

Ontario Health ISAAC Application – Orthopedics

Patient User Guide

Version 1.6

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User Guide Table of Contents

This package is intended to be available to patients at orthopedic facilities that have implemented the ISAAC application in their clinics. This guide provides detailed information on the Ontario Health ISAAC web application’s Patient Portal with respect to the features and functionality offered. Included is an overview of the following:

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About This Guide

Overview

This guide outlines the features and functionality of the ISAAC Patient Portal for the use of patient users. Content is outlined with descriptions, figures and screenshots to facilitate a better understanding of the application. The Admin portal and UMA web portal are outlined in other guides.

Glossary

The following terminology is used within this guide:

Term	Definition
ISAAC	Interactive Symptom Assessment and Collection
PRO	Patient-reported outcomes
OHS	Oxford Hip Score
OKS	Oxford Knee Score
EQ-5D	EuroQol five-dimensional questionnaire

Audience

ISAAC Users (Patients, Caregivers, etc.)

This guide outlines content from only the Patient portal. It will assist users in achieving a deeper understanding of the features of the tool.

Clinical users may also find value in the guide for training and testing purposes.

Organization

Table of Contents

Outlines the overall structure and content of this document and is hyperlinked for easy navigation to chapters or sections within the guide.

Chapters

Each chapter groups related information and is likely to have multiple sections and hyperlinks to other sections within the guide.

Background

ISAAC Overview

Clinic-level patient-reported outcomes (PRO) data is currently used in hip and knee replacement surgery patient populations for a variety of purposes including the support of local quality improvement and research initiatives, and the evaluation of the appropriateness and effectiveness of surgical interventions. At the point-of-care, PROs help identify problems early and track functional status and quality-of-life over time with the ultimate goal of improving person-centered care.

Ontario Health's Interactive Symptom Assessment and Collection (ISAAC) tool allows patients to assess and monitor their symptoms through an easy to use, standardized, secure, web-based application. ISAAC allows patients to complete survey assessments electronically on a touch-screen kiosk at their local orthopedic centre, or from the convenience of their Internet-linked home computer or mobile device.. The assessments are then reviewed by the patients' care team which allows symptoms to be managed more effectively and facilitates appropriate care planning. Clinicians can access their patients' symptom information and can track this information over time.

Accessing the ISAAC Patient Portal

Overview

ISAAC's patient portal is accessed using ISAAC Kiosks which are available at the regional orthopedic centres and their satellite sites.

Patient Portal URL: <https://promsortho.ontariohealth.ca/>

Patient Portal URL (UAT testing only): <https://promsortho.pst.ontariohealth.ca>

This environment is only to be used for testing purposes and cannot have any real patient details.

Please Note: You must have been enrolled into the ISAAC application before you can login. Please talk to staff or volunteers if you have trouble logging into your account.

Patients at Orthopedic Centre Kiosks

Patients visiting ISAAC supported centres will have access to configured computers, kiosks, or tablets in the waiting rooms. All that is required is to log in before you can start recording your symptoms. When completing the survey at a kiosk, you will see the following two pages:

- The **Kiosk Welcome Page** can be modified by a site to include a Site Welcome message and an image to accompany the message.
- The **Kiosk Login Page** allows you to manually enter your Ontario Health Card or Medical Record Number.

To login at the kiosk:

1. If you are in a centre with a Card Reader, it will be indicated near the kiosk. Swipe your Ontario Health Card using the health card reader. If your Ontario Health Card is read correctly then the ISAAC **Terms of Use Page** is displayed and you will have been logged in. If you are unable to locate the health card reader, please ask your hospital helpdesk for assistance.
2. If the system cannot read your Ontario Health Card or if you would like to type your Ontario Health Card Number or Medical Record Number then click or touch the **Please swipe your Ontario Health Card Number or touch here to begin** button. This displays the **Kiosk Login Page**.
3. On the **Kiosk Login Page** (shown in Figure 2, on the next page), use the keyboard to type your Ontario Health Card Number then touch **Continue**. If you make a mistake when typing your Ontario Health Card, please touch **Clear** and then re-enter your Ontario Health Card Number.

Figure 1: The Kiosk Welcome Page

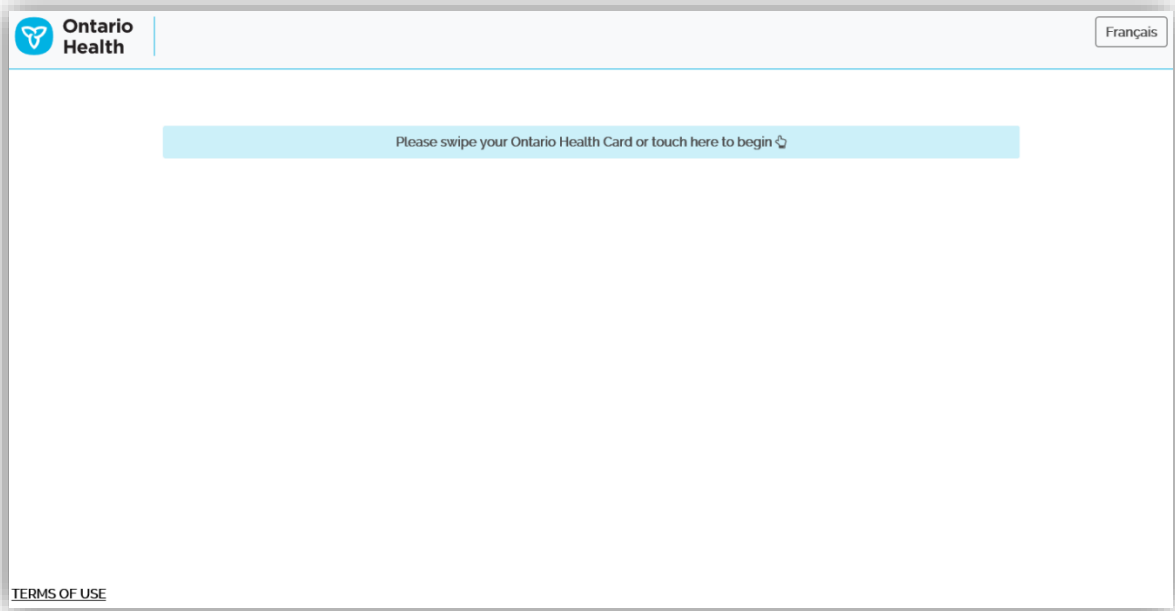
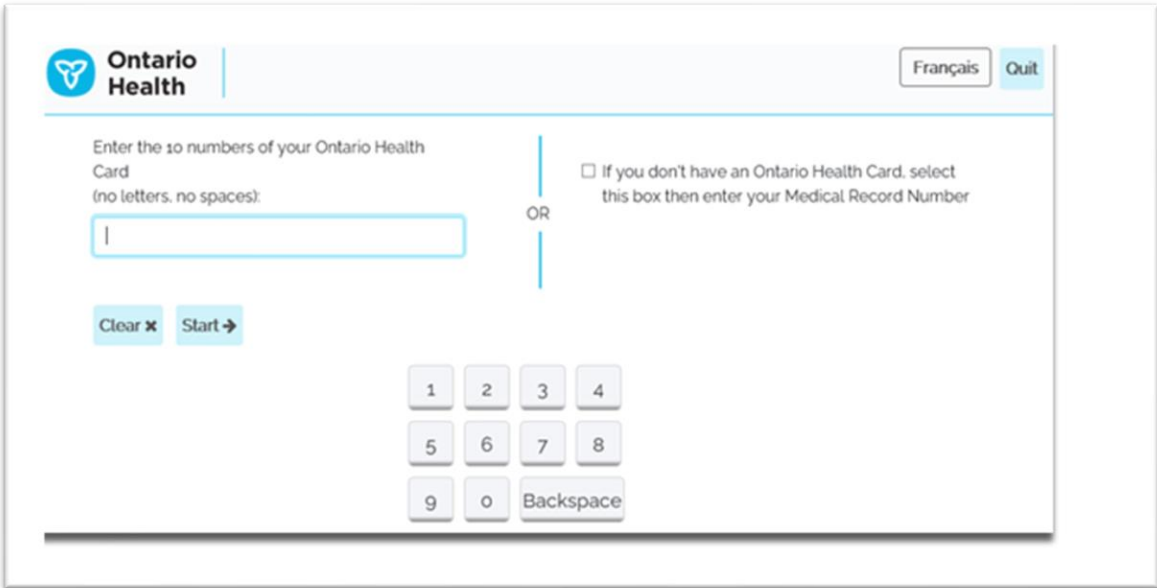


Figure 2: The Kiosk Login Page



If you would like to log in using your Medical Record Number, touch the checkbox next to **“If you don’t have an Ontario Health Card...”** You will now be asked to enter your Medical Record Number.

Figure 3: Login Page Health Card Number to Medical Record Number Selection

The screenshot shows the Ontario Health login interface. At the top left is the Ontario Health logo. At the top right are buttons for 'Français' and 'Quit'. The main content area has a text input field labeled 'Enter your Medical Record Number:' with a cursor inside. To the right of this field is a vertical line with 'OR' below it. To the right of the 'OR' line is a checkbox that is checked, with the text 'If you don't have an Ontario Health Card, select this box then enter your Medical Record Number'. Below the input field are two buttons: 'Clear x' and 'Start →'. At the bottom of the form is a virtual keyboard with keys for numbers 1-0, Backspace, and letters QWERTYUIOP, ASDFGHJKL, and ZXCVBNM.

4. Use the keyboard to type your Medical Record Number and then touch **Start**. If a mistake is made in entering your Medical Record Number, please touch **Clear** and then re-enter your Medical Record Number.

Patients at Home

Instead of using the ISAAC Kiosk at your hospital, you can access ISAAC from any computer or home device with an internet connection. ISAAC has been designed to be responsive. Responsive web pages will scale between your different devices and ensure that you have a suitable experience whether you have accessed ISAAC from your computer, phone, tablet, or iPad. ISAAC is also compatible with each of the main internet browsers (Internet Explorer, Firefox, Chrome, and Safari).

To reach the ISAAC login page, connect to the internet and launch your internet browser and enter the following URL in the address field: <https://promsortho.ontariohealth.ca/>

The URL should load the **ISAAC Home Login Page** as seen below where you can login to ISAAC.

Figure 5: The ISAAC Home Login Page

Ontario Health

Français

Enter the 10 numbers of your Ontario Health Card
(no letters, no spaces):

OR

If you don't have an Ontario Health Card, select
this box then enter your Medical Record Number

Clear x Start ->

TERMS OF USE

Ontario

Type in your 10-digit Ontario Health Card Number. Click on Start to log in. If an error is made in entering your user ID or password, please click on the Clear button to re-enter your Ontario Health Card Number. If you would like to log in using your Medical Record Number, click on the checkbox: If you don't have an Ontario Health Card, select this box then enter your Medical Record Number. Click on Start to log in.

Translations to Other Languages

Overview

This section shows you how to change the language settings for your survey session. You can change your language settings from any page of the ISAAC application.

Please note that when you change the language, this selected language is saved for your next survey. This means that next time you log into the ISAAC application, the survey will be displayed in your last selected language. For example, say you login to ISAAC application from the kiosk at your centre and change your application language to French. You complete your survey in French and finish. The next time you log into ISAAC, the prompts will be displayed in French.

However, if the application or survey is not available in your selected language then the application or survey will be displayed in English.

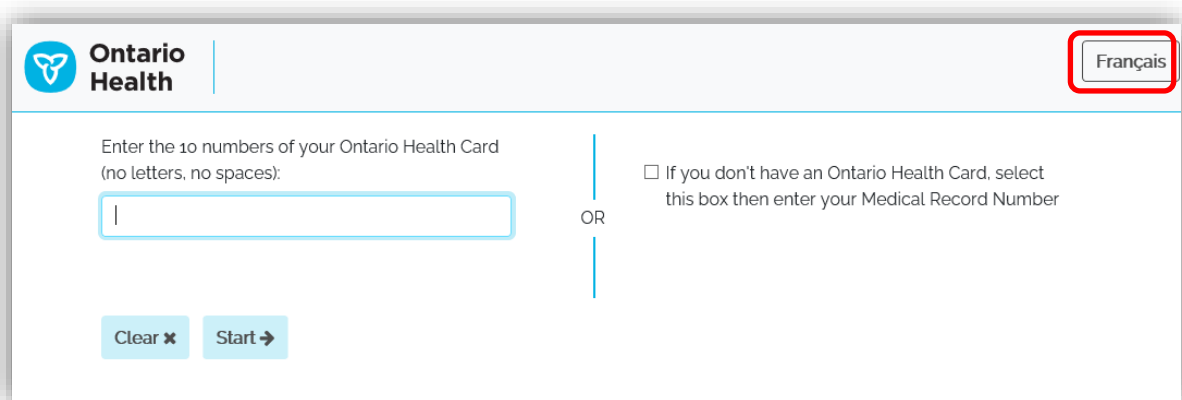
Selecting French Language

To select French for your session:

1. Click on the Français button in the top right-hand corner.
2. The application content is changed and displayed in French.

This preference will be saved for each time you use ISAAC. If you would like to switch back, the button will have been replaced by an English button. The button will be available on each webpage.

Figure 6: The French Translation Button



The screenshot shows the top header of the ISAAC application. On the left is the Ontario Health logo. On the right, a button labeled 'Français' is highlighted with a red rectangular border. Below the header, the main content area is split into two columns by a vertical line. The left column contains a text prompt: 'Enter the 10 numbers of your Ontario Health Card (no letters, no spaces):' followed by a text input field with a vertical cursor. Below the input field are two buttons: 'Clear x' and 'Start →'. The right column contains a checkbox with the text: 'If you don't have an Ontario Health Card, select this box then enter your Medical Record Number'. The word 'OR' is centered between the two columns.

Additional Languages

Currently ISAAC only offers translations for English and French. If you would like to complete your assessments in another language, please ask for support from the centre's staff or volunteers as they may have a paper version in the translation you prefer.

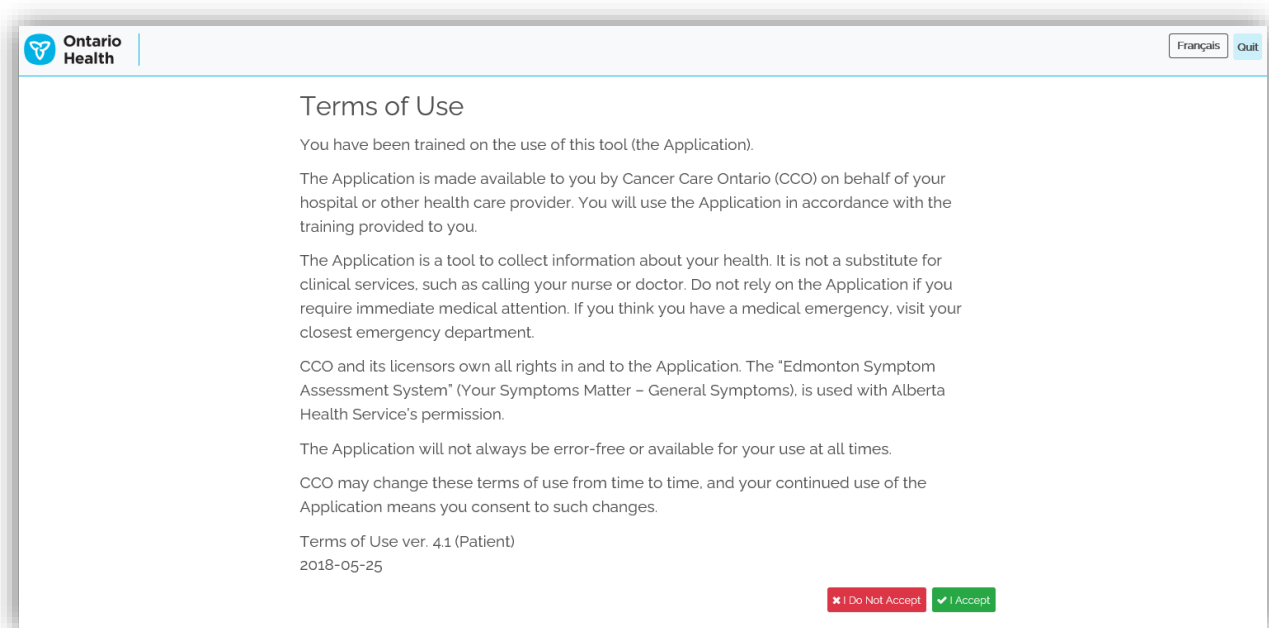
The Terms of Use Page

Overview

The **Terms of Use Page** is displayed the first time you log into the application from the kiosk. After you have accepted the Terms of Use, you can log into the application to complete your survey assessments. The Terms of Use are only displayed once, unless the terms have been changed since you accepted them. In that case, the new Terms of Use will be shown to you to accept.

Please Note: You can view the Terms of Use anytime from the **Patient Welcome Page**

Figure 4: The Terms of Use Page

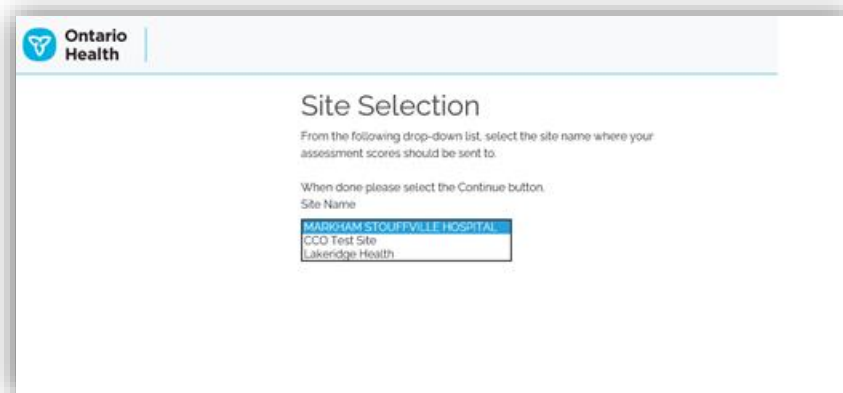


The Site Selection Page

Overview

The **Site Selection Page** is displayed when you log into ISAAC if you are attached to more than one site. This may occur if you have completed ISAAC at more than one centre. This page is only available from the Home view. You can select a site from the drop down. Once you make the selection, your survey responses during this login are sent only to the site you have selected. Click Continue and you will be able to begin your surveys.

Figure 9: The Site Selection Page



Completing a Survey

Overview

This chapter explains the process of completing a survey. Typically surveys will begin with an instructions page and include different questions on each page that follows.

Completing your Survey

1. Generally, an instructions page is displayed that tells you about the content and purpose of the survey. It gives you instructions on how to complete that survey.

Figure 5: The Survey Instruction Page

Instructions

Your answers to the following questions will:

- Tell your healthcare team about your pain, how well you are able to move around and your overall health.
- Let your healthcare team monitor how you are doing over a period of time before and after surgery.

How to fill out the assessment:

- Choose only one response for every question. If you are unsure of how to answer a question, please give the best answer you can.
- The "Back" button lets you go back to the last question and change your answer.
- The "Next" button will take you to the next question.
- The "Start Over" button lets you begin the assessment again.
- You can switch the assessment to French at any time by clicking the button on the right upper hand side of the screen.

All patients getting treatment for hip and knee problems will be given this assessment. You do not have to complete it if you do not want to. You can also ask to fill out this assessment on paper instead.

Your information will be shared with the Ministry of Health and Long-Term Care (MOHLTC), CCO, and the Canadian Institute for Health Information (CIHI) for reporting purposes.

If you have any questions or concerns, please speak to the clinic staff.

[Continue →](#)

2. After you read the Instructions page, click on **Continue**. You will be directed to the Hip and Knee Screening Assessment page. Click on the answer that describes the part of your body for which you are visiting the clinic today.

Figure 6: Hip and Knee Screening Assessment

Ontario Health

Français Quit

What part of your body are you visiting the clinic about today?
(Select all that apply)

Right Hip

Left Hip

Right Knee

Left Knee

Go Back Continue

3. After you answer the screening question, click on Continue. You will be directed a one-page mini instruction page.

Figure 7: Mini instruction page for Oxford assessments

Ontario Health

Français Quit

RIGHT KNEE
Instructions

Please think about your **right** knee when completing the next twelve questions

©Oxford University Innovation Ltd., 1998. All rights reserved. Oxford Knee Score- English for Canada

Go Back Continue

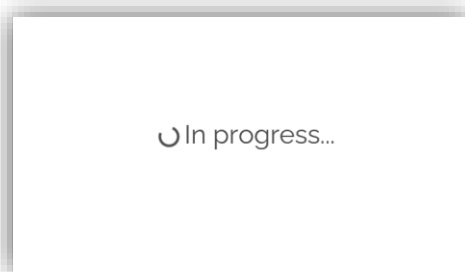
4. Once you have read the instructions, click on Continue and you will be brought to the first survey question. The surveys you will be presented with will depend on the reason for your clinic visit.

Figure 8: The Survey Question Page

The screenshot shows the 'Survey Question Page' for 'RIGHT KNEE'. At the top left is the 'Ontario Health' logo. To the right are 'Français' and 'Quit' buttons. Below the logo is a 'Start Over' button. The question text reads: 'During the past 4 weeks... How would you describe the pain you usually have from your right knee?'. Below the question are five radio button options: 'None', 'Very mild', 'Mild', 'Moderate', and 'Severe'. The 'Very mild' option is selected, indicated by a dark grey background. At the bottom, there is a footer with 'Question 1 of 12', copyright information for Oxford University Innovation Ltd., and 'Go Back' and 'Continue' buttons.

5. Read the question carefully. You can then select your answer and click on **Continue** to get to the next question (Some questions may be mandatory and the **Continue** button will become enabled only after you have selected an answer).
6. Follow the above process for all questions.
7. If you need to go back to change your answer for a previous question, you can click on the **Go Back** button.
8. When you are satisfied with your answers, select **Continue** (if you have more surveys to complete, you will be brought to the start of the next survey) to submit your survey responses.

Please Note: If you do not click on the **Continue** button, your survey responses will not be saved for that survey. When you click the button, a pop-up with text reading "In progress..." will appear to indicate assessment data is being submitted. This feature prevents multiple submissions.



Completing Additional Surveys

Overview

Additional surveys may be displayed based on your answer to a question in the current survey. This means that while you are taking a survey, another survey may be added to your list of surveys to be completed based on your answers to a question or questions. The additional survey, if required, is presented to you after you have completed your current survey.

Current ISAAC Surveys

The surveys that will appear are configured by the orthopedic centre and may vary based on the reason for your visit and the last time you completed the survey.

The **Oxford Hip Score (OHS)** survey comprises of 12 questions specifically designed and developed to assess function and pain with patients undergoing hip replacement surgery.

The **Oxford Knee Score (OKS)** survey comprises of 12 questions specifically designed and developed to assess function and pain after total knee replacement (TKR) surgery.

The **Joint/Laterality Specific Post-Surgery Assessment** is a 1 question survey that asks the patient to rate his/her satisfaction with results of their hip/knee surgery.

The **EuroQol five-dimensional (EQ-5D) survey** comprises of five questions revolving around mobility, self-care, usual activities, pain/discomfort, and anxiety/depression.

General Health Assessment is a 1 question survey that asks the patient to rate his/her overall health.

Figure 9: The List of Currently Offered Surveys in ISAAC, Orthopedics



Logging Off and Quitting

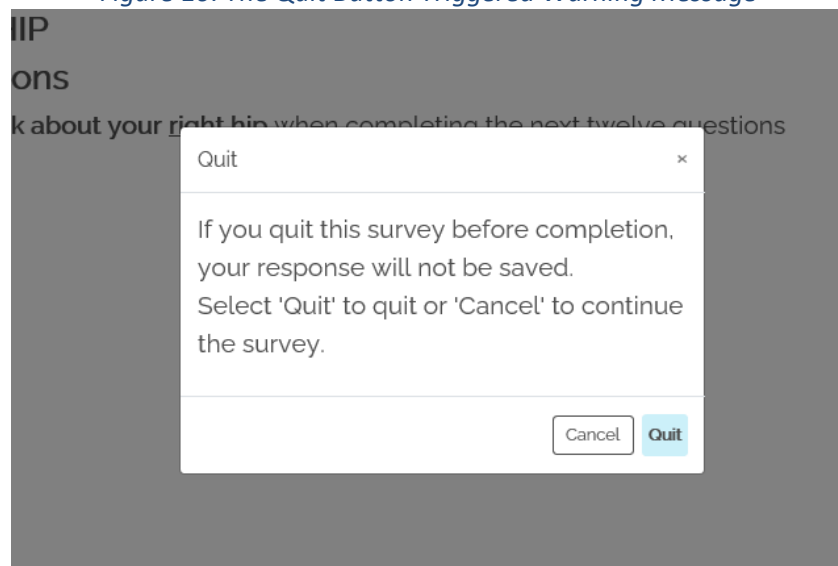
Overview

This section shows you how to log off from the ISAAC application. The end of survey message will be shown once the patient has completed all required surveys. On kiosks, patients will be automatically logged out. On internet browsers, patients can click on the “logout” button to log off or the system will automatically log out after 30 seconds.

Logout before Survey Completion

You can leave the ISAAC application from any page. However, if you leave the application during a survey, your survey responses are not saved. This means you will have to re-take the survey the next time you log in. A warning message is displayed when you try to quit during a survey.

Figure 10: The Quit Button Triggered Warning Message



Automatic Logout for Idle Sessions

The ISAAC application has a built-in timeout feature. This feature will automatically logout patients that have been idle for a few minutes. This feature is to support patient privacy so that other people will not have access to your health information without your knowledge. This feature exists for all kiosks which have been deployed in the orthopedic centres.

If you are still using ISAAC, the application will give you a warning and allow you to continue without automatically logging you out of the session.

Helpdesk and Error Messages

Overview

Please contact your hospital's ISAAC Administrator with any issues you may have, or consult the Errors and Warning Messages list below.

Error and Warning Messages

This chapter provides a list of all error and warning messages that may be displayed to you while you are logged into ISAAC.

Figure 11: Table of Errors and Warnings

Type	Description	Explanation
Login	Your login information is incorrect. Please try again.	This is the default Ontario Health error message when a patient has entered incorrect HCN/MRN or they are not enrolled to use ISAAC.
Login	You have been discharged from ISAAC. Please contact your local support person for assistance.	This error occurs when a patient tried to login to a site they have been discharged from.
Login	Invalid card number. Please try again.	This error occurs when the card swipe reader could not read the Health Card Number.
General	An unexpected error occurred while processing your action. The error has been logged and a system administrator has been contacted. We apologize for any inconvenience.	This error is displayed when a fatal error occurred in the application.
General	Invalid kiosk. Please contact the site administrator to setup the kiosk.	This error occurs when the kiosk GUID provided in the user agent string can't be verified.
General	Page not found.	This error occurs when the user attempts to navigate to a page that does not exist.
General	The requested resource could not be found. Please check the resource name or contact the site administrator	This error occurs when the user attempts to navigate to a page that does not exist.
Survey	You have no more surveys to take today.	This warning is displayed when the patient has completed all of their surveys for the day.
Survey	You have no surveys to take today. Please try again another day.	This warning is displayed when the patient has no surveys to take at all.

Appendix A: Version History

Document History

Revision	Type	Revision Date	Revised By	Revision Details
1.0	Draft	Feb 28, 2018	Myra Dela Rosa	<ul style="list-style-type: none">Initial Draft
1.1	Final	March 9, 2018	Myra Dela Rosa	<ul style="list-style-type: none">Changed status to Final version. No updates.
1.2	Final	June 25, 2018	Myra Dela Rosa	<ul style="list-style-type: none">Updated screenshots
1.3	Final	Nov 24, 2020	Carey Chan	<ul style="list-style-type: none">Updated screenshots, added home channel
1.4	Final	March 15, 2021	Carey Chan	<ul style="list-style-type: none">Updated screenshots
1.5	Final	July 12, 2021	Carey Chan	<ul style="list-style-type: none">Updated workflow relating to joint/laterality specific post surgery assessment surveys
1.6	Final	March 1, 2022	Joeanna Chung	<ul style="list-style-type: none">Updated logos and terminology from CCO to OHUpdated cover page and footerChanged table designsRemoved CCO from Terminology tableUpdated ISAAC patient portal URL

Appendix B: List of Figures

Below is the list of each screenshot contained in the document. For reference, you can use the page number to find the figure or if you are using an electronic version of the guide, you can link directly from the line item below.

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