

Kentucky Health
Information Exchange
(KHIE)

Vectorborne Diseases Case Report:

Zika Virus Disease & Zika Virus Disease, Congenital

Quick Reference Guide

May 2024

Vectorborne Disease Case Report: Zika Virus Disease & Zika Virus Diseases, Congenital Quick Reference Guide



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Illustrations

Illustrations contained herein are intended for example purposes only. The patients and providers depicted in these examples are fictitious. Any similarity to actual patients or providers is purely coincidental. Screenshots contained in this document may differ from the current version of the HealthInteractive asset.

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1 Introduction

Overview

This training manual covers the unique functionalities for the Zika Virus Disease and Zika Virus Disease, Congenital conditions in the Vectorborne Diseases eICR Form in the ePartnerViewer. The Zika Virus Disease condition contains unique birth-related fields on the **Patient Information** screen, unique and unique validation pop-ups on the **Review & Submit** screen. The Zika Virus Disease, Congenital condition captures the contact information of the person with whom the patient lives and contains unique validation pop-ups on the **Patient Information** screen. All other screens for Zika Virus Disease and Zika Virus Disease, Congenital conditions follow the generic workflow for the Vectorborne Diseases Case Report. For specific information about the Vectorborne Diseases Case Report, please review the *Direct Data Entry for Case Reports: Vectorborne Diseases User Guide*.

Users with the *Manual Case Reporter* role can submit case reports from the ePartnerViewer by completing an online case report. The process generates a manual electronic initial case report (eICR) which is routed to the Kentucky Department for Public Health (KDPH). All examples and screenshots used in this guide are simulated with mock data; no Protected Health Information (PHI) is present.

Please Note: All screenshots shown throughout this document reflect how Users would interact with the ePartnerViewer while using a desktop or tablet device. While core functionality remains the same across multiple devices, interface components may vary in presentation.

Supported Web Browsers

Users must access the ePartnerViewer with a supported web browser. The ePartnerViewer is configured to support the following modern browsers on desktop, tablet, and mobile devices:

Desktop Browser Version	Mobile Browser Version		
Microsoft Edge			
Version 44+	Version 40+		
Google Chrome			
Version 70+	Version 70+		
Mozilla Firefox			
Version 48+	Version 48+		
Apple Safari			
Version 9+	iOS 11+		

Please Note: The ePartnerViewer does <u>not</u> support Microsoft Internet Explorer. To access the ePartnerViewer, Users must use a modern browser such as Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.

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Mobile Device Considerations

The ePartnerViewer is based on responsive design. This means it renders in the best format based on the user's device size. Responsive design applies to mobile, tablet, and desktop devices. Tablet devices in landscape display mode are considered desktop.

Accessing the ePartnerViewer

To access the ePartnerViewer, Users must meet the following specifications:

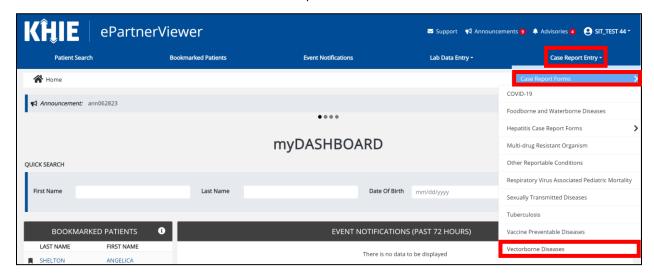
- 1. Users must be part of an organization with a signed Participation Agreement with KHIE.
- 2. Users are required to have a Kentucky Online Gateway (KOG) account.
- 3. Users are required to complete Multi-Factor Authentication (MFA).

Please Note: For specific information about creating a Kentucky Online Gateway (KOG) account and how to complete MFA, please review the <u>ePartnerViewer Login: Kentucky Online Gateway</u> (KOG) and Okta Verify Multi-Factor Authentication (MFA) User Guide.

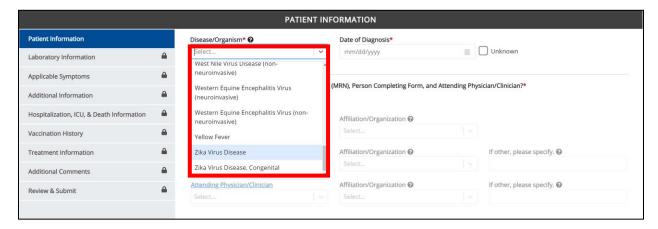


2 Zika Virus Disease Patient Information

- To enter Vectorborne Diseases case report information, click the Case Report Entry Tab in the blue Navigation Bar at the top of the screen, then select Case Report Forms from the dropdown menu.
- 2. Select **Vectorborne Diseases** from the dropdown menu.



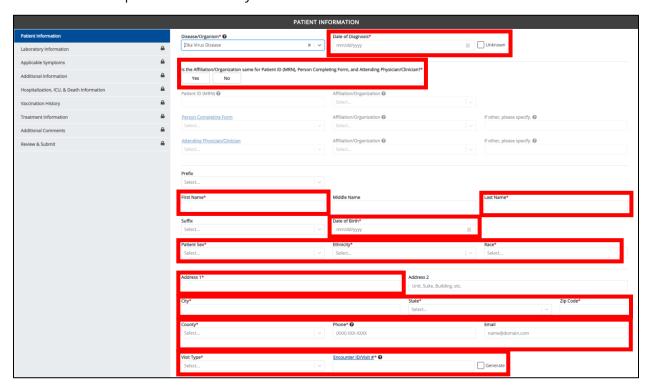
3. To start the Zika Virus Disease Case Report entry, select **Zika Virus Disease** from the *Disease/Organism* field on the **Patient Information** screen.



Please Note: Case Reports for Zika Virus Disease must be submitted only for patients **older than 28 days of age**.



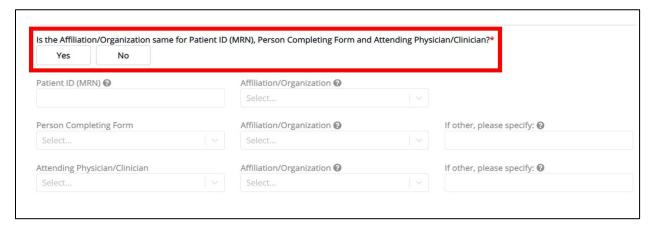
4. You must complete the mandatory fields on the **Patient Information** screen.



5. Enter the **Date of Diagnosis**. If the date of diagnosis is unknown, click the **Unknown** checkbox.



6. Select the **appropriate answer** for the conditional field: *Is the Affiliation/Organization same for Patient ID (MRN), Person Completing Form, and Attending Physician/Clinician?*





• Click **Yes** to apply the **same** Affiliation/Organization to the Patient ID (MRN), the Person Completing the Form, and the Attending Physician/Clinician.



 Click No to select a <u>different</u> Affiliation/Organization for the Patient ID (MRN), Person Completing Form, and the Attending Physician/Clinician.

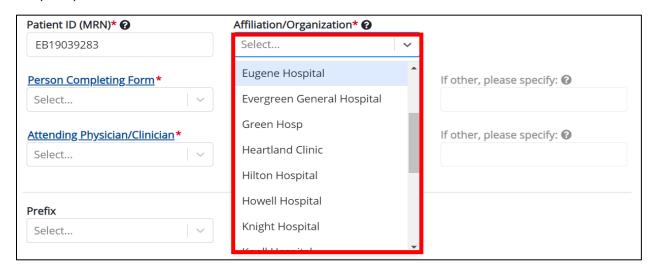


7. Enter the patient's **Medical Record Number (MRN)** in the *Patient ID (MRN)* field. An MRN is an organization specific, unique identification number assigned to a patient by a healthcare organization. If your organization does not use an MRN, you MUST create a way to uniquely identify your patient so that the patient is registered in the KHIE system.





8. From the dropdown menu, select the **Affiliation/Organization** that applies to the Patient ID (MRN).



Please Note: If **Yes** is selected for the conditional field: *Is the Affiliation/Organization same for Patient ID (MRN), Person Completing Form, and Attending Physician/Clinician?* the same Affiliation/Organization will apply to each. The *Affiliation/Organization* field is enabled only for the Patient ID (MRN).

9. From the dropdown menu, select the name of the **Person Completing Form**.



10. If applicable, select the **Affiliation/Organization** that applies to the Person Completing the Form.



Please Note: The *Affiliation/Organization* field that applies to the Person Completing Form is enabled only if you selected **No** to the conditional question: *Is the Affiliation/Organization same for Patient ID (MRN), Person Completing Form, and Attending Physician/Clinician*?



11. Select the **Attending Physician/Clinician** from the dropdown menu.

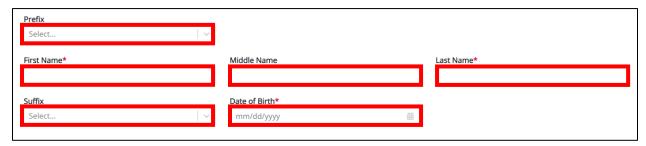


12. If applicable, select the **Affiliation/Organization** that applies to the physician attending the patient.



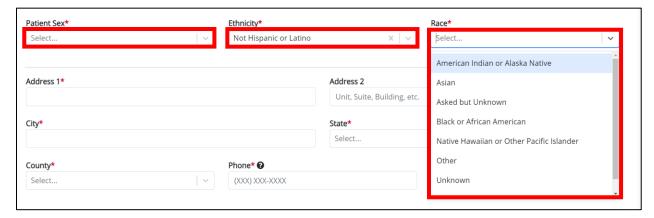
Please Note: The *Affiliation/Organization* field that applies to the Attending Physician/Clinician is enabled only when you select **No** to the conditional question: *Is the Affiliation/Organization same for Patient ID (MRN), Person Completing Form, and Attending Physician/Clinician*?

- 13. If available for the patient, select the **Prefix** and **Suffix** from the dropdown menus.
- 14. Enter the patient's First Name and Last Name.
- 15. If available, enter the patient's **Middle Name**.
- 16. Enter the patient's **Date of Birth**.

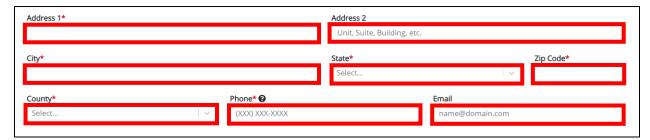




- 17. Select the **Patient Sex** from the dropdown menu.
- 18. Select the patient's **Ethnicity** and **Race** from the appropriate dropdown menus.



- 19. Enter the patient's Street Address, City, State, Zip Code, and County.
- 20. Enter the patient's **Phone Number**.
- 21. If available, enter the patient's **Email Address**.



22. Select the **type of patient visit** from the *Visit Type* dropdown menu.



• The Encounter ID/Visit # field allows Users to enter a unique 20-digit Encounter ID/Visit #.



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The Encounter ID/Visit # hyperlink allows Users to view the Patient Case History which includes the
historical case report details and Encounter IDs (when available) that were previously submitted
for the patient. The Patient Case History search is based on the Patient First Name, Last Name,
and Patient ID (MRN) entered.



The *Generate* checkbox triggers the system to generate a unique 20-digit Encounter ID/Visit #
if the Encounter ID/Visit # is unknown.



Upon clicking the *Generate* checkbox, the *Encounter ID/Visit #* field will be grayed out and disabled.
 The *Encounter ID/Visit #* field will display the system-generated Encounter ID/Visit # only <u>after</u> the **Patient Information** screen has been completed and saved.



23. If applicable, select the **appropriate answer** to *Is the patient currently pregnant?*



Please Note: The *Is the patient currently pregnant?* field is enabled and required only when the *Patient Sex* field is marked as *Female*.

• If **Yes** is selected for the *Is the patient currently pregnant?* field, the subsequent field is enabled. Enter the **estimated due date (EDC)** in the subsequent field: *If yes, please enter the due date (EDC)*. If the due date is unknown, click the **Unknown** checkbox.





Please Note: If **No** or **Unknown** is selected for the *Is the patient currently pregnant?* field, the subsequent field is disabled: *If yes, please enter the due date (EDC)*.



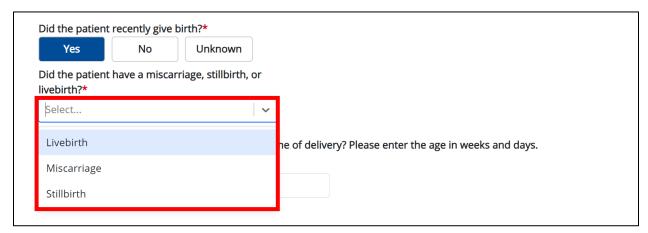
24. If applicable, select the **appropriate answer** to *Did the patient recently give birth?*



25. If **Yes** is selected for the conditional question, the subsequent fields on the screen are enabled.



26. Select the **appropriate answer** from the subsequent dropdown menu: *Did the patient have a miscarriage, stillbirth, or livebirth?*





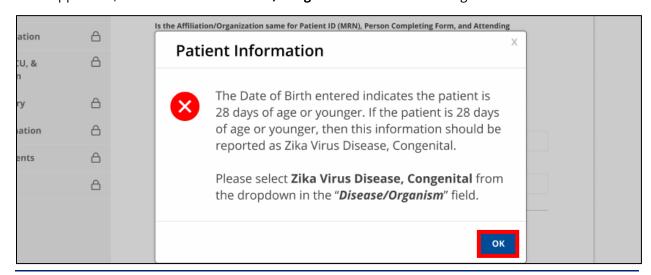
27. Enter the **gestational age of the fetus at the time of delivery in weeks and days** in the *Weeks* and *Days* textboxes for the field: *What was the gestational age of the fetus at the time of delivery? Please enter the age in weeks and days.*



28. When the **Patient Information** screen has been completed, click **Save** to save your progress or click **Next** to proceed to the **Laboratory Information** screen.



- 29. Upon clicking **Save** or **Next**, the *Patient Information* pop-up displays the following message when the Date of Birth entered indicates the patient is 28 days of age or younger.
- The Date of Birth entered indicates the patient is 28 days of age or younger. If the patient is 28 days of age or younger, then this information should be reported as Zika Virus Disease, Congenital. Please select **Zika Virus Disease, Congenital** from the dropdown in the "**Disease/Organism**" field.
- 30. Click **OK** to close the *Patient Information* pop-up.
- 31. If applicable, enter the **appropriate Date of Birth** to indicate that the patient is older than 28 days of age.
- 32. If applicable, select Zika Virus Disease, Congenital for the Disease/Organism field.



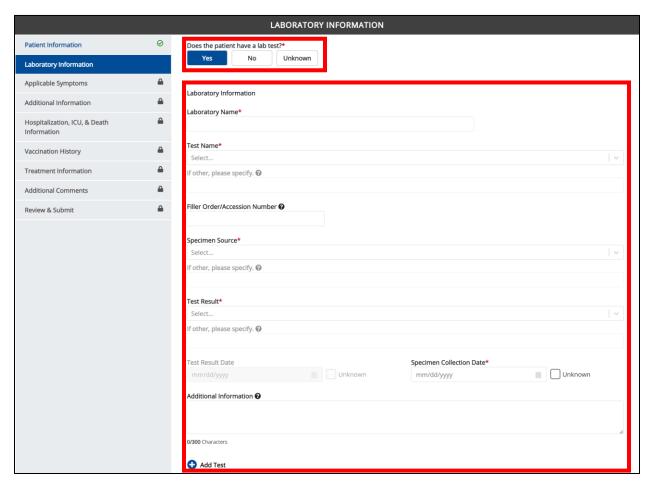


3 Zika Virus Disease Laboratory Information

1. On the **Laboratory Information** screen, select the **appropriate answer** for the conditional question at the top: *Does the patient have a lab test?*



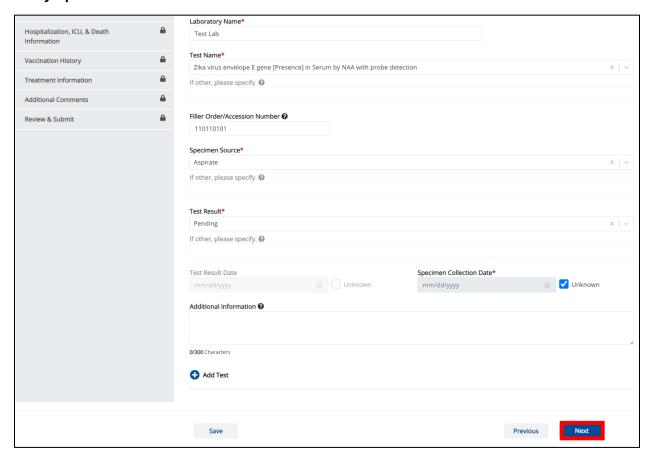
2. If **Yes** is selected, the subsequent laboratory-related fields on the screen are enabled. You must enter details for a lab test.



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3. Once the **Laboratory Information** screen is complete, click **Next** to proceed to the **Applicable Symptoms** screen.



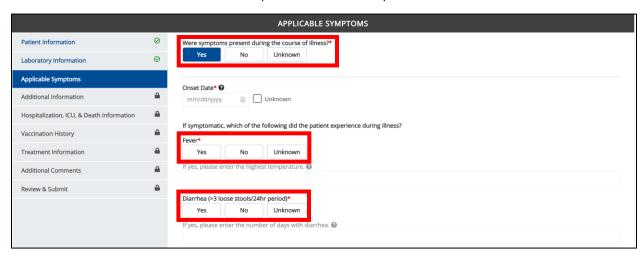


4 Zika Virus Disease Applicable Symptoms

1. On the **Applicable Symptoms** screen, select the appropriate answer for the conditional question at the top: *Were symptoms present during the course of illness*?



2. If *Yes* is selected for the conditional question, the subsequent fields on the screen are enabled.



Please Note: If **No** is selected for the conditional question, all subsequent symptom fields are disabled and marked with **No**. If **Unknown** is selected for the conditional question, all subsequent symptom fields are disabled and marked as **Unknown**.

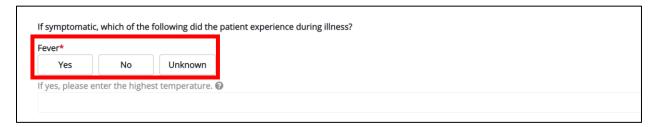
- Enter the Onset Date for the symptoms.
- If the onset date is unknown, click the *Unknown* checkbox.



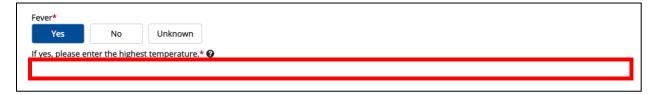
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4. To report whether the patient had a fever during the illness, select the **appropriate answer** for the field: *Fever*.



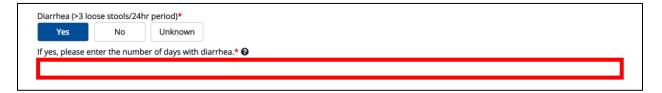
• If **Yes** is selected, the subsequent field is enabled. Enter the **patient's highest temperature** in the subsequent textbox: *If yes, please enter the highest temperature*.



5. To report the patient had diarrhea during the illness, select the **appropriate answer** for the field: *Diarrhea* (>3 loose stools/24hr period).

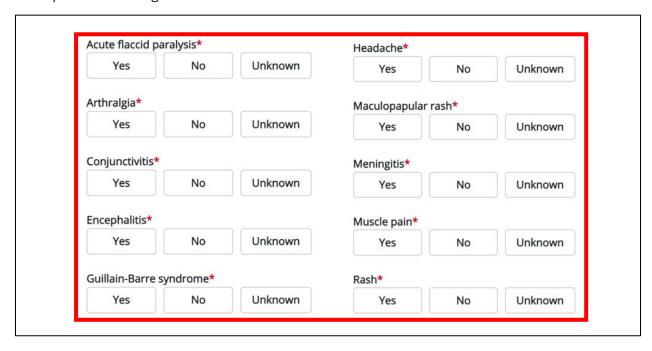


• If **Yes** is selected, the subsequent field is enabled. Enter the **number of days with diarrhea** in the subsequent textbox: *If yes, please enter the number of days with diarrhea*.





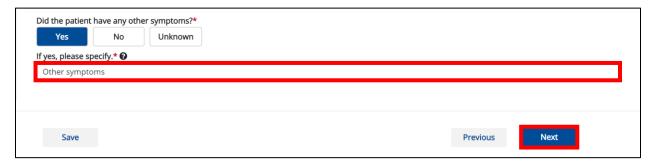
6. Select the **appropriate answers** for the following fields to indicate the symptoms the patient experienced during illness:



7. To report additional symptoms not listed on the screen, select the **appropriate answer** for the field: *Did the patient have any other symptoms*?



- If **Yes** is selected, the subsequent field is enabled. Enter the **patient's other symptoms** in the subsequent textbox: *If yes, please specify*.
- 8. Once complete, click **Next** to proceed to the **Additional Information** screen.



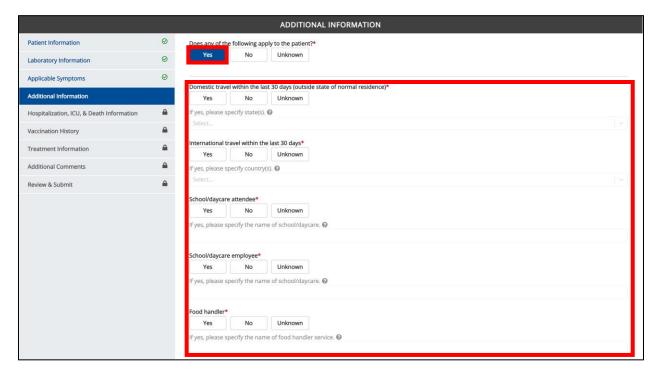


5 Zika Virus Disease Additional Information

1. On the **Additional Information** screen, select the **appropriate answer** for the conditional question at the top: *Does any of the following apply to the patient?*



2. If **Yes** is selected for the conditional question, the subsequent fields on the screen are enabled. You must complete the required fields on the screen.



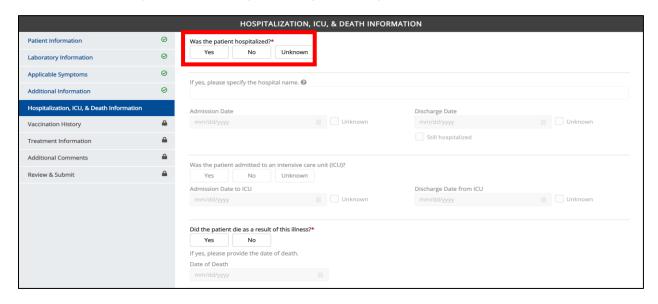
4. Once complete, click **Next** to proceed to the **Hospitalization**, **ICU**, **& Death Information** screen.



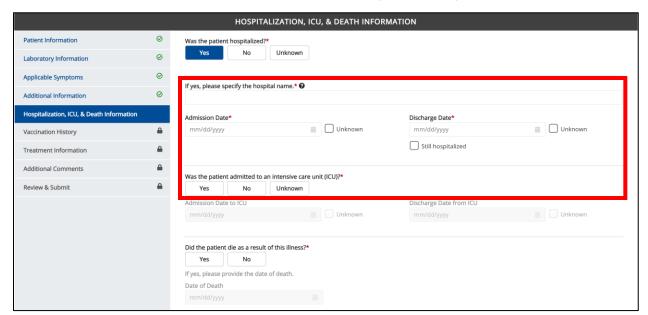


6 Zika Virus Disease Hospitalization, ICU, & Death Information

1. On the **Hospitalization**, **ICU**, **& Death Information** screen, select the **appropriate answer** for the conditional question at the top: *Was the patient hospitalized*?



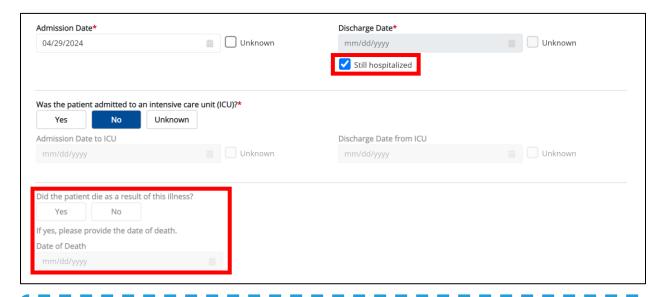
2. If **Yes** is selected for the conditional question, the subsequent hospitalization-related and ICU-related fields on the screen are enabled. You must complete the required fields.



Please Note: If **No** or **Unknown** is selected for the conditional question, all subsequent hospitalization-related and ICU-related fields are disabled. Death-related questions are not impacted by the selected answer for the conditional question: Was the patient hospitalized?

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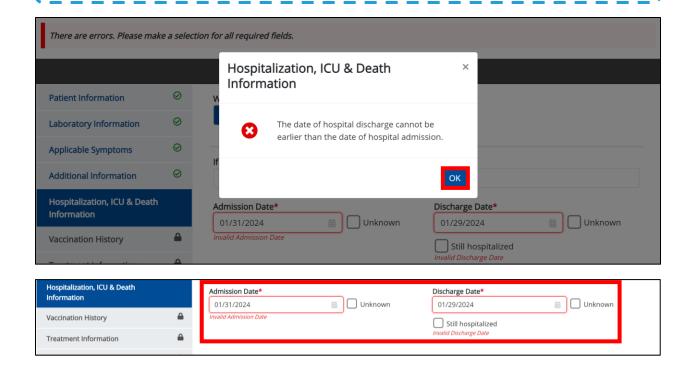


Please Note: The Admission Date **cannot** occur **after** the Discharge Date. The Admission Date must occur on the **same date** or any date **BEFORE** the Discharge Date.

If you enter an Admission Date that occurs after the Discharge Date and click **Next**, both fields are marked as invalid, and the screen is grayed out and displays a pop-up message that states:

The date of hospital discharge cannot be earlier than the date of hospital admission.

To proceed, you must click **OK** and enter a valid Discharge Date that occurs **on** or **after** the Admission Date.



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3. If applicable, select the **appropriate answer** for the field: *Did the patient die as a result of this illness*?



• If **Yes** is selected, the subsequent *Date of Death* field is enabled. Enter the patient's **Date of Death**.



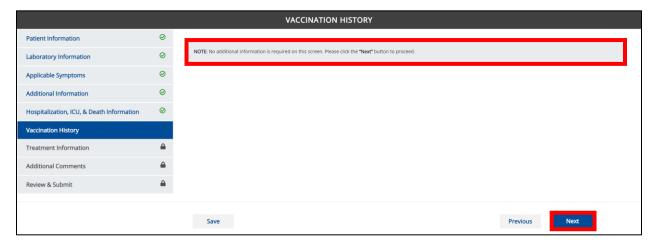
4. Once complete, click **Next** to proceed to the **Vaccination History** screen.





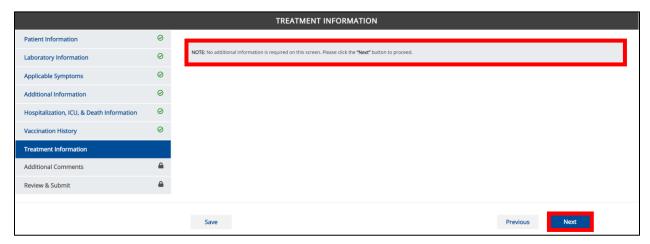
7 Zika Virus Disease Vaccination History

- 1. On the **Vaccination History** screen, the following message displays at the top: **NOTE**: No additional information is required on this screen. Please click the "**Next**" button to proceed.
- 2. Click **Next** to proceed to the **Treatment Information** screen.



8 Zika Virus Disease Treatment Information

- 1. On the **Treatment Information** screen, the following message displays at the top: **NOTE**: No additional information is required on this screen. Please click the "**Next**" button to proceed.
- 2. Click **Next** to proceed to the **Additional Comments** screen.





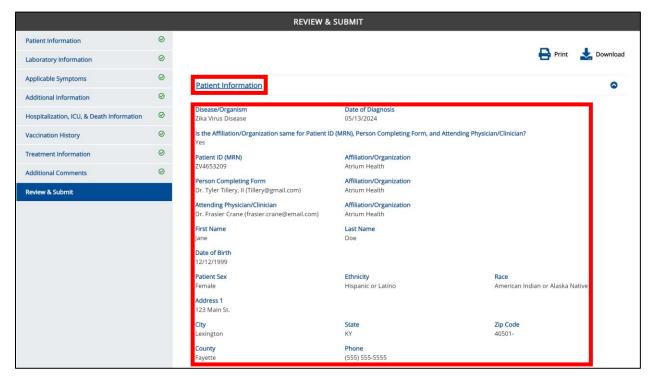
9 Zika Virus Disease Additional Comments

- On the Additional Comments screen, enter additional comments or notes about the patient, if applicable.
- 2. Once complete, click **Next** to proceed to the **Review & Submit** screen.



10 Zika Virus Disease Review and Submit

1. On the **Review and Submit** screen, review the summary of information you have entered. Click the **appropriate section header** to make edits to the section's information.

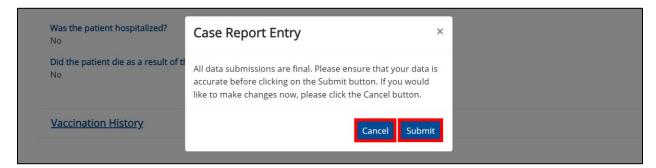




2. After verifying the information is accurate and/or the appropriate changes have been made, you must click **Submit** to submit the Zika Virus Disease Case Report Entry.

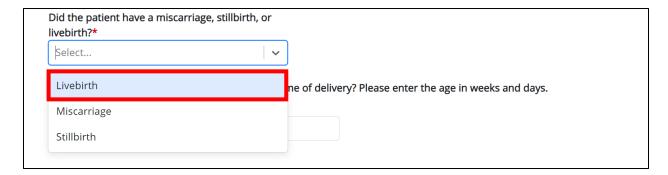


• All case report submissions are final. You have one more opportunity to select **Cancel** to continue reviewing the Case Report or click **Submit** to submit the report.



Please Note: Once a case report has been submitted, it is final. Should you later discover that you have entered inaccurate information, please use the **Support Tab** in the ePartnerViewer to report this information.

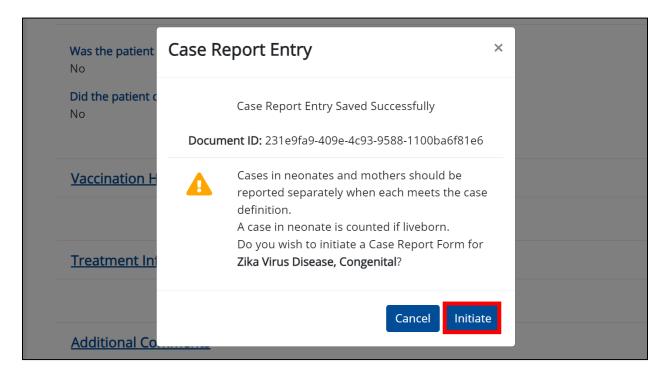
- 3. If *Livebirth* was selected for the *Did the patient have a miscarriage, stillbirth, or livebirth* dropdown menu on the **Patient Information** screen, then the *Case Report Entry* pop-up displays the following message:
 - Cases in neonates and mothers should be reported separately when each meets the case definition.
 A case in neonate is counted if liveborn. Do you wish to initiate a Case Report Form for Zika Virus Disease, Congenital?



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4. This pop-up allows you to create a new Zika Virus Disease, Congenital Case Report Form for the patient's child. To initiate a Zika Virus Disease, Congenital Case Report for the patient's child, click **Initiate** on the pop-up.

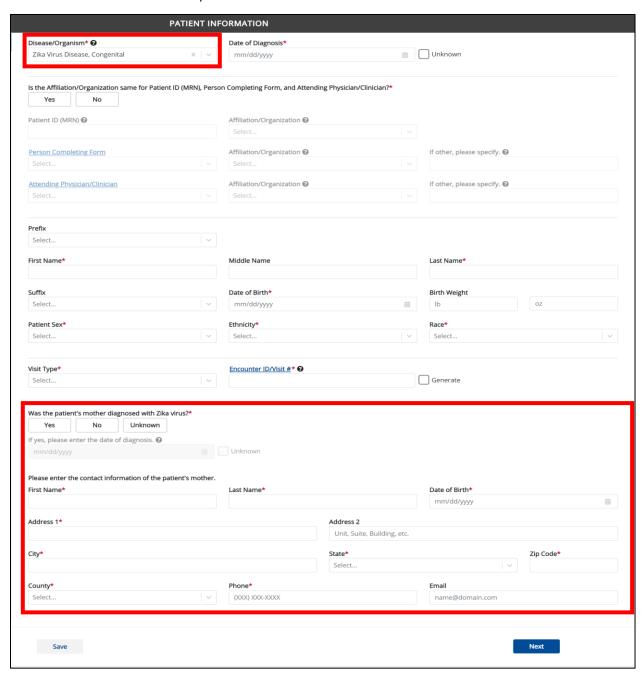


Please Note: Upon clicking **Initiate** on the *Case Report Entry* pop-up, you are automatically navigated to the **Patient Information** screen of the Vectorborne Diseases Case Report with **Zika Virus, Congenital** preselected for the *Disease/Organism* field.



11 Zika Virus Disease, Congenital Patient Information

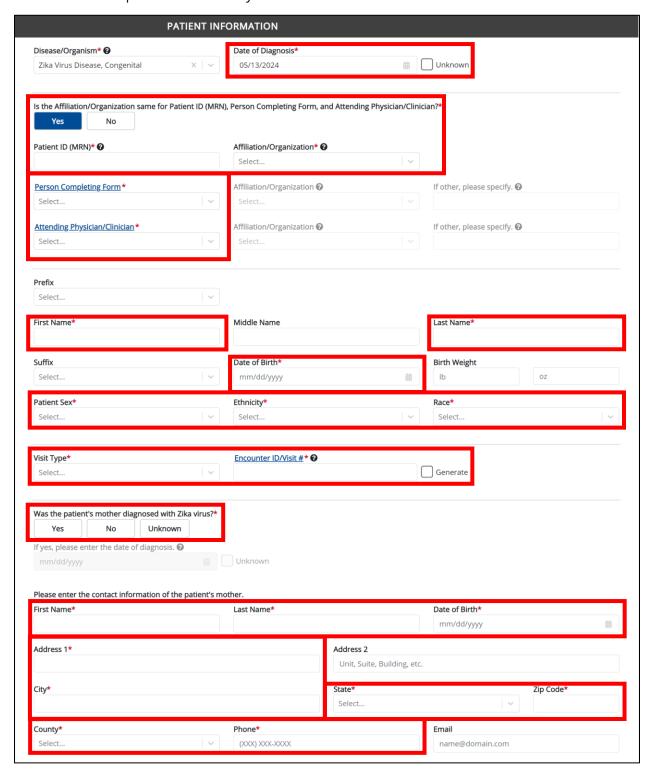
- Upon clicking Initiate on the Case Report Entry pop-up after submitting the Zika Virus Disease Case Report, you are automatically navigated to the Patient Information screen of the Vectorborne Diseases Conditions Case Report with Zika Virus Disease, Congenital preselected for the Disease/Organism field.
- 2. The **Patient Information** screen of the Zika Virus Disease, Congenital Case Report displays additional fields about the patient's mother.



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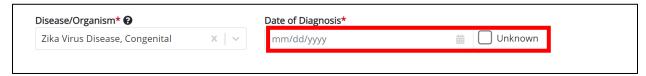


3. You must complete the mandatory fields on the **Patient Information** screen.





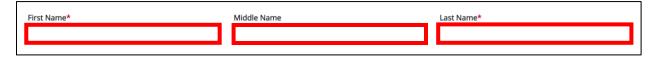
4. Enter the **Date of Diagnosis**. If the Date of Diagnosis is unknown, click the **Unknown** checkbox.



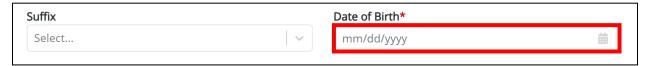
5. If available for the patient, select the **Prefix** and **Suffix** from the dropdown menus.



- 6. Enter the patient's **First Name** and **Last Name**.
- 7. If available, enter the patient's **Middle Name**.



8. Enter the patient's **Date of Birth**.



9. If available, enter the patient's **Birth Weight** in the *lb* and *oz* textbox fields.

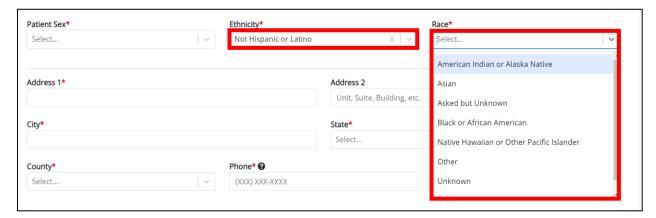


10. Select the **Patient Sex** from the dropdown menu.





11. Select the patient's **Ethnicity** and **Race** from the appropriate dropdown menus.



12. Select the **type of patient visit** from the *Visit Type* dropdown menu.



• The Encounter ID/Visit # field allows Users to enter a unique 20-digit Encounter ID/Visit #.



The Encounter ID/Visit # hyperlink allows Users to view the Patient Case History which includes the
historical case report details and Encounter IDs (when available) that were previously submitted
for the patient. The Patient Case History search is based on the Patient First Name, Last Name,
and Patient ID (MRN) entered.



• The *Generate* checkbox triggers the system to generate a **unique 20-digit Encounter ID/Visit #** if the Encounter ID/Visit # is unknown.





Upon clicking the *Generate* checkbox, the *Encounter ID/Visit #* field will be grayed out and disabled.
 The *Encounter ID/Visit #* field will display the system-generated Encounter ID/Visit # only <u>after</u> the **Patient Information** screen has been completed and saved.



Patient's Mother's Details

The Zika Virus Disease, Congenital Case Report captures details of the patient's mother.

13. Select the **appropriate answer** for the field: Was the patient's mother diagnosed with Zika virus?



• If **Yes** is selected, enter the **date of diagnosis of the patient's mother**. If the date of diagnosis is unknown, click the **Unknown** checkbox.



- 14. Enter the **First Name** and **Last Name** of the patient's mother.
- 15. Enter the **Date of Birth** of the patient's mother.





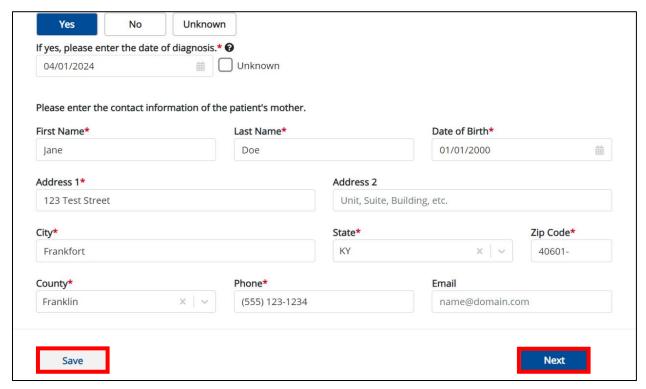
16. Enter the Street Address, City, State, Zip Code, and County of the patient's mother.



- 17. Enter the **Phone Number** of the patient's mother.
- 18. If available, enter the **Email Address** of the patient's mother.

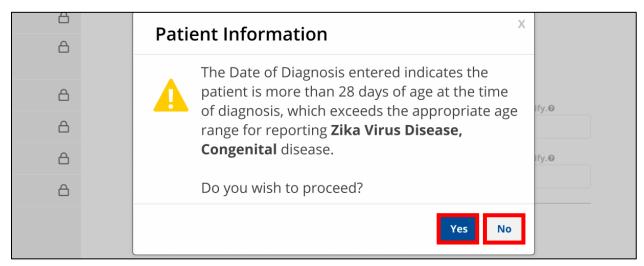


19. When the **Patient Information** screen has been completed, click **Save** to save your progress or click **Next** to proceed to the **Laboratory Information** screen.

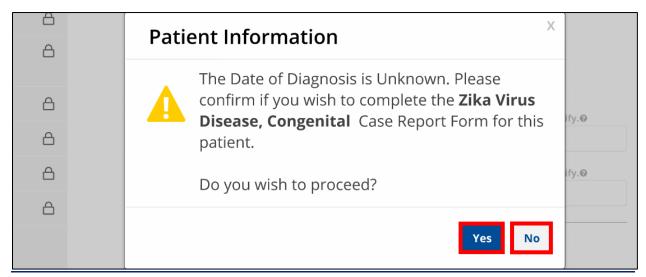




- 20. Upon clicking **Save** or **Next**, the *Patient Information* pop-up displays the following message when the Date of Birth entered indicates the patient is older than 28 days of age.
- The Date of Diagnosis entered indicates the patient is more than 28 days of age at the time of diagnosis, which exceeds the appropriate age range for reporting Zika Virus Disease, Congenital disease. Do you wish to proceed?
- 21. To update the Date of Diagnosis, click **No** to close the *Patient Information* pop-up and enter the **appropriate Date of Diagnosis** to indicate that the patient is 28 days of age or younger.
- 22. If the Date of Diagnosis is accurate, click **Yes** to close the *Patient Information* pop-up and proceed to the **Laboratory Information** screen.



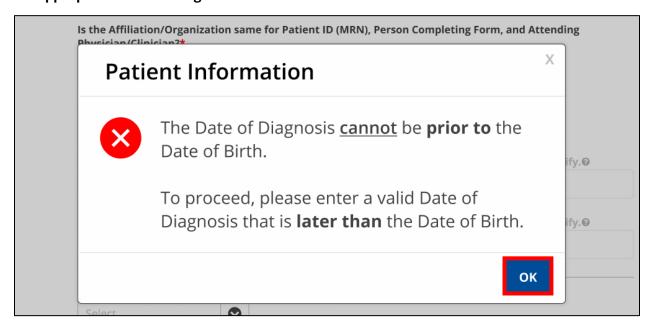
- 23. Upon clicking **Save** or **Next**, the *Patient Information* pop-up displays the following message when the Date of Diagnosis entered is unknown.
- The Date of Diagnosis is Unknown. Please confirm if you wish to complete the **Zika Virus Disease**, **Congenital** Case Report Form for this patient. Do you wish to proceed?



Vectorborne Disease Case Report: Zika Virus Disease & Zika Virus Diseases, Congenital Quick Reference Guide



- 24. To update the Date of Diagnosis, click **No** to close the *Patient Information* pop-up and enter the **appropriate Date of Diagnosis**.
- 25. If the Date of Diagnosis is not known, click **Yes** to close the *Patient Information* pop-up and proceed to the **Laboratory Information** screen.
- 26. Upon clicking **Save** or **Next**, the *Patient Information* pop-up displays the following message when the Date of Diagnosis entered occurs <u>before</u> the patient's Date of Birth.
- The Date of Diagnosis <u>cannot</u> be **prior to** the Date of Birth. To proceed, please enter a valid Date of Diagnosis that is **later than** the Date of Birth.
- 27. To update the Date of Diagnosis, click **OK** to close the *Patient Information* pop-up and enter the **appropriate Date of Diagnosis**.



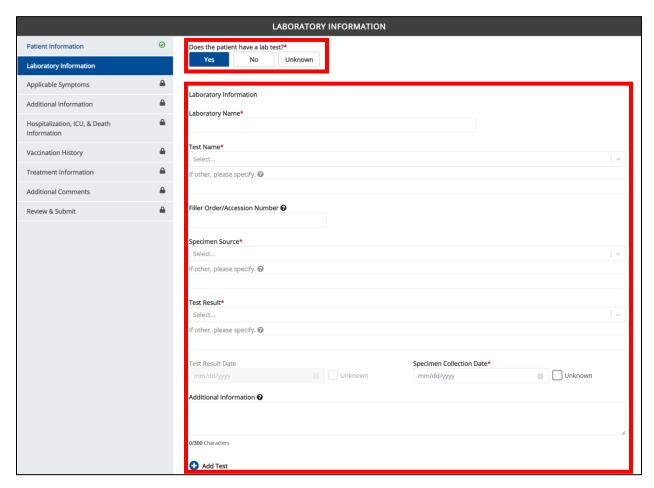


12 Zika Virus Disease, Congenital Laboratory Information

28. On the **Laboratory Information** screen, select the **appropriate answer** for the conditional question at the top: *Does the patient have a lab test?*



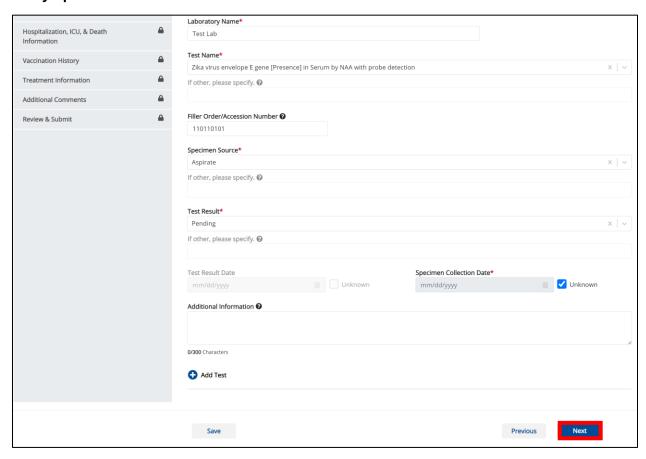
29. If **Yes** is selected, the subsequent laboratory-related fields on the screen are enabled. You must enter details for a lab test.



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30. Once the **Laboratory Information** screen is complete, click **Next** to proceed to the **Applicable Symptoms** screen.



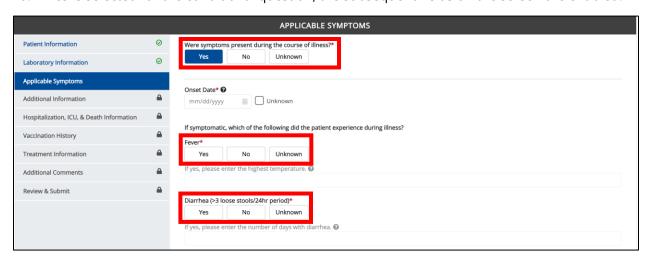


13 Zika Virus Disease, Congenital Applicable Symptoms

9. On the **Applicable Symptoms** screen, select the appropriate answer for the conditional question at the top: *Were symptoms present during the course of illness*?



10. If **Yes** is selected for the conditional question, the subsequent fields on the screen are enabled.



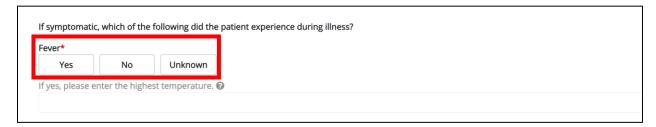
Please Note: If **No** is selected for the conditional question, all subsequent symptom fields are disabled and marked with **No**. If **Unknown** is selected for the conditional question, all subsequent symptom fields are disabled and marked as **Unknown**.

- 11. Enter the **Onset Date** for the symptoms.
- If the onset date is unknown, click the *Unknown* checkbox.

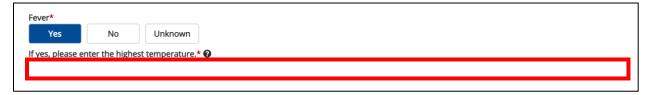




12. To report whether the patient had a fever during the illness, select the **appropriate answer** for the field: *Fever*.



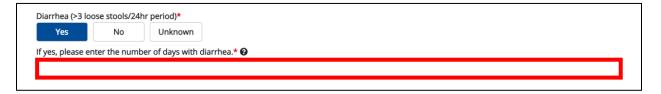
• If **Yes** is selected, the subsequent field is enabled. Enter the **patient's highest temperature** in the subsequent textbox: *If yes, please enter the highest temperature*.



13. To report the patient had diarrhea during the illness, select the **appropriate answer** for the field: *Diarrhea* (>3 loose stools/24hr period).

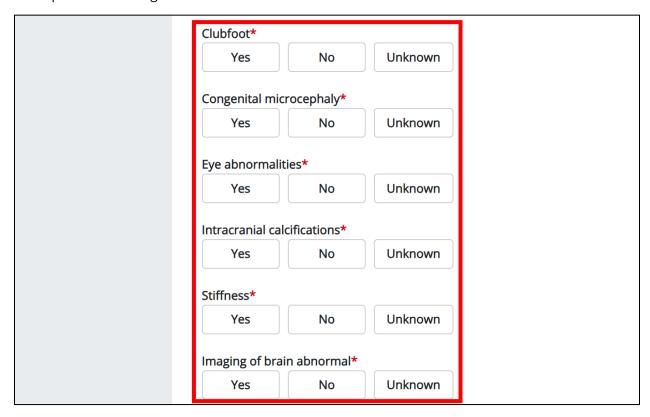


• If **Yes** is selected, the subsequent field is enabled. Enter the **number of days with diarrhea** in the subsequent textbox: *If yes, please enter the number of days with diarrhea*.





14. Select the **appropriate answers** for the following fields to indicate the symptoms the patient experienced during illness:



15. To report additional symptoms not listed on the screen, select the **appropriate answer** for the field: *Did the patient have any other symptoms*?



- If **Yes** is selected, the subsequent field is enabled. Enter the **patient's other symptoms** in the subsequent textbox: *If yes, please specify*.
- 16. Once complete, click **Next** to proceed to the **Additional Information** screen.



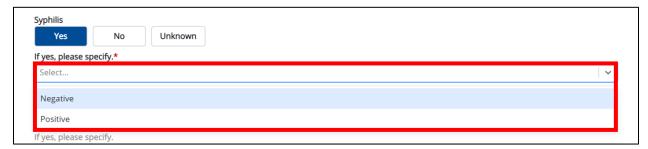


14 Zika Virus Disease, Congenital Additional Comments

- 1. On the **Additional Comments** screen, the following question displays at the top: *Were results obtained for the following tests?*
- 2. Select the appropriate answer for the field: Syphilis.



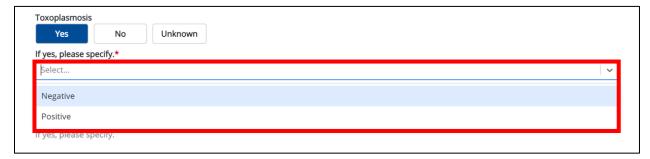
3. If **Yes** is selected, select the **appropriate answer for the test results** for the field: *If yes, please specify.*



4. Select the **appropriate answer** for the field: *Toxoplasmosis*.



5. If **Yes** is selected, select the **appropriate answer for the test results** for the field: *If yes, please specify.*

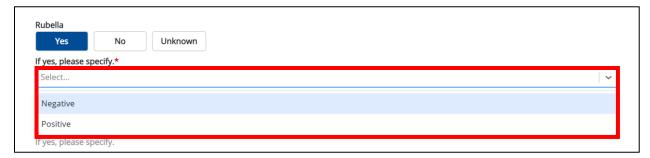




6. Select the **appropriate answer** for the field: *Rubella*.



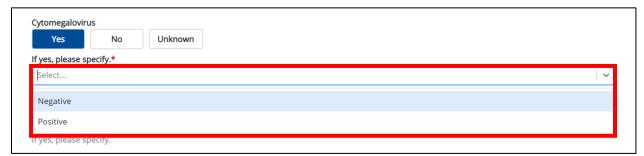
7. If **Yes** is selected, select the **appropriate answer for the test results** for the field: *If yes, please specify.*



8. Select the **appropriate answer** for the field: *Cytomegalovirus*.



9. If **Yes** is selected, select the **appropriate answer for the test results** for the field: *If yes, please specify.*

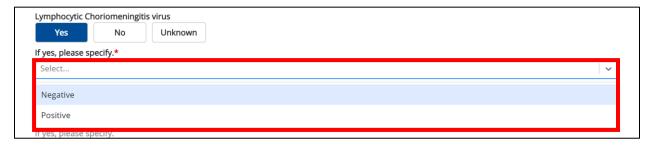


10. Select the appropriate answer for the field: Lymphocytic Choriomeningitis virus.





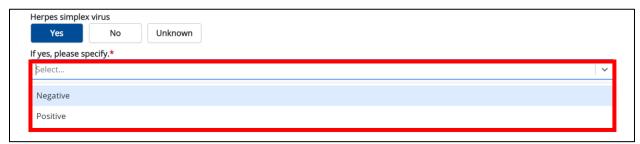
11. If **Yes** is selected, select the **appropriate answer for the test results** for the field: *If yes, please specify.*



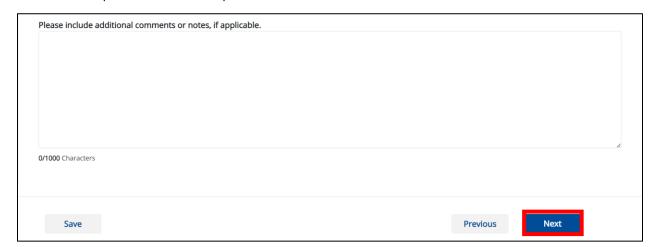
12. Select the **appropriate answer** for the field: *Herpes simplex virus*.



13. If **Yes** is selected, select the **appropriate answer for the test results** for the field: *If yes, please specify.*



- 14. If applicable, enter **additional comments or notes about the patient** in the textbox.
- 15. Once complete, click **Next** to proceed to the **Review & Submit** screen.





Please Note: From this point forward, the workflow screens are the same as other Vectorborne Diseases Case Reports. Please review the **Direct Data Entry for Case Reports: Vectorborne Diseases User Guide** for more information.

15 Technical Support

Toll-Free Telephone Support

For questions and assistance regarding the ePartnerViewer, please call 1 (800) 633-6283.

Email Support

To submit questions or request support regarding the ePartnerViewer, please email KHIESupport@ky.gov.

Please Note: To seek assistance or log issues, you can use the **Support Tab** located in the blue navigation bar at the top of the screen in the ePartnerViewer.

