CareQuality Tip Sheet

This Tip Sheet may change as our trainings and systems are updated. Please visit our website https://dhs.saccounty.gov/BHS/Avatar/Pages/Avatar.aspx for the most updated version. If any additional help is needed you can contact us at Avatar@saccounty.net.

What is CareQuality: CareQuality is a tool that allows Electronic Health Records the ability to share information on mutual clients. Users are able to send out a request from their own Electronic Health Record to other hospitals and facilities who are part of the CareQuality Network and receive a Continuity of Care Document (CCD) on their mutual clients. The CCD is electronically sent back to the requesting EHR. The CCD includes demographic, financial and some clinical information that will help users get a better overall picture of the client's health and information.

1. Open the CAREQUALITY console on the top of your Home screen in your My View.
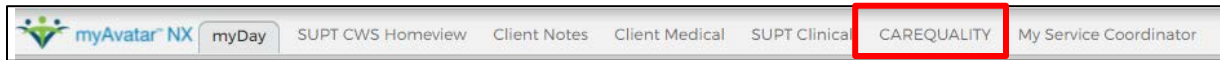
2. Highlight the client you want to view in your My Clients list or search for them in the "What can I help you find" box, by either typing in their Avatar ID or last name, first name (no spaces). Double click on the client name to select the client.

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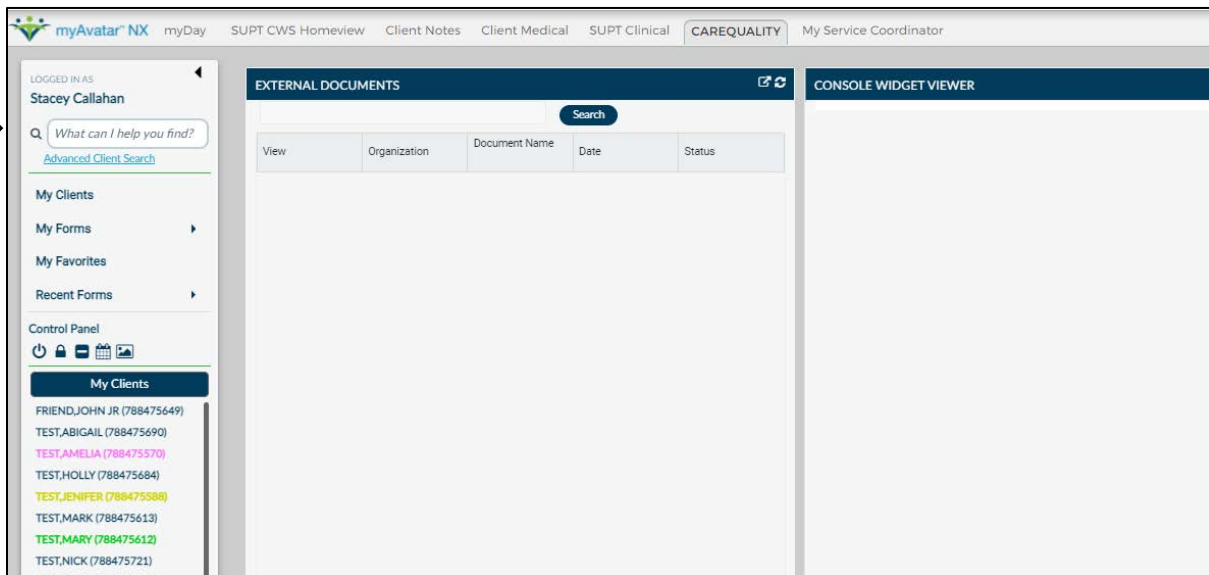
3. The client will populate in the External Documents widget. There may be current documents listed under the client's name, these are documents that were searched prior. The date of the document shows when that search took place. You can click on the "Search" button next to the name to run a new search to see if there are any more recent documents.

4. Click on the View button to view each document, there may be multiple documents from the same organization.

5. The client's demographic information will populate in the Console Widget Viewer. Verify the client demographics to make sure you have the correct client.
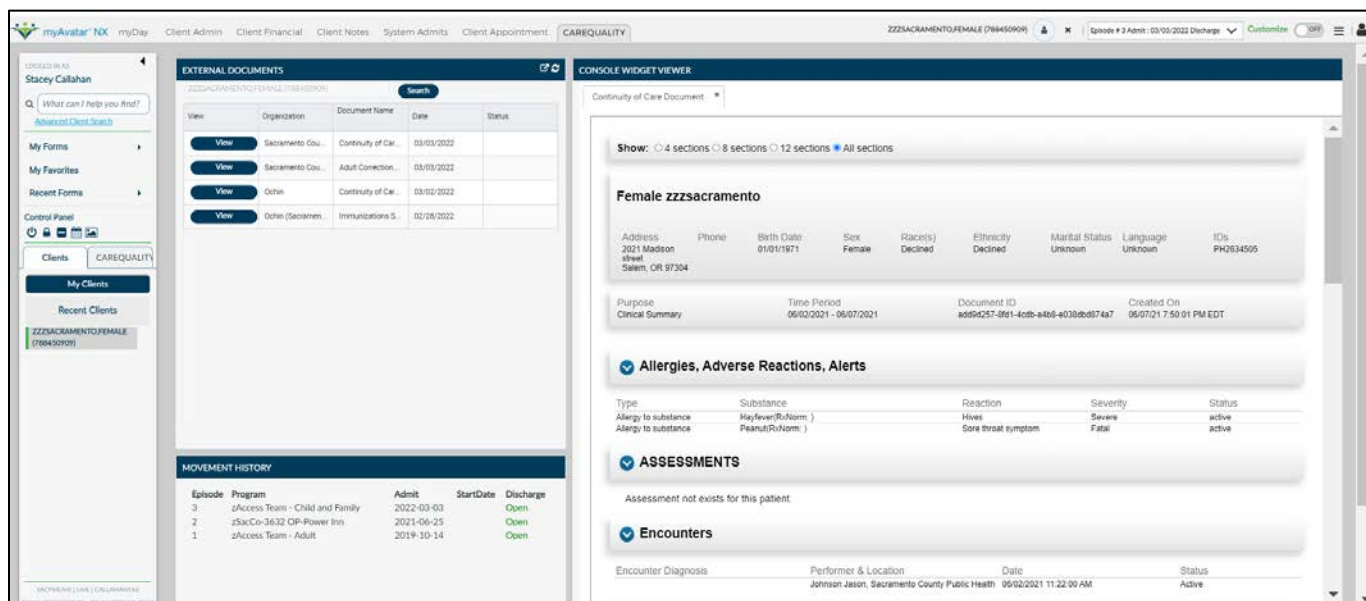
6. Scroll down to view the various sections of the document. The sections may vary depending on the client and the organization. The different sections of the external document may include:
   - Active Problems
   - Allergies
   - Demographics
   - Diagnosis
   - Encounters
   - Financial Information
   - Lab Results
   - Last Filed Vital Signs
   - Medications
   - Plan of Treatment
   - Problems
   - Recent Encounters
   - Recent Progress Notes
   - Social History (smoking, etc)
   - Source Comments

7. At the bottom of the page there is an option to Reconcile or Save the document. Reconcile is not currently being used. If you want to save the document click on the Save button. You will not get a message or prompt that

the document was saved, therefore, make sure to only click on the button once.

8. The document will be saved in the Client Dashboard under the Scanned section. The document description will be called Continuity of Care. The document will be Non-episodic.

9. If you would like to move the document or change the name of the document you can use Clinical Document Viewer to make those changes.