



Pain Coach App for Care Teams

User Manual

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

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User Manual

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Overview

The Department of Veterans Affairs (VA) Pain Coach mobile application (app) for Care Teams (Pain Coach) is a helpful tool for tracking a patient's pain management journey. From the app you will be able to view a patient's daily pain diary and monthly check-ins and monitor his/her progress managing pain with tools and treatments. The app provides helpful tables and graphs of changes in a patient's pain level over time and rates if their pain is improving, staying the same, or declining.

This app is available for iOS, Android and Windows operating systems, and is supported by these Internet browsers:

1. Internet Explorer 11 and higher
2. Safari 7 and higher

This user manual provides an in-depth, step-by-step guide for using the Pain Coach App.

The Basics

Prerequisites

In order to use the Pain Coach App for Care Teams, you must be a Department of Veterans Affairs (VA) provider and be logged into the Single Sign-On Internal (SSOi) service. To log on with SSOi, you must select your credential service provider (CSP) and authenticate to that service. Available methods are PIV authentication, VA Active Directory (username / password) authentication and Integrated Windows Authentication. More information can be found on the AccessVA website (<https://access.va.gov/accessva/about#updatecred>).

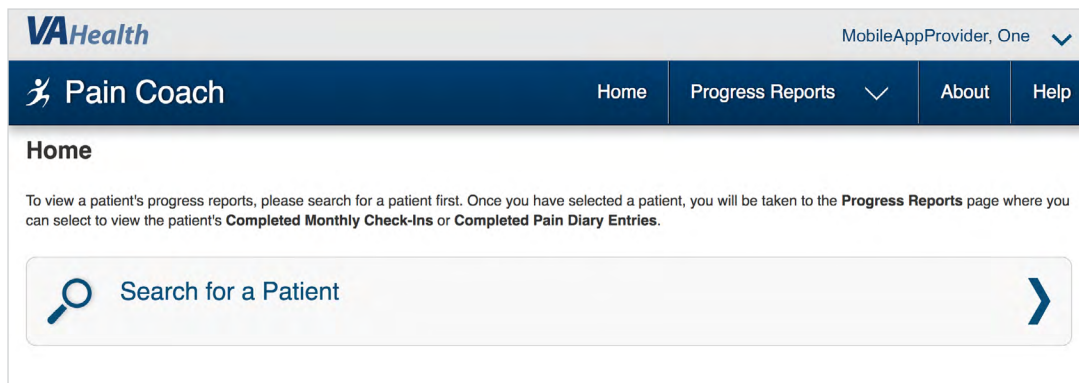
Logging in

Log into Pain Coach > This will bring you to the Single Sign-On Internal (SSOi) Login Screen. Tap either **Sign In with VA PIV Card** or if you would like to log in with Windows Authentication or VA Network ID, tap **View Other Sign-In Options** (a list of PIV Badge Offices can be found at http://www.va.gov/pivproject/piv_badge_offices.asp). Follow the normal process for logging in with the chosen set of credentials. After authenticating to SSOi with one of the three options described above, you will be able to successfully log in to the app.

NOTE: You can access the Pain Coach App directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps. By signing into an app once (per session), you can access multiple apps without logging into each one individually.

Getting to know the screen

When you access the Pain Coach App, you will see the Home screen, from which you can search for a patient to view completed daily pain diary entries and monthly check-ins. You will also see your name (upper right corner) with a drop-down menu to log out or access the VA Launchpad.

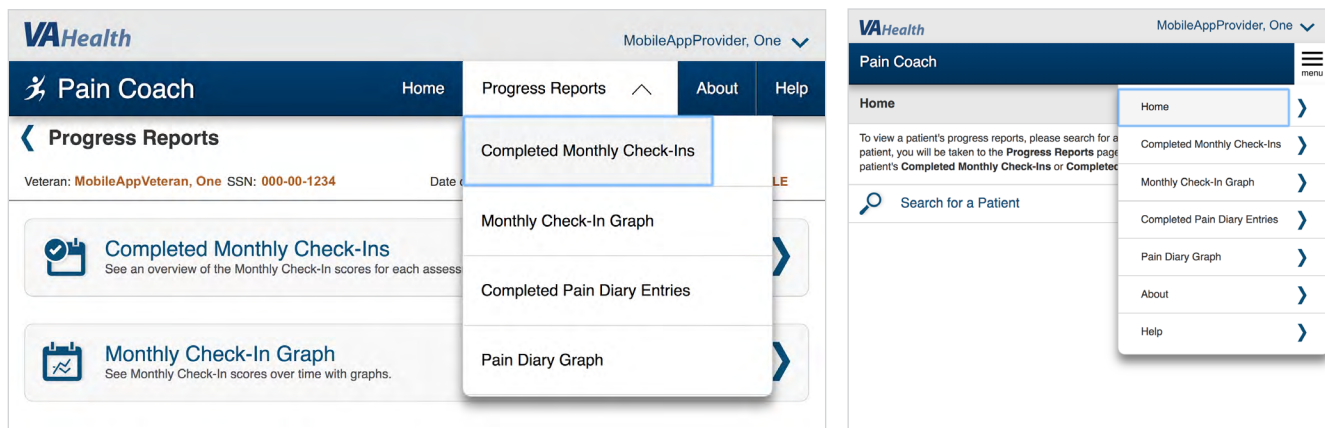


Device and window size

Depending on the device and size of the screen you are viewing the app on, you will see one of two layouts for accessing additional functionality:

1. If you are viewing the Pain Coach App with a patient selected on a wider screen, such as on a computer or in the landscape orientation of a tablet, the navigation options of Home, Progress Reports, About and Help will always be visible in upper-right corner. You will be able to directly tap **Home**, **About** and **Help** from anywhere in the app. If a patient is not selected, you will only see Home, About and Help as options in the upper right corner.
2. If you are viewing the Pain Coach App with a patient selected on a smaller screen, such as on a phone or in portrait orientation of a tablet, the navigation options Home, Completed Monthly Check-Ins, Monthly Check-In Graph, Completed Pain Diary Entries, Pain Diary Graph, About and Help will always be accessible by tapping **menu** (three-line icon in upper right corner) and choosing the option from the drop-down menu that appears. If a patient is not selected, you will only see Home, About and Help as options in the menu (three-line icon in upper right corner).

These materials are written as if you are viewing the app on a wider screen, so the Home, About and Help buttons will always be visible.



Navigating the app

When you are viewing one of a patient's four progress reports (Completed Monthly Check-Ins, Monthly Check-In Graph, Completed Pain Diary Entries, Pain Diary Graph), you can move to a different report directly by tapping **Select Report** > A drop-down menu will appear > Tap the report you would like to view. Throughout the app, you can also tap the < button or **Back** to return to the previous screen.

Learning about the app

From anywhere in the app, tap **About** > A pop-up About box will appear, which provides the app's name, version number, name of the developer, national release date and a brief overview of the app > Tap **Close** to exit the pop-up About box.

Accessing help for the app

From anywhere in the app, tap **Help** > A pop-up **Help** box will appear, which provides the app's supported browsers, information about the Help Desk, what do to in an emergency and how to provide feedback about the app > Tap **Close** to exit the pop-up Help box.

Help	
Browsers	This application can be used on the following GFE supported browsers: <ul style="list-style-type: none"> Internet Explorer 11 Safari 7 and higher
Help Desk	If you need assistance with the Pain Coach Mobile App, dial 1-844-482-6624 to speak with a VA Mobile Solutions Service Desk Representative. The VA Mobile Solutions Service Desk is open Monday - Friday from 7 a.m. to 7 p.m. CST. For TTY assistance, dial 711 . You may also receive 24/7 assistance by visiting the VA Mobile Solutions Service Desk online at help.vamobile.us . Mobile App Training: Please visit mobile.va.gov/appstore , and search for the Pain Coach Mobile App to access training materials.
Emergencies	If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To identify your local VA facility, visit VA's Facility Locator here , or by copying and pasting the following link into your browser: http://1.usa.gov/1TTdj42 . Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911 .
General Feedback to VA	https://mobile.va.gov/app/pain-coach
<div>Close</div>	

Accessing the VA Launchpad

From anywhere in the app, tap your name in the upper right corner of the screen > A drop-down menu will appear > Tap **Return to Launchpad**, and you will go to the VA Launchpad.

Logging out

You will be automatically logged out after 15 minutes of inactivity. A Session Timeout warning is shown when you have two minutes remaining. To continue working, tap **Continue**, or to exit the app tap **Logout**. To log out manually, from anywhere in the app, tap your name in the upper right corner of the Home screen > A drop-down menu will appear > Tap **Log Out**, and you will be logged out of the app.

Patient Search

Search for and select patients to view reports.

Patient Search Details ⓧ Close

MobileAppVeteran, One
DOB: January 01, 1900
Age: 51
Gender: MALE
SSN: 000-00-1234
Location: N/A

Select Patient

Searching for a patient

From the Home screen, tap **Search for a Patient**, and a pop-up Patient Search box will appear > Type in the name or social security number (SSN) of the patient you are searching for > Tap **Enter**, and a list of patients matching your search will appear > Tap the name of the patient whose information you would like to view > A pop-up Patient Search Details box will appear with the patient's name, date of birth (DOB), age, gender, SSN and location > If this is the correct patient, tap **Select Patient**, and you will go the patient's Progress Reports screen (for a different patient, tap **Close** to exit the patient search and return to the Home screen). On the Progress Reports screen you will see the Veteran's name, SSN, DOB and gender, along with the options to view their monthly and daily check-ins and graphs.

Progress Reports

Track how your patient is managing their pain by viewing his/her daily and monthly check-in reports.

VAHealth MobileAppProvider, One

Pain Coach Home Progress Reports About Help

Progress Reports

Veteran: **MobileAppVeteran, One** SSN: 000-00-1234 Date of Birth: 01/01/1900 (51) Gender: **MALE**

- Completed Monthly Check-Ins**
See an overview of the Monthly Check-In scores for each assessment domain.
- Monthly Check-In Graph**
See Monthly Check-In scores over time with graphs.
- Completed Pain Diary Entries**
See the completed the pain diary entries.
- Pain Diary Graph**
See Pain Diary Entries over time with graphs.

Viewing completed monthly check-ins

See an overview of the monthly check-ins for each completed assessment. From the patient's Progress Reports screen, tap **Completed Monthly Check-In** > For each completed monthly check-in you will see the date submitted, pain intensity, pain interference, sleep quality, depression and overall status > Tap the arrows at the top of the date submitted, pain intensity, pain interference, sleep quality, depression and overall status column to sort by that column > To view the full report, tap the monthly check-in row you would like to view > You will go to the Completed Monthly Check-In Detail screen, which will show you the complete monthly check-in report. **NOTE:** The monthly check-in questions in the Pain Coach App for Veterans are the PEG-3, and:

- The pain interference score is the 2nd and 3rd combined.
- The depression score is the PHQ-2.
- The overall status is the PGIC (Patient Global Impression of Change).

See appendix #1 for more details on the questions in the Pain Coach App for Veterans.

Pain Intensity	2 of 10
What number best describes your pain on average in the past week?	2 - Mild Pain
Pain Interference	3 of 10
What number best describes how, during the past week, pain has interfered with your general activities?	3
What number best describes how, during the past week, pain has interfered with your enjoyment of life?	3
Sleep Quality	4 of 10
What number best describes how much difficulty, if any, you have had falling or staying asleep in the past week?	4
Depression	2 of 6
Over the past two weeks, how often have you been bothered by little interest or pleasure in doing things?	0 - Not At All
Over the past two weeks, how often have you been bothered by feeling down, depressed or hopeless?	2 - More Than Half The Days
Overall Status	Better
Since your last assessment, considering all of the previous questions, your overall status is:	5 - Better

Viewing graphs of monthly check-ins

View your patient's monthly check-ins over time with graphs and tables. From the patient's Progress Reports screen, tap **Monthly Check-In Graph** > You will see graphs of your patient's reported pain intensity, pain interference, sleep quality and depression. You will also see an overall status rating (Better or Worse) and the date of the last overall status rating > Tap on a graph for a pop-up box with a larger view of the graph (tap **Close** to exit the pop-up). Tap **View Tabular Data** to view data in a table format.

Viewing completed pain diary entries

See the history of your patient's daily entries. From the patient's Progress Reports screen, tap **Completed Pain Diary Entries** > You will see a table of daily pain diary entries with columns for date submitted, pain rating and tools used > Tap the arrows at the top of the date submitted or pain rating column to sort by that column > To view the full report, tap the daily pain diary entry row you would like to view > You will go to the Completed Pain Entry Detail screen, which will show you the complete diary entry report.

VAHealth		MobileAppProvider, One	
Pain Coach		Home	Progress Reports
Completed Pain Diary Entries		About	Help
Veteran: MobileAppVeteran, One		SSN: 000-00-1234	Date of Birth: 01/01/1900 (64)
		Gender: MALE	
For more information on the entry, click on the corresponding table row.			
Date Submitted	Pain Rating	Tools Used	
11/30/2017	10 of 10	Activity Pacing, Deep Breathing, Manage Thoughts, Muscle Relaxation, Plan a Pleasant Activity, Sleep Tips, Visualization	
09/07/2017	1 of 10	Manage Thoughts	
07/06/2017	10 of 10	Activity Pacing, Deep Breathing, Manage Thoughts, Muscle Relaxation, Plan a Pleasant Activity, Sleep Tips, Visualization	

Viewing a graph of daily pain diary entries

See how your patient's daily check-ins change over time with graphs. From the patient's Progress Reports screen, tap **Pain Diary Graph** > Tap the blank Start Date field, and a pop-up calendar will appear > Tap your preferred date to view up to a month of pain diary entries > Tap **Go** > You will see the monthly average for pain rating, enjoyment interference, general activity interference, mood interference, depression and sleep quality > Tap the indicator (pain rating, enjoyment interference, etc.) to view a graph of the data > Tap **View Tabular Data** to view data in a table format.

To move easily between the reports, Tap **Select Report** in the upper right corner, and a drop-down menu will appear > Tap the report you would like to access.

Help and Additional Information

Additional training materials for the Pain Coach App

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on mobile.va.gov/appstore and search for the app to access the resources.

Help Desk Information

If you need assistance with the Pain Coach App for Care Teams, dial **(866) 651-3180** to speak with a VA representative. For TTY assistance, dial 711.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: <http://www.va.gov/directory/guide/home.asp?iflash=1>. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper and was tested in a demo environment to ensure optimal functionality.

The below table contains details on the questions in the Pain Coach App for Veterans.

App Question	Measure	Citation
Pain Intensity	Numeric Rating Scale (NRS) of Pain Intensity	Farrar JT, Young JP, Jr., LaMoreaux L, Werth JL, Poole RM. Clinical importance of changes in chronic pain intensity measured on an 11-point numerical pain rating scale. <i>Pain</i> . 2001;94(2):149-158.
Pain Interference	Last 2 questions of the PEG-3	Krebs EE, Lorenz KA, Bair MJ, Damush TM, Wu J, Sutherland JM, Asch SM, Kroenke K. Development and initial validation of the PEG, a three-item scale assessing pain intensity and interference. <i>J Gen Intern Med</i> . 2009; 6:733-8.
Depression Score	PHQ-2	Lowe, B. Kroenke, K. Grafe, K. Detecting and monitoring depression with a two-item questionnaire (PHQ-2). <i>Journal of Psychosomatic Research</i> , 58 (2): 163-171.
Overall Status	Patient Global Impression of Change score	Dworkin RH, Turk DC, Farrar JT, et al. Core outcome measures for chronic pain clinical trials: IMMPACT recommendations. <i>Pain</i> 2005;1:9-19.

Appendix #2: Glossary

App – An application or software program that can be accessed through a website or mobile device and is designed to fulfill a particular purpose.

Electronic health record (EHR) – A digital record of a patient’s treatment plan and health care interactions with his or her providers.

SSOi – Single Sign-On Internal Log In Screen

VA – Department of Veterans Affairs

VA Mobile Health – An initiative that aims to improve Veterans’ health by providing technologies to expand care beyond the traditional office visit and includes the creation of secure mobile apps to leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams. For more information, visit mobilehealth.va.gov