

ICDB OUTCOMES

POV USER GUIDE

“Point Of View”
(POV) USER
GUIDE

ICDB OUTCOMES

Point of View (POV) USER GUIDE



Point of View (POV) Contact
Mr. Tim Wance

[mailto:Timothy.Wance@nw.amedd.army.mil?subject=POV User Guide Feedback](mailto:Timothy.Wance@nw.amedd.army.mil?subject=POV%20User%20Guide%20Feedback)

Table of Contents

Section 1 - POV Introduction	1	Section 5 - POV Settings	15
Getting Started	2	Changing the Default Timeout	15
Your Point-of-View PointPerson	2	Survey Unit Settings	16
What does the PointPerson do?	2	Changing settings from the status screen:	17
If <i>Point-of-View</i> doesn't turn on (no text on the screen).	2		
Section 2 - How POV Works	4	Section 6 - POV Problems and Solutions	18
Frequently Asked Questions (FAQ's)	5	Survey Will Not "Launch" and load into the POV device.	18
What will we do with the information that we get from Point-of-View?	6		
We do patient surveys now. Why Point-of-View?	6		
How are we going to do that?	6	Section 7 - POV Parts, Accessories and Terms	21
What exactly is Point-of-View?	6	TERMS AND DEFINITIONS	22
Implementing Point-of-View:	6		
Why do you ask patients to take surveys?	7		
Section 3 - POV Set-Up	8		
Charging the <i>Point-of-View</i> ™ survey unit.	8		
Preparation for loading a survey into the <i>Point-of-View</i> survey unit:	10		
Section 4 - Using the POV	11		
Procedure for Launching a Survey	11		



Section 1 - POV

Introduction

Point-of-View[™] is committed to providing its clients and their patients with the highest quality services to enhance practice operational effectiveness and optimize patient outcomes. Among our product offerings is *Point-of-View*[™], a unique and easy to use survey tool designed to provide real-time information that will help you to monitor patient satisfaction and quality improvement on an on-going basis.

Since 1991, *Point-of-View* has developed a leadership position in electronic data collection and reporting because of its ease of operation and reliability. We know that you and your patients of all ages will find it quick and fun to use. Yet, its state-of-the-art built in software is powerful and flexible. As your needs change, it changes with you ... without having to invest in anything new. Best of all ... you don't need any special training to be able to use *Point-of-View* and maximize its potential in your practice.

Point-of-View has been used very successfully in many health care settings, both inpatient and outpatient. Its track record is unparalleled, enabling physicians and other health care professionals to actively use the information gathered to increase overall patient satisfaction and create and improve processes to help make operations more efficient and patient friendly. Finally, it has been proven to be one of the most cost-effective means of collecting quantitative data.

After a little "rehearsal" with *Point-of-View*, we know that you'll find it to be an invaluable part of your practice environment. This booklet has been prepared to help you get started, communicate with your staff and implement a successful patient satisfaction survey process in your practices. Of course, we're always here to back you up too.

Getting Started

Your Point-of-View PointPerson

It's best if one person can be identified as responsible for *Point-of-View* ... your **PointPerson**. Once you're set up and the process is in place, the role is minimal. Nonetheless, the program will work more easily, smoothly and successfully with an individual "in charge". There is no special training in market research, patient satisfaction or computer software required.

What does the PointPerson do?

- Knows how to operate *Point-of-View* equipment.
- Facilitates development of your survey process within the practice.
- Trains and communicates with staff throughout implementation.
- Monitors participation through the ICDB.
- Acts as a liaison between your practice and *Point-of-View*.
- Troubleshoots, if necessary.
- Communicates results back to the staff.

Tip: You'll want to also identify a person, within each clinic who will be available to assist with minor POV issues or problems. This way if the hospital **PointPerson** is unavailable there will be someone else within the clinic to assist you.

MAMC
PointPerson:

Mr. Tim Wance

Pager: (253) 596-9492

[mailto:Timothy.Wance@nw.amedd.army.mil?subject=POV User Guide Feedback](mailto:Timothy.Wance@nw.amedd.army.mil?subject=POV%20User%20Guide%20Feedback)

If Point-of-View doesn't turn on (no text on the screen).

- Try pressing the "ON" button or any other button again.

- Check to see if *Point-of-View* is charged. Connect the Power Adapter by placing the POV device on the base station. Ensure the base is plugged into an electrical outlet.
 - You may have to charge the survey unit. Simply leave the POV on the base and charge. This may take a few hours. It is not possible to overcharge *Point-of-View*.
 - If the survey unit is physically “cold”, *Point-of-View* needs to warm up to room temperature.
-

Section 2 - How POV Works



Now that you've seen how easy it is, here are some simple instructions to help you through the *Point-of-View basics*.



Turning it on.

Press the "ON" button ... or any button.

Turning it off:

You do not have to turn the survey unit off. It goes off automatically after 9 minutes* of inactivity. But to manually turn it off, press "ON" and "0" at the same time.

* Auto-shutoff at 9 minutes is recommended.

To begin the survey:

Your survey and instructions will appear on the screen when the survey unit is turned on and loaded via the ICDB. Simply follow the instructions and the prompts as they appear. As a response is entered for each question, the *Point-of-View device* will automatically advance to the next screen.

Tip: It is recommended that a patient not be interrupted while taking the survey. If there is a 9 minute delay in answering a question, *Point-of-View* will turn off automatically.



To go back and change a response:

Press the ← BACK-UP button to go back one question at a time. Then, re-enter a response. You must re-enter all responses from that point forward. *Point-of-View* will not advance to the point at which you started “backing up”.

Frequently Asked Questions (FAQ's)

What if Point-of-View is turned on accidentally?

That's OK. You can turn it off by pressing “ON” and “0” simultaneously. Or, let it “time out”. When it's turned off, it will automatically cycle back to the beginning of your survey.

What if someone drops Point-of-View?

While this is not encouraged, *Point-of-View* is relatively rugged. If the survey unit has been dropped, turn it on and test each of the basic functions to be sure it's working properly.

How long will the battery charge last?

The life of the charge will vary with usage. It is recommended that *Point-of-View* be **recharged daily** to ensure that you'll always be ready for a full day of activity. If the yellow light comes on (located on the top side) you'll know that *Point-of-View* needs to be charged as soon as possible. If the “Low Power” message appears on the screen, or the LCD display seems to “flicker” and not display any information the survey unit should then be turned off. It must be recharged immediately.

What else would you find helpful to know?

Point-of-View is really easy to use. But, here are a few other tips that we've found to be helpful:

- Follow the instructions and tips provided. These were developed and improved over time with the help of users like you who have been successfully using *Point-of-View* in practices across the country.
- Feedback is always welcome. When you find something that's worked successfully for you, we'd like to know about it so we can share it with other users and improve our products and services to everyone. Many helpful tips and enhancements have come from users just like you. Your POV feedback person is Mr. Tim Wance at email address:
Timothy.Wance@nw.amedd.army.mil

*Point-of-View*TM Survey Systems, Inc. has been selected to help us with our patient survey process. *Point-of-View* was selected for several reasons ... its ease of operation and reliability; its quick use by patients of all ages; its powerful and flexible. As our needs change, it changes with us ... without having to learn something different or invest in

anything new. Best of all you don't need any advanced technical training to be able to use it and maximize its potential in our hospital.

We hope that this information and orientation will be helpful to you, even though you may not have any direct involvement in the pilot test and implementation. For some, the responsibility will be more. But, it is important that everyone understand what we are doing and why we are doing it. Thanks for your participation and cooperation.

What will we do with the information that we get from Point-of-View?

Our practice philosophy is very patient oriented. It means that what patients need drive many of our decisions. We use what patients tell us about the care and services we provide and about their health to help us improve our quality of care to them. Our survey provides patient feedback about how we're doing with the things that are important to *them*.

We do patient surveys now. Why Point-of-View?

Our goal is to get as good information as we can, from as many patients as possible, as timely as possible. *Point-of-View* has proven to be unparalleled in its ability to provide physicians and other health care professionals with timely information in a more efficient and patient friendly way. If we follow the process and recommendations, we can be successful too!

How are we going to do that?

Point-of-View will be placed at a convenient location so that all patients will have access to it. When a patient has a visit they may be asked to complete one or more surveys to get a clearer picture of their general health or to ask questions about specific medical issues they are faced with.

What exactly is Point-of-View?

- A small, self-contained electronic data collection survey unit.
- Our surveys are downloaded into the survey unit through the ICDB.
- Patients answer questions by entering a number on the keypad.
- The data collected is transferred back to the ICDB.
- Reports are stored electronically in the ICDB and printed for the health records ... it's that easy.

Implementing Point-of-View:

The continuing success of the program rests on maximizing patient participation. Testing and implementation at many other health care settings, has proven that *Point-of-View* is easily used by patients of all ages.

Why do you ask patients to take surveys?

Unlike telephone or mail surveys, participation does not become cost-prohibitive as use goes up. With *Point-of-View*, more participation simply means that you are more efficient ... using the resource more wisely, plus the most important issue, we develop a better understanding of patient needs and health issues, making us better care providers.

Section 3 - POV Set-Up

Note: You may not have to perform any of the tasks in this section beyond routine charging of the POV batteries. Most of these functions have been completed for you at installation and normally require no action.

Charging the **Point-of-View™** survey unit.

What you'll need:

1. *POV2000* survey unit
2. POV Smart base
3. Power Adapter plugged into the SmartBase

What you'll do. Point-of-View survey units should arrive fully charged. Through use and over time they will lose the charge. They should be re-charged daily. Here's how:

Step 1: Link the power adapter to the base. (If not done)

- Insert the male plug on the Power Adapter into the female receptacle on the **back** of the Smartbase.
- Plug the Power Adapter into an electrical outlet.

Step 2: Mount Point-of-View survey unit onto SmartBase.

There are two small oblong holes with small pins in the middle on the **bottom** of the *POV2000*. These will align with the knobs on the base. The survey unit will rest flush and firm with the base when it is seated correctly.

Tip: Gently slide the survey unit onto the base. When the knobs meet the oblong holes, the survey unit will “fall” into place easily.

Step 3: The charge.

1. **SmartBase:** When the *POV2000* rests correctly on the base, a small yellow light in the lower left **front** of the survey unit will be lit as shown in Figure 1.

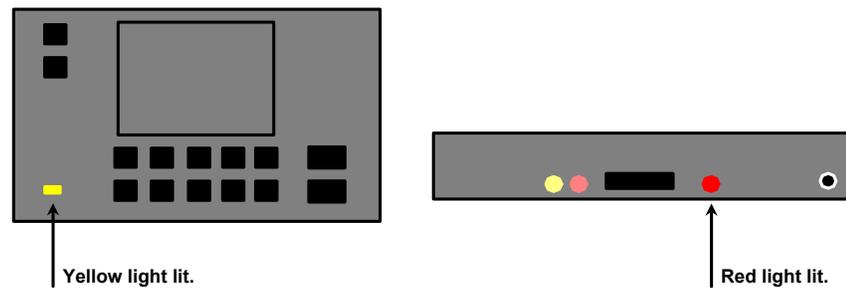


Figure 1– POV 2000 Indicator Lights

What if the light does not go on?

1. Make sure the Power Adapter is plugged into the electrical outlet **and** into the SmartBase.
2. Plug the Power Adapter into another, **live** outlet. (Tip: Try another known working device in the same outlet to be sure that the outlet is indeed live.)

Note! *Point-of-View* survey units should be charged each night to ensure that they would be ready to go the next day.

Other information about charging:

The yellow light on the topside of your Point-of-View survey unit will come on when the battery is low. A “Low Power” message will appear on the screen.

You will want to charge the survey unit as soon as possible when the light comes on. But, don’t worry ... Point-of-View has an internal back-up battery to prevent you from losing data, even if the main battery is drained.

The red lights will turn “off”...

When the survey unit is disconnected from the charger. But, remember the yellow light will come on or blink when the charge is getting low.

Did you know that?

You cannot overcharge Point-of-View? Also, you can use Point-of-View when it is connected to the Power Adapter and charging is in progress. This will not harm the survey unit or affect its performance.

About the Power Adapter...

Only use the Power Adapter provided with Point-of-View, as it is compatible with the equipment. Use of another adapter may cause damage to your Point-of-View equipment.

Preparation for loading a survey into the *Point-of-View* survey unit:

What you will need:

1. *POV2000* survey unit
2. POV SmartBase connected to a desktop PC with ICDB access.
3. A valid printer connected to the PC. (Verify through Windows by Selecting “Start, Settings, Printers, verify the printer displayed is the default printer.)
4. User Access to patient records through the ICDB.
5. Verify “eSmartBase Icon” is visible on your computer screen.



Figure 2 – eSmartBase Icon

Important Note: If eSmartBase is not running the POV 2000 will not load or unload surveys and they will have to be re-entered by the patient.

Important Note: The eSmartBase must be plugged to a wall outlet using the power adapter or the POV will not be able to load surveys from the ICDB. The power adapter also provides power to the base to allow the POV and the PC to communicate with each other.

Section 4

Section 4 - Using the POV

Procedure for Launching a Survey

1. In the ICDB, select the patient that needs to complete a survey.

ICDB Demo
ICDB Provider Portal

User: Icdb, Provider A
Date: 9/20/2002

Home | Lookup Pt | My Appts | My Patients | Feedback | Logout

Appointments for 20 Sep 2002
Weekly View | Monthly View

Time	Name	Type	Reason
07:30	Fender, Dora C	PROC	shave bx
08:10	Josescantiga, Irving N	FOL	FOL: FELL MOVING AND HURT LOWER BACK INJURY. NEEDS EVAL AND FOL
08:30	Mixen, Doreen O	ACU	sorethroat fever
08:40	Raschtschnenig, Beldon S	ROU	ingrown toenails
09:00	Meunier, Electra L	HME	PAP/DEPO
09:20	Vennie, Doris G	HME	ANNUAL PAP REGSTED FEMALE PROVIDER ONLY
09:50	Reakey, Elsie A	ROU	MED REFILL
10:00	Waterloo, Anka E	ROU	
10:20	Bowditch, Diallo B	ROU	needs sports physical
10:30	Kierjewski, Bali X	ROU	frequent urination
10:50	Palaniuk, Anwar Q	HME	retirement physical
11:20	Tupen, Dominique G	FOL	
11:30	Hayashi, Amanda K	BBC	
13:00	Nalowski, Dallah Z	ROU	STOMACH PROBLEMS
13:00	Gowins, Gino R	HME	23 Y/O PHA CE
13:10	Larmour, Ekira L	ROU	
13:40	Nachtsheim, Conn A	ROU	foot and ankle problems
13:40	Jameson, Beatrice W	T-CON	
13:43	Westberry, Chavi L	WI	profile
14:00	Managlia, Cornelia W	HME	ANNUAL PAP
14:00	Carmello, Bevan D	HME	pha (king)
14:30	Morbitzler, Carly F	ROU	BREAST LUMP
14:40	Kausler, Adwen C	ROU	tennis elbow pain pain=6, hurting for 2 weeks
14:52	Helmoth, Forrest Y	WI	
15:00	Niemela, Anatha Y	PROC	mole removal

Patient Tracking:

Name	ER Visit Date	Location
Mukemela, Claudia D	16 Aug 03	ER CDN
Mafule, Junior Q	15 Aug 03	ER CDN
Mata, Donna S	14 Aug 03	ER CDN
Manninen, Clely I	12 Aug 03	ER CDN
Ross, Delaney L	10 Aug 03	ER CDN

Recently Admitted Patients:

Name	Admit Date	D/C Date	Ward
Crowson, Dyanne P	21 Apr 2002	23 Apr 2002	HOSP
Reisa, Dalia Q	17 Apr 2002	20 Apr 2002	HOSP

Figure 3 – Patient List in ICDB

2. Select “Launch Survey” from Left side of screen or select “Launch” from an individual patient scorecard.

3. Select the “Launch Location” from the drop down menu shown in figure 4. This location will normally show your room number at Madigan Army Medical Center, if there are more than one POV base units in the same room, each unit will have a letter designator. *Example: Room G_51_C4 has two base units, designated G_51_C4R and G_51_C4W (red and white), to allow for easy identification.*
4. Select the survey you wish to launch by clicking on the appropriate one. See inset in figure 4.

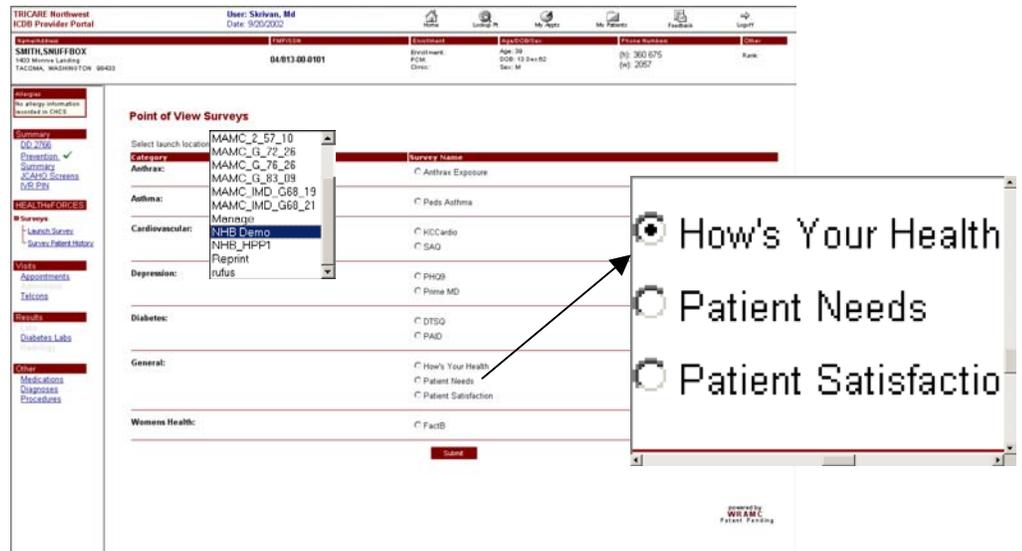


Figure 4 – Location and Survey Selection

5. Click “Submit” at the bottom of the screen. The following menu will appear:

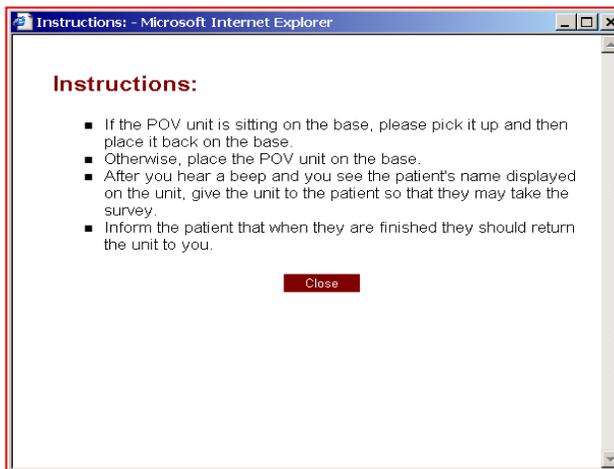


Figure 5 – POV Loading/Launching Instructions

Note: when you have given the POV to the patient, click close on the instructions menu. It will not close by itself.

6. On the main screen of the POV, ensure the corresponding patient name appears on the screen.
7. Deliver the POV device to the patient for completion.
8. Place the POV back on the SmartBase. If you have the eSmartBase window maximized you will see the following screens:

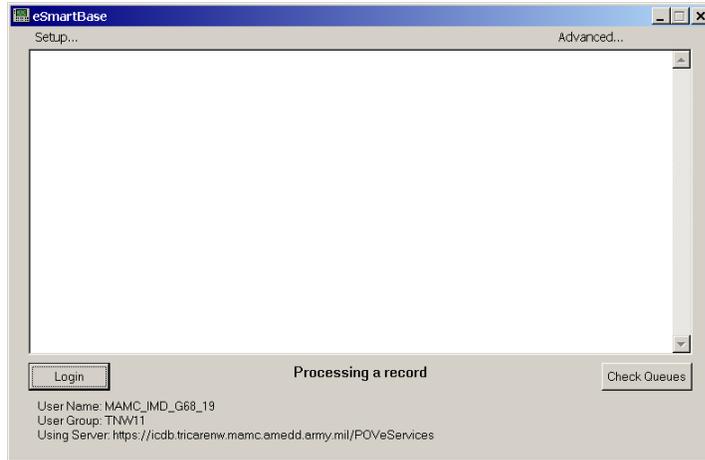


Figure 6 – eSmartBase Uploading part 1-processing

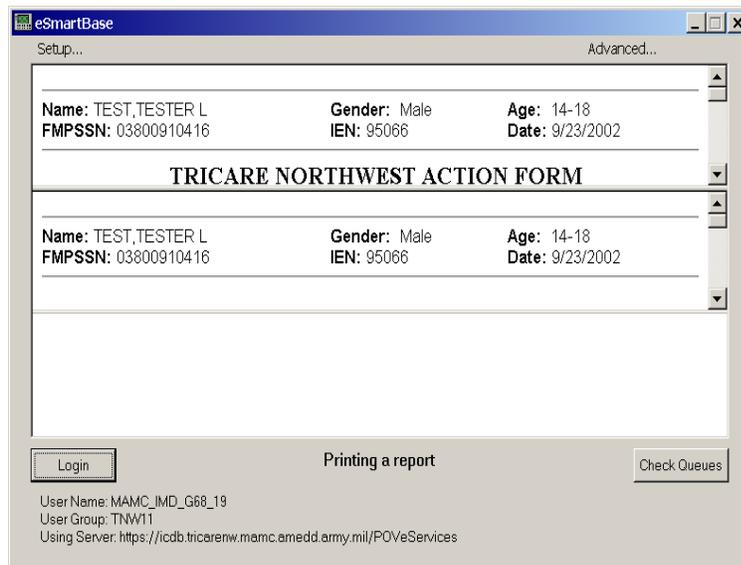


Figure 7 – eSmartBase Uploading part 2-printing

9. At this point the hard copy survey will be printing on the printer assigned to the PC. The information will also upload to the ICDB.

10. New surveys can be viewed in the ICDB in the **Outcomes** section under the appropriate scorecard or in the **Surveys** section under **Survey Patient History**. Clicking on any of the listed dates will display the survey uploaded to the ICDB.

11. The POV unit is now ready to load a new survey for the same or a new patient.

The screenshot shows the TRICARE Northwest ICDB Provider Portal interface. At the top, the user is identified as 'User: Skriyan, Md' with a date of '9/23/2002'. The patient's name is 'TEST, TESTER L' and their address is '123 4TH ST SE, LILLIWAUP, WASHINGTON 98555'. The patient's FMP/SSN is '03/800-91-0416'. Enrollment information includes 'Enrollment: PCM: Clinic:'. Age/DOB/Sex is 'Age: 7, DOB: 01 May 95, Sex: M'. Phone numbers are '(h): 360-968-1111' and '(w): 360-000-0000'. Rank is listed as 'Rank:'. The left sidebar contains navigation menus for 'Allergies', 'Summary', 'HEALTHeFORCES', 'Surveys', 'Visits', 'Results', and 'Other'. The main content area shows a 'Select a Survey' dropdown set to 'How's Your Health' and a search filter for 'View surveys between 9/16/2002 and 9/23/2002'. Below this is a table of completed surveys:

Date	Location	
9/16/2002	MAMC/MAMC_IMD_G68_19+010425115-3205	1
9/23/2002	MAMC/MAMC_IMD_G68_19+010425115-3205	

Page 1 of 1 is displayed at the bottom of the table. A 'powered by WRAMC Patent Pending' logo is visible in the bottom right corner of the main content area.

Figure 8 – Completed Surveys Under Survey Patient History

Section 5 - POV Settings

The POV 2000 has several user-defined settings that can be accessed. The most common setting that is altered is the default time out setting. Other functions that can be changed or set are unit date and unit time, along with checking the status of the unit on it's main status screen. Procedures and functions to perform these tasks are listed in this section.

Changing the Default Timeout

Each *Point-of-View* survey unit's default timeout feature set for 2 minutes. This means that after 2 minutes of inactivity, the survey unit will turn itself off automatically. Usage has shown that the maximum default time of 9 minutes is a more appropriate period of time. Here's how to check and change this if necessary:



Step 1: Turn the survey unit "on".

Step 2: Press the "ON" and "1" Key simultaneously.

Press the "ON" key and "1" simultaneously to display the status screen. The last two digits on the third line represent the number of minutes until the survey units will timeout automatically as shown in Step 5. If the value is 9, STOP. If it is any other number, continue with step 3.

Step 3: Press the "ON" key and "7" simultaneously.

A message reading, "Set a timeout period 1-9 minutes:" will appear on the screen. This means that the available range is from 1 minute to 9 minutes. You cannot set the timeout for anything other than whole minutes.

Step 4: Press the desired "timeout" period using the keypad.

Press "9" for 9 minutes, the recommended time out period. You then need to turn the unit off and back on for the new timeout to take effect.

Step 5: Checking.

Press the "ON" key and "1" simultaneously to display the status screen. The last two digits on the third line represent the number of minutes until the survey units will timeout automatically. In the example below the timeout is set for 9 minutes, (recommended) (bold number).

```

Survey Name  Date Created  Date Loaded  S1
Time/Date:   Current Time  Current Date  01
Responses:   8  0125  48355      09
Serial No:   970124001-3000
Survey ID:
Segment:     01 of 04          REV G8.R3  2400
    
```

Survey Unit Settings

The status of a Survey Unit can be checked at any time. If the Survey Unit is off, press any key to turn it on. Then press "ON" and "1" to display the Status Screen. Press these buttons at the same time - quickly, do not hold them down. This double strike motion is required for all of the following commands. Commands that require pressing more than 2 buttons, i.e., "ON" and "5", "8";"1", the ON & 5 are pressed together then the 8 by itself and then the 1 by itself.

From the Status Screen all of the information that is currently available concerning the Survey Unit can be viewed.

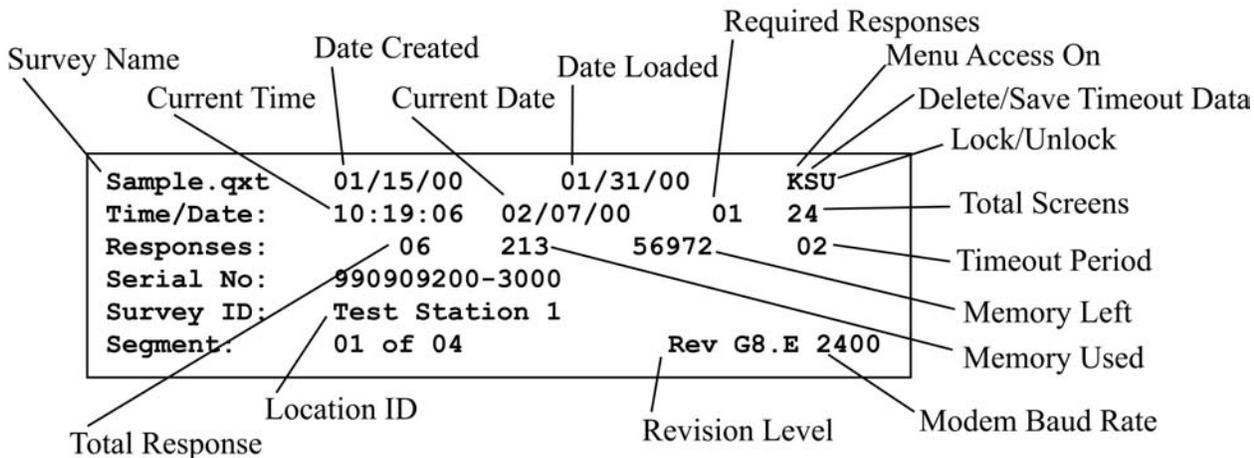


Figure 9 -Status Screen Field Definitions:

Changing settings from the status screen:

"ON" and "5", "8", "1" lock/Unlock the unit

In environments where respondents may accidentally, or purposely change the Survey Unit settings, toggle this flag to l (small letter L) allowing only the status screen and the Turn Off function to work. The Survey Unit can still be accessed by computer or via modem for Load and Unload operations. Toggle this flag to U to change Survey Unit settings.

"ON" and "5", "8", "2" Lock the unit

This is a total lock out and computer or modem cannot access the Survey Unit. This is turned off by the "ON" and "5", "8", "1" key combination.

"ON" and "6", "1" Turn ON/OFF button tone

This will turn ON/OFF the tone when a button is pushed. When the tone is turned off negative tones will still sound.

"ON" and "5", "7", "6" Reset Responses to Zero (Clear Memory)

This will reset all responses from the segment you have chosen.

Changing settings from the normal question display (not from the status screen):

"ON" and "5" Set time (military)

This key combination allows the current time to be set, which is attached to each respondent's data. The Survey Unit uses military time (hours 0 to 23). The entry format is hours: minutes: seconds.

"ON" and "6" Set date

This key combination allows the current date to be set, which is attached to each respondent's data. The entry format is month/day/year.

"ON" and "7" Set power down/time-out period: 1 - 9 minutes

Use this key combination to set the amount of time the Survey Unit waits, with no keys pressed, before it resets to the beginning of the survey and turns off. The factory default is 2 minutes. The unit must be turned off, then back on again for the new time-out period to be activated. *This procedure is spelled out in complete detail at the beginning of this section. Remember, the recommended time out period is 9 minutes.*

"ON" and "0" Turn off

Use this key combination to turn off the Survey Unit immediately, rather than waiting for the time out period to expire.

Section 6 - POV Problems and Solutions

The POV system when configured correctly is a trouble free and easy to use device. Most problems and issues arise when the basic configuration or set up of the POV or the computer has been altered. The following common problems have been experienced at MAMC, provided corrective actions are listed with each problem.

Survey Will Not “Launch” and load into the POV device.

1. Is a printer configured to the PC through windows?
 - a. Verify a Printer is configured and is on line.
 - b. If “a” fails, try using a different printer. It has been discovered that occasionally the POV system may not respond to some printers.

Note – If a printer is not configured or it is changed, it will be necessary to re-launch eSmartBase.

2. eSmartBase Icon is not at the bottom of your PC screen.
 - a. Launch eSmartBase program through windows.
3. eSmartBase Icon is present, when maximized I see the CNN website.
 - a. The correct display for this menu is as shown in the following figure:

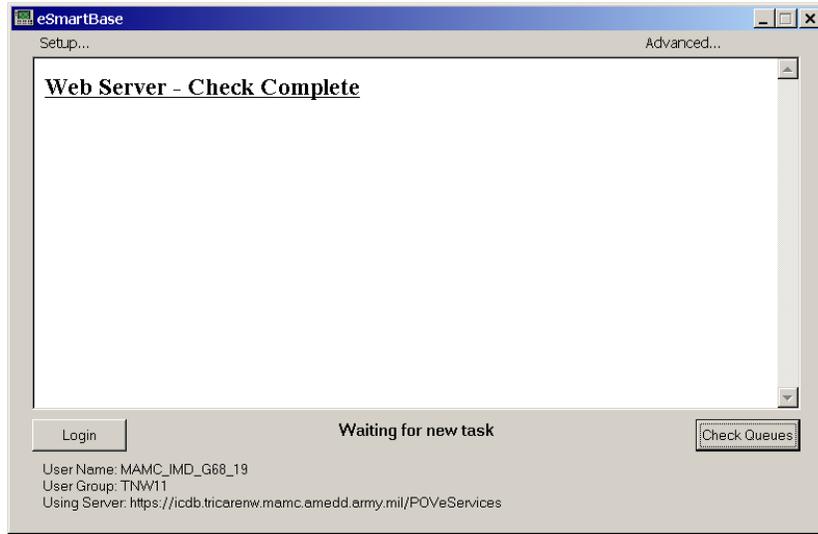


Figure 10 – eSmartBase Screen – Correct View

- b. If this menu is not displayed (It may say Login Complete), it is necessary to login to eSmartBase, click the Login block in the lower left corner of the window, shown in figure 10.
- c. The menu in figure 11 will be shown:
- d. The user name used will be your POV workstation ID, the “password to use is *“povss” – this is a service, not a security issue, it can be recorded for easy remembering.* It is recommended you click “Remember Password” so a checkmark appears in the block so you don’t have to remember it each time you log in.
- e. Click “Login Now” button, the system will initialize and you should see the menu shown in figure 10. If not, contact tech support for further corrective action.

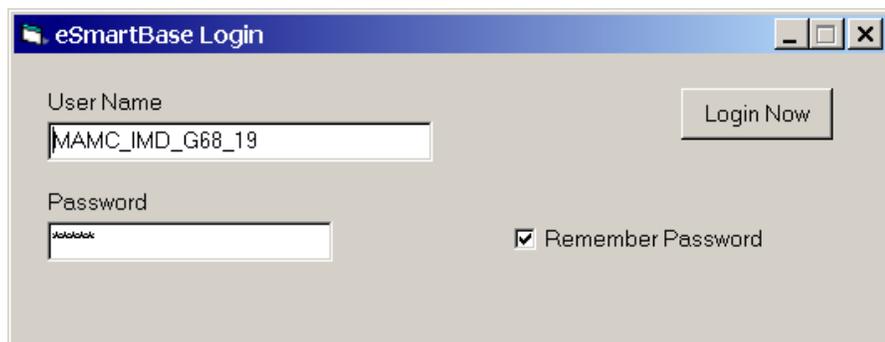


Figure 11 – eSmartBase Login Screen

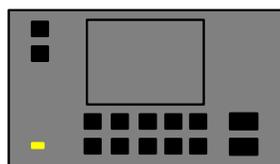
4. POV unit will not turn on, If the “Low Power” message appears on the screen, or the LCD display seems to “flicker” and not display any information the survey unit should then turned off. It must be recharged immediately. See Section 3 of this document under the heading of charging the *Point-of-View*[™] survey unit on page 8.

This is but a short list of issues that could be experienced with the POV unit. If there are other problems with POV, feel free to page the POV administrator at (253) 596-9492

It is our sincere hope that everyone will use the POV system to the maximum extent possible, improving the level of care to our patients and maximizing the amount of information available to the doctors, nurses and staff.

Section 7 - POV Parts, Accessories and Terms

A short list of parts, accessories and terms associated with the POV system



Point-of-View™ Survey Unit ... the POV2000

This is the basic component for survey collection. It is designed to be portable.



POV2000 ... top side view

POWER ADAPTER



This device is required for charging the POV2000 through the SmartBase. It's essentially the "electrical cord". One end is the male connector and the other (survey unit) simply inserts into any live electrical outlet, providing the power needed to charge equipment.



SmartBase:

It's back contains multiple computer ports, phone jack and female receptacle for charging. It's "smart" because it is designed to enable immediate printing of results for real-time questionnaires through connection to a PC and the ICDB.

TERMS AND DEFINITIONS

POV – “Point of View”, the survey system created to allow the electronic loading, recording and storing patient surveys for a wide variety of topics including satisfaction, diabetes, injury risk reduction and general health questions.

Survey – A series of questions asked of a patient to assess their general health, assist them in management of conditions or determine their satisfaction with their health care provider.

ICDB – An Internet based software program designed to allow direct viewing of patient management and treatment information contained within CHCS.

Download/Upload - The process of moving a copy of a file from a remote device to your computer. A link is created between the two devices and a survey is downloaded to the POV unit from the ICDB via the PC. Data from completed surveys is uploaded from *POV2000* to the ICDB for display and printing of reports.

Port - A location for passing data in and out of a computer. Ports enable you to connect peripherals like printers and scanners to your computer. The POV system usually uses the “COM 1” port, but can be assigned to “COM 2” if needed.

Personal computer (PC) - A computer designed for use by one person. A personal computer is very different from a mainframe computer that is designed for intensive computational tasks and often shared by multiple users who are connected to the "mainframe."

Real-time - A term describing something capable of being acted on as it occurs. In computing, an example would be a real-time communication form such as a chat-room. The *Point-of-View* survey unit is capable, with a SmartBase, of collecting and providing information in real-time to facilitate provider/patient communication as we have the capability to do with the ICDB/Outcomes.