



# **MANUAL**

Revised December 2011

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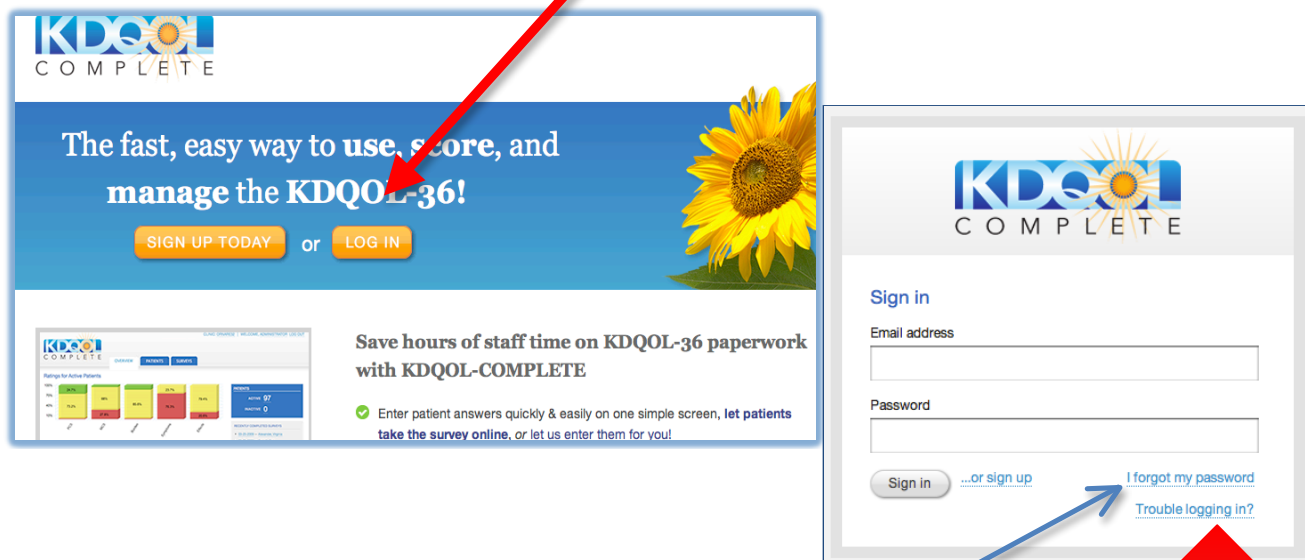
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Welcome to KDQOL COMPLETE. This manual explains how to use the KDQOL COMPLETE service.

## LOG IN to KDQOL COMPLETE

This is how you log in to your KDQOL COMPLETE account after the initial activation.

Go to [www.kdqol-complete.org](http://www.kdqol-complete.org) and click LOG IN. Enter your **email and secure password**.



If you forget your password, click **I forgot my password** to reset. As a security measure, your password will expire every 180 days. You will be prompted to set a new password.

### Trouble Logging In

If you have trouble logging into KDQOL Complete, please visit the following website for help: <http://help.kdqol-complete.org/kb/login/log-in-issues>

The site includes more information and instructions for if you forget your password. It also explains the built-in security feature that activates if you have three failed log-in attempts.

There are also step-by-step instructions for deleting your cookies if they are interfering with the operation of KDQOL Complete.


### KDQOL Complete Access Levels

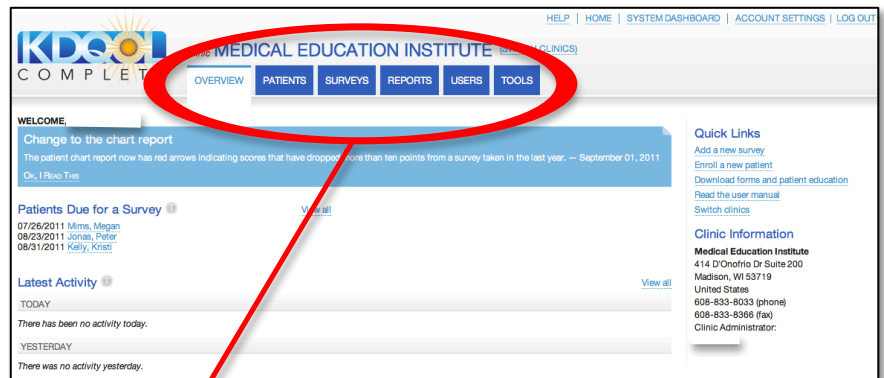
Clinic User Access: A **Clinic User** has access to all the patient data for that clinic. The **Clinic Admin User** has access to all the patient data for that clinic AND the responsibility of invoice payment/subscription renewal and managing plan size for the clinic. The Admin User can also add users to the clinic.

Group User Access: A **Group User** has access to all the patient data for all clinics in that group and can add users to any clinic in the group. The **Group Admin User** has access to all the patient data for all clinics in that group, can add users to any clinic in the group, AND has responsibility for invoice payment/subscription renewal and managing plan sizes for the clinics in the group.

# Using KDQOL COMPLETE

## Tips and Instructional Materials

1. Hold your cursor over any  to get more information.
2. Announcements and tips will appear in blue boxes on the Overview Tab. Click “OK, I Read This” to acknowledge the message and delete the box.
3. TOOLS Tab–PDFs of the surveys, this User Manual, and other helpful resources.



### TABS –

- Overview** – Displays a summary of your patient data and activity on the account
- Patients** – Displays a list of patients and their data and scores. View, sort, and search these data.
- Surveys** – View survey data by patient with functions to add, sort and filter the list (there is a lot of overlap between the Patient and Survey tabs)
- Reports** – Displays clinic data using bar graphs and pie charts
- Users** – View users on your KDQOL COMPLETE clinic account. The Admin User can edit, add, and delete users.
- Tools** – A resource section containing the KDQOL-36 survey forms (in multiple languages), the features video (tutorial), and other helpful items

(Admin Tabs)

- Invoices** – Manage your invoices from KDQOL COMPLETE
- Plan** – Manage your KDQOL COMPLETE subscription plan

### TIP:

**Problem:** KDQOL COMPLETE doesn't look like this for me. The tabs don't line up and some things are overlapping others.

**Solution:** Decrease the font size you are using to view the website. Hit: CTRL and - on your keyboard or go to View/text size (select smaller) in the Internet Explorer menu bar.

## Overview Tab

If you have access to multiple clinics, click on **SWITCH CLINICS** to view all your clinics in a drop down menu. Select the one you want to enter data into.

The Overview Tab is where you will land each time you Log in. This Tab provides a brief overview of the data in the clinic account, a list of patients due for a survey, and an activity log. There are links to access the HELP section, add data, and more. Anything that is underlined in KDOOL COMPLETE is a clickable link. **Move to other pages by clicking on the blue square tabs.**

The links at the top of the screen can do the following:

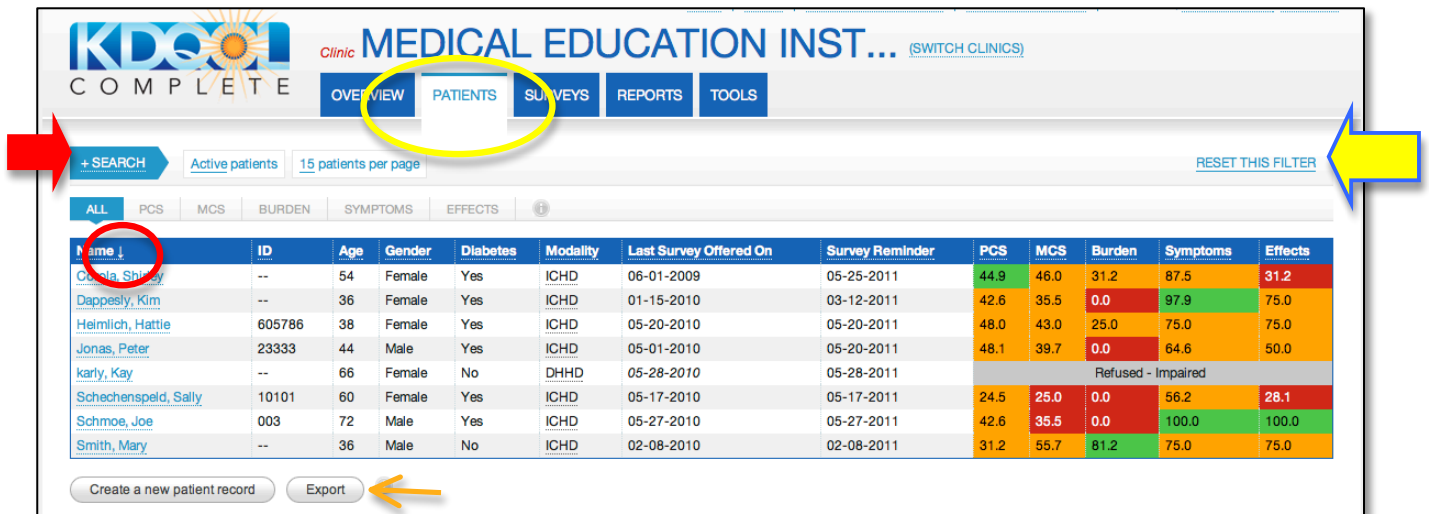
- **Home** – takes you out to the homepage – [www.kdqml-complete.org](http://www.kdqml-complete.org)
- **Account Settings** – displays the user’s name, email, password & default setting – all editable
- **Log Out** – takes you out of the clinic account

### Tip: How to change the number of patients per page

Use the link for Account Settings to adjust your personal number of records to view per page. The current default is 30. You can adjust your preferences to display more or fewer records. See page 18 for more information.

*\*Not every User has access to the same information and therefore may not have all of the links. If you have access to the Group Dashboard a link to Manage My Group will show at the bottom right of the Overview tab.*

# Patients Tab



The Patients Tab allows you to view and manage your patient list.

## FEATURES

1. **Search** your patient data to view a subset of your patient list. The list defaults to display active patients. You can click on the underlined words to edit the default filters. You can't delete or lose any data when you sort or filter your data. When you want to return to your master list of data, click **Reset This Filter**. (See yellow arrow above.)

2. **Sort** your data by clicking on any of the table headings. The arrow (shown in the red circle) will show you which column is sorted in ascending or descending order.



3. **View** patient information - Select a patient by clicking on the name or ID number to view the Patient's Information Page.

4. **Export** patient data into an Excel spreadsheet with just the click of the Export button.

## Enter Patients and Data- PATIENTS Tab

KDOOL COMPLETE MEDICAL EDUCATION INST... (SWITCH CLINICS)

OVERVIEW **PATIENTS** SURVEYS REPORTS TOOLS

+ SEARCH Active patients 15 patients per page RESET THIS FILTER

Name	ID	Age	Gender	Diabetes	Modality	Last Survey Offered On	Survey Reminder	PCS	MCS	Burden	Symptoms	Effects
Corola, Shirley	--	54	Female	Yes	ICHD	06-01-2009	05-25-2011	44.9	46.0	31.2	87.5	31.2
Dappesly, Kim	--	36	Female	Yes	ICHD	01-15-2010	03-12-2011	42.6	35.5	0.0	97.9	75.0
Heimlich, Hattie	605786	38	Female	Yes	ICHD	05-20-2010	05-20-2011	48.0	43.0	25.0	75.0	75.0
Jonas, Peter	23333	44	Male	Yes	ICHD	05-01-2010	05-20-2011	48.1	39.7	0.0	64.6	50.0
karly, Kay	--	66	Female	No	DHHD	05-28-2010	05-28-2011	Refused - Impaired				
Schechensfeld, Sally	10101	60	Female	Yes	ICHD	05-17-2010	05-17-2011	24.5	25.0	0.0	56.2	28.1
Schmoe, Joe	003	72	Male	Yes	ICHD	05-27-2010	05-27-2011	42.6	35.5	0.0	100.0	100.0
Smith, Mary	--	36	Male	No	ICHD	02-08-2010	02-08-2011	31.2	55.7	81.2	75.0	75.0

Create a new patient record Export

### HOW TO USE:

Click here to **Add a Patient**. This screen will appear.

**(NOTE: Add a patient ONLY 1 time. If the patient completes another survey, click on the patient's name and record another survey under the patient's record.)**

Enter the patient information. The Identifier can be the patient's medical record number.

Enter the Birth Date using the standard format: MM-DD-YYYY.

#### When do you want to be reminded to give a new survey to this patient?

KDOOL COMPLETE will use this date to remind you when a survey is DUE. You can enter new patients and set the date to remind you to give their 1<sup>st</sup> survey after the first 90 days of dialysis. If you plan to enter a survey at this time, skip this question and enter the frequency only.

This date is set by the survey frequency number. You can override this date by entering a new date.

#### How often should this patient take surveys?

The default for survey frequency is 365 days. If you want to give a survey more often, enter a different number of days for the interval.

The email, ethnicity, race, employment status, and access type are NOT required fields.

After you click **Add this Patient**, you will have multiple functions to choose from on the next page.

First name\*

Last name\*

Identifier

The clinic's ID for this patient

Birth Date

Use the format MM-DD-YYYY or Month Day, Year

Gender

Diabetes

Dialysis type

Language\*

English

When do you want to be reminded to give a new survey to this patient? ⓘ

Enter Date. Use the format MM-DD-YYYY or Month Day, Year

How often should this patient take surveys? ⓘ

Days - from 1 to 365

Email

The patient's email address

Ethnicity

No Data

Race

No Data

Employment status

No Data

Access type

No Data

Add this patient or cancel

**Problem:**

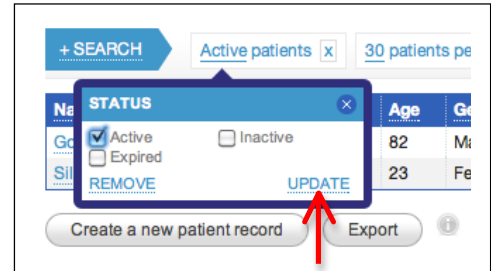
When I try to enter a new patient, I get a message that, “the identifier has already been taken.”

**Answer:**

KDQOL Complete requires each patient identifier to be unique to an entire clinic group. If you get a message that the identifier is already taken, first look at your listing of inactive patients. You may have to reactivate a patient. If the patient is new to your clinic, see the TIP below for more information.

**Checking and Changing a Patient’s Status**

On the **Patient’s tab**, the default view is to only see the Active patients. If you need to find a patient with a different status, either Inactive or Expired, first select the Patients tab. Click on the underlined word Active and a box will appear. Change the check boxes to reflect the patients you want to see and click **Update**. Your page will refresh to only display those patients matching that status.



From that listing, you can change a patient’s status by first clicking on the patient’s name to view their individual patient page. On the right side of the screen, under the blue box is a list of options. Select the option Reactivate this patient; the patient’s status will change back to Active.



**Transfer a Patient to Another Clinic**

You can only transfer a patient to another clinic IF you have access to BOTH clinics involved. If you have the access, from the patient’s individual page, on the right side, select Move this patient to another clinic. In the box that appears, enter the first three letters of the name of the clinic and Search. Then you can approve or cancel the move.

If you do not have access to both clinics involved, or have any problems transferring patient, please call KDQOL Complete for assistance at 608-616-0227.

**TIP:** If you try to add a patient record and the system tells you the identifier has already been taken by a patient at another clinic, you can select a link to enter the patient’s first and last name, along with their patient identifier.

IF all three entries match, the patient will be transferred to your unit and the other clinic’s Admin User will get an email notification of the transfer.

IF all three entries do NOT match, please call our office at 608-616-0227 for further assistance.



## Patient Information Page

**KDQOL COMPLETE** Clinic **MEDICAL EDUCATION INSTITUTE** (SWITCH CLINICS)

OVERVIEW PATIENTS SURVEYS REPORTS USERS TOOLS

Patient: 003 (Go Back To Patients)

[Print this page](#)

**SURVEYS 4**  
**SURVEY REFUSALS 1**  
**SURVEY LAST OFFERED 05-31-2011**

**Actions - defined below**

- Enter a survey
- Have patient take survey online
- Patient declined
- Score and rating trends
- Response trends
- Deactivate this patient
- Move this patient to another clinic

**All patient data are editable in case of error.**

Survey	Date	PCS	MCS	Burden	Symptoms	Effects	Status	Complete?	Report	
<a href="#">View</a>	05-31-2011	47.5	41.6	62.5	37.5	37.5	Finished	Yes	<a href="#">Chart / Patient</a>	
<a href="#">View</a>	05-27-2010	42.6	35.5	0.0	100.0	100.0	Finished	Yes	<a href="#">Chart / Patient</a>	
<a href="#">View</a>	04-01-2010	DECLINED: refused to complete the survey.								<a href="#">Chart</a>
<a href="#">View</a>	02-04-2010	56.6	60.8	100.0	100.0	100.0	Finished	Yes	<a href="#">Chart / Patient</a>	
<a href="#">View</a>	12-22-2009	28.8	47.7	31.2	54.2	75.0	Finished	Yes	<a href="#">Chart / Patient</a>	

**Notes**  
This patient doesn't have any notes. [Add a note to this patient record.](#)

The Patient Information Page will open after a new patient is entered or if you click on a patient's name. This page displays a summary of the patient's data including:

- demographics
- number of completed surveys
- date of last survey offered
- notes section
- documentation of survey refusal
- scores from the last survey completed

### ACTIONS

1. **Print this page** – Use this link to print the entire page, including the table with the survey history and color-coded scores. Please use this link and not the print button of your web browser for best results.
2. **Enter a survey** – If you've given a paper copy of the survey to the patient and need to enter the data, select **Enter a survey** to go to the data entry screen. (See page 13 for details.)
3. **Have patient take survey online** – If you have a patient who would prefer to take the survey online, you can email the patient the survey code. The survey data go directly into your clinic account and the patient will be able to view his/her results after the survey is complete. (See page 14 for details.)
4. **Patient declined** – Select the reason a patient did not complete a KDQOL-36 from the listing of possible reasons for refusal that appear after clicking this link.
5. **Score and rating trends** – Shows the patient's scores and ratings for all his/her completed surveys over time.
6. **Response trends** – Shows the patient's answers to each question over time.
7. **Deactivate this patient** – You have 3 options: deactivate, expired, delete. Once patients are deactivated, using one of those three reasons, they do not count toward your active patient count. The only permanent action is DELETE.
8. **Move this patient to another clinic** – A patient record can be moved to a different clinic if the User has access to *both* clinics.

## Patient Information Page

Survey	Date	PCS	MCS	Burden	Symptoms	Effects	Status	Complete?	Report
<a href="#">View</a>	05-31-2011	47.5	41.6	62.5	37.5	37.5	Finished	Yes	<a href="#">Chart / Patient</a>
<a href="#">View</a>	05-27-2010	42.6	35.5	0.0	100.0	100.0	Finished	Yes	<a href="#">Chart / Patient</a>
<a href="#">View</a>	04-01-2010	DECLINED: refused to complete the survey.							<a href="#">Chart</a>
<a href="#">View</a>	02-04-2010	56.6	60.8	100.0	100.0	100.0	Finished	Yes	<a href="#">Chart / Patient</a>
<a href="#">View</a>	12-22-2009	28.8	47.7	31.2	54.2	75.0	Finished	Yes	<a href="#">Chart / Patient</a>

### TABLE FEATURES

Under the patient’s demographic information is a table featuring the patient’s past KDQOL-COMPLETE survey history with a series of quick links. The surveys are arranged by date, with the newest surveys at the top. Find the dated survey you are interested in and the quick links on that line refer to that survey.

**View** – Use the “View” link to see the results of the survey completed on that date.

**Chart** – Select the “Chart” link to go to the Chart Report.

**Patient** – Click the “Patient” link to view the Patient Report. Note: If the patient refused, there is no Patient Report generated.

### NOTES

Below the table is an area for Notes. Select the option for Add a note to this patient record to leave any comments or observations you may want to record. The notes you enter will appear with your name and the date you left the note. They will print on the second page.

### Scores

The KDQOL-36 has 5 scores:

- Physical Component Summary (PCS)
- Mental Component Summary (MCS)
- Burden of Kidney Disease
- Symptoms of Kidney Disease
- Effects of Kidney Disease

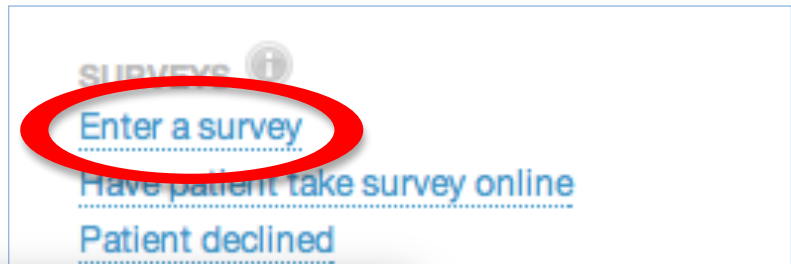
KDQOL COMPLETE calculates a patient’s scores and compares them to other people on dialysis, of the same age group, gender, and diabetic status. Each score is color-coded to show if it is **Above Average**, **Average**, or **Below Average**. For more information about the KDQOL-36™ survey and what the scores mean, go to [www.kdqol-complete.org/about](http://www.kdqol-complete.org/about).

The first 12 questions of the KDQOL-36 have a very complicated scoring method. These 12 questions are used to calculate the PCS and the MCS scores. Derived from the SF-36, these 12 questions are statistically weighted to better reflect the eight subscales of the SF-36. Therefore, it is possible for a patient with the highest (or lowest) scores on all the questions to NOT have the highest (or lowest) PCS and MCS values. The PCS and MCS scores are not a simple average, but are derived from a much more complex algorithm.

For more information about the KDQOL-36 survey, please check out the KDQOL Working Group website at <http://gim.med.ucla.edu/kdqol/index.htm>.

## Record a Survey

After clicking the link for Enter a survey from the **Patients Tab**, the following screen will appear.



**New survey**

**YOU ARE CURRENTLY ADDING A SURVEY TO THE MEI CLINIC 5 CLINIC**

**Patient**  
Jammeson, Nancy

**Survey Date**  
today  
Use a phrase like "today" or "last friday"; or enter a date in the format MM-DD-YYYY.

**Survey Responses**  
Enter as much data as is available. However, in order to receive a PCS or MCS score, the first 12 questions must be answered.

Q1:  Q2:  Q3:  Q4:  Q5:  Q6:  Q7:   
 Q8:  Q9:  Q10:  Q11:  Q12:  Q13:  Q14:   
 Q15:  Q16:  Q17:  Q18:  Q19:  Q20:  Q21:   
 Q22:  Q23:  Q24:  Q25:  Q26:  Q27:  Q28:   
 Q29:  Q30:  Q31:  Q32:  Q33:  Q34:  Q35:   
 Q36:

**Demographics**  
In order to get ratings (below average, average, or above average) for each sub-scale, you must enter at least the age, gender, and diabetes status of the patient. If it is available, the fields will be pre-filled with the patient's information from the last survey they took.

**Birth Date**  
09-05-1974  
Enter a date in the format MM-DD-YYYY.

**Gender**  
Female

**Diabetes**  
Yes

**Dialysis type**  
In-center Hemodialysis

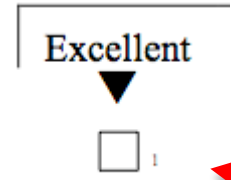
**Language**  
English

**Add this survey** [cancel](#)

The information you entered previously will appear on this page, i.e. patient name and the demographics (listed further down.) If anything is incorrect, edit it here.

Survey Date pre-populates with today. Enter *the date the patient took the survey*, not the date you are entering the data. You are able to post-date.

The KDQOL-36 survey has subscript numbers (code number) next to each answer. Enter this code number into the boxes for each question.



Select the language in which the patient completed the survey. The **Patient Report** will print in the language recorded here.

**Add this survey** when the page is complete.

## Have patient take a survey online

This option allows a patient to take the KDQOL-36 survey electronically.

**SURVEYS** ⓘ

- [Enter a survey](#)
- [Have patient take survey online](#)
- [Patient declined](#)

**REPORTS** ⓘ

- [Score and rating trends](#)
- [Response trends](#)

Survey #250781 [\(Go Back To Surveys\)](#)

Patient	Schmoe, Joe
Status	New
Language	English <a href="#">(edit)</a>
Dialysis Type	In-center Hemodialysis <a href="#">(edit)</a>
Birth Date	01-01-1938 <a href="#">(edit)</a>
Gender	Male <a href="#">(edit)</a>
Diabetes	Yes <a href="#">(edit)</a>
Complete?	No
Survey Date	<a href="#">(edit)</a>

**SURVEY CODES**

The patient can visit <https://www.kdqol-complete.org/survey/kd-qtkmg8-5di5-17lg> to take the survey online; or they can visit <https://www.kdqol-complete.org/survey> and type in the code below.

**SURVEY CODE**  
**KD-QTKMG8-5DI5-17LG**

**ACTIONS**  
[Delete this survey](#)

**Scores and Rating**

PCS	MCS	BURDEN	SYMPTOMS	EFFECTS
--	--	--	--	--

### Social workers use this option two different ways:

#### 1. Email the URL and code to the patient

Email the URL and SURVEY CODE listed in the gray box to your patient. (Instructions are also included in the gray box.) The patient can click on the URL in the email and begin taking the survey online, eliminating data entry for you. The survey will automatically score and give the patient results (electronic version of the Patient Report). From your Surveys tab, you can check the status of the survey.

#### 2. Complete the survey online with the patient

If you click on the survey code in the blue box, you will go directly to the electronic survey. You can complete it online with the patient or let the patient complete the survey from your computer.

### TIP: How to delete an erroneous survey

If you have mistakenly entered a survey, you can delete the survey by selecting the Action *Delete this survey* link. This is directly below the blue box on the right side of the screen. Please note that deletion is a permanent action.

# Survey Information Page

The survey information page will open when you click on a survey number.

**Survey #245820** [\(Go Back To Surveys\)](#)

Patient	Schmoe, Joe
Status	Finished
Language	English <a href="#">(edit)</a>
Dialysis Type	In-center Hemodialysis <a href="#">(edit)</a>
Birth Date	01-01-1938 <a href="#">(edit)</a>
Gender	Male <a href="#">(edit)</a>
Diabetes	Yes <a href="#">(edit)</a>
Complete?	Yes
Survey Date	05-31-2011 <a href="#">(edit)</a>

**Patient demographic information for this survey.**

**SURVEY CODES**  
The patient can visit <https://www.kdqol-complete.org/survey/kd-up6fs9-59oc-17lg> to take the survey online, or they can visit <https://www.kdqol-complete.org/survey> and type in the code below.

**SURVEY CODE**  
**KD-UP6FS9-59OC-17LG**

**SURVEY DATE** 05-31-2011  
**RESPONSES** 100% (36/36)

**REPORTS**  
[Chart Report](#)  
[Patient Report](#)  
[Score and Rating Trends Report](#)  
[Response Trends Report](#)

**ACTIONS**  
[Delete this survey](#)

**Reports**

**Permanently deletes survey record.**

**Scores and Rating**

PCS	MCS	BURDEN	SYMPTOMS	EFFECTS
47.462	41.647	62.500	37.500	37.500

**Responses**

Question 1	2 <a href="#">(edit)</a>	Question 19	3 <a href="#">(edit)</a>
Question 2	1 <a href="#">(edit)</a>	Question 20	4 <a href="#">(edit)</a>
Question 3	2 <a href="#">(edit)</a>	Question 21	3 <a href="#">(edit)</a>
Question 4	1 <a href="#">(edit)</a>	Question 22	4 <a href="#">(edit)</a>
Question 5	2 <a href="#">(edit)</a>	Question 23	3 <a href="#">(edit)</a>
Question 6	1 <a href="#">(edit)</a>	Question 24	4 <a href="#">(edit)</a>
Question 7	2 <a href="#">(edit)</a>	Question 25	3 <a href="#">(edit)</a>
Question 8	1 <a href="#">(edit)</a>	Question 26	4 <a href="#">(edit)</a>
Question 9	2 <a href="#">(edit)</a>	Question 27	3 <a href="#">(edit)</a>
Question 10	1 <a href="#">(edit)</a>	Question 28	4 <a href="#">(edit)</a>
Question 11	2 <a href="#">(edit)</a>	Question 29	3 <a href="#">(edit)</a>
Question 12	1 <a href="#">(edit)</a>	Question 30	4 <a href="#">(edit)</a>
Question 13	3 <a href="#">(edit)</a>	Question 31	3 <a href="#">(edit)</a>
Question 14	4 <a href="#">(edit)</a>	Question 32	4 <a href="#">(edit)</a>
Question 15	3 <a href="#">(edit)</a>	Question 33	3 <a href="#">(edit)</a>
Question 16	4 <a href="#">(edit)</a>	Question 34	4 <a href="#">(edit)</a>
Question 17	3 <a href="#">(edit)</a>	Question 35	3 <a href="#">(edit)</a>
Question 18	4 <a href="#">(edit)</a>	Question 36	4 <a href="#">(edit)</a>

**Survey responses**

## REPORTS

The **Chart Report** is a 1-page summary of the patient information and scores for the patient's medical chart. This report has a place for a clinician's signature and date. How this form is used is to be determined by you and your clinic. This report is available only in English.

If a new survey has a 10 point or more drop in any given score, a red arrow will display to alert you.



PATIENT: Schmoe, Joe (003) SURVEY DATE: 5-31-2011

MODALITY: In-center Hemodialysis BIRTH DATE: 01-01-1938 GENDER: Male DIABETES: Yes

**Raw Data**

1:2	2:1	3:2	4:1	5:2	6:1	7:2	8:1	9:2	10:1	11:2	12:1	13:3	14:4	15:3	16:4	17:3	18:4
19:3	20:4	21:3	22:4	23:3	24:4	25:3	26:4	27:3	28:4	29:3	30:4	31:3	32:4	33:3	34:4	35:3	36:4

**Effects of Kidney Disease on Daily Life** Case mix adjusted mean: 37.5  
 37.5 Below Average  
 How bothered the patient is by fatigue, limits on work or travel, being dependent, stress, sore legs, and depression.  
 A higher score means less effects of Kidney Disease.

**Physical Component Summary (PCS)** Case mix adjusted mean: 47.5  
 47.5 Above Average  
 How the patient perceives his physical health. The lower the score, the higher the risk of hospitalization or death.  
 A higher score means better physical health.

**Burden of Kidney Disease** Case mix adjusted mean: 62.5  
 62.5 Average  
 How much CKD interferes with daily life, causes hydration, and makes the patient feel like a burden.  
 A higher score means less burden.

**Mental Component Summary (MCS)** Case mix adjusted mean: 41.6  
 41.6 Average  
 How the patient perceives his emotional and mental health. The lower the score, the higher the risk of hospitalization or death.  
 A higher score means better mental health.

**Symptoms and Problems** Case mix adjusted mean: 37.5  
 37.5 Below Average  
 How bothered the patient feels by physical symptoms associated with CKD.  
 A higher score means less symptoms.

**Comments/Plan**

Signature \_\_\_\_\_ Date \_\_\_\_\_

**NOTIFIED BY SYMPTOM/PROBLEM**

	NOT AT ALL	SOMEWHAT	MUCH	VERY MUCH	EXTREMELY
17. Soreness in muscles				X	
18. Chest pain					X
19. Cramps			X		
20. Itchy skin					X
21. Dry skin			X		
22. Shortness of breath					X
23. Faintness or dizziness			X		
24. Lack of appetite					X
25. Washed out or drained			X		
26. Numbness in hands or feet					X
27. Nausea or upset stomach			X		
28. Problems with dialysis site					X

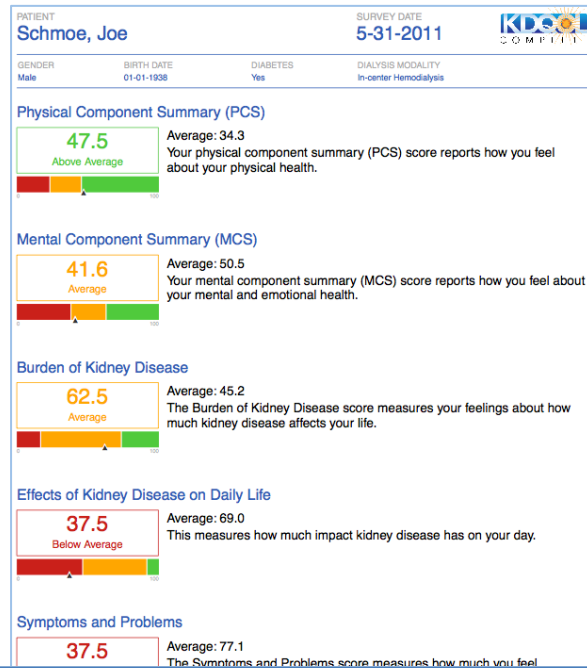
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## REPORTS (cont.)

The **Patient Report** is a 6-page report for the patient. The 1<sup>st</sup> page provides the scores for each scale and the remaining 5 pages give tips on how to improve or maintain the scores.

This report will print in the selected language that KDQOL-Complete supports. Currently, those languages include: English, Spanish, Chinese (simplified), Tagalog, Korean, French Creole, German, Italian, French, and Polish.

Note: This document is copyrighted to Medical Education Institute, Inc.

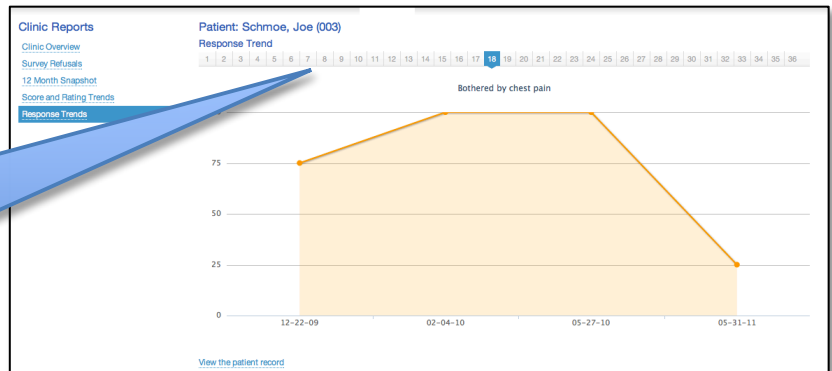


## Response Trends

This shows how a patient answered a specific question over time.

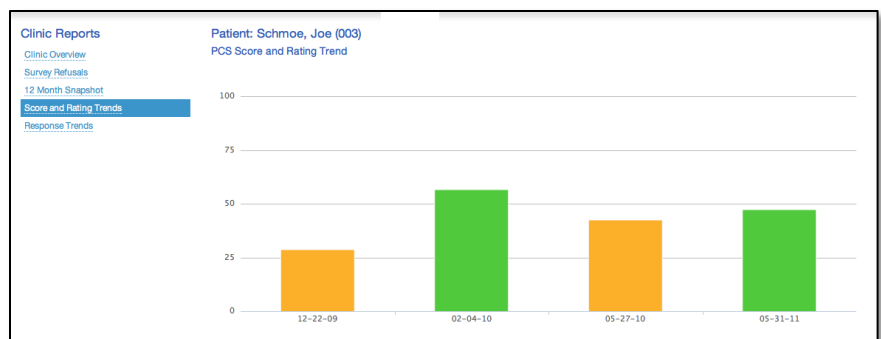
Hold your cursor over the number (1-36) to see the question.

Click on the number to see the patient's answers over time for that question.



## Score and Rating Trend

This shows the scores for each scale over time. Scroll down the page to see the other scales.



## Surveys Tab

5 surveys found Monday, August 22, 2011

SURVEYS SURVEY REFUSALS

+ SEARCH 30 surveys per page RESET THIS FILTER

Survey # ↑	Patient	Identifier	Date Taken	PCS	MCS	Burden	Symptoms	Effects	Status	Complete?
239	Goody, Samuel	222	12-07-2010	42.6	35.5	--	--	--	Finished	No
237	Goody, Samuel	222	12-07-2009	42.6	35.5	--	--	--	Finished	No
235	Silverstienn, Goldie	12345	06-12-2011	48.0	43.0	25.0	75.0	75.0	Finished	Yes
234	Silverstienn, Goldie	12345	06-11-2010	42.6	35.5	0.0	100.0	100.0	Finished	Yes
233	Silverstienn, Goldie	12345	06-11-2009	59.7	39.5	50.0	56.2	50.0	Finished	Yes

Export ⓘ

This page lists the patient's name and the survey scores for every survey completed. You will notice the patient's name multiple times if he/she has completed multiple surveys.

From this page, you can also export your data into Excel.

**Please note** that it is possible to have scores for all categories if all of the PCS and MCS category answers were completed and at least one question in each of the other areas. However, despite having scores for all the categories, the survey will be listed as "No" in the "Complete?" column. This is because there was *at least one* unanswered question on the survey.

### TIP:

**Enter a patient into your clinic account ONLY 1 TIME.** Click on the patient's name to record additional surveys.

### DETAILS

The patient's name/ID number should only appear once in the patient list on the Patients Tab. If the patient has taken 3 surveys, the patient's name will appear 1 time on the Patients Tab and 3 times on the Survey Tab.

**Problem:** No scores for PCS and MCS. I see "--" in place of a number on the Patients Tab.

**Answer:** The PCS and MCS scores are displayed *only* if survey questions 1-12 are **all** answered. The scores will not display if there is a missing answer. The Burden, Symptoms, and Effects scales will calculate scores if *at least 1* question in each scale is answered. These scales are based on survey questions 13-36.

## Search

To search for a subset of your patient population, use the Search arrow located at the top right corner of the patient listing. When you click on the SEARCH link a list of filters will appear. Select the filter you want to sort by and enter the appropriate information, check the box/boxes next to the selections you want to search for, or select the option from the pull-down menu. Then select either **“UPDATE”** or **“APPLY”** in the bottom corner of the box and your page will refresh with only the selected information displayed.

The screenshot shows a patient listing table with columns for Name, Age, and Gender. A '+ SEARCH' button is at the top left. A search filter box is active, showing 'Active patients' and '30 patients per page'. The 'FILTER PATIENTS' dialog is open, listing various filters. The 'ACCESS TYPE' filter is selected and expanded, showing a list of options with 'ALL' checked.

You can set several filters or just one. The default filter on the Patients tab is to only view the Active patients. To change this filter, click on the underlined link **“Active”** and a box will appear with check boxes next to each status. Select and/or deselect options and then click Update in the lower right corner of that box. Your page will refresh to only show the patient group you have selected.

The screenshot shows the patient listing interface with the 'STATUS' dialog box open. The 'Active' checkbox is checked, and the 'Inactive' checkbox is unchecked. The 'UPDATE' button is highlighted in blue.

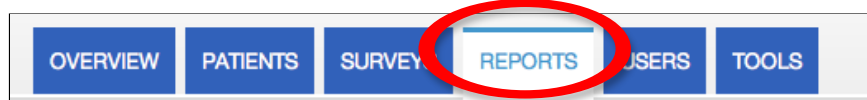
The screenshot shows the 'LAST TAKEN' filter dialog. It features a calendar grid for August 2011 and September 2011. Red arrows point to the navigation arrows in the top corners of the calendar grids. A yellow arrow points to the 'APPLY' button at the bottom right.

Another filter choice is **“LAST TAKEN.”** Use this filter to look for surveys taken between two dates. Use the arrows in the top corners of the calendar grids to navigate forward and back through the calendar. Locate and click on a start date, then locate and click on an end date. All dates between will highlight. Click **“APPLY”** in the bottom right corner of the box and your page will refresh to only show the selected date material.



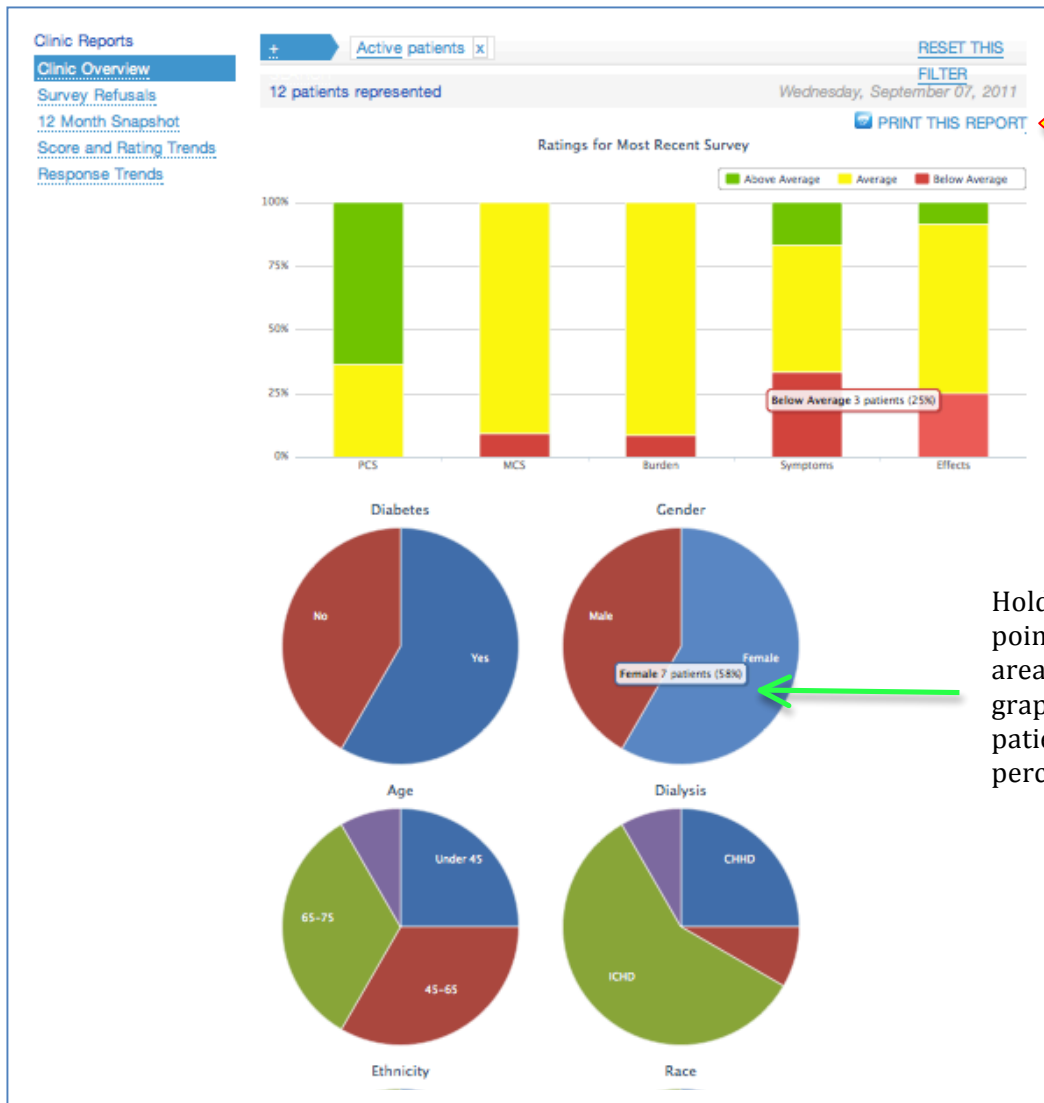
## Reports Tab

Displays multiple reports:



- **Clinic Overview** - view score ratings for all your active patients and a breakdown of the demographics and patient information. Scroll down to see all the charts. Click **Search** to build charts/graphs of a subset of your patient population.
- **Survey Refusals** - a pie chart showing the refusal reasons.
- **12 Month Snapshot** - a breakdown of patients (active and inactive) and their survey status (taken, not taken, refused) over the last 12 months.
- **Score and Rating Trends** - select a specific patient to see their ratings and scores over time.
- **Response Trends** - select a specific patient to see their responses to questions over time.

Use the link for PRINT THIS REPORT to print a clean copy of the Clinic Overview Report



Hold your mouse pointer over an area of a chart or graph to see patient count and percentage.

## Tools Tab

This page contains the PDFs of the surveys for you to download and print. The Medical Education Institute, Inc., added a clinical introduction to the KDQOL-36 (in place of the research intro used originally). Additional languages will be available soon.

**KDQOL COMPLETE** Clinic **PRECIOUS METALS** (SWITCH CLINICS)

OVERVIEW PATIENTS SURVEYS REPORTS USERS INVOICES **TOOLS**

**KDQOL-36™ Forms**

- English
- Spanish
- Chinese (simplified)
- Tagalog
- Korean
- French Creole
- German
- Italian
- French
- Polish

Click to open and print a blank KDQOL-36 form in the language selected.

**Manuals**

- [KDQOL COMPLETE User Manual](#) ← Be sure to tell new users to open, read, and print this!

**Supporting Materials**

- [KDQOL-36 Response Aid](#) - This aid lists the responses for each survey question. While helping your patient take the survey, have them point to their response in order to maintain patient privacy.

**Professional Resources**

- [Measuring Dialysis Patients' Health Related Quality of Life with the KDQOL-36](#)

**Export your data** ⓘ  
You can use the links below if you'd like to download your data in XML.

- Patients
- Surveys
- Invoices

## Account Settings

To view and edit any of your information or preferences, select the link for Account Settings in the upper right corner of your screen.



From this page, you can edit your name, email, password, and preferred number of listings to view per page. Just click on the word “edit” that appears behind the current listing and enter the updated information followed by “OK” or “cancel.”

**Problem:** “I want to change my password.” Or, “My email address has changed.”

**Solution:** You can change your password and email address in the Account Settings. Click on the Account Settings link and then the word “edit” behind the current entry. After making any changes, select either OK or make the change or Cancel to leave it as it was.

## Users Tab

The Administrator of the clinic account determines who has access to the clinic.

**KDOOL COMPLETE** Clinic **PRECIOUS METALS** (SWITCH CLINICS)

OVERVIEW PATIENTS SURVEYS REPORTS **USERS** INVOICES PLAN TOOLS

Name ↓	Email	Status	Access
		Not activated	<a href="#">Remove</a>
		Active	<a href="#">Remove</a>
		Active	<a href="#">Remove</a>

Click on the button below to add a user to your clinic.

Add a user to this clinic Export

**New user**

**i** YOU ARE CURRENTLY ADDING A USER TO THE PRECIOUS METALS CLINIC

Full name

Username

Email address

Time zone

If left blank, will default to UTC time

or

Enter email of new User.  
If the user is new to KDOOL COMPLETE this box will appear.

The USER will get an **activation** email telling them they have access to your clinic. They need to click on the activation URL to activate their account and set their password.

## Invoices Tab

Check on the status of any invoice for your account. An invoice will be generated if your clinic changes subscription plan size, uses our data entry service, adds a new clinic, renews the annual subscription.

**KDOOL COMPLETE** Clinic **MEDICAL EDUCATION INST.** (SWITCH CLINICS)

OVERVIEW PATIENTS SURVEYS REPORTS USERS **INVOICES** PLAN TOOLS

+ SEARCH 15 invoices per page [RESET THIS FILTER](#)

Invoice # ↑	Description	Due on	Status	Total
389	Annual subscription for clinic: Medical Education Institute	04-20-2010	Paid	\$0.00
1	Annual subscription for clinic: Medical Education Institu...	05-20-2009	Paid	\$0.00

Export

Click on the invoice number to view the invoice and invoice payment options.

1. Pay with PayPal (pay with a credit card)
2. Print this invoice - so you can pay by check.

## Plan Tab

COM P L E T E   OVERVIEW   PATIENTS   SURVEYS   REPORTS   USERS   INVOICE   **PLAN**   TOOLS

**Plan details**  
You currently have **109 active patients** and can add **unlimited more** under your current plan. Your next billing date is **07-29-2011**.

<b>Large</b>	Unlimited	\$350 per year	<b>YOUR PLAN</b>
<b>Medium</b>	49 patients	\$250 per year	--
<b>Small</b>	10 patients	\$100 per year	--

\* If your clinic doesn't fit one of the above plans, custom plans are available. Contact support for details.

[Manage your subscription plan.](#)

**FREQUENTLY ASKED QUESTIONS**

**What happens when I upgrade my plan?**  
Your new plan will take effect immediately. A new invoice will be generated for the prorated difference between your previous plan and your new plan.

**How is my upgrade price calculated?**  
We find the cost per day for each plan, subtract them, and then multiply by the number of days until your next billing date.

**Why can't I downgrade my plan?**  
You can only downgrade your plan if the number of active patients in your clinic is below the limit on the lower plan.

**What happens when I downgrade my plan?**  
Your new plan will take effect immediately. No partial refunds will be given.

## Subscribe a New Clinic

**Single clinic accounts** – If you need to subscribe another clinic to KDQOL COMPLETE, please call Medical Education Institute, Inc. to discuss a Group Discount.

**Group accounts** – Please contact your Group Administrator about adding a new clinic. See your User Tab to identify your Group Admin.

## Export your Data

KDQOL-COMPLETE offers two ways for Users to export their data:

1. On the bottom of each Tab is an **Export** button. Click the button to export the data from the tab. The information will export to a .csv file. This file will easily open in Excel.
2. For researchers/programmers: The Tools Tab allows Users to export data to an .xml file. This format will need some programming or text editing to open.

## Problem Solving Tip:

1. If you use Internet Explorer (IE) as your browser and when trying to log in to KDQOL COMPLETE, you receive a message stating, "the change you wanted was rejected," please DELETE your Cookies and close and reopen your browser.

## How to delete cookie files:

Open Internet Explorer and click on the "Tools" menu.  
In the "Tools" menu, click on "Internet Options."  
The Internet Options pop-up window appears.  
Under the General Tab select the "Delete Cookies" button.  
Delete cookies by clicking "OK".

## Group Admin User Information

The Group Administrator also has access to the Group Dashboard. To go to the Group Dashboard, log in to KDQOL Complete and from the Overview tab, locate the link for “Manage My Group” in the lower right corner. Click that link.

Your page will refresh to display the Group Dashboard. From here you can view (and manage) all of your clinics, plan sizes, users, patients and invoices.

**Quick Links**  
[Add a new survey](#)  
[Enroll a new patient](#)  
[Download forms and patient education](#)  
[Read the user manual](#)  
[Switch clinics](#)

**Clinic Information**  
**Precious Metals**  
1 oz Lane  
Silver City, UT 12345  
United States  
608-555-gold (phone)  
[Edit clinic information](#)

**Corporate Information**  
[MANAGE MY GROUP](#)

The screenshot shows the KDQOL Complete Group Admin interface. At the top, there is a logo for KDQOL COMPLETE and a search bar with the text "Group Name Here". Below the search bar is a navigation menu with tabs for OVERVIEW, CLINICS, PATIENTS, SURVEYS, REPORTS, USERS, INVOICES, and RENEWAL. The RENEWAL tab is highlighted with a red circle. Below the navigation menu is a "Renewal Statement" section with a text block explaining the subscription process. Below the text block is a search bar with "+ SEARCH" and "30 clinics per page" and a "RESET THIS FILTER" link. Below the search bar is a table with the following columns: Name, Identifier, # of Active Patients, Plan, and Renewal Plan. The table contains several rows of data, with a grey box partially obscuring the first row.

Name	Identifier	# of Active Patients	Plan	Renewal Plan
		0	Large	Large
		2	Medium	Medium
		0	Small	Medium
		1	Medium	Medium
		0	Large	Large
		64	Large	Large

The **Renewal** tab allows you to review your account and make changes 45 days before the next invoice is generated.

To return to the Clinic Dashboard, select the link in the upper right corner of your screen.

The screenshot shows a navigation bar with three links: HELP, HOME, and CLINIC DASHBOARD. The CLINIC DASHBOARD link is highlighted with a red arrow pointing to it from the right.

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## **Contact Information**

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