Bridge Referral Administrator User Guide

Creating and Modifying the Questionnaire

The Inbound Questionnaire is unique to each organization. The Questionnaire helps eliminate pain points on both sides of the referring process.

It is important to think through the Questionnaire section from the perspective of someone who will be answering the questions. Consider the time it will take to gather the requested information and how understandable or clear the questions are.

Only **Referral Administrators** have the rights within the application to create and modify the Questionnaire. It is their responsibility to ensure that the information on the questionnaire is always accurate.

Opening the Bridge Referral Application

1. If the Bridge ribbon does not display on your desktop, double click on the "h" icon.
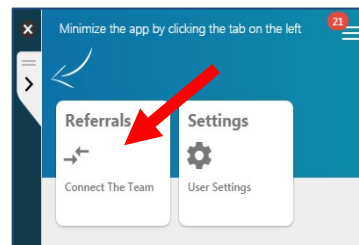

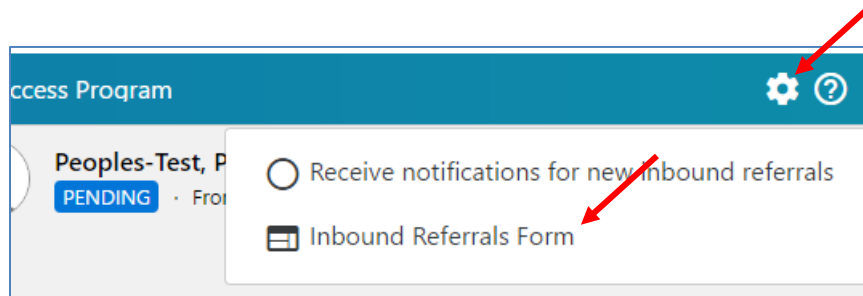1. Click on the **GLHC Bridge** ribbon/icon.

2. Click **Sign in**

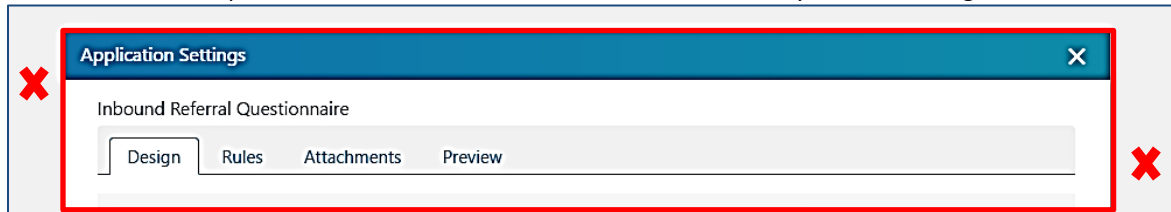3. Click the **Referrals** tile.

Navigating to the Questionnaire

1. Click the gear icon in the upper right-hand corner of the Referral Application.
2. Click **Inbound Referrals Form**.

3. A new window will open, do not click outside of this box. This will lose any unsaved changes.

Sections of Questionnaire

There are four sections of the Questionnaire.

1. Design
2. Rules
3. Attachments
4. Preview

Design

The **Design** section provides the ability to add and format questions. When an organization send you a referral, these questions will be answered.

Note: For Behavioral Health providers, GLHC recommends that the first question ask about the **"RELEASE OF INFORMATION"**. This document protects patient's rights and should be attached to the referral or sent securely through another process.

Adding Questions

The more questions added the more questions the sending office has to answer.
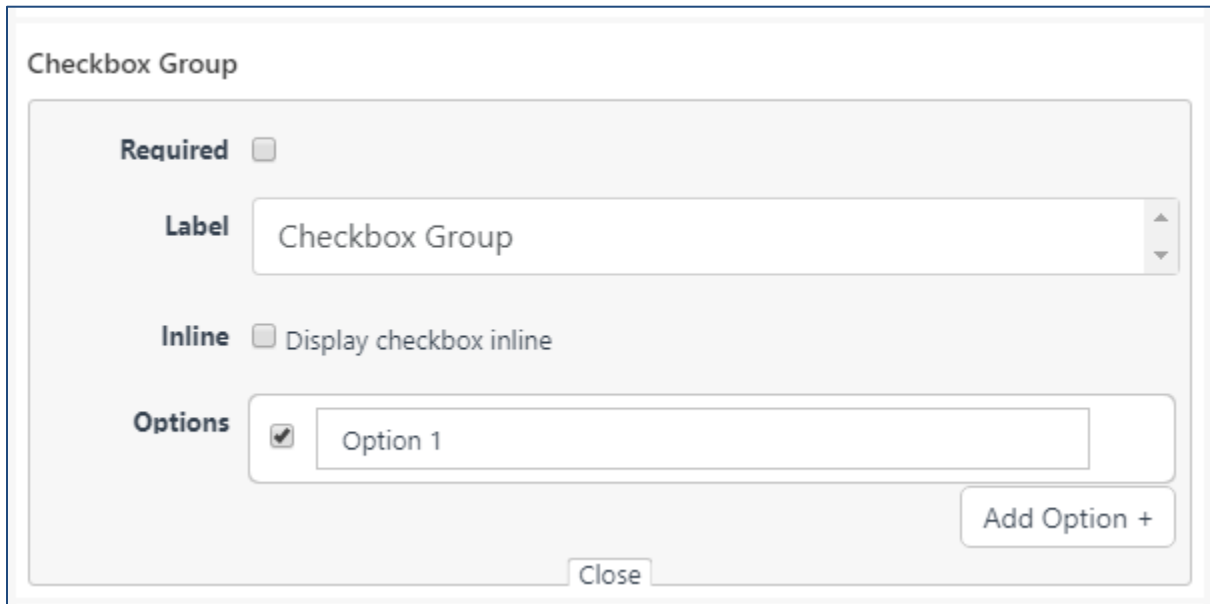
1. Drag the desired question type to the main section.
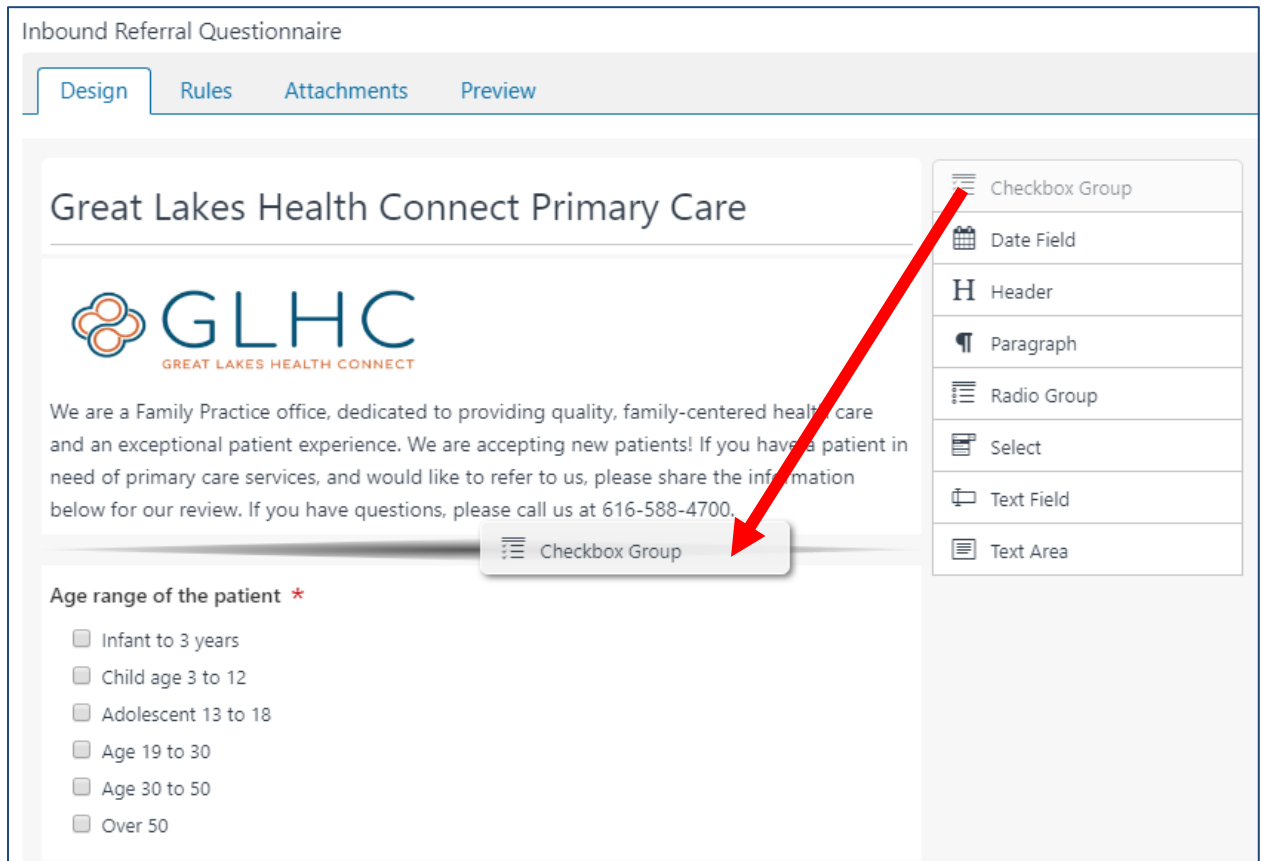
2. Click **Edit.**

3. Many customizations are available on the edit screen. Click Close at the bottom of the edit window when done editing that question.
   a. Required - If questions/answers is mandatory, click the **Required** checkbox.

b. Label – Enter the question.
c. Inline – Check this box to align the answers to the far left.
d. Options – Add the answers on separate lines. Clock **Add Option +** to add another option.
4. Create additional questions.
5. Click **Save** at the bottom of the screen.
   a. Option – To review the questionnaire before saving, click **Preview** from the top menu.

Question Types

1. Checkbox Group -Displays a list where the user can select multiple answers.
2. Date Field - Displays a calendar *(i.e. date of injury, baby's due date, last visit, date of surgery/hospitalization)*
3. Header -Displays a title for your organization.
4. Paragraph -Displays pertinent information about your organization
5. Radio Group -Displays a list of answers where the user can only select one answer
6. Select -Provides various answers, but only allows the user to choose one answer
7. Text Field –Provides a one line text field
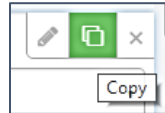8. Text Area -Provides a larger text field

Question Actions

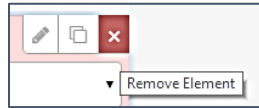There are three available actions once a question is added to the Design area.

Edit – Make needed additions or changes to the question/answer(s).
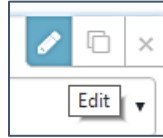
Copy – Duplicates the question and answers.

Remove Element - Deletes the question.

Making Questions Mandatory

Questions can be made mandatory for the referring office to answer to insure all the necessary information is provided prior to making the referral. To do so, select the box to the right of **Required**.
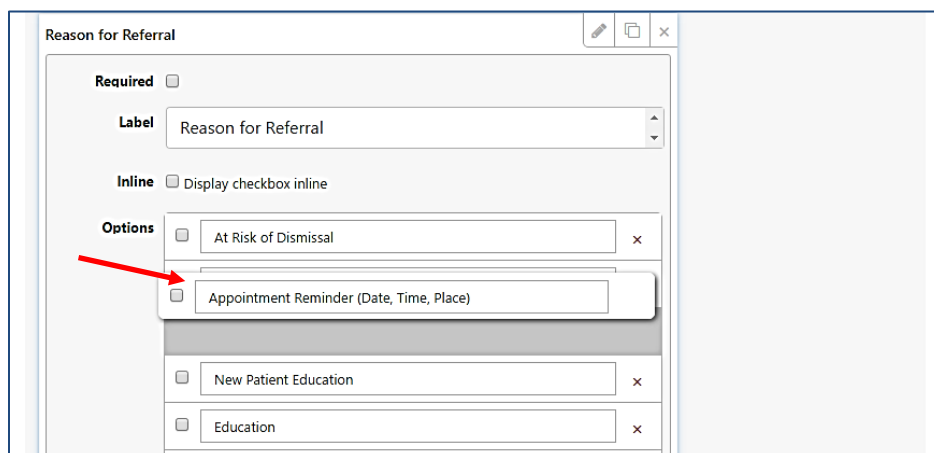

Arranging Questions and Answers

The order of questions and answers can be adjusted.

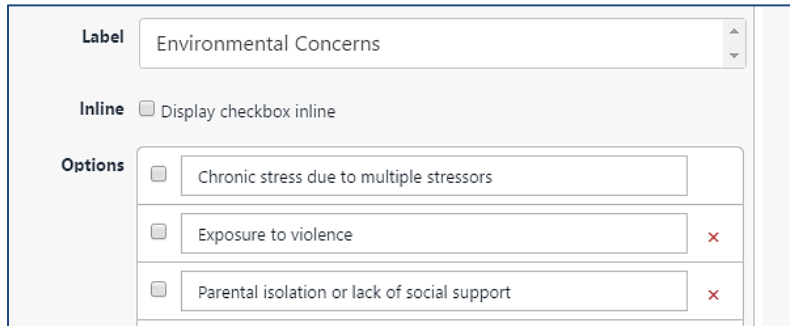To move a Question, click the left-hand side of the question and drag it to the desired location.

To move an Answer, hover over the Question and select Edit. Select the left-hand side of the answer and drag it to the desired location.

Checkbox Group

A Checkbox Group question type should be used when the answer to the question is a list of options. The user may select any number of choices, including zero, one, or several.

1. **Label -** Enter the question here
   a. **Placeholder:** Optional as the answer section will state "Select an Option".
2. **Inline -** This feature is not available at this time.
3. **Options -** Enter answers. Select **Add Option+** to create additional answers.
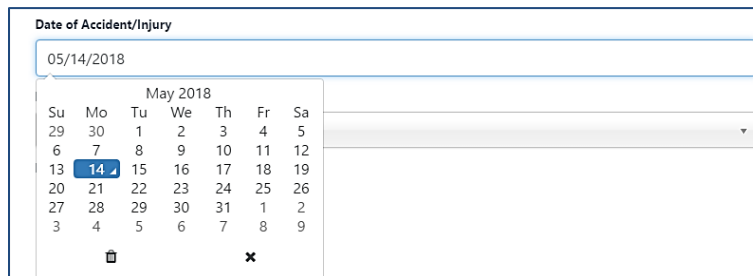

Date Field

A Date Field question is a short-answer field with validation that ensures entries are dates. Enter the question in the **Label** field.
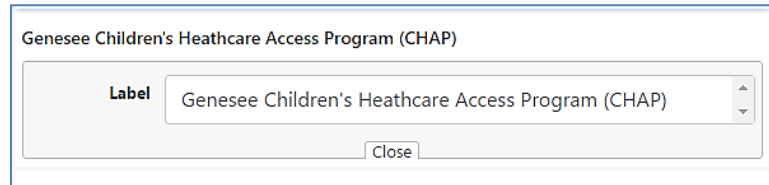

The field will display the label/question and then a calendar where the user will select the appropriate date.

Header

The Header question type can be used to display the name of your organization at the beginning of the Questionnaire.

Drag the **Header** option into the Design area and then select **Edit**. Type the name of your organization or the section name into the **Label** field.
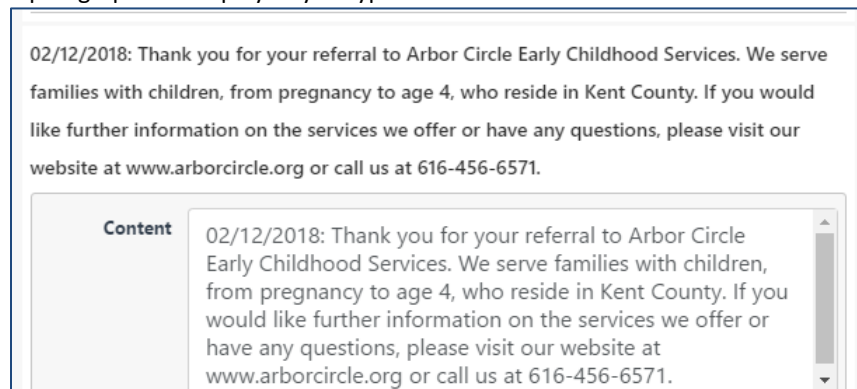
Genesee Children's Heathcare Access Program (CHAP)

Label	Genesee Children's Heathcare Access Program (CHAP)

Close

Paragraph

The Paragraph question type can be used to provide extra content or description to users completing the Questionnaire. The paragraph will display as you type in the **Content** section.

02/12/2018: Thank you for your referral to Arbor Circle Early Childhood Services. We serve families with children, from pregnancy to age 4, who reside in Kent County. If you would like further information on the services we offer or have any questions, please visit our website at www.arborcircle.org or call us at 616-456-6571.

Content	02/12/2018: Thank you for your referral to Arbor Circle Early Childhood Services. We serve families with children, from pregnancy to age 4, who reside in Kent County. If you would like further information on the services we offer or have any questions, please visit our website at www.arborcircle.org or call us at 616-456-6571.

Suggested content

1. The date that changes are made
2. Office hours
3. Office phone number and email address
4. Whether or not you provide services to the Medicaid population
    a. If yes, the types of Medicaid you accept
5. Any specific restrictions to the services you provide that may reduce inappropriate referrals such as age range, geographic regions, insurance or specific services

Using HTML in a Paragraph

Using HTML code to create a more complex Paragraph section is optional. GLHC Support does not provide resources to assist in modifying HTML code.

Basic HTML code:

-
 - Creates a line break
-

 - Creates two break lines
- - All letters will be in **bold** after this code
- - Ends letters from being bold
- height=" "
- width=" "

NOTE: the style attribute allows for the adjustment of height and width. Example: <img src="http://www.google.com/picture.jpg" style="width:175px;height:120px">

Below is an example of code and how it displays.

5/14/2018

Thank you for your referral to Akpinar Children's Clinic, PC.

We have one provider.
Mustafa G. Akpinar, MD, FAAP

Address of Clinic:
2303 Stonebridge Drive, Building A
Flint, MI 48532

Clinic Office Hours:
Monday, Friday: 8:30am to 5:00pm
Tuesday, Thursday: 8:30am to 6:00pm
Wednesday: 8:30am to 1:00pm
Closed for lunch everyday: 12:00pm to 1:00pm

About Us:
Dr. Akpinar specializes in pediatrics. We accept all insurances. If the patient does not have insurance, we will still accept them. Dr. Akpinar has privileges at Hurley Medical Center and Genesys Regional Medical Center.

Practice Manager:
Ozlem Akpinar
oakpinar@hurleymc.org
810-235-8531

Care Coordination:
Gelissa Henderson, Certified Medical Assistant
Gelissad@gmail.com
810-235-8531

Karen Zambiasi, Care zManager
kzambiasi@medavpgrp.com
810-235-8531

5/14/2017

Thank you for your referral to Akpinar Children's Clinic, PC.

We have one provider.
Mustafa G. Akpinar, MD, FAAP

Address of Clinic:
2303 Stonebridge Drive, Building A
Flint, MI 48532

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Monday, Friday: 8:30am to 5:00pm
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Closed for lunch everyday: 12:00pm to 1:00pm

About Us:
Dr. Akpinar specializes in pediatrics. We accept all insurances. If the patient does not have insurance, we will still accept them. Dr. Akpinar has privileges at Hurley Medical Center and Genesys Regional Medical Center.

Practice Manager:
Ozlem Akpinar
oakpinar@hurleymc.org
810-235-8531

Adding a Logo into a Paragraph

Using HTML code to add a logo is optional. GLHC Support is not available to assist in modifying HTML code.

Images/logos can be added if the image is available on a website.

If the image changes on the website, the image in the Questionnaire will no longer display.

The code url.png within the code above is custom to each image. Get the URL by the following steps:

1. Search for the image online.
2. Right click on image. In the drop down menu, select "Open image in new tab"
   a. If "Open image in new tab" is not available you will need to select another image or have your web designer create an image on a website for you to save in this format.
3. Copy entire URL of the image. Add this URL into the highlighted section of the code: <img src="copy here">
4. Check Preview to confirm that the logo is viewable and displays as desired.
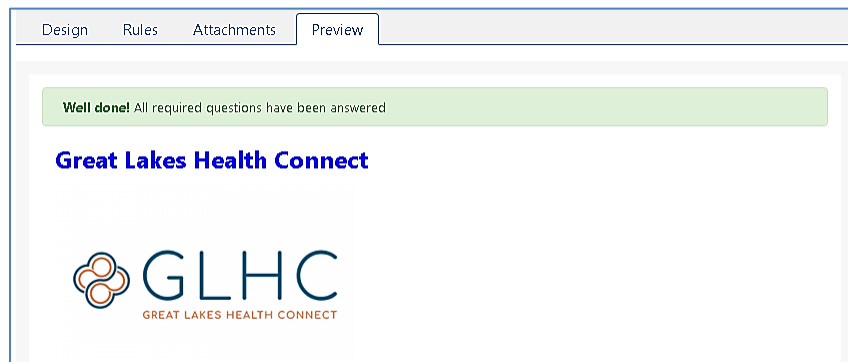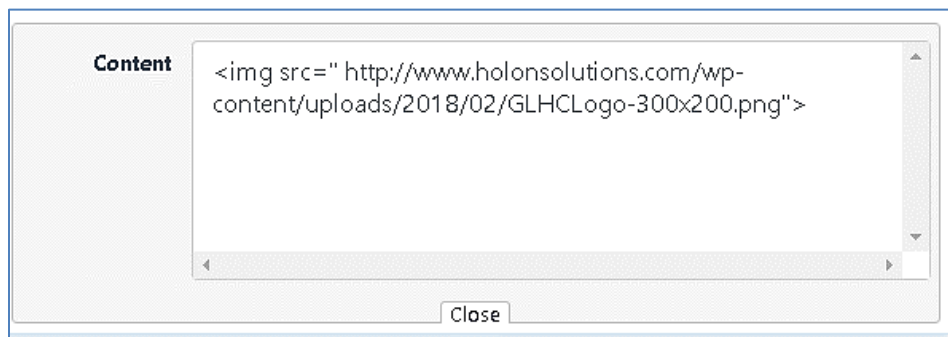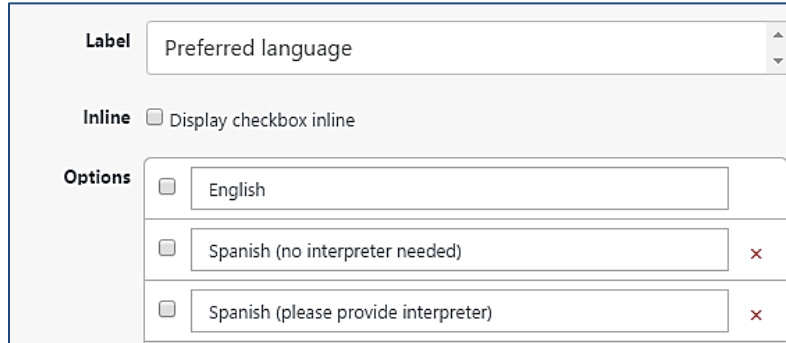
5. The size of the image can be adjusted based on user preference. Use this code: <img src="imageurlhere" width="150" height="200">

Radio Group

A Radio Group question allow respondents to select a single choice from a list.

1. **Label -** Enter the question in this section
    a. **Placeholder -** Optional as the answer section will state "Select an Option"
2. **Inline -** This feature is not available at this time
3. **Options -** Enter answers
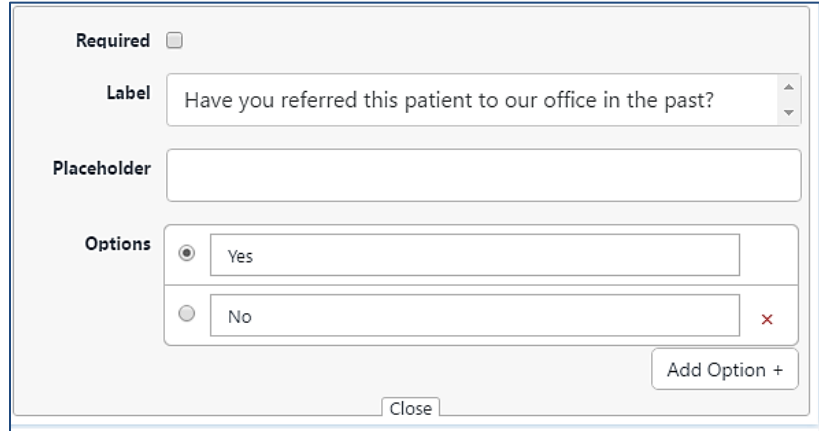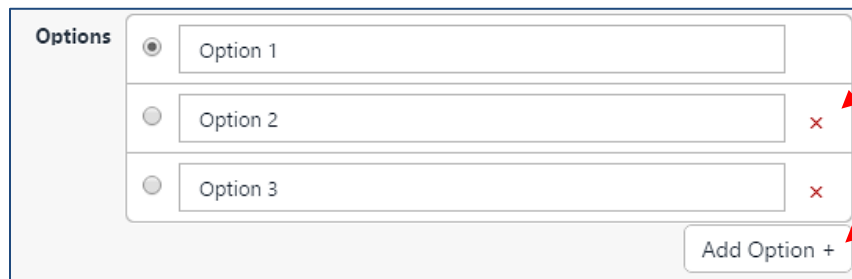   a. Select **Add Option+** to create additional answers

Select

A Select question allow respondents to select a single choice from a dropdown list.

1. **Label:** Enter the question in this section
2. **Placeholder:** Optional as the answer section will state "Select an Option"
3. **Options:** Enter answers

The Select question type begins with the three Options/Answers. Either select the red x to delete an Option or select **Add Option+** to create additional answers.

Text Field and Text Area

Both the **Text Field** and **Text Area** collect a single word or short sentence response from the respondent. Because these question types do not have any validation settings, the data from a text question have broad variation.

The **Text Area** questions types allows you to limit the number of rows that are available for the answer. But the person answering the question can enter more than the displayed rows. It is recommended that you keep the Rows set to three.

| Label	List other programs/services in which family is involved in:
Placeholder	
Value	Value
Max Length	
Rows	3

Rules

The **Rules** section provides the ability to create rules that apply and trigger conditional questions depending on how previous questions are answered. This section will be reviewed in another Guide.
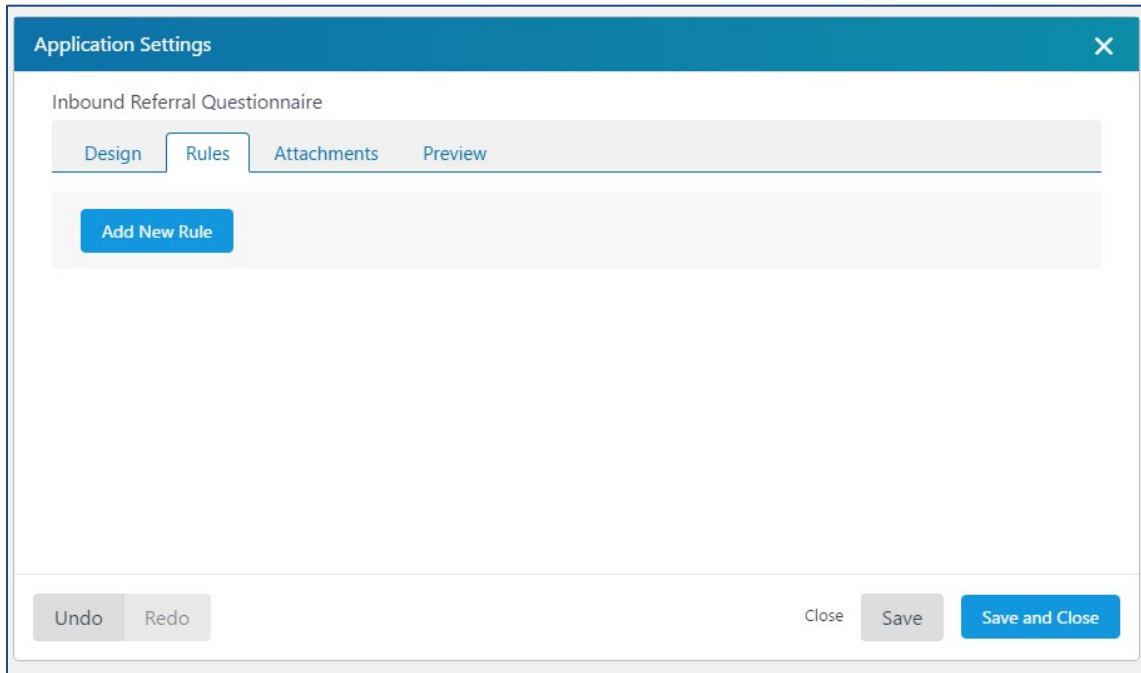
Attachments

The **Attachments** section provides the ability to add files into the questionnaire. For example, you might want to add a brochure or a map to your office.

Select the Plus sign to add attachments. Select the trash can to remove them.
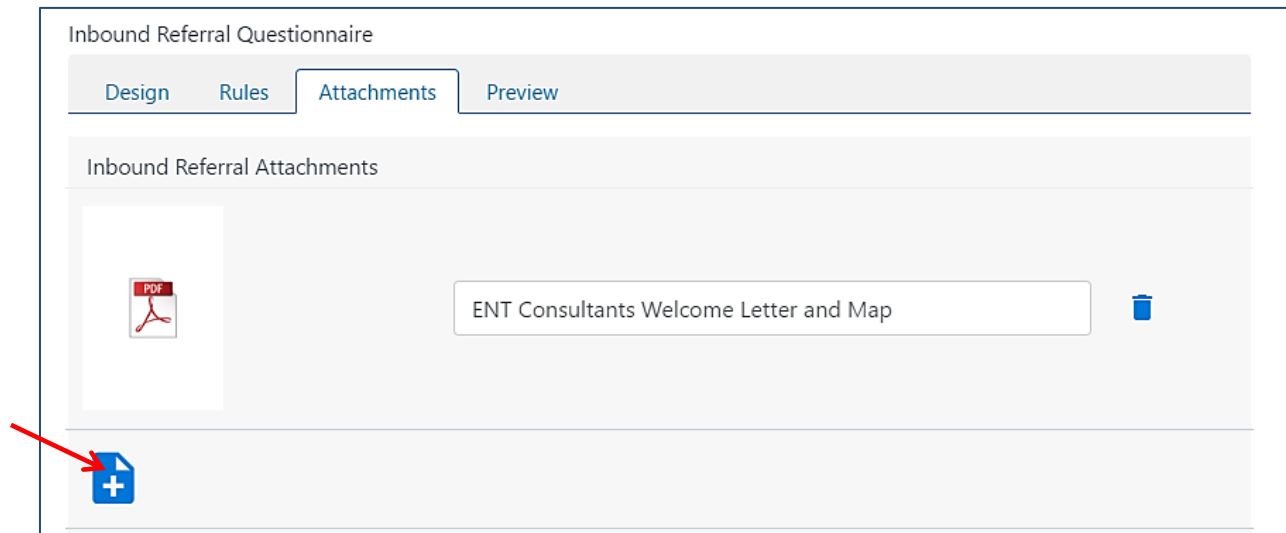
Preview

The **Preview** section provides the ability to review your Questionnaire prior to saving it and making it public.

Once you select **Save** or **Save and Close** your additions or changes will be available to anyone making a referral to you if your office is configured for Production.

If your office is configured in the **PREVIEW MODE** you can make any needed changes and your office will not be viewable to those who are in Production. Contact your GLHC IC if you are unsure whether your organization is in the **PREVIEW MODE**.

When all changes are complete, select **Save** to save changes and remain on the same page, or select **Save and Close** to save changes and exit the page.