Using NHIPPS Courseware Help Guide

Welcome to the Nevada Substance Abuse Prevention and Treatment Agency (SAPTA)'s Web Courseware Help Guide. This document guides you through the key functionality and navigational features of the "Using Nevada Health Information Provider Performance System (NHIPPS)" course.

Tips for Effective Learning

You should plan to spend approximately 1 hour 20 minutes completing this course. Keep in mind these tips for success:

- Let your supervisor know when you will be taking lessons. Ask for help in keeping your time free of interruptions.
- Record a message on your voicemail indicating that you are in training, or, forward your calls.
- Put a sign in your area stating that you are in a training session and cannot be interrupted.
- Plan to take breaks. Take a break if you find you are moving forward without reading the content on the screen. Don't start working on something else during your break!
- Find out if others in your area are taking this course. You may want to form an informal study group to discuss lessons.

The e-Learning Technical Environment

The course is best viewed in 1024 by 768 pixels on your monitor (or higher). It is designed to display optimally with the following browser:

- Microsoft Internet Explorer: Version 6 and higher.

If you are using a browser other than IE 6 or higher, you may not be able to view this course.

NOTE: Contact your IT Administrator if you experience difficulties in running this course. Your browser's security settings may need to be adjusted.

Other Technical Issues

Other issues that may be of concern include external website availability and the status of the supporting network.

External Website Availability:
Several useful references include links to sources outside of the course. These sites may be temporarily unavailable due to network issues or that website's maintenance or if your agency restricts your internet website access.

Network Questions:
The rate at which course screens will load depends on the speed of your Internet connection. Slower connections will require more time. If a connection seems abnormally slow, please contact your network support office.

Toggling between Windows:
You can flip or toggle between open browser Windows anywhere in the course. You may do this by holding the "Alt" key down and pressing the "Tab" key. Students should not keep open other programs or browser windows while completing this course.

Pop-up Blockers:
Make sure you turn off all pop-up blockers. If you do not know how to turn off your pop-up blockers, contact your IT Administrator for further assistance.

Content Screens

The content screen found in the SAPTA courseware consists of elements that together provide you with certain information about the course and enable you to navigate through the courseware, as well as access the course resources.

Main courseware screens can be divided into five sections: (see Figure 1 below):

A. **Buttons** – Allows you access to the course menu, reference materials, glossary, this help document, and commenting feature (for the pilot test only)
B. **Breadcrumb** – Displays links to the module title and section you are currently in
C. **Graphic** - Area of the page containing media or graphic content
D. **Text** – Content instruction area containing text and links
E. **Navigation** – Contains buttons that navigate to the key topics of the module and/or to the next or previous page

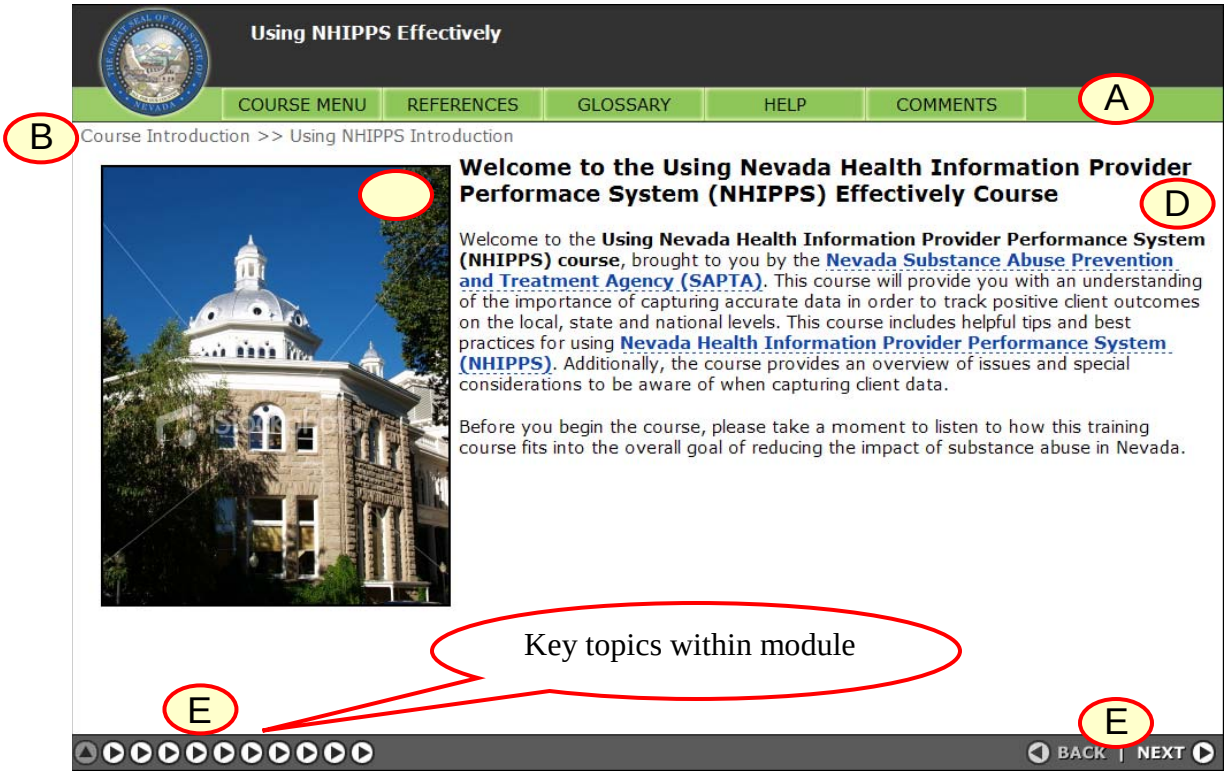


Figure 1 – Content Screen from the Using Nevada Health Information Provider Performance System (NHIPPS) Course

Courseware Toolbars & Navigational Features

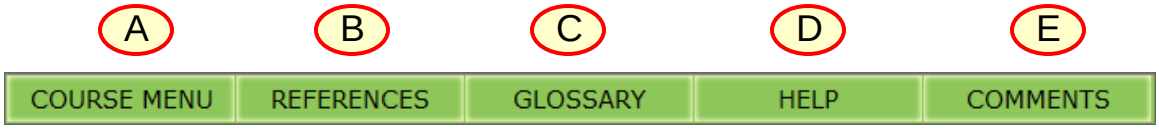


Figure 2: Button Features

A. **Course Menu Button** – Click this button to close the instruction window and return to the Course Menu in the LMS.
B. **References Button** – Click this button to pop open a Reference page containing external site links to the SAMHSA and SAMHSA NOMs websites, as well as Adobe® PDF documents for the Current Service/Treatment Plan Handout, Reports Overview, Treatment Flowchart - Single Service Level Episode, User Guide for the Web Based Training (this document), Waitlist Overview and Waitlist Reduction Initiative.
C. **Glossary Button** – Click this button to pop open a Glossary page containing all the important glossary terms and their definitions from this instruction.
D. **Help Button** – Click this button to open this document directly from the course.
E. **Comments Button** – click this button to pop open a window that will allow you to enter comments and suggestions for the instruction slide you are currently viewing (Pilot testing feature only).

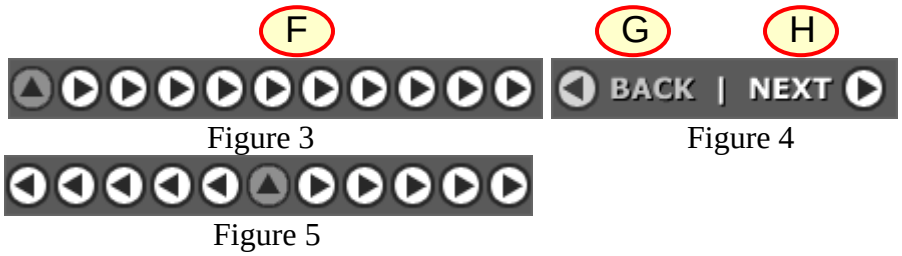


Figure 3 Figure 4

Figure 5

Figures 3, 4 & 5: Page and Section Navigation Features

F. **Section Navigation Arrow Buttons** – Click these buttons to jump to different key topics throughout the module you are in. These buttons will grey and point upward to indicate which page in the instruction you are currently viewing.
G. **Back Button** – Click this button to navigate backward through the course. This button is disabled at times, as you will be required to perform an action (e.g., exit to course menu).
H. **Next Button** – Click this button to navigate forward through the course. This button is disabled at times, as you will be required to perform an action (e.g., when answering a Knowledge Check).

Additional Icons:
Throughout the course, a number of icons and hyperlinked text are used to signify key points and additional resource materials and information. Proceed to the next few Figures to see the additional features illustrated and explained.

Glossary Terms

Throughout the course, key terms have been identified and signified as hyperlinked text. These term links have a dotted underscore to them.

Place your mouse over a term hyperlink. A separate window box will display with the definition for it. To close this box, simply roll off the term.

You can also click on the terms, and the separate window box will display and remain stationary. To close the box manually, You will need to click the "X" button at the top right of the pop-up window to close the glossary term's pop-up and return to the screen (see Figures 6 & 7 below).

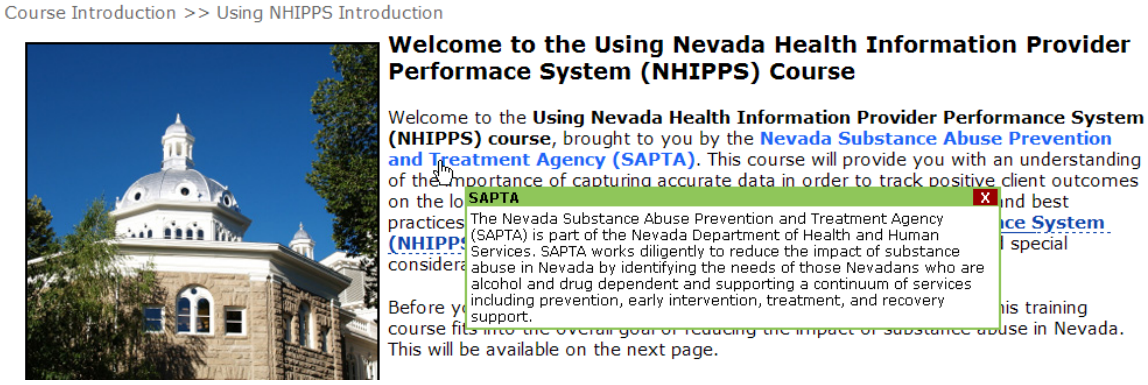


Figure 6 – Rolling over a glossary term hyperlink

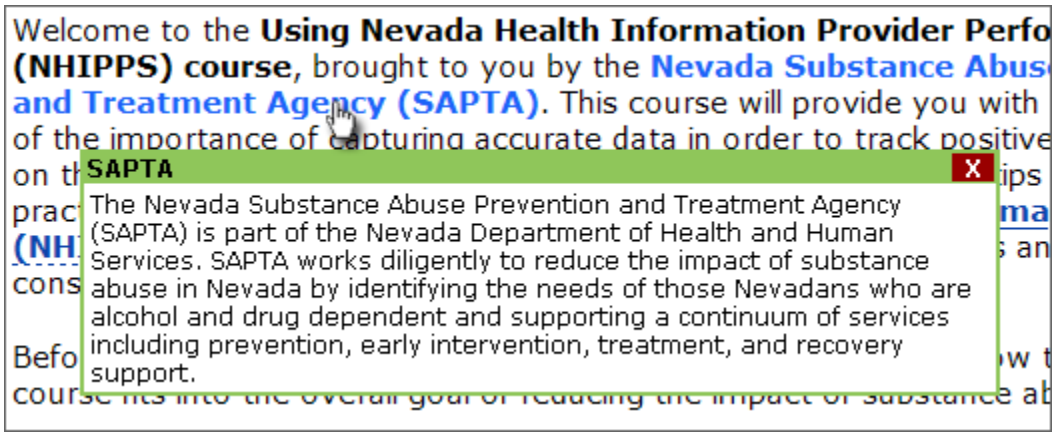


Figure 7 – Clicking on a glossary term hyperlink

Notes and Tip Icons

Key important reminders and information have been identified with the Note icon (see left and Figure 8, below). Be sure to read this information.

Key tips and tricks for using NHIPPS have been identified with the Comment bubble icon (see left and Figure 8, below). Be sure to read this information.

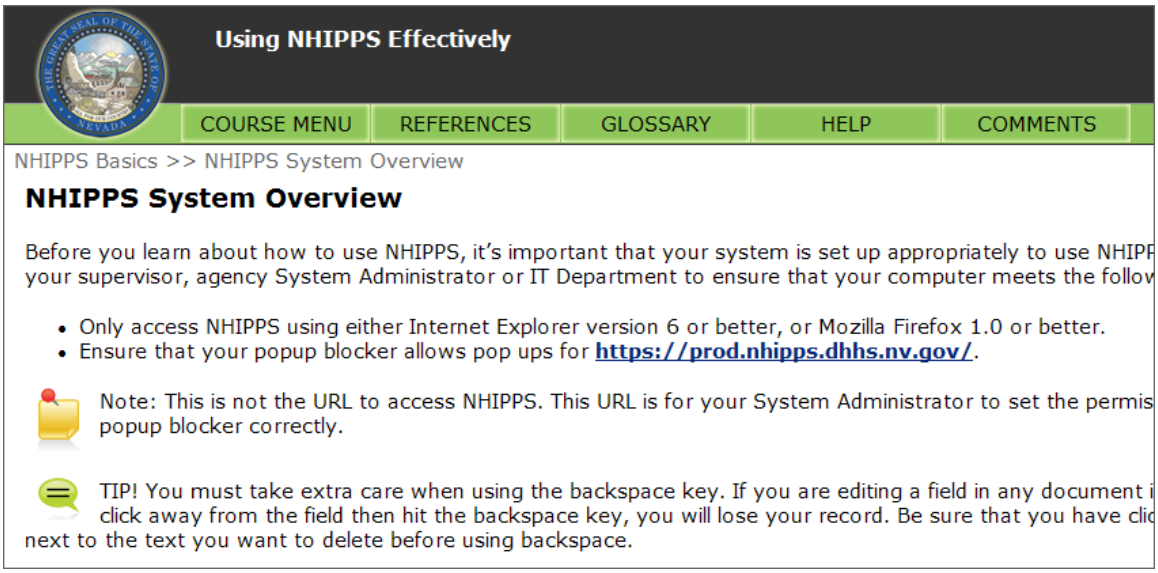


Figure 8 – Use of Notes and Tips Icons

Key issues and functionality to remember has been identified with the exclamation point icon (See left and Figure 9, below). Be sure to read this information.

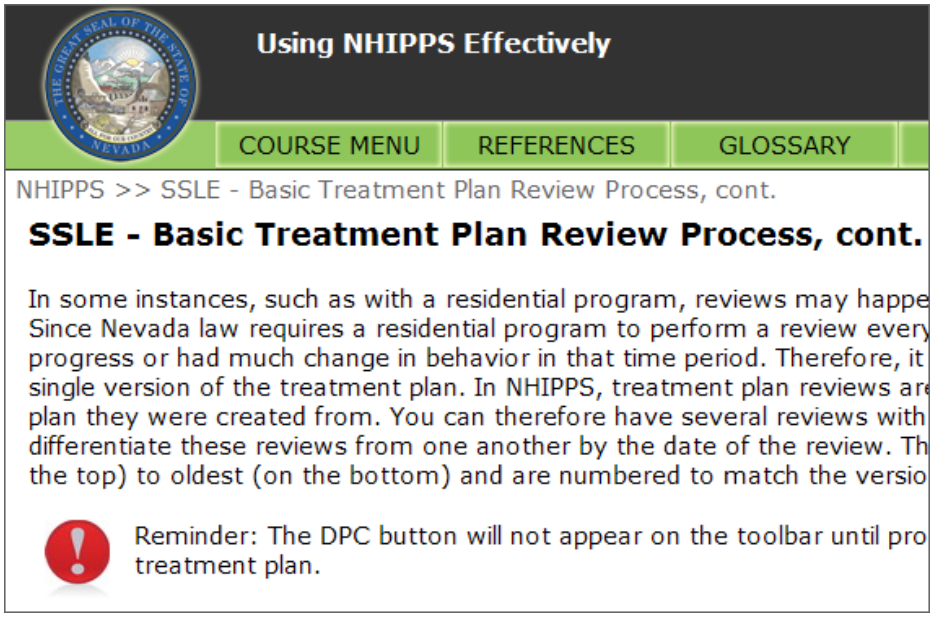


Figure 9 – Use of Reminders

Hyperlinked Resources

Throughout the course, job aids, resource materials and information have been provided as documents in Adobe® Portable Document Format (PDF) and website links. When you click on these hyperlinks, the desired information or file will open in a separate pop-up window.

Click the "" in the top right corner of the PDF document or website to close the pop up window and return to the screen.

All PDF documents are shown with a PDF document icon ( ) next to them so they can be easily identified.

All website links are shown with a Worldwide Web file icon ( ) next to them so they can be easily identified.

You will need Acrobat Reader version 6 or higher to view these documents. If you do not have the Reader, you can download the latest version from the following website: http://get.adobe.com/reader/. You may need the assistance of your IT Administrator to install this program.

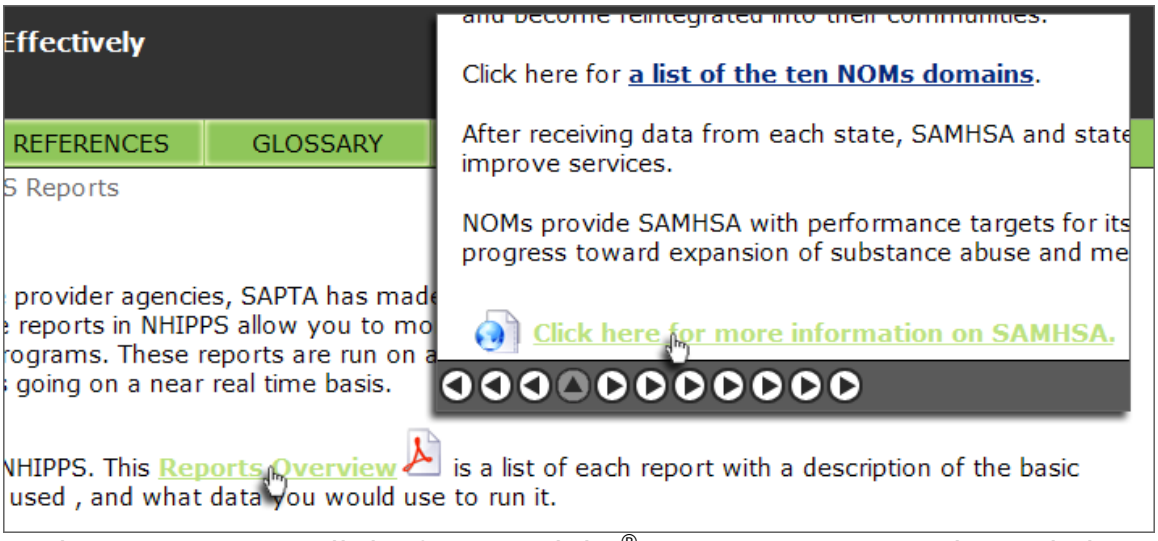
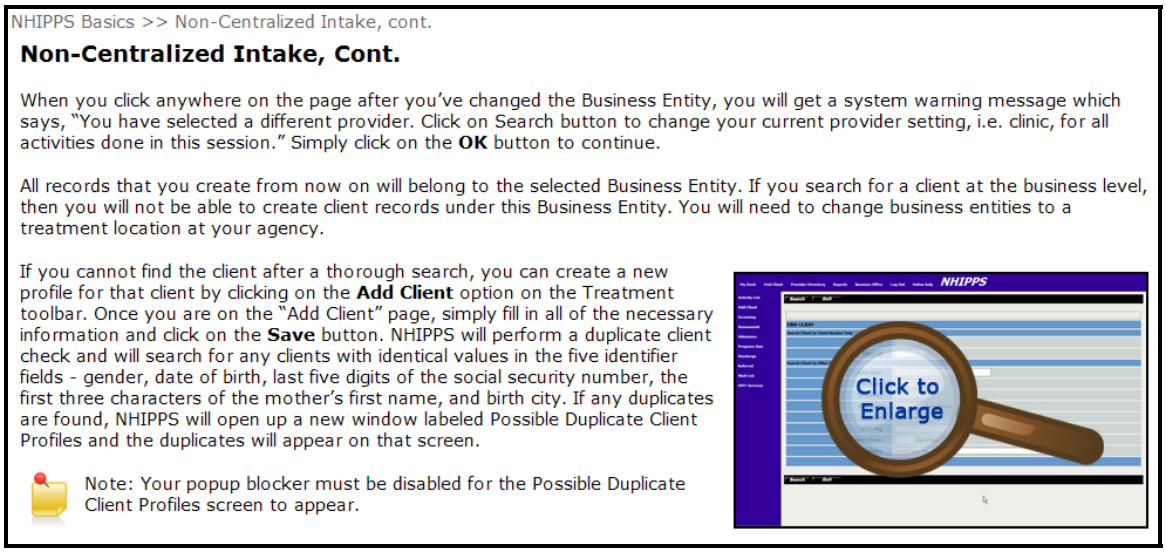


Figure 10 – Hyperlinks for an Adobe® PDF Document and a website

In addition to the text links, there are also image links that allow you to see what NHIPPS looks like. These images are usually thumbnails, i.e., smaller versions of the full sized images, that appear on the page with a magnifying glass that says "Click to Enlarge" in the middle. When you click on the image, a large screenshot of NHIPPS.



NHIPPS Basics >> Non-Centralized Intake, cont.

Non-Centralized Intake, Cont.

When you click anywhere on the page after you've changed the Business Entity, you will get a system warning message which says, "You have selected a different provider. Click on Search button to change your current provider setting, i.e. clinic, for all activities done in this session." Simply click on the **OK** button to continue.

All records that you create from now on will belong to the selected Business Entity. If you search for a client at the business level, then you will not be able to create client records under this Business Entity. You will need to change business entities to a treatment location at your agency.

If you cannot find the client after a thorough search, you can create a new profile for that client by clicking on the **Add Client** option on the Treatment toolbar. Once you are on the "Add Client" page, simply fill in all of the necessary information and click on the **Save** button. NHIPPS will perform a duplicate client check and will search for any clients with identical values in the five identifier fields - gender, date of birth, last five digits of the social security number, the first three characters of the mother's first name, and birth city. If any duplicates are found, NHIPPS will open up a new window labeled Possible Duplicate Client Profiles and the duplicates will appear on that screen.

Note: Your popup blocker must be disabled for the Possible Duplicate Client Profiles screen to appear.

Figure 11 – Image in page content area

For some users , this image may appear blurry or fuzzy at first. Some browsers have a setting in them that shrinks images that are bigger than the window to fit into the window. This will cause the image to appear blurry or fuzzy. To make the image full sized, simply click directly on the image once. Once you are done viewing the image, click the " " in the top right corner of the window to close it and return to the course screen.

Video and Flash Animated Simulations

To aid in the learning, videos of simulations for using NHIPPS have been included in the course. To play the videos in this course you will need to have the Adobe Flash Player installed in your browser.

You can download the Adobe Flash Player from the following website: http://www.adobe.com/go/getflash.

Click on the "watch a simulation" link to access the simulation.

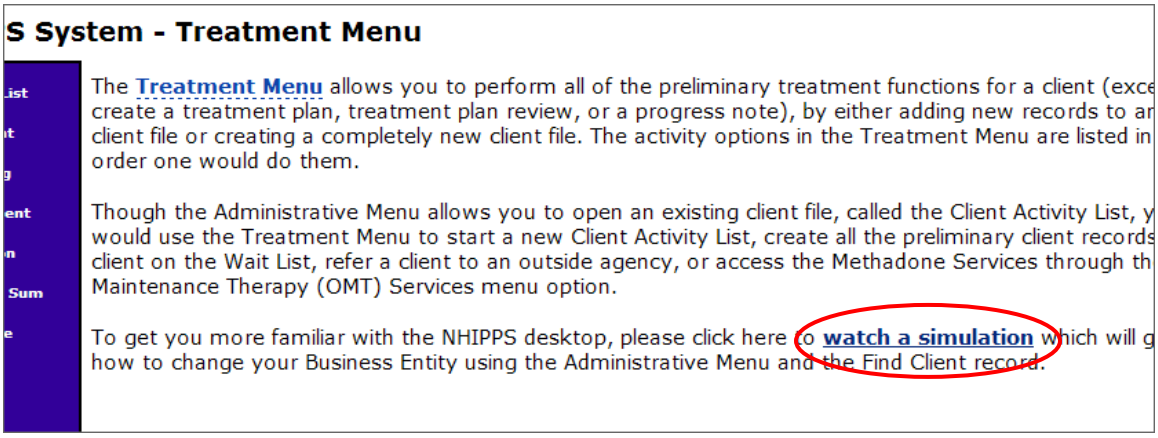


Figure 12 – Watch a Simulation Link

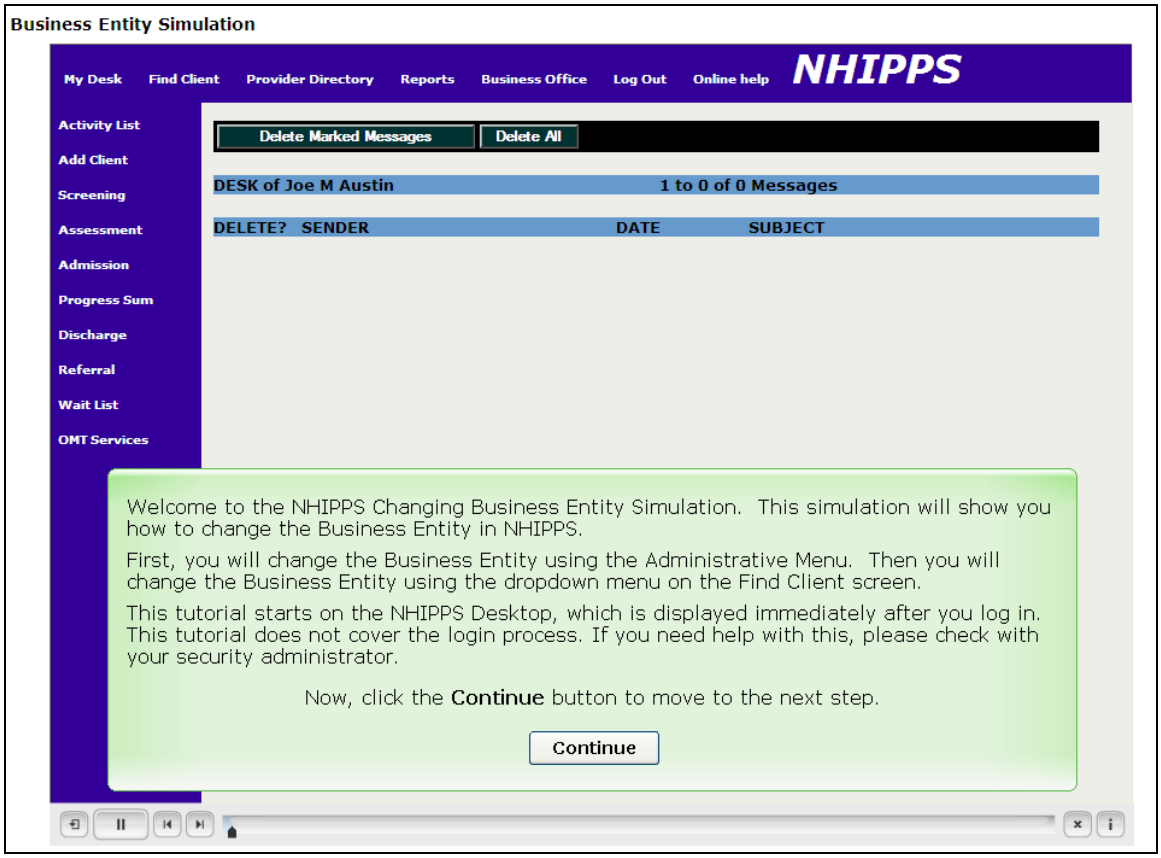


Figure 13 – Pop-Up Simulation Window

A window will open that will contain the simulation. The toolbar at the bottom of the screen is used to navigate through the simulation.

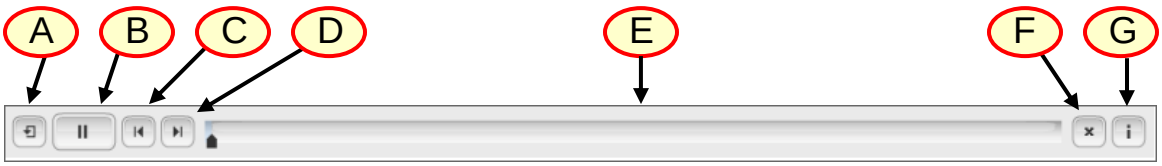


Figure 14 – Simulation Navigation Bar

1. **Rewind Button** – Use this button to restart the simulation.
2. **Pause/Play Button** – Use this button to pause or play the simulation.
3. **Back Button** – Use this button to return to the previous step in the simulation.
4. **Next Button** – Use this button to skip to the next step in the simulation.
5. **Progress Bar** – This bar will show where you are in the simulation. Click and drag the dark pointer in this bar to scroll forward or back in the simulation.
6. **Exit Button** – This button exits the step you are on.
7. **Information Button** – This button provides information about the simulation file – when it was created, who created it and in which program.

Audio

To aid in learning, audio enhancements have been added to the course. They give key information about using the Nevada Health Information Provider Performance System (NHIPPS). To play the audio in this course you will need to have the Adobe Flash Player installed in your browser.

You can download the Adobe Flash Player from the following website: http://www.adobe.com/go/getflash. Alternatively, you can access a textual transcript of the audio using the link provided on the page.

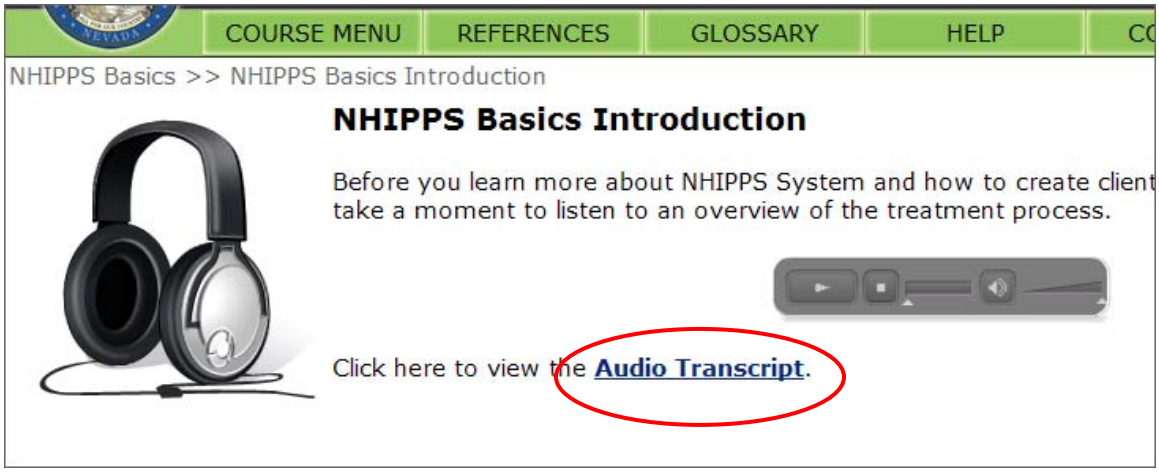


Figure 15 – Audio Page

Here is the audio toolbar.

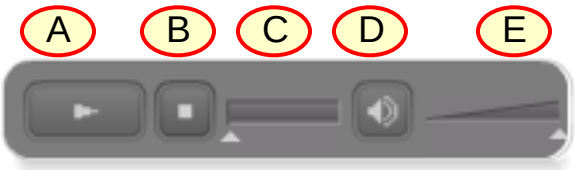


Figure 16 – Audio Toolbar

A. **Play/Pause Button** – Click this button to play the audio. Click it again to pause the audio.
B. **Stop Button** – Click this button to stop the audio.
C. **Progress Bar** – This bar will show you where you are in the audio file. Click and drag the light arrow to scroll forward or backward through the audio.
D. **Mute Button** – Click this button to mute playing audio. Click it again to un-mute it.
E. **Volume Slider** – This slider will indicate how high the volume for the audio on this page is set. Click and drag the light arrow to adjust the audio for the page.

Knowledge Check Questions

"Knowledge Checks" ask you to read the question provided, enter a response, and submit it. Feedback is provided for both correct and incorrect answers. Knowledge Check pages have the "NEXT" button disabled until the question is completed.

A brief description of the components of the Knowledge Check Questions is provided below.

Component Description:

A. **Directional Text** – Provides direction on how to answer a question.
B. **Question** – The question being asked of the learner.
C. **Answer Choices (Distracters)** – List of choices for possible answers.
D. **Submit button** – After the learner makes the selection(s), they should click the **Submit** button to see the feedback.
E. **Feedback** – Feedback is generated based on a correct or incorrect answer.

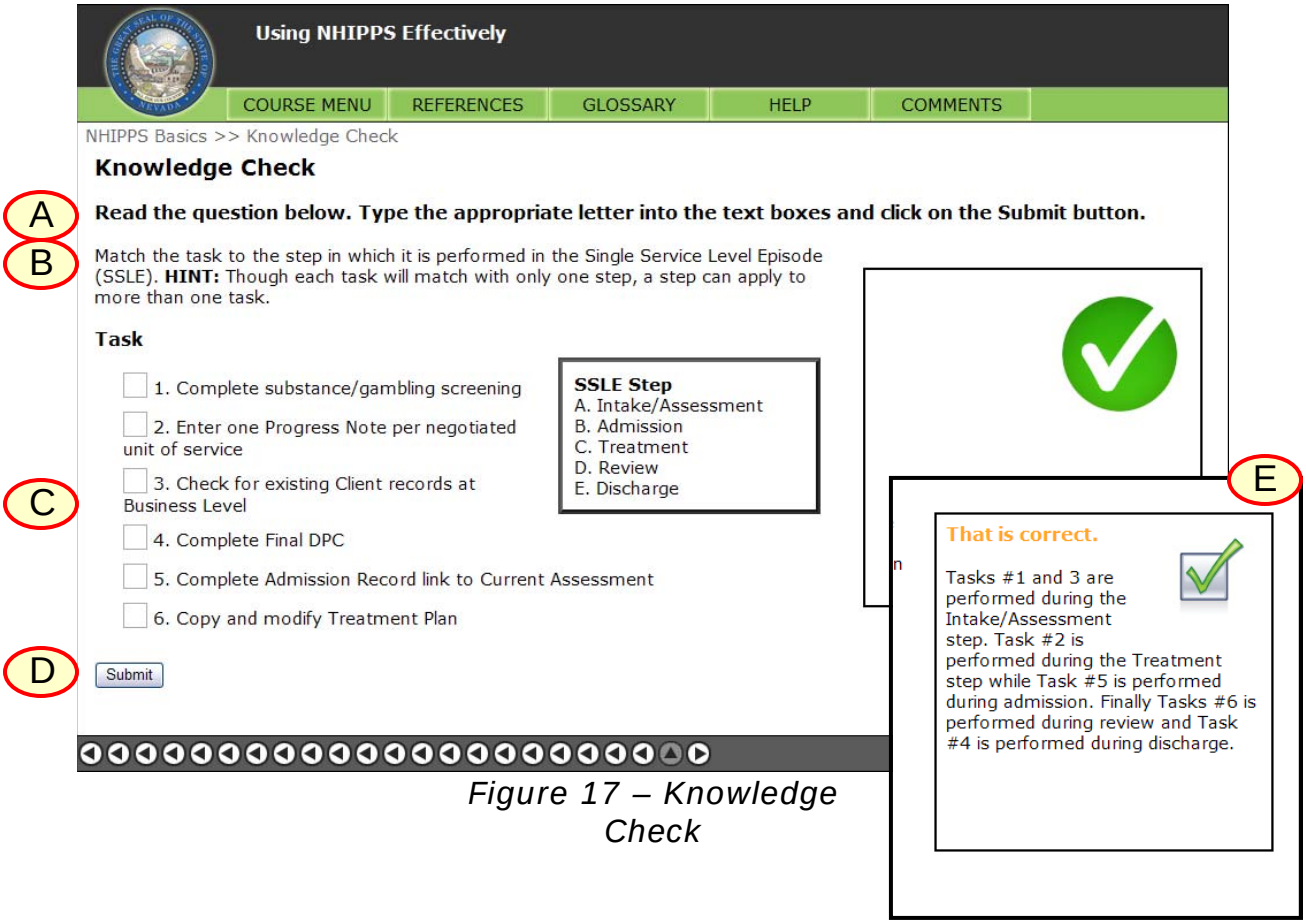


Figure 17 – Knowledge Check