. If you would like to add all patient entered data, select the **“Select/Clear all”** box.
2. Click **File & Close**.



You will still need to mark these sections as reviewed using your normal workflow.

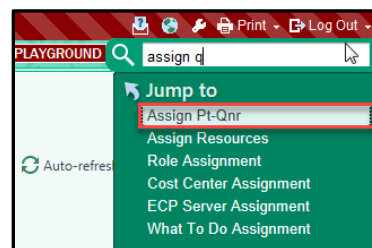
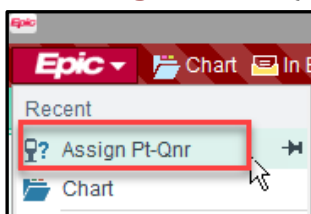
What the patient sees...

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.

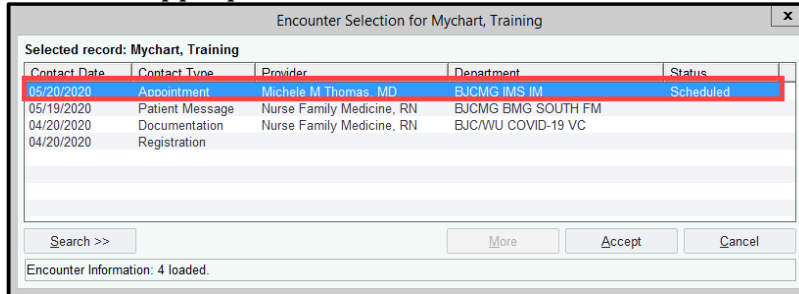


Manual – Assign Pt-Qnr

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.



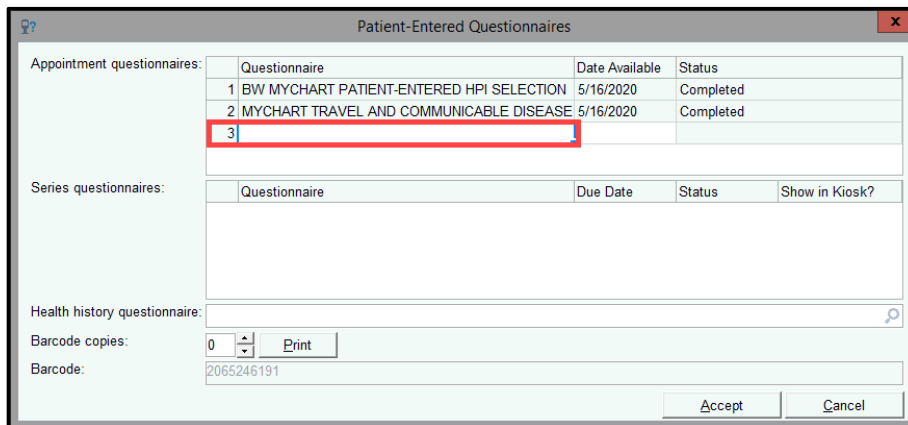
Contact Date	Contact Type	Provider	Department	Status
05/20/2020	Appointment	Michele M Thomas, MD	BJCMG IMS IM	Scheduled
05/19/2020	Patient Message	Nurse Family Medicine, RN	BJCMG BMG SOUTH FM	
04/20/2020	Documentation	Nurse Family Medicine, RN	BJC/WU COVID-19 VC	
04/20/2020	Registration			

The Patient-Entered Questionnaires box displays. Here you will enter the questionnaire you would like to be sent to the patient.

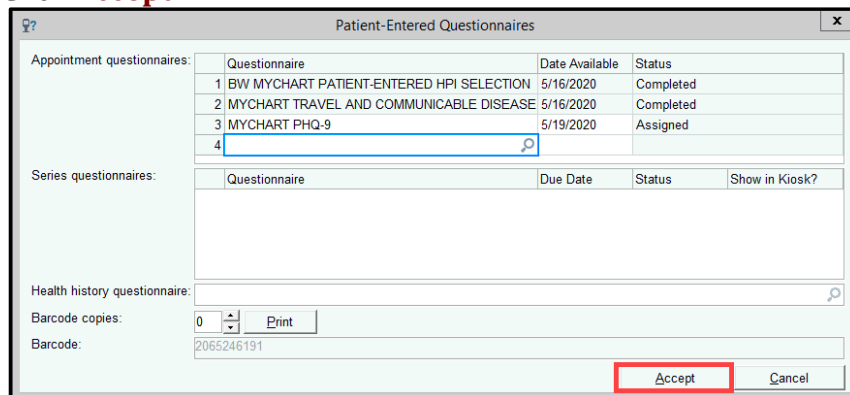
5. Click the **magnifying glass** in the questionnaire field and search for the appropriate questionnaire.



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.

Patient Health Questionnaire (PHQ-9)

For an upcoming appointment with THOMAS, MICHELE M, MD on 5/20/2020

Over the last 2 weeks, how often have you been bothered by any of the following problems?

	Not at all	Several days	More than half the days	Nearly every day
Little Interest or Pleasure in Doing Things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling Down, Depressed, or Hopeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[CONTINUE](#) [CANCEL](#)

Viewing Patient Entered Data

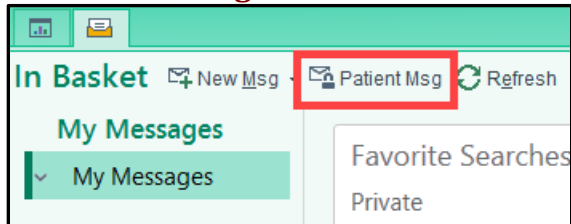
You can see the patient's questionnaire answers in the **Questionnaires** section on the Rooming tab^[MT4].

The screenshot displays the MyChart interface for a patient named Chris. The 'Rooming' tab is active, and the 'Questionnaires' section is highlighted. The questionnaire data is as follows:


Section	Question	Answer
Bw Mychart Patient-Entered Hpi Selection	Question	5/21/2020 8:43 AM CDT - Filed by Patient
	What is the primary reason for your visit?	Abdominal Pain
Bw Patient-Entered Hpi-Abdominal Pain	Question	5/21/2020 8:43 AM CDT - Filed by Patient
	Your abdominal pain is a...	new problem
	When did you first notice your abdominal pain?	In the past 7 days
	How would you describe the start of your abdominal pain?	Sudden
	How often do you feel abdominal pain?	Constantly
	When you have abdominal pain, how long does it last?	Always present, but gets better and worse
	Since you first noticed your abdominal pain, how has it changed?	Below the belly button
	Where on the abdomen do you feel the most pain?	6
	On a scale of 0 to 10 (10 being the worst), how severe is your abdominal pain?	Aching
	How would you describe your abdominal pain?	Burning
	Where does your abdominal pain spread?	Below the belly button
	Are you experiencing any of the following symptoms with your abdominal pain?	
	No appetite	No
	Joint pain	No
	Burping	No
Constipation	Yes	
Diarrhea	Yes	
Painful urination	No	
Fever	No	
Excessive gas	No	
Frequent urination	No	
Headaches	No	
Bloody stool	No	
Bloody urine	No	
Black, tar-like stool	No	
Muscle pain	No	
Nausea	No	
Weight loss	No	
Vomiting	No	
What makes your abdominal pain worse?	Bowel movement	
What relieves your abdominal pain?	Bowel movements	
Have you had any of these recently?		
Use these drawing tools to tell us about your abdominal pain.	Drawing on 5/21/2020 at 8:43 AM	

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.

 A screenshot of the 'Patient Message' form. The 'To:' field is filled with a patient name. The 'Regarding:' field contains 'Enter Message Subject Here', which is highlighted with a red box. Below this is a rich text editor with a toolbar and the text 'Enter message to patient Here.', also highlighted with a red box. On the right side, there are sections for 'Dates' (with a date field set to 5/21/2020), 'Options' (with checkboxes for 'Do not allow patient reply' and 'Send patient reply to me'), and 'Tasks & Attachments'. Under 'Tasks & Attachments', the 'General Questionnaire' option is highlighted with a red box.

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

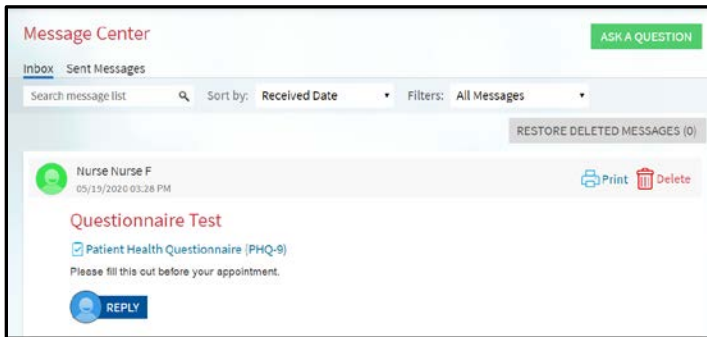
 A screenshot of the 'Questionnaire Details' dialog box. It has two input fields: 'Questionnaire:' with the value 'MYCHART PHQ-9 [1400001400]' and 'Display task to patient as:' with the value 'Patient Health Questionnaire (PHQ-9)'. At the bottom, there are three buttons: 'Show Preview', 'Accept' (highlighted with a red box), and 'Cancel'.

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.

The screenshot shows the 'Patient Health Questionnaire (PHQ-9)' form. It asks: 'Over the last 2 weeks, how often have you been bothered by any of the following problems?'. The response options are: 'Not at all', 'Several days', 'More than half the days', and 'Nearly every day'. Two questions are visible: 'Little Interest or Pleasure in Doing Things' and 'Feeling Down, Depressed, or Hopeless'. At the bottom are buttons for 'CONTINUE', 'FINISH LATER', and 'CANCEL'. A copyright notice for Pfizer Inc. is at the very bottom.

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.

The screenshot shows the MyChart interface for a patient named 'Mychart Zttest "Chris"'. The patient's information includes: Female, 54 y.o., 5/1/1966, MRN: 204720, Phone: 612-840-2022 (M). The PCP is 'Fay, Alexander J, MD PhD' with 'Primary Cvg: Medicare/Medica...'. The next appointment is 'With Internal Medicine' on 05/22/2020 at 9:45 AM. The main content area shows a 'Zttest, Mychart "Chris" - Questionnaire Submission' message. It indicates 'Triggerred a BPA' and 'Scoring question'. Under 'Patient Responses', it shows the 'Mychart Phq-9' submission from 5/21/2020 8:53 AM. The responses are: 'Little Interest or Pleasure in Doing Things' (Not at all), 'Feeling Down, Depressed, or Hopeless' (Not at all), and 'PHQ-2 Score (range: 0 - 6)' (0 (Further screening not recommended)). Below this is a 'Test questionnaire' message from 'Zttest, Mychart "Chris" => Pitt, James B, DO' dated 'Just now (8:53 AM)'. The message content is: 'Patient Questionnaire Submission', 'Questionnaire: Patient Health Questionnaire (PHQ-9)', 'Over the last 2 weeks, how often have you been bothered by any of the following problems?', 'Question: Little Interest or Pleasure in Doing Things', 'Answer: Not at all', 'Question: Feeling Down, Depressed, or Hopeless', 'Answer: Not at all'. At the bottom, a reply from 'Pitt, James B, DO => Zttest, Mychart "Chris"' dated 'Just now (8:53 AM)' says: 'This is a test questionnaire. Please fill out your PHQ-9.'

Patient Message encounter on the Encounters tab in Chart Review

Chart Review

Encounters | Notes | Labs | Imaging | Cardiology | Procedures | Meds | Media | Letters | Episodes | Referrals | Other Orders | Misc Reports | LDAs | Consents | SnapShot

Refresh (8:54 AM) | Route | Review Selected | Synopsis | Preview | Encounter | More | OnBase Patient Window | Clinical Desktop | UpToDate Web Portal | Add to Bookmarks | Lifetime

Filters: Hide Adm'l Visits | Family Medicine | Medical Arts Clinic | Admissions

When	Type	Visit Type	With
Tomorrow	Appointment	ESTABLISHED PATIENT	MAC IM - Borrego, R
Today	Patient Message		MAC IM - Pitt, J

Patient Message Open 5/21/2020 Medical Arts Clinic

Pitt, James B, DO
Surgery

Conversation: Test questionnaire (Oldest Message First)

Pitt, James B, DO to Zttest, Mychart "Chris"
This is a test questionnaire. Please fill out your PHQ-9. 5/21/20 8:53 AM
Last read by Mychart Zttest at 8:53 AM on 5/21/2020.

Zttest, Mychart "Chris" to Pitt, James B, DO

Patient Questionnaire Submission 5/21/20 8:53 AM

Questionnaire: Patient Health Questionnaire (PHQ-9)

Over the last 2 weeks, how often have you been bothered by any of the following problems?

Question: Little interest or Pleasure in Doing Things
Answer: Not at all

Question: Feeling Down, Depressed, or Hopeless
Answer: Not at all

This encounter is not signed. The conversation may still be ongoing.

Mychart Phq-9 5/21/2020 8:53 AM CDT - Filed by Patient

Question: Over the last 2 weeks, how often have you been bothered by any of the following problems?

Little interest or Pleasure in Doing Things	Not at all
Feeling Down, Depressed, or Hopeless	Not at all

PHQ-2 Score (range: 0 - 6) 0 (Further screening not recommended)

Additional Documentation
Encounter info: [Billing Info](#), [History](#), [Allergies](#)