



Demographics

Demographics

Demographics

by TruBridge



Clear the way for care.

Demographics

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Chapter 1 Introduction

1.1 Attestation Disclaimer

Promoting Interoperability Program attestation confirms the use of a certified Electronic Health Record (EHR) to regulatory standards over a specified period of time. TruBridge's Promoting Interoperability Program certified products, recommended processes and supporting documentation are based on TruBridge's interpretation of the Promoting Interoperability Program regulations, technical specifications and vendor specifications provided by CMS, ONC and NIST. Each client is solely responsible for its attestation being a complete and accurate reflection of its EHR use during the attestation period and that any records needed to defend the attestation in an audit are maintained. With the exception of vendor documentation that may be required in support of a client's attestation, TruBridge bears no responsibility for attestation information submitted by the client.

1.2 What's New

This section introduces the new features and improvements for **Demographics** for release Version 22.01. A brief summary of each enhancement is given referencing its particular location if applicable. As new branches of Version 22.01 are made available, the original enhancements will be moved to the Previous Work Requests section. The enhancements related to the most current branch available will be listed under the main What's New section.

Each enhancement includes the Work Request (WR) Number and the description. If further information is needed, please contact **Client Services** Support.

NOTE: *Version 22.01 does not include any new enhancements.*

Chapter 2 Overview

The Demographics option may be used to get a snapshot of patient information that has been gathered in Census and Clinical Information screens. If any information is changed within the Demographics screens, it will be updated throughout the software.

Chapter 3 Encounter

3.1 Overview

The Patient Demographics - Encounter screen will display census and clinical information that has already been gathered for the patient. If any of the information is changed on this screen, it will be updated throughout the software.

3.2 Encounter

Select **Web Client > Charts > Select Patient > Demographics > Encounter**

Patient Demographics - Encounter

Patient Information:
 Patient Type: E.R.
 Subtype: [Search]
 Service Code: E [Search] **EMERGENCY**
 Room: ER019
 Service Dates: 02/07/2023 - [Search]
 Discharge Code: [Search]
 Xray Number: 970719
 Care Level: [Search]
 Condition: [Search]

Clinical Information:
 Chief Complaint: vomiting
 Working Diagnosis 1:
 Working Diagnosis 2:
 Working Diagnosis 3:
 Prior Chief Complaints
 1: (4Y) FEVER
 Diet:
 Food Dislikes:
 LTCH Calculation Indicator: ☒

Resistant Organisms:
 Multidrug-resistant organisms
 C. Difficile:
 Candida Auris:
 CRE (Carbapenem-resistant Enterobacteriaceae):
 MRSA:
 Mycobacterium Tuberculosis: ☒
 Neisseria Gonorrhoeae:
 VRE (Vancomycin-resistant Enterococci):

Isolation Precautions:
 Airborne: ☒
 Droplet:
 Contact:

Other Fields:
 Admitted: 2/7/2023
 Code Status: Assume Full Code
 Advanced Directive: Yes
 Weight: 91.17 kg (201 lbs 0.0 oz)
 Height: 68.00 in.
 Chief Complaint: vomiting
 CrCl: N/A

Patient Demographics - Encounter

Below is an explanation of each field.

- **Patient Type:** This field displays the stay type of the patient. The stay type may be changed if the Converted Rules Control Behavior for Edit Patient Type is set to Allow in Identity Management.
- **Subtype:** This field displays the subtype of the patient, if applicable. The subtype may be changed if the Converted Rules Control Behavior for Edit Subtype is set to Allow in Identity Management.
- **Service Code:** This field displays the service code of the patient. The service code may be changed if the Converted Rules Control Behavior for Edit Service Code is set to Allow in Identity Management.

- **Room:** This field displays the room number of the patient, if applicable. This is a view only field and cannot be changed.
- **Service Dates:** This field displays the admit and discharge dates of the patient. This is a view only field and cannot be changed.
- **Discharge Code:** This field displays the discharge code of the patient. The discharge code may be changed if the Converted Rules Control Behavior for Edit Discharge Code is set to Allow in Identity Management.
- **Xray Number:** The xray number assigned to the patient. This information pulls from the Radiology Department, Patient Functions screen, Film Number field. This is a view only field and cannot be changed.
- **Care Level:** The care level assigned to the patient. This field will allow a one-character numeric entry only.
- **Condition:** The patient's condition code. Select the magnifying glass to display a list of available codes.
- **Violent Patient:** Select if the patient is a violent patient. The options for this field are Yes, No or Not Addressed.
- **Restraints:** Select if the patient requires restraints to be used. The options for this field are Yes, No or Not Addressed.
- **Diabetic:** Select if the patient is a diabetic. The options for this field are Yes, No or Not Addressed.
- **Fluid Retention:** Select if the patient has fluid retention. The options for this field are Yes, No or Not Addressed.
- **Sodium Restriction:** Select if the patient is on sodium restriction. The options for this field are Yes, No or Not Addressed.
- **Terminally Ill/Long Term Care:** Select if the patient is terminally ill or in long term care. The options for this field are Yes, No or Not Addressed.
- **Risk for Falls:** Select if the patient is a risk for falls. The options for this field are Yes, No or Not Addressed.
- **Code Status:** Select one of the following options to indicate the patient's status on when they code:
 - Full Code
 - Do Not Resuscitate
 - Do Not Intubate
 - Medications Only
 - Assume Full Code

- **Chief Complaint:** The chief complaint will display here if it has already been captured in the system. Select the notepad icon to change the chief complaint.

NOTE: In order to have access to change/update the chief complaint, the Census Control Behavior "Allow Access to Chief Complaint" will need to be set to allow in System Administration.

- **Working Diagnosis 1, 2, 3:** The working diagnosis will display here if it has already been captured in the system. Select the notepad icon in the chief complaint field to change/update any of the working diagnosis'.

NOTE: In order to have access to change/update the working diagnosis, the Order Entry Control Behavior "Allow Access to Working Diagnosis" will need to be set to allow in Identity Management.

- **Prior Chief Complaints:** Displays the previous three patient visit chief complaints, if applicable. It will also display the length of time that has elapsed since that visit. This is a view only field and cannot be changed.
- **Diet:** The current diet order placed through Ancillary Order Entry, which is also available in the Census Clinical tab. This is a view only field and cannot be changed.
- **Food Dislikes:** Any food dislikes the patient has may be entered here.
- **LTCH Calculation Indicator:** Select this option to include the patient's visit in the LTCH Calculation.

Multidrug-Resistant Organisms

- Select one or more of the following if the patient has any of the following:
 - C. Difficile
 - Candida Auris
 - CRE (Carbapenem-resistant Enterobacteriaceae)
 - MRSA
 - Mycobacterium Tuberculosis
 - Neisseria Gonorrhoeae
 - VRE (Vancomycin-resistant Enterococci)

Isolation Precautions

- Select one or more of the options below if the patient has any isolation precautions:
 - Airborne
 - Droplet
 - Contact

NOTE: A launch point has been added to the Ancillary / Pharmacy / Nursing Patient Functions screen within Clinical Information and to the Registration and ADT screen on the Clinical Tab.

Patient Consent/Privacy Settings

Selecting **Consent/Privacy** from the action bar will display the Patient Consent/Privacy Settings screen. This screen will allow information regarding the patient's privacy to be captured. There are various other locations in the system where this screen may be accessed.

Select **Web Client > Charts > Select Patient > Demographics > Encounter > Consent/Privacy**

The screenshot displays the 'Patient Consent/Privacy Settings' interface for patient ROTH, OLIVER MICHAEL. The top header includes the patient's name, admission date (8/3/2023), visit number (358228), and other demographic information. The main content area is titled 'Patient Consent/Privacy Settings' and contains several sections for updating patient information:

- Consent/Privacy Notice:** Includes a checkbox and a date field.
- Med History Consent:** Includes a dropdown menu for selecting the consent level.
- HIE Shared Data:** Includes a dropdown menu for selecting the data sharing level and a date field.
- Patient Event Notification:** Includes a dropdown menu for selecting the notification level and a date field.
- Data Sensitivity Level:** Includes a dropdown menu for selecting the sensitivity level and a date field.
- Protect Immunization Data:** Includes a dropdown menu for selecting the protection level and a date field.
- Participate in CAHPS survey:** Includes a checkbox for selecting whether to participate.
- Chronic Care Management Program:** Includes radio buttons for 'Participating', 'Participation Declined', and 'Not Addressed', along with a date field.
- Citizenship:** Includes a dropdown menu for selecting the citizenship.

Patient Demographics - Encounter - Patient Consent/Privacy Settings

Below is an explanation of each field:

- **Consent/Privacy Notice and Date:** Pulls from the Person Profile. Indicates if the patient has signed a privacy notice and the date it was signed.

NOTE: This field will only be available if the Census Behavior Control "Edit Consent/Privacy Notice" is set to allow.

- **Med History Consent:** Enter the code that represents the consent level to be utilized when retrieving medication history. This field will only be visible if the site has purchased E-Scribe. A lookup window is available. Select the **magnifying glass icon**, or enter a question mark (?) to see the listing. These categories are hard-coded.
 - No consent
 - Consent given
 - Parental/Guardian consent from any prescriber

NOTE: This field will only be available if the Census Behavior Control "Edit Med History Consent" is set to allow.

Effective April 5, 2021, the [Information Blocking](#) rule prohibits any action or practice that interferes with the access, exchange, or use of an individual's electronic health information (EHI). There are [eight exceptions](#) when interference with the access, exchange or use of an individual's EHI would not be considered Information Blocking. To avoid non-compliance, and potential non-compliance penalties, Healthcare providers should ensure that suppression of any patient EHI meets one of the documented exceptions. Questions concerning the Information Blocking rule, and the eight exceptions, may be answered on the ONC's [FAQ](#) web page.

The following selections will exclude data from selected user on Portal and Patient-facing APIs:

- **Patient:** Select this field to deny a patient from viewing the Patient Summary or Referral/Transition of Care documents within the Patient Portal. The default for this field is unchecked which allows the Patient Summary or Referral/Transition of Care documents within the Patient Portal to be viewed. This field may also be selected from HIR (Health Information Resource).
- **HIE Shared Data?:** Indicates whether the patient has designated the information from this account as being shareable. The default may be set up in the Medical Record Control Record in the Business Office tables. If this field is answered "Do not share data with HIE", the information will not be shared and therefore not transmitted to a RHIO. If this field is answered "Share data with HIE", the information from this account will be shared and transmitted to a RHIO. This field may also be answered "Share data in emergency only" which indicates no response or unknown. The information in this case will only be shared in the case of an emergency. A date will display next to this field to reflect the last time a change was made.
- **Patient Event Notification:** Indicates if a patient has opted in or out from having their Care Team members notified of their admission/discharge from a facility. The options for this field are **Send Notification** and **Do Not Send Notification**. When a new visit is created, this field will default to Send Notification. The Date next to this field will only be captured if this field is accessed or changed.
- **Data Sensitivity Level:** Indicates the sensitivity level of the patient's data. This field will default to **Normal**, but may also be set to **Restrictive**, or **Very Restrictive**. A date will display next to this field when it has been updated.
- **Protect Immunization Data:** Indicates if the patient's immunization data may be shared. The options for this field are **Y - Protect Data, do no share**, and **N - not protected, can be shared**. A date will display next to this field when it has been updated.
- **Participate in CAHPS survey:** When selected, indicates that the patient is willing to participate in the OAS CAHPS survey.
- **Chronic Care Management Program:** Select if the patient is participating in a Chronic Care Management program or not. If **Participating** or **Participation Declined** is selected, a date will also need to be added as to when the patient was asked. This field will default to **Not Addressed**.
- **Citizenship:** Select the patient's immigration status. The options are:
 - 01 US citizen
 - 02 Lawfully in U.S.
 - 03 Unlawfully in U.S.
 - 04 Declined to answer

Select **Save** on the action bar once all necessary information has been captured. Select the **back arrow** to return to the Census screens.

ER Log

Selecting **ER Log** will allow ER Log information to be viewed and edited if needed.

Select **Web Client > Charts > Select Patient > Demographics > Encounter > ER Log**

Charts ROTH, OLIVER MICHAEL

Demographics

ROTH, OLIVER MICHAEL
 DOB: 06/28/1985 (38)
 Birth Sex: Male Male
 Admitted: 2/7/2023
 Code Status: Assume Full Code
 Advanced Directive: Yes
 Visit #: E0000833 ER019
 Weight: 91.17 kg (201 lbs 0.0 oz)
 Height: 68.00 in.
 No Behavioral Alerts
 Chief Complaint: vomiting
 CRCE: N/A

Census - ER Log

Arrival Date/Time: 2/7/2023 00:00
 Admit Date/Time/Code: 2/7/2023 10:03 E 17/ER
 Discharge Date/Time/Code: 2/7/2023 16:32 H HOME Home
 Attending Physician: 4917 Drake Clark
 Discharge Condition: F FAIR
 Mode of Arrival: WI Walkin
 Transport Person: SELF
 Relationship: SELF SELF
 Chief Complaint: vomiting
 Triage Level: 4 Semi-Urgent
 Disposition: H Home
 Services:
 Physician Decision to Admit Date/Time:
 Patient Seen by Provider in ED Date/Time:
 Observation Start Date/Time:

Patient Demographics - Encounter - ER Log

- **Arrival Date/Time:** Enter the date and time the patient arrived at the facility requesting care.
- **Admit Date/Time/Code:** This field is automatically updated with the admission date, time and code from the Stay tab on the Registration and ADT screen.
- **Discharge Date/Time/Code:** This field is automatically updated with the discharge date, time and code from the Stay tab on the Registration and ADT screen.
- **Attending Physician:** This field is automatically updated with the attending physician from the Stay tab on the Registration and ADT screen.
- **Discharge Condition:** This field is automatically updated with the discharge condition code from the Stay tab on the Registration and ADT screen.
- **Mode of Arrival:** Enter mode of arrival for the patient. This information is not included on any other field. Codes may be set up in the Emergency Room Log Codes table in the Business Office Table. A lookup window is available.
- **Transport Person:** Enter the person who brought the patient to the ER.

- **Relationship:** Select the Transport Person's relationship of the patient.
- **Chief Complaint:** Pulls from the Clinical tab on the Registration and ADT screen.
- **Triage Level:** Enter the triage level for the patient. Codes may be set up in the Emergency Room Log Codes table in the Business Office Table. A lookup window is available.
- **Disposition:** Enter the disposition code for the patient. Codes may be set up in the Emergency Room Log Codes table in the Business Office Table. A lookup window is available.
- **Services:** Enter a short description of the services performed in the Emergency Room.
- **Physician Decision to Admit Date/Time:** Enter the date and time the physician decided to admit the patient to the facility for care.
- **Patient Seen by Provider in ED Date/Time:** Enter the date and time the provider in the ED saw the patient for care. If a date is entered, the time **MUST** be entered as well.
- **Observation Start Date/Time:** Enter the date and time the patient went to an observation status. If an observation date is entered, the time **MUST** be entered as well. The ER Log may not be updated until a time is populated.

NOTE: *The Observation Start Date/Time will have to manually filled out. It will not automatically cross-over if the patient has been admitted with an observation status.*

Once all information has been populated, to update the ER Log, select **Update** on the action bar. Select the back arrow to return the Registration and ADT screen.

NOTE: *In order to have access to the Update option on the action bar, to update the ER Log, the Behavior Control "Edit ER Log" will need to be set to Allow in Identity Management.*

Code Status History

Selecting Code Status History will display the code status for the patient's previous visits. If a code status does not display, the default (Assume Full Code) was not changed on the Encounter screen.

Select **Web Client > Charts > Select Patient > Demographics > Encounter > Code Status History**

The screenshot shows a patient profile for ROTH, OLIVER MICHAEL. The page includes a sidebar with navigation options like Transcriptions, Clinical History, and Demographics. The main content area displays patient information such as DOB (06/28/1985), Sex (Male), and Admitted date (2/7/2023). Below this, the 'Code Status History' table is visible, showing two entries with Admit Dates, Encounter IDs, and Code Statuses.

Admit Date	Encounter	Code Status
10/05/2018	E0000467	Full Code
02/07/2023	E0000833	

Patient Demographics - Encounter - Code Status History

Chapter 4 Care Team

4.1 Overview

The Patient Demographics - Care Team screen will display all physicians (Attending, Primary Care, etc.) for the patient. If any of the physician information is changed on this screen, it will be updated throughout the software.

4.2 Care Team

Select **Web Client > Charts > Select Patient > Demographics > Care Team**

The screenshot displays the 'Patient Demographics - Care Team' screen. At the top, patient information for ROTH, OLIVER MICHAEL is shown, including DOB (06/28/1985), Admitted date (2/7/2023), Visit # (E0000833), and Weight (91.17 kg). Below this, a table lists the care team members:

Patient Demographics - Care Team		
Drake Clark	ID: 4917	Member Type: Attending
Alison Hobden	ID: aeh9943	Member Type: NURSE

Patient Demographics - Care Team

Below is an explanation of each column.

- **Name:** The name of the care team member.
- **Number:** The physician number of the physician or user ID of the care team member.
- **Member Type:** The type of user the care team member is.

Below is an explanation of each option on the action bar.

- **Edit:** Select this option to make changes to the one of the listed care team members.
- **Remove:** Select this option to remove one of the listed care team members.
- **Add Provider:** Select this option to add a new type of physician.
- **Add Employee:** Select this option to add a new type of employee.

Edit

The Edit option may be used if changes need to be made to the Member Type; however, if the Member Type is the Attending, Primary or Secondary, TruBridge EHR will not allow those types to be edited, and the changes will need to be made from the Census screens. The Edit option will also not be available for any employee member types that have been added to the Care Team.

To begin using the Edit Member option, first select the physician from the list and then select **Edit**.

Select the new Physician Type and then select **Save** to save the changes.

Select **Web Client > Charts > Select Patient > Demographics > Care Team > Edit Member**

Patient Demographics - Care Team - Edit Member

Remove

The Remove option may be used if needing to remove a member from the Care Team; however, if the Member Type is the Attending, Primary or Secondary, TruBridge EHR will not allow those types to be removed from this screen and will need to be removed from the Census screens.

To begin using the Remove option, first select the care team member from the list and then select **Remove**.

Add Provider

When **Add Provider** is selected, a listing of all staff and non-staff physicians will display. A search option is available at the top of the screen to search for a physician by name or number. Once the appropriate physician has been found, double-click on the name from the list.

Select **Web Client > Charts > Select Patient > Demographics > Care Team > Add Provider**

Patient Demographics - Care Team - Add Provider

Patient Information:
 Name: ROTH, OLIVER MICHAEL
 DOB: 06/28/1985 (38)
 Birth Sex: Male
 Admitted: 2/7/2023
 Code Status: Assume Full Code
 Advanced Directive: Yes
 Visit #: E0000833
 ER019
 Weight: 91.17 kg (201 lbs 0.0 oz)
 Height: 68.00 in.
 No Behavioral Alerts
 Chief Complaint: vomiting
 CRCE: N/A

Physician List
 Facility 2: EVIDENT COMMUNITY HOSPITAL
 Search: CRAB Physician Name
 All Staff Non-Staff

Physician	Name
030000	Crabtree Jason MD

Patient Demographics - Care Team - Add Provider

The Patient's Physician Edit screen will then display. Select the Type drop-down to select the type of physician being added. A physician type may only be added one time. For example, if a physician is already listed as an admitting physician on the Patient Demographics - Care Team screen, then Admitting will not be an option on the Patient's Physician Edit screen. The exception to this is a Consulting physician and a Hospitalist. Consulting physicians and Hospitalists may be added multiple times.

Once a type is selected, select **Save** from the action bar.

Select Web Client > Charts > Select Patient > Demographics > Care Team > Add Provider > Select Physician

The screenshot displays the 'Patient's Physician Edit' form within the 'Charts Demographics' section. The patient's name is ROTH, OLIVER MICHAEL. Key details include DOB: 06/28/1985 (38), Birth Sex: Male, Admitted: 2/7/2023, Code Status: Assume Full Code, Advanced Directive: Yes, Visit #: E0000833, ER019, Weight: 91.17 kg, Height: 68.00 in., and Chief Complaint: vomiting. A dropdown menu for 'Physician Type' is open, showing options: Consulting Physician 1, Hospitalist (selected), Other Consulting Physician, Primary, Secondary, and Hospitalist of Record. The Physician Name is Crabtree Jason MD and the Physician Number is 30000.

Patient Demographics - Care Team - Add Provider

The screen will then return to the Patient Demographics - Care Team screen.

Add Employee

When **Add Employee** is selected, a listing of all active employees will display. A search option is available at the top of the screen to search for an employee by name or login. Once the appropriate employee has been found, double-click on the name from the list. If wanting to add an employee with an inactive login, select **Show Inactive Logins** on the action bar.

Select **Web Client > Charts > Select Patient > Demographics > Care Team > Add Employee**

Patient Information: ROTH, OLIVER MICHAEL
 Admitted: 2/7/2023
 Visit #: E0000833 ER019
 Code Status: Assume Full Code
 Weight: 91.17 kg (201 lbs 0.0 oz)
 Height: 68.00 in.
 Chief Complaint: vomiting
 CRCE: N/A

Logins

Search: AMANDA Name

Login	Name	Status
ab01277	Amanda Borchardt	Enabled
anj4713	Amanda Jackson	Enabled
ack8721	Amanda Kemp	Enabled
ajw2927	Amanda Mwok	Enabled
anz1623	Amanda Pate	Enabled
als3967	Amanda Smith	Enabled
aly4823	Amanda Young	Enabled

Total: 7

Patient Demographics - Care Team - Add Employee

If an employee is added to the patient's care team, it will display below the providers on the care team list with a Member Type of "careteam".

Chapter 5 Personal

5.1 Overview

The Patient Demographics - Personal screen will display information that was gathered during the registration process. If any of the information is changed on this screen, it will be updated throughout the software.

5.2 Personal

Select **Web Client > Charts > Select Patient > Demographics > Personal**

The screenshot displays the 'Patient Demographics - Personal' form for patient ROTH, OLIVER MICHAEL. The form is organized into several sections:

- Header/Summary:** Patient Name: ROTH, OLIVER MICHAEL; DOB: 06/28/1985 (38); Birth Sex: Male; Admitted: 2/7/2023; Code Status: Assume Full Code; Weight: 91.17 kg; Height: 68.00 in; Chief Complaint: vomiting.
- Demographics Section:**
 - Patient Name:** ROTH, OLIVER MICHAEL (with Last, First, Middle sub-fields).
 - Birth Date:** 06/28/1985.
 - Birth Sex:** Male (selected), Female, Unknown.
 - Marital Status:** Married (selected), M, Divorced, Widowed.
 - Medical Record Number:** 970719.
 - Financial Class:** BB2.
 - Religion:** CATHOLIC.
 - Patient Occupation:** (empty field).
 - Email:** OLIVER@EVIDENT.COM.
 - Ethnicity:** N (selected), Not Hispanic or Latino.
 - Preferred Language:** eng (selected), en English.
 - Advanced Directive:** Y (selected).
- Emergency/Contact Section:**
 - Notify in Emergency:** SMITH CHRISTA C.
 - Relationship:** AUNT.
 - Phone:** 555-555-5555.
 - Caregiver:** (empty field).
 - Address 1:** (empty field).
 - Address 2:** (empty field).
 - City, State:** (empty field).
 - Zip Code:** (empty field).
 - Relationship(s):** (empty field).
 - Decline to Specify:** (empty field).

Patient Demographics - Personal

Below is an explanation of each field.

- **Patient Name:** This field displays the patient's last, first, and middle names.
 - **Last:** The patient's last name
 - **First:** The patient's first name
 - **Middle:** The patient's middle name
- **Birth Date:** This field displays the patient's date of birth. This is a view only field and cannot be changed.
- **Sex:** This field displays the patient's sex. The options for this field are Male, Female and Unknown.
- **Marital Status:** This field displays the patient's marital status and may be changed if needed. A lookup window is available. Select the **magnifying glass icon** to see the listing.

- **Medical Record Number:** This field displays the patient's Medical Record number. The Medical Record number may be changed if the Converted Rules Control Behavior for Edit Medical Record Number is set to Allow in Identity Management.
- **Financial Class:** This field displays the patient's financial class for this visit. This is a view only field and cannot be changed.
- **Religion:** This field displays the patient's religion. Select the magnifying glass to display a list of available codes.
- **Patient Occupation:** This field displays the patient's occupation
- **Ethnicity:** This field displays the patient's ethnicity. Select the magnifying glass to display a list of available codes.
- **Preferred Language:** This field displays the patient's primary language. Select the magnifying glass to display a list of available codes.
- **Advanced Directive:** This field indicates if the patient has an Advance Directive. The options for this field are **Y** if the patient has an Advance Directive, **N** if the patient does not have an Advance Directive, **A** if Not Applicable or **U** if it is Unknown.
- **Notify in Emergency:** The patient's emergency contact
 - **Relation:** The emergency contact's relationship to the patient
 - **Phone:** The emergency contact's phone number

NOTE: Any changes made to the Relation, Address, or Phone fields will also be updated to the Notify in Emergency's profile.

- **Caregiver:** To add a caregiver select the **magnifying glass** to access the Profile Listing. Select the correct caregiver from the list.
 - **Email:** Pulls from the caregiver's profile. This information may be over-keyed.
 - **Phone:** Pulls from the caregiver's profile. This information may be over-keyed.
 - **Address 1:** Pulls from the caregiver's profile. This information may be over-keyed.
 - **Address 2:** Pulls from the caregiver's profile. This information may be over-keyed.
 - **City, State:** Pulls from the caregiver's profile. This information may be over-keyed.
 - **Zip Code:** Pulls from the caregiver's profile. This information may be over-keyed.
 - **Relationship(s):** Pulls from the caregiver's profile. This information may NOT be over-keyed.
 - **Decline to Specify:** Select this option if the patient declined to specify a caregiver.

NOTE: If the caregiver's email address or phone number is changed, the changes will be updated on the caregiver's profile and the patient's Census screen.

Below is an explanation of each option on the action bar.

- **Contacts:** Select this option on the action bar to enter additional contacts for the patient. Please refer to the [Contacts](#)¹⁸ section of this user guide for more information on how to utilize this option.

Contacts

Selecting **Contacts** from the action bar will display the Visit Contact List and will show all the contacts for the patient along with the relationship type. From this screen, existing contacts may be edited and new contacts may be added.

A list of available contact types, with no associated contact name, will be listed at the top of the screen. The available contact types are: Guarantor, Father, Mother, Spouse, Emergency Contact, Authorized Rep and Caregiver. Once a contact name is associated with an available contact type, it will copy back to the profile or visit, depending on if it is being added from the Profile Contact List or the Visit Contact List. As contact names are associated with available contact types, they will be removed from the Available listing at the top of the screen.

Contacts with an asterisk "*" at the beginning of their name denotes that the contact is the Primary Emergency Contact for the patient.

Only one contact name may be added for contact types Guarantor, Father, Mother, Spouse, Authorized Rep and Caregiver. Multiple contact names may be added for Emergency Contacts.

NOTE: The Guarantor should never be added from the Profile/Visit Contact List. This should still be added on the profile or visit itself.

Select **Web Client > Charts > Select Patient > Demographics > Personal > Contacts**

The screenshot displays the 'Visit Contact List' for patient ROTH, OLIVER MICHAEL. The patient's information includes DOB: 06/28/1985 (38), Birth Sex: Male, Admitted: 2/7/2023, Code Status: Assume Full Code, Weight: 91.17 kg, Height: 68.00 in., and Chief Complaint: vomiting. The 'Visit Contact List' section shows available contact types: Father, Mother, Spouse, Authorized Rep, Caregiver. Below this, a table lists existing contacts:

Contact Name	Relationship
ROTH OLIVER MICHAEL	GUARANTOR
*SMITH CHRISTA C	EMERGENCY CONTACT

Visit Contact List

To add a new contact, select **New** from the action bar.

Select Web Client > Charts > Select Patient > Demographics > Personal > Contacts > New

The screenshot displays the TruBridge Demographics interface. The top navigation bar includes 'Charts', 'Demographics', and a patient selection dropdown for 'ROTH OLIVER MICHAEL'. The left sidebar lists various clinical functions: Alerts, Lab Results, Problem List, Vitals, Allergies, Medication Reconciliation, Prescription Entry, Patient Immunization History, Patient Education Documents, PACS Images, Order Chronology, Transcriptions, Clinical History, Reports and Attachments, Order Entry, Verify Orders, MAR, and Documentation. The main content area shows patient details for ROTH, OLIVER MICHAEL, including DOB (06/28/1985), Sex (Male), Admitted date (2/7/2023), Code Status (Assume Full Code), Advanced Directive (Yes), Visit # (E0000833), ER019, Weight (91.17 kg), Height (68.00 in.), Chief Complaint (vomiting), and CrCl (N/A). Below this is the 'Patient Profile List' section, which includes a search bar with the text 'REED' and a table with one entry: REED GRACE E, Age: 80, Date of Birth: 06/19/1943, Sex: F. Action buttons 'New' and 'Select' are located above the table.

Patient Profile List

The Patient Profile List will then display. A search option is available to search for an existing patient to add as a contact. Once the contact has been found, double-click the contact name, or select the contact name and then select **Select** from the action bar. If the contact person is not found, select **New** from the action bar to create a patient profile for the contact.

Select Web Client > Charts > Select Patient > Demographics > Personal > Contacts > New > Select Contact

The screenshot shows a medical software interface with a sidebar on the left containing various menu items like Alerts, Lab Results, Problem List, Vitals, Allergies, Medication Reconciliation, Prescription Entry, Patient Immunization History, Patient Education Documents, PACS Images, Order Chronology, Transcriptions, Clinical History, Reports and Attachments, Order Entry, Verify Orders, MAR, Documentation, and Monitor. The main content area displays patient information for ROTH, OLIVER MICHAEL. At the top, there's a header with the patient's name, a photo, and a 'Charts' tab. Below this, patient details are listed: Admitted: 2/7/2023, Code Status: Assume Full Code, Advanced Directive: Yes, Visit #: E0000833, ERO19, Weight: 91.17 kg, Height: 68.00 in., Chief Complaint: vomiting, and CrCl: N/A. A 'Demographic Information' section is highlighted with a blue bar and an 'OK' button. This section contains the following fields: Last Name: REED, First Name: GRACE, Middle Name: E, Full Name: REED GRACE E, Address: 6600 WALL ST, MOBILE, AL 36695, Social Security #: 1000004815, Date of Birth: 06/19/1943, Medical Record #: F, Sex: F, Phone Number: 2515554123, Cell Phone Number: 2515556853, Work Phone Number: NA, and Email: NA.

Demographic Information

The Demographic Information screen will then display to verify the information for the selected contact is correct. If the correct contact has been selected, select **OK** from the action bar. If the wrong contact was selected, select the **back arrow** to return to the Patient Profile List.

Select Web Client > Charts > Select Patient > Demographics > Personal > Contacts > New > Select Contact > **OK**

Relationship Selection

The Relationship Selection screen will then display. On the Search side of the screen, double-click the contact's relationship to the patient to add it to the Selected side of the screen. Multiple relationships may be added for the contact. If a relationship needs to be removed, double-click the relationship on the Selected side of the screen.

The Primary Emergency Contact option at the top of the screen will only become accessible if the Emergency Contact relationship is selected. Once all relationships have been selected, select **Update** on the action bar. To return to the Visit Contact List, select the **back arrow**.

NOTE: There can only be one contact designated as the Primary Emergency Contact. If another contact was previously designated, as soon as this option is selected and updated for the new contact, it will be reflected in both the Profile/Visit Contact List with an asterisk at the beginning of the contact name and will update the profile or visit.

The following options are available on the action bar of the Visit Contact List.

- **New:** Select this option to add/create a new contact.
- **Edit:** Select this option to make changes to the contact's relationship.

NOTE: If needing to delete a contact entirely, select the contact, then select **Edit**. Remove all relationships from the Selected side of the screen by double-clicking each one. Once finished, select **Update** and then select the **back arrow** to return to the Visit Contact List.

- **Details:** Select this option to view the Demographic Information for the selected contact.

- **Mass Change Visit Contacts:** Select this option to allow contacts to be changed on all visits associated with the profile.

Select Web Client > Charts > Select Patient > Demographics > Personal > Contacts > Mass Change Visit Contacts

Demographics

Charts ROTH OLIVER MICHAEL

Alerts

Lab Results

Problem List

Vitals

Allergies

Medication Reconciliation

Prescription Entry

Patient Immunization History

Patient Education Documents

PACS Images

Order Chronology

Transcriptions

Clinical History

Reports and Attachments

Order Entry

Verify Orders

MAR

Documentation

ROTH, OLIVER MICHAEL

Admitted: 2/7/2023

Visit #: E0000833 ER019

DOB: 06/28/1985 (38)

Code Status: Assume Full Code

Weight: 91.17 kg (201 lbs 0.0 oz)

Birth Sex: Male Male

Advanced Directive: Yes

Height: 68.00 in.

No Behavioral Alerts

Chief Complaint: vomiting

CrCl: N/A

Update

Copy From Profile

Select Contact to Change

☐ Father:

☐ Mother:

☐ Spouse:

☐ Primary Emergency Contact: SMITH CHRISTA C

☐ Authorized Representative:

☐ Caregiver:

Mass Change Visit Contacts

Once the Copy From Profile screen displays, the contacts may be copied from the profile to the account. Once all selections have been made, select **Update** on the action bar.

To return to the Personal screen, select the **back arrow**.

Chapter 6 Facesheet

6.1 Overview

The Facesheet screen will display the patient's facesheet. The facesheet may be printed by selecting **Export** on the action bar to display the report in a PDF format.

6.2 Facesheet

Select Web Client > Charts > Select Patient > Demographics > Facesheet

[illegible]

Demographics - Facesheet

To export the facesheet into a PDF format, select **Export** on the action bar.

Chapter 7 Armbands and Labels

7.1 Overview

The Armbands and Labels option will allow users to print Adult Labels, Juvenile Labels and/or Armbands for a patient. Each option will follow the same default printer logic that is used when printing from the Patient Functions screen.

7.2 Armbands and Labels

Select **Web Client > Charts > Select Patient > Demographics > Armbands and Labels**

The screenshot displays the TruBridge web client interface. On the left is a navigation menu with options like Documentation, Notes, Console, Health History, and Demographics (which is currently selected). The main content area shows patient information for ROTH, OLIVER MICHAEL, including DOB (06/28/1985), gender (Male), and various medical codes. Below this, there's a section titled 'Patient Demographics Labels' with a sub-header 'Demographics'. In the center of the screen, there are four buttons: 'Print Options', 'Adult Admission Labels', 'Juvenile Admission Labels', and 'Armbands'. The 'Armbands' button is the one being highlighted in the context of this chapter.

Armbands and Labels

Chapter 8 Care Team Event Notification

8.1 Overview

The Care Team Event Notifications screen will display a listing of added physicians the patient has requested to be notified when they are admitted, discharged or transferred from the facility. The Care Team Event Notification screen will allow a physician to be added, deleted or edited. Only physicians set up in the Referring Physician table may be sent a notification.

8.2 Care Team Event Notifications

Select **Web Client > Charts > Select Patient > Demographics > Care Team Event Notifications**

Care Team Event Notification

Name	Send Event Notification	Direct Address	Active
KATHERINE WILLIAMS	Y	shpemail@email.com	N

Care Team Event Notification

The Care Team Event Notification screen will display the following:

- **Name:** Displays the physician's name from the Referring Physician table.

NOTE: If a Primary Care Physician is populated on the Profile Contact/Billing Info tab, the physician will automatically pull to the Care Team Event Notification screen if the physician has already been linked to a Referring Physician in the Referring Physician table. The physician's number may be linked by entering it in the TruBridge EHR Provider field in the Referring Physician table.

- **Send Event Notification:** Displays a **Y** if the patient wishes to send a notification to the physician. An **N** will display if the patient does not want to send a notification.
- **Direct Address:** The physician's direct address where the notifications will be sent.

- **Active:** Displays a **Y** if the physician is active for the patient's notified care team. A **N** will display if the physician has been inactivated.

The following options are available on the action bar:

- **Add:** Select this option to add a new physician to be notified.
- **Edit:** Select an existing physician from the screen and then select this option to make any changes.
- **Remove:** Select an existing physician from the screen and then select this option to remove the physician.

Adding a Physician

Select **Add** on the action bar to begin adding a new physician.

The screenshot shows the THIRVE patient portal interface. At the top, the patient's name is ROTH, OLIVER MICHAEL. Below the name, there are fields for DOB (06/28/1985), Birth Sex (Male), Admitted date (2/7/2023), Code Status (Assume Full Code), Advanced Directive (Yes), Visit # (E0000833), ER019, Weight (91.17 kg), Height (68.00 in), Chief Complaint (vomiting), and CrCl (N/A). The left sidebar contains a list of navigation options: Documentation, Notes, Console, Health History, Health Information Resource, Temporary Registration, Plan of Care, Communication, Charges, Location Maintenance, Demographics (selected), Visit History, Patient Summary, Apple Health app data, Archived History, Electronic Forms, Flow Chart, and Scanned Images. The main content area is titled 'Care Team Event Notification Edit' and contains the following fields: Provider (with a magnifying glass icon), Send Notifications (radio buttons for Yes and No), Direct Address (with a magnifying glass icon), Role (with a magnifying glass icon), Specialty (with a magnifying glass icon), Active Date (with a calendar icon), and Inactive Date (with a calendar icon).

Care Team Event Notification Edit

Complete the following fields:

- **Provider:** Select the magnifying glass to display a listing of physicians set up in the Referring Physician table.

NOTE: A provider must be set up in the Referring physician table in order to display in this lookup.

- **Send Notification:** Select **Yes** to send the physician an electronic notification when the patient is admitted, discharged or transferred from the facility. Select **No** to not send an electronic notification to the physician.
- **Direct Address:** This field will auto populate with the selected physicians direct address. This information pulls from the Referring Physician table.
- **Specialty:** This is a free text field where the physician's specialty may be added, if needed.
- **Active Date:** The date the patient decided to send notifications to this physician. Select **Day** from the drop-down to enter the date as MM/DD/YYYY, select **Month** to enter the date as MM/YYYY, or select **Year** to enter the date as YYYY.
- **Inactive Date:** If a patient decides to no longer send electronic notifications to this physician, or no longer wants this physician to be a part of their notified care team, an inactive date may be entered in this field. Select **Day** from the drop-down to enter the date as MM/DD/YYYY, select **Month** to enter the date as MM/YYYY, or select **Year** to enter the date as YYYY.

Select **Save** from the action bar to save the physician to the Care Team Event Notifications.