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CAREWare 6

User Guide

For any questions, please contact
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CAREWare 6 Overview

“CAREWare is a free, electronic health and social support services information system for HRSA’s Ryan White HIV/AIDS Program recipients and providers. CAREWare was developed by HRSA’s HIV/AIDS Bureau and first released in 2000.”

CAREWare 6 will run in an internet browser of your choice, except Internet Explorer.

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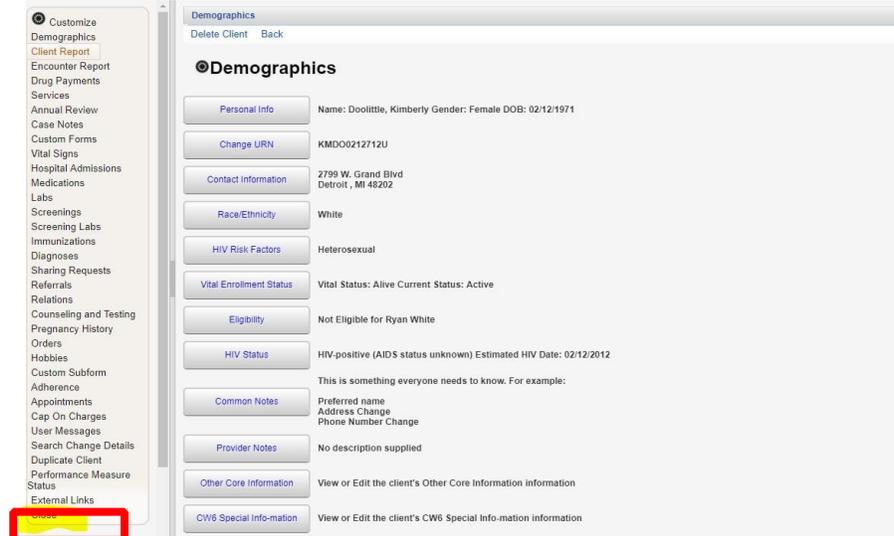
Disclaimer: No real client data was used in creating this handout. All client information in this handout has been created specifically for training purposes.

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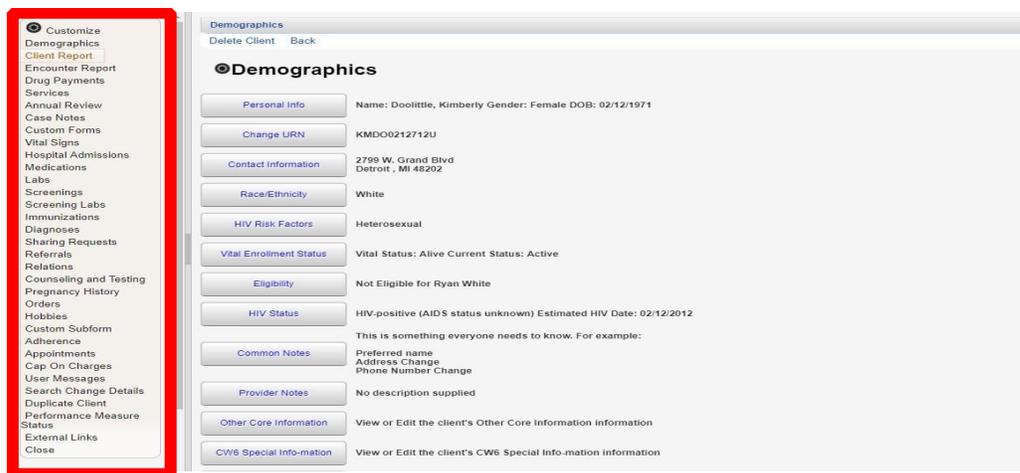
What You Need to Know About CAREWare 6

CAREWare 6 is different than CAREWare 5 in many ways. Here are some things you need to know:

1. When you open a client record, it will open a new tab on your browser. Make sure you close the record after entering in all necessary information. If you don't, it will keep the record open in that tab even if you move on to a new client.

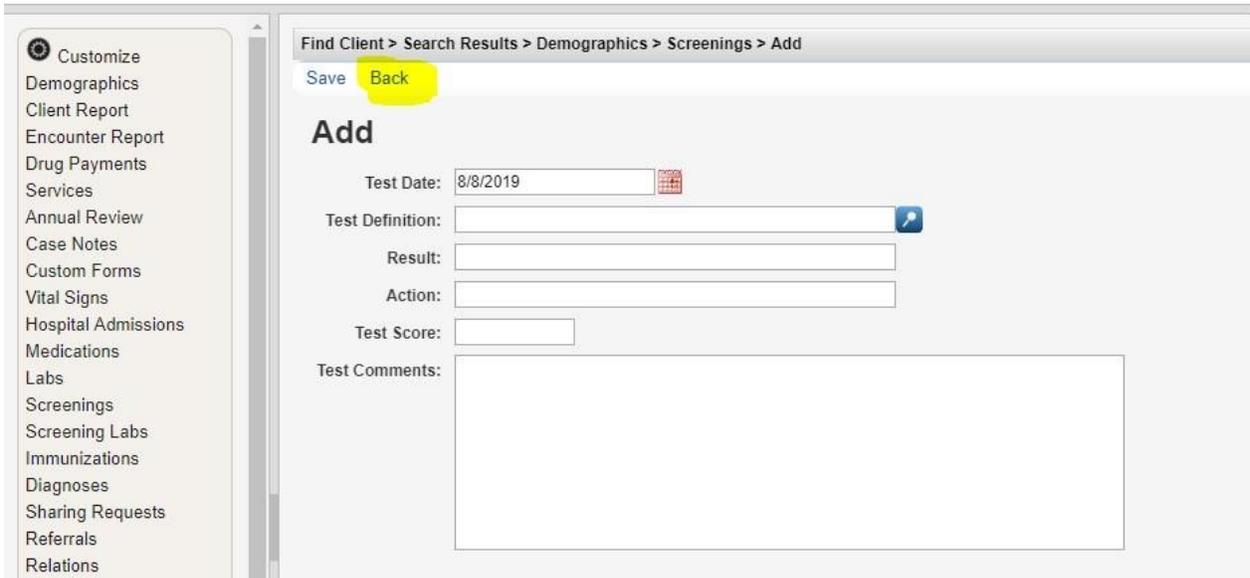


2. You navigate the client's record through the menu options located on the left-hand side of the record. When you want to move from one tab to the other, simply click the tab on the left-hand side. It will take you to that tab. For example, if you want to add a case note, click it.



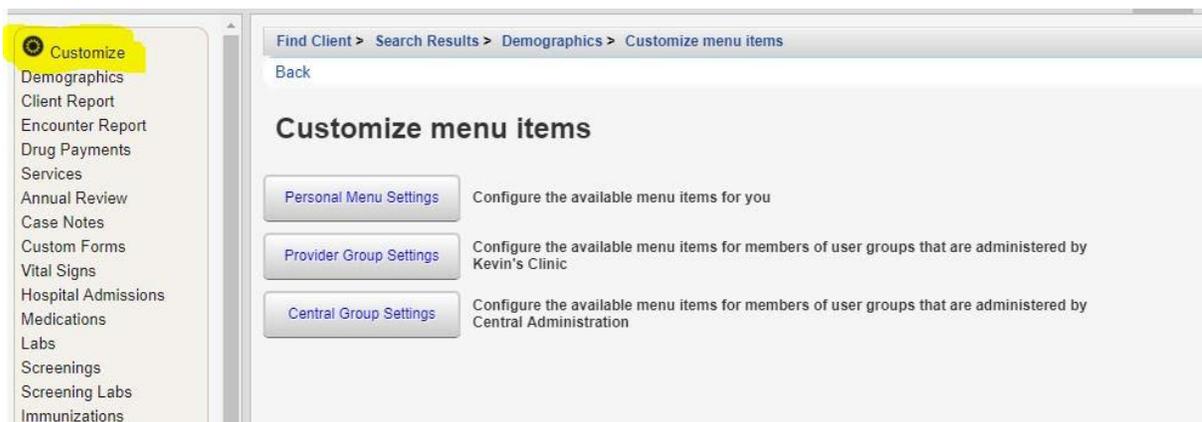
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3. If you are in the middle of adding any record, whether it is a service, lab, etc., you will not be able to access anything else. For example, if you are in the middle of adding a screening lab and want to add a service, you must either:
 - Add the current record and save it
 - Click the **Back** button



If you try to access the menu on the left-hand side without doing one of the two things listed above, nothing will happen.

4. The **Customize** link allows you to configure the available menu items you see on the left-hand side. **It is not recommended to customize the menu;** instead, leave all of the options available. That way, you don't have to worry about leaving out a menu item that you may need in the future.



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How To Add a Client

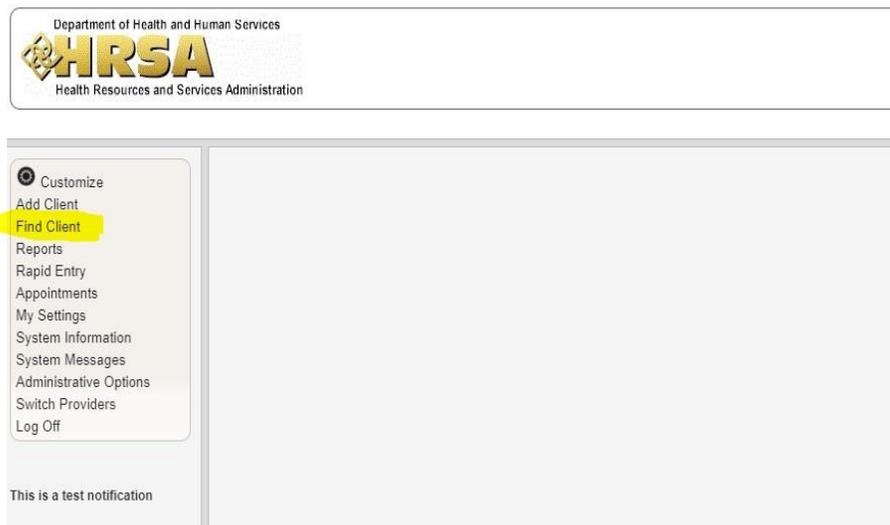
1. Select **Add Client** A new tab will open.



2. Enter the Last Name, First Name, Middle Name, Gender, and Date of Birth. All fields must be completed in order to add the client.
3. Click **Add**.

How To Find a Client

1. Select **Find Client**.



2. A new tab will open. Enter the Last Name and First Name, or Client ID/URN.
3. Select **Client Search**.

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This is the Demographics Page-Main Page

Demographics

Delete Client Back

Demographics

Personal Info Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971

Change URN KMDO0212712U

Contact Information 2799 W. Grand Blvd
Detroit, MI 48202

Race/Ethnicity White

HIV Risk Factors Heterosexual

Vital Enrollment Status Vital Status: Alive Current Status: Active

Eligibility Not Eligible for Ryan White

HIV Status HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012
This is something everyone needs to know. For example:

Common Notes Preferred name
Address Change
Phone Number Change

Provider Notes No description supplied

Other Core Information View or Edit the client's Other Core Information information

CW6 Special Information View or Edit the client's CW6 Special Information information

This page holds all of the basic client information. Here are a few things you need to know:

- Once you add a client, you **cannot** change the First Name, Last Name, Gender, or Date of Birth. If one of these fields need to be changed, you **must** contact the CAREWare data team.
- In order to add any records (such as Race/Ethnicity, HIV Risk Factor, or Contact Information) you must click the blue lettered tabs of the category you wish to edit (located in the middle of the page).
- All information on the demographic page is displayed next to the blue lettered tabs.
- Common notes are not permanent and can be viewed, edited, or deleted by anyone who has access to the client record. Therefore, common notes should only be used when it is something you want everyone to know about the client. If you want to enter something that will be permanently saved in CAREWare or is personal to the client, then enter it into **Case Notes**.
- Everything on the demographics page, with the exception of custom tabs, eligibility status, case notes, and enrollment date and status, is shared with other providers that are also providing services to the client and can be changed by those providers.
- Custom tabs are now located on the demographics page.
- The left-hand side is how you will navigate all of the tabs of the client's record.

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How to Add Information to the Demographics Page

1. From the main page, you can add, view, and edit various demographic information. To add or edit information, click the blue lettered tab of the category you wish to view or edit.

The screenshot shows the 'Demographics' page for a client named Kimberly Doolittle. The page has a left sidebar with a menu of options, including 'Demographics', 'Client Report', 'Encounter Report', 'Drug Payments', 'Services', 'Annual Review', 'Case Notes', 'Custom Forms', 'Vital Signs', 'Hospital Admissions', 'Medications', 'Labs', 'Screenings', 'Screening Labs', 'Immunizations', 'Diagnoses', 'Sharing Requests', 'Referrals', 'Relations', 'Counseling and Testing', 'Pregnancy History', 'Orders', 'Hobbies', 'Custom Subform', 'Adherence', 'Appointments', 'Cap On Charges', 'User Messages', 'Search Change Details', 'Duplicate Client', 'Performance Measure Status', 'External Links', and 'Close'. The main content area is titled 'Demographics' and contains several tabs: 'Personal Info', 'Change URN', 'Contact Information' (highlighted in yellow), 'Race/Ethnicity', 'HIV Risk Factors', 'Vital Enrollment Status', 'Eligibility', 'HIV Status', 'Common Notes', 'Provider Notes', 'Other Core Information', and 'CW6 Special Info-mation'. Each tab displays specific information for the client, such as name, gender, date of birth, address, race, ethnicity, sexual orientation, vital status, and eligibility.

2. The tab will open. Enter all relevant information
3. **Save**

Note:

Some information has to be entered using a drop-down menu. If a category has a drop-down menu

next to it,   you must choose from the list provided.

The screenshot shows the 'Contact Information' form for the client. The form has a 'Save' button highlighted in yellow and a 'Cancel' button. The form fields include: Address (2799 W. Grand Blvd.), City (Detroit), State (Michigan), Country (Wayne), Zip Code (48207), and Phone (3139165268). There is also a checkbox for 'Include in mailing label reports?'. Below these are fields for Mailing Address, Mailing City, Mailing State, Mailing Zip Code, and two sets of alternate phone numbers (Alt. Phone 1 and Alt. Phone 2), each with a phone type dropdown menu.

After you save, you will be taken back to the main page. You can view and edit other categories by clicking the blue tab of the category you wish to view and follow the same instructions. Some categories will require you to enter data while others will require you to check the appropriate box.

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How To Edit Enrollment Status

When you add a client to CAREWare, the enrollment status will automatically be **Active** and vital status will be **Alive**. However, that information could change. The client may be discharged from your agency or become inactive. You will need to add a record to reflect that. If enrollment or vital status changes, follow these instructions:

1. Open a client record. Enrollment Status is located on the demographics page.
2. Select **Vital Enrollment Status**.

The screenshot shows the 'Demographics' page for a client named Kimberly Doolittle. The 'Vital Enrollment Status' section is highlighted, showing 'Vital Status: Alive' and 'Current Status: Active'. Other sections include Personal Info, Change URN, Contact Information, Race/Ethnicity, HIV Risk Factors, Eligibility, HIV Status, Common Notes, Provider Notes, Other Core Information, and CW6 Special Information.

3. Enter the NEW **Enrollment** or **Vital Status**. Choose from the dropdown menu.
4. **Save**.

The screenshot shows the 'Vital Enrollment Status' form. The 'Save' button is highlighted in yellow. The form contains the following fields:

- Enrollment Status: Referred or Discharged
- Enrollment Date: 8/26/2008
- Latest Eligibility Status: Ryan White Eligible
- Vital Status: Alive
- Case Closed Date: 08/30/2019
- Date of Death: (empty)

Note: When you change enrollment status from active, you will be prompted to enter a **Case Closed Date**.

You will also be prompted to enter a **Date of Death** if you change vital status to deceased.

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How To Add Eligibility Records

If a client has ever received a Ryan White funded service (Part A, B, C, D), they must be marked as **Ryan White Eligible**. This has to be done at the time of the first Ryan White funded service.

When you add a client to CAREWare, the default status will always be “Not Eligible for Ryan White.” Therefore, every time you add a new client, you must create a record that documents the eligibility status. To document eligibility, follow the instructions below:

1. Open the client record. Eligibility is located on the demographics page.
2. Select **Eligibility**.

Note: You can find out if a client has any eligibility records by looking at the information next to Eligibility. For more details, click eligibility. It will show you a history of all records.

The screenshot shows the 'Demographics' page for a client named Kimberly Doolittle. The 'Eligibility' section is highlighted with a red box, indicating the current status is 'Not Eligible for Ryan White'. Other sections include Personal Info, Contact Information, Race/Ethnicity, HIV Risk Factors, and Vital Enrollment Status.

3. Select **Add**.

The screenshot shows the 'Eligibility History' page. The 'Add' button is highlighted with a yellow circle. The page includes a search bar and a table with columns: Date, Is Eligible, Funding Source, Ryan White Funded, Comment, Client Documents, Enrollment End Date, and Eligibility Document.

4. Enter the **Eligibility Date, Eligibility Status, & Funding Source**.

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5. Select **Save**.

Find Client > Search Results > Demographics > Eligibility > Add

Save Cancel

Add

Eligibility Date: 4/1/2019

Is Eligible: Yes

Funding Source: Part A

Comment:

6. Once you save the record, the client will be marked as eligible.

Find Client > Search Results > Demographics > Eligibility

View Add Edit Delete Back Print or Export

Eligibility History

Search:

Date	Is Eligible	Funding Source	Ryan White Funde	Comment
04/01/2019	Yes	Part A	Yes	

Clients may receive Ryan White funding from multiple sources. An eligibility record must be created for each funding source in which the client is being served. Once you add a record, CAREWare will create a history that will allow you to track all funding sources over time.

Discharging a Client

1. When a client is **DISCHARGED** from your agency and you enter a case closed date, you will need to update the eligibility status records. You must enter a NEW record that marks the client as NOT eligible for the funding source.
2. Do not edit any previous eligibility records; just add a new record. If you adjust old records, it may appear that you provided services to someone who was not eligible. **YOU DO NOT WANT THIS.**
3. When you return to the demographics page, the client record will be updated.

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How To Add Case Notes

1. Open the client record.
2. Select **Case Notes** from the menu of links on the left-hand side of the record.

The screenshot shows the 'Demographics' page for a client record. The left-hand side contains a vertical menu with various options, including 'Case Notes' which is highlighted in yellow. The main content area displays the client's demographic information, including name, gender, date of birth, URN, address, race, ethnicity, HIV risk factors, and vital status. The 'Case Notes' button is highlighted in yellow.

Section	Information
Personal Info	Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971
Change URN	KMDO0212712U
Contact Information	2799 W. Grand Blvd Detroit, MI 48202
Race/Ethnicity	White
HIV Risk Factors	Heterosexual
Vital Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White
HIV Status	HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012 This is something everyone needs to know. For example:
Common Notes	Preferred name Address Change Phone Number Change
Provider Notes	No description supplied
Other Core Information	View or Edit the client's Other Core Information information
CW6 Special Information	View or Edit the client's CW6 Special Information information

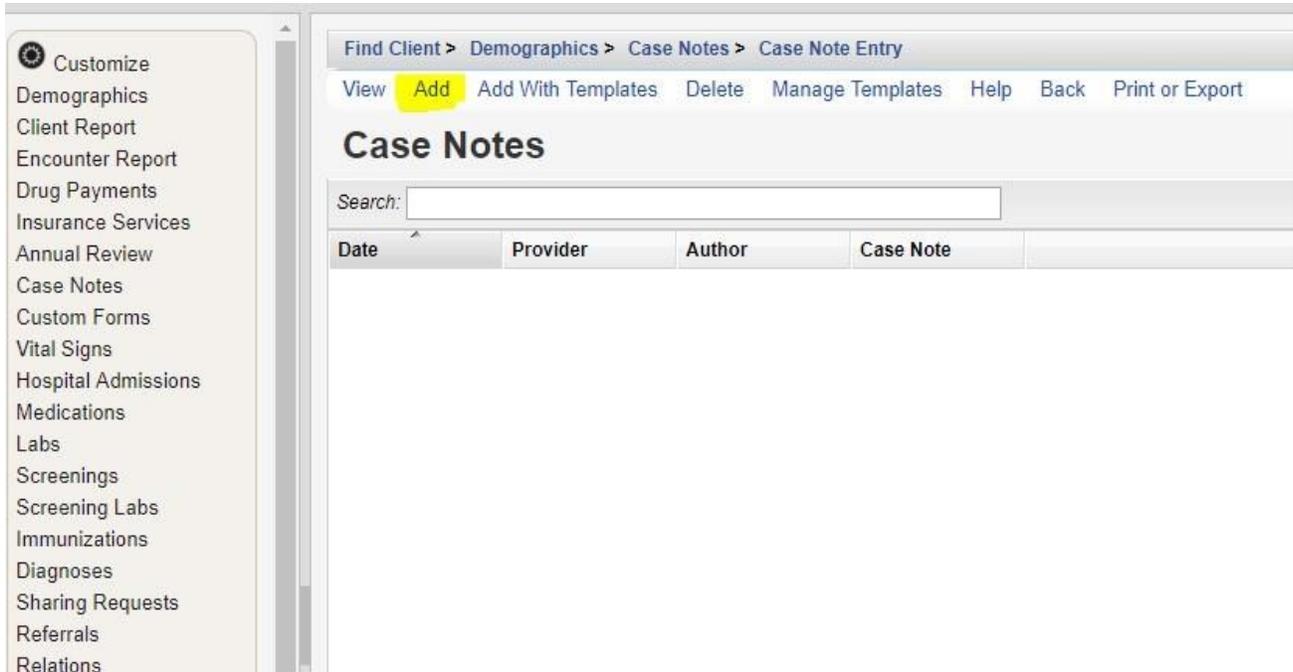
3. Select **Case Note Entry**.

The screenshot shows the 'Case Notes' page for a client record. The left-hand side contains a vertical menu with various options, including 'Case Notes' which is highlighted in yellow. The main content area displays the 'Case Notes' section with two buttons: 'Case Note Entry' (highlighted in yellow) and 'Case Note Report'. The 'Case Note Entry' button is described as 'Enter a new case note for the client'.

Section	Information
Case Note Entry	Enter a new case note for the client
Case Note Report	Run a report on case notes entered for this client

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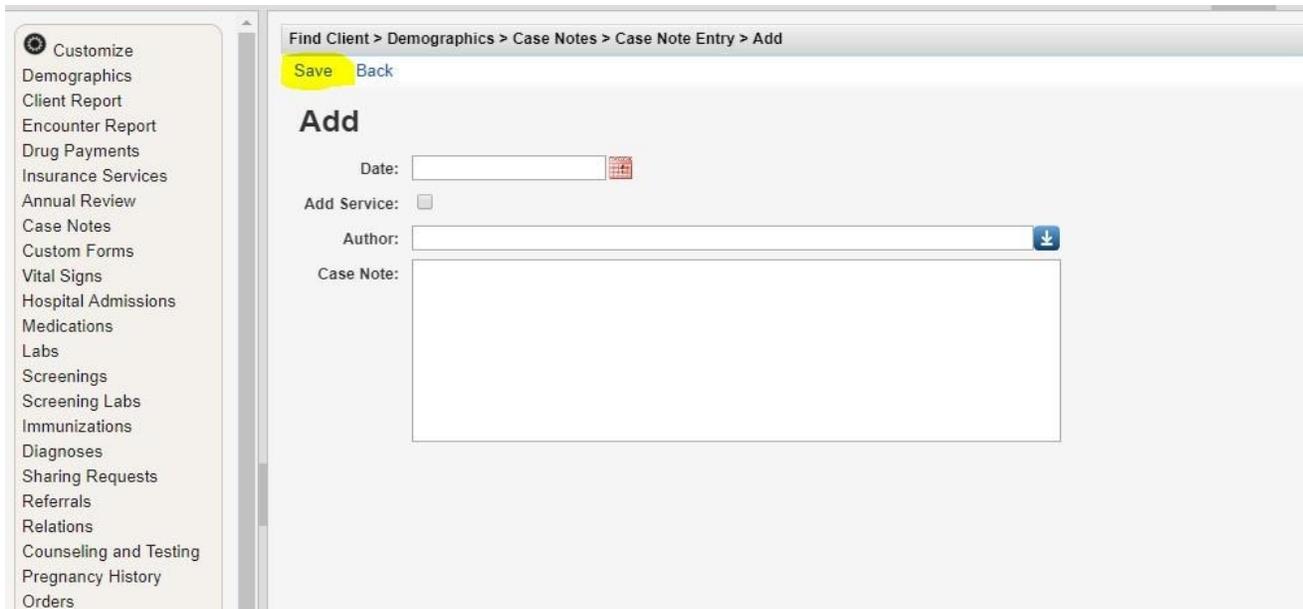
4. Select **Add**.



5. Enter the **Date** of service and **Author** name (if applicable).

6. Enter **Case Note**.

7. **Save**.



Note: If you select the **Add Service** box, you will be directed to the services tab where you can enter the service for the client. This is a short cut to adding a service.

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How To Add a Service

1. Open a client record. Select the **Services** tab from the menu of links on the left-hand side of the client record.

Find Client > Demographics

Delete Client Back

Demographics

Personal Info Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971

Change URN KMDO0212712U

Contact Information 2799 W. Grand Blvd
Detroit, MI 48202

Race/Ethnicity White

HIV Risk Factors Heterosexual

2. Select **Add**.

Find Client > Search Results > Demographics > Services

View **Add** Delete Receipts Help Print or Export

Services

Search:

Date	Subservice	Contract	Units	Price	Total	Amount Received	Provider	Ser
12/05/2014	MCM Face-to-face	First Contract	1	\$0.01	\$0.01	\$0.00	Kevin's Clinic	
11/19/2014	Mental Health Scre	First Contract	1	\$0.01	\$0.01	\$0.00	Kevin's Clinic	
11/17/2014	Mental Health Scre	First Contract	1	\$0.01	\$0.01	\$0.00	Kevin's Clinic	
11/17/2014	Nurse Visit	First Contract	1	\$0.00	\$0.00	\$0.00	Kevin's Clinic	
11/17/2014	MCM Face-to-face	First Contract	1	\$1.00	\$1.00	\$0.00	Kevin's Clinic	
11/17/2014	Non MCM	First Contract	1	\$0.01	\$0.01	\$0.00	Kevin's Clinic	
11/17/2014	Dental Cleaning	First Contract	1	\$1.00	\$1.00	\$0.00	Kevin's Clinic	

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3. Enter the **Date** the service was provided and select the **Service Name** from the subservice drop-down list.

Find Client > Demographics > Services > Add Service

Next Back

Add

Client: Kimberly Doolittle

Date: 8/20/2019

Service Name: Food Bank/Home-delivered Meals

Note: You cannot scroll through the drop-down menu. Therefore, if you need to add a service that doesn't immediately appear when you click the drop-down menu, enter the first couple of letters in the search box. From there, you can select the correct service.

4. Once you enter the date and service, click **Next**. This will take you to the next phase of adding a service.

Find Client > Demographics > Services > Add Service

Next Back

Add

Client: Kimberly Doolittle

Date: 8/20/2019

Service Name: Food Bank/Home-delivered Meals

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5. Enter the correct **Contract** and **Units**.

6. **Save**

Find Client > Demographics > Services > Add Service > Add Service

Save Back

Next

Client: Kimberly Doolittle

Date: 8/20/2019

Service Name: Food Bank/Home-delivered Meals

Contract: Part A

Units: 1

Price: 0.00 \$

Total: 0.00 \$

7. If you need to edit a service, select the service that needs editing and then click **View**. From there, you can edit the service by selecting **Edit**.

Find Client > Demographics > Services

View Add Delete Receipts Help Print or Export

Services

Search:

Date	Subservice	Contract	Units	Price	Total	Amount Received	Provider	Service Comment	Cognitive
08/20/2019	Food Bank/Home-delivered M	Part A	1	\$0.00	\$0.00	\$0.00	Kevin's Clinic		
06/03/2019	Medical Case Management	Part A	2	\$0.00	\$0.00	\$0.00	Kevin's Clinic		

Find Client > Demographics > Services > View

Edit Receipts Back

View

Provider: Kevin's Clinic

Date: 8/20/2019

Service Name: Food Bank/Home-delivered Meals

Contract: Part A

Units: 1

Price: 0.00 \$

Total: 0.00 \$

8. After you have completed your edits, click **Save**.

Find Client > Search Results > Demographics > Services > View > Edit

Save Cancel

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How to Navigate the Annual Review Tab

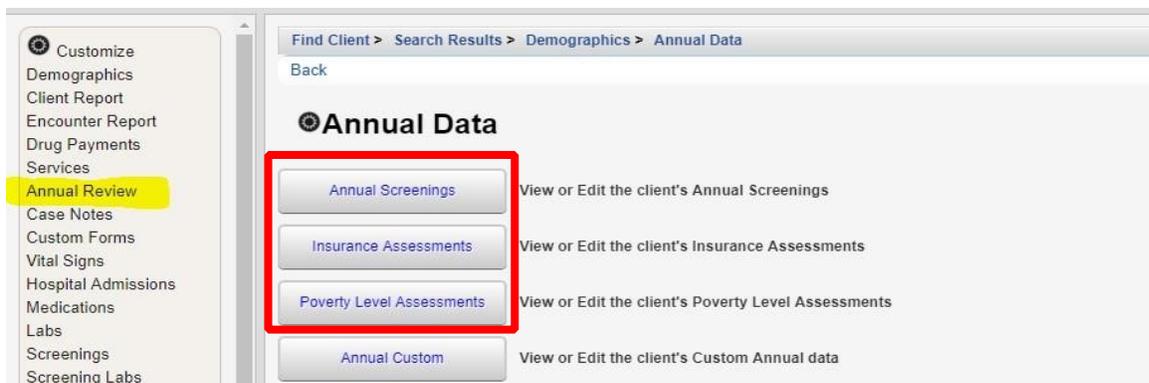
Annually, CAREWare users are required to review and update a series of fields. These include the following:

- **Insurance**
- **Federal Poverty Level**
- **Housing Arrangement**
- HIV Risk Reduction Counseling
- Mental Health and Substance Abuse Screenings
- HIV Primary Care Visits

The three bolded fields are RSR-required and must be completed for any client who received a Ryan White funded service during the reporting year.

Entering Annual Review Data

1. Open a client record. Select the **Annual Review** tab from the menu of links on the left-hand side of the client record.
2. Select the field in which you would like to add a record.



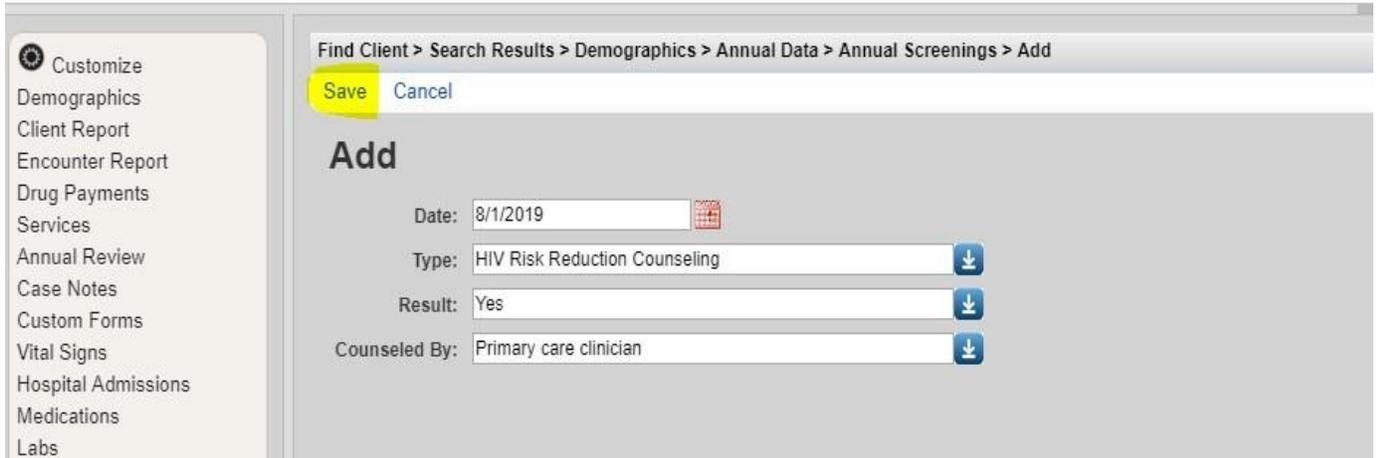
3. Select **Add**



4. Enter the **Date**, and select **Type**, **Result**, and **Counseled By** (if applicable).

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5. **Save.**



6. If you need to edit an annual review record, select the record in which you would like to edit and then select **Edit**.



That will take you back to the field and will allow you to make all the necessary changes. After making the changes, select **Save**.

Note: CAREWare 6 works by navigating tabs, and there are tabs within tabs. If you need to navigate while in a tab, you will need to use the subtabs. Below is what a subtab looks like. Click the back or next button in order to move through the different phases.



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How To Add a Medication

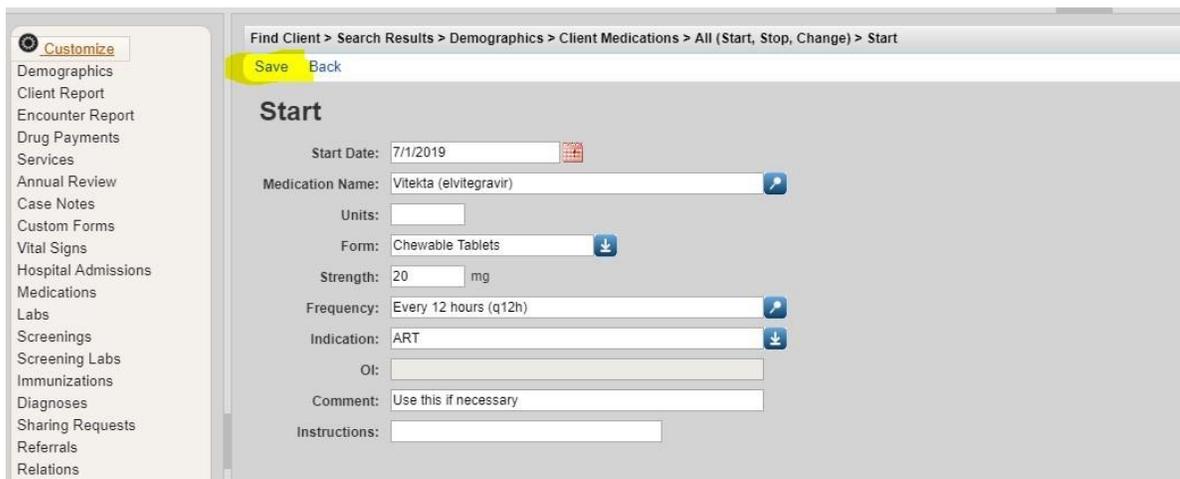
1. Open a client record. Select the **Medications** from the menu of links on the left-hand side of the client record.
2. You can view the client's current medications, past medications, allergies, and add new medications. To add or edit a medication, select **All (Start, Stop, Change)**.



3. Select **Start**.



4. From the drop-down menu, select the **Start Date, Medication Name, Units, Form, Strength, Frequency, Indication** and comments (if necessary).
5. **Save**.



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How To Edit a Medication

1. If you need to edit a medication, select the medication you would like to change and click **View**.

Find Client > Search Results > Demographics > Client Medications > All Medications

View Start Start Regimen Stop Delete Back Print or Export

All Medications

Search:

Medication Name	Abbreviation	Form	Units	Strength (mg)	Dose	Frequency	Total Dose	Indication
Sustiva (efavirenz)	EFV		1	1	1	Once a day (qd)	1	ART
Epiriv (lamivudine)	3TC		1	1	1	Once a day (qd)	1	ART
Vitekta (elvitegravir)	ELV	Chewable Tablets	1	20	20	Every 12 hours (q12h)	40	ART

2. From there, you can either correct a data error or change the dose.
3. Either select **Correct Data Error** or **Change Dose**.

Find Client > Search Results > Demographics > Client Medications > All Medications > View

Correct Data Error Change Dose Back

View

Start Date: 7/1/2019

Medication Name: Vitekta (elvitegravir)

Units: 1

Form: Chewable Tablets

Strength: 20 mg

Find Client > Search Results > Demographics > Client Medications > All Medications > View

Correct Data Error Change Dose Back

View

Start Date: 7/1/2019

Medication Name: Vitekta (elvitegravir)

Units: 1

Form: Chewable Tablets

Strength: 20 mg

4. Once you make all of the necessary changes, **Save** the record.

Find Client > Search Results > Demographics > Client Medications > All Medications > View > Change Dose

Save Cancel

Change Dose

Change Date: 8/1/2019

Medication: elvitegravir

Current Units: 1

Current Strength: 20 mg

Current Frequency: Every 12 hours (q12h)

New Units:

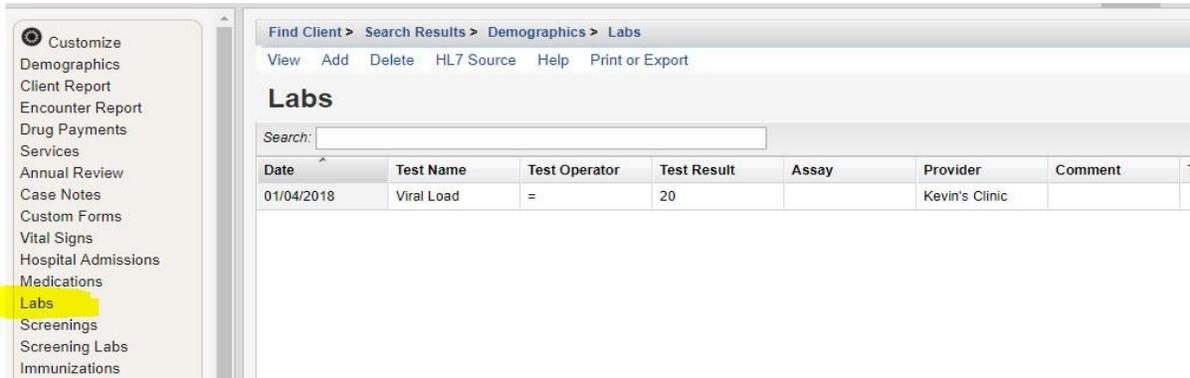
New Strength: 50 mg

New Frequency: Every 6 hours (q6h)

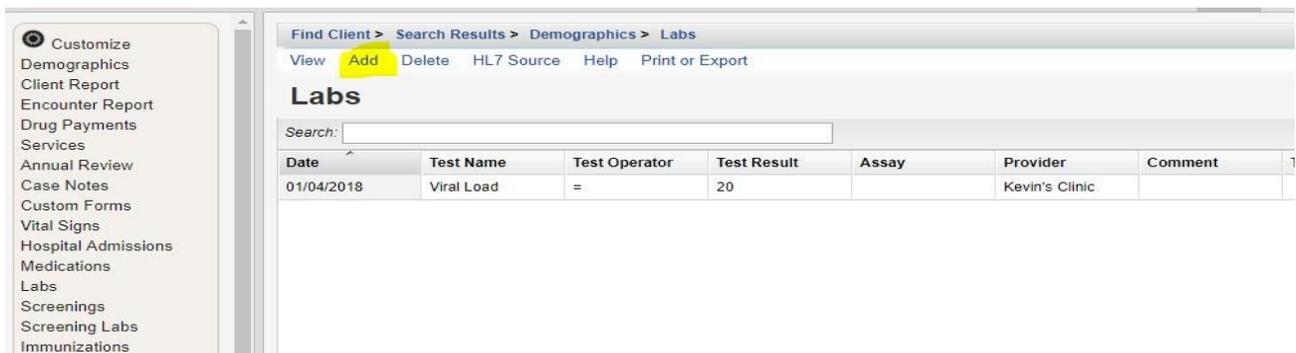
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How To Add a Lab/Screening Lab/Screening

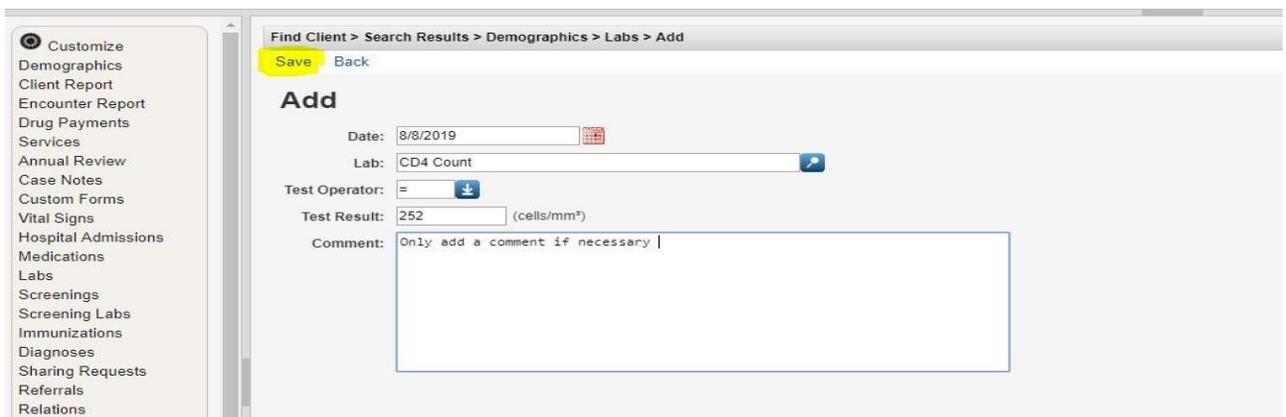
1. Open a client record. Select **Labs** or **Screening Labs** or **Screenings** from the menu of links on the left-hand side of the client record. Each is a different tab, but the information is entered the same way.



2. Click **Add**.



3. Under the drop-down menu, select the appropriate **lab**, **test operator**, and the **result**.
4. **Save**.



Note: You cannot scroll through the drop-down menu. In order to access the necessary lab, type in the first couple of letters of the lab in the search box.

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How To Navigate a Custom Tab/Field

Some agencies utilize custom tabs. In CAREWare 6, custom tabs are the last three links at the bottom of the demographics page. However, the names of the tabs have not changed. Therefore, the name in CAREWare 6 will be the same name that was in CAREWare 5.

If your tab was never given a name, then the default name will be Custom Tab 1, Custom Tab 2, or Custom Tab 3.

The screenshot shows the 'Demographics' page for a client named Kimberly Doolittle. The page has a left-hand navigation menu with various options like 'Personal Info', 'Change URN', 'Contact Information', etc. The main content area displays the following information:

Tab Name	Information
Personal Info	Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971
Change URN	KMDO0212712U
Contact Information	2799 W. Grand Blvd Detroit, MI 48202
Race/Ethnicity	White
HIV Risk Factors	Heterosexual
Vital Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White
HIV Status	HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012
Common Notes	This is something everyone needs to know. For example: Preferred name Address Change Phone Number Change
Provider Notes	No description supplied
Other Core Information	View or Edit the client's Other Core Information information
CW6 Special Information	View or Edit the client's CW6 Special Information information
Linkage	View or Edit the client's Linkage information

Every custom tab will look different, but the way you enter a record will be the same. Just remember the following:

1. If a custom tab has a drop-down menu, you must select a field from that menu.
2. You cannot scroll through the drop-down list. Therefore, type in the first couple of letters of the field name and it will appear.
3. If a custom tab requires a check mark, all you have to do is check the appropriate box.
4. If you want to close out of a custom tab before completion, simply click **Cancel**. That will take you back to the demographics page of that client's record.

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How To Enter a Custom Tab/Field Record

1. Click the custom tab that you need to access.
2. Click **Edit**.

Find Client > Demographics
Delete Client Back

Demographics

Personal Info Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971

Change URN KMDO0212712U

Contact Information 2799 W. Grand Blvd
Detroit, MI 48202

Race/Ethnicity White

HIV Risk Factors Heterosexual

Vital Enrollment Status Vital Status: Alive Current Status: Active

Eligibility Not Eligible for Ryan White

HIV Status HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012

Common Notes Preferred name
Address Change
Phone Number Change

Provider Notes No description supplied

Other Core Information View or Edit the client's Other Core Information information

CW6 Special Information View or Edit the client's CW6 Special Information information

Linkage View or Edit the client's Linkage information

3. Add all of the necessary information.
4. **Save**.

Find Client > Demographics > Other Core Information
Edit Back

Other Core Information

Client Documents: [0 Attachments](#) (Access in view mode only)

Preferred Name:

Eligibility Documents: [0 Attachments](#) (Access in view mode only)

testmemo:

hyperlink: <https://www.google.com/>

MD EVS Site: <https://encrypt.emdhealthchoice.org/emedicaid/>

Agency Case Manager:

Find Client > Demographics > Other Core Information
Save Cancel

Other Core Information

Client Documents: [0 Attachments](#) (Access in view mode only)

Preferred Name: Preferred name is Kim

Eligibility Documents: [0 Attachments](#) (Access in view mode only)

testmemo:

hyperlink: <https://www.google.com/>

MD EVS Site: <https://encrypt.emdhealthchoice.org/emedicaid/>

Agency Case Manager: Genia Owens

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Adding Attachments

Space has been created in CAREWare within the Annual Review tab to store PDF attachments with the primary purpose of reducing the burden of documenting Ryan White eligibility. There are five categories/folders:

Income Documentation

Insurance Documentation

Residency Documentation

Status Documentation

Miscellaneous Documentation (ex. License, lab report, etc.)

Think of attachments like any other information in the annual review tab. Other providers that serve the same client will have access to this information. Additionally, anyone serving that client can delete the attachments regardless of who added them into CAREWare. Therefore, please do not delete any attachments that are not your own.

Attachments Parameters

File Type: PDF files are the only file type supported in these folders.

Number of Attachments: Each Provider may upload two attachments per category for each year. This means that you may upload two income documentation attachments and two insurance documentation attachments every year; however, if you want to upload a third in any category, then you must delete one of your previous two. Keep in mind that some clients are served by multiple providers, so there may be more than two in each category as each provider may upload two.

Page Limit for Attachments: Each PDF should be no more than three pages.

File Naming: In order to keep things consistent across providers, include your agency name and the document name in your title. The date of the upload is automatically provided in the description, so it isn't necessary in the file name. Here are a few examples:

Income WSU Adult

March 2019 Income WSU Adult

HIV Status Matrix

Using Attachments for Eligibility: Providers may use documentation from other providers to prove eligibility. However, an attachment could accidentally be deleted, so we strongly recommend that you save a copy elsewhere. For example, let's say WSU Adult is serving a client and is getting ready for reassessment. They can see that HELP has already assessed and uploaded proof of residency and income. Because an updated income document has already been uploaded, WSU can utilize that information for their reassessment as well. We would advise that WSU Adult download those documents and save in their client record.

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Deleting Attachments: Only delete attachments that were uploaded by your agency. If you have a question about one of the attachments, contact MDHHS – Bureau of HIV/STD Programs (MDHHS-SHOARS-SUPPORT@michigan.gov), or the provider that uploaded the attachment. Once a document is deleted, it cannot be recovered.

Uploading Attachments (Basic Overview)

1. Login to CAREWare.
2. Select Find Client and search for the correct one.
3. Once the client file is open, select Annual Review from the menu of links on the left-hand side.
4. Select Annual Custom.
5. From there, you have a few options. More than likely, the page will be blank, which means you will need to add the year in order to add an attachment. If the year is already there, then you can select View. However, if there is no year, select Add.
6. Select the current year. Then select Save.
7. Double-click the year again. Everything will be grayed out. (It is supposed to look like that, so don't be alarmed). Do not select edit. Instead, select the category that you want to add an attachment (ex. HIV Status Documentation).
8. Select Add.
9. Select Choose Files and choose the correct file. Again, make sure it is a PDF.
10. After selecting the file, make sure it says Upload Completed Successfully. Then select Next.
11. Under content type, select PDF from the drop-down menu. You can also add a comment.
12. Select Save.
13. You will be taken back to the main page of that attachment category. You can add another document under that category if needed. If you don't need to add any additional documents, then select Back.
14. Follow steps 7-13 to add a document under other categories.

Note: If you need to delete an attachment, click the attachment (one time) and select **Delete** at the top of the page. It will ask you to confirm. Select **Confirm**. Once you do that, the attachment will be deleted.

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Viewing Other Agency Attachments (Basic Overview)

1. Login to CAREWare.
2. Select Find Client and search for the correct one.
3. Once the client file is open, select Annual Review from the menu of links on the left-hand side.
4. Select Annual Custom.
5. From there, you have a few options. More than likely, the page will be blank, which means you will need to add the year in order to add or view any attachments. If the year is already there, then you can select View. However, if there is no year, select Add.
6. Select the current year. Then select Save.
7. Notice that it still says zero attachments. In order to see if another agency has already added an attachment, either double-click the year or click once and select View.
8. If an attachment has been added, there will be a number next to the category. For example, if it says 1 Attachments next to income documentation, that means that one attachment has been uploaded.
9. To view the attachment in that category, click it. The attachment page will open and show all of the attachments under that category.
10. Double-click the attachment to view it in detail. Then click the name of the file. It will open in a separate tab.
11. Print or download the document for your records.
12. Exit the tab when you are done viewing the document. That will take you back to CAREWare.
13. Select Back to return to the main page.

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Uploading Attachments (Detailed Overview)

1. Select **Find Client**.

The screenshot shows a web application interface. On the left is a vertical navigation menu with items: Customize, Add Client, Find Client (highlighted in yellow), Reports, Rapid Entry, Appointments, My Settings, System Information, System Messages, Administrative Options, Switch Providers, and Log Off. The main content area is titled 'Find Client' and contains a 'Client Search' section. This section has a title 'Find Client' and several input fields: 'Last Name:' (highlighted in yellow), 'First Name:' (highlighted in yellow), 'DOB:' (with a calendar icon), 'ClientID:', 'URNorEURN:', and 'Encrypted UCI:'. There is also a checkbox labeled 'Active Only:' which is checked.

2. Once the client file is open, select **Annual Review** from the menu of links on the left-hand side.

The screenshot shows the 'Demographics' page for a client. The left navigation menu is expanded, with 'Annual Review' highlighted in yellow. The main content area has a breadcrumb trail: 'Find Client > Search Results > Demographics'. Below this are links for 'Delete Client' and 'Back'. The title is 'Demographics'. There are several sections, each with a button and associated data: 'Personal Info' (Client ID: Name: Henson, Taraji Gender: Female DOB: 02/12/1971), 'Change URN' (TRHN0212712U), 'Contact Information' (No description supplied), 'Race/Ethnicity' (No description supplied), 'HIV Risk Factors' (No description supplied), and 'Vital Enrollment Status' (Vital Status: Alive Current Status: Active).

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3. Select **Annual Custom**.

The screenshot shows a breadcrumb trail: [Find Client](#) > [Search Results](#) > [Demographics](#) > [Annual Data](#). Below the trail is a 'Back' button. The main heading is 'Annual Data' with a gear icon. A list of menu items follows:

- Annual Screenings: View or Edit the client's Annual Screenings
- Insurance Assessments: View or Edit the client's Insurance Assessments
- Poverty Level Assessments: View or Edit the client's Poverty Level Assessments
- Annual Custom**: View or Edit the client's Custom Annual data (highlighted in yellow)
- Quarter 1: View or Edit the client's Custom Quarter 1 data
- Quarter 2: View or Edit the client's Custom Quarter 2 data

4. If the page is blank, select **Add**.

The screenshot shows a breadcrumb trail: [Client Resolution](#) > [View More Information](#) > [Personal Info](#) > [Demographics](#) > [Annual Data](#) > [Annual Custom](#). Below the trail are buttons: View, **Add** (highlighted in yellow), Edit, Back, Help, and Print or Export. The main heading is 'Annual Custom'. Below the heading is a search box labeled 'Search:'. Below the search box is a table header:

Ye	HIV	Inco	Insu	Misc	Resi
----	-----	------	------	------	------

4A. If there is a year available, either double-click the year or click once and select **View**.

The screenshot shows the same breadcrumb trail and buttons as the previous screenshot. Below the search box is a table with data for the year 2020:

Year	HIV	Inco	Insu	Misc	Resi
2020	0 Att				

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5. Select the **current** year. Then select **Save**.

Find Client > Search Results > Demographics > Annual Data > Annual Custom > Add

Save Cancel

Add

Year:

HIV Status Documentation: [0 Attachments](#) (Access in view mode only)

Income Documentation: [0 Attachments](#) (Access in view mode only)

Insurance Documentation: [0 Attachments](#) (Access in view mode only)

Miscellaneous Documentation: [0 Attachments](#) (Access in view mode only)

Residency Documentation: [0 Attachments](#) (Access in view mode only)

6. Double-click the year again. Everything will be grayed out. (It is supposed to look like that, so don't worry.) **Do not** select edit. Instead, select the category that you want to add an attachment.

Find Client > Search Results > Demographics > Annual Data > Annual Custom > Add > View

Edit Back

View

Year:

HIV Status Documentation: [0 Attachments](#) (Access in view mode only)

Income Documentation: [0 Attachments](#) (Access in view mode only)

Insurance Documentation: [0 Attachments](#) (Access in view mode only)

Miscellaneous Documentation: [0 Attachments](#) (Access in view mode only)

Residency Documentation: [0 Attachments](#) (Access in view mode only)

7. Select **Add**.

Find Client > Search Results > Demographics > Annual Data > Annual Custom > Add > View > 0 Attachments

View **Add** Edit Delete Link Back Print or Export

Attachments

Search:

Content Type	Attach Date	Attach User	Mod Date	Mod User	File Type	File Name
--------------	-------------	-------------	----------	----------	-----------	-----------

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8. Select **Choose Files** and choose the correct file. Again, make sure it is a PDF.

Find Client > Search Results > Demographics > Annual Data > Annual Custom > Add > View > 0 Attachments > Add

Next Back

Add

File Name(s): No file chosen

9. After selecting the file, make sure it says **Upload Completed Successfully**. Then select **Next**.

Find Client > Search Results > Demographics > Annual Data > Annual Custom > Add > View > 0 Attachments > Add

Next Back

Add

File Name(s): Income_HFHS.pdf Upload Completed Successfully. (307.09 KB of 307.09 KB)

10. Under content type, select **PDF** from the drop-down menu. You can also add a comment. When complete, **Save**.

Find Client > Search Results > Demographics > Annual Data > Annual Custom > Add > View > 0 Attachments > Add > Next

Save Back

Next

Income_HFHS.pdf

Content Type: PDF

Comment:

This is what a fully submitted attachment looks like. If you need to add another under the same category, follow steps 4 -10.

Find Client > Search Results > Demographics > Annual Data > Annual Custom > Add > View > 0 Attachments

View Add Edit Delete Link Back Print or Export

Attachments

Search:

Content Type	Attach Date	Attach User	Mod Date	Mod User	File Type	File Name
PDF	4/23/2020	Owensg4561	4/23/2020	Owensg4561	.pdf	Income_HFHS

If you don't need to add any additional documents, then select **Back**.

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11. If you need to delete an attachment, click the attachment and then select **Delete**.

Find Client > Search Results > Demographics > Annual Data > Annual Custom > Add > View > 0 Attachments

View Add Edit **Delete** Link Back Print or Export

Attachments

Search:

Content Type	Attach Date	Attach User	Mod Date	Mod User	File Type	File Name
PDF	4/23/2020	Owensg4561	4/23/2020	Owensg4561	.pdf	Income_HFHS

12. You will be asked to confirm. Select **Confirm**.

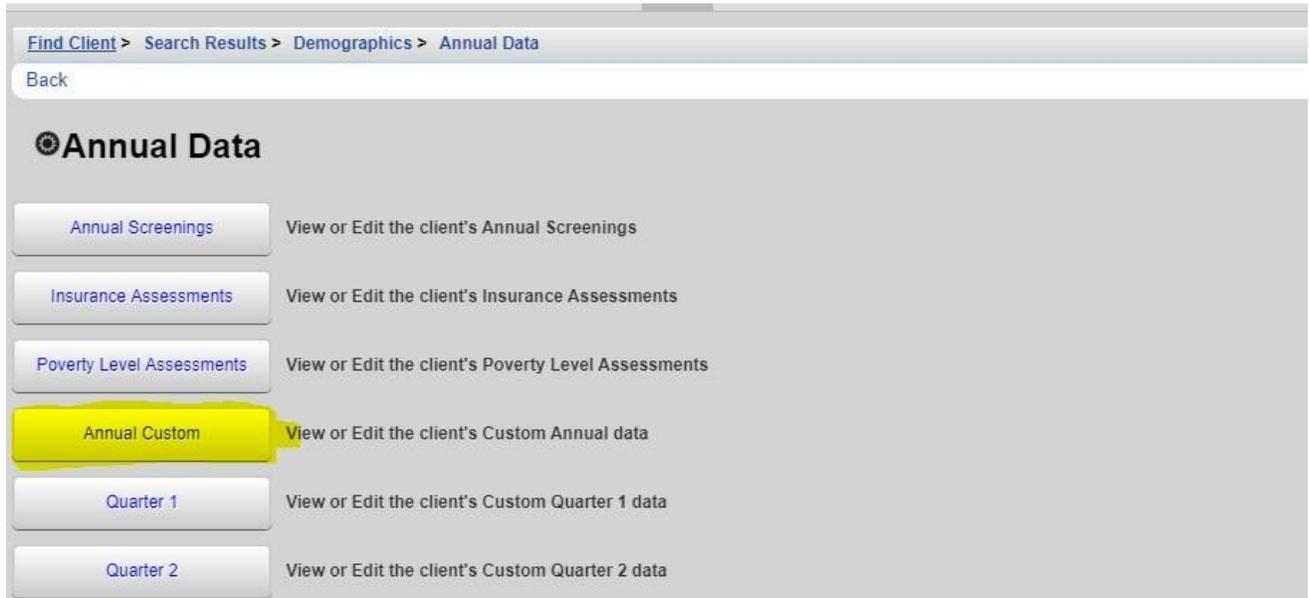


13. Once you confirm, the attachment will be deleted.

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Viewing Other Agency Attachments (Detailed Overview)

1. Select **Annual Custom**.



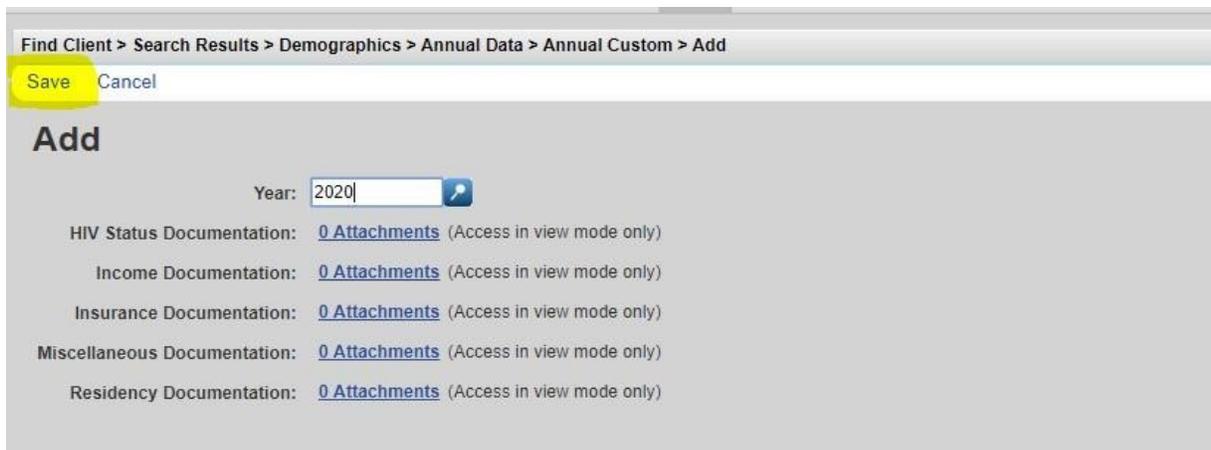
The screenshot shows a breadcrumb trail: [Find Client](#) > [Search Results](#) > [Demographics](#) > [Annual Data](#). Below the trail is a "Back" button. The main heading is "Annual Data" with a gear icon. There are six buttons, each with a description: "Annual Screenings" (View or Edit the client's Annual Screenings), "Insurance Assessments" (View or Edit the client's Insurance Assessments), "Poverty Level Assessments" (View or Edit the client's Poverty Level Assessments), "Annual Custom" (View or Edit the client's Custom Annual data), "Quarter 1" (View or Edit the client's Custom Quarter 1 data), and "Quarter 2" (View or Edit the client's Custom Quarter 2 data). The "Annual Custom" button is highlighted in yellow.

2. You will need to add the current year in order to see any attachments that have been uploaded. Select **Add**.



The screenshot shows a breadcrumb trail: [Client Resolution](#) > [View More Information](#) > [Personal Info](#) > [Demographics](#) > [Annual Data](#) > [Annual Custom](#). Below the trail are buttons: "View", "Add" (highlighted in yellow), "Edit", "Back", "Help", and "Print or Export". The main heading is "Annual Custom". There is a "Search:" input field. Below it is a table with columns: "Ye", "HIV", "Inco", "Insu", "Misc", and "Resi".

3. Select the current year. **Save**.



The screenshot shows a breadcrumb trail: [Find Client](#) > [Search Results](#) > [Demographics](#) > [Annual Data](#) > [Annual Custom](#) > [Add](#). Below the trail are buttons: "Save" (highlighted in yellow) and "Cancel". The main heading is "Add". There is a "Year:" label followed by an input field containing "2020" and a calendar icon. Below this are five rows of documentation counts: "HIV Status Documentation: 0 Attachments (Access in view mode only)", "Income Documentation: 0 Attachments (Access in view mode only)", "Insurance Documentation: 0 Attachments (Access in view mode only)", "Miscellaneous Documentation: 0 Attachments (Access in view mode only)", and "Residency Documentation: 0 Attachments (Access in view mode only)".

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- Notice that it still says zero attachments. In order to see if another agency has already added an attachment, either double-click the year or click once and select **View**.

Client Resolution > View More Information > Personal Info > Demographics > Annual Data > Annual Custom

View Add Edit Back Help Print or Export

Annual Custom

Search:

Year	HIV	Inco	Insu	Misc	Resi
2020	0 Att				

- Now, you will be able to see if an attachment has been added to any of the categories. Click the attachment.

Client Resolution > View More Information > Personal Info > Demographics > Annual Data > Annual Custom > View

Edit Back

View

Year:

HIV Status Documentation: **1 Attachments** (Access in view mode only)

Income Documentation: [0 Attachments](#) (Access in view mode only)

Insurance Documentation: [0 Attachments](#) (Access in view mode only)

Miscellaneous Documentation: [0 Attachments](#) (Access in view mode only)

Residency Documentation: [0 Attachments](#) (Access in view mode only)

- To view the attachment, either double-click or click once and select **View**.

Client Resolution > View More Information > Personal Info > Demographics > Annual Data > Annual Custom > View > 1 Attachments

View Add Edit Delete Link Back Print or Export

Attachments

Search:

Conten	Attach Date	Attach User	Mod Date	Mod User	Fi File Name	Comment
PDF	4/23/2020	Owensg4561	4/23/2020	Owensg4561	.p Income_HFHS	

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7. Click the name of the file.

Client Resolution > View More Information > Personal Info > Demographics > Annual Data > Annual Custom > View > 1 Attachments > View

Edit Back

View

File Name: **Income_HFHS.pdf**

Content Type: PDF

Comment:

8. The file will open in a separate tab. Print or download the document for your records.



MICHIGAN CAREWARE USER REQUEST

Michigan Department of Health and Human Services

Technical Support Email: MDHHS-DHSP-TAandData-Requests@michigan.gov Fax: 517-335-7209

ADD CAREWARE USER

Agency <input type="text"/>	Date <input type="text"/>	
Program <input type="checkbox"/> Ryan White Part A <input type="checkbox"/> Ryan White Part B <input type="checkbox"/> Ryan White Part D <input type="checkbox"/> Care Coordination <input type="checkbox"/> Data to Care <input type="checkbox"/> Tobacco Cessation <input type="checkbox"/> Other <input type="text"/>		
Name (Last, First) <input type="text"/>	Phone <input type="text"/>	Email Address <input type="text"/>
Job Title <input type="text"/>	MILogin ID <input type="text"/>	

9. Exit the tab when you are done. That will take you back to CAREWare. Select **Back** to return to the main page.

Client Resolution > View More Information > Personal Info > Demographics > Annual Data > Annual Custom > View > 1 Attachments > View

Edit **Back**

View

File Name: Income_HFHS.pdf

Content Type: PDF

Comment:

Note: Do not select Edit. This is only needed if you want to edit the document. The only time you will need to use this function is if you need to edit a document you have uploaded.

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What You Must Enter into CAREWare for the Ryan White Services Report (RSR)

The Ryan White HIV/AIDS Programs Services Report (RSR) is a client-level data reporting requirement that monitors the characteristics of Ryan White HIV/AIDS Program Parts recipients, providers, and clients served. All Ryan White HIV/AIDS Program-funded recipients (Parts A-D) and their contracted service providers are required to report client-level data annually to the HIV/AIDS Bureau through the RSR.

In order to limit the amount of data clean up that has to be done at the end of the year, it is imperative that you enter in all of the relevant information that is needed for the report.

Below is a list of items that must be entered in CAREWare for the RSR:

Located under the **Demographics** tab

1. Enrollment Status/Eligibility
2. Vital Status (Alive, Deceased)
3. Race/Ethnicity (includes Asian and Hispanic Subgroups)
4. Gender
5. HIV Status
6. HIV Risk Factor

Located under the **Annual Review** tab

7. Housing Status
8. Poverty Level
9. Medical Insurance

Located under the **Medications** tab

10. ART Medications

Located under the **Services** tab

11. Services Provided

Located under the **Labs** tab

12. CD4/Viral Load Tests

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CAREWare 6: Running Financial Reports

This guide will walk you through the basics of creating and running a financial report. It includes definitions of all financial report fields.

What is a Financial Report?

- Financial reports are used to calculate the total number of clients receiving individual services. For example, you can run a financial report to see how many clients received EIS services at your agency. However, financial reports will not tell you any client names or other information. For that, you will need a custom report.
- You can also customize your financial reports to pull in specific criteria. For instance, you can filter a report that only calculates female clients who have received services at your agency.

Financial Report Field Definitions

- **Begin Date & End Date:** Date range you want to measure
- **Funding Source Filter:** Use this to pick the correct contract. Examples include MAI (Part A), Part A, Part B, etc.
- **Edit Filter:** This is used to add a filter to the financial report. For example, use edit filter to calculate the number of female clients who have received services at your agency
- **Run:** Use this to run the report
- **PDF:** Runs the report as a PDF
- **Back:** Use this to go back to the previous page or step
- **Include Subservice Detail:** Includes all services plus their subservices. Examples include EIS Discharge, MCM Discharge, OAHS Medical Complex, etc.
- **Filter Description:** Describes the filter created (if applicable)

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Running a Basic Financial Report (Quick Overview)

1. Login to CAREWare.
2. Select **Reports** tab.
3. Select **Financial Report** from the menu of links.
4. Specify the **Begin Date & End Date**.
5. Select **Funding Source Filter**. Choose the correct funding source. If it is multiple funding sources, make sure you check all that apply. If your funding source is not on the first page, you can type it into the search box.
6. Select **Save**. This will take you back to the main page of the financial report. From there, you can run your report.
7. Select **Run**. On the upper right-hand side, you will see a box that lets you know the report is running.
8. Once the report has generated, you will receive a message that says **Complete** (on the upper right-hand side too). Click **View Financial Report**.

Note: If you want to save the file or view it as a PDF, you should run it as a PDF. Click PDF instead of Run.

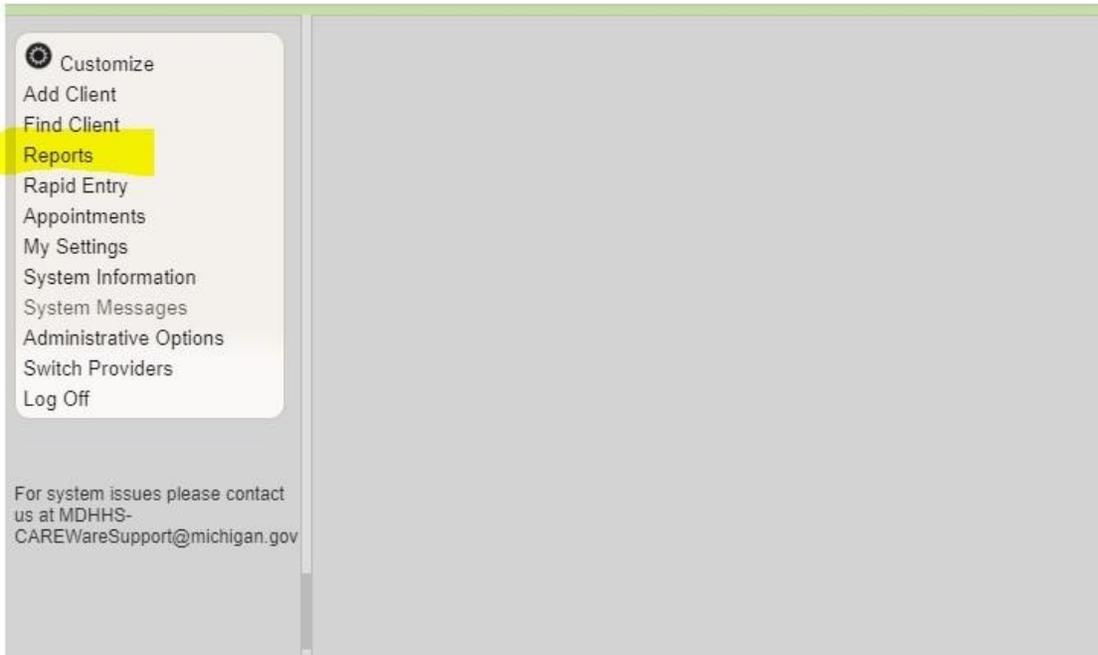
Adding a Filter to the Financial Report

1. Follow steps 1-6. Then select **Edit Filter**.
2. Select **Add**.
3. Select the criteria you would like to use for the filter from the list provided by clicking on the field name and clicking **Use Field**. You can narrow down the list by typing in the search bar at the top.
4. Most field selections will have you set parameters by using the **Drop-down List**. Enter the necessary information under the drop-down menu.
5. Select **Save**.
6. You can add as many filters as you need. Once you are done adding filters, click **Back**. This will take you back to the financial report main page.
7. Click **Apply Filter**.
8. Then select **Run Report** or **PDF**.
9. Once the report has generated, you will receive a message that says **Complete** (on the upper right-hand side too). Click **View Financial Report**.

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Running a Basic Financial Report (Detailed Overview)

1. Select the **Reports** tab.



2. Select **Financial Report** from the menu of links.



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This will take you to the main page for financial reports.

CAREWare Reports > Financial Report Settings

Funding Source Filter Edit Filter Run PDF Help Back

Financial Report Settings

Begin Date:

End Date:

Funding Sources: No Funding Source Filter Applied.

Include Subservice Detail?:

Include Provider Information?:

Pull Amount Received from receipts in the date span?:

Apply Filter:

Filter Description: Report Filter is empty

3. Specify the **Begin Date & End Date.**

CAREWare Reports > Financial Report Settings

Funding Source Filter Edit Filter Run PDF Help Back

Financial Report Settings

Begin Date: 01/01/2019

End Date: 07/30/2019

Funding Sources: No Funding Source Filter Applied.

4. Select **Funding Source Filter.**

CAREWare Reports > Financial Report Settings

Funding Source Filter Edit Filter Run PDF Help Back

Financial Report Settings

Begin Date:

End Date:

Funding Sources: No Funding Source Filter Applied.

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5. Choose Funding Source.

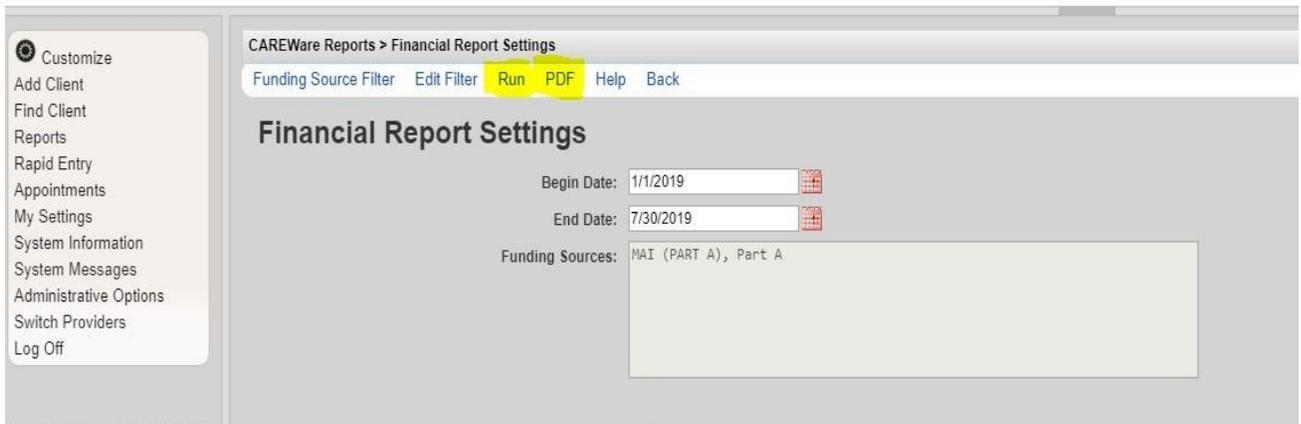


Note: You can type the funding source into the search bar to narrow down the list. You can also check multiple funding sources.

6. Save.



7. This will take you back to the main page of the financial report. From there, run your report. You have two options: **Run** the report or run it as a **PDF**.

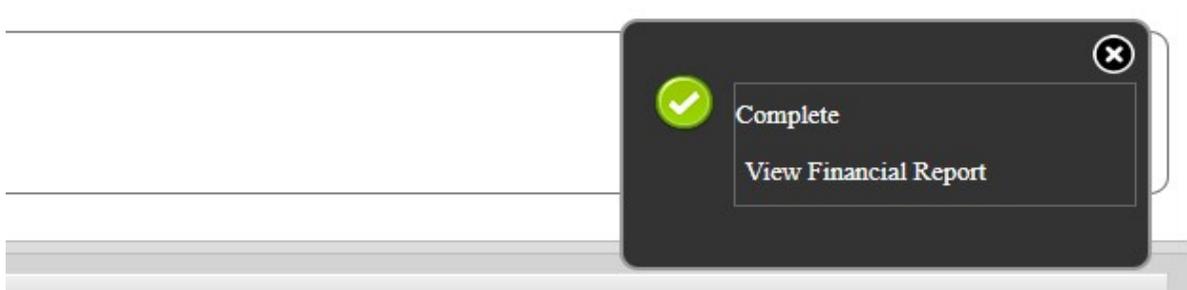


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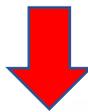
8. On the upper right-hand side, you will see a box that lets you know the report is **Running**. You want to see this box.



9. Once the report generates, you will receive a message (also on the upper right-hand side) that says **Complete**. Click **View Financial Report**.



10. Your report should look like this.



Financial Report

Tuesday, January 1, 2019 through Tuesday, July 30, 2019

Report Criteria:

Providers:	Henry Ford Hospital
Funding Sources:	Part A, MAI (PART A)
Group By Providers:	False
Include Subservice Detail:	False
Receipts In Period:	False

Henry Ford Hospital

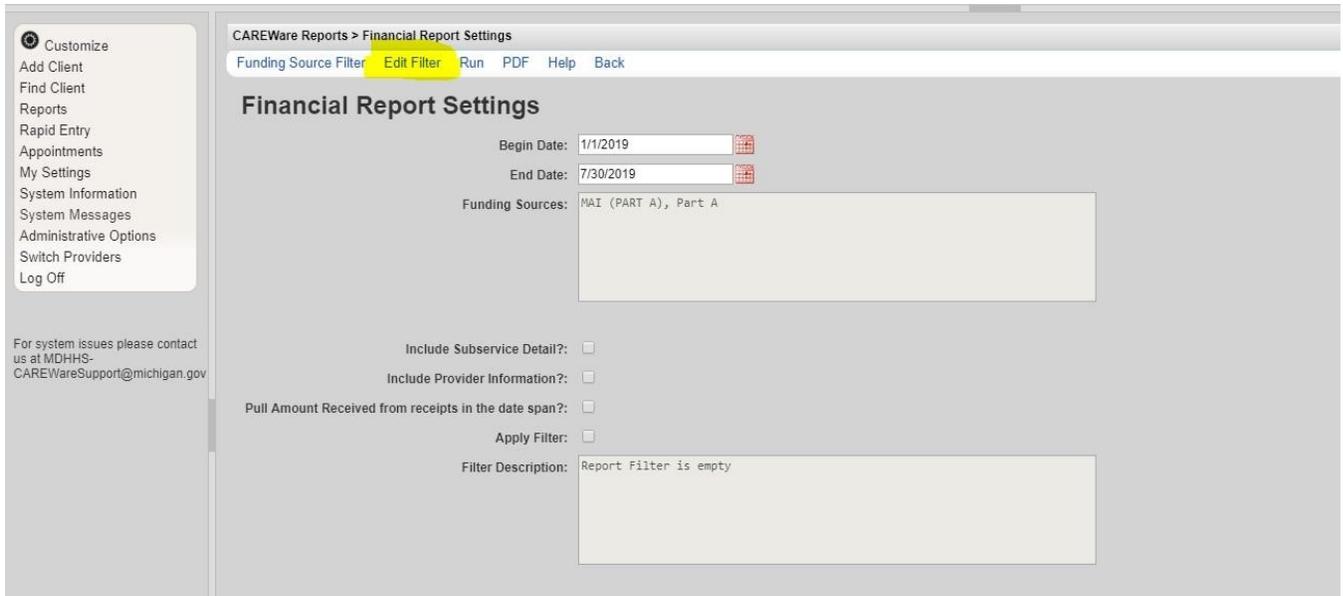
	Clients:	Units:	Total:	Amount Received:	Not Received:
Early Intervention Services					
Early Intervention ServicesTotals:	96	1127	\$0.00	\$0.00	\$0.00
Outpatient/Ambulatory Health Services					
Outpatient/Ambulatory Health ServicesTotals:	619	1827	\$0.00	\$0.00	\$0.00
Provider Totals:	644	2954	\$0.00	\$0.00	\$0.00

Note: The report will open up on a separate tab. When you need to exit the report, simply close the tab. That will take you back to CAREWare.

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Adding a Filter to the Financial Report

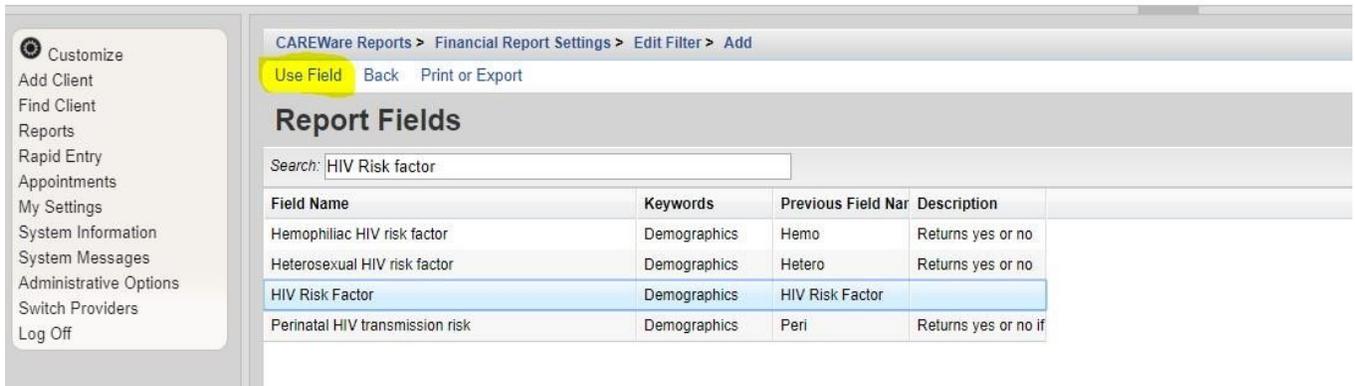
1. Follow steps 1-6 of running a basic financial report. Then select **Edit Filter**.



2. Select **Add**.



3. Select the criteria you would like to filter from the list provided and click **Use Field**. You can narrow down the list by typing the name in the search bar at the top.



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4. Most filters will require you to set parameters (provide more information because the field has a wide range of options). Click the drop-down menu to set those parameters.

5. Save

6. Add as many filters as necessary. For instance, you could add a filter for race, age, virally suppressed clients, etc. If you need to add multiple filters, make sure you choose the correct **operator**. There are two choices for operator:

Operator = AND means all of criteria has to be met in order to pull in clients.

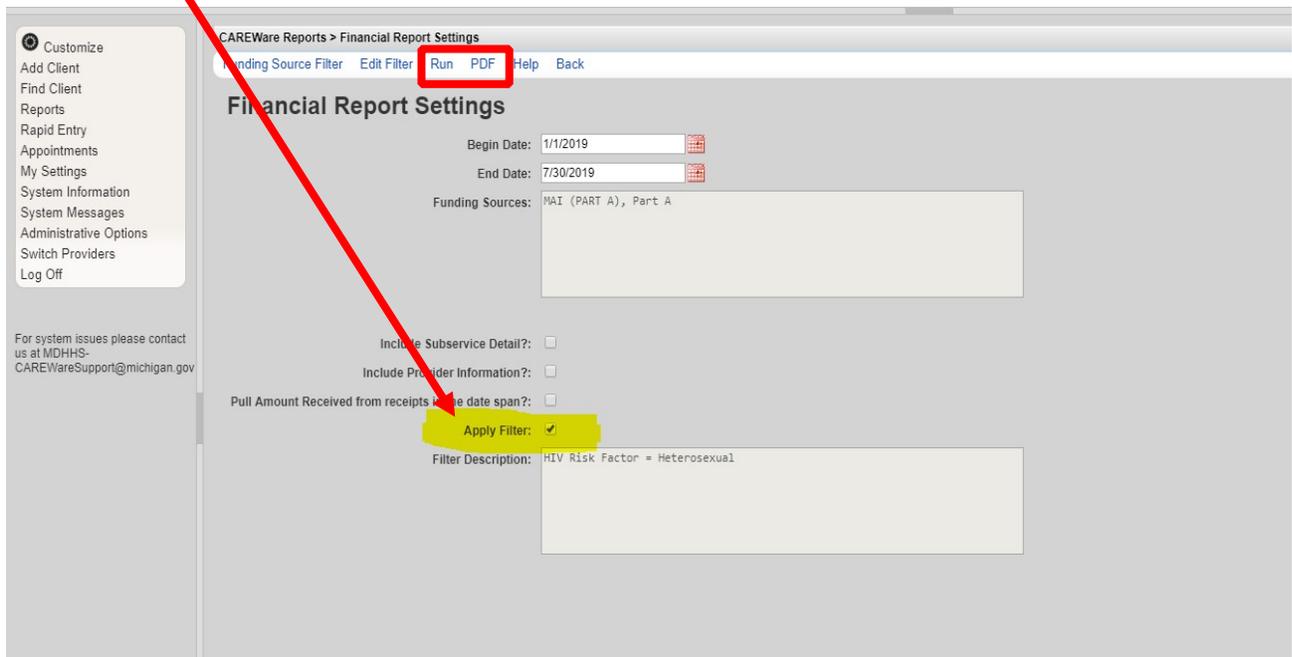
Operator = OR means that any of the filters can be met in order to be pulled into the report.

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- Once you are done adding all of your filters, click **Back**. This will take you back to the financial report main page.



- Select **Apply Filter**. It is important that you select **Apply Filter** in order for the filter to be pulled into the report. Then, click **Run of PDF**.



Note: Once **Apply Filter** is checked, it will stay checked until you uncheck it. That means that **anyone** from your agency who tries to run a report will have that filter applied to it. That will skew your data, so please make sure you uncheck the box once you are done running your report.

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10. Once the report is generated, this is what it will look like. View or save it.

Financial Report

Tuesday, January 1, 2019 through Tuesday, July 30, 2019

Report Criteria:

Providers: Henry Ford Hospital
Funding Sources: Part A, MAI (PART A)
Group By Providers: False
Include Subservice Detail: False
Receipts In Period: False
Custom Filter: HIV Risk Factor = Heterosexual

Henry Ford Hospital

Early Intervention Services	Clients:	Units:	Total:	Amount Received:	Not Received:
Early Intervention ServicesTotals:	25	266	\$0.00	\$0.00	\$0.00
Outpatient/Ambulatory Health Services	Clients:	Units:	Total:	Amount Received:	Not Received:
Outpatient/Ambulatory Health ServicesTotals:	229	654	\$0.00	\$0.00	\$0.00
Provider Totals:	237	920	\$0.00	\$0.00	\$0.00

Note: This is how you know the filter has been applied to the report.

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CAREWare 6: Running a Performance Measure

What is a Performance Measure?

- Performance measures generate reliable data on the quality-of-care clients receive; this can be measured at an agency level or by funding sources such as Part A or Part B. Performance measures are used to calculate many things including:
 - The number of virally suppressed clients
 - The number of clients prescribed ARTs
 - The number of clients that had medical visits during the year
- There are two ways to run performance measures:
 - Run a Basic Performance Measure
 - Run a Performance Measure Client List
- The Basic measure pulls the percentage of clients that meet the criteria of the performance measure.
- The Client List report pulls the actual clients that meet or do not meet the criteria for the performance measure.

Running a Basic Performance Measure

Quick Overview:

1. Login to CAREWare.
2. Select the **Reports** tab.
3. Select the **Performance Measures** tab.
4. Select **Run Performance Measures**.
5. A list of all performance measures will appear. Select the performance measure you want to run. You can use the search box to narrow down your search.
6. Select **Evaluate Selected** at the top of the page.
7. This will take you to the page to set the parameters of your report.
8. Click **Edit**.
9. Specify the **As of Date** (this will be the date at which the performance measure stops). For example, an as of date of 09/30/19 would indicate to CAREWare to run data for one year back from that date (09/30/18 – 09/30/19). Once you add the date, **Save** it.
10. Select **Run**. On the right-hand side, you will see a box that lets you know the report is running.
11. Once the report has generated, you will receive a message that says **Report Generation Complete** (on the right-hand side too). Select **View Report**.
12. If you want to run multiple reports at once, click all the ones you want to run (step 5). Then follow the subsequent steps.

Note: The report will open on a separate tab. In order to get back to CAREWare, simply exit the tab. That will take you back to the performance measure tab.

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Running a Performance Measure Client List

Quick Overview:

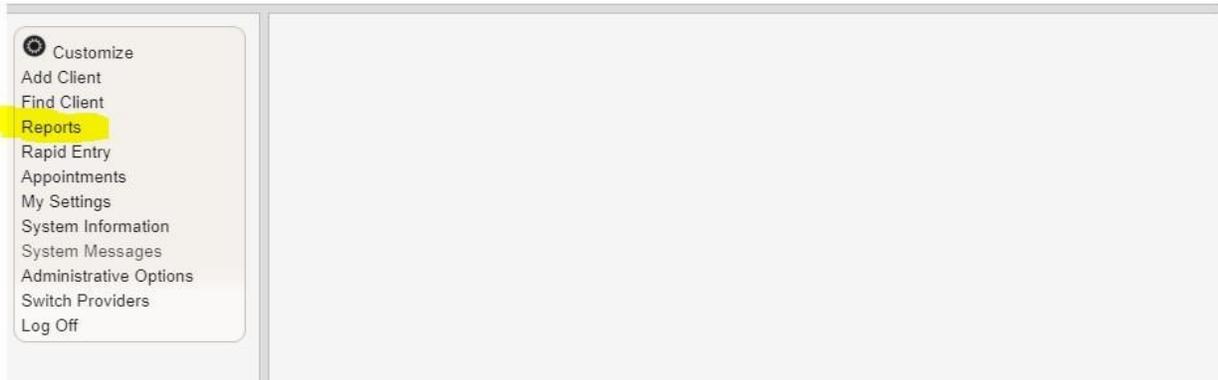
1. Login to CAREWare.
2. Select the **Reports** tab.
3. Select the **Performance Measures** tab.
4. Select **Create Client List**.
5. A list of all performance measures will appear. Select the performance measure you want to run. You can use the search box to narrow down your search.
6. Select **Use Selected** at the top of the page.
7. This will take you to the page to set the parameters of your report. This is where you choose the date, section, and output format.
8. Click **Edit**.
9. Specify the **As of Date**, **Performance Measure Section** (there are four options: Not In Numerator, In Numerator, In Denominator, and Not in Denominator) and **Output Format** (this is how you will see the report as a separate document or in CAREWare).
10. Once you make your selections, click **Save**.
11. Select **Create Client List**.

Note: If you run the report as a separate document, you will receive a message on the right-hand side that says the report is generating and lets you know once you can view it.

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Detailed Overview: Running Basic Performance Measure

1. Select the **Reports** tab.



2. Select **Performance Measures**.



3. Select **Run Performance Measures**.



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- A list of all performance measures will appear. Select the performance measure you want to run. You can use the search box to narrow down your search.

CAREWare Reports > Performance Measures > Evaluate Measures

Evaluate Selected Evaluate Group Back Print or Export

Evaluate Measures

Search: CORE01A

Selected	Code	Name	Description
<input type="checkbox"/>	CORE01AH	Viral Load Suppress	Percentage of client
<input type="checkbox"/>	CORE01AM	HAB: Viral Load Su	Percentage of client
<input checked="" type="checkbox"/>	CORE01A	HAB: Viral Load Su	Percentage of client

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- Select **Evaluate Selected** (top of page).

CAREWare Reports > Performance Measures > Evaluate Measures

Evaluate Selected Evaluate Group Back Print or Export

Evaluate Measures

Search: CORE01A

Selected	Code	Name	Description
<input type="checkbox"/>	CORE01AH	Viral Load Suppress	Percentage of client
<input type="checkbox"/>	CORE01AM	HAB: Viral Load Su	Percentage of client
<input checked="" type="checkbox"/>	CORE01A	HAB: Viral Load Su	Percentage of client

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- This will take you to the page to set parameters for your report. Click **Edit**.

CAREWare Reports > Performance Measures > Evaluate Measures > Performance Measure Settings

Edit Selected Providers Today Run Back

Performance Measure Settings

Parameters

AsOfDate: 12/31/2018

Performance Measures: HAB: Viral Load Suppression_Part A. (CORE01A)

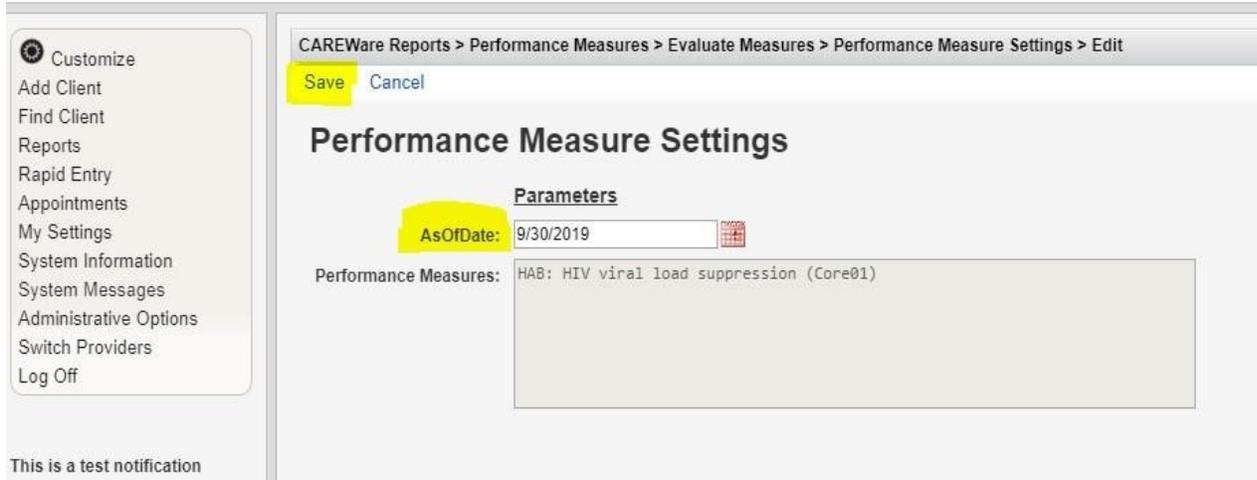
Selected Providers: Henry Ford Hospital, Matrix Human Services, Oakland Integrated Health Network

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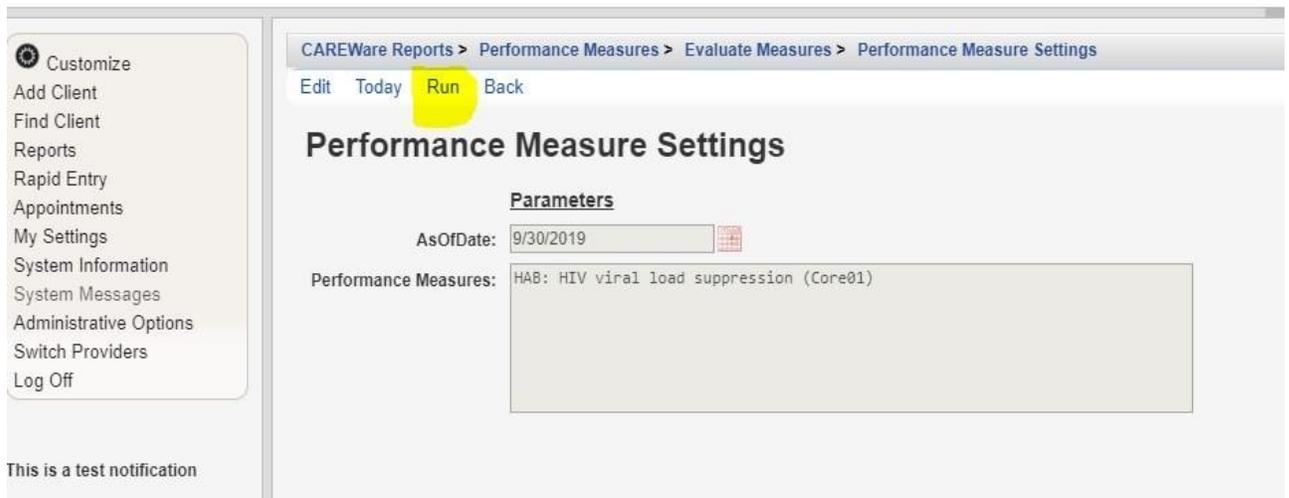
- Select the **As of Date** (this will be the date at which the performance measure stops). For example, an as of date of 09/30/19 would indicate to CAREWare to run data for one year back from that date (09/30/18- 09/30/19).

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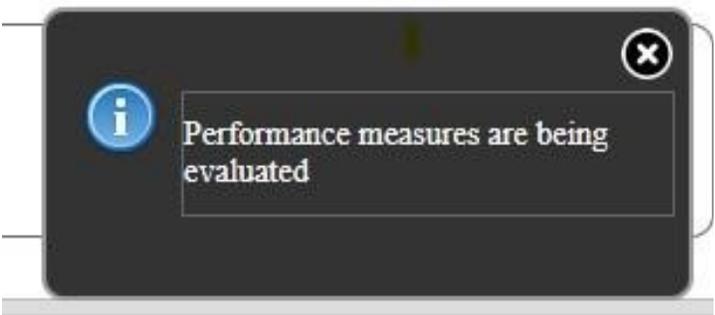
8. **Save.**



9. **Select Run.**



Note: On the right-hand side, you will see a box that lets you know the report is generating.

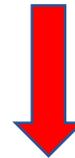


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10. **Once** the report has generated, you will receive a message that says **Report Generation Complete** (on the right-hand side too). Select **View Report**.



The report will open on a separate tab. This is what it looks like:



Multiple Performance Measures Report 9/30/2019

Selection: State ADAP Program

<u>Code:</u>	<u>Name:</u>	<u>Numerator:</u>	<u>Denominator:</u>	<u>Percent:</u>
Core01	HAB: HIV viral load suppression	0	2	0.00%

In order to get back to CAREWare, simply exit the tab. That will take you back to the performance measure tab.

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Detailed Overview: Running a Performance Measure Client List

1. Follow steps 1-3 of running a basic performance measure.
2. Select **Create Client List**.

The screenshot shows the 'Performance Measures' section of the CAREWare interface. On the left is a navigation menu with options like 'Customize', 'Add Client', 'Find Client', 'Reports', 'Rapid Entry', 'Appointments', 'My Settings', 'System Information', 'System Messages', 'Administrative Options', 'Switch Providers', and 'Log Off'. Below the menu is a test notification. The main content area has a breadcrumb trail 'CAREWare Reports > Performance Measures' and a 'Back' link. The title is 'Performance Measures'. There are seven buttons with descriptions: 'Run Performance Measures' (Evaluate the current status of one or more performance measures), 'Create Client List' (highlighted in yellow, Examine clients in the performance measure sections), 'Create Aggregate Report' (Track results for a performance measure over time), 'Set up, Copy, and Customize Performance Measures' (Manage the list of available performance measures), 'Import Performance Measures' (Import external performance measures from file), 'Export Performance Measures' (Create an export containing performance measure configurations), and 'Setup Client Tab' (Configure the performance measure tab within the client record). At the bottom is 'HIVQM Export Groups' (Manage HIVQM Export Groups).

3. A list of all performance measures will appear. Select the performance measure you want to run.
4. Select **Use Selected**.

The screenshot shows the 'Client List' page in CAREWare. The breadcrumb trail is 'CAREWare Reports > Performance Measures > Client List'. There are three links: 'Use Selected' (highlighted in yellow), 'Back', and 'Print or Export'. Below the links is a search box containing the text 'core'. A table displays the results:

Code	Name	Description
Core02	HAB: Prescription of antiretroviral the	Percentage of client
Core01	HAB: HIV viral load suppression	Percentage of client
Core04	HAB: Gap in HIV medical visits	Percentage of client
Core03	HAB: HIV medical visit frequency	Percentage of client

Below the table is another test notification.

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5. This will take you to the page to set parameters for your report. Select **Edit**.

CAREWare Reports > Performance Measures > Client List > Performance Measure Client List Settings

Edit Today Create Client List Back

Performance Measure Client List Settings

Performance Measure:

As Of Date:

Performance Measure Section:

Output Format:

6. Specify the **As of Date**, **Performance Measure Section**, and **Output Format**.

7. Select **Save**.

CAREWare Reports > Performance Measures > Client List > Performance Measure Client List Settings

Save Cancel

Performance Measure Client List Settings

Performance Measure:

As Of Date:

Performance Measure Section:

Output Format:

Note: For **Performance Measure Section**, there are four options: Not in Numerator pulls clients who don't meet the criteria of the measure; In Numerator pulls clients that meet the criteria for the measure; Not in Denominator pulls clients who are not even considered for the measure; In Denominator pulls all clients who are considered for the measure.

For example, you are running a report to pull the number of clients who are virally suppressed:

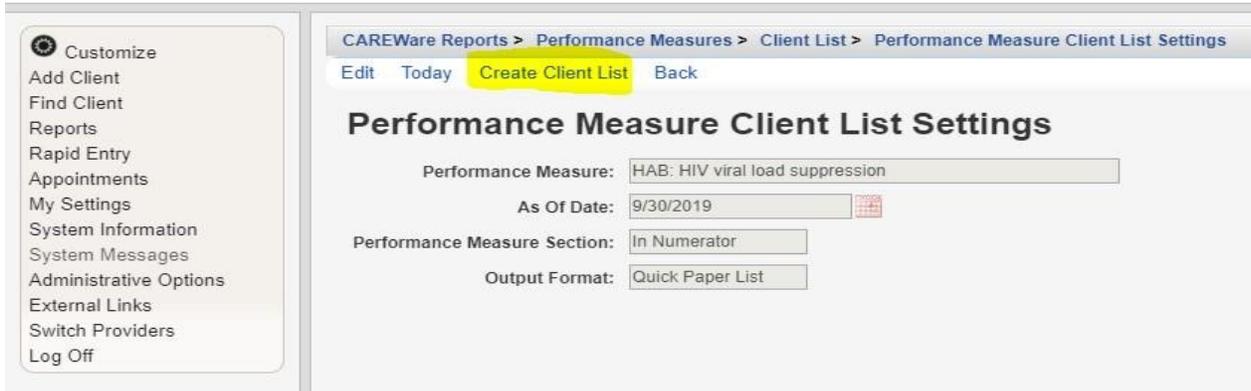
- In Numerator would pull all clients who **are** virally suppressed
- Not in Numerator would pull all clients in the denominator but **are not** virally suppressed
- Not in Denominator pulls clients who are not even considered for the measure- ex. Those who did not have an appointment within the measurement year
- In Denominator pulls all clients who could potentially be virally suppressed

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For **Output Function**, you have two options:

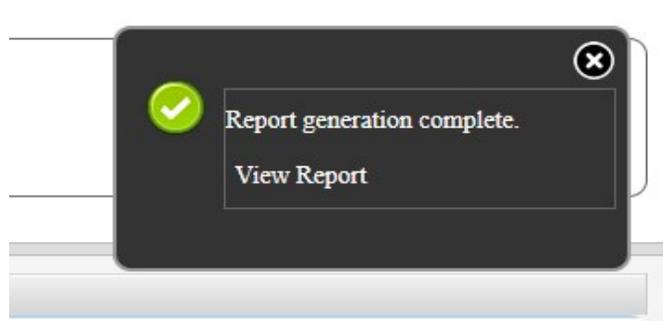
1. Real-time Lookup List allows you to click on client in the list and go to their CAREWare file. There is no need to exit the performance measure tab.
2. Quick Paper List generates a report that can be viewed, saved, or printed.

8. Select **Create Client List**.



9. Once the report generates, you will receive a message that says **Report generation complete** (on the right-hand side). Click **View Report**. The report will open in a separate tab.

This only happens if you select **Quick Paper List** as the report output.



10. If you select **Real-time Lookup list** as the output, then this is what the report will look like. Select the client you would like to view, then click **Go to Client**. This will take you to the client record in CAREWare.



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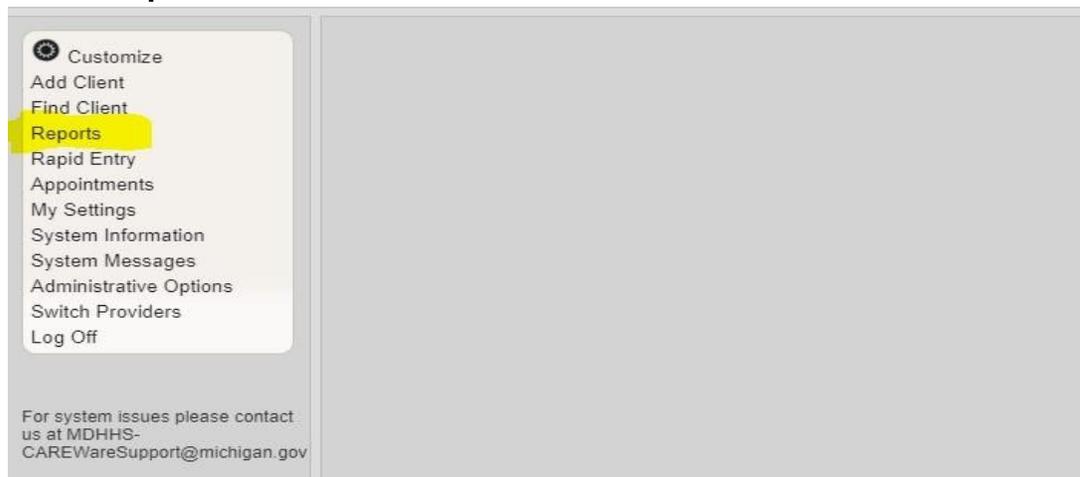
CAREWare 6: Building a Custom Report

This guide will walk you through the basics of building a custom report utilizing a filter that looks at clients by:

- Encrypted URN
 - Race
 - Last Quantitative Lab Date (Viral Load)
 - Last Quantitative Lab Value (Viral Load)
-

Detailed Overview:

1. Select **Reports**.

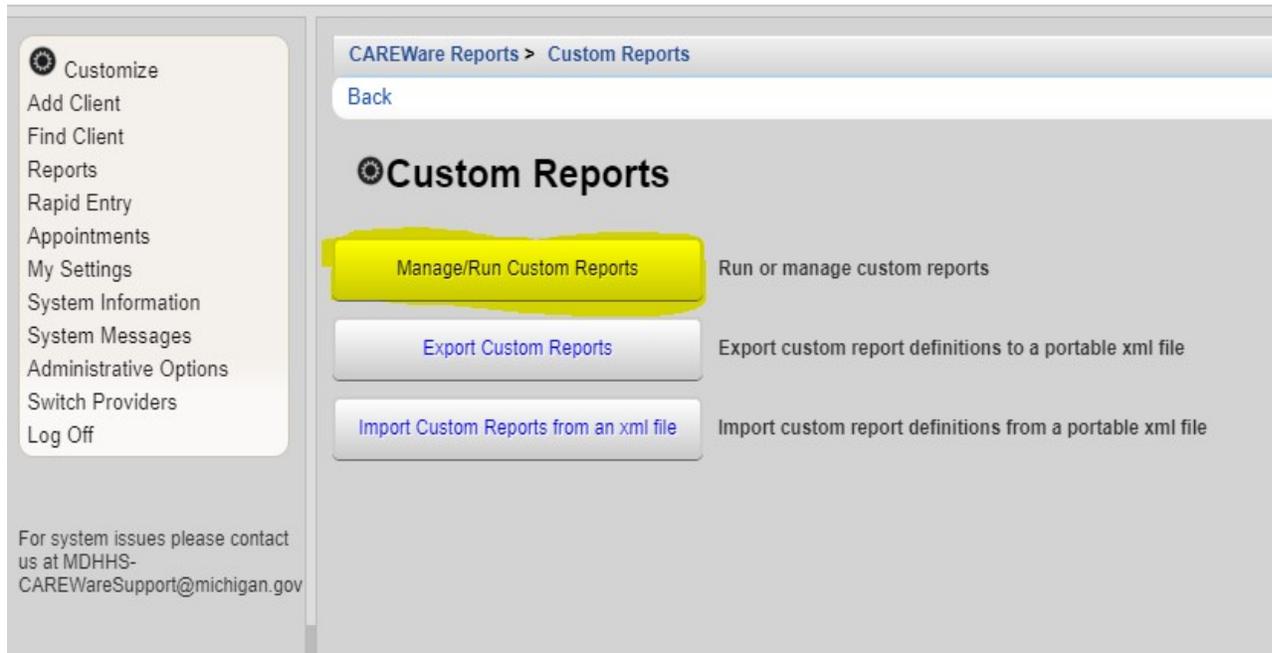


2. Select the Custom **Reports** tab.

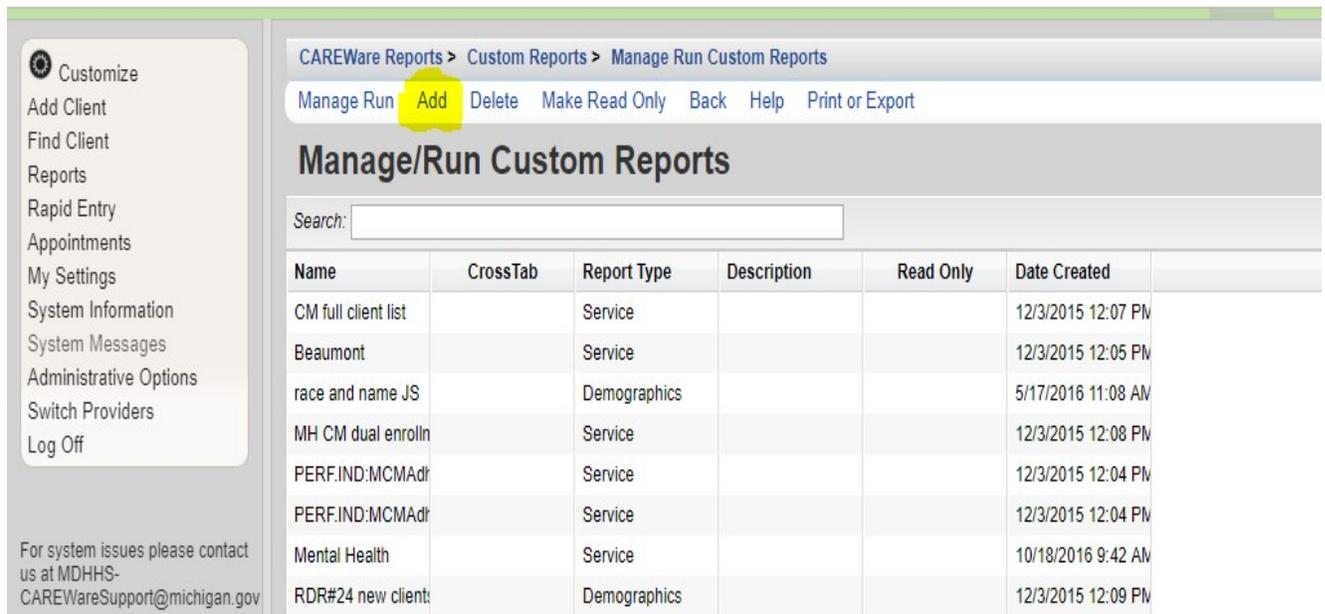


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3. Select **Manage/Run Custom Reports**.



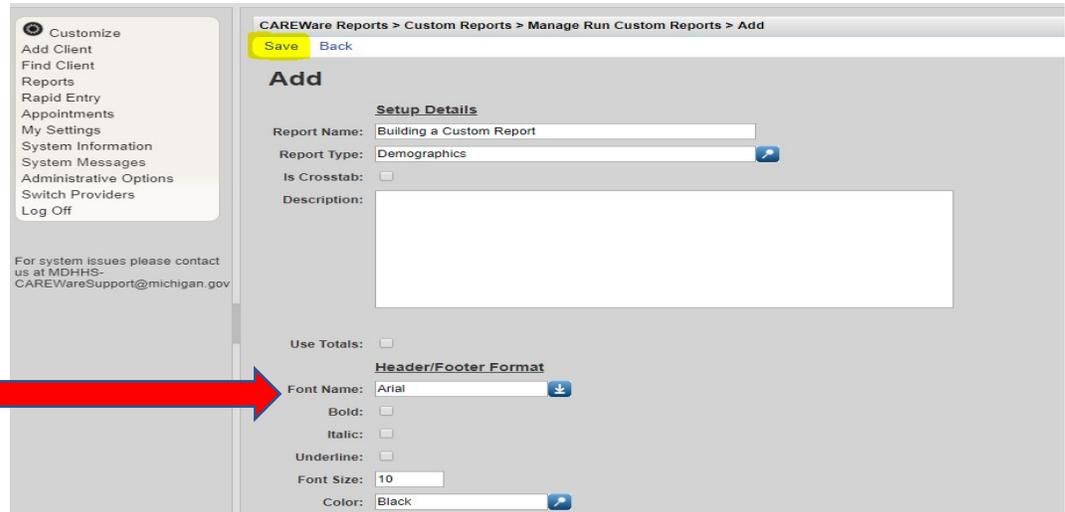
4. This will take you to the main page for custom reports. This is where you will run all custom reports in your domain. To create a new report, select **Add**.



5. A box will pop up. Type in a **Report Name**, select a **Report Type**, and indicate if the report is a **Crosstab**. For most reports, the report type will be **Demographic or Service**. Then select **Save**.

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New Feature:
You can change the font size and font color of your report.



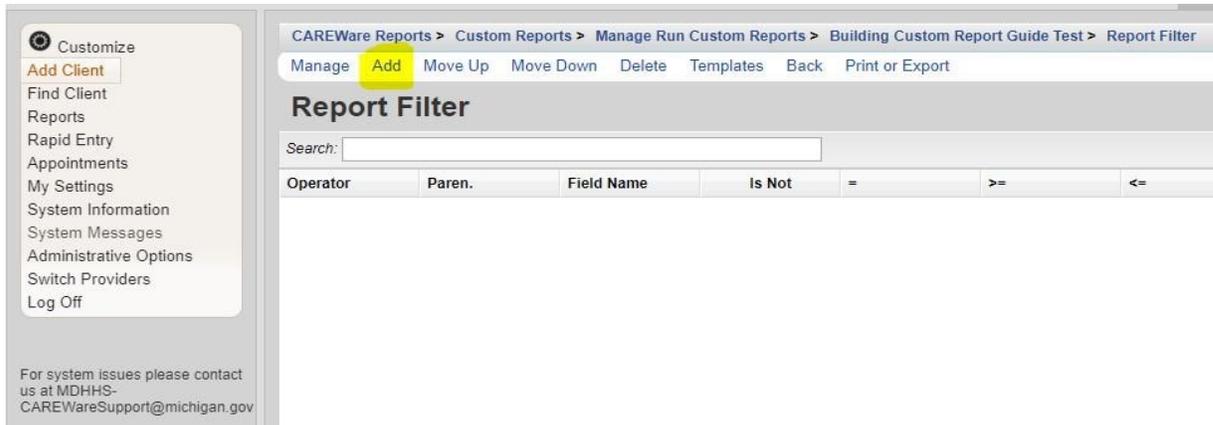
Note: A **crosstab** is a table that shows the number of times each of the possible category combinations occurred in your data. For example, you could select a crosstab for gender and zip code. When you run the report, it would show you the number of male, female, and transgender clients in each zip code.

6. This will take you to the page where you can edit and run the report. Select the **Report Filter** tab. The report filter is utilized to filter out the specific information you want to know. For example, if you only want to know information about medical visits, then you would add the OAHS service category to the report filter. Other examples include:
 - Selecting the funding source, you want to view (A,B,C,D)
 - Selecting a specific time period
 - Selecting clients based on gender, race, risk, age, etc.



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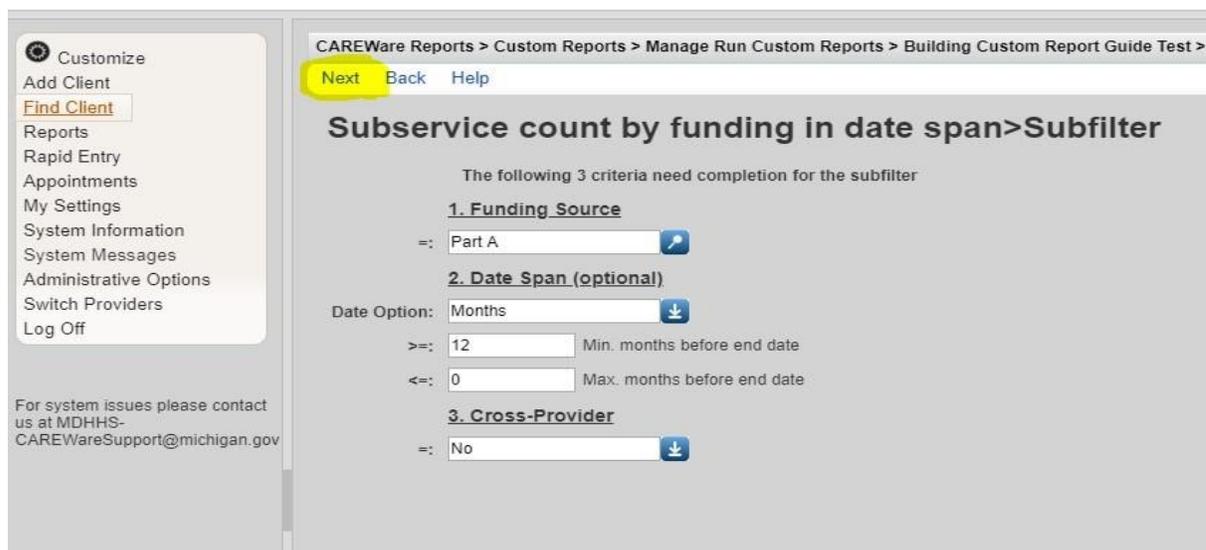
7. To add a filter, select **Add**.



8. A very large list of filter options appears. For the purposes of this exercise, we will be selecting all Part A clients that received a service in a year-long date span (“**Subservice Count by Funding in Date Span**”). Type the name of the filter into the search bar and double click the field name or select **Use Field**.



9. This is where you will indicate the parameters of the filter. The parameter will differ slightly among the filters. For **Subservice Count by Funding in Date Span**, three fields have to be defined: funding source, date span, and cross-provider.



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10. From the dropdown menu, choose the correct **Funding Source**, **Date Span**, and **Cross-Provider**. Then select **Next**.

Note: Date Span can be in days, months, or specific dates. The default is now months. Indicate the number of months/days you want to confine the report. The maximum number of months goes in the first box (\geq) and the minimum number of months goes into the second box (\leq). For example, if you want to look at a year, the maximum months would be 12 and the minimum months would be 0. It would look like the picture above.

Cross-Provider allows you to pull values from other provider domains (such as lab values). When using lab fields, you should always select “yes” for cross-provider. This will pull labs from any agency.

11. This is where you indicate the number of services a client needs to receive in order to be included in this report. For the purposes of most reports, a client needs to receive at least one service. If that is the case, then indicate “1” in the \geq box.

\leq refers to clients that have less than or equal to a certain amount of services

$=$ refers to clients that equal the number of required services

Is Not refers to clients who did not meet the field specifications (in this case, it would be clients who didn't receive a Part A service)

12. **Save.**

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test >

Save Back

Criterion Setup

Field Name: Sbs Count by Funding In Span

Is Not:

=:

>=: 1

<=:

Null:

Customize
Add Client
Find Client
Reports
Rapid Entry
Appointments
My Settings
System Information
System Messages
Administrative Options
Switch Providers
Log Off

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- This will **take** you back to the report filter page. Add as many filters as needed. Once you are done adding your filters, select **Back**.

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test > Report Filter

Manage Add Move Up Move Down Delete Templates **Back** Print or Export

Report Filter

Search:

Operator	Paren.	Field Name	Is Not	=	>=	<=
		Sbs Count by Fundi			1	

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- Select the **Field Selection** tab. The field selection lets you specify what you want to see about the filtered clients. That includes name, eURN, race, age, address, last labs, last services, etc.

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test

Back

Building Custom Report Guide Test

Run Report Start Date : 01/01/2018, End Date : 12/31/2018, Clients with services, Report Display as : Open in New Window

Report Layout Building Custom Report Guide Test, Demographics

Field Selection eURN, HIV Risk Factor, Had Vaccination, Last Quantitative Lab Date, Last Quantitative Lab Value

Report Filter Subservice count by funding in date span (Funding Source = Part A Date Span (optional) Between 12 AND 0 months before the end date or as of date (12/31/2017 And 12/31/2018). AND Cross-Provider = No) >= 1

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- Select **Add**.

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test > Field Selection

Manage **Add** Move Up Move Down Delete Templates Back Print or Export

Field Selection

Search:

Field Name	Column Header	Column Width (in)	Totals	Sort	So
------------	---------------	-------------------	--------	------	----

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16. For this report, we want to know four things: eURN, race, last viral load date & value. Let's start with eURN. To search for the field, type the name in the search bar. Select the field and click **Use Field**.

The screenshot shows the 'Report Fields' page in the CAREWare Reports system. The breadcrumb trail is: CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test. The 'Use Field' button is highlighted in yellow. Below the breadcrumb trail, there are links for 'Back' and 'Print or Export'. The main heading is 'Report Fields'. A search bar contains the text 'EURN'. Below the search bar is a table with the following data:

Field Name	Keywords	Previous Field Name	Description
Encrypted URN	Demographics	eURN	

On the left side, there is a 'Customize' menu with options: Add Client, Find Client, Reports, Rapid Entry, Appointments, My Settings, System Information, System Messages, Administrative Options, Switch Providers, and Log Off. At the bottom left, there is contact information: 'For system issues please contact us at MDHHS- CAREWareSupport@michigan.gov'.

17. From here, you can customize the field. This includes changing the font and colors, sorting, and setting priorities. For example, if you wanted to sort names in alphabetical order, you could do that using the sort function. You could also prioritize name where it shows up as the first column in your report.

The screenshot shows the 'Use Field' customization page in the CAREWare Reports system. The breadcrumb trail is: CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test > Field Selection > Add > Use Field. The 'Save' button is highlighted in yellow. Below the breadcrumb trail, there are links for 'Save' and 'Back'. The main heading is 'Use Field'. The page contains several configuration options:

- Select Field: eURN
- Column Header: eURN
- Sort: [Dropdown]
- Sort Priority: 0
- Header Column Format**
 - Column Width: 1.2 inches
 - Column Header Font Name: Arial
 - Bold:
 - Italic:
 - Underline:
 - Font Size: 8
 - Font Color: Black
- Data Column Format**
 - Font Name: Arial
 - Bold:
 - Italic:
 - Underline:
 - Font Size: 8
 - Font Color: Black
- Field Justification: Left

On the left side, there is a 'Customize' menu with options: Add Client, Find Client, Reports, Rapid Entry, Appointments, My Settings, System Information, System Messages, Administrative Options, Switch Providers, and Log Off. At the bottom left, there is contact information: 'For system issues please contact us at MDHHS- CAREWareSupport@michigan.gov'.

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18. Save.

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test > Field Selection > Add > Use Field

Save Back

Use Field

Select Field: eURN

Column Header: eURN

Sort: [dropdown] [down arrow]

Sort Priority: 0

Header Column Format

Column Width: 1.2 inches

Column Header Font Name: Arial [down arrow]

Bold:

Italic:

Underline:

Font Size: 8

Font Color: Black [color picker]

Data Column Format

Font Name: Arial [down arrow]

Bold:

Italic:

Underline:

Font Size: 8

Font Color: Black [color picker]

Field Justification: Left [dropdown] [down arrow]

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19. You can view your selected field (to check for accuracy). If you don't want to view the field, select Back. This will take you back to the field selection page.

20. Repeat **Step 15-19** (Select **Add**. From the list, select **Race**. Click **Save**. Click **Back**).

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test > Field Selection > Add > Use Field

Next Back Help

Last Quantitative Lab Date>Subfilter

The following 3 criteria need completion for the subfilter

- 1. Lab**
=: Viral Load [color picker]
- 2. Date Range**
Date Option: Months [down arrow]
>=: 12 Min. months before end date
<=: 0 Max. months before end date
- 3. Cross-Provider**
=: Yes [down arrow]

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21. Repeat **Step 15-16**. Select **Add**. From the list, select **Last Quantitative Lab Date**. This will take you to a sub-filter. For **Last**

Quantitative Lab Date, three fields have to be defined: lab, date range, and cross-provider.

22. From the dropdown menu, select the **Lab** (Viral Load), **Date Range** (12 months), and **Cross-Provider** (Yes). Then select **Next**.

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Bui

Next Back Help

Last Quantitative Lab Date > Subfilter

The following 3 criteria need completion for the subfilter

1. Lab
=: Viral Load

2. Date Range
Date Option: Months
>=: 12 Min. months before end date
<=: 0 Max. months before end date

3. Cross-Provider
=: Yes

23. You can change the column header, set priorities, and change fonts and colors. Once you do that, select **Save**.

Note: The “**Last Quantitative Lab Date**” field is where dates are pulled for a lot of tests including CD4 and Viral Load.

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test > Field Selection

Save Back

Select Field Setup

Select Field: Last Quantitative Lab Date
Column Header: Last Quantitative Lab Date

Sort: [Dropdown]
Sort Priority: 0

Header Column Format
Column Width: 0.68 inches
Column Header Font Name: Arial

Bold:
Italic:
Underline:
Font Size: 8
Font Color: Black

Data Column Format
Font Name: Arial
Bold:
Italic:
Underline:
Font Size: 8
Font Color: Black

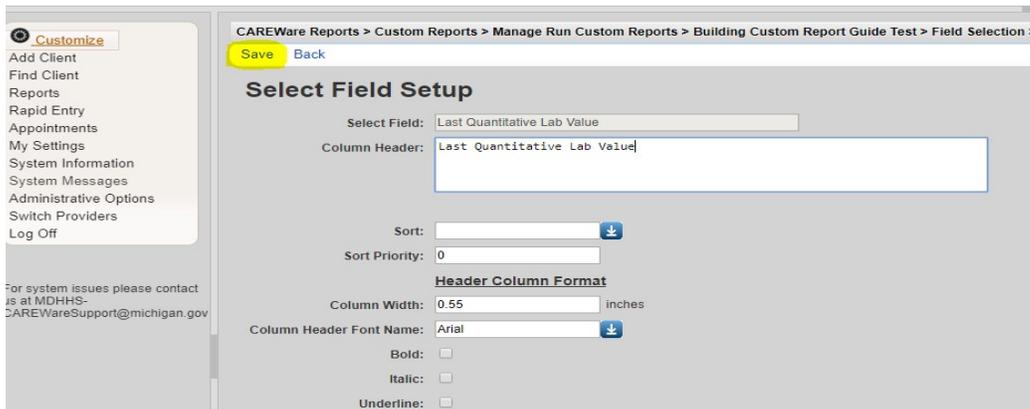
Field Justification: Left

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24. A summary of your field selection appears. You can view your field selection or make any edits by clicking the blue link. Once you are done, select **Back**. This will take you back to the field selection page.



25. Repeat **Step 15-16**. Select **Add**. From the list, select **Last Quantitative Lab Value**. This will take you to a sub-filter. For **Last Quantitative Lab Value**, three fields have to be defined: lab, date range, and cross-provider.
26. Repeat **Step 22-24**. From the dropdown menu, select the **Lab (Viral Load)**, **Date Range (12 months)**, and **Cross-Provider (Yes)**. Then Select **Next**, **Save**, and **Back**.
27. This is what your filter should look like.



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28. You can add additional field selections if necessary. If you don't need to add any additional filters, then this is what the final product will look like. Select **Back** to run your report. This is what the field selection will look like once all fields are added.

Field Name	Column Header	Column Width (in)	Totals	Sort	Sort Priority	Status
eURN	eURN	1.20			0	Complete
Race/Ethnicity	Race/Ethnicity	1.44			0	Complete
Last Quantitative Lab Date	Last Quantitative Lab Date	0.68			0	Complete
Last Quantitative Lab Value	Last Quantitative Lab Value	0.55			0	Complete

29. It is time to run your report. Click **Run Report**.

Run Report Start Date : 01/01/2018, End Date : 12/31/2018, Clients with services, Report Display as : Open in New Window

Report Layout Building Custom Report Guide Test, Demographics

Field Selection eURN, Race/Ethnicity, Last Quantitative Lab Date, Last Quantitative Lab Value

Report Filter Subservice count by funding in date span (Funding Source = Part A Date Span (optional) Between 12 AND 0 months before the end date or as of date (12/31/2017 And 12/31/2018). AND Cross-Provider = No) >= 1

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30. Click Edit. Specify the **timespan** and **output display**. Then **Save**.

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide Test > Run Report > Edit

Save Cancel

Run Report

Parameters

Date From: 1/1/2018

Date Through: 12/31/2018

Clinical Review Year: [dropdown]

Output Display: Open as PDF [dropdown]

Show New Clients only:

Show Clients with Service only:

Show Specifications:

Sum Numeric Fields:

Domain Sharing Settings

Show Shared Service Records:

Show Shared Clinical Records:

Show Shared Custom Subform Records:

Show Shared Case Notes:

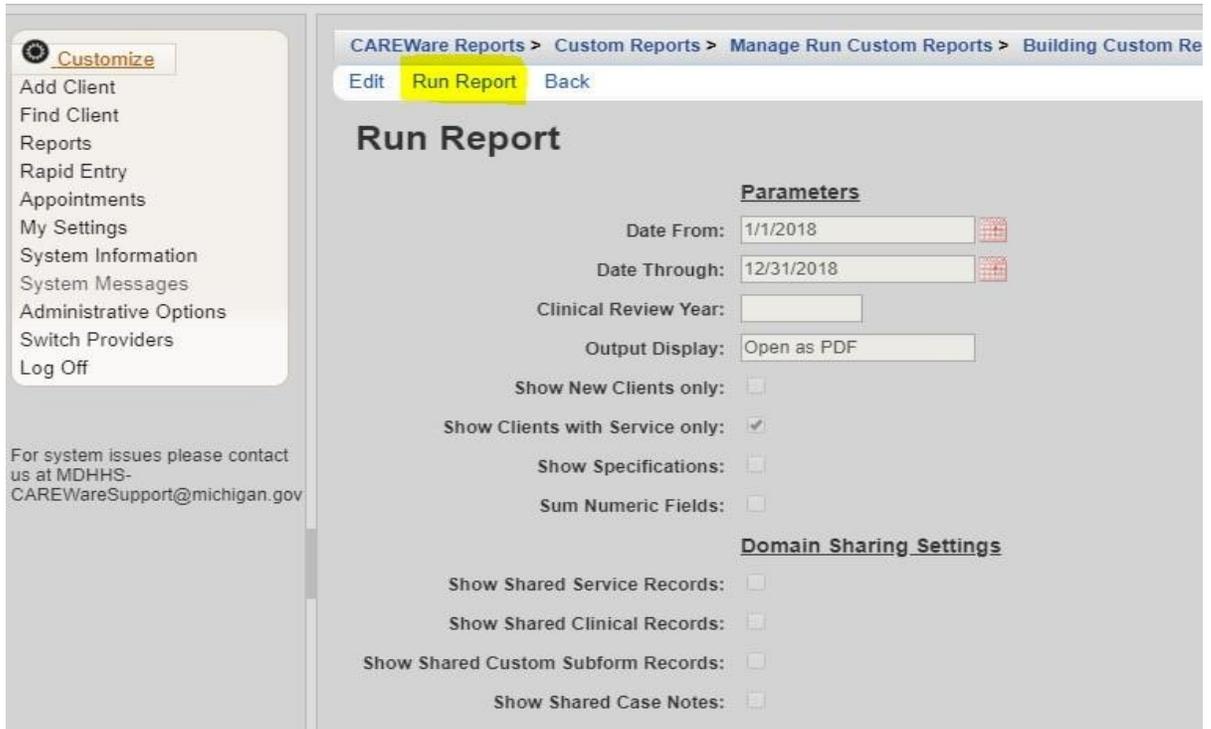
For system issues please contact us at MDHHS-CAREWareSupport@michigan.gov

Note: For **Output Display**, you have three options: open as PDF, download as CSV, or open in new window. If you want to export it to excel, then you should download it as a CSV. If you just want to just view the results, then you should either open it as a PDF or open in a new window.

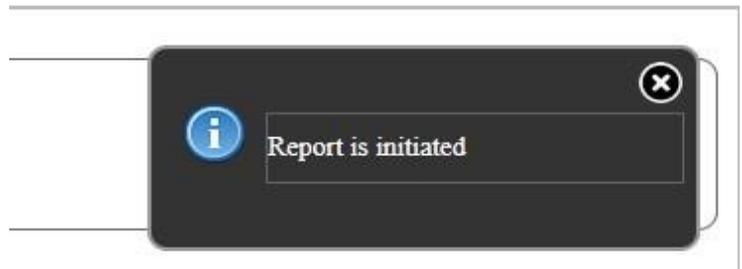
Make sure **Show Clients with Services Only**, **Show Shared Service Records**, and **Show Shared Clinical Records** is always checked. You will get more comprehensive data.

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31. Select **Run Report**.



32. On the right-hand side, you will see a box that lets you know the report is running. You want to see that box.



33. Once it generates, you will receive a message that lets you know it is completed. It will also be on the right-hand side. Click **View Building Custom Report Guide Test**.



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34. The report should look like this

Building Custom Report Guide Test

Data Scope: Matrix Human Services
Report Start Date: 01/01/2018
Report End Date: 12/31/2018

<u>eURN:</u>	<u>Race/Ethnicity:</u>	<u>Last Quantitative Last Date:</u>	<u>Last Quantit...</u>
MJzEWUXN	White (non-Hispanic)	01/02/2018	20
iDiNOV77A	White (non-Hispanic)	08/29/2018	20
ouqwEuT78	Black or African-American	11/15/2018	20
dtolMS4nK	Hispanic	11/07/2018	20
Ujn0KRLNm	White (non-Hispanic)	09/18/2018	20
1ZBzZtoFa	White (non-Hispanic)	11/09/2018	20
CHQ3ADzN	White (non-Hispanic)	10/22/2018	20
Qcp3zP3Jk	Black or African-American	10/30/2018	20
bZs7qAmPu	White (non-Hispanic)	07/19/2018	20
VLnNwfts8	Black or African-American	09/20/2018	20
Pm8zzbEyx	Black or African-American	11/01/2018	20
J7hW+BEDT	Hispanic	09/27/2018	20
mcHb0aZZF	White (non-Hispanic)		
Bsi8VcQ6P	Black or African-American		
w9USZSPm	White (non-Hispanic)	09/26/2018	20
5DhxbFygX	White (non-Hispanic)	11/19/2018	20
u26LyKBKy	Hispanic	08/29/2018	20
JYh+Lq7GD	Black or African-American	10/16/2018	20

Note: Creating a report using a “PDF” or “Open new window” output opens the report in a new tab. In order to get back to CAREWare, close out the tab. That will take you back to the run report page

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CAREWare: Export into Excel

Once you have a report, you can easily export the information into excel.

1. On the run report page, you choose the parameters for you report. This includes the date parameters and output. To export, you want to choose **Download as CSV** as your output. Then **Save**.

CAREWare Reports > Custom Reports > Manage Run Custom Reports > Building Custom Report Guide

Save Cancel

Run Report

Parameters

Date From: 1/1/2018

Date Through: 12/31/2018

Clinical Review Year: [input field]

Output Display: Download as CSV

Show New Clients only:

Show Clients with Service only:

Show Specifications:

Sum Numeric Fields:

Domain Sharing Settings

Show Shared Service Records:

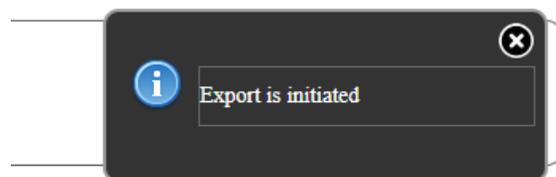
Show Shared Clinical Records:

Show Shared Custom Subform Records:

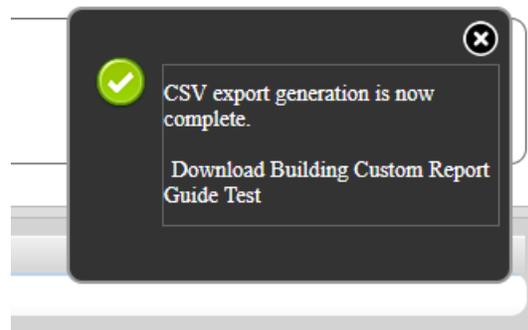
Show Shared Case Notes:

For system issues please contact us at MDHHS-CAREWareSupport@michigan.gov

2. Click **Run Report**. You will get a message that lets you know the export is generating (on the right-hand side).



3. Once it generates, you will be prompted to download the report.



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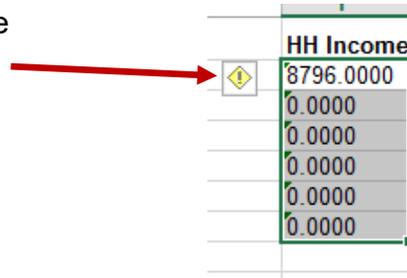
Microsoft Excel Tips

Import Errors

Once you have exported your data into excel, you may see green triangles in the top, left-hand corner of the data cells that look like this:

Name	Gender	Age	HIV Risk Factor	Race/Ethnicity	HH Income	Last Primary	Last Quantitative	Last Quantitative Lab Value
Daffy Duck	Male	30	MSM	Black or African-American	8796.0000	Medicaid	5/26/2016	858
Mickey Mouse	Male	36	MSM	Black or African-American	0.0000	Medicaid	10/10/2016	29403
Tom Cat	Male	44	MSM	Black or African-American	0.0000	Private - En	12/1/2016	76262
Donald Duck	Male	53	Heterosexu	Black or African-American	0.0000	Medicaid	12/28/2016	13660
Pepe Le Pew	Female	23	Heterosexu	Black or African-American	0.0000	Medicaid	8/16/2016	23522
Yogi Bear	Male	40	MSM	White (non-Hispanic)	0.0000	Medicare P	11/3/2016	42305

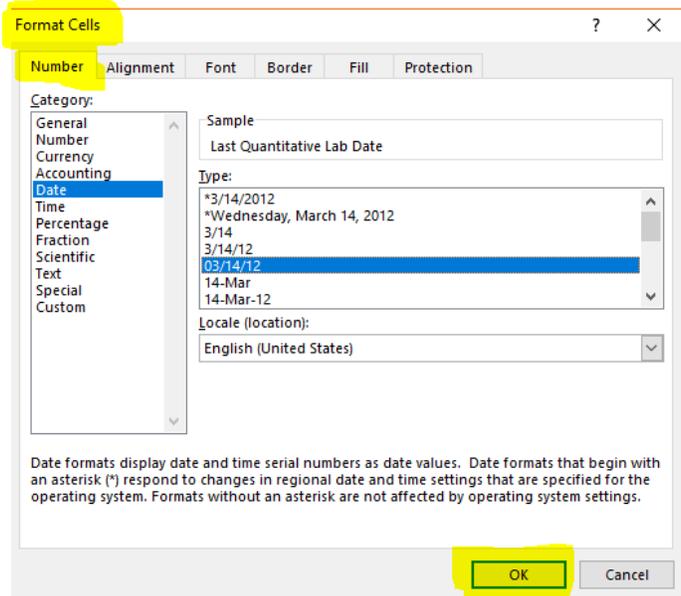
These sometimes occur when excel doesn't read the numbers as numbers. To resolve this, highlight the entire column and a yellow warning box will appear. Click on that, and then select **Convert to Number**.



You may also need to convert your dates.

	A	B	C	D	E
1	eURN	Race/Ethr	Last Quan	Last Quantitative	
2	MUzEWU	White (no	1/2/2018	20	
3	i0iNOV77	White (no	#####	20	
4	ouqwEuT	Black or A	#####	20	

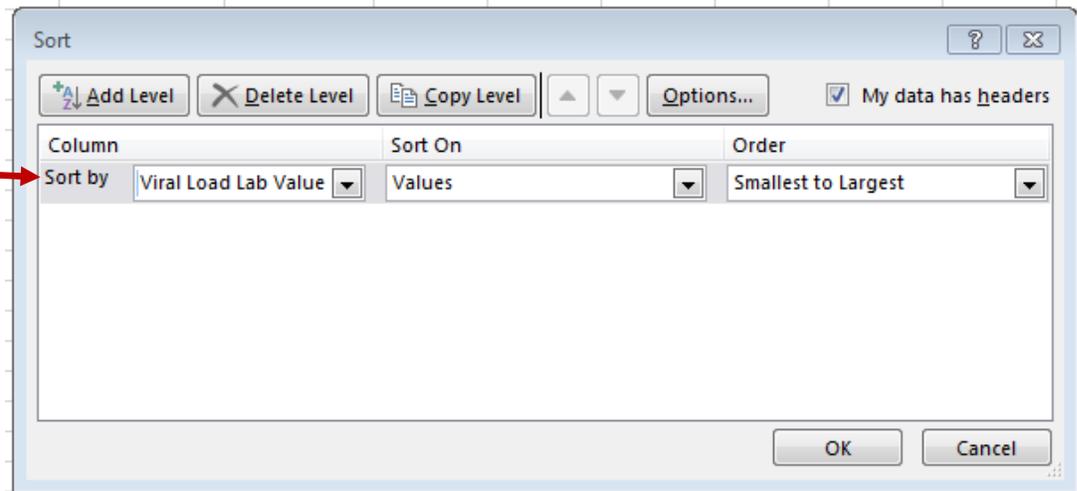
1. To convert ##### to dates, highlight the column.
2. Right-click the column and choose **Format Cells**.
3. Under the **Number** tab, choose **Date**.
4. Choose the date format you would like to use.
5. Select okay.
6. You will be redirected back to the excel sheet and the dates will appear.



Sorting Your Data

	Name	Gender	Age	HIV Risk Factor	Race/Ethnicity	HH Income	Last Primary Insurance In Span	Viral Load Lab Date	Viral Load Lab Value
1	Daffy Duck	Male	30	MSM	Black or African-American	8796	Medicaid	5/26/2016	858
2	Mickey Mouse	Male	36	MSM	Black or African-American	0	Medicaid	10/10/2016	29403
3	Tom Cat	Male	44	MSM	Black or African-American	0	Private - Employer	12/1/2016	76262
4	Donald Duck	Male	53	Heterosexual	Black or African-American	0	Medicaid	12/28/2016	13660
5	Pepe Le Pew	Female	23	Heterosexual	Black or African-American	0	Medicaid	8/16/2016	23522
6	Yogi Bear	Male	40	MSM	White (non-Hispanic)	0	Medicare Part A/B	11/3/2016	42305

1. Highlight all cells and select **Sort & Filter**.
2. From the dropdown menu, select **"Custom Sort"**.
3. A sort box will appear from the dropdown menu. Select the column you would like to "sort by." In the order box, you can decide if you would like to list the numbers largest to smallest or vice versa.



For this example, largest to smallest was used so you can easily pick out the individuals with the highest viral load as they have the highest risk for poor health outcomes.

	A	B	C	D	E	F	G	H	I
	Name	Gender	Age	HIV Risk Factor	Race/Ethnicity	HH Income	Last Primary Insurance In Span	Viral Load Lab Date	Viral Load Lab Value
2	Tom Cat	Male	44	MSM	Black or African-American	0	Private - Employer	12/1/2016	76262
3	Yogi Bear	Male	40	MSM	White (non-Hispanic)	0	Medicare Part A/B	11/3/2016	42305
4	Mickey Mouse	Male	36	MSM	Black or African-American	0	Medicaid	10/10/2016	29403
5	Pepe Le Pew	Female	23	Heterosexual	Black or African-American	0	Medicaid	8/16/2016	23522
6	Donald Duck	Male	53	Heterosexual	Black or African-American	0	Medicaid	12/28/2016	13660
7	Daffy Duck	Male	30	MSM	Black or African-American	8796	Medicaid	5/26/2016	858

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Generating RSR Reports in CAREWare

This guide will walk you through the process of creating and running a RSR report in CAREWare. This includes:

- **Guide on how to run a “Client Report Viewer” Report**

This report allows users to view all client data being reported on the RSR. It also allows users to easily find clients and adjust any incorrect or missing clinical data.

Note: After you update client information, you must create a new report to reflect those changes.

- **Guide on how to run a “Data Validation” Report**

Creates a list of missing RSR related data and gives access to the list of clients who are missing this data.

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Creating and Running the “Client Report Viewer” Report

1. From the main page, click **Reports**.
2. Select **HRSA Reports**.

The screenshot shows the CAREWare Reports interface. On the left is a navigation menu with options: Customize, Add Client, Find Client, Reports, Rapid Entry, Appointments, My Settings, System Information, System Messages, Administrative Options, External Links, Switch Providers, and Log Off. Below the menu is a test notification: "This is a test notification" and a reminder: "Don't forget to contact the helpdesk if you would like to schedule an appointment to receive assistance upgrading to CAREWare 6." The main content area is titled "CAREWare Reports" and lists several report categories, each with a button and a description:

Report Category	Description
HRSA Reports (highlighted)	RSR and ADR
Custom Reports	Run or manage custom reports
Performance Measures	Run or Manage Performance Measures
Client Data Reports	Run reports on client information
Financial Report	Setup and run the financial report
Administrative Reports	Administrative reports and options
Permission Reports	Run and search permissions held by a user at a point in time
RDR	Manage/Run the RDR

3. Select **RSR Client Report**.

The screenshot shows the CAREWare Reports interface with the "HRSA Reports" sub-menu selected. The breadcrumb trail is "CAREWare Reports > HRSA Reports". There are "Help" and "Back" links. The main content area is titled "HRSA Reports" and lists several report options, each with a button and a description:

Report Option	Description
RSR Client Report (highlighted)	Create the RSR client level data file
RSR Viewer	View RSR files
RSR Validation Report	View the RSR Validation Report
ADR Client Export	Create the ADR Client Export
ADR Viewer	View ADR files
ADR Validation Report	View the ADR Validation Report

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4. This is the main RSR page. Make sure the report year is set to the year in which you want to run the report. Select Edit to change the year of the report.

The screenshot shows the 'RSR Settings' page in the CAREWare Reports system. The breadcrumb trail is 'CAREWare Reports > HRSA Reports > RSR Settings'. At the top, there are navigation links: 'Edit', 'Edit Filter', 'Run', 'Help', and 'Back'. The 'Edit' link is highlighted in yellow. Below the navigation, the 'RSR Settings' section includes a 'Year' dropdown menu set to '2019', three checkboxes for 'Cross Provider Labs', 'Cross Provider ART', and 'Apply Filter', all of which are currently unchecked. A 'Filter Description' text area contains the text 'Report Filter is empty'. On the left side, there is a sidebar menu with options like 'Customize', 'Add Client', 'Find Client', 'Reports', 'Rapid Entry', 'Appointments', 'My Settings', 'System Information', 'System Messages', 'Administrative Options', 'External Links', 'Switch Providers', and 'Log Off'. At the bottom left of the sidebar, there is a notification that says 'This is a test notification'.

Note: You always want to make sure **Cross Provider Labs & Cross Provider ART** is selected. There is no need to add a filter because you never want to filter out clients when submitting the RSR.

5. Once you make those changes, click Save.

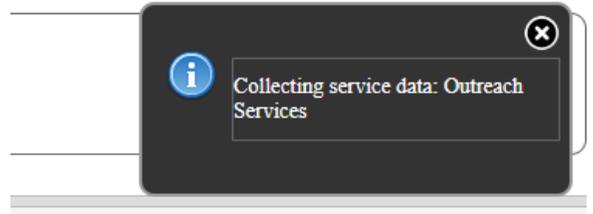
The screenshot shows the 'RSR Settings' page after the changes have been made. The breadcrumb trail is 'CAREWare Reports > HRSA Reports > RSR Settings'. At the top, there are navigation links: 'Save', 'Cancel', 'Run', 'Help', and 'Back'. The 'Save' link is highlighted in yellow. Below the navigation, the 'RSR Settings' section includes a 'Year' dropdown menu set to '2019', three checkboxes for 'Cross Provider Labs', 'Cross Provider ART', and 'Apply Filter', all of which are now checked. A 'Filter Description' text area contains the text 'Report Filter is empty'. On the left side, there is a sidebar menu with options like 'Customize', 'Add Client', 'Find Client', 'Reports', 'Rapid Entry', 'Appointments', 'My Settings', 'System Information', 'System Messages', 'Administrative Options', 'External Links', 'Switch Providers', and 'Log Off'. At the bottom left of the sidebar, there is a notification that says 'This is a test notification'.

6. Select Run.

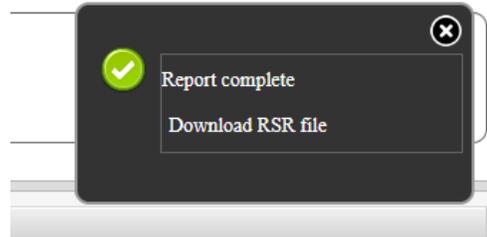
The screenshot shows the 'RSR Settings' page with the 'Run' button highlighted in yellow. The breadcrumb trail is 'CAREWare Reports > HRSA Reports > RSR Settings'. At the top, there are navigation links: 'Edit', 'Edit Filter', 'Run', 'Help', and 'Back'. Below the navigation, the 'RSR Settings' section includes a 'Year' dropdown menu set to '2019', three checkboxes for 'Cross Provider Labs', 'Cross Provider ART', and 'Apply Filter', all of which are checked. A 'Filter Description' text area contains the text 'Report Filter is empty'. On the left side, there is a sidebar menu with options like 'Customize', 'Add Client', 'Find Client', 'Reports', 'Rapid Entry', 'Appointments', 'My Settings', 'System Information', 'System Messages', 'Administrative Options', 'External Links', 'Switch Providers', and 'Log Off'. At the bottom left of the sidebar, there is a notification that says 'This is a test notification'.

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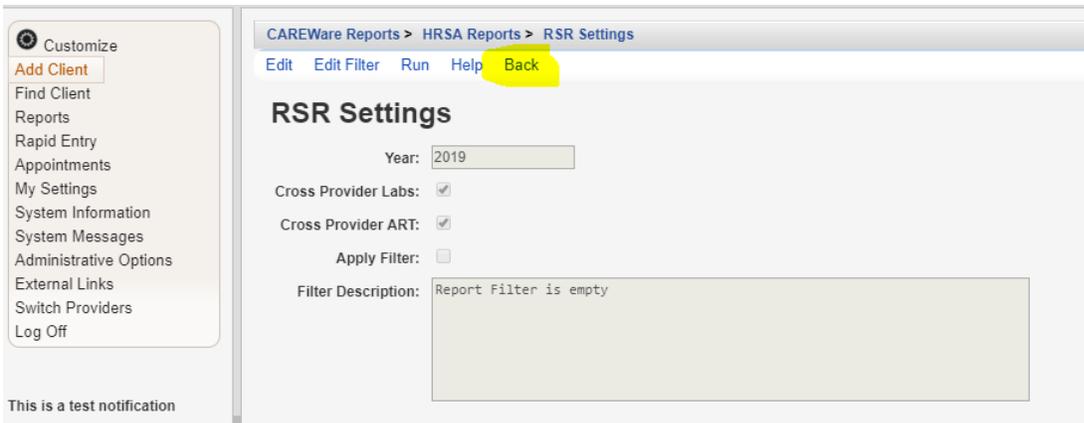
7. On the right-hand side, you will see a box that lets you know the report is running. It will say “Collecting Service Data.”



8. Once it generates, you will receive a message that says **Report Complete** (also on the right-hand side). Select **Download RSR file**. It will download as a CSV file.



9. Once the report downloads, click the **Back** button to get back to the main RSR page.

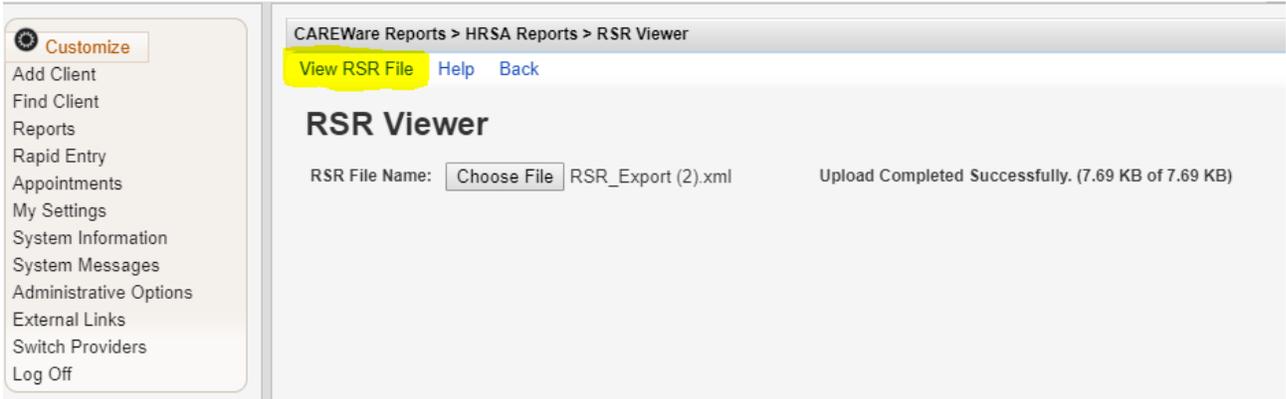


10. Select RSR Viewer. The RSR Viewer will show you the results of that exported file. It will include demographical, service, and lab information for all your clients and is broken into those categories. It will also tell you any missing data you may have.



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11. Choose the CSV file you just downloaded and then select View RSR File.



12. This is what your RSR file should look like.

Note: You want to pay attention to any missing information. If there is a number next to the **Missing** category, it means you have missing records. If it says zero, then there are no missing records.

Category	Count	Percent
Total Clients (any service):	10	100%
Clients with Core Medical/CM services:	8	80.0%
Clients with OAHS/CM/Housing services:	6	60.0%
Clients with OAHS/CM services:	6	60.0%
Clients with OAHS services:	2	20.0%
HIV+ Clients with OAHS:	1	10.0%
Female HIV+ Clients with OAHS:	1	10.0%
2. Vital Status (OAHS/CM)	6	
2. Alive:	6	100.0%
2. Deceased:	0	0.0%
2. Unknown:	0	0.0%
2. Missing:	0	0.0%
4. Birth Year (All clients)	10	
4. 1960 and before:	3	30.0%
4. 1961 - 1970:	2	20.0%
4. 1971 - 1980:	0	0.0%
4. 1981 - 1990:	4	40.0%
4. 1991 - 2000:	0	0.0%

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13. To view your missing records, simply select the box and then select View Client List.

CAREWare Reports > HRSA Reports > RSR Viewer > State of Michigan 2019 RSR

View Client List Back Print or Export

State of Michigan 2019 RSR

Search:

Category	Count	Percent
7. Female	4	40.0%
7. Transgender MTF:	0	0.0%
7. Transgender FTM:	0	0.0%
7. Transgender Other:	0	0.0%
7. Unknown:	0	0.0%
7. Missing:	0	0.0%
9. Poverty Level % (OAHS/CM)	6	
9. Below 100% FPL:	1	16.7%
9. 100 - 138%:	0	0.0%
9. 139 - 200%:	2	33.3%
9. 201 - 250%:	0	0.0%
9. 251 - 400%:	2	33.3%
9. 401 - 500%:	0	0.0%
9. More than 500%:	0	0.0%
9. Missing:	1	16.7%
10. Housing Status (OAHS/CM/Housing)	6	
10. Stable/Permanent:	4	66.7%
10. Temporary:	0	0.0%

14. A list of the clients will appear. From there, you can select a client and go to their individual record. Click Go to Client.

CAREWare Reports > HRSA Reports > RSR Viewer > State of Michigan 2019 RSR > 9. Missing:

Go To Client Back Print or Export

9. Missing:

Search:

Client	Viewed
June, Jen	X

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15. The client record will open up in a separate tab. Select the field in which information needs to be added. When you are done adding all of the missing information, close out of the client record.

The screenshot shows a web interface for a client record. On the left is a vertical sidebar with a list of menu items: Demographics, Client Report, Encounter Report, Drug Payments, Services, Annual Review, Case Notes, Custom Forms, Vital Signs, Hospital Admissions, Medications, Labs, Screenings, Screening Labs, Immunizations, Diagnoses, Sharing Requests, Referrals, Relations, Counseling and Testing, Orders, Appointments, Cap On Charges, User Messages, Search Change Details, Duplicate Client, Performance Measure Status, External Links, and Close. The 'Close' button is highlighted in yellow. The main content area is titled 'Demographics' and has a sub-header 'Demographics' with 'Delete Client' and 'Back' links. Below this are several buttons, each with a corresponding label and value: 'Personal Info' (Name: Hemsworth, Chris Gender: Male DOB: 02/12/1987), 'Change URN' (CRHM0212871U), 'Contact Information' (2799 W. Grand Blvd Detroit, MI 48208), 'Race/Ethnicity' (White), 'HIV Risk Factors' (IDU, Heterosexual), 'Vital Enrollment Status' (Vital Status: Alive Current Status: Active), 'Eligibility' (Ryan White Eligible), 'HIV Status' (HIV-positive (AIDS status unknown) Estimated HIV Date: 10/01/2017), 'Common Notes' (THIS IS SOMETHING YOU WANT ANYONE TO KNOW PREFERRED NAME ADDRESS CHANGE), and 'Provider Notes' (No description supplied).

16. After closing, you will be taken back to the **Missing** client page. Follow step 14-15 for the next client on the list. Continue to do this until your list is empty.

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Running Data Validation Reports

1. From the main page, click **Reports**.
2. Select **HRSA Reports**.

The screenshot shows the CAREWare Reports interface. On the left is a navigation menu with options like 'Customize', 'Add Client', 'Find Client', 'Reports', 'Rapid Entry', 'Appointments', 'My Settings', 'System Information', 'System Messages', 'Administrative Options', 'External Links', 'Switch Providers', and 'Log Off'. Below the menu is a test notification and a helpdesk reminder. The main content area is titled 'CAREWare Reports' and contains several buttons: 'HRSA Reports' (highlighted in yellow), 'Custom Reports', 'Performance Measures', 'Client Data Reports', 'Financial Report', 'Administrative Reports', 'Permission Reports', and 'RDR'. Each button has a corresponding description of its function.

3. Select **RSR Validation Report**.

The screenshot shows the 'HRSA Reports' sub-menu. The breadcrumb trail is 'CAREWare Reports > HRSA Reports'. There are 'Help' and 'Back' links. The main title is 'HRSA Reports'. The menu contains buttons for: 'RSR Client Report' (Create the RSR client level data file), 'RSR Viewer' (View RSR files), 'RSR Validation Report' (highlighted in yellow, View the RSR Validation Report), 'ADR Client Export' (Create the ADR Client Export), 'ADR Viewer' (View ADR files), and 'ADR Validation Report' (View the ADR Validation Report). The left navigation menu and test notification are also visible.

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4. Select Edit

The screenshot shows the 'RSR Validation Report Settings' page in the CAREWare system. The breadcrumb trail is 'CAREWare Reports > HRSA Reports > RSR Validation Report Settings'. The 'Edit' button is highlighted in yellow. Below the breadcrumb, there are navigation links: 'Edit', 'Edit Filter', 'Filter By Funding Source', 'Run', 'Help', and 'Back'. The main heading is 'RSR Validation Report Settings'. The 'Year' is set to '2019'. There are three checkboxes: 'Cross Provider Labs' (checked), 'Cross Provider ART' (checked), and 'Apply Filter' (unchecked). The 'Filter Description' field contains the text 'Report Filter is empty'. On the left sidebar, there is a 'Customize' menu with options like 'Add Client', 'Find Client', 'Reports', 'Rapid Entry', 'Appointments', 'My Settings', 'System Information', 'System Messages', 'Administrative Options', 'External Links', 'Switch Providers', and 'Log Off'. Below the menu, there is a notification: 'This is a test notification' and a reminder: 'Don't forget to contact the helpdesk if you would like to schedule an appointment to receive assistance upgrading to CAREWare 6.'

Note: You are given three editing options: **Edit**, **Edit Filter**, & **Filter by Funding Source**. In general, **Edit** is the one you will choose. However, if you ever want to apply a filter or if you receive funding from multiple sources and want to filter by each funding source, you have the option to edit by those criteria too.

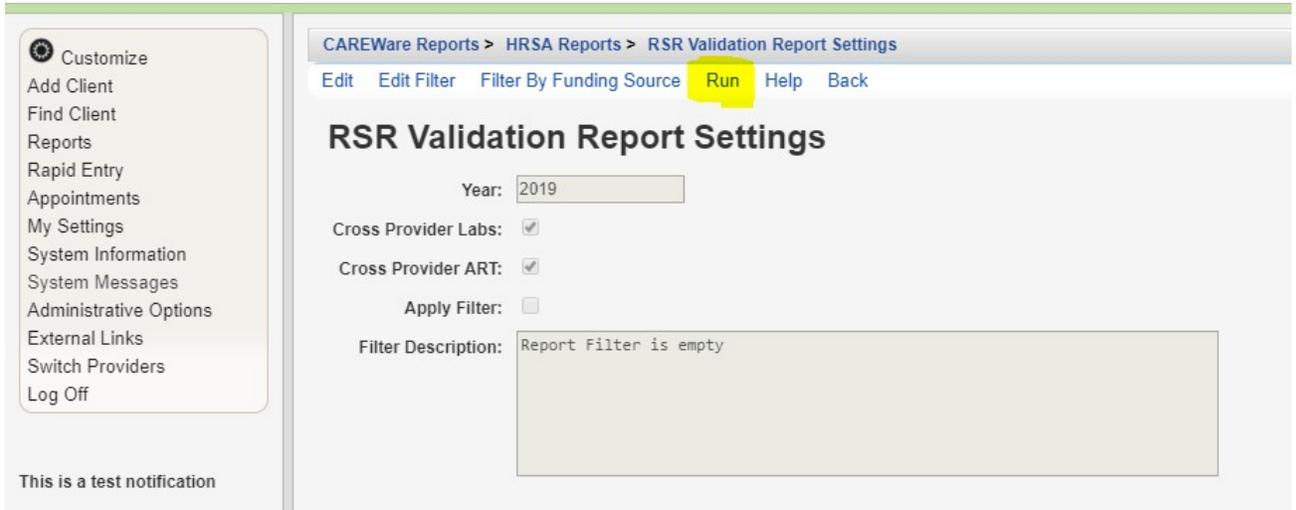
5. After selecting edit, choose the **Year** you would like to review. Additionally, make sure you check **Cross Provider Labs & Cross Provider ART**.

6. Save

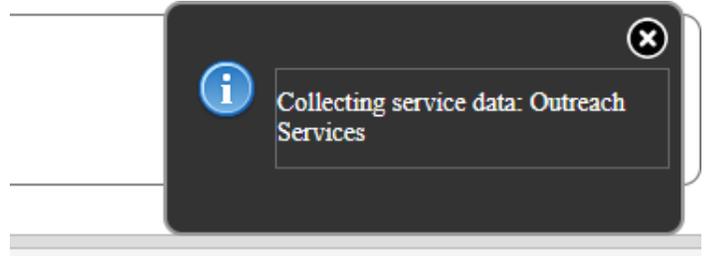
The screenshot shows the 'RSR Validation Report Settings' page in the CAREWare system. The breadcrumb trail is 'CAREWare Reports > HRSA Reports > RSR Validation Report Settings'. The 'Save' button is highlighted in yellow. Below the breadcrumb, there are navigation links: 'Save' and 'Cancel'. The main heading is 'RSR Validation Report Settings'. The 'Year' is set to '2019'. There are three checkboxes: 'Cross Provider Labs' (checked), 'Cross Provider ART' (checked), and 'Apply Filter' (unchecked). The 'Filter Description' field contains the text 'Report Filter is empty'. On the left sidebar, there is a 'Customize' menu with options like 'Add Client', 'Find Client', 'Reports', 'Rapid Entry', 'Appointments', 'My Settings', 'System Information', 'System Messages', 'Administrative Options', 'External Links', 'Switch Providers', and 'Log Off'. Below the menu, there is a notification: 'This is a test notification'.

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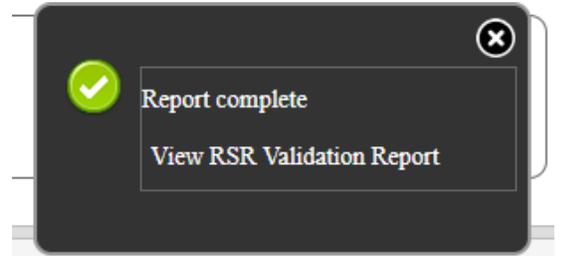
7. Once you save, you can run your report. Select **Run**.



8. On the right-hand side, you will see a box that lets you know the report is running. It will say “Collecting Service Data.”



9. Once it generates, you will receive a message that says the **Complete** (also on the right-hand side). Select **View RSR Validation Report**. It will download as a CSV file.



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10. This is your validation report.

Customize

Add Client

Find Client

Reports

Rapid Entry

Appointments

My Settings

System Information

System Messages

Administrative Options

External Links

Switch Providers

Log Off

CAREWare Reports > HRSA Reports > RSR Validation Report Settings > RSR Validation Report

View Client List Back Print or Export

RSR Validation Report

Search:

Category	Validation Rule	Severity	# Errors
Demographics	Clients with Birth Year after end of reporting	Error	0
Demographics	Clients with Birth Year after First HIV Outpa	Error	0
Demographics	Clients with HIV/AIDS Status of Indetermin	Warning	0
Demographics	Clients with Male or Unknown Gender with	Alert	0
Demographics	Clients with HIV diagnosis year after report	Alert	0
Demographics	Clients with Male or Unknown Gender with	Alert	0
Demographics	Clients age 90 or older	Alert	0
Demographics	Clients with Birth Year after HIV diagnosis	Alert	0
Demographics	Clients with Birth Year after CD4 Test Date	Alert	0
Demographics	Clients with Birth Year after Outpatient/Amb	Alert	0
Demographics	Clients with Birth Year after Viral Load Test	Alert	0
Demographics	Clients missing Poverty Level	Warning	2
Demographics	Clients missing Housing Status	Warning	7
Demographics	Clients missing Medical Insurance	Warning	5
Demographics	Clients with HIV/AIDS Status of Indetermin	Warning	0
Services	Clients missing Core Medical or Support S	Warning	0
Services	Clients with Outpatient/Ambulatory Medica	Alert	0
Services	Service Visits Exceed Yearly Limit	Alert	0
Services	Clients with Core Medical Services with HI	Warning	1
Services	Clients with Outpatient/Ambulatory Medica	Error	0

This is a test notification

Don't forget to contact the helpdesk if you would like to schedule an appointment to receive assistance upgrading to CAREWare 6.

Note: The Severity column is important. There are three options: alert, warning, and error. You cannot submit an RSR if an error exists; therefore, if the severity column says “error” with a number displayed in the error’s column, you must correct the missing data. If the column says “warning,” you will be able to submit the report but will need to provide an explanation as to why the information is missing. “Alert” just means that it is something you should look at, but there are no penalties.

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11. The errors column shows the number of clients missing information in the Validation Rule data field. Click the field with the errors and select View Client List

CAREWare Reports > HRSA Reports > RSR Validation Report Settings > RSR Validation Report

[View Client List](#) [Back](#) [Print or Export](#)

RSR Validation Report

Search:

Category	Validation Rule	Severity	# Errors
Demographics	Clients with Birth Year after end of reporting period	Error	0
Demographics	Clients with Birth Year after First HIV Outpatient Ambulatory	Error	0
Demographics	Clients with HIV/AIDS Status of Indeterminate missing Risk	Warning	0
Demographics	Clients with Male or Unknown Gender with a Cervical Pap S	Alert	0
Demographics	Clients with HIV diagnosis year after reporting period	Alert	0
Demographics	Clients with Male or Unknown Gender with Pregnancy Statu	Alert	0
Demographics	Clients age 90 or older	Alert	0
Demographics	Clients with Birth Year after HIV diagnosis year	Alert	0
Demographics	Clients with Birth Year after CD4 Test Dates	Alert	0
Demographics	Clients with Birth Year after Outpatient/Ambulatory Medical C	Alert	0
Demographics	Clients with Birth Year after Viral Load Test Dates	Alert	0
Demographics	Clients missing Poverty Level	Warning	2
Demographics	Clients missing Housing Status	Warning	7
Demographics	Clients missing Medical Insurance	Warning	5
Demographics	Clients with HIV/AIDS Status of Indeterminate Over Age 2	Warning	0
Services	Clients missing Core Medical or Support Services	Warning	0
Services	Clients with Outpatient/Ambulatory Medical Care Service Vis	Alert	0
Services	Service Visits Exceed Yearly Limit	Alert	0
Services	Clients with Core Medical Services with HIV Negative HIV/A	Warning	1
Services	Clients with Outpatient/Ambulatory Medical Care Service Da	Error	0

12. A list of clients with missing information will appear. Select the client you would like to view, and then select **Go to Client**.

CAREWare Reports > HRSA Reports > RSR Validation Report Settings > RSR Validation Report >

[Go To Client](#) [Back](#) [Print or Export](#)

Clients missing Housing Status

Search:

Client	Viewed
Mouse, Mincky	
Client, Test	
Test-Person, My	
Hemsworth, Chris	
Allen, Barry Flash	
Hemsworth, Chris	
June, Jen	

Customize

- Add Client
- Find Client
- Reports
- Rapid Entry
- Appointments
- My Settings
- System Information
- System Messages
- Administrative Options
- External Links
- Switch Providers
- Log Off

This is a test notification

Don't forget to contact the helpdesk if you would like to schedule an appointment to receive assistance upgrading to CAREWare 6.

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13. The client record will open up in a separate tab. Select the field in which information needs to be added. When you are done adding all of the missing information, close out of the client record.

The screenshot shows a web application interface for a client record. On the left is a vertical sidebar menu with the following items: Demographics, Client Report, Encounter Report, Drug Payments, Services, Annual Review, Case Notes, Custom Forms, Vital Signs, Hospital Admissions, Medications, Labs, Screenings, Screening Labs, Immunizations, Diagnoses, Sharing Requests, Referrals, Relations, Counseling and Testing, Orders, Appointments, Cap On Charges, User Messages, Search Change Details, Duplicate Client, Performance Measure Status, External Links, and a highlighted 'Close' button. The main content area is titled 'Demographics' and includes 'Delete Client' and 'Back' links. Below the title is a 'Demographics' header with a circular icon. The main area contains several tabs, each with a corresponding data field:

Personal Info	Name: Hemsworth, Chris Gender: Male DOB: 02/12/1987
Change URN	CRHM0212871U
Contact Information	2799 W. Grand Blvd Detroit, MI 48208
Race/Ethnicity	White
HIV Risk Factors	IDU, Heterosexual
Vital Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Ryan White Eligible
HIV Status	HIV-positive (AIDS status unknown) Estimated HIV Date: 10/01/2017
Common Notes	THIS IS SOMETHING YOU WANT ANYONE TO KNOW PREFERRED NAME ADDRESS CHANGE
Provider Notes	No description supplied

14. After closing, you will be taken back to the Missing client page. Follow step 12-13 for the next client on the list. Continue to do this until your list is empty.

**For any questions, please contact MDHHS - Bureau of HIV/STI Programs @
(MDHHS-SHOARS-SUPPORT@michigan.gov).**

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