



# MōhioExpress

## User Guide



# Introduction

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This document contains all essential information for the user to make full use of MōhioExpress from the Mōhio product suite. This user guide includes a description of the functions and capabilities of the MōhioExpress.

# Abbreviations

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Abbreviation	Full text
PHO	Primary Health Organisation
PMS	Practice Management System (e.g., MedTech or MyPractice)
CVD	Cardiovascular disease
CVR	Cardiovascular disease risk (percentage)
NZGG	New Zealand Guidelines Group
MT32	MedTech32
IRD	Inland Revenue Department
BCTI	Buyer Created Tax Invoice
MOH	Ministry of Health
DHB	District Health Board

# Translations

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Māori	English
Mōhio	To know, understand, realise, comprehend, recognize



# Contents

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Mōhio Platform.....	4
MōhioExpress .....	5
Features .....	5
How does it work? .....	6
Launch .....	6
Sign-in Screen .....	6
Home Screen .....	8
Views.....	9
Layout .....	10
panel: Title bar.....	11
panel: Patient Information .....	12
panel: Control Centre.....	12
panel: Indicator Dashboard.....	13
panel: Toolbar .....	14
panel: Status bar .....	15
Controls .....	16
title bar: Secondary Menu .....	16
toolbar: Menu .....	19
toolbar: MōhioForms.....	20
toolbar: Quick Links .....	21
toolbar: Give Feedback.....	22
toolbar: Toi Prescriptions .....	23
toolbar: Toi Messages.....	25
Settings.....	27
Filters .....	27
General.....	28
Advanced .....	30
FAQs .....	33



# Mōhio Platform

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Mōhio is a complete end-to-end electronic system for a PHO covering claims, referrals, budget holding, patient management, reporting, data collection and performance.



Mōhio Platform for Practices



# MōhioExpress

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MōhioExpress is an application designed to bypass the limitations in PMS. It provides a list of indicators to remind users on areas that are overdue (or due soon) for the selected patient by reading data from your PMS.

## |Features

- 1. External to PMS**

It enhances the user experience by running external to the PMS as a standalone application while still integrating with the PMS.

- 2. Real-time and Dynamic**

The indicator dashboard refreshes instantly when a new patient is loaded on to the PMS, or when there is an update to the patient data in the PMS.

- 3. PMS Integration**

Can read information from the PMS as well as write back to it.

- 4. Standards met**

Passes user acceptance testing

- 5. Customisable User Interface**

Allows the user to resize the application according to their convenience. Also provides two different views for the user.



# How does it work?

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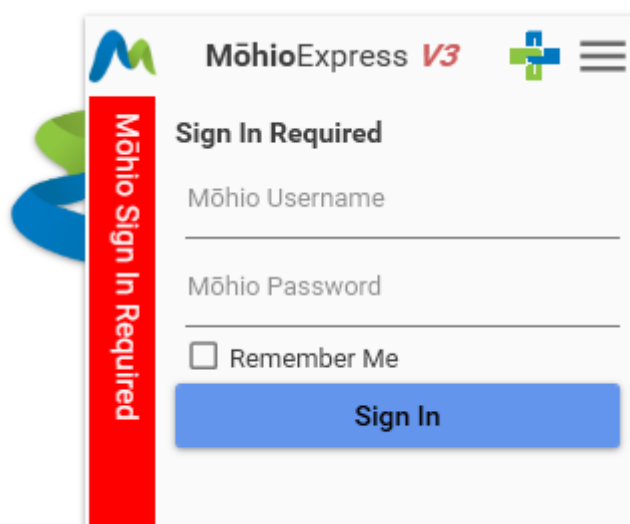
## |Launch

Double-click on the icon on the desktop titled 'MōhioExpress' to launch the application.

## |Sign-in Screen

The first user opens MōhioExpress, it will prompt the user to sign in with the credentials provided by the Mōhio team. The user has the option to make MōhioExpress remember the credentials for future.

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### Security lock

MōhioExpress will lock the account if an incorrect password is entered three times in a row. If this is a staff account for the Practice, it can be unlocked by the Practice Manager by logging in to the Mōhio website. Alternatively, this can be unlocked by the Mōhio Support team.

If the user does not remember the password for their account, the Mōhio Support team can reset the password for them.

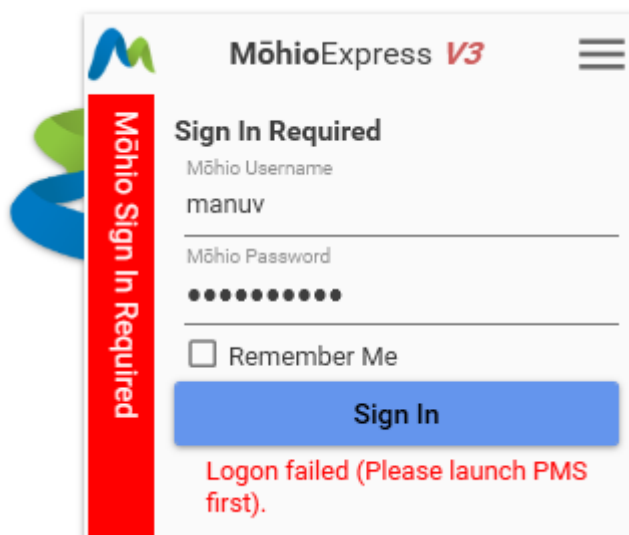
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**i** **Launch PMS before attempting to Sign in**

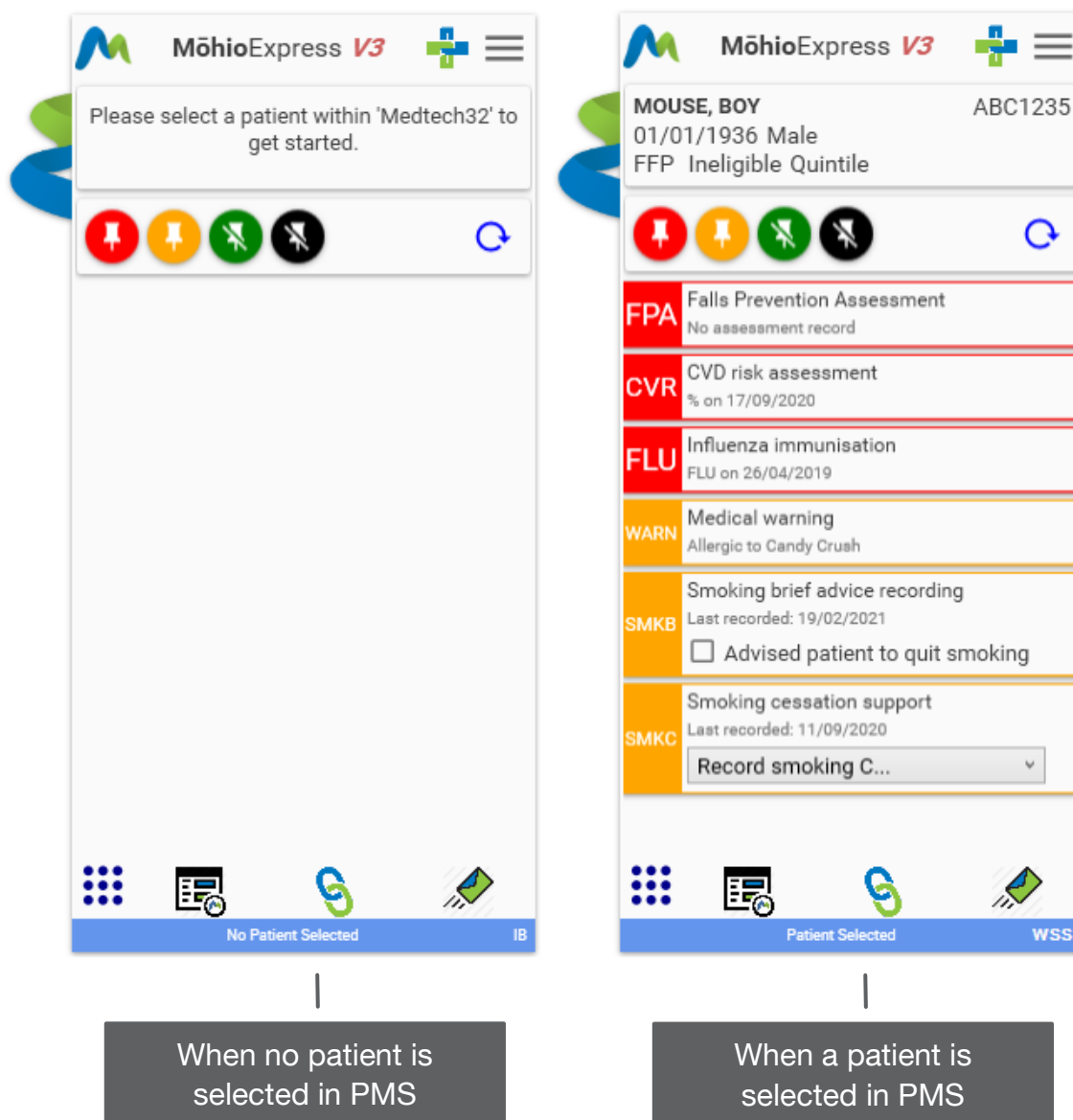
MōhioExpress requires the PMS to be open (not necessarily logged in) before signing in. If the PMS is not open, you would receive an error message on MōhioExpress as shown below. If you get this error, launch PMS, and click on **Sign in** again on MōhioExpress.





# Home Screen

On launch, the user will be presented with the Home screen of MöhioExpress. Contents on this screen will depend on whether there is a patient selected in the PMS.

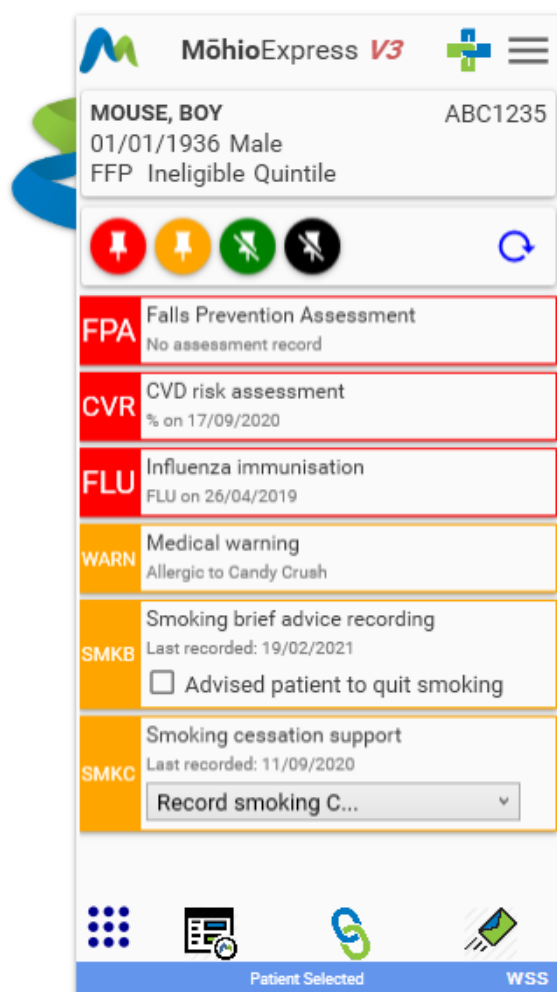






# Views

MōhioExpress provides two options for how it should be displayed on screen. These are Full View and Mini View. The user can toggle between these views by double-clicking on the Mōhio logo either on the top-left corner or on the left side of MōhioExpress.



Full View

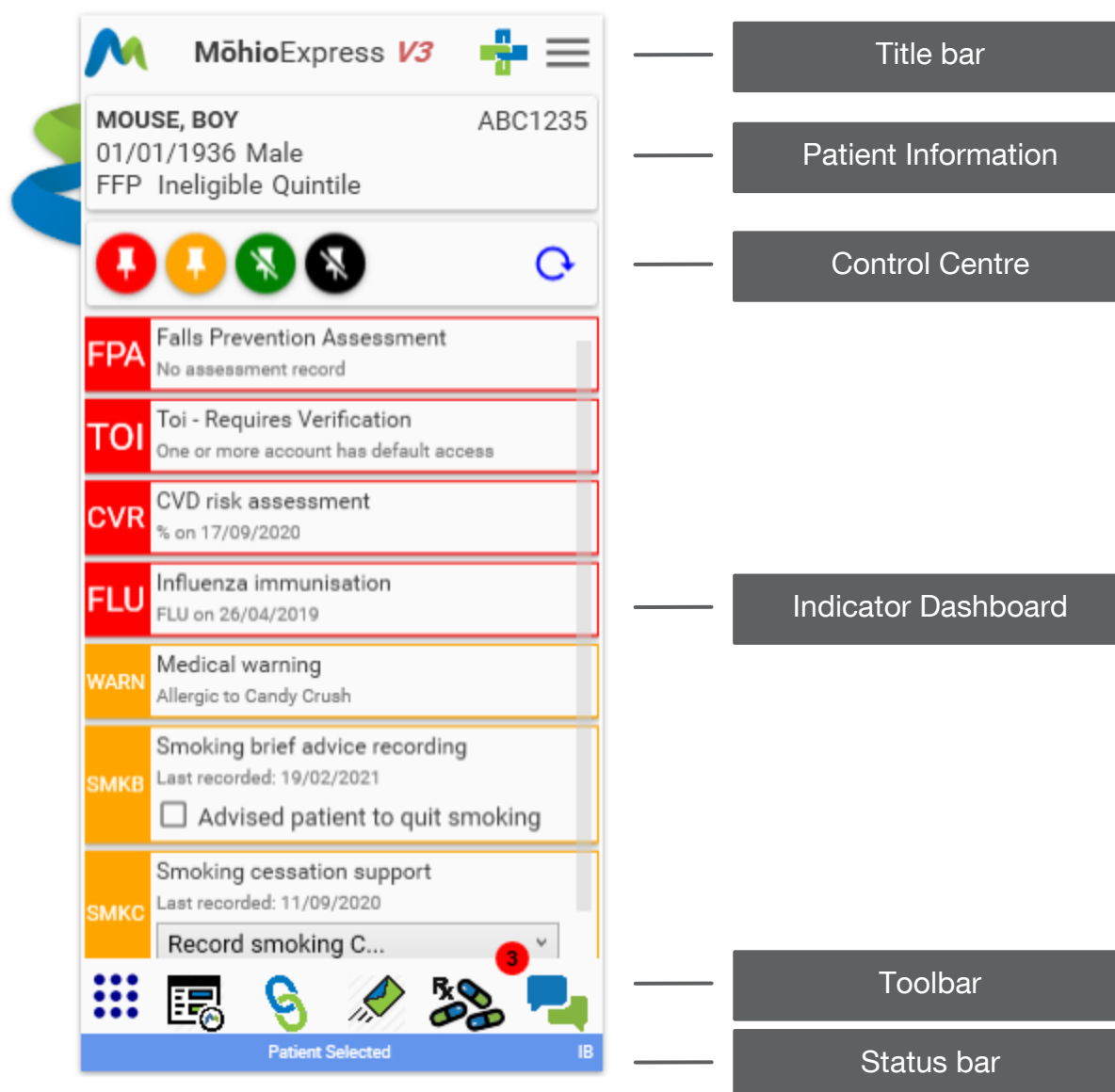


Mini view



# Layout

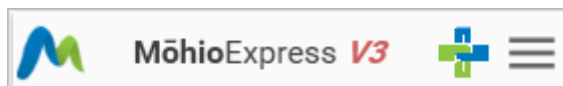
The layout of MōhioExpress consist of multiple panels each providing specific information or function. Please find a breakdown of each section below.




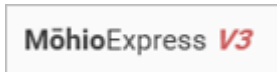




## panel: Title bar

The title bar of MōhioExpress is a header to the application and has four components each serving a distinct purpose.



What does each component mean?

Component	Description
	Mōhio icon: Along with being a display of the brand, this also acts as the button to toggle between different views of MōhioExpress
	Title of the application
	Logo of the PHO where the Practice comes under
	Secondary Menu: for additional options (explained later in this guide)



## |panel: Patient Information

The patient panel displays the Patient's details like full name, date of birth, gender, NHI etc.

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<b>MOUSE, BOY</b>	ABC1235
01/01/1936 Male	
FFP Ineligible Quintile	

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## |panel: Control Centre

This section displays all the important controls on MōhioExpress that makes life easier for the user. These include the indicator pins and a refresh button.



The indicator pins decide the category of indicators (based on color) that will be displayed on the dashboard. By default, red and orange are pinned down. The user can choose to pin or unpin the green and black indicators.

Although MōhioExpress refreshes automatically when it finds an update in the patient records, in the event that it does not refresh automatically, the user can manually refresh it by using the refresh button.



## Panel: Indicator Dashboard





Displays a list of indicators for the current Patient. By default, the red and orange indicators will be displayed if applicable. The user has the option to show/hide the green and black indicators.

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The screenshot shows a vertical list of seven indicators, each with a colored header and a white body. The indicators are:

- FPA** (Red): Falls Prevention Assessment. No assessment record.
- TOI** (Red): Toi - Requires Verification. One or more account has default access.
- CVR** (Red): CVD risk assessment. % on 17/09/2020.
- FLU** (Red): Influenza immunisation. FLU on 26/04/2019.
- WARN** (Yellow): Medical warning. Allergic to Candy Crush.
- SMKB** (Orange): Smoking brief advice recording. Last recorded: 19/02/2021. Includes a checkbox for "Advised patient to quit smoking" which is unchecked.
- SMKC** (Orange): Smoking cessation support. Last recorded: 11/09/2020. Includes a dropdown menu for "Record smoking C...".

What does each color mean?

Color	Description
	The Screening is overdue or has not been completed
	An updated screening will need to be completed soon
	Screening is complete, no follow-up needed
	Not applicable for the patient









## panel: Toolbar

The toolbar provides icons for additional functionalities and services. The toolbar has six icons which are explained below.



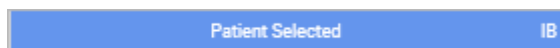
What does each icon mean?

Icon	Description
	Menu: for additional features (explained later in the guide)
	MōhioForms: Opens MōhioForms The user must be logged into MōhioExpress for this to work.
	Quick Links: Links to other services (explained later in the guide) The user must be logged into MōhioExpress for this to work.
	Give Feedback: Allows user to send feedback to Mōhio (explained later in the guide) The user must be logged into MōhioExpress for this to work.
	Toi Prescriptions The user must be logged into MōhioExpress for this to work.
	Toi Messages The user must be logged into MōhioExpress for this to work.

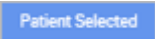



## Panel: Status bar

Provides information about the current status of MōhioExpress



### What does each status mean?

Status	Description
	<p>Tells the user what is happening with MōhioExpress at any given time. In this example, it says 'Patient Selected' since a Patient is selected in the PMS and being displayed on MōhioExpress.</p> <p>Some of the other status messages are</p> <ul style="list-style-type: none"><li>• Patient not selected</li><li>• PMS not found</li><li>• Multiple PMS found</li></ul> <p>These are mostly handy in troubleshooting in the event where MōhioExpress is not behaving as it is supposed to.</p>
	<p>Shows the connectivity type being used by MōhioExpress in retrieving information from the PMS database. There are two types of connectivity supported by MōhioExpress.</p> <ol style="list-style-type: none"><li>1. <b>WSS</b> (Web Sockets): MōhioExpress uses a pre-configured port to talk to RocketM (another Mōhio application) installed on the server to retrieve information from the PMS database. This is the option selected by default, and also the recommended one.</li><li>2. <b>IB</b> (InterBase): MōhioExpress uses an InterBase license purchased by the Practice from MedTech to retrieve information from the PMS database. In order to make sure that MōhioExpress does not consume any additional InterBase license that the Practice has purchased (other than the one being used by RocketM), this option is not recommended and should only be used as a last resort.</li></ol> <p>The type of connectivity is configured in the <b>Settings</b> of MōhioExpress.</p>

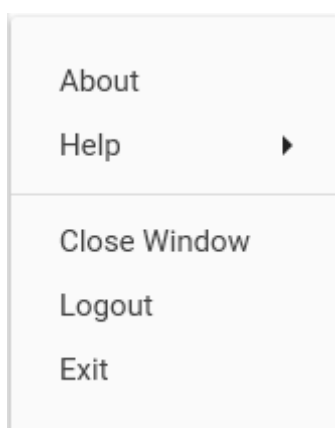


# Controls

This section covers a breakdown of the controls mentioned earlier in this guide.

## title bar: Secondary Menu

The secondary menu located at the top-right corner of MōhioExpress provides basic information about MōhioExpress and 3 functionalities. These are explained below.



### About

Displays a pop-up window providing information about MōhioExpress.







## What does each bit of information mean?

Information	Description
Version	Current version of MōhioExpress
Copyright	Copyright owner: National Hauora Coalition
User	Current user logged into MōhioExpress. Additionally, this line also displays the current PMS and the user logged into it.
DB Connection Type	Connectivity type used by MōhioExpress to retrieve information from the PMS database. The options available are WSS and IB.
Links	Links to the following <ul style="list-style-type: none"><li>• Website</li><li>• Terms of Use</li><li>• Privacy Policy</li></ul> (currently these links do not work as these websites are under construction)

## Help

Has the following sub-menus.

Sub-Menu	Description
FAQ	Opens a webpage with a list of frequently asked questions about MōhioExpress
Quick Start	Opens a webpage showing a quick start guide of MōhioExpress



### **Close Window**

Hides MōhioExpress from view. However, this does not Exit the application which is, at this point, running in the background and the icon of which can be found along with other hidden icons next to the System tray (usually at the bottom-right corner).

### **Logout**

Logs the current user out of MōhioExpress. This does not Exit the application yet.

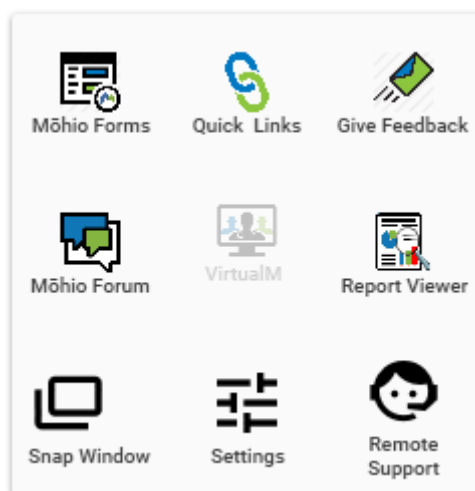
### **Exit**

Exits the application completely.







## toolbar: Menu






The Menu icon opens a window with additional functionalities. These are listed below.



What does each icon mean?

Icon	Description
	MōhioForms: Opens MōhioForms
	Quick Links: Links to other services (explained later in the guide) The user must be logged into MōhioExpress for this to work.
	Give Feedback: Allows user to send feedback to Mōhio (explained later in the guide) The user must be logged into MōhioExpress for this to work.
	Mōhio Forum: A chat window for Practice users The user must be logged into MōhioExpress for this to work.



 <p>VirtualM</p>	VirtualM: Zoom meeting connector (this feature is deprecated)
 <p>Report Viewer</p>	Report Viewer: Opens the Mōhio Report Viewer website The user must be logged into MōhioExpress for this to work.
 <p>Snap Window</p>	Snap Window: Allows to go back and forth between the full view and mini view
 <p>Settings</p>	Settings: Allows the user to configure MōhioExpress (explained later in the guide)
 <p>Remote Support</p>	Remote Support: Allows the user to download a version of TeamViewer on to their computer in the event where they need remote assistance from the Mōhio Team or the PHO.

## |toolbar: MōhioForms

The icon opens MōhioForms. This will only work if you have a patient selected in the PMS and displayed on MōhioExpress.



## toolbar: Quick Links

Provides links to important services that will be handy for the user.

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Live Status Board
Auckland Region HealthPathways Auckland Region Testsafe
PHO MōhioReports

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What does each icon mean?

Service	Description
Live Status Board	A service for Practices to closely monitor their health target performance. The Live Status Board is updated every 30 minutes.
HealthPathways	Offers clinicians locally agreed information to make the right decisions, together with patients, at the point of care.
TestSafe	A secure electronic database that provides users in the hospital and community setting with access to selected medical information.
MōhioReports	Opens the Mōhio Report Viewer website



### Additional links

There might be additional links depending on the PHO the Practice comes under.

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## toolbar: Give Feedback

Allows the user to send a question or feedback to the Mōhio team. This will automatically log a case on the Mōhio ticketing system and will be looked into by one of the team members.

**ME Send Product Feedback** — □ ×

You can help improve MōhioExpress by giving us feedback about the product. This could be changes you'd like to see or a problem you're facing. A case number will be generated and given to you. Please send us your thoughts...

Name **\*\*Describe the problem\*\***  
A clear and concise description of what the problem is.

Email(s) with , separated

Contact Number(s) with , separated **\*\*To Reproduce\*\***  
Steps to reproduce the behavior:  
1. Go to '...'  
2. Click on '...'  
3. Scroll down to '...'  
4. See error

**Attach Screenshot**

**Attach Zip File**

**\*\*Expected behavior\*\***  
A clear and concise description of what you expected to happen.

**\*\*Describe alternatives you've considered\*\***  
A clear and concise description of any alternative solutions or features you've considered.

**Send Feedback**

### Key points to note:

- The user needs to fill in their **Name**, **Email Address** and **Phone Number** so that the Mōhio team can get in touch with them with a solution, or for troubleshooting. As a result, these are mandatory fields.
- User has the option of attaching a screenshot along with the feedback which is selected by default. The user can untick it if they do not wish to attach a screenshot.
- User also has the option of attaching a zip file if they wish to send in additional files that may be relevant.
- To avoid multiple back and forth communication between the two parties, it is recommended that the user provides as much as information they can regarding their question or feedback in the **Description** field.



## toolbar: Toi Prescriptions

Allows the user to view the patient prescriptions from MōhioExpress.

**Repeat RX**

- RX000001  
MOUSE, BOY  
NOT VALIDATED  
Completed  
John Doe  
Wednesday, 12 September 2018 11:44 AM
- RX000002  
MOUSE, BOY  
NOT VALIDATED  
Completed  
John Doe  
Wednesday, 12 September 2018 11:44 AM
- RX000003  
MOUSE, BOY  
NOT VALIDATED  
Completed  
Admini Strator  
Wednesday, 12 September 2018 12:06 PM
- RX000005  
MOUSE, BOY  
ABC1235  
VALIDATED  
Completed  
John Doe  
Tuesday, 18 September 2018 1:53 PM

**PRESCRIPTION INFORMATION**  
RX Number: RX000001  
Date Requested: Wednesday, 12 September 2018 11:44 AM  
Date Actioned: 01 January 0001

**PATIENT INFORMATION**  
Patient Name: BOY MOUSE  
Patient NHI:  
Patient Validation Status: NOT VALIDATED  
Patient DOB: 01 January 1950

**PROVIDER INFORMATION**  
Provider Name: John Doe

**LIST OF MEDICINES**  
\* Codeine  
\* Paracetamol

**DELIVERY INFORMATION**

[View Patient on PMS](#) [Print Repeat Script Request](#)

**Search Filters**  
Patient: Selected Patient  
Status: Completed  
Date: Oldest to Latest

### Controls

The following controls are available on this screen.

Control	Action associated
View Patient on PMS	Finds and opens the selected Patient on the PMS
Print Repeat Script Request	Allows the user to print out a repeat prescription request for a patient



## Search Filters

The following filters allow the user to determine the information that needs to be displayed on screen.

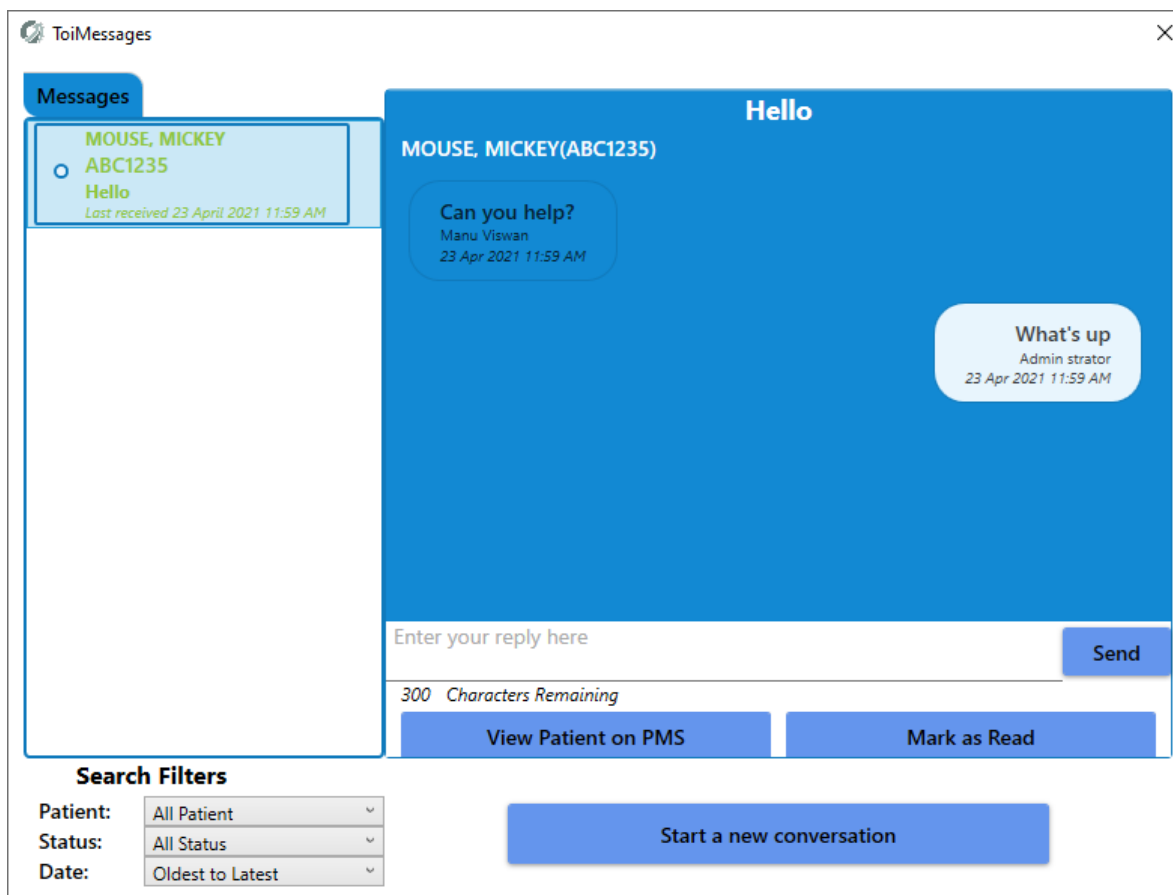
Filter	Options
Patient	<ul style="list-style-type: none"><li>• All Patient</li><li>• Validated Patient</li><li>• Not Validated Patient</li><li>• Selected Patient</li></ul>
Status	<ul style="list-style-type: none"><li>• All Status</li><li>• Pending</li><li>• Completed</li><li>• Rejected</li></ul>
Date	<ul style="list-style-type: none"><li>• Oldest to Latest</li><li>• Latest to Oldest</li></ul>





## toolbar: Toi Messages

Allows the user to communicate with the patient using the Toi Whānau Health mobile app, or the other way around.



### Controls

The following controls are available on this screen.

Control	Action associated
View Patient on PMS	Finds and opens the selected Patient on the PMS
Mark as Read	Marks a conversation as read
Start a new conversation	Allows the user to start a conversation with the patient



## Search Filters

The following filters allow the user to determine the information that needs to be displayed on screen.

Filter	Options
Patient	<ul style="list-style-type: none"><li>• All Patient</li><li>• Selected Patient</li></ul>
Status	<ul style="list-style-type: none"><li>• All Status</li><li>• Unread</li><li>• Read</li></ul>
Date	<ul style="list-style-type: none"><li>• Oldest to Latest</li><li>• Latest to Oldest</li></ul>

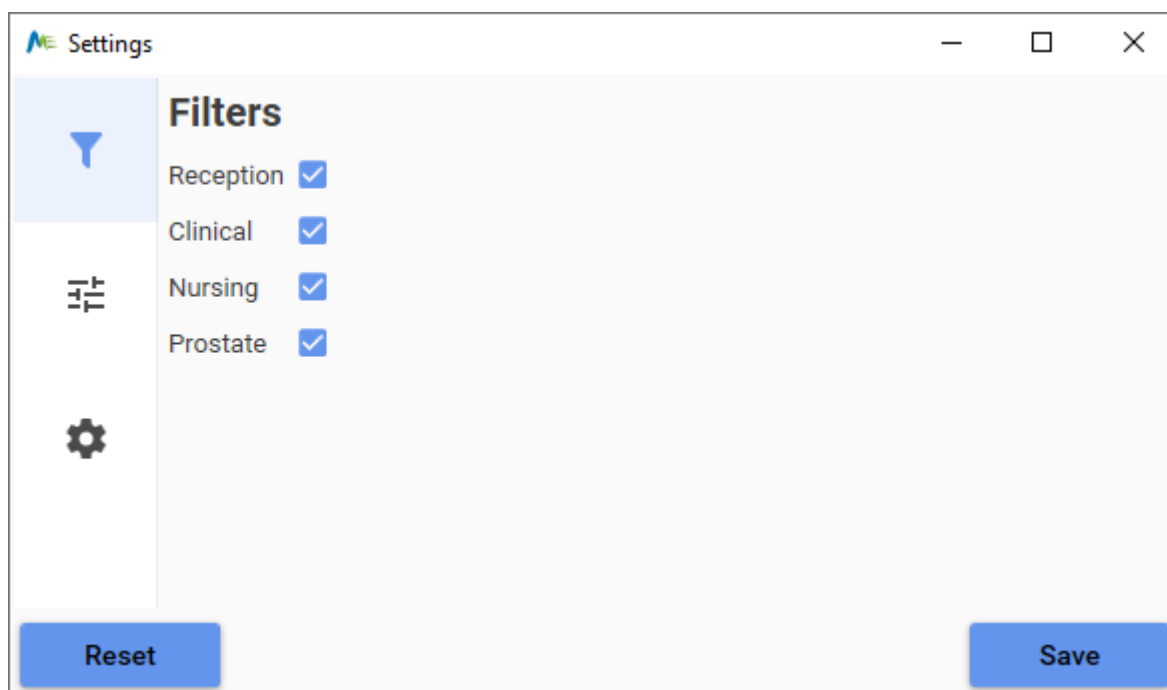


## Settings

The user can access the settings from the **Menu** icon on the toolbar. The settings allow the user to configure MōhioExpress in terms of functionality and appearance. The Settings window has 3 sections, which are explained below.

## Filters

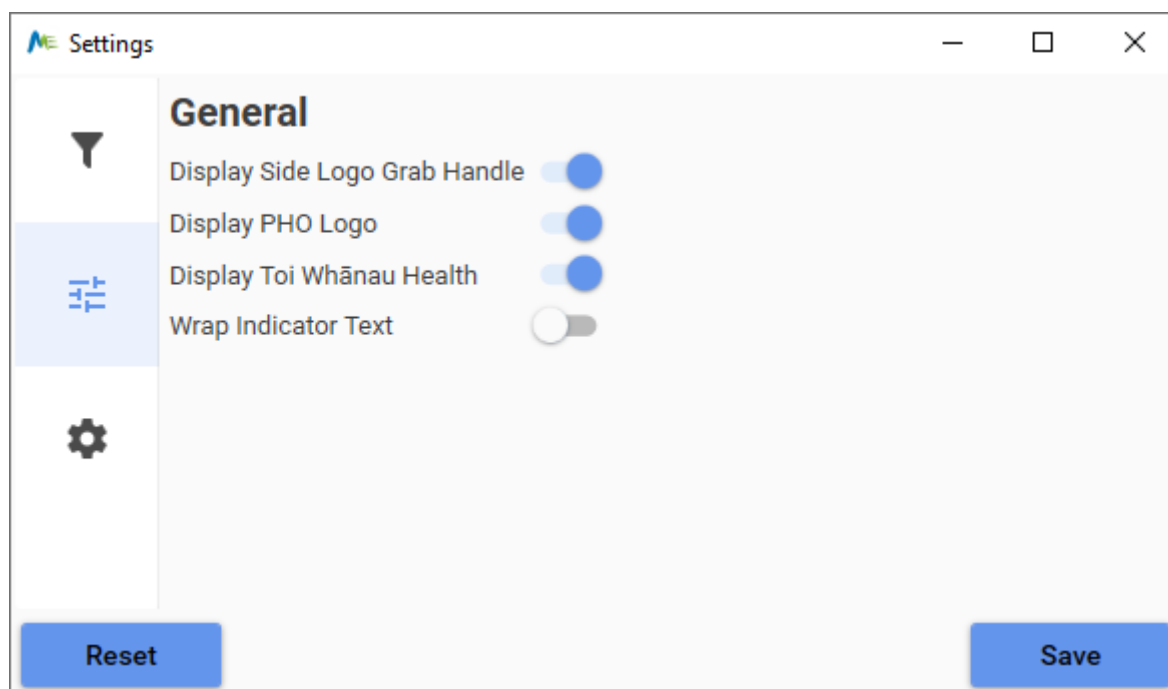
Allows the user to choose the indicators they want to display on their dashboard based on the type of user group they belong to. The options available are shown in the image below.






## |General








Allows the user to customise the appearance of MōhioExpress. The options available are explained below.



What does each option mean?

Option	Description
Display Side Logo Grab Handle	<p>This is referring to the Mōhio icon on the left side of MōhioExpress that also acts as a button to switch the views. The user has the option of disabling the logo from view.</p>  <p>This option is enabled by default.</p>



Display PHO Logo	<p>The user can choose to display or hide the logo of the PHO the Practice comes under.</p> <div data-bbox="1011 344 1090 421" style="text-align: center;"></div> <p>This option is enabled by default.</p>				
Display Toi Whanau Health	<p>This option adds the Toi related icons to the toolbar. These icons are</p> <table border="1" data-bbox="719 685 1385 1010"><tr><td data-bbox="719 685 863 846"></td><td data-bbox="863 685 1385 846">Toi Prescriptions</td></tr><tr><td data-bbox="719 846 863 1010"></td><td data-bbox="863 846 1385 1010">Toi Messages</td></tr></table> <p>This option is disabled by default.</p>		Toi Prescriptions		Toi Messages
	Toi Prescriptions				
	Toi Messages				
Wrap Indicator Text	<p>This option makes sure that the text on an indicator is displayed on multiple lines while still staying within view so that the user does not have to scroll right to see the full text. This is handy if the text on an indicator is really long.</p>				



## Advanced

Provides the user with additional advanced options that affects the behaviour and performance of MōhioExpress. The options are listed below.

**Settings**

**Advance**

Mohio Server URL

Connect to RocketM WSS

Use WSS Local Settings

RocketM WSS

**Override MIS Settings**

PHO Id

Practice Id

**Medtech32**

Use MohioForms within MohioExpress

**Medtech Evolution**

Is Screening Entry Open In Tab

Theme

**Reset** **Save**

What does each option mean?

Option	Description
Mōhio Server URL	URL of the Mōhio server for the appropriate PHO the Practice comes under.  This is automatically configured during the installation of MōhioExpress.



Connect to RocketM WSS	<p>This option decides the type of connectivity MōhioExpress uses to retrieve information from the PMS database. If enabled, WSS is the selected option; if not, IB is chosen.</p> <p>This option is enabled by default.</p>				
Use WSS Local Settings	<p>While using WSS, MōhioExpress reads the necessary details to make this connection from the Mōhio database. This option allows the user to override the details from the Mōhio database by providing the details here.</p> <p>By default, this option is disabled. Enabling it will display two additional fields that needs to be completed. These are,</p> <table border="1" data-bbox="624 931 1385 1240"> <tr> <td data-bbox="624 931 818 1086">Server</td> <td data-bbox="818 931 1385 1086">Computer name of the server where Mōhio apps are installed</td> </tr> <tr> <td data-bbox="624 1086 818 1240">Port</td> <td data-bbox="818 1086 1385 1240">Number of the port on the server that is configured for WSS connectivity</td> </tr> </table>	Server	Computer name of the server where Mōhio apps are installed	Port	Number of the port on the server that is configured for WSS connectivity
Server	Computer name of the server where Mōhio apps are installed				
Port	Number of the port on the server that is configured for WSS connectivity				
Override MIS Settings	<p>MIS is the Mōhio Installation Manager that in turn installs the Mōhio apps on to the Practice server. While configuring MIS, the Mōhio team has to select the PHO and the Practice name. This option in the Settings allows the user or Mōhio team to override this information by providing the PHO ID and Practice ID here.</p> <p>This option is disabled by default, and when enabled displays the additional fields for PHO ID and Practice ID.</p>				
Use MōhioForms within MōhioExpress	<p>When enabled, MōhioForms is opened external to the PMS in a browser window. When disabled, MōhioForms open within the PMS.</p>				



	This option is only applicable for MedTech32 and is enabled by default.
Is Screening Entry Open in Tab	<p>Corresponds to the similar option in MedTech Evolution which can be found under <b>File &gt; Options &gt; User Preferences &gt; Layout &gt; Tab Preference</b>.</p> <p>This option in MedTech Evolution when enabled opens a new screening window as a tab as opposed to a pop-up window when disabled. The MōhioExpress setting should align with the preference set in MedTech Evolution to make sure MōhioExpress does not experience any delays or run into any problems.</p>



### Save and Reset

After making any changes to the Settings, the user has to click **Save** for the changes to be applied.

If the user wishes to undo any changes, they can close the window.

If the user wishes to reset the settings back to the original configuration, click **Reset**.

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# FAQs

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**Q: I am not able to login to MōhioExpress?**

**A:** There are few reasons why you would not be able to login to MōhioExpress. The common ones are not knowing the correct password to your account, or your account has been locked due to 3 (or more) incorrect login attempts or if the account has not been in 2 months. Other scenarios include not having your PMS open while attempting to login, or some other technical error.

MōhioExpress would give an error message when the login fails. If it reads 'incorrect username or password', check with the Practice Manager for the correct credentials or to see if the account is locked. If latter, Practice would be able to unlock the account by logging into the Mōhio website under their Practice Manager account.

Alternatively, you can contact Mōhio Support for a resolution.

**Q: I am expecting a particular indicator on MōhioExpress for the current patient but cannot see it. Why?**

**A:** Usually this happens when the indicator you are expecting comes under a color category that is not enabled to be displayed on MōhioExpress. You can click on the Green and Black pins on MōhioExpress to enable them and now you are looking at all available indicators. You can now scroll through the list and find the indicator you were looking for.

**Q: Is there a cost to using MōhioExpress?**

**A:** There is no charge to using MōhioExpress as your membership contribution to the National Hauora Coalition covers all costs associated with the system, including any additional PMS license fees required.

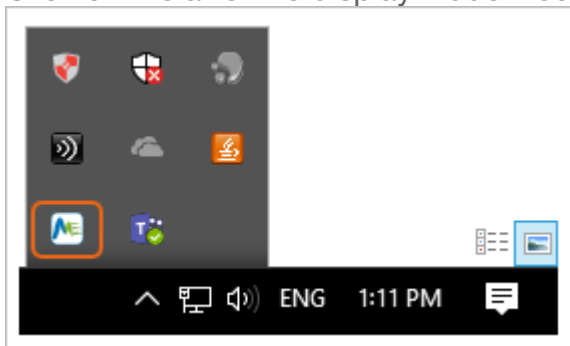
**Q: Why cannot I find MōhioExpress after I click 'Close Window'?**

**A:** The 'Close Window' feature hides MōhioExpress from view. This does not exit the application which is currently running in the background. To locate MōhioExpress again, follow the steps below.

1. Look for the System Tray on your screen. This is the place where you can see the date and time on your computer which is usually located at the bottom-right corner of your screen (unless changed).



2. Click on the arrow to display hidden icons (see image below)



3. You will find the MōhioExpress icon here. Click on it once to open it back on screen.

Alternatively, if you change patients on your PMS, MōhioExpress will automatically appear on the screen again.