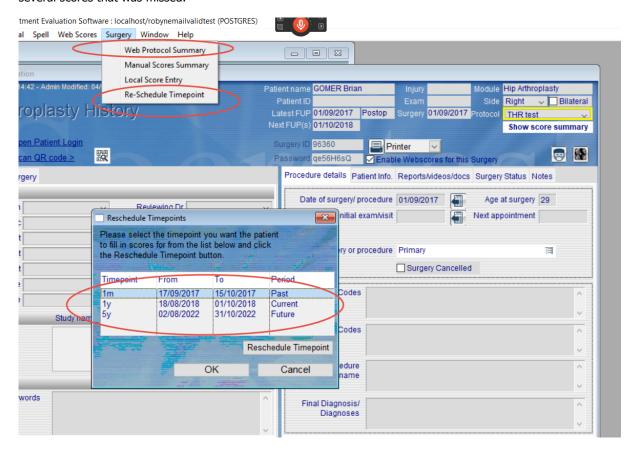
THE DIFFERENCE BETWEEN MANUAL AND RESCHEDULING SCORES

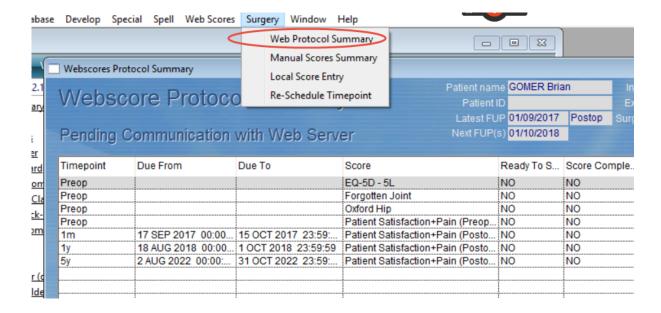
Reschedule Time Points

This feature is designed to enable you to re-send scores that were not filled out in their due follow up period, or are due in the future.

On the top menu bar, under Surgery you will see the Re-schedule option. It will display past, current and future time points *if there are scores still due to be completed.* If this window is blank, it means that there are no scores due or overdue to be filled out. Unless the patient has gone past the latest time point of their protocol you would expect to see some due in the future. If they had filled out all their past and current scores, then you would see nothing due for past or current. If they are in their current time point and nothing is showing up as current it means they have already completed the scores due in the current time point. If they have missed any of their scores in a past time point it will show something still due from the Past, even if it was only one of several scores that was missed.



You can check what is due by looking at the Web protocol summary which is on the same top menu bar.



When you reschedule, the time point that you selected (which was the one that was either past or future) will be what is sent out, regardless of whether it is now in the original time point in the protocol. For example, a patient didn't complete their 6 month score/s and you only noticed 8 months post op. If you click on reschedule you will see the 6 months showing as past. If you rescheduled this the scores that would be sent out at 6 months will be re-sent, but they would be returned to Socrates labelled as 6 months despite the fact that it is now 8 months after the surgery date. The same applies to reschedule a future score, if the patient was in the clinic at 11 months and their scores were due for 12 months you could reschedule to send them at the 11 month time point but when they are returned Socrates they would come in with the original time point from their protocol of 12 months.

Why would you reschedule scores due in the future? If the patient happens to be in the clinic and their scores are not yet due sometimes sites like to get them to complete their scores while they are there to ensure that they don't forget.

Once the scores are in Socrates you can alter the follow-up period if you want to, for example, a patient is in the clinic at six months and you reschedule their past scores which were at three months but not completed. In this case when the score comes in it would have 3 months as the time point. If you wanted to change it to 6 months, select modify on each score screen, and change the follow up time of the survey to 6 months. To do this you must use 'modify' and not the 'add' icon to change the follow-up period. You will then get the message below asking you if you want to overwrite the survey with the new time point. If you select Yes, the one that was completed at three months will now be six months.



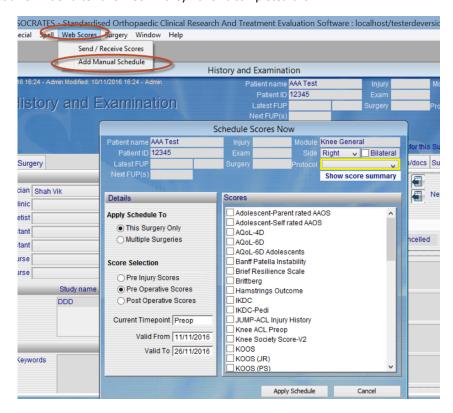
Manual send

If you want to send scores outside the ones in the protocol you can use the Add Manual Schedule option. These can either be the same scores as in the protocol but an extra time point outside the protocol, or you might want to select a new score/s that is not in the protocol as a one-off.

Two examples of when a manual score/s might be required:

- 1) A patient has a protocol for their hip replacement scores to be completed at 1, 5 and 10 years. They have a fall at 7 years and come into the clinic and you want to know their scores now. Rather than reschedule their 10 year scores which are not due for 3 years you can send out manual scores, the system will calculate this is at 7 years based on the current and surgery date and you will end up with an extra set of scores at 7 years. Their 10 year ones will still get sent out 3 years later.
- 2) Your surgeon used a particular implant on a group of patients who were under 50. There have been some concerns in the literature about how this implant is doing in younger patients and you would like to send scores to all your patients under 50 to see how they are doing. In this case, instead of selecting one patient at a time you can create a search for patients under 50, and send them all the scores you want them to complete.

To access this Manual send, go to the top menu bar, Web scores and add Manual Schedule. The window below will pop up, it will display all the scores that are an option for you to select, as well as the current time point. If there is no surgery date it assumes that these would be preop, if there was a surgery date it will calculate what the time point is based on that surgery date. Manual scores have a two-week window to be completed, the patient will get a reminder after one week if they haven't completed them.



Manual scores ignore any time points or surveys that are in the protocol for that patient's record even if it is for the same time point. It is designed to enable you to send out surveys that are not in the protocol, or are different to the time points in the protocol. If you send a manual score/s at the same time point as ones that are current in the protocol the patient **will receive two surveys**.

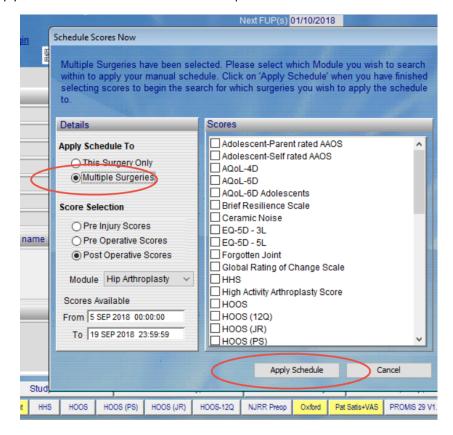
A common mistake made is that if a patient hasn't filled their surveys out in the current time point a manual score is sent. If the patient had ignored their first email for the scores due in their protocol, they would get the reminder for their original score at the half way point and then the extra manual score which would result in two lots of scores to complete.

You can also send out manual scores to a group of patients simultaneously

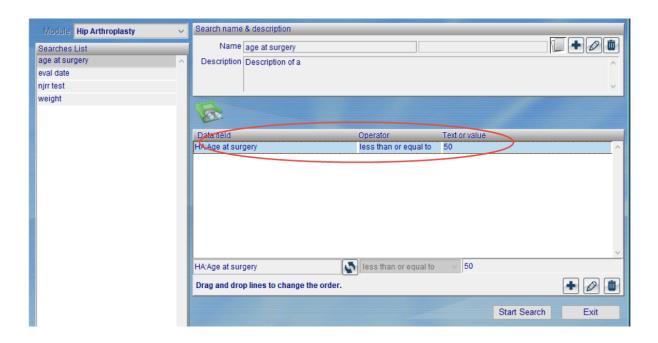
When you first select manual scores, instead of selecting *This surgery only,* select Multiple surgeries then check the box next to the score/s you want.



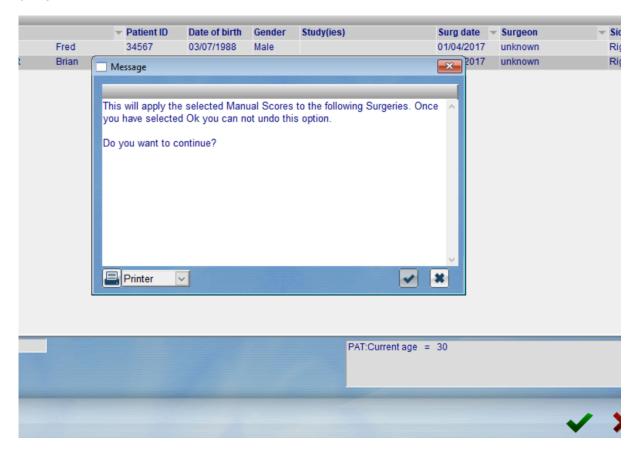
Next select Apply Schedule and the search list will come up.



Create the search for the group of patients who you want to complete those scores, i.e. all patients under 50 and start search. If you don't know how to create a search you will need to read the chapter on Searching.



The search list group will be displayed, if it's what you want then click on the green tick/check then confirm on the window below and the scores you selected will be available for the patient group in the search for completion online.



To view which manual scores have been sent go to the top menu bar – Surgery – and you will see a manual score summary which will display a record of which manual scores were sent, and when they were received.

