Instructions for Use

ComeoCare User Guide

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Editions:	Data Center
Versions:	ComeoCare v4.0.x, v3.71.x, v3.70.3, v3.70.2
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Document History		
Version	**Date**	**Change Description**
1.0	30/09/2020	Baseline for ComeoCare v4.0.x

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1 Introduction

1.1 Purpose

This document aims at guiding the hospital staff in the use of the ComeoCare application, an integrated web application intended to be used by hospital healthcare professionals for the prescription and management of complex regimen-based customizable medicine treatments.

It also delivers important notices, precautions and warnings, regarding the use of ComeoCare, that must be considered carefully by hospital staff before any use.

1.2 Scope

This document is the entry point to the ComeoCare User Guides series.

It is meant to deliver general information, precautions and warning for the physicians, pharmacists and nurses. It also enumerates the technical requirements of the user's computer devices qualifying for the use of ComeoCare.

This document is part of the ComeoCare User Guides series whose reading is mandatory in function of the person's roles:

- The [REL4] **ComeoCare - User Manual – Introduction** document deliver general information about the general principles of use of the application. It's a mandatory reading for any person in charge of- or making use of the application;
- The [REL5] **ComeoCare – User Manual – Prescription** document presents the prescription module. It's a mandatory reading for any prescriber making use of the application;
- The [REL6] **ComeoCare – User Manual – Compounding** document presents the compounding module. It's a mandatory reading for any pharmacist making use of the application;
- The [REL7] **ComeoCare – User Manual – Administration** document presents the administration module. It's a mandatory reading for any nurse making use of the application;
- The [REL8] **ComeoCare – User Manual – Tarification** document presents the pricing and billing module. It's a recommended reading for any pharmacist making use of the application;
- The [REL9] **ComeoCare – User Manual – Configuration** document presents the settings and parameterization module. It's a recommended reading for any pharmacist making use of the application;

- The [REL1] **ComeoCare - Deployment Manual** describes the minimum IT requirements for the Data Center edition, initial installation procedures for the ComeoCare system and the deployment procedures for new releases and fix packs;
- The [REL2] **ComeoCare - Operations Manual** provides guidance to ensure the ComeoCare operating environment performs correctly, safely and efficiently;
- The [REL3] **ComeoCare - Integration Manual** explains the general integration architecture and the configuration of the available integrations.

The [REL1], [REL2], [REL3] and [REL9] document are a mandatory reading for any technical staff in charge of ComeoCare.

This is illustrated on the next diagram:

For any person in charge of- or using the application

Instructions for Use   User Manual - Introduction

For prescribers   *For pharmacists and technical staff*

User Manual - Prescription   User Manual - Configuration

For pharmacists   *For technical staff*

User Manual - Compounding   Deployment Manual

User Manual - Tarification   Operations Manual

For nursing   Integrations Manual

User Manual - Administration

1.3   Applicability

The information in this document applies to all editions and versions of ComeoCare mentioned on the first page of this document, unless specifically mentioned otherwise. When a certain chapter or subchapter is limited to an edition or version, this is the case for all paragraphs within this section and its subsections.

The versions lower than v3.70 are branded "CytoWeb", and the versions as from v3.70 and above are branded "ComeoCare". In the remainder of this document, the product will be referred to as "ComeoCare" regardless of the version.

The version of the product can be found on the logon page and on the about page of the application.

1.4 Audience

Intended audience of this document are:
- Hospital Healthcare professionals that are users of ComeoCare;
- Hospital Information Technology team in charge of configuration and maintenance;
- Any other person in charge of- or making use of the application.

1.5 Support

Functional and Technical support is available for the ComeoCare application from the ComeoCare Service Desk at the following addresses:

Online	https://support.comeocare.com
E-mail	servicedesk@comeocare.com

Please refer to section 5 to find out more on how to contact and use the service desk.

1.6 Related documents

ID	Reference	Description
REL1	CCR-DPM	ComeoCare - Deployment Manual
REL2	CCR-OPM	ComeoCare - Operations Manual
REL3	CCR-ITM	ComeoCare - Integration Manual
REL4	CCR-USM-01	ComeoCare - User Manual - Introduction
REL5	CCR-USM-02	ComeoCare - User Manual - Prescription
REL6	CCR-USM-03	ComeoCare - User Manual - Compounding
REL7	CCR-USM-04	ComeoCare - User Manual - Administration
REL8	CCR-USM-05	ComeoCare - User Manual - Tarification
REL9	CCR-USM-06	ComeoCare - User Manual - Configuration

1.7 Glossary of terms

Term	Definition
SPOC	Single Point of Contact. A person or a department serving as the coordinator or focal point of information concerning an activity or program.
LIS	Laboratory Information System
Scanning	Physically capturing information contained in a barcode, which is then decoded and sent to ComeoCare. ComeoCare uses this technique in different areas: scanning patient bracelet to identify the patient and scanning the product label to identify the prepared product.
Bedside scanning	The complete flow of using scanning to identify the patient and the product to administer to the patient and verify that the scanned preparation is meant to be administered to the identified patient.
EPR	Electronic Patient Records. An application that includes information about the patient within one health care organization that can be created, managed, and consulted by authorized users within that organization. The EPR includes support for the process of care delivery by that organization (such as a hospital).
Four eyes principle	The Four eyes principle is a requirement that two individuals approve some action before it can be taken. The Four eyes principle is sometimes called the two-man rule or the two-person rule
Timestamping	Timestamping is a system that allows to keep proof of the existence of a document and its content on a given date. The term "proof" indicates that no one, not even the owner of the document, can modify the timestamping certificate (non-repudiation).
Recip-e	Recip-e allows various healthcare prescribers to send prescriptions electronically and securely to a server. They are encoded there and stored until they are used by the patient with a healthcare provider.

2   ComeoCare Intended Application

2.1   Intended use

ComeoCare is an integrated web application intended to be used by hospital healthcare professionals for the prescription and management of complex regimen-based customizable medicine treatments with dose calculation, pharmaceutical compounding and controlled nursing administration.

2.2 How ComeoCare achieves its intended use

ComeoCare presents as a web application managing the complete lifecycle of complex regimen-based treatments by the mean of a number of core features that are described below.

2.2.1 Products and regimens management

> **Version note**:
> - The availability of some dose calculation safety parameters is varying per version; check the user manual of your version for details.
> - Four eyes principle control is available in ComeoCare v3.70 and higher.

The application allows the hospital to define and maintain a thesaurus of products and regimens through two modules.

- **Products**: In this module, pharmacists manage the list of products that can be used for treatments, as well as the properties and options of each type of products, such as dose calculation method, maximum allowed doses, available packages, stability parameters… This information forms the base for configuring and optimizing the treatments lifecycle.

- **Regimens**: This module supports the definition, validation and update of a library of structured treatment regimens. These regimens consist of different lines, representing prescriptions and administration of a certain product at a given time. Changes to a regimen require the content to be re-validated based on a Four eyes principle before it can be used again for treatments.

The products and regimens management modules are further described in the [REL4] ComeoCare - User Manual – Introduction user guide.

2.2.2 Treatment management workflows

> **Version note**:
> - The availability of some patient safety controls is varying per version; check the user manual of your version for details.
> - Step by step compounding is available in ComeoCare v3.68 and higher;
> - Barcode scanning is available in ComeoCare v3.54 and higher.

Based on the hospital thesaurus, the application guides the healthcare professionals through the patient treatment. At all times, the progress of the patient treatments is being tracked and displayed.

The major workflow modules are:

- **Prescription**: In this module, based on the diagnosis, the physician selects the right regimen or treatment plan for the patient, causing that the doses of the products within the regimen are calculated according to the patient's clinical data. Extra checks are being performed to ensure the patient's safety, such as cumulative dose warnings or glucose warnings for diabetics. The physician can adapt the standard regimen by adding or removing medication prescriptions to the treatment or by applying dose reductions. When a prescription is validated and signed electronically by the physician, the product preparation or delivery can be ordered.

The prescription module is further described in the [REL5] ComeoCare - User Manual – Prescription user guide.

- **Compounding**: In this module, the pharmacist is alerted of the prescriptions requiring handling while being provided with a guidance for the compounding activities. Based on the prescribed dose and concentration of the available packages, the correct packages and diluents for the compounding are selected. After a pharmacological validation, the picking can start based on a generated picking list. Once the products are picked, a step-by-step guidance for the preparer is proposed inside the laminar flow or isolator. The pharmacy can then release the preparation for administration after a post-preparation validation and print the product label to uniquely identify the preparation.

The compounding module is further described in the [REL6] ComeoCare - User Manual – Compounding user guide.

- **Administration**: In this module, the nursing staff is provided with a daily overview of the preparations to be administered to each patient. The patient safety is guaranteed through bed-side scanning: by scanning the patient bracelet, a first validation checking if this patient requires treatment is done. By scanning the barcode on the printed product label, the application verifies if the product corresponds to the right patient. When a product has been administered, the status of the corresponding prescription is changed, which allows the physician to be informed that the process has been correctly carried out and allows a precise history of the administered products.

The administration module is further described in the [REL7] ComeoCare - User Manual – Administration user guide.

2.3   Applications that can be used together with ComeoCare

Version note:

- Patient information import is available in ComeoCare v3.46 and higher;
- Patient visit management is available in ComeoCare v4 and higher;
- Electronic Patient Records integration is available in ComeoCare v3.71 and higher;
- Laboratory results import is available in ComeoCare v3.70 and higher;
- Electronic prescription Recip-e export is available in ComeoCare v4 and higher;
- Connected hardware integration is available in ComeoCare v3.68.x and higher and requires an optional product "ComeoBox";
- Smart cabinets control is available in ComeoCare v4 and higher;
- User authentication (AD) integration is available in ComeoCare 3.46.x and higher.

ComeoCare allows the hospital to set up integrations with other software systems running in the hospital, to enhance the information available and to fully integrate the performed activities in the complete hospital flow.

The sections below are giving a quick overview of the main integration possibilities. For a more detailed technical view on how to integrate an application with ComeoCare, please refer to the [REL3] ComeoCare - Integration Manual document.

2.3.1 Patient Visits

Patient and Visit information can be self-managed in the application but should typically be imported and linked to the hospital's central patient management software system. Visit information is also used to support the nursing in the administration flow and for the invoicing.

2.3.2 Electronic Patient Records

The integration with the Patient Electronic Record (EPR) system can be activated by sharing and relying on the patient's unique identification number.

2.3.3 Laboratory Results

Laboratory Results can be imported from the hospital Laboratory Information System, allowing the available data to be displayed and used as input in the application. The physician can accept the incoming results, and after acceptance, clinical data can be used to automatically (re)calculate the doses for the patient.

2.3.4 Electronic prescription and timestamping

Electronic prescription timestamping can be obtained from the Belgian Governmental eHealth platform to freeze prescription content and achieve nonrepudiation.

The application can also send Recip-e prescriptions to the Belgian Governmental eHealth platform.

2.3.5 Compounding control

Connected hardware devices can be used together to control the compounding process through photographic and gravimetric validation steps, enabling extra machine validations.

Please contact the Service Desk for information on these possibilities (see section 5).

2.3.6 Pharmacy management

Pharmacy management is supported for two main aspects:

- **Stock Management**: products that have been administered can be notified to the pharmacy stock management system to adapt the stock availability numbers.

- **Invoicing**: at the time of a – configurable – state change of an administration/prescription, the application can be configured to send the number and type of used packages and the patient visit information to the hospital invoicing system to be handled.

The pricing and billing module is further described in the [REL8] ComeoCare - User Manual – Tarification user guide.

2.3.7 Smart cabinets

Smart dispensing systems can be connected, allowing nurses to use these systems with the correct medicine proposal per patient.

2.3.8 Users authentication

The support for external/central users' authentication is possible through Active Directory integration, offering the warranty that the authentication and password policy adhere to the security policy of the institution.

2.4 Configuration

ComeoCare offers an extensive set of parameters allowing the configuration of the way of working within the application modules.

The configuration parameters are further described in the [REL9] ComeoCare - User Manual – Configuration user guide.

3 Important Notices

3.1 Precautions

ComeoCare may partially or completely malfunction if it is not installed, configured, maintained, operated and used in accordance with the complete Instruction set, containing this document and the [REL1] to [REL9] User Manuals series of documents. To ensure that the products operates properly and safely at all times, it must be installed, maintained, operated and used in accordance with the instructions provided in these documents.

Besides the guidelines in the instruction set, this section contains a mandatory but non-limitative list of precautions to be taken by the hospital staff and its application developer's suppliers in the integration and deployment of ComeoCare within their institution.

3.1.1 Network availability

ComeoCare is a web application, i.e. relying and dependent on the hospital's internal and possibly external network.

Hospital staff must be aware that the application is physically running on a server – and not on the user device – and accessed through the hospital network. In case of the Data Center edition of ComeoCare, the network traffic is limited to the hospital's internal network. When external applications are integrated, a part of the information is transported externally on the network segments required by theses application whose technical requirements are complementary to the present instructions. More specifically, connected hardware devices integration with ComeoBox requires Internet access.

It is therefore advised to Hospital IT staff to consider the risks of using such a system and take any relevant mitigation measures as appropriate to ensure an acceptable level of availability of their networking infrastructure.

3.1.2 Business continuity and disaster recovery

The hospital must dispose of a business continuity and disaster recovery plan in case ComeoCare should be temporarily unavailable.

The hospital must have a Business Continuity Plan to keep all essential aspects of the hospital functioning despite significant disruptive events. ComeoCare continuity must be included in this plan.

ComeoCare allows to export the treatments as individual PDF files. The hospital must use this feature to store a copy of the treatments in another independent file location. In the case the

application should become unavailable for whatever reason, the current treatment details will still be available on this file location. Based on the evaluated criticality of this data, these treatment files can also be printed in advance to avoid unavailability during a total network outage.

The hospital must have a set of policies, tools and procedures to enable the recovery or continuation of vital technology infrastructure and systems following a natural or human-induced disaster. ComeoCare recovery must be included in this Disaster Recovery Plan.

The data stored in the ComeoCare databases must be backed up regularly and be an integral part of the hospital's backup strategy. The selected backup rotation scheme and backup location shall follow the hospital's requirements and internal policy.

3.1.3   Verified data sources

Product and regimen data entered in ComeoCare should be based on published scientific information and validated by another healthcare professional than the author of the information.

The hospital should build a thesaurus of products and regimens in ComeoCare, which is then used for further treatment selection and personalization. ComeoCare does not offer any guarantee about any existing products or regimens. Additions and modifications should only be done by trained and qualified healthcare professionals and based on validated and published scientific articles and information. All product and regimen information should be double checked and validated based on the Four eyes principle by another healthcare professional besides the author of the changes.

3.1.4   Trained and qualified professionals

ComeoCare should only be used by trained and qualified professionals.

Persons in charge of performing the ComeoCare configuration, including authorization management, must follow a ComeoCare configuration training and read the [REL9] ComeoCare - User Manual – Configuration document, before configuring ComeoCare.

Persons using the core modules of ComeoCare must be qualified healthcare professionals who followed a ComeoCare training and have read the [REL4-8] ComeoCare - User Manual documents. The role of physician can only be attributed to persons carrying a degree of Doctor of Medicine. The role of pharmacist can only be attributed to people carrying a degree in the field of pharmacy. The role of nurse can only be attributed to people carrying a nursing degree. The SuperUser role can only be attributed to a limited number of people, carrying a degree of Doctor of Medicine, a degree in the field of pharmacy or nursing.

3.1.5   Verified integration

Version note:
- The integrations mentioned in this section are available in ComeoCare 3.46.x and higher.

An incorrect integration of ComeoCare with the other software systems of the hospital might cause a harmful situation for the patient.

In case of an incomplete or incorrect integration of ComeoCare in the hospital's application landscape, it is possible that a software failure could arise and cause a harmful situation potentially impacting the patient health.

Examples of such situations could be the following ones, but are not limited to these:

Integration	Description	Hazardous situation
LAB	Laboratory Result	Laboratory results are not propagated correctly because of a software failure, causing the user to base decisions on wrong information
TRR TRD	Treatment Report Treatment Data	ComeoCare treatment is wrongly or with delay communicated to the electronic patient record (EPR) application, causing the users accessing the EPR to take wrong decisions.
VAN	Smart Cabinet Integration	If corrupted or incomplete data is sent to the smart medicine distribution cabinet, the patient might not receive the correct treatment in time.

To mitigate the probability of such events, it is advised that the hospital staff plans, executes and reports on a defined verification of the implementation effectiveness, including but not limited to:
- Quality verifications;
- Unit testing of the relevant integrations;
- Integration testing of the relevant system components;
- System testing based on defined scenario and test data covering a representative set of all possible situations including nominal cases, various alternative cases, and exception cases;
- Acceptance testing by healthcare professional user representatives.

3.1.6   Patient identification

Version note:
- Bedside scanning is available in ComeoCare 3.54.x and higher.

All nursing staff should identify the patients before administering any products as proposed by ComeoCare.

ComeoCare guides the nursing staff during the administration of products to the patients. Failure to correctly identify patients in this phase constitutes a serious risk to patient safety. The hospital's patient identification policy should always be applied to ensure the correct identity of the patients before administering any products, based on the information and guidance displayed in ComeoCare.

Accurate patient identification is the responsibility of all staff involved in the admission, clinical and administrative processes to ensure correct details are obtained. As a minimum staff must check the patient's name and date of birth. This information is typically mentioned on the patient bracelet.

ComeoCare provides bedside scanning to uniquely identify the patient by scanning the bracelet, but even in the case this functionality is used, the administering nurse should at all times double check the identity of the patient.

3.2   Warnings

The following is a non-limitative list of important attention points to be reviewed and understood by the hospital staff and its application developer's suppliers before considering using ComeoCare as a prescription system within their institution.

3.2.1   Authenticate users

Version note:
- Active Directory integration is available in ComeoCare 3.46.x and higher.

Although ComeoCare supports different authentication methods, integration with Active Directory is highly recommended to guarantee the most secure authentication. Users should never share user credentials and should always log out after using ComeoCare.

By integrating ComeoCare with Active Directory, the hospital makes sure that the authentication and password policy adhere to the security policy of the institution.

Whatever the selected authentication method, users should never share credentials or use another user's credentials, since these credentials define what actions the user is allowed to perform. Since all actions are at all times traced back to the executing user, it is very important that all users are uniquely and exactly identified and authenticated to guarantee full traceability.

For the same reason, every user must log off after any ComeoCare activity so that no other person can perform actions in the name of the logged user.

3.2.2 Avoid SuperUser role

The use of the SuperUser role should be avoided, and only be activated for specific actions. Users should immediately switch back to their regular role after the use of the SuperUser role.

ComeoCare offers a special SuperUser role, which allows a user to perform and override standard actions, including actions not possible for regular roles, ignoring the need of specific permissions, and allowing to bypass necessary states.

This SuperUser role should be attributed to a limited number of people to unblock situations that might have occurred after misuse of the application or data corruption. The Super User role should never be used to override any medical or pharmaceutical validation, for drug administration purposes or to consult and modify information not accessible by the user's regular role.

When used, the SuperUser role should be selected only to perform specific actions requiring this intervention, and the user should immediately switch back to her/his standard attributed role. All user actions are logged for traceability, and therefore all misuse of this role will be logged in the audit trail.

3.2.3 Display patient's identification in clear

ComeoCare should be configured by the hospital so that the patient is identifiable on all printed or displayed material.

ComeoCare displays the patient information in different locations and screens, including on the printable reports and labels. The hospital can configure how the patient identification should be structured and formatted, including which information will be shown. The hospital should make sure that the patient identification configuration always contains enough information to uniquely identify the patient and is human readable. This means that the patient label should at least include in clear writing the last name, first name and date of birth of the patient. This warning is equally valid for all printed label and reports concerning the patient.

3.2.4 Not a diagnosis tool

ComeoCare manages the complete lifecycle of complex medication treatments but it does not provide any guidance regarding diagnosis and treatment selection.

Before a patient treatment can be started in ComeoCare, the first critical step in the management of complex diseases is to establish the diagnosis based on pathological examination. Although the diagnostic process is not managed in ComeoCare is it a vital prerequisite before the treatment can

start. The physician using ComeoCare should use all necessary pathology and laboratory medicine services to determine the diagnosis and select the right medication treatment.

ComeoCare manages medication therapy treatments. The treatments managed in ComeoCare do not exclude any other forms of therapy such as surgery or radiotherapy.

3.2.5   Not a human replacement

ComeoCare is a software intended to complement the healthcare professional expertise with an extra level of verification, but not to replace him/her.

As any software, and despite all measures taken to ensure the availability and the connectivity to ComeoCare, it is possible that ComeoCare will not be able to assist the complex treatment lifecycle or does not contain the correct information.

In all situations, the physician should carefully review and validate the doses calculated and proposed by ComeoCare. The pharmacist should perform a pharmacological validation of the proposed preparation. The nurse should always verify the products and dose to be administered.

If for any reason ComeoCare is not available during administration, the nurse should check other sources containing information about the treatment and administration before administering a product. These other sources can be, but are not limited to, generated PDF versions of the treatment stored in an independent file location or structured treatment data exported by ComeoCare to the Electronic Patient Record at a previous time. If these sources are also unavailable at the time of administration, the product can only be administered when the nurse is accompanied by another qualified healthcare professional who performs a double check of the product and dose to be administered before the administration – the so-called Four eyes principle.

3.3   Targeted Population

ComeoCare targeted population encompasses any human patient being treated in a hospital or medical institution.

4   User Device Technical requirements

Version notes:
- Patient and Product scanning is available in ComeoCare v3.54.x and higher.
- ComeoBox integration is available in ComeoCare 3.68.x and higher.
- Photographic validation is available in ComeoCare 3.68.x and higher.
- Responsive web and screen size adaptability is available in ComeoCare v3.x and higher.

4.1.1   Minimum Hardware Requirements

The computer, tablet or handheld device used for ComeoCare must meet minimum technical requirements.

The device should have an integrated or external keyboard, and a pointing device. This can either be a computer mouse, touchpad or touchscreen. If ComeoCare is used together with ComeoBox, the device on which ComeoCare runs in the preparation room should not be equipped with a keyboard or pointing device, since these actions are performed by using the linked ComeoBox foot pedal.

ComeoCare is a responsive web application which implies that the content adapts to the available screen size and resolution. Therefore, ComeoCare will display on all device screens, but the minimum requirements are set in order to use the application fluently: the screen resolution should at least be 1280*1024 in 4/3 aspect ratio and 1280*720 in 16/9 aspect ratio.

The device should have a network interface, wired or wireless, to establish the communication with the ComeoCare server.

If scanning is enabled during the preparation or prescription flow, a barcode scanner should be attached to or integrated in the device. This barcode scanner should be able to at least scan Code 128 barcodes. If labels generated by other software, such as patient bracelet codes, use different code formats, the scanner should support these barcode types as well.

The device should have access to a printer if the printing capabilities of ComeoCare are needed. The printer should be able to print on A4 paper format for the reports. Most standard paper-roll label printers are supported for the product labels.

4.1.2   Minimum Software Requirements

All users of ComeoCare need a web browser to use the application, regardless of the operating system or device the user is using. All web browsers used for ComeoCare should support JavaScript and cookies, and these settings should be turned on.

For the pharmacy preparation with live imaging feature (requires ComeoBox), the browser should also support the "multipart/x-mixed-replace" content-type.

> **Version note**: CytoWeb 2.10 supports the browsers mentioned in the next table:

Browser	Supported versions
Microsoft Internet Explorer	8 or higher

Microsoft Edge	All versions (both EdgeHTML / Chromium engines)
Mozilla Firefox	3.x or higher
Google Chrome	All versions

Version note: ComeoCare v3.0x and higher supports the browsers mentioned in the next table:

Browser	Minimum Version	"multipart/x-mixed-replace" support
Microsoft Internet Explorer	11	No
Microsoft Edge	40	Yes
Mozilla Firefox	60	Yes
Google Chrome	60	Yes
Google Chrome for Android	74	No

If the user wants to read or print reports from the client device, a PDF reader software should also be installed on the device. If no PDF reader is available, the reports will be saved to the disk, but the user will not be able to view or print them.

If the user wants to export query results to an Excel file, the Microsoft Excel software should be installed on the device. If no Microsoft Excel reader is available, the reports will be saved to disk, but the user will not be able to view or print them.

The communication from the device to the ComeoCare server is fully based on HTTP or HTTPS requests. Respectively, the outbound 80 HTTP or 443 HTTPS port should therefore be opened in the device's firewall if any.

5 Service Desk Requests

5.1.1 Service Desk Access

ComeoCare provides an online portal to the hospital to submit all ComeoCare related requests.

To ensure a smooth handling and follow-up, the hospital requests should be centralized in the hospital first and handled by a number of dedicated SPOC (single point of contact). This role is typically played by:

- Application Responsible within the hospital;
- Technical Responsible of the ComeoCare installation in the hospital;
- Functional representative of each role.

By doing this, known internal technical issues and recurring functional requests can be addressed in the hospital first and answered or solved quickly. This way of working also bundles similar requests which makes the follow-up much easier, both for the hospital and for the ComeoCare service desk.
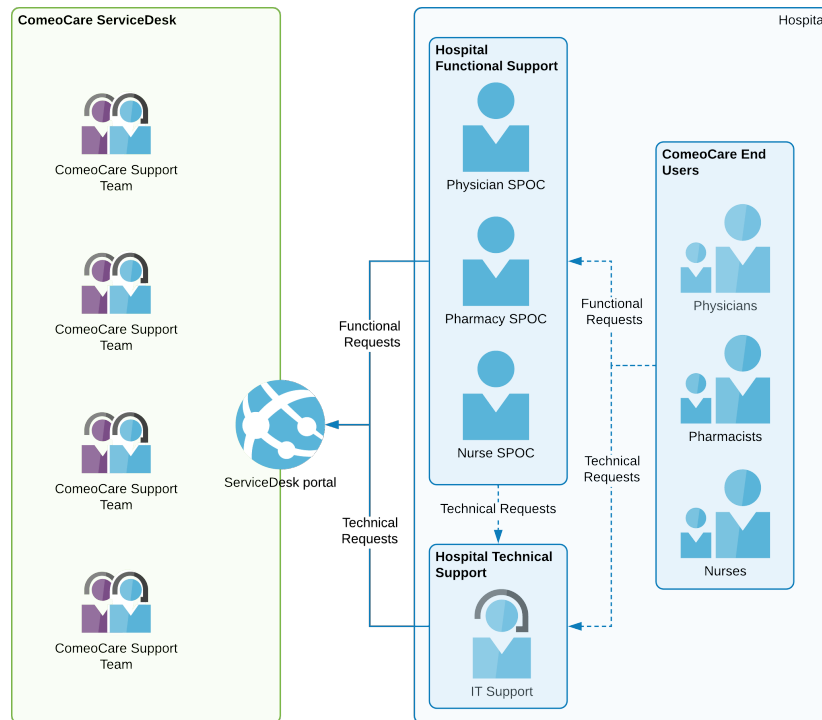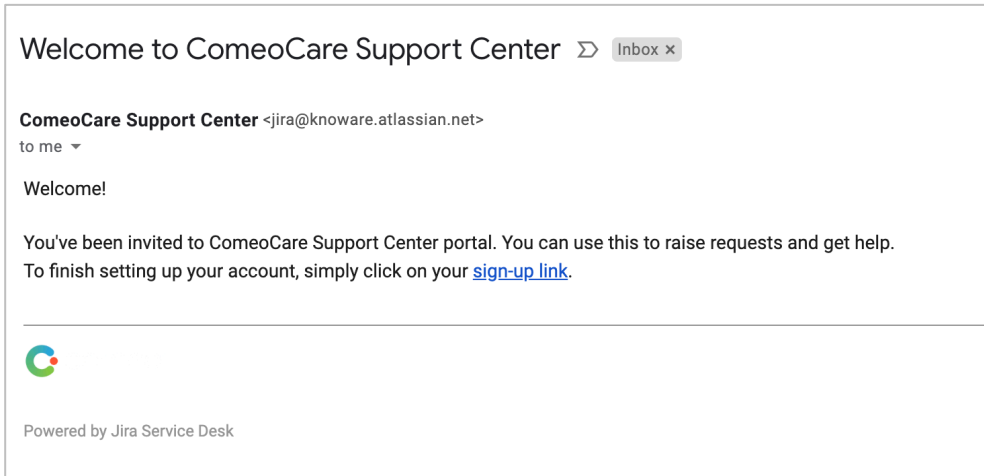

The details of all the SPOCs should be sent to servicedesk@comeocare.com :
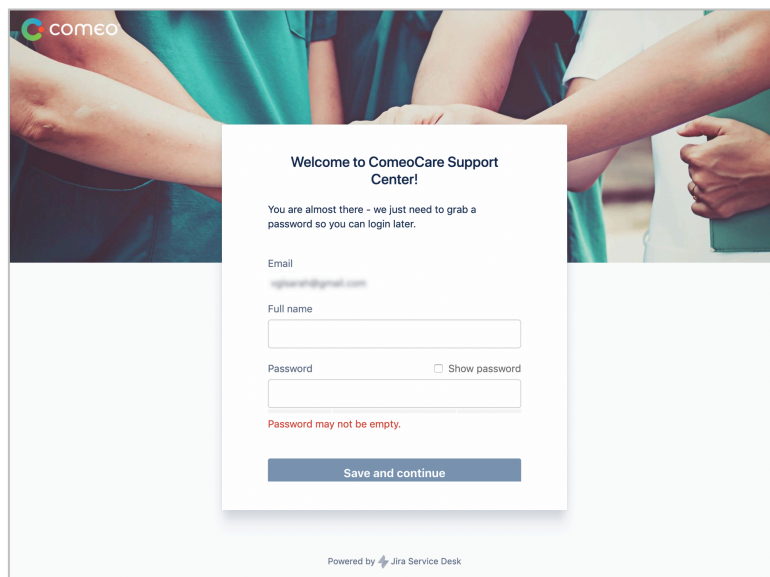
- Last name;
- First name;
- Email address.

Each SPOC will receive an individual invitation email to create their own account with which (s)he can access the ComeoCare Service Desk portal.

By clicking on the link in the mail, the SPOC will be redirected to a page to create the Service Desk account.

5.1.2 Home screen

The Service Desk can be reached at https://support.comeocare.com. By clicking on the Comeo logo in the left-hand upper corner the user is navigated to this home screen.
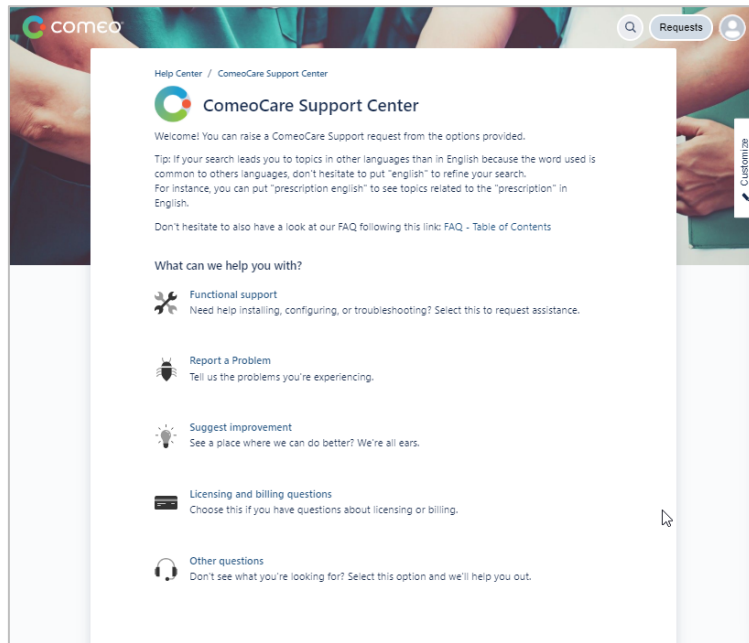
Possible actions:

- Search the available help articles by keyword - click on the magnifying glass;
- Browse all requests entered personally or all requests of the organization – click on the "Requests" button;
- Access the user profile to change the parameters or log off - click on the person icon (can be replaced by the user's initials);
- Create a new request – click on of the topics in the list.

5.1.3 Browse help articles

The browse screen appears when clicking on the magnifying glass icon in the home screen:
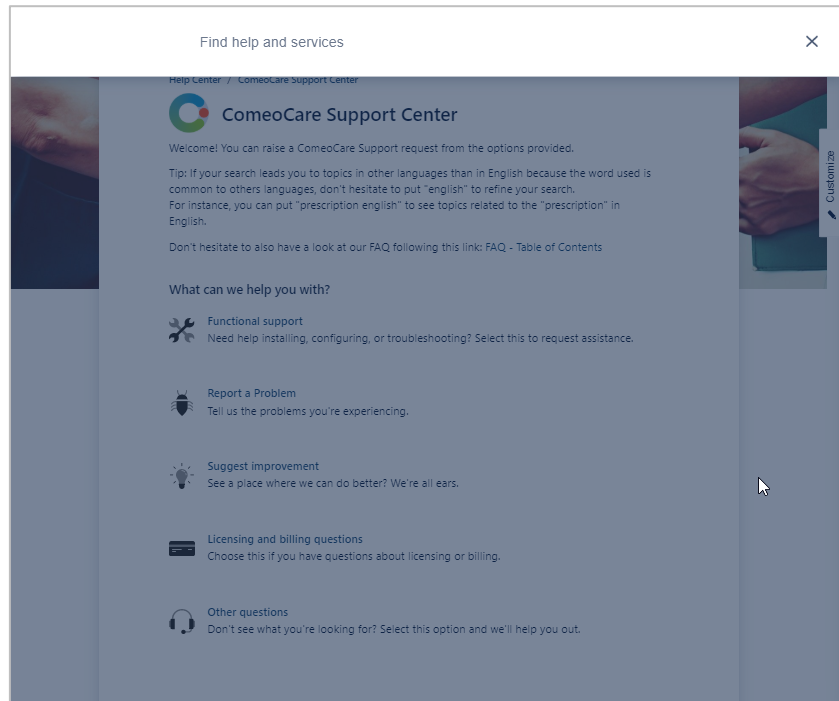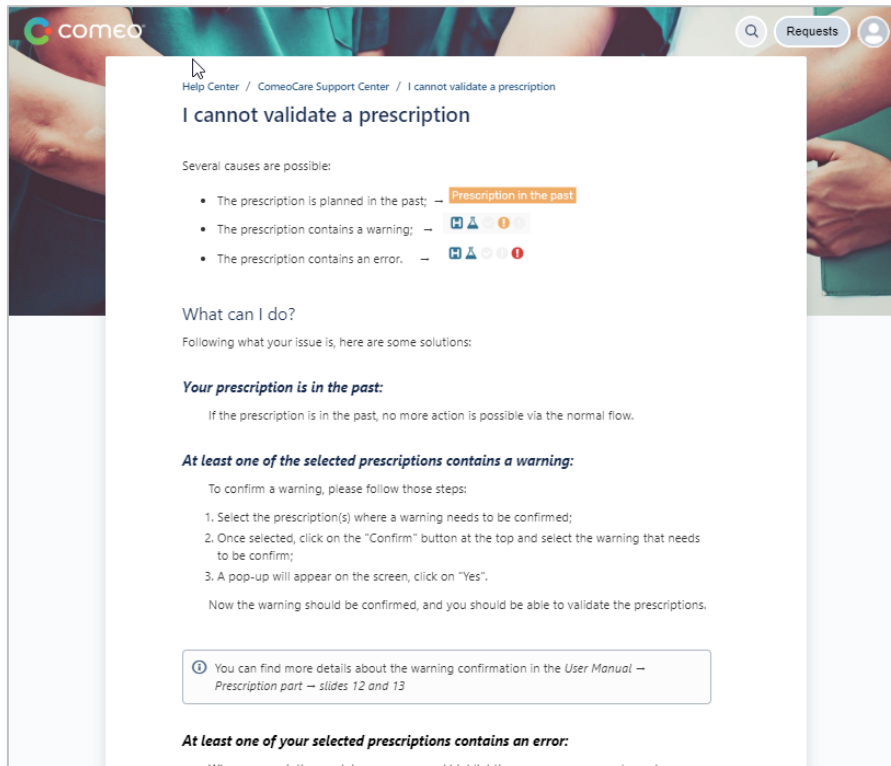
By entering one or more keywords in the displayed field, the results as displayed while typing:

The article is displayed by clicking on the title:

Note: a link to the table of contents can be found at the bottom of each article. This table of contents lists all available articles. This Table of Content link is also available on the home screen.

5.1.4   Enter a request

If the solution to the problem or question is not found in the available articles, a new request can be entered by clicking on the right category in the home screen.

A new window will be opened where all the information of the request can be entered. A print screen can be attached to clarify the request. All available information should be entered, including but not limited to:

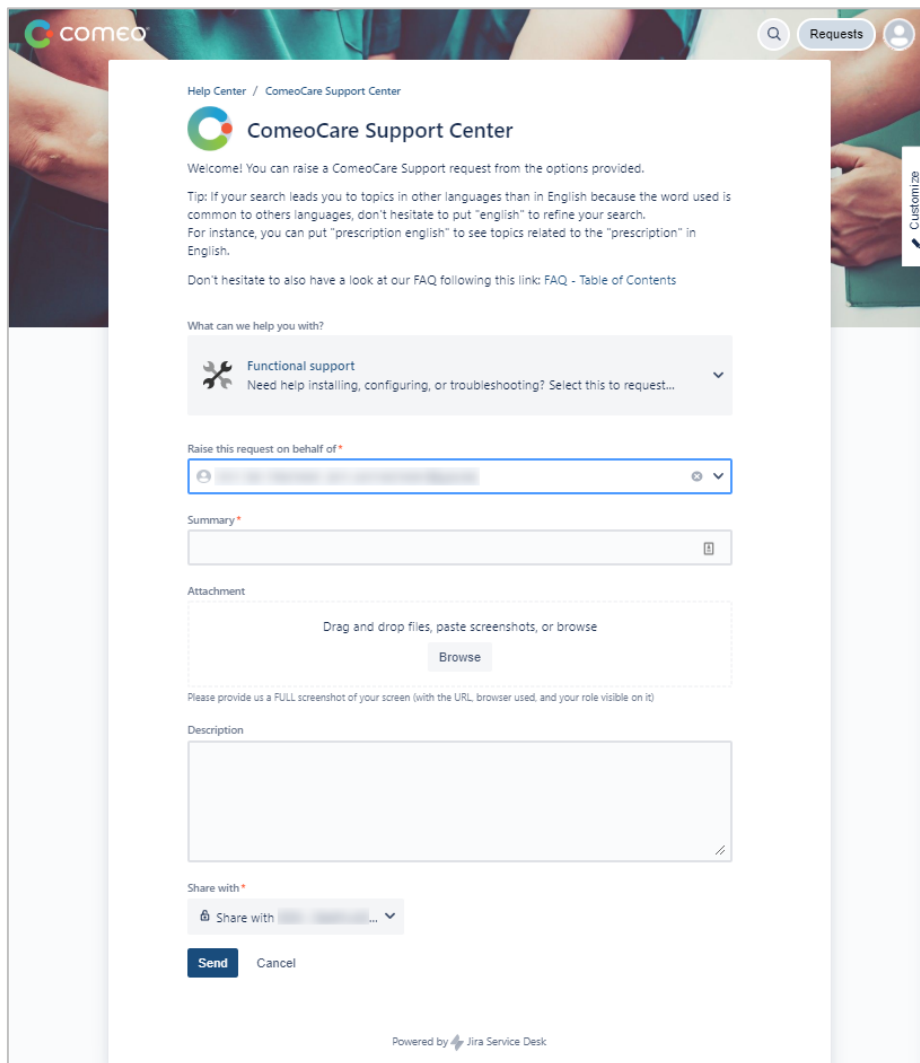- The user who raised the request.

In case of bug reports, this information should be also added:

- The date and time of the problem;
- The impacted treatment;
- The flow that was used;
- A print screen of the complete screen, including the address bar and username.

Notice that the Service Desk proposes a list of existing articles while typing. Based on the title the Service Desk tries to find a related article which might already help with the request.
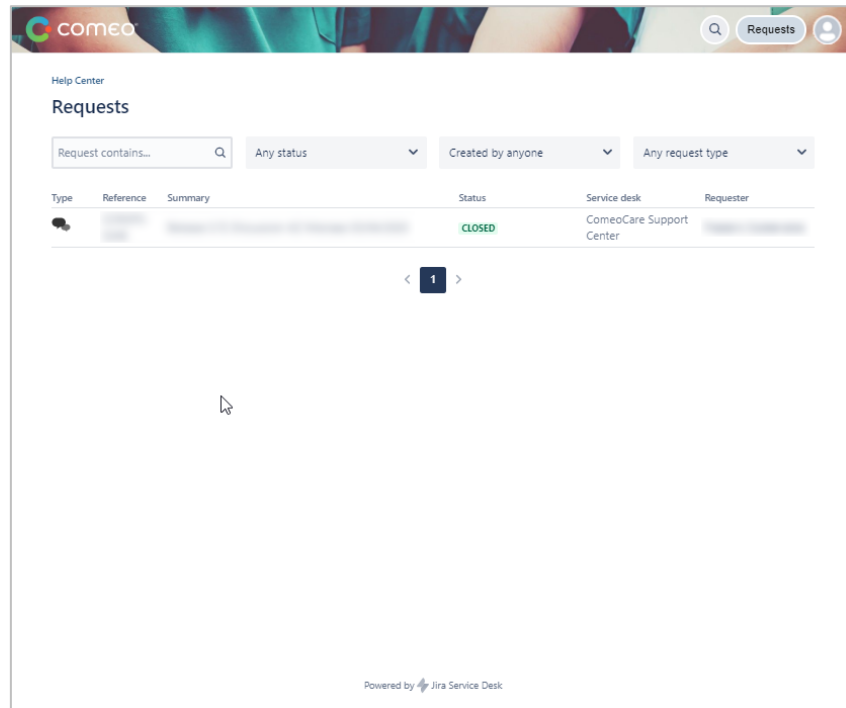
The request should always be shared with the complete organization, so other stakeholders can follow the lifecycle of the request.

5.1.5   Request follow-up

Clicking the Request button on the home screen brings up the Request Follow up screen. The top of this page displays the different filter possibilities:
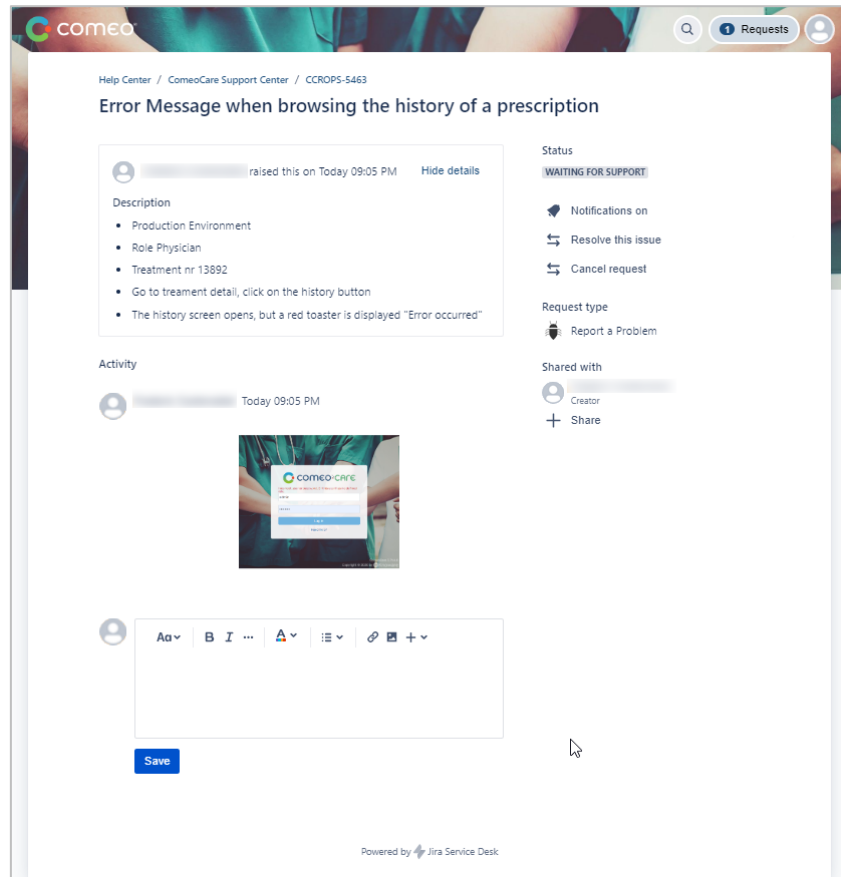
- Request Status;
- Request Creator;
- Request type.

Clicking on a request brings up the Request Detail window, where the status of the request can be followed. Further communication with the ComeoCare Service Desk members is also possible by adding a comment. This way of working keeps all information about the request centralized and makes it easy for the organization to follow up the requests.

On the menu on the right the request can also be cancelled or marked as solved if in the meanwhile the organization has found the solution, or if the problem does not occur anymore.

The request can be shared with other members of this organization – if this was forgotten during the request creation - by clicking the plus icon or the Share link. These people can then also intervene in this request by adding their comment.

The Status label indicates in which state the request is currently. This allows to follow up on the progression of the request. A notification will be sent every time a status of one of the requests changes. In all cases, a comment will be added to the request to explain more about the status change. The next table contains the possible status values.

Status	Description
Waiting for Support	The request is waiting to be picked up by the ComeoCare Service Desk.
In Progress	The Service Desk is handling the request
Canceled	The request was canceled. The reason is mentioned in the comment.
Resolved	The request/problem was solved.
Closed	The request is closed.