



**Ontario
Health**

Ontario Health ISAAC Application

Admin User Guide

Version: 1.9

Last Updated: December 2022

Admin Guide Table of Contents

This package is intended to be available to nurses, physicians, managers, and IT personnel at facilities that have implemented the ISAAC application in their clinics. This guide provides detailed information on the features and functionality available in the OH ISAAC Admin Portal web application. Included is an overview of the following:

Contents

About This Guide	5
Overview	5
Audience and Purpose	5
Organization	5
Background	6
ISAAC Overview	6
User Roles	7
Overview	7
User Condition	7
Patient Registrant	7
Notification User	7
Site Reports Admin	7
Site Admin	8
Accessing the ISAAC Admin Portal	9
Web Link	9
Login Page	9
Change Password	9
Common Tools and Functions.....	11
Grid Controls.....	11
Paging	11
Sorting.....	11
Inline Editing	12
Mandatory Fields	13
Left Navigation Tool	13
Expand and Collapse Functions.....	13
Multi-Site Selection.....	14
Multi-Condition Selection	14

Notifications Tab	16
Filtering Notifications.....	16
Close Notifications.....	16
View the End of Survey Report.....	16
Patient Tab	17
Patient Search.....	17
Enroll Patient.....	17
Edit Demographics.....	19
Managing Survey Responses.....	20
Opening the Survey Responses Pop-up.....	20
Add Survey Responses.....	21
Edit Survey Responses.....	22
Delete Survey Responses.....	22
Resend Survey Responses to Hospital Information System.....	23
View/Print End of Survey Report.....	23
Reports Tab	25
Accessing Reports.....	25
Report Breakdown.....	26
Configuration Tab	27
Site Configuration.....	27
Spoke Sites Configuration.....	30
Kiosk Configuration.....	30
Users Tab	33
Survey Tab	34
Survey Actions Tab.....	34
Survey Notification Setup Tab.....	36
Survey Summary Tab.....	37
Upload File.....	38
File Upload Status.....	38
File Upload Error and Warning Messages List.....	40
File Upload Template.....	42
Support	43
Help Page.....	43
Feedback Tab.....	43
Outages	44

Patient Facing Notification.....	44
Site Level Notification	45
Appendix A: List of Figures	46

About This Guide

Overview

This guide outlines the features and functionality of the ISAAC Admin Portal for the use of hospital users. Content is outlined with descriptions, figures, and screenshots to facilitate a better understanding of the application. The patient portal and UMA web portal are outlined in other guides.

Audience and Purpose

This user guide is intended to support internal users of the OH ISAAC application, specifically Patient Registrants, Site Report Admin and Site Admin. The guide aims to provide instruction on how to navigate through the application and use different functionalities within the application based on your role. Instructions are included to guide users on:

- Closing notifications
- Filtering notifications
- Viewing the End of the Survey Report
- Enrolling patients
- Editing existing patients' demographics
- Adding survey responses for internal surveys
- Editing survey responses for internal surveys
- Deleting survey responses
- Viewing reports
- Setting up site configuration
- Setting up kiosk configuration
- Editing survey settings
- Creating notification schedule
- Creating actions
- Granting users permission to close notifications
- Creating notification schedule exceptions
- Downloading file template
- Uploading file template
- Viewing the upload search history

Organization

Table of Contents

Outlines the overall structure and content of this document and is hyperlinked for easy navigation to chapters or sections within the guide.

Chapters

Each chapter groups related information and is likely to have multiple sections and hyperlinks to other sections within the guide, as well as to external reference material in the ISAAC Implementation Toolkit.

Background

ISAAC Overview

An extensive body of literature shows that chronic conditions such as cancer, heart failure, diabetes, etc. and their treatment negatively impacts the physical, psychosocial, and existential-spiritual domains of patients' health. Patients tend to under-report their symptoms in conversations with clinicians and symptoms are under-recognized and under-treated. Additionally, patients report a low quality of support for activation in self-management of their symptoms. Combined, these issues result in a gap of clinical management which can lead to significant physical and psychological morbidity, negative consequences for quality of life and possibly mortality. Healthcare costs are expected to escalate in coming years, with an increasing incidence of cancer and a burgeoning survivor population living with cancer as a chronic disease.

Globally, the use of patient-reported data is now a health system imperative to ensure early and efficient detection of these problems, to evaluate the effects of interventions on health outcomes and to monitor the quality of care from the patients' perspective. The main tools advocated for capturing the patients' perspectives about the effects of chronic conditions such as cancer, heart failure, diabetes, etc., and their treatment are: (1) patient-reported outcome measures (PROMs), which measure the impact of an illness and effects of interventions (e.g. quality of life, symptom severity, functional status, health status); and (2) patient-reported experience measures (PREMs) that capture patients' views of what happened during the health encounter (i.e. processes of care), as a metric for quality of care or service performance.

Ontario Health's (OH) Interactive Symptom Assessment and Collection (ISAAC) tool allows patients to assess and monitor their symptoms through an easy to use, standardized, secure, web-based application. ISAAC allows patients to complete survey assessments electronically on a touch-screen kiosk at their hospital site or from the convenience of their Internet-linked home computer or mobile device. The assessments are then reviewed by the patients' care team which allows symptoms to be managed more effectively and facilitates appropriate care planning. Clinicians can access their patients' symptom information, regardless of where the patient has entered their scores and can track this information over time. Currently, ISAAC supports the collection of assessments for two conditions: Cancer and Heart Failure. ISAAC hospitals/sites can choose to enable one or both conditions in ISAAC.

User Roles

Overview

ISAAC users can be granted one or more roles and one or more condition(s) which can be updated by a Site User Admin or by the ISAAC helpdesk at any time. Each user role has access to specific “tabs” within the ISAAC Admin Portal and their contained functionality.

User Condition

The condition setting on the user’s profile determines the condition-specific data the user can access within the ISAAC Admin Portal. ISAAC users can be assigned one or more conditions, depending on the needs of their role. The user conditions currently available are:

- **Cancer Users** – users can access cancer specific data within the ISAAC Admin Portal, i.e., cancer patient registration, cancer PROMs, cancer kiosk configuration, cancer notifications, reports with cancer data, etc.
- **Heart Failure Users** – users can access heart failure specific data within the ISAAC Admin Portal, i.e., heart failure patient registration, heart failure PROMs, heart failure kiosk configuration, heart failure notifications, reports with heart failure data, etc.

Patient Registrant

This user only has access to the **Patient** and **File Upload** tabs. Enrolls patients, searches for existing patients, and edits patient demographics. Uploads bulk survey responses, downloads file templates (Patient enrollment, survey submissions), view file upload status. Views/prints existing survey responses and edits existing survey responses.

Notification User

This user only has access to the Notification and Users tabs. Views and closes notifications. Creates and views notification exceptions.

Site Reports Admin

This user only has access to the Reports tab. Views the reports generated within ISAAC displaying collected data for: Kiosk Use, Notifications, Patient Registration Reports, and Integration reports.

Site Admin

This user has access to All ISAAC tabs. This role has the permission to use the features and tabs or all previously outlined users as well as the following functionality:

- Setting up site configurations (messaging, notifications, reports, etc.)
- Setting up kiosk configurations (surveys, printouts, language, etc.)
- Creating actions and supplementary Information printouts
- Creating notification schedules
- Granting permissions for users to close notifications

Accessing the ISAAC Admin Portal

Web Link

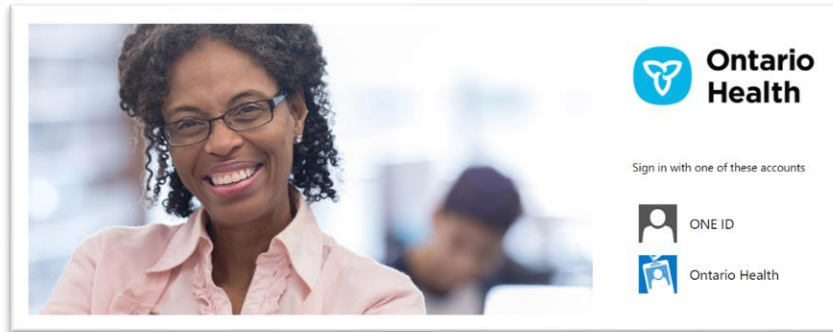
The ISAAC Admin Application can be accessed via your internet browser at the following link:

<https://isaacadmin.ontariohealth.ca>

Your username and temporary password will be given to you by your ISAAC Local Registration Authority (LRA) or UMA (User Management Application) Administrator.

Login Page

Click on Ontario Health as highlighted in below screen shot:



Enter your username and password.

Change Password

The account password can be changed from the login screen of the ISAAC Admin Application; refer to below screenshot for details:

Figure 1: Password Change Link



Please enter your old password, followed by your new password, and new password confirmation. If successful, you will receive a message that the password change was successful. Passwords must follow the password security policy below.

Password Policy

Your password must follow OH's standard password security policy.

The following Strong Password requirements apply:

- Must be at least 8 characters in length
- Must contain at least 3 of these 4 categories:
- An uppercase letter
- A lowercase letter
- A number
- A special character (for example, !, \$, #, %)
- Must not contain your username
- Must not reuse a previous password
- Will expire every 180 days

Note: you cannot change your password more than once in a 24-hour period.

Common Tools and Functions

This section identifies the tools and functions that are common across the OH ISAAC Admin application and provides guidance on how to use these features.

Grid Controls

Throughout the application there are tables of information displayed in a grid layout. These grids function in a constant manner across the application making for a consistent user experience, look and feel.

Paging

Where appropriate, the management grids display data in a fixed number of rows and feature paging to allow the user to jump to view the next set of data. Users may click directly on a page number to go to that page or they may click the arrow directly to the right or left of the page numbers to move just one page ahead or back. They may click the icon to go to the last page in the list or click the icon to move to the first page in the list. In the bottom right corner of each grid, an indication of the number of rows displayed as well as the number of rows available to be displayed is indicated.

Figure 2: Paging Through Grids

Filter Results	Survey Name	Patient Name	Health Card Number	Medical Record Number	Survey Question	Survey Results	Email Sent Date		
<input type="checkbox"/>	ESAS-R	test test	1	T3	Anxiety	10	04 Apr 2016 12:24		
<input type="checkbox"/>	ESAS-R	test4 test4	1	t4	Anxiety	9	04 Apr 2016 12:13		
<input type="checkbox"/>	ESAS-R	test4 test4	1	t4	Lack of Appetite	9	04 Apr 2016 12:13		
<input type="checkbox"/>	ESAS-R	arios antana	1	j0001	Lack of Appetite	9	03 Apr 2016 12:46		
<input type="checkbox"/>	ESAS-R	arios antana	1	j0001	Anxiety	9	03 Apr 2016 12:46		

« 1 2 3 4 5 6 7 8 9 10 ... »

Displaying items 1 - 5 of 6180

Sorting

The columns of the grid may be sorted where appropriate in either ascending or descending order by clicking on the column heading. The small white arrow next to the column heading indicates which column the grid is sorting, and the direction of the white arrow indicates whether the column is sorted in ascending or descending order. The grid may only be sorted by one column at a time.

Figure 3: Sorting Through Grids







	Survey Name	Patient Name	Health Card Number	Medical Record Number	Survey Question	Survey Results	Email Sent Date		
<input type="checkbox"/>	ESAS-R	Carlos Santana	0	ACC1	Anxiety		10 Apr 2013 04:22		
<input type="checkbox"/>	ESAS-R	Test Patient	8181818181	8181	Anxiety		10 Apr 2013 04:22		
<input type="checkbox"/>	ESAS-R	Patient Two Testtwo	0	t1	Anxiety		10 Apr 2013 04:22		
<input type="checkbox"/>	ESAS-R	Donald Duck	1	T100	Anxiety		10 Apr 2013 04:22		
<input type="checkbox"/>	ESAS-R	test4 test4	1	t4	Anxiety		10 Apr 2013 04:22		

1 2 3 4 5 6 7 8 9 10 ...

Displaying items 1 - 5 of 6180

Inline Editing

Some grids contain an inline edit feature which allows users to edit values directly within the grid without leaving the page. The right column of these grids contain:

-  - Pencil icons depicting the Edit function
-  - Red X icons depicting the **Delete** function
-  - Floppy disc icons depicting the **Save** function
-  - Green X icons depicting the **Cancel** function





Users can click the pencil () icon, perform the edits in place and then click the floppy disc () icon to save their changes or they can click the green X () icon to cancel the edit. The Red X () will delete the entry.

Figure 4: Inline Editing



Add new record			
Email Address	From Date	To Date	
test testing@gmail.com			
andrew.lee@cancercare.on.ca	03 May 2013	04 May 2015	
satya.bhamidipati@cancercare.on.ca	02 Sep 2013	05 Sep 2013	

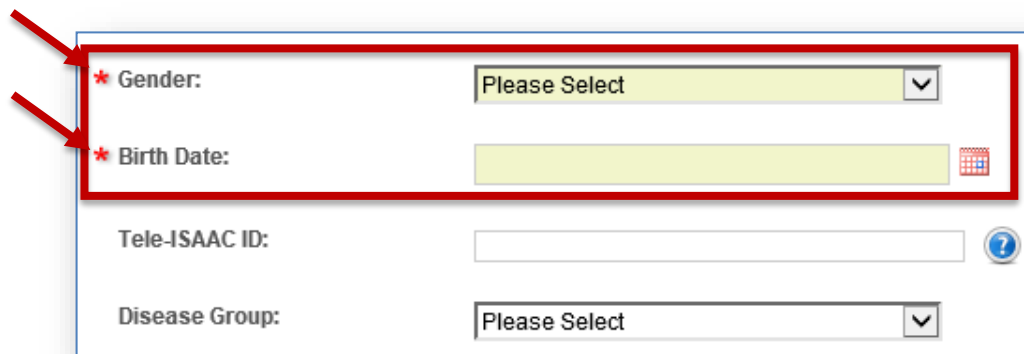
1

Displaying items 1 - 2 of 2

Mandatory Fields

Throughout the application, those fields that are mandatory for a save or update to be completed are identified by the red asterisk symbol (*) to the left of the field label. Data must be entered in these fields for a save or update to be successful. If a user does not enter data for all mandatory fields, the user will be prompted with an on-page message indicating that the attempted update failed and to complete the data input of the listed mandatory fields (highlighted in red).

Figure 5: Mandatory Field Indicators

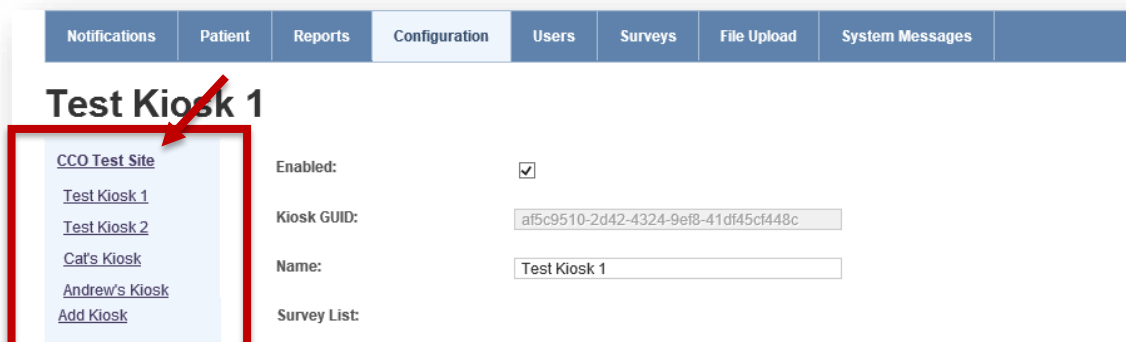


The screenshot shows a form with four fields. The first two fields, 'Gender' and 'Birth Date', are highlighted with a red border. The 'Gender' field is a dropdown menu with 'Please Select' selected. The 'Birth Date' field is a text input with a calendar icon. The 'Tele-ISAAC ID' field is a text input with a help icon. The 'Disease Group' field is a dropdown menu with 'Please Select' selected. Red arrows point to the asterisks next to the 'Gender' and 'Birth Date' labels.

Left Navigation Tool

Throughout the application, there is a left navigation tool from which you can be directed to different pages and functions. It is used to access grouped functionalities such as the Surveys and Configuration tabs.

Figure 6: Left Navigation Tool



The screenshot shows a navigation menu with tabs for Notifications, Patient, Reports, Configuration, Users, Surveys, File Upload, and System Messages. The 'Configuration' tab is selected. Below the tabs, the 'Test Kiosk 1' section is highlighted with a red border. The 'Test Kiosk 1' section contains a list of links: CCO Test Site, Test Kiosk 1, Test Kiosk 2, Cal's Kiosk, Andrew's Kiosk, and Add Kiosk. A red arrow points to the 'Test Kiosk 1' link. To the right of the navigation menu, the 'Test Kiosk 1' configuration page is visible, showing fields for Enabled (checked), Kiosk GUID (af5c9510-2d42-4324-9ef8-41df45cf448c), Name (Test Kiosk 1), and Survey List.

Expand and Collapse Functions



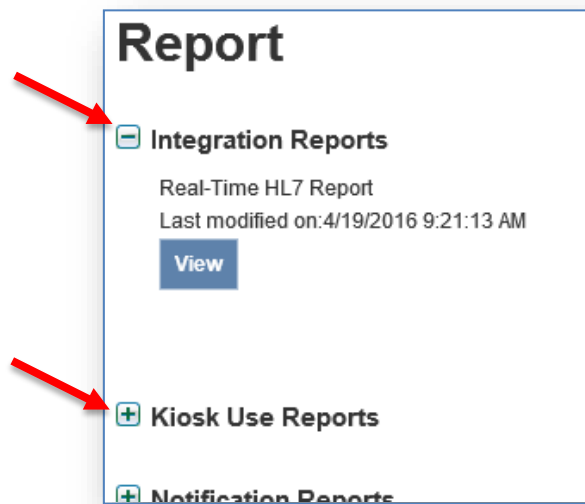
Across the application there are subsections of pages that may be expanded or collapsed at the discretion of the user. These sections are identified by a plus or minus icon to the left of a section subheading. Users may click the  icon to expand or  icon to collapse subsections. The purpose of this feature is to allow users to hide information that they do not need to view immediately, so the sections that are important to them may remain easily in view on the page without the need for excessive vertical scrolling.

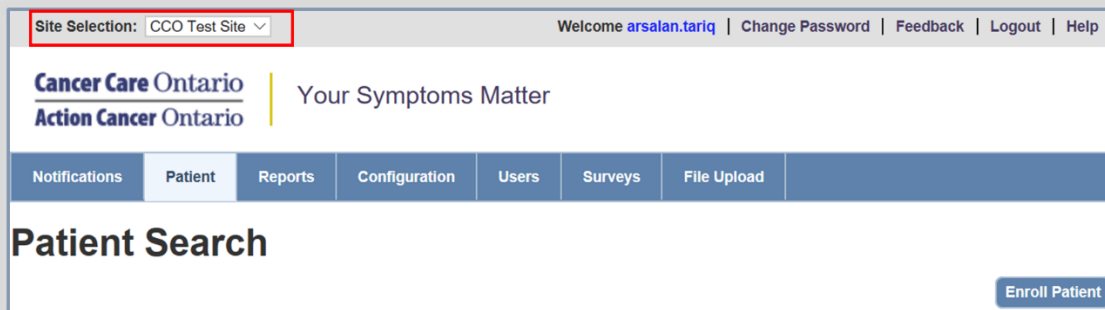
Figure 7: Expand and Collapse Functions



Multi-Site Selection

If you are a user with access to multiple sites such as a regional cancer centre and a number of satellite hospitals, you can switch between sites with your single ISAAC user account. At the top of each page, there is a “Site Selection” dropdown where you can pick the site you would like to access from the dropdown.

Figure 8: Multi-Site Selection Dropdown



Multi-Condition Selection


If your site and user profile have multiple conditions enabled (i.e., cancer, heart failure), you can access condition specific settings and data by toggling the “Condition” dropdown menu that appears throughout ISAAC Admin application. If your site and/or user profile only has one condition enabled, the condition dropdown menu will only contain the enabled and assigned condition.

Figure 9: Multi-Condition Dropdown

Enabled:

Kiosk GUID:

Name:

Condition: 

Survey List:

	Survey Name	Description	Available At	Condition
<input checked="" type="checkbox"/>	Disease Identification Follow-up Assessment	Prostate Follow up Assessment	Both	Cancer
<input checked="" type="checkbox"/>	p-ECOG/Your Symptoms Matter - Daily Activities	Patient Reported Functional Status	Both	Cancer
<input type="checkbox"/>	Your Symptoms Matter - General Symptoms +	Your Symptoms Matter - General Symptoms+	Both	Cancer

Notifications Tab


This chapter instructs the Site Admin on how to filter through notifications, close a notification and view the End of Survey Report of a patient. The **Notification** tab is the homepage of the ISAAC application for users who have access to it. When notifications are triggered by patients' responses, they are logged and displayed in the Notification homepage.

Filtering Notifications

To filter the notifications for a specific survey and survey question:

1. Select a survey from the **Survey Name** drop down
2. Select a question from the **Survey Question** drop down
3. Select a user from the **User** drop down. (Note: The username of the user currently logged in will be the default value. You can clear the filter by selecting the blank value at the top of the drop-down menu)
4. Click on the **Filter** button

Close Notifications

Closing a notification is an acknowledgement that you have read the notification and would like to remove it from the grid. To close a notification, click on the  icon in the grid to acknowledge that you have read the notification.

View the End of Survey Report


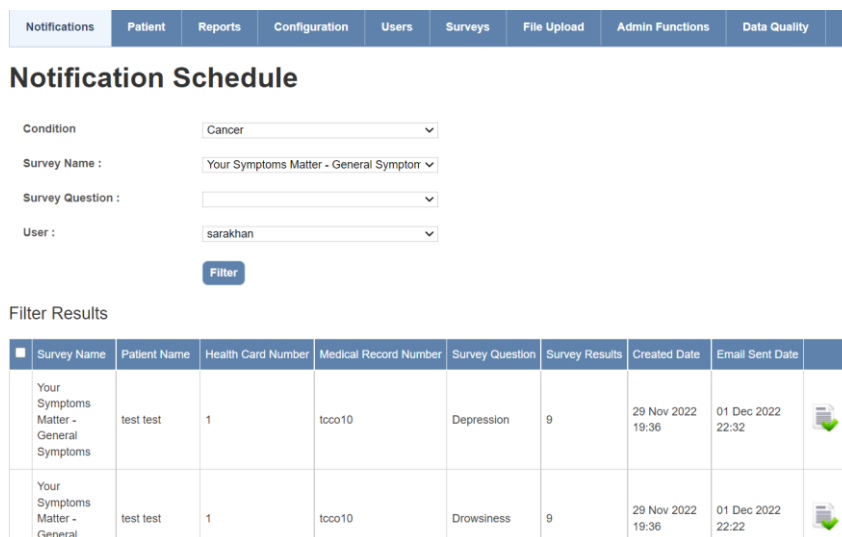


You can view the End of Survey Report for the notification by clicking on the  icon in the grid.

Figure 10: The Notification Tab Home Page



The screenshot shows the 'Notifications' tab selected in the navigation menu. Below the menu is the 'Notification Schedule' section with filter dropdowns for Condition (Cancer), Survey Name (Your Symptoms Matter - General Symptom), Survey Question, and User (sarakhan). A 'Filter' button is present. Below the filter is the 'Filter Results' table.

Survey Name	Patient Name	Health Card Number	Medical Record Number	Survey Question	Survey Results	Created Date	Email Sent Date	
Your Symptoms Matter - General Symptoms	test test	1	tcco10	Depression	9	29 Nov 2022 19:36	01 Dec 2022 22:32	
Your Symptoms Matter - General	test test	1	tcco10	Drowsiness	9	29 Nov 2022 19:36	01 Dec 2022 22:22	

Patient Tab

This chapter instructs the Patient Registrant and Site Admin on how to search patients, enroll patients, edit existing patient demographics, discharge existing patients, and view, edit and add new survey responses.

Patient Search

You can search for patients from the initial screen displayed after clicking on the **Patient** tab. Search supports 2 options:

1. Search by Ontario Health Card Number (HCN) or Hospital Medical Record Number (MRN)
2. Search by patient name (full first and last name required)

Select the subtab for the search you wish to use and enter the patient information. Type Enter or click **Search** to have ISAAC display the results in a table.

Figure 11: Patient Search Feature

1. Select Patient tab

2. Choose your search method

3. Enter patient info

4. Click

Surname	First Name	Health Card Number	Medical Record Number	Tele-ISAAC ID	Survey Results
Demo	Patient	0	CC02		

Displaying items 1 - 1 of 1

Enroll Patient

To enroll a new patient:

1. Click on Patient tab
2. You must first complete a patient search to make sure the patient does not already exist in the ISAAC application
3. To search for existing patient, you can search by the patient's Ontario Health Card Number or Medical Record Number

Note: A patient is registered once in ISAAC based on their Health Card Number. Patient demographics linked to that Health Card Number are shared across sites and should match 100%. The Health Card Number will not be editable. If there appears to be a data quality error or multiple patients exist for a single person, contact the ISAAC helpdesk.

4. If no search results are found, then click on the **Enroll Patient** button. Search for the patient again by their Health Card Number or Medical Record Number. If this patient is not enrolled at any site, click **New Enrollment**. If you have searched by Health Card Number and the patient is already enrolled in ISAAC, the form will populate with the patient's information

Figure 12: Patient Enrollment Form

Search for Existing Patient

Health Card Number:

Medical Record Number:

Enroll New Patient

Patient does not exist. Complete the form below and click the "Enroll" button.

* Health Card Number:
 0 = Insured resident of province, but HCN not available at time of registration
 1 = Not Applicable

* Medical Record Number:

* Surname:

* First Name:

* Gender: ▼

* Birth Date:

* Condition: Cancer
 Heart Failure

MRP CPSO#:

MRP Surname:

MRP First Name:

Specialization: ▼

Tele-Your Symptoms Matter ID:

Demo:

5. Fill in the demographics
6. Make sure the Demo button is not enabled. If enabled, the patient's data is not saved in the database. This flag is for the purpose of Kiosk Configuration set up
7. Click on Enroll
 - a. To abandon enrolling patient, click the Cancel button and any pending changes will not be saved

Edit Demographics

This section instructs the Patient Registrant and Site Admin on how to edit existing patients' demographics and patient discharge.

Caution: Patient is registered once in ISAAC. If the patient was enrolled in ISAAC either at your own site or at another site, updates to any patient demographics will apply to all sites for which the patient is enrolled. Extra caution is recommended whenever you are editing any patient's demographics information.

To edit existing patient's demographics:

1. Click on **Patient** menu
2. From Patient Search, you can search by the following: Ontario Health Card Number, Medical Record Number, and Patient Name
3. Search results are displayed in a grid with the following columns:
 - First Name
 - Surname
 - Health Card Number
 - Medical Record Number
 - Tele-Your Symptoms Matter ID
 - Survey Results
4. Click on either the patient's **First Name** or **Surname**

Figure 13: Edit Patient Demographics

Surname	First Name	Health Card Number	Medical Record Number	Tele-Your Symptoms Matter ID	Survey Results
test	test	1	test		View

5. Edit the demographics you would like to change
6. Click on **Save**
 - To abandon editing patient demographics, click the **Cancel** button and any pending changes will not be saved

Managing Survey Responses

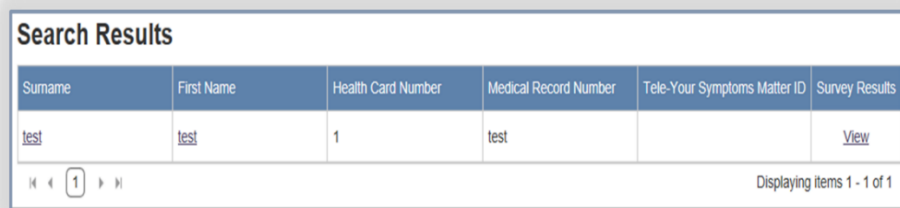
This section instructs the Site Admin on how to add, edit and delete survey responses and view the End of Survey Report. You can add, edit, and delete survey responses for both internal and external surveys using the Manage Surveys popup from the Patient tab. You can also resend the HL7 message for the response to your Hospital Information System if you have implemented the ISAAC integration features.

Opening the Survey Responses Pop-up

To open the survey responses popup:

1. Click on **Patient** tab
2. Search results are displayed in a grid with the following columns:
 - Surname
 - First Name
 - Health Card Number
 - Medical Record Number
 - Tele-ISAAC ID
 - Survey Results
3. Under Survey Results, click on the **View** button from the grid

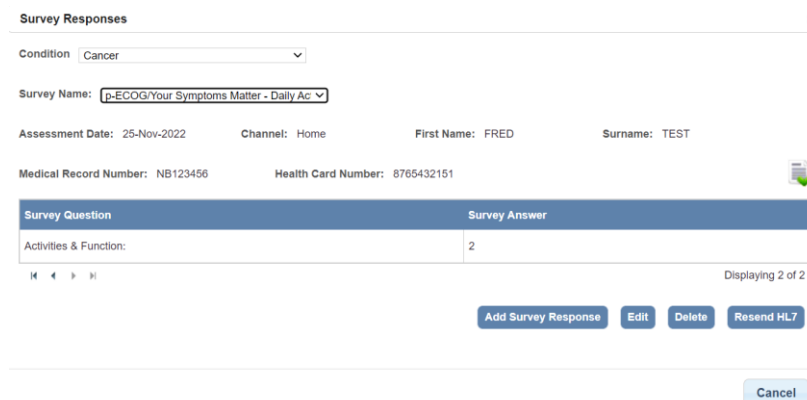
Figure 14: View Survey Responses



Surname	First Name	Health Card Number	Medical Record Number	Tele-Your Symptoms Matter ID	Survey Results
test	test	1	test		View

4. Select a condition from the **Condition** dropdown (if applicable) and a survey from the **Survey Name** dropdown. The patient's most recent survey responses are displayed. Use pagination to go to previous survey responses

Figure 15: Survey Responses Pop-up



Survey Responses

Condition: Cancer

Survey Name: p-ECOG/Your Symptoms Matter - Daily Ac

Assessment Date: 25-Nov-2022 Channel: Home First Name: FRED Surname: TEST

Medical Record Number: NB123456 Health Card Number: 8765432151

Survey Question	Survey Answer
Activities & Function:	2

Displaying 2 of 2

Add Survey Response Edit Delete Resend HL7

Cancel

From this page you have access to several features to manage the patient's survey responses. You can add new survey responses, edit existing survey responses, delete survey responses, view end of survey reports, print end of survey reports, resend HL7 message for survey responses back to the Hospital Information System (Only for sites utilizing the integration features of ISAAC).

If the survey response is completed for a linked spoke site, the spoke master number will be populated on this page. If your site is not under a hub/spoke model or if the survey response is completed for a hub site, the spoke master number field would be blanked.

Add Survey Responses

To add survey responses:

1. Open the Survey Response popup as explained in the above section
2. Select a condition from the **Condition** dropdown (if applicable)
3. Select a survey from the **Survey Name** dropdown
4. Click on the **Add Survey Responses** button to create a new survey response. It will be marked with the "Paper" channel
5. Enter an Assessment Date, using the date picker or manually enter YYYYMMDD
6. Enter a spoke site if applicable
7. Complete the survey and then click on **Submit**
8. To abandon adding survey responses, click the **Cancel** button and any pending changes will not be saved
9. The survey response is saved and displayed on the Survey Responses page
10. To close the Survey Responses popup, click on the ✕ icon at the top or the **Cancel** button at the bottom of the pop-up page

Figure 16: Add or Edit Survey Responses

Survey Responses

Condition: Cancer

Survey Name: p-ECOG/Your Symptoms Matter - Daily Ac

Assessment Date: 25-Nov-2022 Channel: Home First Name: FRED Surname: TEST

Medical Record Number: NB123456 Health Card Number: 8765432151

Survey Question	Survey Answer
Activities & Function:	2

Displaying 2 of 2

Buttons: Add Survey Response, Edit, Delete, Resend HL7

Cancel

Edit Survey Responses

To edit survey responses:

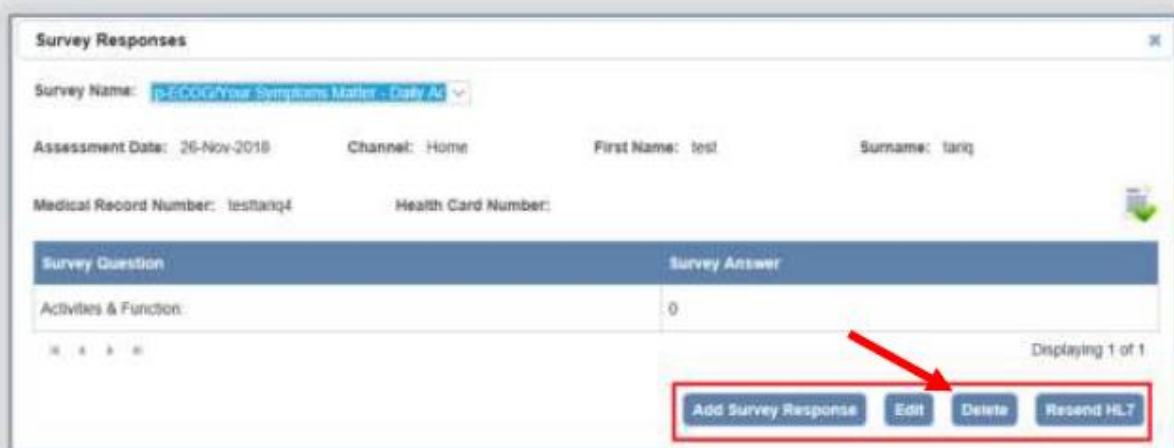
1. Open the Survey Response popup as explained in the above section
2. Select a condition from the **Condition** dropdown (if applicable)
3. Select a survey from the **Survey Name** dropdown
4. Click on the **Edit** button
5. You can change the Assessment Date by clicking on the calendar widget
6. Edit the survey responses and then click on **Submit**
 - To abandon editing survey responses, click the **Cancel** button and any pending changes will not be saved
7. The survey responses are saved and displayed on the Survey Responses page
8. To close the Survey Responses popup, click on the ✕ icon at the top or the Cancel button at the bottom of the pop-up page

Delete Survey Responses

To delete survey responses:

1. Open the Survey Response popup as explained in the above section.
2. Select a condition from the **Condition** dropdown (if applicable)
3. Select a survey from the **Survey Name** dropdown
4. Click on the **Delete** button
 - To abandon deleting survey responses, click the **Cancel** button and any pending changes will not be saved
 - The user is prompted to confirm the cancellation
 - i. Click the **OK** button to confirm the cancellation
 - ii. To abandon the deletion, click the **Cancel** button
5. To close the Survey Responses popup, click on the ✕ icon at the top or the **Cancel** button at the bottom of the pop-up page

Figure 17: Delete or Resend Survey Responses



Resend Survey Responses to Hospital Information System

To resend HL7 message for survey responses you must have HL7 integration with ISAAC or the button will not appear. The button will also be hidden immediately after resending while the message is in progress of sending to the hospital system:

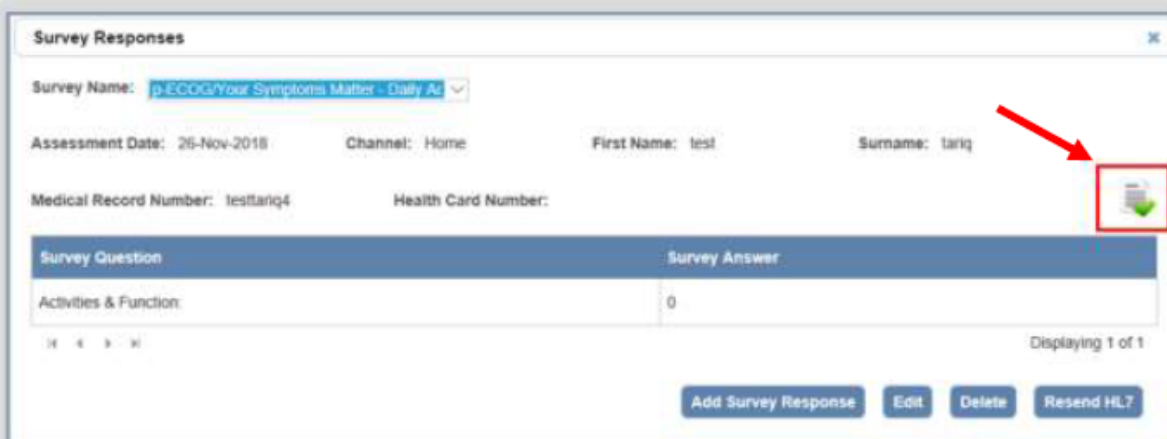
1. Open the Survey Response popup as explained in the above section
2. Select a condition from the **Condition** dropdown (if applicable)
3. Select a survey from the **Survey Name** dropdown
4. Click on the **Resend HL7** button, the user will be prompted with following options:
 - Click the **Submit** button to confirm the resending of an HL7 message
 - To abandon the resending of an HL7 message, click the **Cancel** button
5. To close the Survey Responses popup, click on the ✕ icon at the top or the Cancel button at the bottom of the pop-up page

View/Print End of Survey Report

To view trended survey responses or reprint the end of survey report for a patient:

1. Open the Survey Response popup as explained in the above section
2. Select a condition from the **Condition** dropdown (if applicable)
3. Select a survey from the **Survey Name** dropdown
4. Click on the 📄 icon
5. The End of Survey Histogram report will display in PDF format in a new tab of your internet browser
 - To print, click on the printer icon or select **Print...** from the File dropdown
 - To return to ISAAC, close the tab with the report or reselect **Patient Search** from your browser tab
6. To close the Survey Responses popup, click on the ✕ icon at the top or the Cancel button at the bottom of the pop-up page

Figure 18: View End of Survey Report



Below is an example of the End of Survey report.

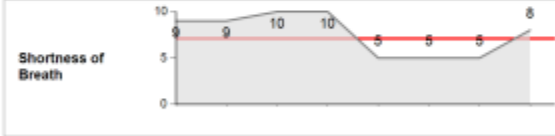
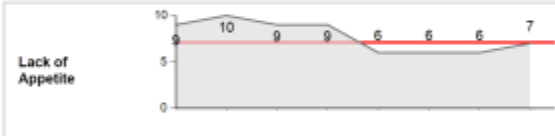
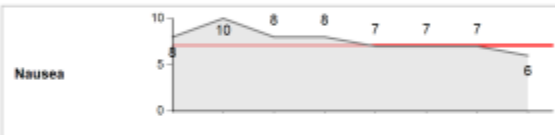
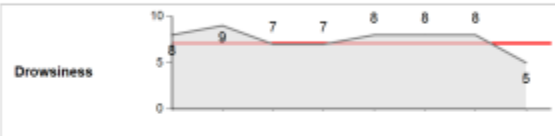
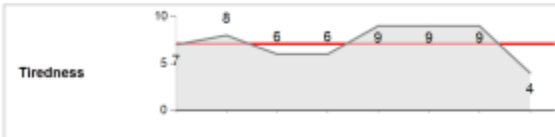
Figure 19: Sample End of Survey Report

Patient:

Page 1 of 1

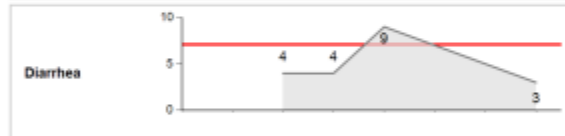
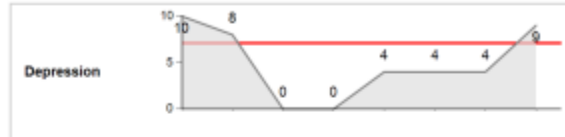
Your Symptoms Matter - General Symptoms +

H1	H1	H1	H1	K1	H2	H2	K2
29	09	22	28	18	24	25	08
Apr	May	Sep	Sep	Nov	Nov	Nov	Dec
22	22	22	22	22	22	22	22



Your Symptoms Matter - General Symptoms +

H1	H1	H1	H1	K1	H2	H2	K2
29	09	22	28	18	24	25	08
Apr	May	Sep	Sep	Nov	Nov	Nov	Dec
22	22	22	22	22	22	22	22



p-ECOG/Your Symptoms Matter - Daily Activities

H2	H2
24	25
Nov	Nov
22	22



Location H: Home; K: Kiosk

12/13/2022

Reports Tab

This chapter instructs the Site Reports Admin on how to view reports in the ISAAC application. The ISAAC application has four types of reports: Integration, Kiosk Use, Notification, and Patient Registration Reports.

The column headings on the reports are sortable. The reports can be printed by clicking on the print icon or printing the page with your browser. The reports can also be exported to XML, CSV, PDF, MHTML, Excel, TIFF, and Word formats.

Accessing Reports

To view a report:


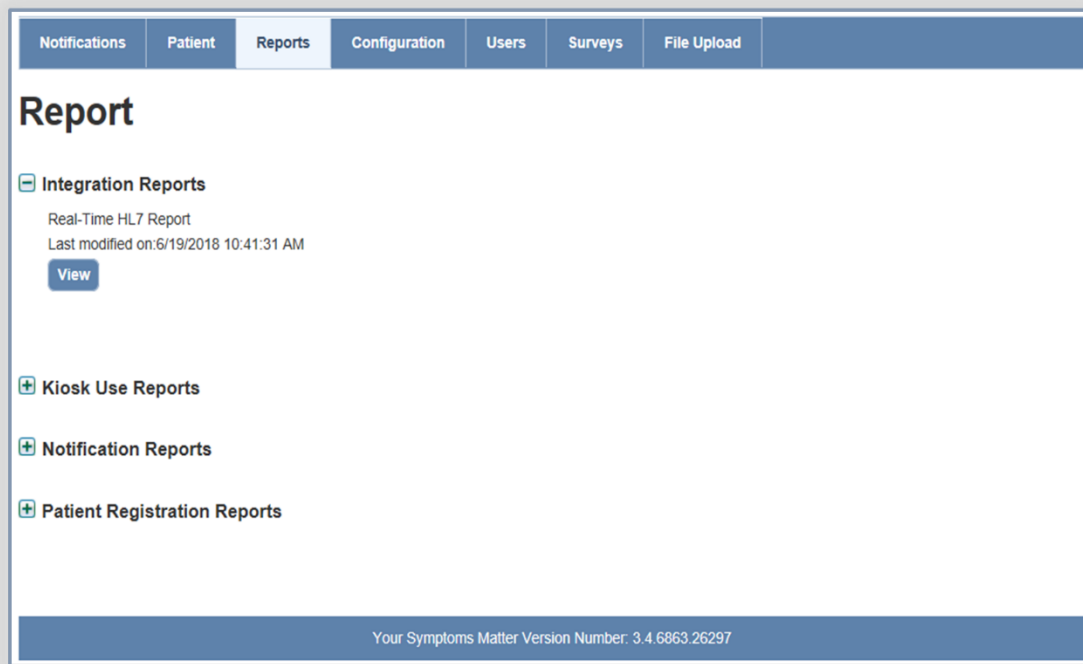


1. Click on **Reports** tab
2. Expand the Report type by clicking the  button
3. Click on **View**

Figure 20: Reports Tab with Expandable Report Types



4. The report is opened in a different tab or window. From the new window, you can complete your report selection criteria and then click on **View Report**
5. Some reports, such as Assessment Data Capture will require you to enter site/survey- specific information before generating the report
6. Click the  button to export the report to one of the available formats and the  button to print the report

Report Breakdown

The following is a breakdown of the three Report Groups and the reports within:

Integration Reports

Real-Time HL7: Shows a list of HL7 messages sent between the ISAAC application and hospital site. Includes direction, type, date, error details, condition, and patient/survey identifiers. The purpose of the report is to monitor the live interfaces and support troubleshooting of integration issues when they occur.

Kiosk Use Reports

Survey Responses Entered at Kiosk: Shows a list of patients who used the Kiosk to enter their survey responses, the date, condition, assessment time and the duration from the time the patient logged into ISAAC until they logged off.

Notification Reports

Average Time for Closing Notifications Summary: Shows a list of sites or specific site with the summary of the average time for closing a notification each month for a specified year.

Closed Notifications: Shows a list of closed notifications with number of days it was open.

Facility Level Notifications: Shows a list of sites or specific site with number of remaining open notifications, closed notifications, and new notifications for a specified start date and end date

Open Notifications: Shows a list of notifications open but not closed at a specific point in time.

Total Number of Open Notifications Summary: Shows a list of sites or specific site with the total number of open notifications each month for a specified year.

Patient Registration Reports

Assessment Data Capture: Shows all submissions for a site and specified survey/date range.

List of Patients by Disease Group: Shows patients by site with selected disease group (oncology only).

Patient Enrollment: Shows all individuals that have been enrolled at the selected site.

Shared Patients: Shows which patients are registered at the selected site and other sites.

Tele-Your Symptoms Matter Patients: Shows which patients are registered to use the home telephone version of ISAAC (oncology only)

Configuration Tab

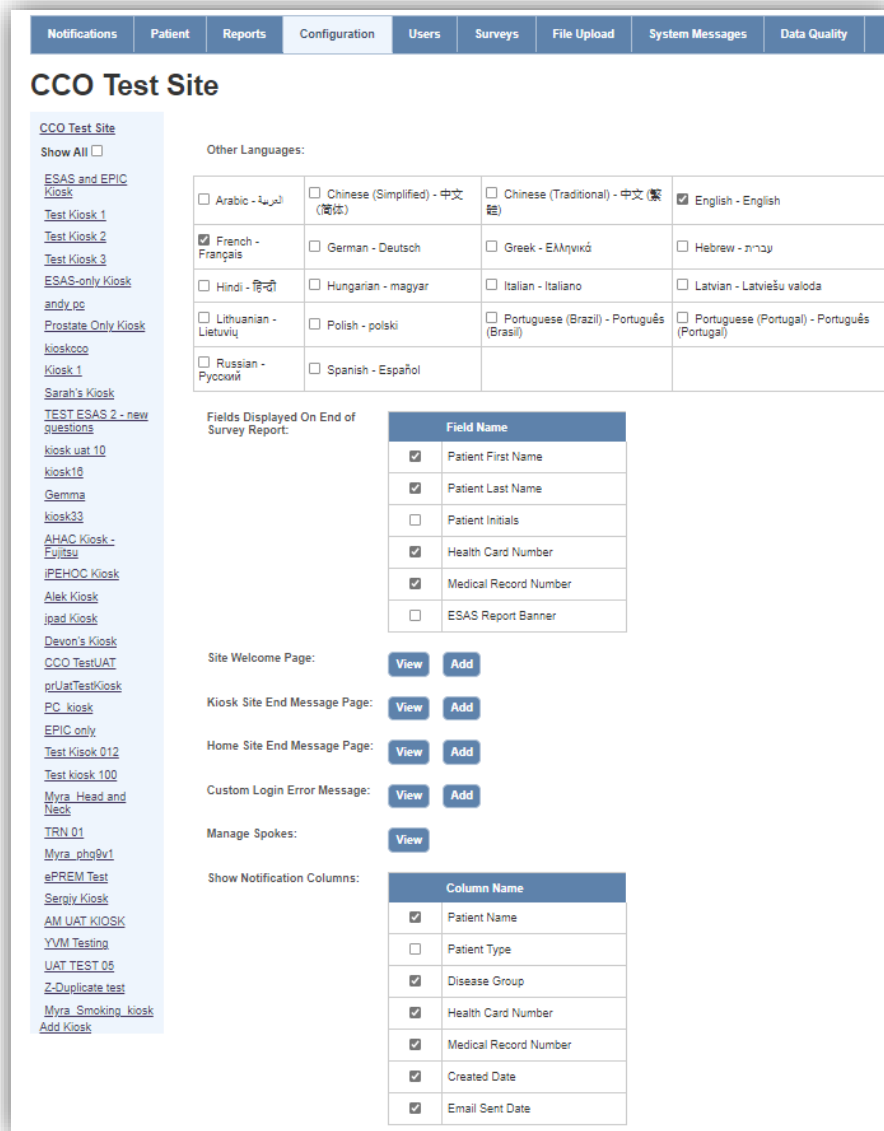
This chapter instructs the Site Admin on how to set their Site Configuration and the Kiosk Configuration settings.

Site Configuration

To set up your site configuration settings:

1. Click on **Configuration** menu

Figure 21: Site Configuration Settings



2. Enable the **Other Languages** that you want available at your site. Note: Only English and French are currently available
3. Enable the fields you want to be displayed on the End of Survey Reports (patient histogram printout)

Note: If the patient's surname and first name are selected, then patient's initials should not be selected. In case all fields are selected then the system automatically chooses patients initials as default choice.

4. Click on the **Add** button for Site Welcome page. The **Site Welcome Message and Image** page is displayed
 - Select the condition from the **Condition** dropdown where applicable
 - Select the language from the **Language** dropdown
 - Enter your site message in the **Site Welcome Message** text area. You must translate the text to the language you have selected
 - Upload an image and then click on **Save**. The accepted file formats are JPEG, GIF, and PNG. The maximum allowed file size for the image is 512000 bytes and the maximum image size is 800 width by 600 height
 - i. To abandon adding site welcome message, click the **Cancel** button and any pending changes will not be saved
 - If you would like to edit your existing Site Welcome Message then click on **View**
 - i. Select the language from the **Language** dropdown
 - ii. Make your changes and click on **Save**
 - iii. If you want to delete the message and image then click on **Delete**

Figure 22: Site Welcome Message Configuration



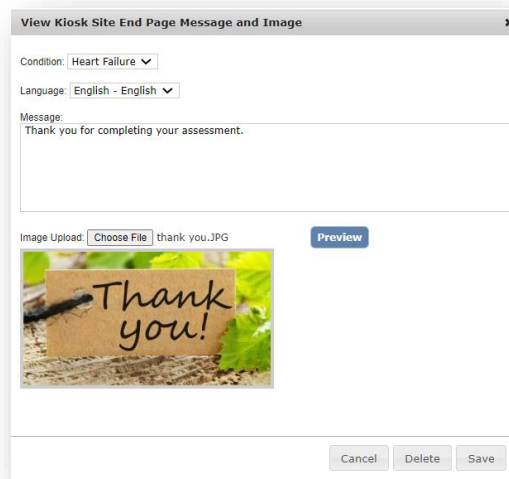
The screenshot shows a web application window titled "View Site Welcome Page Message and Image". The window contains the following elements:

- Condition:** A dropdown menu currently showing "Cancer".
- Language:** A dropdown menu currently showing "English - English".
- Message:** A text area containing the text: "Welcome to ISAAC! Please share your symptoms with us so we can support you better!".
- Image Upload:** A section with a "Choose File" button and the filename "logo.JPG".
- Preview:** A blue button labeled "Preview" next to the image upload section.
- Bottom Buttons:** Three buttons at the bottom: "Cancel", "Delete", and "Save".

5. Click on the **Add** button for Kiosk Site End Message page. The **Kiosk Site End Message and Image** page is displayed
 - Select a condition from the **Condition** dropdown where applicable
 - Select a language from the **Language** dropdown

- Enter your site message in the **Site End Message** text area. You must translate the text to the language you have selected
- Upload an image and then click on **Save**. The accepted file formats are JPEG, GIF, and PNG.
 - To abandon adding site end message, click the **Cancel** button and any pending changes will not be saved
- If you would like to edit your existing Kiosk Site End Message then click on **View**
 - Select the language from the **Language** dropdown
 - Make your changes and click on **Save**
 - If you want to delete the message and image then click on **Delete**

Figure 23: Kiosk Site End Message Configuration



6. Click on the **Add** button for Home Site End Message page. The **Home Site End Message and Image** page is displayed. Follow the steps described above in point #5 to set up custom end message and image for the home channel
7. Click on the **Add** button for Custom Login Error Message. The **Add Site Custom Login Error Message** page is displayed. This will allow the site to give the patient a customized error message upon a failed login to the kiosk
 - Select the condition from the **Condition** dropdown where applicable
 - Select the language from the **Language** dropdown
 - Enter your site's custom error message to display to patient when their login attempt at kiosk has failed. You must translate the text to the language you have selected
 - If you would like to edit your existing Custom Login Error Message, click **View**
 - Select the language from the **Language** dropdown
 - Make your changes and click on **Save**
 - If you want to delete the message, click **Delete**

Note: The Site Admin can also set kiosk-specific custom login error messages. The kiosk login error message will take preference over the site-specific login error message. If no kiosk or site error message is defined by the Site Admin, the OH default patient login message will be displayed.

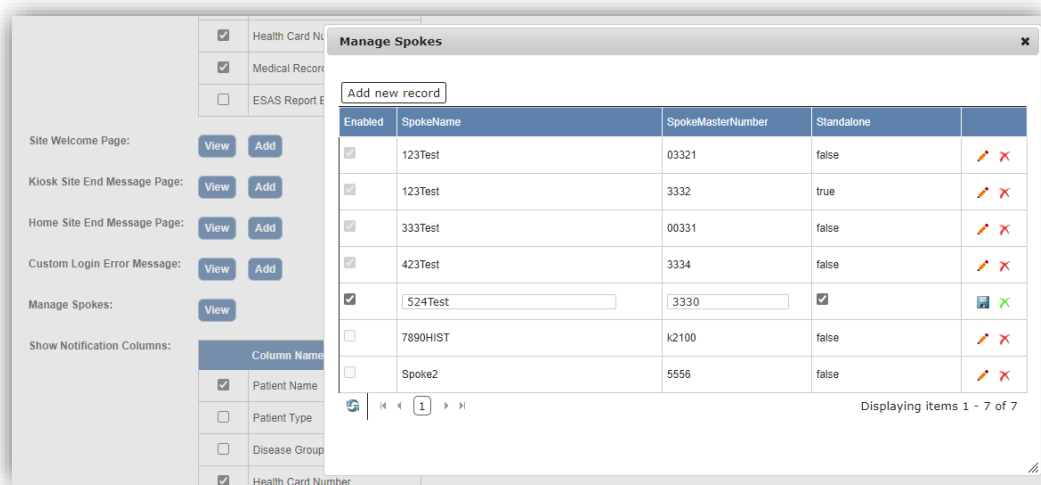
- For the **Show Notification Columns**, enable the columns that are hidden in the Notifications homepage
- Click on **Save**

Spoke Sites Configuration

If your site is under a hub and spoke model, to set up linked spoke sites under a hub site:

- Click on **View** under the **“Manage Spokes”** section. This will open the *spokes lookup table*

Figure 24: Manage Spokes



- To add a new spoke site, click on **“Add new record”** and enter SpokeName, SpokeMasterNumber, select **“false”** for standalone, and make sure to check off the **“enabled”** column
- To make changes to spoke sites, click on the edit icon on the last column
- Click on the save icon to save

Kiosk Configuration

To set up your Kiosk Configuration settings:

- From the Site Configuration page, click on the **Add Kiosk** link

Figure 25: Add New Kiosk



2. Checkmark the checkbox for **Enabled**. If the checkbox is blank, the kiosk is disabled
3. The **Kiosk GUID** is generated by the system. The Kiosk GUID is required by your IT support team to configure the kiosk device
4. Type the name of the kiosk in **Name**
5. If this is a kiosk dedicated for use at a linked spoke site, select the appropriate spoke site under the **spoke drop down list**. If your site is not in a hub/spoke model or this kiosk belongs to a hub site, leave this field as blank
6. Select the Condition for the kiosk in the **Condition** dropdown where applicable
7. Enable the surveys you would like to be displayed on this kiosk from the **Survey List**. ESAS-R and PFRS should always be enabled
8. Enable **Notifications** if you want triggered notifications to be sent from this kiosk. If the checkbox is blank, then notifications from this kiosk are not logged and emails are not sent to recipients
9. Enable **Print Supplementary Information** from this kiosk. If the checkbox is blank, then the supplementary information is not printed from the kiosk
10. Enable **Print End of Survey Report** from this kiosk. If the checkbox is blank, then the End of Survey Report (histogram) is not printed from the kiosk

Figure 26: Kiosk Configuration

Test Kiosk 1

CCO Test Site

Show All

[ESAS and EPIC Kiosk](#)

[Test Kiosk 1](#)

[Test Kiosk 2](#)

[Test Kiosk 3](#)

[ESAS R+ Kiosk](#)

[andy_pc](#)

[Prostate Only Kiosk](#)

[kioskcpo](#)

[Kiosk 1](#)

[Sarah's Kiosk](#)

[TEST ESAS 2 - new questions](#)

[kiosk uat 10](#)

[kiosk18](#)

[Gemma](#)

[kiosk33](#)

[AHAC Kiosk - Fuji3u](#)

[iPEHOC Kiosk](#)

[Alek Kiosk](#)

[jead Kiosk](#)

[Devon's Kiosk](#)

[CCO TestUAT](#)

[prUatTestKiosk](#)

[PC kiosk](#)

[EPIC only](#)

[Test Kiosk 012](#)

[Test kiosk 100](#)

[Myra_Head and Neck](#)

[TRN 01](#)

[Myra_phq9v1](#)

[ePREM Test](#)

[Sergiy Kiosk](#)

[UAT 100](#)

Enabled:

Kiosk GUID: e801b8ef-e978-41d7-98ef-125835507461

Name: Test Kiosk 1

Spoke: Please Select

Condition: Cancer

Survey List:

	Survey Name	Description	Available At	Condition
<input type="checkbox"/>	Disease Identification Assessment	Disease Identification Assessment	Both	Cancer
<input type="checkbox"/>	Disease Identification Follow-up Assessment	Prostate Follow up Assessment	Both	Cancer
<input type="checkbox"/>	Disease Identification Follow-up Assessment - Head and Neck	Head and Neck Follow up Assessment	Clinic Electronic	Cancer
<input type="checkbox"/>	EPIC28		Clinic Electronic	Cancer
<input type="checkbox"/>	EPIC28PMH		Clinic Electronic	Cancer
<input type="checkbox"/>	IPEHOC - Generalized Anxiety Disorder (GAD-7)	IPEHOC	Clinic Electronic	Cancer

Notifications:

Print Supplementary Information:

Print End of Survey Report:

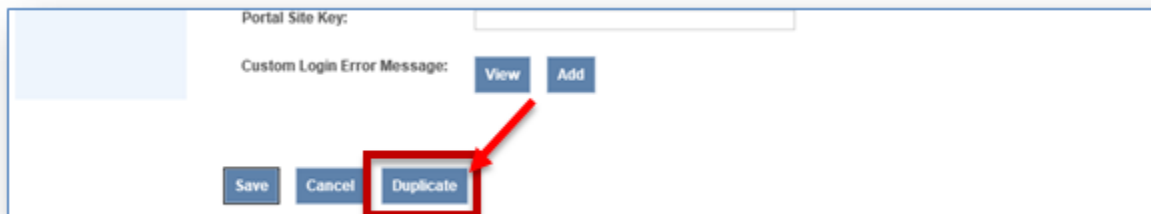
Portal Site Key:

Custom Login Error Message:

To duplicate the Kiosk Settings of an existing kiosk:

1. From the Site Configuration page, select the name of the kiosk to duplicate from the menu on the left-hand side
2. Click on the **Duplicate** button
3. The kiosk settings have been duplicated, a new Kiosk GUID is system generated and the user will have to type in a new name for that kiosk

Figure 27: Duplicate Existing Kiosk Button



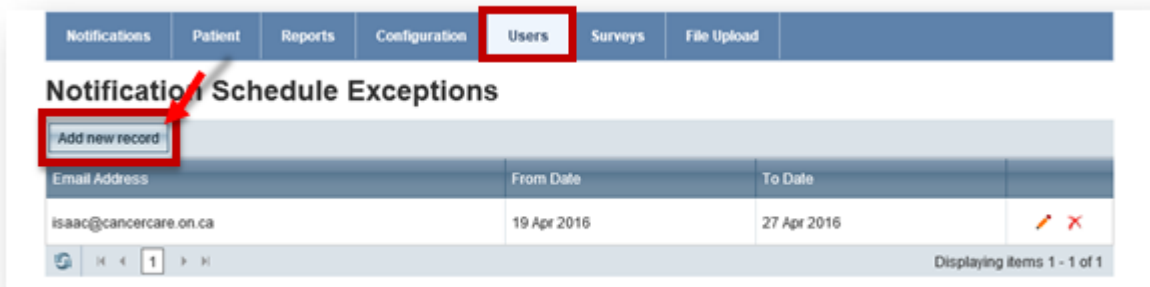
Users Tab



This chapter instructs the Site Admin on how to create, edit and delete notification schedule exceptions for users. During the date range specified, the user will not receive notifications.

To create a notification schedule exception:

1. Click on **Users** tab
2. Click on **Add new record**

Figure 28: Add New Notification Schedule Exception



3. Select an email address from the dropdown
4. Select a **From** and **To** date
5. Click on  icon to save the record
 - a. To abandon adding a new record, click the  icon and any pending changes will not be saved

To edit a notification schedule exception:





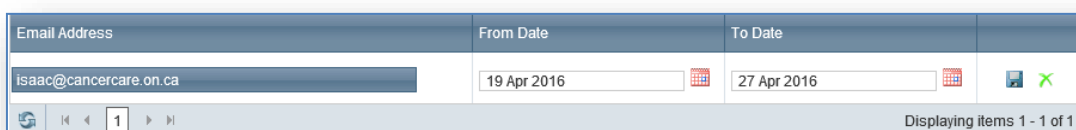
1. Click on **Users** tab
2. Click on  icon from the grid to edit the schedule exception
3. Change the **From** and **To** dates
4. Click on  icon to save the changes
 - a. To abandon editing a new record, click the  icon and any pending changes will not be saved
5. To delete a notification schedule exception, click on the  icon from the grid

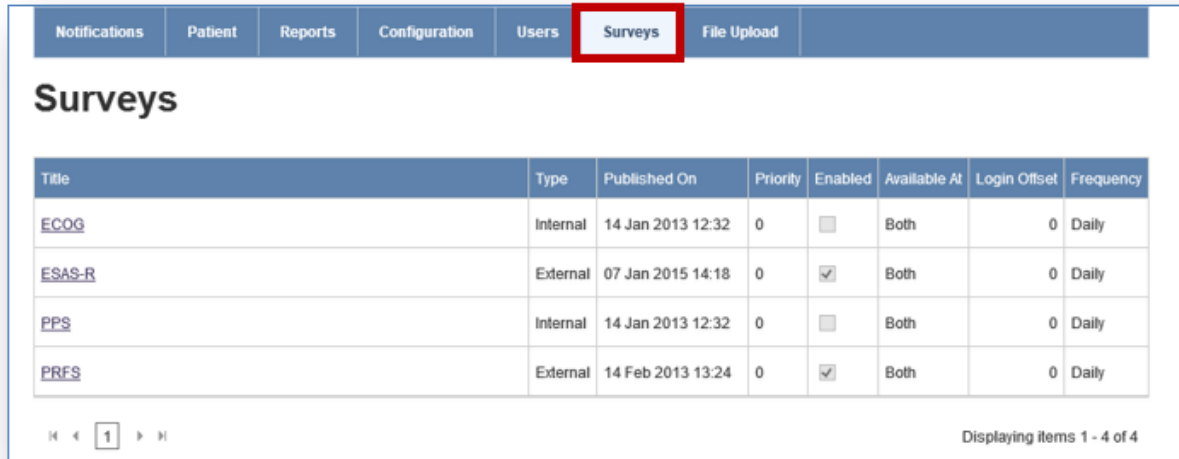
Figure 29: Editing Notification Schedule Exception



Survey Tab

The Survey tab allows Site Admin to view the surveys available to their site. The Survey Grid allows you to view the survey settings and to select a survey.

Figure 30: The Survey Tab Home Page



Title	Type	Published On	Priority	Enabled	Available At	Login Offset	Frequency
ECOG	Internal	14 Jan 2013 12:32	0	<input type="checkbox"/>	Both	0	Daily
ESAS-R	External	07 Jan 2015 14:18	0	<input checked="" type="checkbox"/>	Both	0	Daily
PPS	Internal	14 Jan 2013 12:32	0	<input type="checkbox"/>	Both	0	Daily
PRFS	External	14 Feb 2013 13:24	0	<input checked="" type="checkbox"/>	Both	0	Daily

Survey Actions Tab

This section instructs the Site Admin on how to attach additional surveys and/or supplementary information documents to your survey.

Note: Only published surveys and PDF file format for Supplementary Information can be attached.

To attach additional surveys:


1. Click on a survey from the Survey Homepage. You are taken to the **Survey General Tab**
2. From there, click on the **Actions Tab**
3. Select the question from the **If** dropdown and then choose the choices from the **Contains** list box that will trigger the additional survey to be displayed after the completion of the survey. For example, you want Pain Management survey to be displayed if the patient answers 8, 9 or 10 for Pain. You select Pain from the drop down and choose choices 8, 9 and 10
4. Click on Action drop down to select **Display Another Survey**
5. Click on **Display Survey After Survey is Completed** drop down and select a survey
6. Click on **Save**. The action is displayed in the Existing Actions Grid
7. To change your existing actions, click on the question and then change your choices from the list box. Click on **Save**
8. If you want to delete the Action, click on  icon in the Existing Actions Grid

Figure 31: Actions Display Another Survey

General Actions Languages Notification Setup Summary

Add an Action Item: To create/edit an action item, first select a question from the drop down menu list then choose the entry criteria from the list of choices. Click on the Action drop down menu list to select a type of action, which will be displayed below the Action field. Set up the Action and click on Save.

If: Pain Contains: (7) (8) (9) (10)

Action: Display Another Survey

Display Survey After Survey is Completed: Please Select

Save

To attach a supplementary information document:


1. Click on a survey from the Survey Homepage. You are taken to the **Survey General Tab**
2. From there, click on the **Actions Tab**
3. Select the question from the If dropdown and then choose the choices from the **Contains** list box that will trigger the supplementary information to be attached. For example, you want Pain Management information guide to be displayed if the patient answers 8, 9 or 10 for Pain. You select Pain from the drop down and choose choices 8, 9 and 10
4. Click on Action drop down to select **Display Supplementary Info**
5. Attach a file and then click on **Save**. The action is displayed in the Existing Actions Grid
6. To change your existing actions, click on the question and then change your choices from the list box. Click on **Save**
7. If you want to delete the Action, click on the  icon in the Existing Actions Grid

Figure 32: Add Supplementary Information

General Actions Languages Notification Setup Summary


Add an Action Item: To create/edit an action item, first select a question from the drop down menu list then choose the entry criteria from the list of choices. Click on the Action drop down menu list to select a type of action, which will be displayed below the Action field. Set up the Action and click on Save.

If: Depression Contains: (8) (9) (10) (0) (11)

Action: Display Supplementary Info

Display/Print Supplementary Information: Browse...

Save

Questions	Choices	Action
 Depression	10, 8, 9	Depression-BT1.pdf-displayed/printed

Survey Notification Setup Tab

This section instructs the Site Admin on how to create notification schedules for recipients and to grant permissions to users to close notifications.

To create a notification schedule for recipients:

1. Click on a survey from the Survey Homepage. You are taken to the **Survey General Tab**
2. From there, click on the **Notification Setup Tab**
3. Click on a notification threshold Question hyperlink from the Existing Notifications Grid

Figure 33: Notification Setup Tab

General Actions Languages Notification Setup Summary

Add Notification: To create/edit Notifications, first select a question from the drop down menu list then choose the entry criteria from the list of choices. To add Recipients/Schedule click on the Notification Recipients and Notification Schedule. After setup of Recipients and Schedule click on Save.

Enabled

If contains (4) (5) (6) (7)

Existing Notifications: Please click on the hyperlinks to edit an existing notification.

Question	Threshold	Schedule
Anxiety	6, 7, 8, 9, 10	Monday 16:00;
Depression	7, 8, 9, 10	Monday 15:45;

4. Expand Notification User/Email Setup. Click on **Add new record**
5. To grant permission to user to close notifications for the selected question, select the **Close** checkbox and select the user from the **Username** dropdown
6. To enable e-mail notifications, select the **Email** checkbox and then enter the **Email Address**

Figure 34: Notification User/Email Setup

Notification User/Email Setup

Close	Email	Username	Email Address	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	cco_test	CCO.Dietician@cancercare.on.ca	<input type="button" value="edit"/> <input type="button" value="delete"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	siteadmin	testisaac01@gmail.com	<input type="button" value="edit"/> <input type="button" value="delete"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	siteadmin	testisaac02@gmail.com	<input type="button" value="edit"/> <input type="button" value="delete"/>

1 | Displaying items 1 - 3 of 3




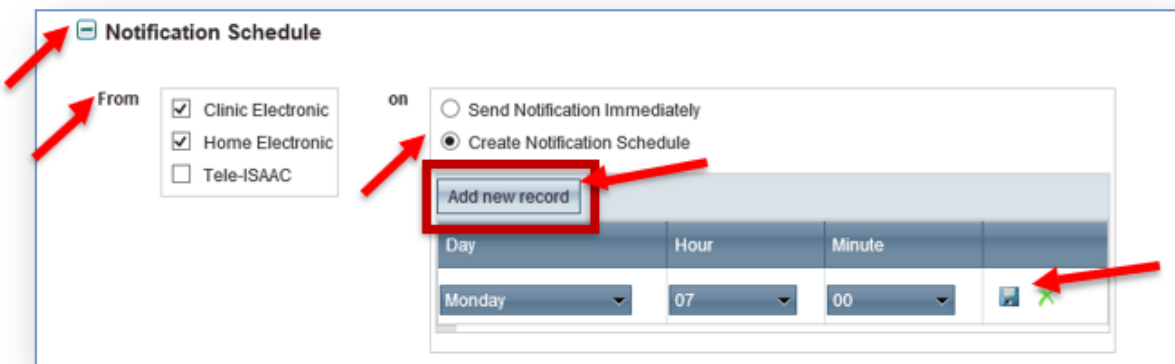
7. Click on icon to save the record  or to abandon notification setup  without saving
8. Once the notification has been saved, you can edit the user setup by selecting the  button
9. Expand **Notification Schedule**. Enable the location where the notifications are received from by selecting the following: Clinic Electronic (kiosk), Home Electronic (browser) and Tele- ISAAC
10. You can select what time the notification email is send to the user by choosing either **Send Notification immediately** (which would be immediately when the notification is triggered) or as a summary at a certain time by selecting **Create Notification Schedule**
11. Click on **Save**. The notification is displayed in the Existing Notifications Grid

Figure 35: Notification Schedule Setup



12. To change your existing notification, click on the question and then edit the **Notifications User Setup** and **Notification Schedule**. Click on **Save**
 - a. To abandon creating a new notification, click the **Cancel** button and any pending changes will not be saved

Note: You cannot delete a notification or create more than one notification schedule for the notification threshold.

Survey Summary Tab

This section displays the order of the questions to the Site Admin. Click on the **Summary** tab to view the order of the questions in the survey. It will display the survey's question titles, description and answer types as well.

Figure 36: Summary Tab

General Actions Languages Notification Setup Summary		
Title	Description	Type
Activities & Function:	Over the past month I would generally rate my activity as:	SingleAnswer

File Upload Tab

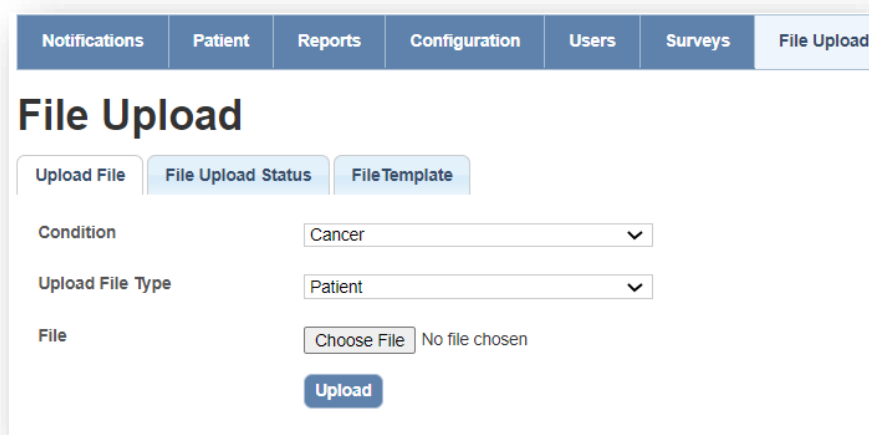
This chapter instructs the Site Admin on how to upload files, view search history, and download survey and patient registration templates.

Upload File

To upload a completed file template:

1. Click on the **File Upload** menu. The **Upload File** tab is the default
2. Select the **Condition** from the dropdown where applicable
3. Select **Upload File Type** from the dropdown
4. Browse for file and click on **Upload**. User will automatically be moved to the File Upload Status tab

Figure 37: File Upload Tab



The screenshot shows the 'File Upload' tab selected in the top navigation bar. Below the navigation bar, there are three tabs: 'Upload File', 'File Upload Status', and 'FileTemplate'. The 'Upload File' tab is active. It contains a form with the following fields:

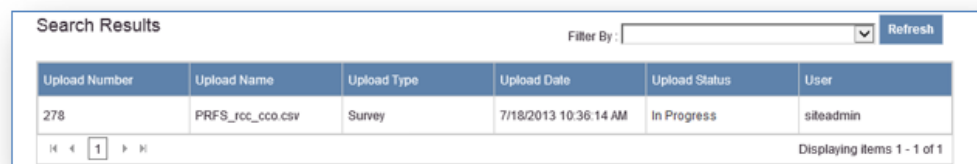
- Condition:** A dropdown menu with 'Cancer' selected.
- Upload File Type:** A dropdown menu with 'Patient' selected.
- File:** A 'Choose File' button and the text 'No file chosen'.
- Upload:** A blue button at the bottom.

File Upload Status

The File Upload Status tab can be used to view the status of the File Upload or to search File Upload history.

1. While file upload is being processed, the user will automatically be moved from the Upload File tab to the **File Upload Status** tab
2. During upload, the Upload Status in the Search Results grid will read **In Progress**. Click the **Refresh** button to update the status

Figure 38: File Upload Status



The screenshot shows the 'File Upload Status' tab. It features a 'Search Results' section with a table and a 'Refresh' button. The table has the following data:

Upload Number	Upload Name	Upload Type	Upload Date	Upload Status	User
278	PRFS_rcc_cco.csv	Survey	7/18/2013 10:36:14 AM	In Progress	siteadmin

Below the table, there is a pagination control showing '1' and 'Displaying Items 1 - 1 of 1'.

- Once the file upload is complete, the Upload Status column will be updated to Completed, Errors, or Warning

Figure 39: File Upload Status with Refresh

The screenshot shows a web interface with three tabs: 'Upload File', 'File Upload Status', and 'FileTemplate'. The 'File Upload Status' tab is active. It contains search filters for 'Upload Type' (SURVEY), 'User' (siteadmin), and 'Upload Date' (16 Jul 2013 to 18 Jul 2013). A 'Search' button is present. Below the filters is a 'Search Results' section with a 'Filter By' dropdown and a 'Refresh' button. A table displays the search results:

Upload Number	Upload Name	Upload Type	Upload Date	Upload Status	User
278	PRFS_rcc_cco.csv	Survey	7/18/2013 10:36:14 AM	Errors	siteadmin

At the bottom of the table, there are navigation arrows and the text 'Displaying items 1 - 1 of 1'.

- To view details of the status, click on the **Errors** or **Warning** hyperlink under Upload Status. The **Log Report** state the error and recommended course of action for you to take

Figure 40: Log Report

The screenshot shows a 'Log Report' dialog box with the following information:

Log Report

Upload Number: 324
User: cco_admin
Upload file name: TestFileUpload.csv
Upload Type: Patient
Upload Date: 1/6/2014 4:02:38 PM
Total number of records in the uploaded file: 1
Number of records processed successfully: 0
Number of records containing invalid data (see errors below): 1

Validation Errors

Row 2

- Patient with that HCN/MRN already exists.
Your recommended course of action includes: Please view the patient data.

An 'OK' button is located at the bottom right of the dialog box.

To search for File Upload history:

1. Select the Upload Type and/or User from the dropdown
2. Select an Upload Date range from and to
3. Click on Search. The results are displayed in the Search Results grid below
4. You can filter the search history by warnings, errors, and both

File Upload Error and Warning Messages List

The following is a list of the possible File Upload Error and Warning messages:

- {0} column definition is not correct, please contact administrator.
- {0} input data format is not correct.
- {0} input data format is not correct. It should be 4-digit integer value for year ({1}).
- {0} input data format is not correct. It should be an integer value for day ({1}).
- {0} input data format is not correct. It should be an integer value for month ({1}).
- {0} input data format is not correct. It should be datetime format as {1}.
- {0} is a mandatory field, please input data into this field.
- An error occurred when fetching the disease types.
- An error occurred when fetching the insurance types.
- An error occurred when fetching the patient types.
- An error occurred when fetching the site.
- An error occurred when fetching the specializations.
- An error occurred when searching for the patient
- An error occurred while generating the temporary password.
- Assessment date {0} should not be later than today.
- Assessment location {0} cannot be found.
- Assessment Location: Assessment location must be restricted to channel {0}
- Assessment Location: Assessment location must be restricted to channels {0}
- Condition value is not correct. Please enter a valid value.
- Disease Type: {0} does not exist.
- Disease Type: Value is blank for MRN: {0}.
- Ensure the birthdate matches the format {0}.
- Ensure the gender is one of the following: {0}
- Fetching insurance types failed with status code {0}
- File data in row:{0} cannot import to database.
- Gender {0} is not valid.
- Gender field only accepts values of 'M'(Male), 'F'(Female), 'O'(Other).
- Have a system administrator add a valid format in the [cln]. [TemplateColumn] table for the birthdate column.
- Input birthday Year, Month, Date values are not correct.
- Input question answer {0} is not correct. System doesn't have this choice value for question {1}.
- Internal system exception for data validation. Please contact administrator. Internal exception as follows: {0}
- Internal system exception. Exception detail: {0}
- Invalid Assessment Location.
- MRN or HCN is needed but both are missing

- No format string was found for the birthdate.
- No insurance type matching the given criteria was found.
- OHIN or MRN is not correct, system cannot find the patient.
- Patient search failed with status code {0}
- Patient Type: {0} does not exist.
- Patient with MRN: {0} does not exist for this Site. Patient disease group cannot be updated
- Patient with same MRN and/or Health Card Number already exists in database for selected site.
- Patient with that HCN/MRN already exists.
- Please contact administrator.
- Please use an Assessment Location of CO, CP or CT.
- Please view the patient data.
- Question {0} is mandatory. Please input your answer to this question.
- Site was not found.
- Specified site with site ID {0} didn't assign to this survey.
- Spoke master number is not found
- Survey with survey ID {0} didn't set frequency (such as daily, weekly, monthly) for site with site id {1}.
- Survey without a specific question.
- System cannot get any available patient information from the uploaded file.
- System cannot get any available survey responses from the uploaded survey file.
- System cannot get insurance types. Please contact administrator to check database.
- System didn't set up template correctly for this upload file. Please contact administrator.
- System doesn't have questions associated with current survey or the survey template doesn't setup correct question ID for this column data.
- System raised exception when generating temporary password for patient: {0} {1}. Please contact with administrator.
- The Combination of MRN, Health Card and Site is not valid for the MRN provided: {0}.
- The input column has duplicate values. System allows multiple comma-separated choice values that are unique.
- The input column has empty comma separated string. System allows multiple comma-separated choice values that are unique.
- The input column has null values. System allows multiple comma-separated choice values that are unique.
- The minimum timeframe allowed for new responses has not yet been reached for this patient.
- The provided birthdate was invalid.
- The specified patient is not in current site (Site ID:{0}).
- The specified patient is not registered as Head and Neck Disease Type (MRN:{0}).
- The upload file contains invalid data.
- The uploaded file has more than {0} records, but the system only allows an import maximum of {1} records each time.
- There are {0} columns in the file. The system requires data with {1} columns.
- There is no channel with code {0}
- Use one of the following assessment locations: {0}

File Upload Template

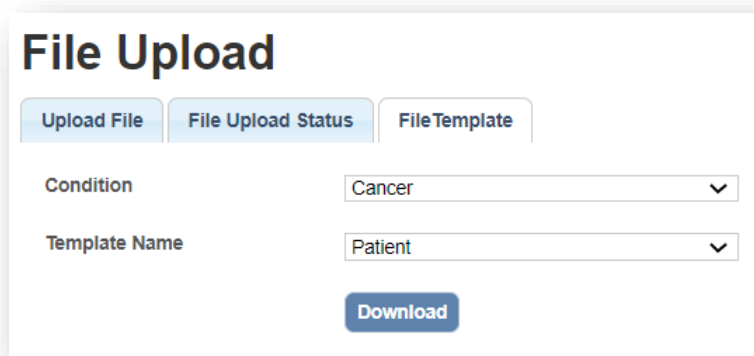
To download a File Template:

1. Click on the **File Upload** menu
2. Click on **File Template** tab
3. If applicable, select the condition from the **Condition** dropdown where applicable
4. Select a template from the **Template Name** dropdown
5. Click on **Download**
6. To abandon downloading a file template, click the **Cancel** button and any pending changes will not be saved
7. Downloaded template is in CSV file format

See the below **Symptom Management** Section of Ontario Health's **Data Book** for data element details including formats and valid values for submitting data via File upload feature in ISAAC. Click on the link for the latest version of the Data Book and go to "X – Symptom Management" section.

<https://www.cancercareontario.ca/en/data-book-reporting-standards>

Figure 41: File Upload Template Download



The screenshot shows a web interface titled "File Upload". At the top, there are three tabs: "Upload File", "File Upload Status", and "File Template". The "File Template" tab is currently selected. Below the tabs, there are two dropdown menus. The first is labeled "Condition" and has "Cancer" selected. The second is labeled "Template Name" and has "Patient" selected. Below these dropdowns is a blue button labeled "Download".

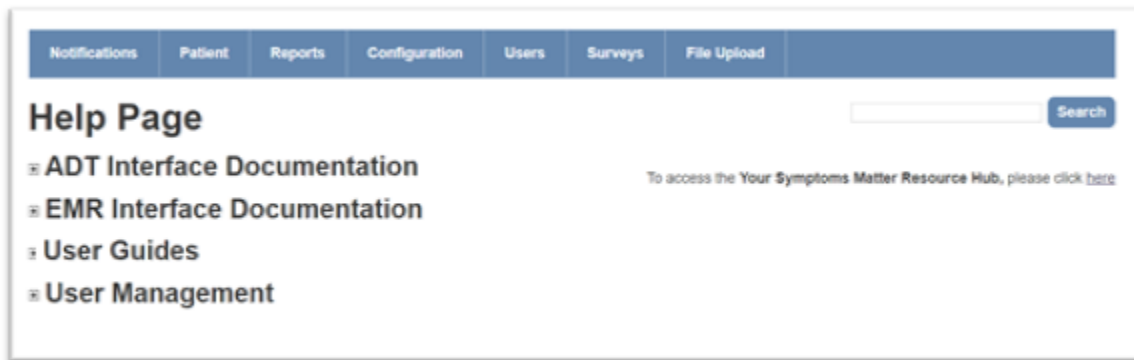
Support

This chapter informs you on the type of assistance available in the ISAAC application.

Help Page

If you require ISAAC resources or information materials, click on the **Help** link. The Help page is indexed, categorized and searchable. If you know the type of document you are looking for, then search can help you locate the document.

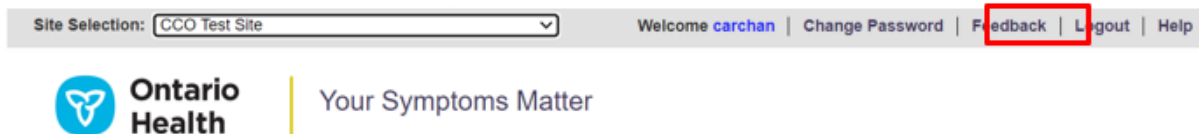
Figure 42: Help Page



Feedback Tab

You can communicate with the ISAAC helpdesk by clicking on the **Feedback** hyperlink. This will send an email to ISAAC@ontariohealth.ca.

Figure 43: Feedback Link



Outages

This chapter informs you on the process of ISAAC downtime time and messaging to patients and Admin Portal users.

ISAAC can face two kinds of outages:

1. Planned outage e.g., product releases – enhancements and/or bug fixes
 - a. The date of implementation is communicated to all stakeholders
2. Unplanned outage e.g., network connectivity disruption, production issue, etc.

Patient Facing Notification

During ISAAC downtime for planned releases or production issues, the ISAAC patient portal will be unavailable. The following message will be visible to the Patients:

Figure 44: Scheduled Downtime Patient Portal Page

The screenshot shows two versions of a downtime notification page. The top version is in English, with the title 'Interactive Symptom Assessment and Collection (ISAAC) Application' and a sub-header 'Interactive Symptom Assessment and Collection'. Below this, it states 'Scheduled Downtime: We are currently performing scheduled maintenance. Normal service will be restored soon, please try again later.' The bottom version is in French, with the title 'Application de l'Outil interactif de collecte et d'évaluation des symptômes (ISAAC)' and a sub-header 'Interactif de collecte et d'évaluation des symptômes'. Below this, it states 'Temps d'arrêt programmé : nous effectuons présentement une maintenance planifiée. Le service normal sera bientôt rétabli, veuillez réessayer plus tard.'

Site Level Notification

For planned work, ISAAC product team will notify the ISAAC leads, and ISAAC User Group members via several avenues:

1. Communication at IUG monthly calls
2. Release notes, submitted at the time of conformance testing
3. Outage window details, communicated a week before the release via email
4. Restoration notice, sent to all ISAAC leads upon successful completion of the planned work

For unplanned work, once the issue has been brought to product team's attention, detailed service disruption notice is emailed to all ISAAC leads and other members.

Appendix A: List of Figures

Figure 1: Password Change Link.....	9
Figure 2: Paging Through Grids.....	11
Figure 3: Sorting Through Grids.....	12
Figure 4: Inline Editing.....	12
Figure 5: Mandatory Field Indicators.....	13
Figure 6: Left Navigation Tool.....	13
Figure 7: Expand and Collapse Functions.....	14
Figure 8: Multi-Site Selection Dropdown.....	14
Figure 9: Multi-Condition Dropdown.....	15
Figure 10: The Notification Tab Home Page.....	16
Figure 11: Patient Search Feature.....	17
Figure 12: Patient Enrollment Form.....	18
Figure 13: Edit Patient Demographics.....	19
Figure 14: View Survey Responses.....	20
Figure 15: Survey Responses Pop-up.....	20
Figure 16: Add or Edit Survey Responses.....	21
Figure 17: Delete or Resend Survey Responses.....	22
Figure 18: View End of Survey Report.....	23
Figure 19: Sample End of Survey Report.....	24
Figure 20: Reports Tab with Expandable Report Types.....	25
Figure 21: Site Configuration Settings.....	27
Figure 22: Site Welcome Message Configuration.....	28
Figure 23: Kiosk Site End Message Configuration.....	29
Figure 24: Manage Spokes.....	30
Figure 25: Add New Kiosk.....	30
Figure 26: Kiosk Configuration.....	31
Figure 27: Duplicate Existing Kiosk Button.....	32
Figure 28: Add New Notification Schedule Exception.....	33
Figure 29: Editing Notification Schedule Exception.....	33

Figure 30: The Survey Tab Home Page.....	34
Figure 31: Actions Display Another Survey	35
Figure 32: Add Supplementary Information	35
Figure 33: Notification Setup Tab	36
Figure 34: Notification User/Email Setup.....	36
Figure 35: Notification Schedule Setup.....	37
Figure 36: Summary Tab	37
Figure 37: File Upload Tab	38
Figure 38: File Upload Status	38
Figure 39: File Upload Status with Refresh	39
Figure 40: Log Report.....	39
Figure 41: File Upload Template Download	42
Figure 42: Help Page	43
Figure 43: Feedback Link.....	43
Figure 44: Scheduled Downtime Patient Portal Page.....	44