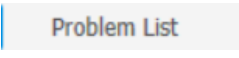
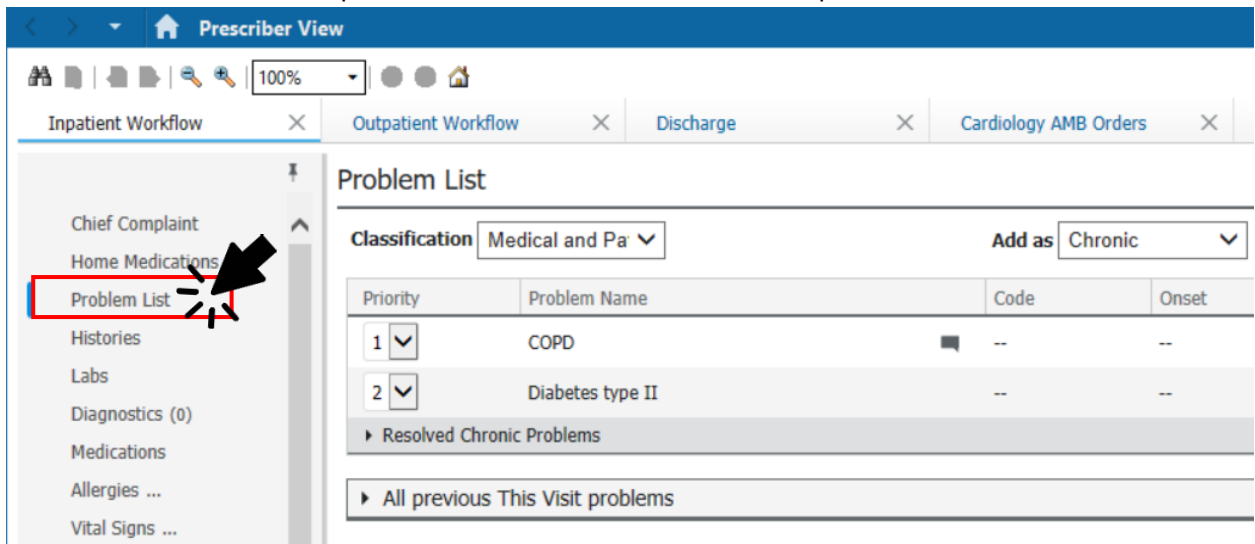


### PRESCRIBERS

Accessing Problem List on PowerChart

1. Open the patient's chart.
2. Navigate to the appropriate Workflow MPage, this depends on your role as a prescriber at NH and/or HDS.
3. Select the **Problem List** component  on the Component List.



**Prescriber View**

Inpatient Workflow | Outpatient Workflow | Discharge | Cardiology AMB Orders

**Problem List**

Classification: Medical and Pa | Add as: Chronic

Priority	Problem Name	Code	Onset
1	COPD	--	--
2	Diabetes type II	--	--

Resolved Chronic Problems

All previous This Visit problems

4. Problem List component opens.

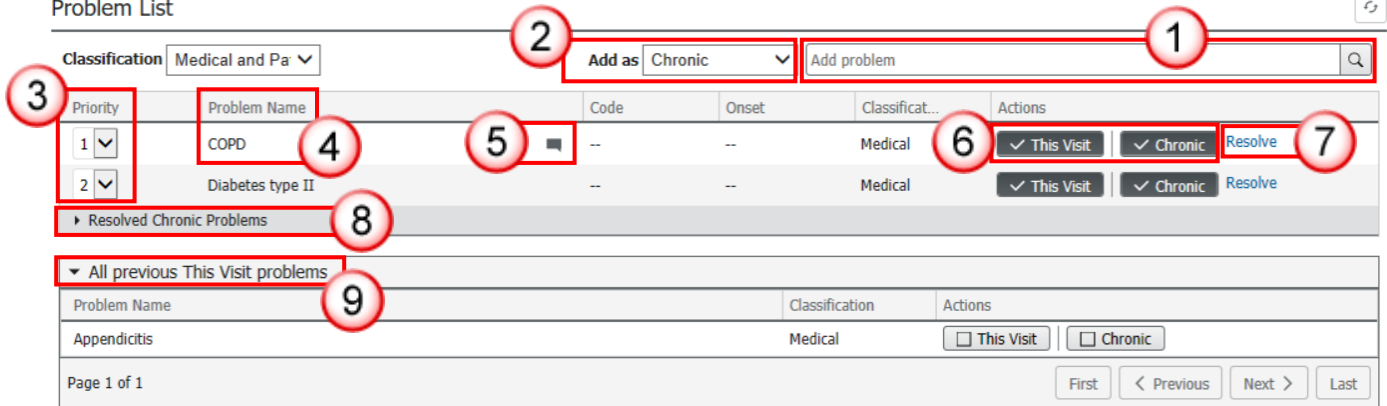
# PROBLEM LIST

## HOSPITAL INFORMATION SYSTEM (HIS)

### Problem List Overview

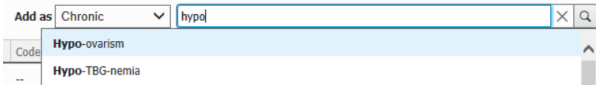
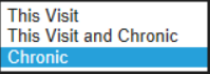

#### Problem List

Refresh Button

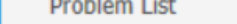


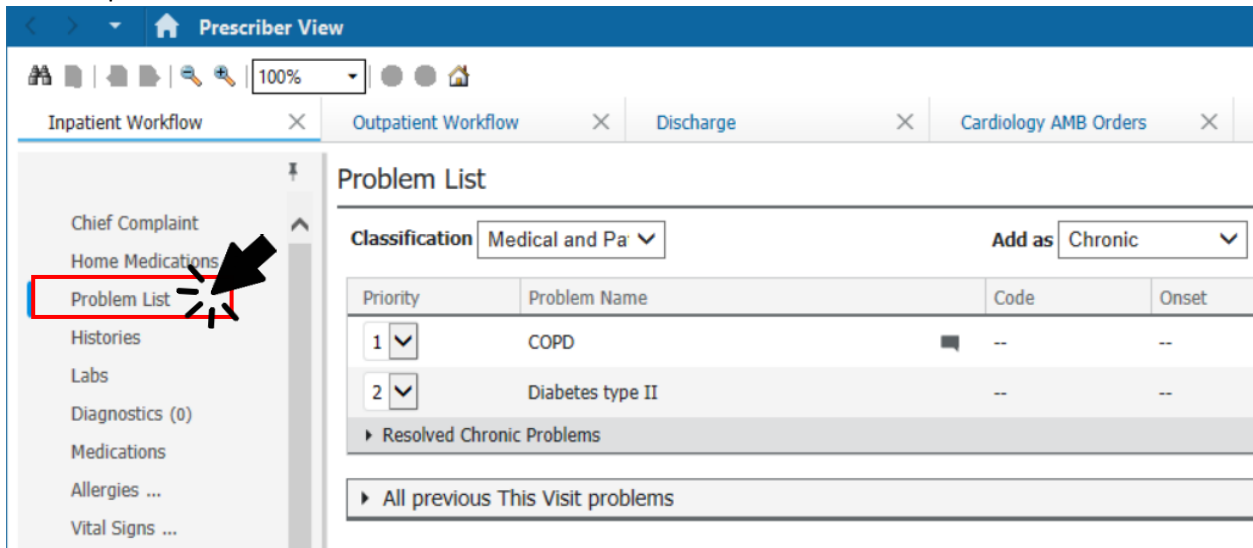
The screenshot shows the Problem List interface with the following callouts:

- 1**: Search bar for adding new problems.
- 2**: 'Add as' dropdown menu.
- 3**: Priority dropdown menu.
- 4**: Problem Name column.
- 5**: Comment icon (square with diagonal line).
- 6**: 'This Visit' and 'Chronic' status buttons.
- 7**: 'Resolve' button.
- 8**: 'Resolved Chronic Problems' expandable section.
- 9**: 'All previous This Visit problems' expandable section.

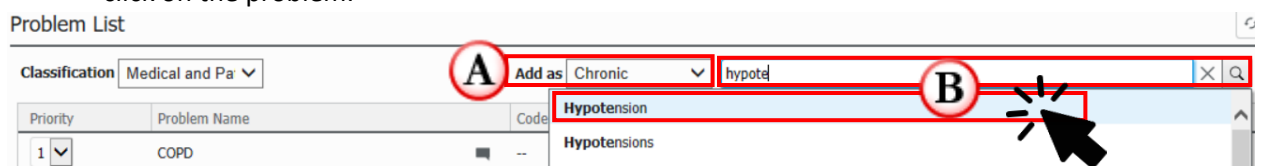
Number	Description
1	Start typing in the search bar, the closest results will be shown. 
2	Utilise this dropdown when adding new problems. For instance, if you select Chronic and This Visit when selecting a new problem from search results, the problem will be added as a chronic and this visit problem. 
3	Indicates the priority of the problem. Click the dropdown arrow  to quickly change priority.
4	Problem Name column helps to identify the name of the problem.
5	Indicates if there is a comment associated with a problem. Click on the problem and scroll down to view comments.
6	This Visit and Chronic buttons allow you to see problem status and select/deselect the status by clicking on the buttons.
7	Click on Resolve button to resolve a Chronic Problem. This Visit problems cannot be resolved.
8	Expand to view resolved chronic problems.
9	Expand to view all previous This Visit problems

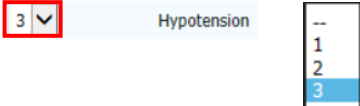
### Adding a Problem

1. On the appropriate Workflow MPage, select the **Problem List** component  on the Component List.



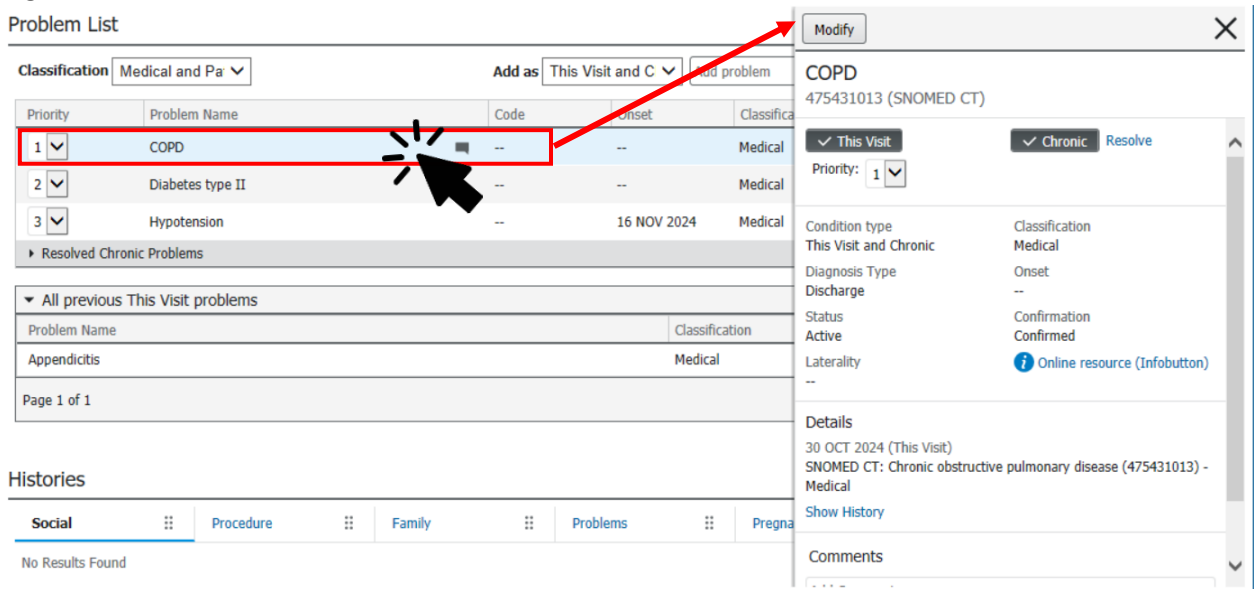
2. Problem List component opens.
3. Follow these steps to quickly add a problem:
  - A. Determine whether the problem is This Visit, Chronic, or This Visit and Chronic before searching.
  - B. In the search box, keep typing your desired problem until the result pops up and then click on the problem.



4. You will notice the problem is added, and if it is a This Visit problem, the priority will be the lowest by default.
5. Click on the dropdown arrow to change the priority of the problem. 

### Viewing and Modifying a Problem

1. To view a problem and its details simply click on the problem, the problem window opens on the right.



**Problem List**

Classification: Medical and Pa | Add as: This Visit and C | Add problem

Priority	Problem Name	Code	Onset	Classification
1	COPD	--	--	Medical
2	Diabetes type II	--	--	Medical
3	Hypotension	--	16 NOV 2024	Medical

Resolved Chronic Problems

All previous This Visit problems

Problem Name	Classification
Appendicitis	Medical

Page 1 of 1

**Histories**

Social | Procedure | Family | Problems | Pregnant

No Results Found

**Modify**

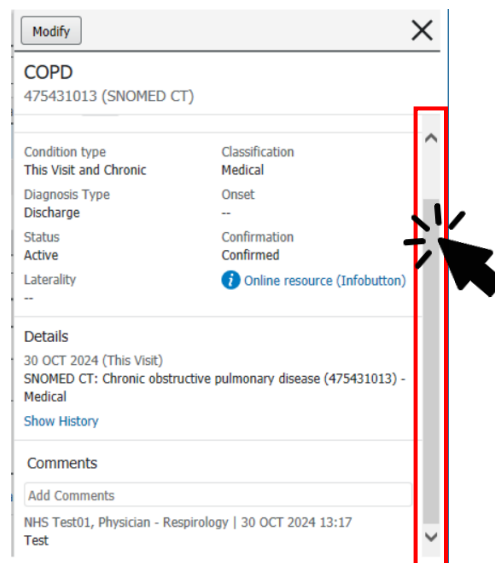
**COPD**  
475431013 (SNOMED CT)

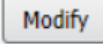
Condition type: This Visit and Chronic | Classification: Medical  
 Diagnosis Type: Discharge | Onset: --  
 Status: Active | Confirmation: Confirmed  
 Laterality: -- | Online resource (Infobutton)

**Details**  
 30 OCT 2024 (This Visit)  
 SNOMED CT: Chronic obstructive pulmonary disease (475431013) - Medical  
[Show History](#)

**Comments**  
 Add Comments  
 NHS Test01, Physician - Respiriology | 30 OCT 2024 13:17  
 Test

2. Scroll up and down the window to view details



3. Click  to start modifying the problem.

4. The Modify Diagnosis dialogue box opens.

**Modify Diagnosis**

ZZTEST, JASPER    MRN:11000525    Allergies: Peanut    Attending:Sternadel, ...Loc:WS 6E; WSE627: A  
 Admin Sex:Female    DOB:01/Jan/2001    Age:23 years    Dose Wt:<No Data A... HCN:ON 5555-555-511  
 \*Code Status:<No Da... Isolation:<No Data A... Alerts:No Alerts Doc... Inpatient FIN: 22-000050 [Admit Dt: 2024-Ja...]

\*Diagnosis: Chronic obstructive pulmonary disease    Laterality:    Responsible Provider: NHS Test01, Physician - Respi...

A: Display As: COPD, FEV 21%, f/b Dr. Nolan    B: \*Clinical Service: Non-Specified    \*Date: 30/Oct/2024    F: Comments


C: \*Type: Discharge    D: \*Confirmation: Confirmed    E: \*Classification: Medical    Ranking

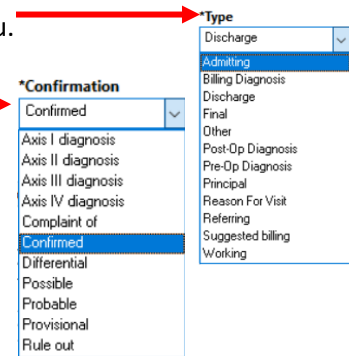
Hide Additional Details

Additional Details    Secondary Description    Related Diagnosis    Related Procedure    G

Qualifier:    Severity Class:    Severity:    Status: Active    Certainty:    Probability: 0

OK    Cancel

- Change the display name of the diagnosis by rewriting the Display As text.
- Indicate the Clinical Service by selecting the appropriate Clinical Service from the dropdown menu.
- Change the type of diagnosis by clicking **\*Type** dropdown menu.
- Alter the Confirmation status by clicking **\*Confirmation** dropdown menu.
- Toggle between Medical, Patient Stated, and Nutrition diagnosis classifications.
- Add any applicable comments that will show as  on the Problem List.
- Add more details using the various tabs.



\*Confirmation

- Confirmed
- Axis I diagnosis
- Axis II diagnosis
- Axis III diagnosis
- Axis IV diagnosis
- Complaint of
- Confirmed
- Differential
- Possible
- Probable
- Provisional
- Rule out

\*Type

- Discharge
- Admitting
- Billing Diagnosis
- Discharge
- Final
- Other
- Post-Op Diagnosis
- Pri-Op Diagnosis
- Principal
- Reason For Visit
- Referring
- Suggested billing
- Working



# PROBLEM LIST

## HOSPITAL INFORMATION SYSTEM (HIS)

5. Select

This Visit Vs. Chronic  
This Visit

- Refers to the health problems or conditions that are **relevant to the current visit** or encounter with the healthcare provider.
- Problems marked under **"This Visit"** are **specifically** tied to the **current encounter** or visit. These problems represent conditions the patient presents with or develops during the course of the visit, and they help the clinician address immediate needs.
- Problems **only** listed as **"This Visit"** cannot be resolved, as these problems are often resolved through completing the encounter.
- Only problem marked as **"This Visit"** can be prioritised, which will pull into the Assessment and Plan Section of your documentation.

Asthma is not listed as "This Visit", and it cannot be prioritised.

Problem List

Classification: Medical and Patient | Add as: This Visit | Add problem

Priority	Problem Name	Code	Onset	Classification	Actions
1	Asthma flare	--	--	Medical	<input checked="" type="checkbox"/> This Visit <input type="checkbox"/> Chronic
2	Lung cancer	--	--	Medical	<input checked="" type="checkbox"/> This Visit <input checked="" type="checkbox"/> Chronic <input type="button" value="Resolve"/>
	Asthma	--	--	Medical	<input type="checkbox"/> This Visit <input checked="" type="checkbox"/> Chronic <input type="button" value="Resolve"/>

Resolved Chronic Problems

Chronic Problems

- Refers to **long-term health problems or conditions** that are ongoing or have persisted over a long period.
- The **Chronic Problems** section is designed to track health problems or conditions that are not going to be addressed during your current encounter.
- Problems listed as **"Chronic"** can be resolved by clicking **Resolve**, this will place the problem in the **Resolved Chronic Problems** section.

Problem List

Classification: Medical and Patient | Add as: This Visit | Add problem

Priority	Problem Name	Code	Onset	Classification	Actions
1	Asthma flare	--	--	Medical	<input checked="" type="checkbox"/> This Visit <input type="checkbox"/> Chronic
2	Lung cancer	--	--	Medical	<input checked="" type="checkbox"/> This Visit <input checked="" type="checkbox"/> Chronic <input type="button" value="Resolve"/>
	Asthma	--	--	Medical	<input type="checkbox"/> This Visit <input checked="" type="checkbox"/> Chronic <input type="button" value="Resolve"/>

Resolved Chronic Problems



# PROBLEM LIST

## HOSPITAL INFORMATION SYSTEM (HIS)

Problems Pulling into Documentation

Both This Visit and Chronic problems will pull into your notes when documenting on patient's chart. The section Chronic and resolved Chronic problems differs from This Visit problems.

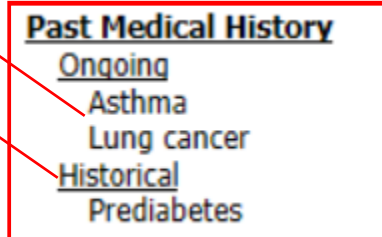
All This Visit problems will pull into **Assessment/Plan** section of your Note.

Please note that the **priority** set in Problem List will pull into to your documentation.



### Problem List

Priority	Problem Name	Code	Onset	Classification	Actions
1	Asthma flare	--	--	Medical	<input checked="" type="checkbox"/> This Visit <input type="checkbox"/> Chronic
2	Lung cancer	--	--	Medical	<input checked="" type="checkbox"/> This Visit <input checked="" type="checkbox"/> Chronic <a href="#">Resolve</a>
	Asthma	--	--	Medical	<input type="checkbox"/> This Visit <input checked="" type="checkbox"/> Chronic <a href="#">Resolve</a>
▼ Resolved Chronic Problems					
	Diverticulitis	--	--	Patient Stated	<input type="checkbox"/> This Visit <input type="checkbox"/> Chronic <a href="#">Resolved</a>
	Prediabetes	--	--	Medical	<input type="checkbox"/> This Visit <input type="checkbox"/> Chronic <a href="#">Resolved</a>



All Chronic problems will pull into **Past Medical History** section of your Note.

Ongoing/Unresolved Chronic problems will under **"Ongoing"**.

Resolved Problems will be under **"Historical"**.

### Note View:

<p><b>Chief Complaint</b> lung mass</p> <p><b>Reason for Consultation</b></p> <p><b>History of Present Illness</b></p> <p><b>Review of Systems</b></p> <p><b>Physical Exam</b></p> <p><b>Vitals &amp; Measurements</b></p> <p><b>Assessment/Plan</b> 1. Asthma flare 2. Lung cancer</p>	<p><b>Past Medical History</b> Ongoing Asthma Lung cancer Historical Prediabetes</p> <p><b>Procedure/ Surgical History</b></p> <p><b>Allergies</b> No Known Allergies No Known Medication Allergies</p> <p><b>Social History</b> Alcohol Current, Beer, Wine, Liquor, 1-2 times per week, Date and Time Last Used Alcohol: 04/05/2024. Average drinks per day: 3. Average drinks per week: 3.00. Previous treatment: None. Do you feel your alcohol use is a concern? No. Would you like help to change?: Yes. Household alcohol concerns: Yes., 05/04/2024</p>
---	---

Change from Patient Stated to Medical

1. click on the problem, the problem window opens on the right.

2. Click **Modify** to start modifying the problem.
3. Locate **\*Classification** dropdown and select Medical.



Problem List: Going Across Encounters

Problem List is a **shared list**. That means it goes across encounters and multiple people use it. We should verify and validate the problem list. If a speciality program such as oncology has modified their problems with specific details, the courtesy is to not alter it.





# PROBLEM LIST

## HOSPITAL INFORMATION SYSTEM (HIS)

### Problem List Across Encounters:

The **Problem List** in PowerChart maintains continuity across encounters by allowing conditions and diagnoses to be **carried over from one visit to the next**. This ensures that long-term conditions (such as diabetes, hypertension, or asthma) are consistently monitored and managed, even if the patient is seen by different prescribers over time.

When a problem is documented in one encounter, it can **automatically carry over to subsequent encounters**, ensuring that the care team has access to a complete and up-to-date list of ongoing conditions during every visit. This reduces the risk of **inconsistent documentation** and ensures no important chronic conditions are overlooked.

### Problem List Documentation and Updates:

- The Problem List is a **living document** that is constantly updated based on new information. During each encounter, prescribers can:
  - **Add new problems:** New conditions, symptoms, or diagnoses identified during the current visit are entered into the Problem List.
  - **Modify existing problems:** Existing conditions can be updated with new information such as severity, treatment plan, and progress (e.g., changes in the stage of cancer or a new complication of diabetes).
  - **Resolve or remove problems:** Problems that have been cured or no longer need to be tracked can be marked as **resolved** or removed from the list, ensuring the list remains relevant and manageable.
- **Historical View:** Problem List allows prescribers to view the entire history of a patient's problems, including those that have been resolved, to better understand the patient's health trajectory and make decisions accordingly.



# PROBLEM LIST


## HOSPITAL INFORMATION SYSTEM (HIS)

### Getting Help!


If you are still experiencing access issues, please contact **At-The-Elbow (ATE) support** or submit a ticket to the **HIS Service Desk**. Be sure to include **your device and username information** in your ticket:


<https://niagarahealth.service-now.com/sp?id=monarch>

#### Tips to Submitting a Ticket:

 Give as much detail as possible to ensure the Command Centre is able to quickly understand the issue and place it in a priority sequence.

 **Include the name of the person who is experiencing the issue and their contact information.**

 Select the appropriate category, sub-category and priority of the issue.

 Attach a screenshot of the issue, or to help explain the issue, whenever possible, keeping in mind that no patient-identifiable information should be included in the screenshot.



If your issue has a **direct and immediate impact** on patient care and support staff are busy helping someone else, please call **905-378-4647 Ext. 42850 PRESS 3** to speak to the Operation Monarch Command Centre staff.