

CORNERSTONE USER GROUP MEETING
QUESTIONS / CONCERNS
July 16, 2008

1. **Laurie Roxworthy; Will County:** When running the HSPR0305 Immunization report, there is an option to sort the report by case manager. Most of the participants are now listed under "Unassigned" or under the first case manager they were ever assigned to. Would it be possible to change the report to reflect the current manager assignment?

2. **Laurie Roxworthy; Will County:** Could a new code be added for use on the SV01 to indicate that the "Notice of Privacy Practices" was given to clients for WIC? IT would be helpful if the code was at the beginning of the list (i.e. 001 is used for "Informed Consent Form Signed").

3. **Laurie Roxworthy; Will County:** There is a message that appears when saving changes to the AS02 screen for clients receiving special formula for WIC. The message reads "Special formula is assigned, must complete FI08 WIC Special Formula Screen." Currently, the message flashes so quickly that it disappears before staff can see the message or read the whole message. Could something be changed so that the message is displayed for a longer period of time or the message is displayed and the staff must press another key before the message disappears? Newer staff and veteran staff are forgetting to complete the FI08 screen.

4. **Doris Hodes; Lake County:** On the PA13, there are exempt codes for reasons to not get immunizations (Disease History, Religious Contraindication and Med Contraindication –Unprotect. Can we have something like "Client Refusal" added? We have a client that just refuses to give her child shots because she thinks it is bad for her infant. While they try to educate her every visit, she is still not changing her mind. These three options do not seem to fit the situation.

5. **Doris Hodes; Lake County:** Any updates on the Cornerstone Modernization project; Connections?

6. **Samantha Grant; Community Alternatives Unlimited:** We are a stand alone case management agency. On occasion PA07's for clients appear from other sites (we know this because the service is WCPP and we do not have WIC at our site). Why does this only happen on occasion and not for all pregnant clients that have existing PA07's at cornerstone sites? Also sometimes the PA07 that appears is for the same pregnancy that our site already has a PA07 in for (sometimes same edc, other times edc a few days off).

7. **Samantha Grant; Community Alternatives Unlimited:** We had been instructed in the past by our CSSC to terminate the group relationship (PA06) when terminating clients who have aged out of FCM. Is this step in the termination process still necessary? If the client is in a group relationship at another site (for example WIC) can we do shared data (F2) on one of the screen to be able to see who is the group head? F2 is an option on the PA03, when we use it on an infant PA03 the group id does not come up.

8. **Samantha Grant; Community Alternatives Unlimited:** FMC vs PORS CM (high risk infant) in PA15 and Cornerstone lookup PA01. Is there any plan in the future to differentiate between these case management programs in Cornerstone, currently they both show as CM. In Chicago we have issued where APORS infants who should be working with public health nurses get re-assigned (on the 724) to agencies that only have FCM. We also have issued with transfers where it would be nice to know if the infant is being transferred to the public health department because they are APORS or just regular FCM.

9. **Kelly Stewart; Peoria County:** Right now we are able to add a variety of breast pump handouts on the PA29 screen; but there is not a code for a Medicaid pump and we order them all the time. I wonder if we had that

capability if our pumping rates would change; and help us keep better track of who gets them, which would also lead to better follow up.

10. **Kelly Stewart; Peoria County:** Could the system allow us to enter a case note in the administrative (AD24 lock/unlock screen? That way when there is a lock we will know why it is locked.

11. **Julie Sharp; Kane County:** Is it possible to block PA07 for participants when their category code is infant?

12. **Julie Sharp; Kane County:** CM02/CM03 – We used to be able to use Page Down to move from window to window when first accessing the screen. Is there a reason we can't, and is it possible to change it?

13. **Julie Sharp; Kane County:** Is it possible to add the current telephone number to the address verification that occurs when you edit PA03?

14. **Laura Demeuse; CFC #6:** Is it possible to auto-save (especially in AS03) instead of kicking us out after a period of idle. On screen that can't be edited after you save, there is usually a pop up that says "are you sure you want to save?" like on CM04 and AS01 screens.. these screens could have that same protection to make sure that the auto-save doesn't save things we weren't done with.

15. **Laura Demeuse; CFC #6:** People would still like to be able to print auths by print date or auth number.

16. **Laura Demeuse; CFC #6:** I was wondering if the print preview link in the reports screen (specifically HSP0771) could be fixed so that when you use the print option to print to the screen you can choose to print only one of the pages that you have viewed. I think the majority of us only use that feature so that we can pick out only the pages we need to print but have, if you want to only print that page you have to close the preview window, enter all the information into the screen again, select to print to the printer, and put in the page that you want to print out. This because if you hit the icon for the printer on the preview screen it will print all the reports which defeats the purpose of why we use the print option.

17. **Sandra Krugman;** I feel that it would be helpful to see the EDC and the actual Birthday for each individual mom/child. It would be helpful to see the baby's weight. If we could get a printout of all three facts together this would be helpful. I believe this is information that is already entered into Cornerstone.

18. **Renee Korves; St. Clair Co.:** Is it possible to get it so that Case Management will auto term.. like WIC at some point. We have tons of clients going back over it that we saw once or twice. then never again. Occasionally we have mentioned that they transferred, but most of the time (I may be wrong and just not know how) but we can't tell if they transferred or are just not on it anymore. It seems many don't come back for the one year visit either. Either they only wanted formula, or maybe they got jobs after maternity leave and don't qualify. Bit I think transfer are the biggest group of people we lose.

19. **Denise Hunt; McLean County:** We have clients who have "view alerts" showing in the upper right corner of the screen. When you go to the CM07 view alerts screen, it gives pop up box that says you must access shared data to see the comment. After pressing F2 and accessing the WAN, it comes back with the

message that there are no comments to show. However, the "view alerts" still shows. Why is this?

20. **Denise Hunt; McLean County:** Here is a list of issues we are having regarding Medicaid numbers not being on the PA42 screen: **1)** Clients with two last names have medical cards listing only one last name. (Usually it is the first last name, but sometimes the second last name has been used). **2)** Clients with two last names have medical cards that have both last names, but they are hyphenated. (We have been instructed not to use hyphens in CStone). **3)** Medical cards sometimes have a middle initial directly following the first name (in the same field). **4)** Medical cards sometimes have a "Jr" following the first name (in the same field). **5)** Client's medical cards sometimes have the names misspelled. **6)** Client's medical cards occasionally have the wrong name for the client. (Sometimes it is the middle name or a "goes by" name, rather than the actual name on the birth certificate).
21. **Denise Hunt; McLean County:** Frequently we see toddlers who come in early for the WCC1 visit before 1 year of age; they still have formula coupons in the system. Cstone makes the intake person print the remaining FI's before the PA15 can be termed and the client recertified. The problem comes when that infant is using a special formula; if the basic formula is entered, that is what will print. Special formula should be given by a nutritionist. Once the PA15 is changed, the client is considered termed as a infant. When the client gets to the nutritionist, we find out that they were using special formula and have two weeks of coupons left. We are unable at that point to reissue the coupons to the special formula, often a costly mistake for all. Is there a way we can void and reissue these remaining coupons to special formula?
22. **Sue Magyar; Boone County:** Boone County has a private doctor that wants to have access to Cornerstone so she will be able to access immunization records and any lab reports we have (hgb and or lead). Please advise what I should tell this doctor.

23. **Pamela Vandervime**; Could we ask to have any Family Planning appt. charged to PA at any facility to automatically download into cornerstone just like EPSDT and Immunizations do now? This would save us a lot of time.
24. **Pamela Vandervime**; Documentation of Health Start/Grow Smart books is done in the service entry. Originally we used 807, but as of last October we were notified that with the new download there was a code specifically for this, 934. This is how we have documented, but during our recent audit our regional rep told us we should be putting it in 807. Would the state people please clarify this for us and how the reports are being run at this time. We are confused.
25. **Jeri Moffett; Coles Co.:** On the PA40 Lead Screening could the number be increased to 3 digits? We have had a case who's BLL was 136 and it cannot be entered in Cornerstone. We do have it in Stellar but would like to have it Cornerstone for the staff that does not have access to Stellar.
26. **Susan Pacot; Vermilion County Health Dept.:** If you have a breastfeeding Mom past 6 months, you are unable to the service code WB2N and have to use the Term reason #19 (Change BF to not BF) on the PA15. The category stays Breastfeeding on the AS02 WIC assessment screen nor does it change the scheduled term date. What is the correct procedure on this?
27. **Susan Pacot; Vermilion County Health Dept.:** Does any one enter their diluents solution for MMR and Varivax into their biologics?
28. **Susan Pacot; Vermilion County Health Dept.:** Could you add Rotorix and Pentacel to the AD05?