

The MirixaPro™ platform: Case Management

Accessing Cases

There are two options when opening or viewing cases in the MirixaPro platform:

1 Click on the clearly defined links in the Home Tab > Case Summary. (See below for definitions)

2 Click on the Cases Tab and view 'All cases' in a case list.

Reading the case list

After accessing the case list the following features may be displayed:

- Open Cases** = All 'new' and 'in progress' cases.
- Closed Cases** = Cases completed and 'Authorised' as closed.
- 'new'** = cases never opened.
- 'in progress'** = cases opened but not closed.
- Overdue** = cases not closed and it is past the due date. (Complete or decline the case)
- appt. [dd/mm]** = an appointment date has been set with the patient.

	Patient	Program > Session	Status	Notices	Folder	Case Id	Due Date
1 Open Cases (14)	<input type="checkbox"/> Noonan, Jacob (M) DOB 4/10/1942	GSK Seretide Compliance Program - Session #2	in progress			70321	26/12/2009
2 Closed Cases (3)	<input type="checkbox"/> Noonan, Steven (M) DOB 20/05/1939	GSK Seretide Compliance Program - Session #2	3 new			70322	26/12/2009
All Cases (17)	<input type="checkbox"/> Noonan, Oscar (M) DOB 31/08/1932	Pfizer Lipitor Cholesterol Coach Program - Session #1	4 in progress	Overdue 5		70319	16/11/2009
Case Folders (There are no folders) [Add Folder]	<input type="checkbox"/> Noonan, Earl (M) DOB 31/12/1911	Pfizer Lipitor Cholesterol Coach Program - Session #1	in progress	Due in 7 days appt. 21/12 6		70320	16/12/2009

Point-of-dispense "enrolled patient" pop-up reminder

A MirixaFind pop-up notification will inform users that "This patient is enrolled in a Mirixa Australia Program". This pop-up has a green ID bar. (Qualification notifications have a blue ID bar) When notified of an enrolled patient, the pharmacist should:

- Ask the patient how they are progressing and
- Check the case list for due cases



Good Practice:

- View the case list on a regular basis (at least weekly) to help ensure timely case management
- Immediately act on the notices (e.g. 'Overdue', 'Due in 7 days') and pop-ups when they occur
- Aim to open, complete and close cases as they appear in the case list before the 'Overdue' and 'Due in 7 days' notices appear