Healthcare Provider Monitoring the Triage Dashboard Quick Guide

Step 1 Login to the Lifeguard dashboard.

Sign in to Lifeguard
Email Password Remember me on this computer
Login Forgot your password? <u>Click here to reset it</u>

Step 2 – This will take you to the triage dashboard.

Life				▲ 0 💌 0 🕩	L
TRIAGE	TRIAGE			Search for Member	Q
MANAGE MEMBERS	O Triage Log				T
	Jean Smith Doe: 10/02/1683 0448435477 01/02/2021 11:27 AM	SYMPTOMS OFPRESSED MOOD(2), INABILITY TO EXPERIENCE PLEASURE(1), INCREASED NEED FOR SLEEP(1), WITHDRAWAL FIROM WORK OR SOCIAL ACTIVITIES(1), THOUGHTS OF SELF- HARM(1), ANAXOUS MODOU(1)	VITALS	COMPLIANCE Respiratory Rate, Daily Symptoms, Body Temperature, Pulse DXImetry, Heart Rate, Glucose, Blood Pressure, Weight	•
	Jeff Jones D08: 01/01/1976 01/02/2021 12:07 AM			Weight, Heart Rate. Symptoms, Blood Pressure	-

Step 3 Patients who have reported symptoms or vital signs outside of normal range will appear on the Triage Dashboard with a red warning indicator.

DEPRESSED MOOD(2), INABILITY TO EXPERIENCE PLEASURE(1), INCREASED NEED FOR SLEEP(1),





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Step 4 Click on the patient's name in the Triage Dashboard. This will show you more detail about what the patient has reported. By scrolling to the right, you can see all the patient's graphs. By hovering the arrow over the blue dot, you can also see what time the patient reported the symptoms. Please set screen resolution to 100% to view patient graphs.

Step 5 Consider how you will triage and respond to the patient's symptoms. Using the buttons in the bottom right-hand corner, you may choose to message the patient or set up a telehealth appointment. The patient may call in after receiving the clinical alert on their app. By clicking on the "Reports" button, you can retrieve a more complete history of the patient's symptoms and vital signs.

Very severe	Very much
Severe	Quite a bit
Moderate	Somewhat
Mild	A little bit
None 01/26 01/27 01/28 01/29 01/30 01/31 (Recordings for the prior 6 days)	Today Not at all 01/26 01/27 01/28 01/29 01/30 01/31 Today (Recordings for the prior 6 days)
CRITICAL: In the last week, what was the SEVERITY of your DEPRESSED MOOD? DEPRESSED MOOD (Severe)	High CRITICAL: In the last week, how much did your DEPRESSED MOOD INTERFERE with your usual activities? High DEPRESSED MOOD (Very much)
	To be reviewed





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Step 6 Click on the "To be reviewed" checkbox to record that you have reviewed the patient's symptoms and vital signs.

Weekly Sym	ptoms - DEPRESSED MOOD	Weekly Sympto	ms - DEPRESSED MOOD	<u> </u>
Very severe		Very much		•
Severe	•	Quite a bit		
Moderate		Somewhat		
Mild		A little bit		
None	01/26 01/27 01/28 01/29 01/30 01/31 Today (Recordings for the prior 6 days)	Not at all (Rec	6 01/27 01/28 01/29 01/30 ordings for the prior 6 days)	01/31 Today
CRITICAL: SEVERITY DEPRESS	In the last week, what was the ' of your DEPRESSED MOOD? High ED MOOD (Severe) wed	CRITICAL: In DEPRESSED usual activitie (Very much)	the last week, how muo) MOOD INTERFERE w s? High DEPRESSED I	ch did your vith your MOOD
4				٠

Step 7 Click on the "New Note" button down below the patients graph.

Weekly Symptoms - DEPRESSED MOOD	Weekly Symptoms - DEPRESSED MOOD	
Very severe	Very much	
Severe	Quite a bit	
Moderate	Somewhat	
Mild	A little bit	
None 01/26 01/27 01/28 01/29 01/30 01/31 Today (Recordings for the prior 6 days)	Not at all 01/26 01/27 01/28 01/29 01/30 01/31 Today (Recordings for the prior 6 days)	
CRITICAL: In the last week, what was the SEVERITY of your DEPRESSED MOOD? High DEPRESSED MOOD (Severe)	CRITICAL: In the last week, how much did your DEPRESSED MOOD INTERFERE with your usual activities? High DEPRESSED MOOD (Very much) To be reviewed	
	•	
(8)	Care Plan 🛄 Reports 📑 Telehealth C	onsu
	New Note 🔤 Triage Log 🔍 Message	

Lifeguard Remote Monitoring Platform Healthcare Provider Monitoring the

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Step 8 Select the "alert group" and enter in comment. Click the "Save" button.

Triage Notes Please select alert group: □ 01/02/2021 11:27 AM AEDT (Weekly Symptoms (DEPRESSED MOOD, INABILITY TO EXPERIENCE PLEASURE, INCREASED NEED FOR SLEEP, WITHDRAWAL FROM WORK OR SOCIAL ACTIVITIES, THOUGHTS OF SELF-HARM ANXIOUS MOOD))	3
Leave a comment:	, ∙ urnal
Save	





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Step 9 Once an alert in the triage dashboard has been reviewed and necessary comments entered then click "Clear Alert" in the bottom right-hand corner just down below the patients graph.

Alternately, once all alerts have been reviewed and necessary comments entered click on "Clear All Alerts" in the bottom left-hand corner just down below all patient's graph(s). This will clear the patient from the triage dashboard.

N.B. Set screen resolution to 100% to view patient graphs. Once a single alert has been reviewed by clicking review directly under a graph, if there are multiple to review the "Clear all Alerts" will become available.

Weekly Syl	mptoms - DEPRESSED MOOD	Weekly Sympt	coms - DEPRESSED MC	DOD	
Very severe		Very much		•	
Severe		Quite a bit			
Moderate		Somewhat			
Mile		A little bit			
None	01/26 01/27 01/28 01/29 01/30 01/31 (Recordings for the prior 6 days)	Today Not at all (Re	26 01/27 01/28 01/29 (cordings for the prior 6 days)	11/30 01/31 Today	
CRITICA SEVERIT DEPRES Alecia Bro 2/1/2021	L: In the last week, what was the Y of your DEPRESSED MOOD? H SED MOOD (Severe) wm (reviewed) 1:33:08 PM	r Alert	n the last week, how D MOOD INTERFER es? High DEPRESS	much did your RE with your ED MOOD	
4				•	





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Step 10 If you want to see a full record, click the "Triage Log" button under the alerts tab.

Weekly Symptoms - DEPRESSED M	DOD	Weekly Symptoms - DEPRESSED MOO	do
Very severe		Very much	•
Severe	•	Quite a bit	
Moderate		Somewhat	
Mild		A little bit	
None 01/26 01/27 01/28 01/29 (Recordings for the prior 6 days	01/30 01/31 Today	Not at all 01/26 01/27 01/28 01/29 01 (Recordings for the prior 6 days)	/30 01/31 Today
CRITICAL: In the last week, wha SEVERITY of your DEPRESSED DEPRESSED MOOD (Severe) Alecia Brown (reviewed) 2/1/2021 1:33:08 PM	t was the MOOD? High Clear Alert	CRITICAL: In the last week, how n DEPRESSED MOOD INTERFERE usual activities? High DEPRESSE (Very much)	nuch did your E with your D MOOD
4			•

You can then copy and paste this into the patient's electronic medical record or print a copy out.

Alerts (2) Telehealth :k @ Triage Log 11/30/2020			τ.
Date: 30/11/2020 10:29 AM AEDT Type: Lifeguard PROM(s)			
Name: James Earl MRN#: Reason for call: Clinical Trending Alert Primary HCP: N/A Designated Proxy: N/A	Alert Triggered: 30/11/2020 10:29 AM AEDT Call Now Triggered: 30/11/2020 10:30 AM AEDT Reviewed by Staff: 30/11/2020 10:53 AM AEDT Reviewed by: Tim Blake Mean Time to Review (MTTR): 00:23 min.		
Details: Symptoms SHORTNESS OF BREATH - In the last 24 hour WORST? (Severe) HEART PALPITATION - In the last 24 hours, (PALPITATIONS) at its WORST? (Severe)	rs, what was the SEVERITY of your SHORTNESS OF BREATH at it: what was the SEVERITY of your POUNDING OR RACING HEARTB	s EAT	
TRIAGE NOTES: 11/30/2020 10:53 AM AEDT (Tim Blake) Have spoken with James and agreed that he w	ill come in for an urgent GP appointment.		
Date: 24/11/2020 01:35 PM AEDT			
_ N_ 1 :£ a		ohn	