

Annie App for Clinicians

At A Glance



What Is Annie?

Annie is a VA service that promotes self-care for Veterans enrolled in VA health care. Patients using Annie receive automated text messages to track and monitor their own health along with motivational and educational messages. Annie also sends broadcast messages from the patient's local VA medical center.

The Annie App for Clinicians allows you to review health readings that your patients have submitted to Annie. Messages and patient data are stored in the Annie system where you can view the texts and readings as needed.

Annie is intended for patient self-care. It does not allow for direct text messaging between Veterans and VA staff.

To use the Annie App for Clinicians, you must be a VA health care team member with Veterans Health Information Systems and Technology Architecture (Vista) credentials.

Annie is named after Lieutenant Annie G. Fox, the first woman to receive the Purple Heart for combat. She was Chief Nurse in the Army Nurse Corps at Hickam Field, Pearl Harbor.

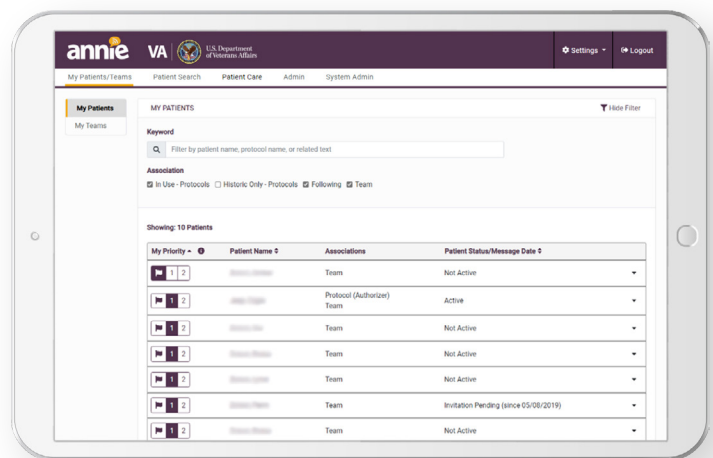
Staff View

Staff View is the default view for clinicians. Use this view to register patients, view and edit assigned protocols, review messages exchanged with patients, view information about your patients and teams, and see charts and tables of patient data.

Registering Patients

You can register a new patient once you have confirmed that the patient understands and agrees to participate in Annie. You must enter the patient's mobile phone number and time zone upon registration in order for them to receive SMS text messages from Annie.

Choose your patient's preferred way of receiving messages and select the facility that your patient would like to receive broadcast messages from. Check the boxes next to any topics of interest your patient would like to receive more information about.



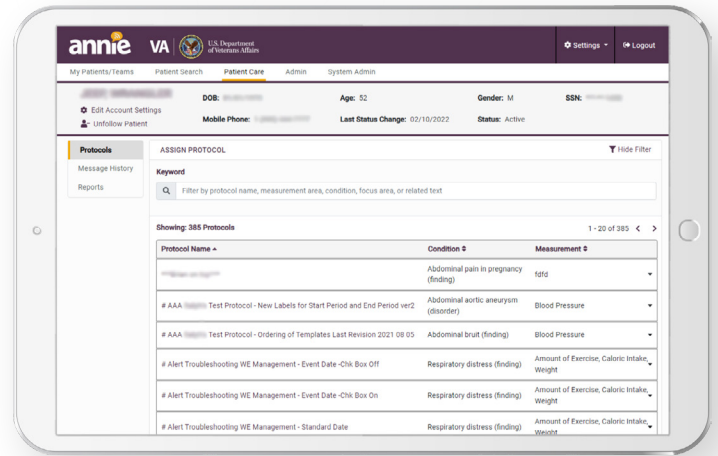
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Protocols

Protocols use templates that send to and collect information from your patient. There are five types of protocol templates:

- **Vitals**—Request and receive readings from patients, such as blood pressure.
- **Motivational/Educational**—Send messages to patients that do not request a response but help motivate or educate patients.
- **Categorical**—Request and receive measurements and information from patients that may be more qualitative than vital readings, such as mood over time.
- **Yes/No**—Request and receive a response to yes/no questions, such as “did you exercise today?”
- **Scaled Response**—Request and receive a numeric response to a question, such as asking the patient to rank their pain on a scale of one to ten.



You can access your patient's profile to adjust their account settings and edit, enable or disable protocols within the **Patient Care** tab.

Message History

Find details about messages exchanged between Annie and your patient in the **Message History** menu within the **Patient Care** tab. Details include the name of the protocol, date and time that Annie sent or received the message, and the content of the message. An alert may appear if the patient's submitted health data breaches the tolerance threshold for parameters set within the protocol template.

Health Reports

The Annie App for Clinicians can generate reports containing a patient's health information based on the readings they have sent to Annie. You can view reports as graphs or tables using the corresponding icons in the **Reports** menu within the **Patient Care** tab. Filter by type of reading and date range to change the report information.

Help and Additional Information

For technical assistance with the Annie App for Clinicians, dial 1-866-651-3180 to speak with a VA representative. More resources, such as a Slideshow and FAQs, can be found on mobile.va.gov/app/annie-app-clinicians.

