

Conducting a Consult as the Provider

CuraviCare



is the link found on your desktop you will use to enter into a consult. Once you select the icon the following opens:

CURAVI HEALTH

Username
Password
[Forgot password?](#)

LOGIN

Curavi Support: 1 888-5CURAVI

Username: firstname.lastname
password: provided by Curavi

CuraviCare

Curavi Support: 1 888-5CURAVI | [Submit system report](#)

Open Consults Closed Consults LOGOUT

No Pending Consults

Consult will be listed here once entered. You will see all the resident demographics, C/C and VS. Simply click "assign to me" and then "start Video" button when prompted

Curavi Support: 1 888-5CURAVI | [Submit system report](#)

Open Consults Closed Consults LOGOUT

Standard Consult TRAINING Consult ID: 1848

Created At: Jan 17, 2018 6:54 PM Facility: Ball Pavilion Contact: (614) 899-8000 Ext: 222

Female, age: [redacted] Admitted more than 30 days ago Attending: Dr. Jageman, John
DOB: [redacted] Not Full code

Patient ID#: 1234

Situation: sob, syncope Heart Rate: 54 BPM Temperature: 98.9 F Download: 1 of 1
Blood Pressure: 96/40 Oxygen Saturation: 88 %
Respiratory Rate: 96/Min Blood Sugar: — mg/dL
Oxygen Administered? Yes 2 L/min
Delivery Methods: Nasal cannula (2.6 L/min; 2 40% oxygen concentrator)

Closed Reason: Testing/Training Assigned to: Me

Example (test consult) of info that will be displayed. Here is where you will select "assign to me" and then "start video" will appear in the same area. This is a closed consult but layout will be the same.

Standard Consult Consult ID: 1819

Created At: Jan 16, 2018 9:24 PM Facility: Westmoreland Manor Contact: (724) 830-4112

[Redacted] Admitted more than 30 days ago
 ✓ Not Full code Attending: Dr. De [Redacted]

Situation: Elevated temp 100.0 Lungs sounds clear. Skin warm and dry, cheeks flush, Respiration easy and unlabored. Bowel positive X4 quadrants. Abdomen soft and non-tender. No S/S of pain.

Heart Rate: 103 BPM Temperature: 100 F
 Blood Pressure: 126/78 Oxygen Saturation: 94 %
 Respiratory Rate: 20/Min Blood Sugar: — mg/dL
 Oxygen Administered? No

Closed Reason: Resolved Assigned to: Me

[Document consult](#)

When consult has ended this page will display again and now select "document consult". This will take you to the EHR. Once logged in, all info entered by staff will already be populated in progress note!

- Curavi Health is used interchangeably with EHR. Curavi Health is your desktop icon that you select to access our EHR

Troubleshooting and Educational Materials



- **Curavi Support**, also located on your desktop, will take you to our support page which offers educational materials on how to conduct a consult, troubleshooting, placing a helpdesk ticket, etc. This is also known as FreshDesk.
- You can also access this site from any device by going to: CuraviHealth.com and clicking on "support" in upper right hand corner OR CuraviHealth.freshdesk.com

A screenshot of a web browser showing the Curavi Health Support page. The browser address bar shows 'https://curavihealth.freshdesk.com/support/home'. The page has a green header with 'Curavi Health Support' and a navigation menu with 'Home', 'Solutions', and 'Tickets'. Below the header is a search bar with the text 'How can we help you today?' and a 'SEARCH' button. To the right of the search bar are links for '+ New support ticket', 'Check ticket status', and a phone number '888-528-7284'. A red callout box points to the 'New support ticket' link with the text 'Place a ticket here for any issues/concerns regarding any consults, cart issues, charting issues, etc.'. Below the search bar is a 'Knowledge base' section with a sub-section 'Request a Scheduled Consult' and a list of articles. Another red callout box points to the 'Request a Scheduled Consult' section with the text 'Education Materials (more below as well as videos)'. The 'General' section lists 'FAQ (10)' and 'EKG (2)' with sub-articles like 'How do I use the stethoscope?' and 'EKG Electrode Placement Instructions'.

- It is important, prior to entering a consult, you close any open applications that could potentially have access to your laptop's camera. This would include but is not limited to: Lync, Skype, Outlook, etc.
- Issues that arise in ANY Curavi application should be reported by placing a helpdesk ticket as seen above. Select "New support ticket" and enter requested info. This is used for all issues such as: problems logging in, conducting a consult, charting, etc.
- If more immediate assistance is needed (IT is VERY prompt), you can call support directly at: 1-888-5CURAVI