



DASHcentral[®] Triage Workflows & UI Updates

Version 21.1



PRODUCT
DASHcentral



USER
All Users



STAGE
Client

Radix Health Confidentiality, Brand, and Proprietary Rights Notice:

This document and the contents herein are the intellectual property and confidential proprietary information of Radix Health, Inc. and may only be used, copied, or distributed with the express permission of Radix Health, Inc.

© 2021 Radix Health, Inc. - All Rights Reserved.

Licensee agrees that it will not remove, alter, or otherwise obscure any proprietary rights notices appearing in the product.

DASH[®] and RADIX HEALTH[®] are federally registered service marks of Radix Health, Inc

Overview

According to the triage workflows that your practice wants to set up, you will now have the ability to set up triage questions and subsequent scheduling suggestions. You will first need to create triage questions and then group them together to form a triage decision tree for a particular chief complaint.

Setting the Stage: DASH Glossary

These are some common terms you'll find in DASH.

Triage

The assignment of degrees of urgency to wounds or illnesses to decide the order of treatment.

DASH Triage Questions

A set of questions based on the chief complaint that you enter, which will guide you on which services, facilities, and providers to select to best treat the patient.

DASH Decision Tree

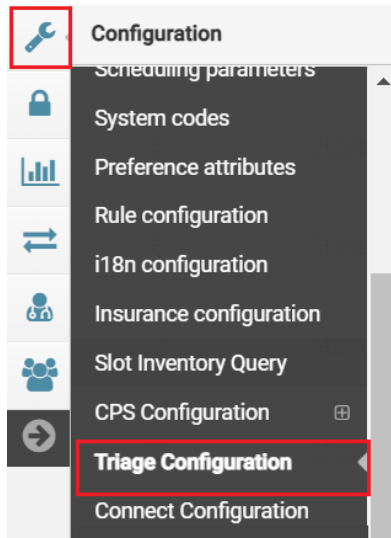
A chief complaint-driven workflow consists of a particular set of questions, each with two options, the outcome of which will help the scheduler decide on how best to proceed with scheduling for the selected chief complaint.

DASH Terminal Node

The last step of a particular path of any triage decision tree, where the user sees the following options: display a text outcome to the user, assign specialties, assign services, assign facilities, assign providers, assign attributes to set (you can add multiple attributes).

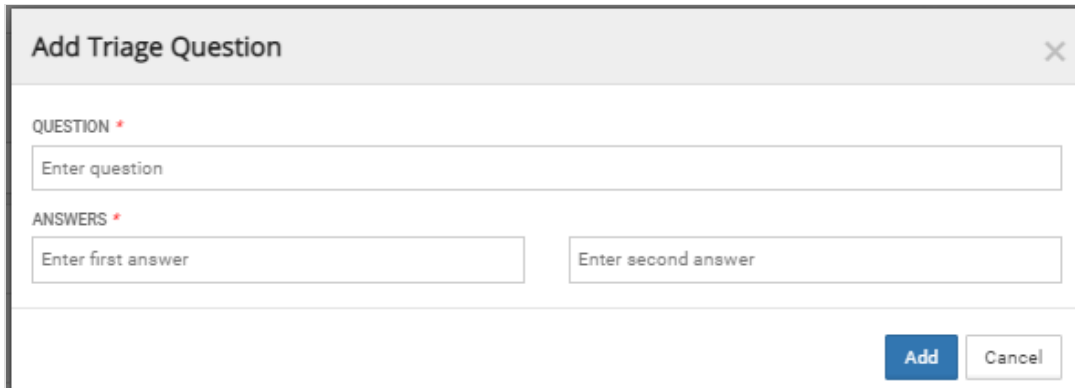
How to Add a Triage Question

1. Go to the triage configuration option under the configuration tab on DASH, and make sure the questions tab is selected.



Triage Configuration			
Questions		Decision Tree	Search
ID	Question	Answers	Last Updated
1	Have you been told that you need surgery	Answer 1: Yes Answer 2: No	anup.lakare Feb 19, 2015 8:24 PM
2	Is the pain in your Neck or your Back?	Answer 1: Neck Answer 2: Back	demo Oct 1, 2020 1:23 AM

2. Click on the "Add" button to add your question and the two possible answers. The questions will now show up in the question list and will be assigned a question id. You will also be able to edit and delete and search for previously added questions.



Add Triage Question [X]

QUESTION *

Enter question

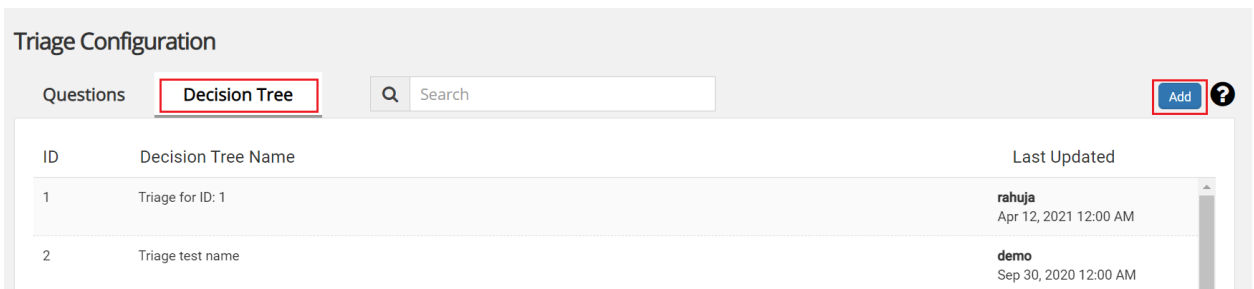
ANSWERS *

Enter first answer Enter second answer

Add **Cancel**

How to Create a Triage Decision Tree

1. Click on the decision tree tab on the triage configuration screen, and click on “Add.”

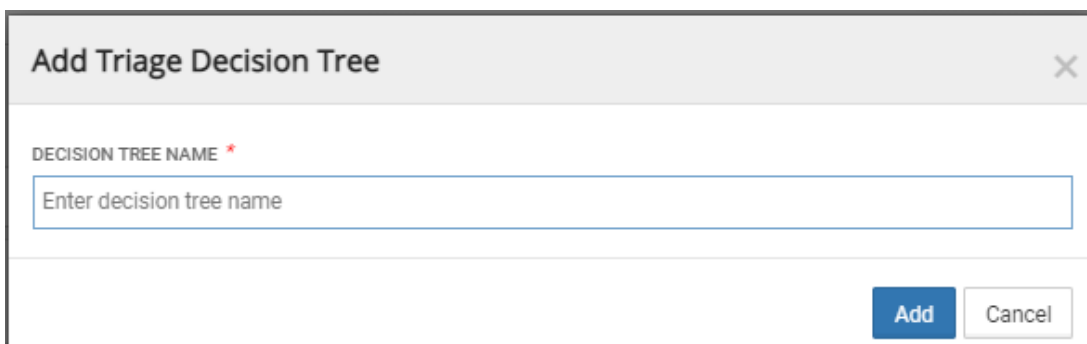


Triage Configuration

Questions **Decision Tree** [Search] **Add** [?]

ID	Decision Tree Name	Last Updated
1	Triage for ID: 1	rahuja Apr 12, 2021 12:00 AM
2	Triage test name	demo Sep 30, 2020 12:00 AM

2. Specify the name you want to assign to your decision tree and select “Add” to the list with an associated ID



Add Triage Decision Tree [X]

DECISION TREE NAME *

Enter decision tree name

Add **Cancel**

3. Click on the tree name and click on ‘Add root step.’ You will be prompted to select a previously added question or add a new question for the root step.

17

COVID Screening

+

Add Root Step

4. After you add the root question, it will show up below the decision tree name with two possible answers. You'll be able to add the next steps for each. After you click on one of those answers, you have two options:
- to either keep adding questions
 - or to mark that as a terminal node, meaning that the triage workflow will end there with suggestions for the scheduler on how to proceed.

17

COVID Screening

⊖

Do you have email and/or text messaging and private Wi-Fi (in your home)?

No

Yes

Update Decision Tree Step

×

MARK AS TERMINAL NODE ☐

NEXT TRIAGE QUESTION ⓘ [Add New Question](#)

Select question

▼

ATTRIBUTES TO SET ⓘ

Select attribute

▼

=

Value

⊖

Update

Cancel


5. To keep adding questions, follow the same workflow as suggested above.

When you want to mark an answer as a terminal node:

1. Click on the “Mark as terminal node” checkbox.


Update Decision Tree Step

MARK AS TERMINAL NODE ☒


DISPLAY OUTCOME TO USER 

Enter comment


The following values will be automatically applied and used when this triage ends at this node

ASSIGN SPECIALTIES 


Specialties..

ASSIGN SERVICES 


Services..

ASSIGN FACILITIES 

Facilities..

ASSIGN PROVIDERS 


Providers..

ATTRIBUTES TO SET 

Select attribute

=

Value



Update

Cancel

When you want to test your newly created triage tree:

1. When you finish creating a particular decision tree, DASH also allows you to test it out before making it available to be used on the scheduling page.

To test a newly created decision tree, click on the “Test” button. Testing allows you to verify the question and answer combinations and the user flows that a scheduler will see when scheduling in DASHcentral.

2 Triage testing anatu
Apr 29, 2021 12:00 AM

Have you been diagnosed with chronic Hepatitis C? Test

Yes

Have you seen a gastroenterologist regarding Hepatitis C?

No – Schedule with any Family practice provider

Yes

Have you previously undergone treatment for chronic Hepatitis C?

Once you complete the test, click 'Finish' to confirm.

Test Triage Decision Tree ✕

Have you been diagnosed with chronic Hepatitis C?

☐ Yes

☒ No

Have you been told that you need surgery

☐ Yes

☒ No

Do you have access to a computer or device (phone or ipad) with a camera and a microphone?

☐ Yes

☒ No

Do you have email and/or text messaging and private Wi-Fi (in your home)?

☒ Yes

Finish

How to Update a Triage Decision Tree

Changing a Name of a Decision Tree

To change the name of a decision tree, select the decision tree from the list, click on "Edit."

Triage Configuration

Questions Decision Tree Add Edit Delete Copy ?

ID	Decision Tree Name	Last Updated
7	Medicare/Medicaid Patient	Oct 1, 2020 12:00 AM

anatu
Mar 29, 2021 12:00 AM

Do you have Medicare/Medicaid insurance?

No - Test Triage

Yes - Test Triage

Test

Then type in the new name, and click "Update."

Update Triage Decision Tree ×


DECISION TREE NAME

Medicare/Medicaid Patient

Update Cancel

Delete a Step in a Decision Tree

To delete a step (question) in a decision tree, click on the icon next to the question. Please note that you can only delete the final step on each branch of the tree; you cannot delete a step in between.

Is this a second opinion visit? 

No

Yes

Update a Step in a Decision Tree

To update a step in a decision tree, click on the item you want to edit, and fill in or update the required information.



Search for a Question/Decision Tree

You can search for a question or decision tree with the search bar at the top of the screen. You can search for questions by the question ID, description, answer options, or the user who last updated it.

You can search for decision trees by the tree ID, description, or the user who last updated it.

Triage Configuration

Questions Decision Tree

If you have additional questions specific to your DASH triage workflows, please contact support@radixhealth.com or your Client Success Manager.