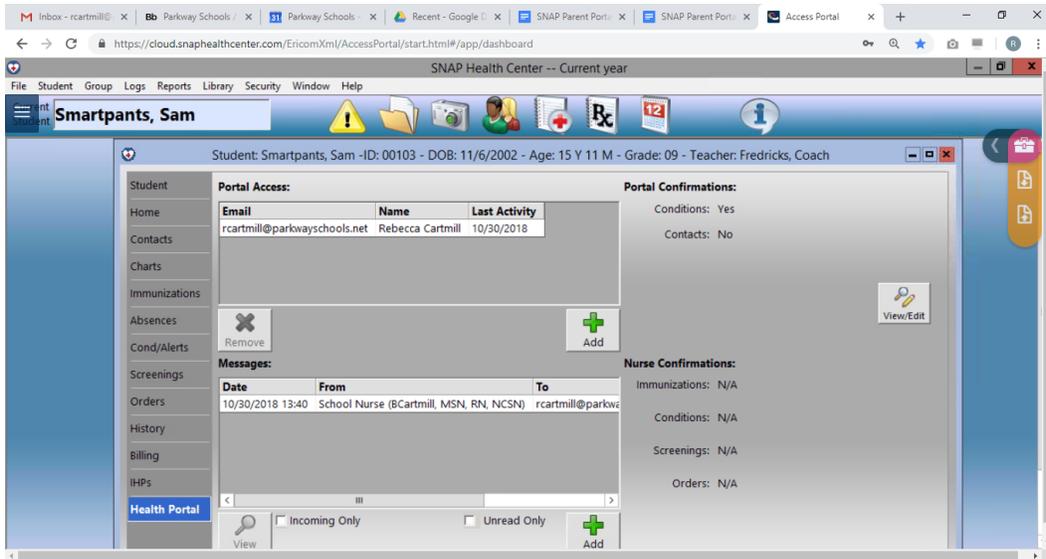


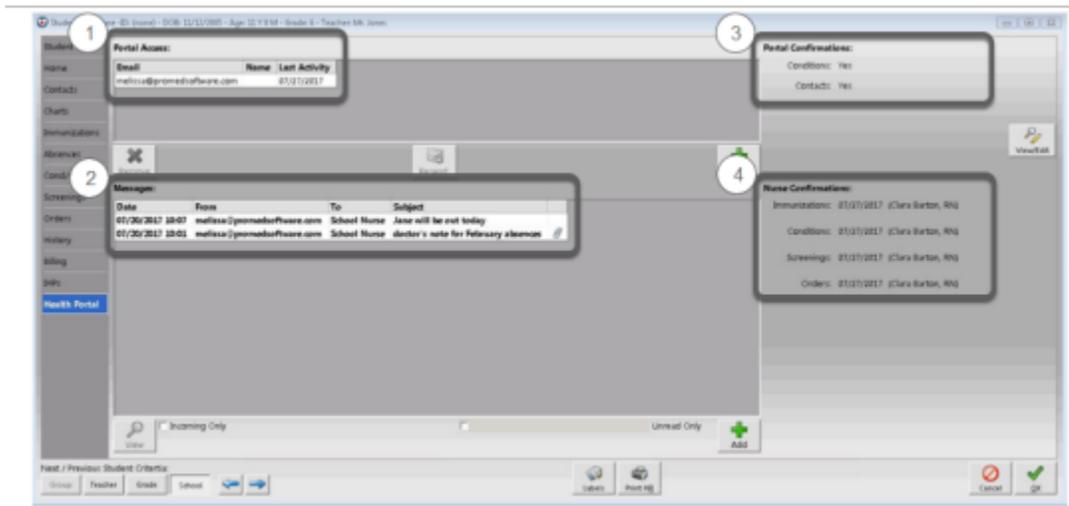
SNAP Parent Portal through the Nurse's Eyes

How to send invite to a parent-can be done either individually or through processing a group. Pull up a student's chart and go to Health Portal. The top section is where you would add or delete access. The bottom section is where you would send a message



Student Health Record

The Health Portal section of the student Health Record stores information on authorized portal users, data confirmation histories and the portal's two-way message tool.



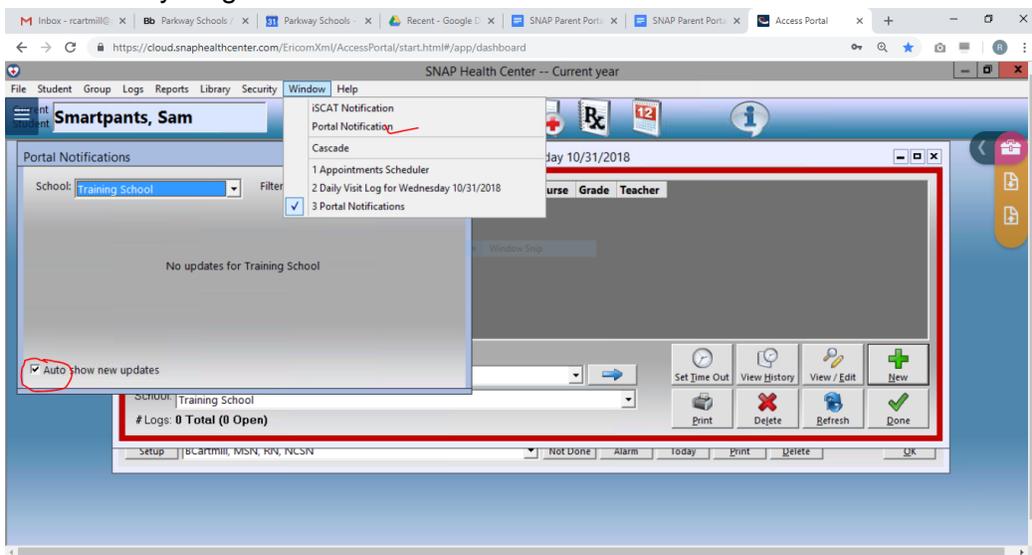
1. Portal Access displays parents who have access to the Health Record via the portal, along with the date of their last login. Allows you to add or remove portal access for this student. (see "Granting parents access").
2. Messages: Allows you to send messages to and receive messages from parents via the portal. See the Messages section for more information.
3. Portal Confirmations Portal Confirmations: records if parents have confirmed conditions, and contacts as accurate and up to-date.

4. Nurse Confirmations Nurse Confirmations: records the most recent confirmation of new immunizations, conditions, screenings and OTC medication orders added to the Health Record via the portal.

How to set up an announcement

School announcements allow the publishing of **school-specific** messages that display on the Health Portal Dashboard for each student in that specific school. To add or edit a school announcement, send me an email with your message and I will copy and paste it onto your school specific announcement section. Remember this is a school specific announcement and **should never contain student specific information**. Examples of this this may be the promotion of flu shots or the dental clinics stating deadlines for paperwork to be turned in.

How to set up your parent notifications window. You will need to go to the windows tab, then hit portal notifications. Make sure your school is in the drop down window and the box on the left bottom is checked. For floats and subs, since you have access to all schools, I would uncheck the box on the bottom otherwise this window will pop up all day long and be annoying. And I think the notifications should be taken care of by the building nurse to make sure she is aware or anything new.



Processing Notifications

Each student with new information will display along with an icon that corresponds to the updated information. Double click on the icon and the student's Health Record will open to the applicable section

1. New or updated data always appears highlighted in green
2. Once the data is viewed and/or confirmed, the highlight is removed and the notification is removed from the Portal Notifications window

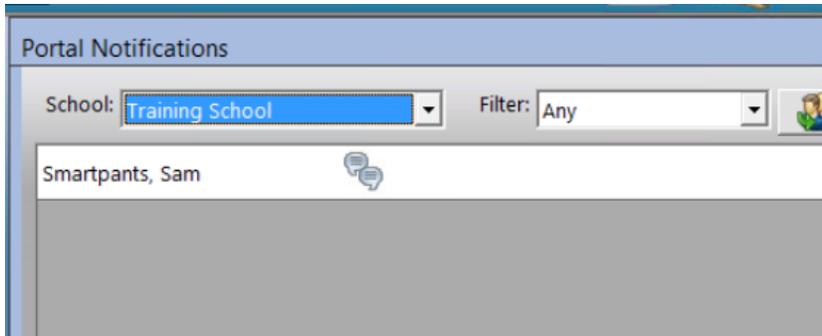
Icon	Type of Notification	What to do with notification
	New Message	New message is waiting
	Contacts	Contact info has been updated, but you should never see this in Parkway because we are not allowing them to change contacts
	Immunizations	Immunizations have been updated
	Conditions	Health Condition has been updated
	Medications	Orders have been updated
	Documents	A form letter has been e-signed or a form has been completed and uploaded
	Screenings	A physical exam has been submitted
	File attachments	Immunization proof or a new Doctor's order has been uploaded

How to Respond to Notifications

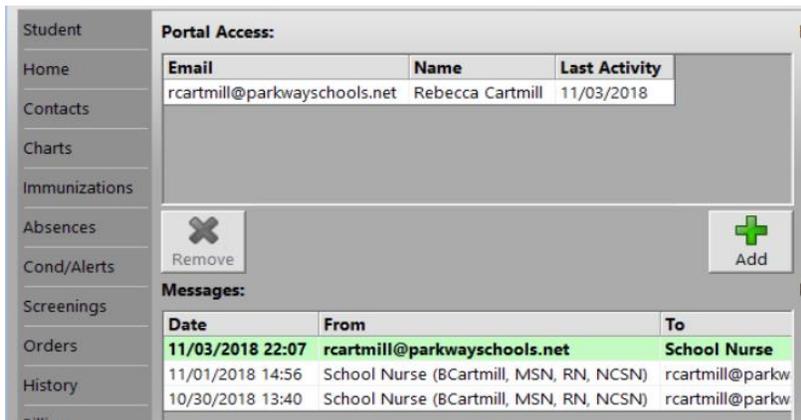
A. Messages

Receiving a Message and Sending a Reply

1. When a parent sends you a message via the portal it triggers a notification in the Portal Notifications window. Double click on the message icon in the Portal Notifications window. This will open the student's Health Record to the Health Portal section.
2. Unread messages will appear in bold text. Single click on the waiting message and click View or double click the waiting message.
3. The Message will display. If there is an attachment it will appear above the message. To view an attachment double click on it.
4. To reply, click Reply in the lower left of the message window, type your message and click OK to send. Message View Options w Options

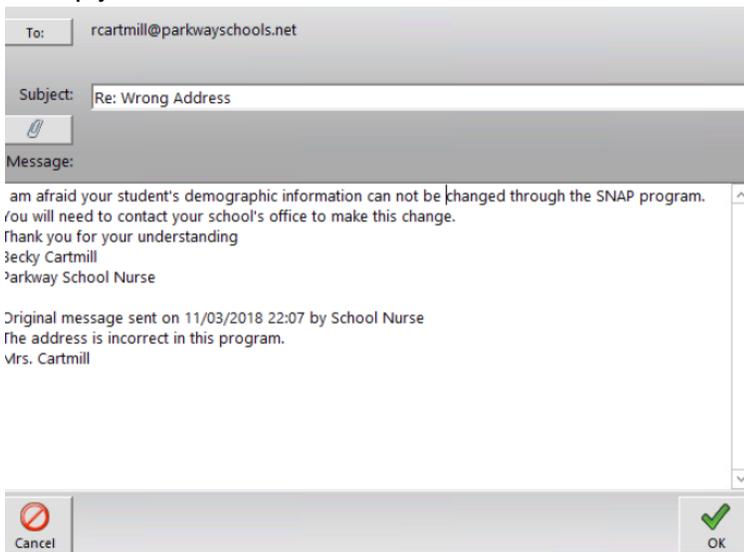


Hit the message icon



Hit the email highlighted in green

Hit reply

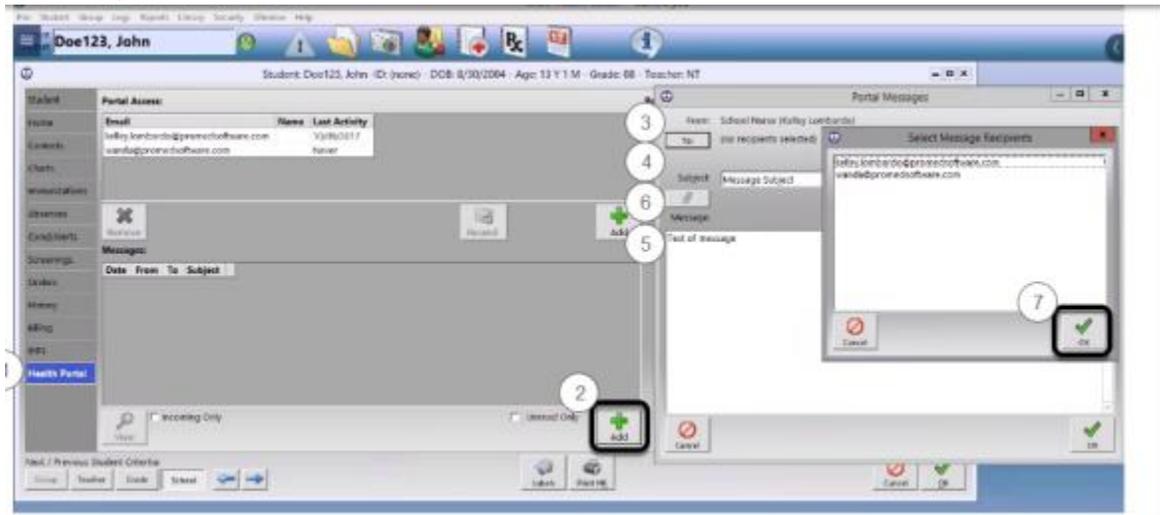


Complete your return message and then hit ok

Sending a Message/attach file to an Individual Parent

1. Open a Health Record and select the Health Portal section
2. In the Messages section, click Add; a blank message appears
3. Click To and select the recipient from the list of portal users

4. Enter a subject
5. Enter your message
6. Click the paperclip icon to select a file to attach to your message (optional)
7. Click OK to send or Cancel to not send Sent messages will be saved to the Health Portal section of the student's Health Record and will appear in bold text until they are viewed by the parent on the portal.



Sending a Message to a Group of Parents

Create a group of students whose parents you want to send a message. This can be done under Group | Select Group | Select or with the "place in group" check box in the report generator screen.

Go to Group | Process | Portal | Message Group | Process | Portal | Message

Enter a subject

Enter your message

Click the paperclip icon to select a file to attach to your message (optional)

Click OK to send or Cancel to not send

Your message will be sent to each parent who has been granted Portal Access for the students in your group. Sent messages are saved to the Health Portal section of the each student's Health Record and appears in bold text until they are viewed by the parent on the portal. When you send a message to a parent, either individually or by group processing, a real time email notifications will automatically be sent letting them know a new message is waiting for them on the portal (provided they have this setup). There will also be an alert on the Health Portal Dashboard.

If a parent has not set up their account, they will get a email stating they have a notification which they can retrieve through the portal

The message list is cumulative, there are two options to manage it:

1. Incoming only: select this option to only display incoming messages. Deselect it to display incoming and sent messages.

2. Unread only: select this option to only display unread messages (sent and received). Deselect to display all messages regardless of the read status.

Notification emails are sent to parents automatically based on the email preferences they establish in their portal accounts. This email contains the parent's personal user name and confidential password to login to the portal. The contents of this email cannot be edited. Once access is granted for a second child (or more), a new email is sent to the caregiver notifying them that they have access to the additional child.

Name: **John Doe123** DOB: **8/30/2004** Grade: **08**

Notifications

Notify me by email when...

- A new message is waiting for me
- I need to sign a document
- A medication needs to be refilled
- My student needs an immunization
- I need to confirm that information is up to date

Update

The following events will generate an email to the caregiver as long as they have notifications set up for that message type:

Immediate notification

- When you require a signature on a document
- When you send a caregiver a message on the portal
- When you add a caregiver's email address to the Health Portal section of a health record (individually or via group processing)

Daily reminder

- When a medication order reaches its refill quantity amount
- Weekly reminder
- When a student's immunization record is noncompliant
- When there are unread messages, letters or documents waiting

Monthly reminder

- When it is time to confirm health conditions and contacts for a new school year

2. Conditions Alerts

Portal Notifications

School: Training School Filter: Any

Smartpants, Sam 

Hit icon

Student: Smartpants, Sam -ID: 00103 - DOB: 11/6/2002 - Age: 15 Y 11 M - Grade: 09 - Teacher:

Student	Condition / Alert	Alertable	Comments	Current	Medical Dx
Home	Psychological D/O-ADHD	No		Yes	ADHD [.]
Contacts	Asthma	No		Yes	
Charts	Concussion	Yes	Concussion during soccer on Saturday	Yes	Concussion [.]
Immunizations	Asthma	Yes		Yes	
Absences	Diabetes-Diabetes Type 1	Yes		Yes	
Cond/Alerts					
Screenings					

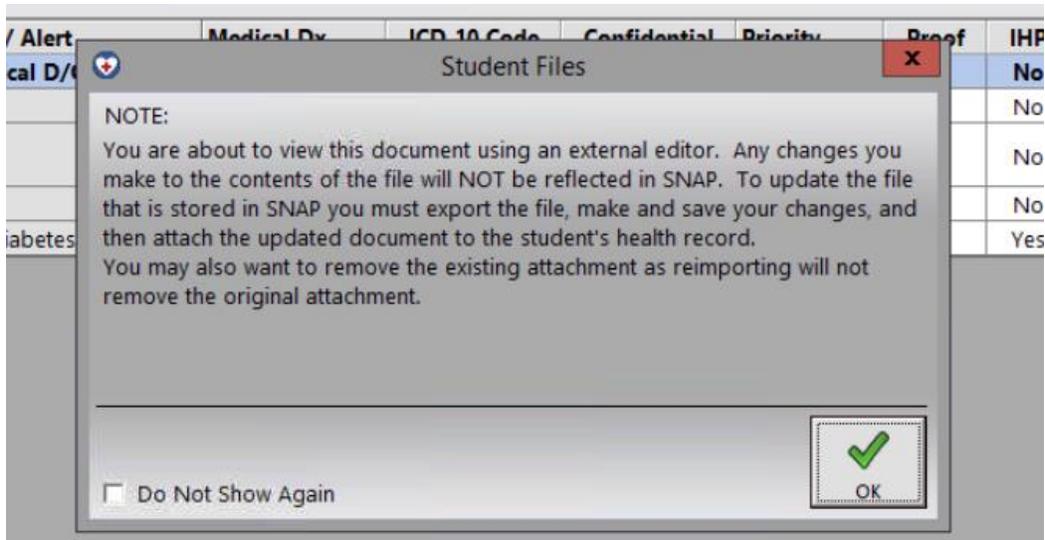
The new entry from the parent will show up in green

This entry is also in red because the parents marked the entry as confidential, that they did not want this shared.

Scroll over to right and then click on the green proof

Student: Smartpants, Sam -ID: 00103 - DOB: 11/6/2002 - Age: 15 Y 11 M - Grade: 09 - Teacher: Fredricks, Coach

Condition / Alert	Medical Dx	ICD-10 Code	Confidential	Priority	Proof	IHP	IEP	504	EA
Psychological D/O-ADHD	ADHD [.]	Select...	Yes			No	No	No	
Asthma		Select...	No			No	No	No	



You will hit okay and then the document will show up. The document will be saved to the proof button. If you also want to save the document to this history tab

3. Documents

A. Confirming a Condition/Alert

After you confirm the diagnosis you will need to go to the bottom of the screen and hit confirm. It will then show up as being confirmed in the Health Portal tab

Email	Name	Last Activity
rcartmill@parkwayschools.net	Rebecca Cartmill	11/03/2018

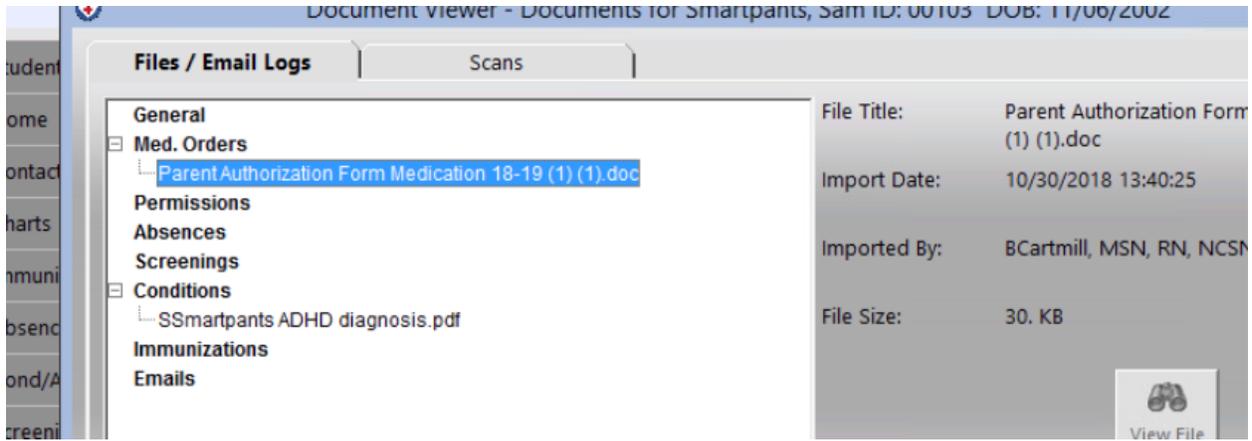
Remove Add

Date	From	To
11/03/2018 22:07	rcartmill@parkwayschools.net	School Nurse
11/03/2018 17:13	School Nurse (BCartmill, MSN, RN, NCSN)	rcartmill@pa
11/01/2018 14:56	School Nurse (BCartmill, MSN, RN, NCSN)	rcartmill@parl
10/30/2018 13:40	School Nurse (BCartmill, MSN, RN, NCSN)	rcartmill@parl

Portal Confirmations:
 Conditions: Yes
 Contacts: Yes

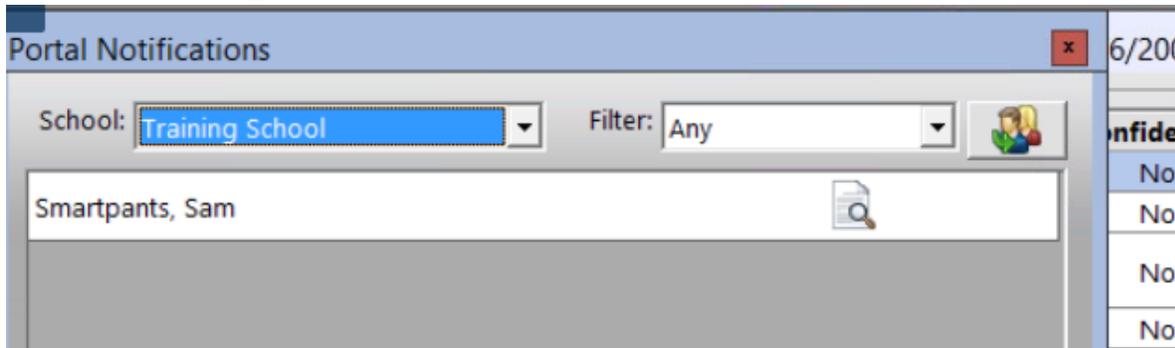
Nurse Confirmations:
 Immunizations: N/A
 Conditions: 11/03/2018 (BCartmill, MSN, RN, NCSN)
 Screenings: N/A

And will be stored in the history tab

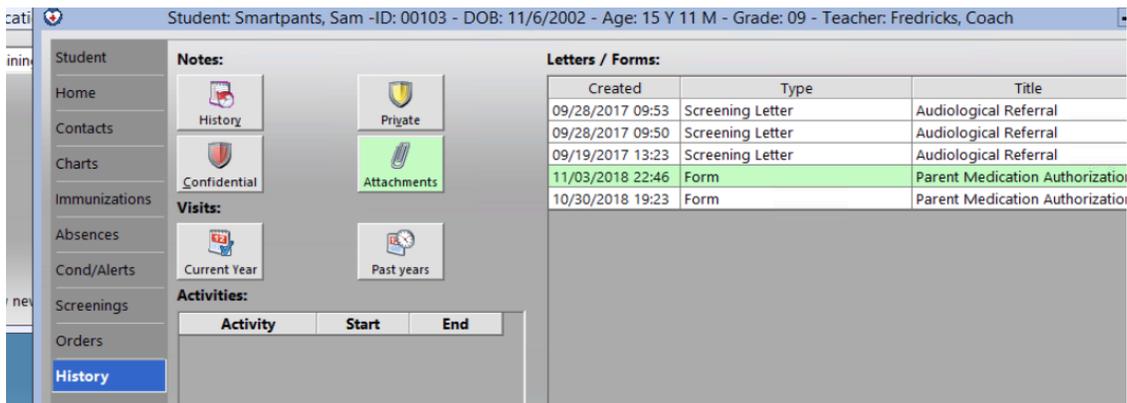


3. Documents

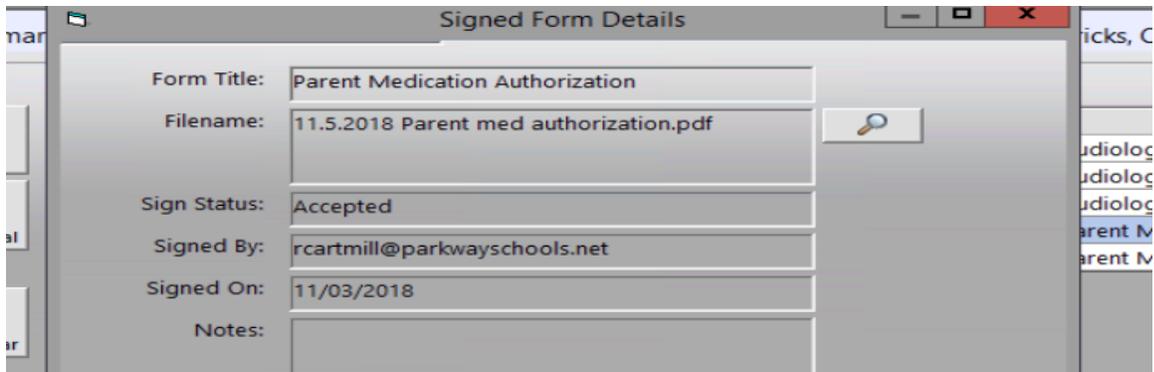
B. Confirming a medication order



Hit icon



Hit the green highlighted form



When you hit the magnify glass next to the form, a form will open up to the actual form completed by the parent

**REQUEST FOR ADMINISTRATION OF
MEDICATION AT SCHOOL
PARENT**

I here by give permission for the nurse or authorized school personnel to administer the following medication to my child for the current 2018/2019 school year. This permission shall be effective during the school day, on school property, and at all school activities.

Name of child: Sam Smartpants

Name of medication: Pro Arr

Dose to be administered: 2 puffs

You will then need to enter the order as you normally would do.

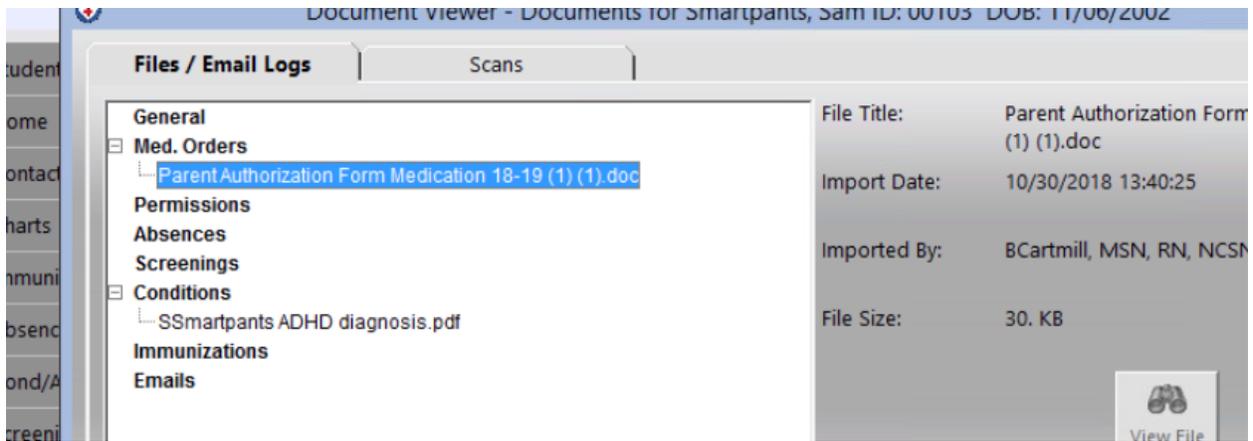
You will see the form saved under two places in the chart

Under "form" saved in the history tab

Student: Smartpants, Sam - ID: 00103 - DOB: 11/6/2002 - Age: 15 Y 11 M - Grade: 09 - Teacher: Fredricks, Coach

Student	Notes:	Attachments	Letters / Forms:																		
Home	History	Private	<table border="1"> <thead> <tr> <th>Created</th> <th>Type</th> <th>Title</th> </tr> </thead> <tr> <td>09/28/2017 09:53</td> <td>Screening Letter</td> <td>Audiological Referral</td> </tr> <tr> <td>09/28/2017 09:50</td> <td>Screening Letter</td> <td>Audiological Referral</td> </tr> <tr> <td>09/19/2017 13:23</td> <td>Screening Letter</td> <td>Audiological Referral</td> </tr> <tr> <td>11/03/2018 22:46</td> <td>Form</td> <td>Parent Medication Autho</td> </tr> <tr> <td>10/30/2018 19:23</td> <td>Form</td> <td>Parent Medication Autho</td> </tr> </table>	Created	Type	Title	09/28/2017 09:53	Screening Letter	Audiological Referral	09/28/2017 09:50	Screening Letter	Audiological Referral	09/19/2017 13:23	Screening Letter	Audiological Referral	11/03/2018 22:46	Form	Parent Medication Autho	10/30/2018 19:23	Form	Parent Medication Autho
Created	Type	Title																			
09/28/2017 09:53	Screening Letter	Audiological Referral																			
09/28/2017 09:50	Screening Letter	Audiological Referral																			
09/19/2017 13:23	Screening Letter	Audiological Referral																			
11/03/2018 22:46	Form	Parent Medication Autho																			
10/30/2018 19:23	Form	Parent Medication Autho																			
Contacts	Confidential	Attachments																			
Charts	Visits:																				
Immunizations	Current Year	Past years																			
Absences	Activities:																				
Cond/Alerts	Activity	Start	End																		
Screenings																					
Orders																					
History																					

And you can hit attachments where you will see it listed specifically. It will first go under general, but you can click and drag it to the folder you need to put it in



3. Documents

C. Confirming a immunizations

Immunization data submitted to the portal is entered into the student's Health Record but it does not count toward the student's compliance status until it is confirmed. To confirm immunization data:

1. Find the student in the Portal Notifications window and double click on the immunization icon
2. The student's Health Record will open to the Immunization section and new immunizations submitted to the portal will appear highlighted in green. If proof of administration was uploaded to the portal, the Proof button will display a green checkmark
3. To view proof of administration, click Proof and select from the available documents
4. After entering immunizations into IC and confirming that student is now compliant
5. Click Confirm
6. Click OK to save and close the Health Record

3. Documents

D. Confirming a screening

Parents can add a new Physical Exam to their student's Health Record by uploading documentation to the portal. The new physical exam is highlighted until you confirm it. To confirm a new physical exam:

1. Find the student in the Portal Notifications window and double click on the screenings icon
2. The student's Health Record opens to the screenings section and the physical exam submitted to the portal appears highlighted in green
3. To view documentation of the screening, open the screening details and click Proof
4. Update the screening date and results (WNL or ONL) to reflect the information in the proof document
5. To confirm the screening, click Confirm
6. Click OK to save and close the Health Record

3. Documents

E. What documents require confirmation

The following notifications remain in the notification window and highlighted in the student health record until confirmed:

- Immunizations
- physical exams
- health conditions
- medication orders

In other words, just viewing this data does not process the notification. Requiring this extra step ensures you are aware of the new data and allows you to only confirm it once you have reviewed any necessary documentation. Nurse confirmations are automatically logged in the Health Portal section of each student's Health Record.

4. How to send a form to a parent

A. Form letters

Parents have access to the following forms under the forms tab on tier dashboard. You can refer them to these forms. They will then need to print and complete it and send it back to you through the portal

- Parent medication authorization form
- Physician medication authorization form
- Epi self carry form
- Inhaler self carry form

4. How to send a form to a parent

B. Letters generated by you asking for a signature

- a. screening or referral letter
- b. Immunization non compliance letter

C. Letters generated through an office visit-can not ask for signature

- a. Report of head injury
- b. Report of clinic visit to parent

Parents will see this for a referral letter

Allergies/Conditions
 Medications
 Health Office Visits
 Health Monitoring
 Screenings
 Documents
 Messages
 Notifications
 Forms

School



Grade: 09
School name: Training School
School phone: (314)415-5036

What's New



[1 New Health Office Visit\(s\)](#)
[1 New Document\(s\)](#)

Then after they click on new documents they will see this window

Documents			
Date	Title	E-signature	View
11/3/2018	Head Injury Report	Not required	
9/28/2017	Audiological Referral	Not required	

Parents will see this for a letter generated through a office visit

Eye -Pupils -PEKRL
Clinical Care:
 Comfort care -cold application
Support/Counsel:
 Coping support -verbal reassurance
Disposition/Plan:
 Sent -Back to class -return if needed

Reporter: BCartmill, MSN, RN, NCSN

Dear Parent/Gaurdian:

Today your child received a bump on the head.

He/she was evaluated at school and appears to be all right. Please watch him/her for

- Nausea or vomiting
- Dizziness or difficulty walking
- Severe headache
- Excessive drowsiness
- Or other unusual symptoms or change in personality .

If any of these occur, please contact your physician or clinic for direction.

Thank you for your cooperation. Please call if you have questions.

Viewing a Returned Form

1. Find the student in the Portal Notifications window or open their Health Record and select the History section
2. Select the Form you want to view signature information for and click View/Edit
3. The signed form details will display
 - **Form title:** title of the form submitted via the portal

- **Filename:** the file name of the form; click the icon to the right to view the actual form and any information the caregiver added to it
- **Sign status:** displays if the form was accepted or declined by the caregiver
- **Signed by:** displays the portal user who submitted the form
- **Signed on:** displays the date the form was submitted to the portal
- **Notes:** displays any notes the caregiver added to the signature window

5. Where in SNAP are documents saved

A. Health History tab on the student's chart

Proof and Attachments- Parents can upload "proof" or documentation from medical providers to the Immunization, Conditions, Screenings and History/Attachments section of the Health Record. Documentation can also be sent to you as an attachment on a Message. Proof documents are stored in the corresponding area of the Parent Portal Health Record but copies of all proof documents are also stored and managed in the History section of the Health Record under Attachments.

All form letters and printed Health Records that are saved to the History section of the student Health Record are viewable on the portal. The only exception to this are the Visit Log letters that were marked as non-viewable in SNAP's Administration Module. When generating a new letter, if you select Save in the Form Letter Selection screen the letter will be viewable on the portal and the parent will be sent a weekly email reminder that there is an unread letter waiting on the health portal.

B. Health Portal tab on the student's chart

Sent messages are saved to the Health Portal section of the each student's Health Record and appears in bold text until they are viewed by the parent on the portal. When you send a message to a parent, either individually or by group processing, a real time email notification will automatically be sent letting them know a new message is waiting for them on the portal (provided they have this setup). There will also be an alert on the Health Portal Dashboard.

Signatures

If you would like to request a signature once a letter has been viewed by a caregiver select Require Signature in the Form Letter Selection screen. Signatures can be required individually for a student when generating a letter from the Health Record or the Visit Log or for a group of students when generating letters through group processing. If a signature is requested, a real time email notification will automatically be sent letting the caregiver know a letter needs their signature. There will also be an alert on the Health Portal Dashboard.

Signature Status

The History Section of the student Health Record displays the status of the signature request. Once a parent views a form letter that requires a signature, they can click Sign Now to submit a signature that will trigger a portal notification for that student and automatically register in the History tab of the student's Health Record, changing the pen icon to a green check mark. Once a letter is signed, its contents can no longer be edited.

Function	Description
Pen	Signature required but not received yet.
Hash Mark	No signature requested.
Check Mark	Parent has signed the letter or form.

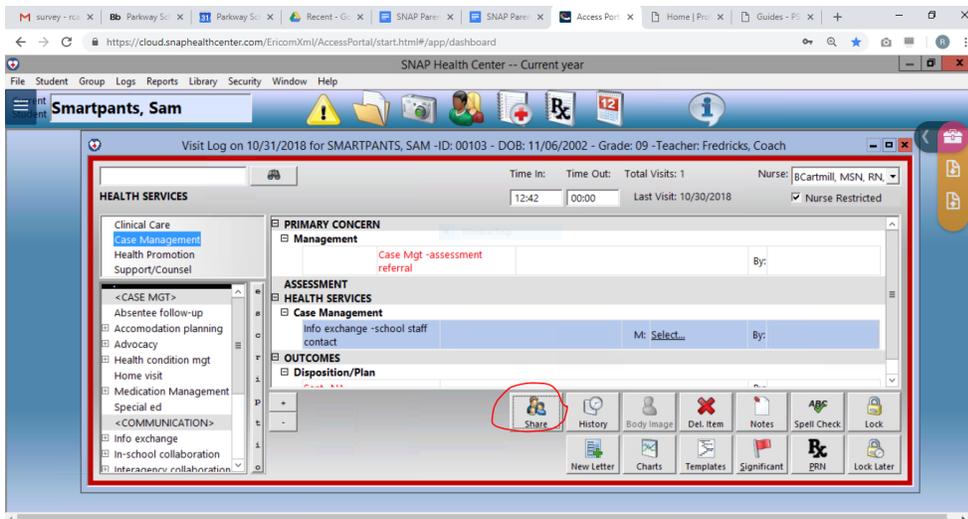
View who signed a letter

1. Open a student Health Record and select the History section
2. Select the letter you want to view signature information for and click View/Edit
3. The signed by information, including who signed the letter and when, is displayed at the bottom of the screen

Manually mark a letter signed

1. Open a student Health Record and select the History section
2. Select the letter you want to mark signed and click View/Edit
3. Select Signed and enter who acknowledged the letter in the By field
4. Enter the date the letter was acknowledged in the Date field

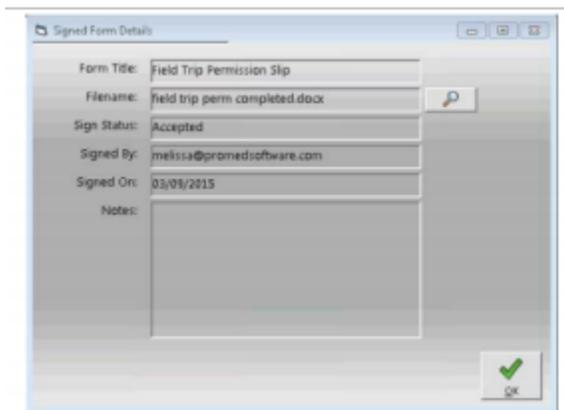
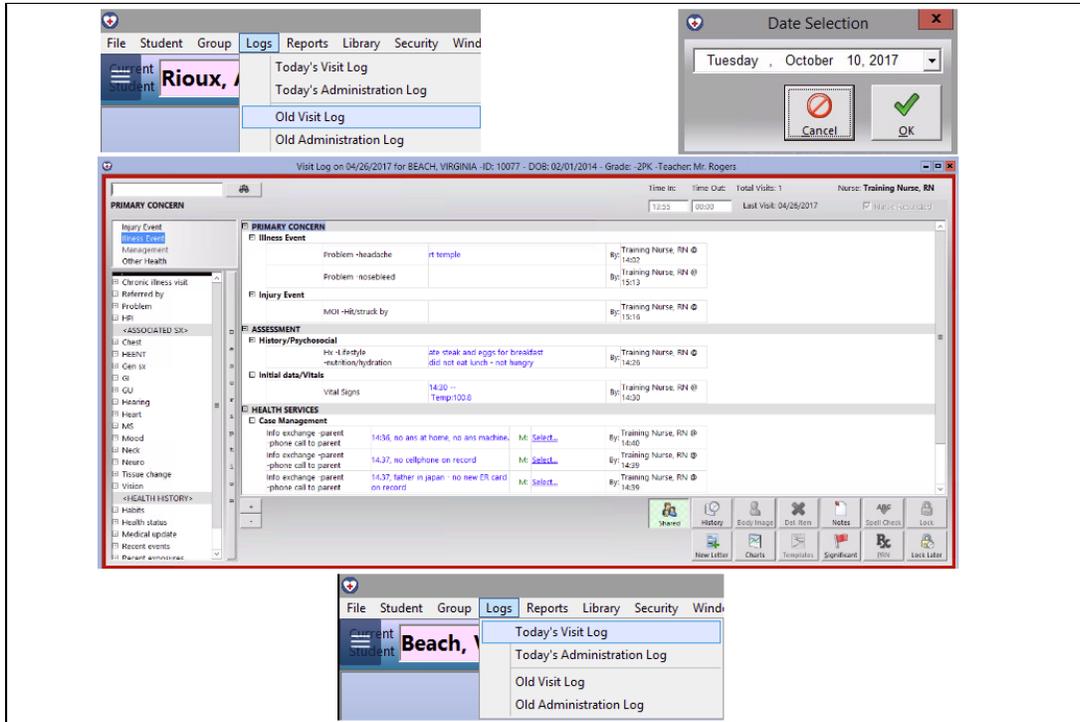
Marking a current visit as Unshared-all visits will be shared unless you unclick the shared button



Marking a previous visit as Unshared

1. On the main menu, select Logs | Old Visit Logs
2. Click the date pull down to make the calendar appear
3. Select the date the sensitive visit occurred and click OK and the Visit Log for that day opens.

4. Double click on the sensitive visit to open the visit details and click Shared to unshare it. The color changes from green to grey, and the label changes from Shared to Share
5. Click OK to close the visit
6. To return to today's Visit Log, on the main menu, select Logs | Today's Visit Log



Manually Attaching a Completed Form

To add a completed form that a caregiver emails you to the student's health record:

1. Save the attachment from the email to your computer (cloud customers then need to upload the form to the cloud)
2. Open a student Health Record and select the History section
3. Click New Form

4. Complete all fields, use the browse icon in the Filename field to browse to and upload the form
5. Click OK
6. Delete the attachment saved to the computer and the cloud folder