



SHOWME WORLDCARE

MODROP User Guide – COVID-19

Last Updated: August 15, 2024

Requesting a New Account

Active users of the previous version of MODROP were notified via email prior to the transition to ShowMe WorldCare and were automatically granted access to the new ShowMe WorldCare application.

To request a new MODROP account, please contact the ShowMe WorldCare Help Desk. Contact information is available at www.health.mo.gov/data/smwcc/modrop.php.

Accounts can be issued only to specific individuals. Generic accounts (e.g., nurses@abcfacility.com) are not allowed. When submitting a new account request, please provide the following information:

- First Name
- Last Name
- Email address
- Phone number
- Organization name(s) and address(s) – Please provide full organization name without abbreviations to ensure that the user is linked to the appropriate organization. Individuals who work at multiple facilities can access all facilities from the same account. Please provide full organization names and addresses for all facilities that apply.

Logging In

Once an account has been created, data submitters may log in by visiting the ShowMe WorldCare MODROP website (available at www.health.mo.gov/data/smwcc/modrop.php) to access the application link. From the log-in page, the user must enter their Username and Password and click Sign In. (Do not click any of the other buttons.)

Microsoft Azure AD ⊖

Microsoft Azure B2C ⊖

OKTA ⊖

OR

WorldCare Credentials

Username

Password

Sign In

[Forgot Username](#) | [Forgot Password](#)

Missouri Department of Health and Senior Services
912 Wildwood Drive | Jefferson City, MO 65109

Tips and Tricks

Please be aware that DHSS automatically logs users out of systems after 15 minutes of inactivity. It is strongly recommended that users save frequently, especially before stepping away. Any entered data that has not been saved will be lost if the user gets automatically logged out.

The ALT+S shortcut can be used to save from anywhere within a record.

DHSS requires that passwords be reset every 90 days. Users are strongly encouraged to complete the security questions on the My Profile menu so that they can reset their passwords as needed within the required timeframes. Any account with a password that has not been reset within the required timeframe will be locked. Users with a locked account will need to contact the ShowMe WorldCare Help Desk to request password resets.

Dates can be entered with or without separators in ShowMe WorldCare. For example, August 8, 2024, could be entered using either of the following formats:

- 08/08/2024
- 08082024

ShowMe WorldCare also supports the use of t-notation for dates.

- Entering t in a date field returns the current date.
- Entering t minus a number will calculate the date that number of days prior.
 - For example, on August 8, 2024, entering t-2 will return the date of 08/06/2024.
 - This can be useful when a patient responds that their first symptoms appear a certain number of days ago.
- Entering t plus a number will calculate the date that number of days in the future.
 - For example, on August 8, 2024, entering t+2 will return the date of 08/08/2024.
 - This can be useful when calculating treatments or isolation periods that need to last a certain number of days into the future.

ShowMe WorldCare Menus and Icons

Once the submitter has logged into ShowMe WorldCare, the Condition/Record Search screen will appear. This is the landing page for data submitters.

Several different options are listed in the blue bar near to the top of the screen.

- Home icon – Returns to Condition/Record Search screen.
- Previous search – Returns user to last search completed
- New Condition/Record – Generates a new condition record
 - The same functionality is available by clicking the New button on the Condition/Record Search screen.
 - Best practice is to search for possible existing records before creating new records.
 - Dictionaries – Users have access to view the Location Dictionary. Certain fields contain links to various types of locations, such as hospitals. The user can search the location dictionary to find the appropriate hospital or other location type.
 - Help menu
 - About – Provides additional detail about ShowMe WorldCare
 - Help Index (Web User) – Links to the general WorldCare application manual. ShowMe WorldCare is Missouri’s specific version of the WorldCare application.
 - My Profile – The user can view information about their account and settings, change their password and set security questions. (In order to make changes, the Edit button in the upper right corner must be clicked.)
- Logout – This should be clicked whenever the user needs to exit the application to prevent records from locking.

HEALTH & SENIOR SERVICES
ShowMeWorldCare

Search Previous Search New Condition/Record Dictionaries Help My Profile Logout

Logged in as: Mickels2, Becca2 Domain: Web

Condition/Record Search

Create a new record:

Search for Condition/Records by:

Name:

MRN:

Condition:

Date Range: From: To:

All Submitted Saved (Unsubmitted)

Select a record from below:

Date	Case ID	Condition	Jurisdiction	Patient	DOB	MRN*	Status
06/06/2024	990	COVID-19	Cole	Jetson, Elroy			Submitted
06/24/2024	972	COVID-19	Cole	Rubble, Barn-Bam			Submitted
05/23/2024	970	COVID-19	Cole	Rubble, Betty			Submitted
05/20/2024	963	COVID-19	Cole	Rubble, Barney			Submitted
04/05/2024	642	COVID-19	Cole	Thunder, Stormy	04/19/1995		Submitted

* Displays primary MRN for returned matches

Different icons may appear near the top of the screen at various points throughout the application.

-  The blue question mark provides context-sensitive help for that page or feature.
-  The magnifying glass provides an audit review of which users accessed that screen and the changes they made.
-  The document with green arrow allows for an export of the records linked to the user’s account.

Searching for Existing Records

Best practice includes searching for an individual before creating a new record.

- Previously entered records appear in a list at the bottom of the screen. Previous / Next (PREV / NEXT) hyperlinks in the lower right corner allow for scrolling through the list.
- The Search for Condition/Records by section allows for filtering of the list of previously entered records.
 - Name searches are generally formatted as Last Name, First Name. Enter at least 3 characters of each name. For example, “Rub, Bar” could be entered to find the record for “Barney Rubble.”
 - MRN can be searched if it was entered on the record.
 - Currently COVID-19 is the only option available under Condition. DHSS plans to add other conditions at a later time.
 - Date Range can be used to filter for records from a particular time period.
 - The All, Submitted and Saved (Unsubmitted) radio buttons can be used to filter by record Status. **Records in Saved (Unsubmitted) status have NOT been sent to DHSS.**

For example, suppose this data submitter is only interested in records for individuals with the last name Thunder. Entering “Thunder” in the Name search field limits the list of records to a single individual. To open a previously entered record, click the hyperlink on the Case ID (642 in this example).

The screenshot shows the 'Condition/Record Search' interface. At the top, there is a navigation bar with 'Search', 'Previous Search', 'New Condition/Record', 'Dictionaries', and 'Help'. The user is logged in as 'Mickels2, Becca2' with the domain 'Web'. The search form includes fields for Name (containing 'Thunder'), MRN, Condition (a dropdown menu), and Date Range (From and To fields). There are radio buttons for 'All', 'Submitted', and 'Saved (Unsubmitted)'. Below the form is a table with the following data:

Date	Case ID	Condition	Jurisdiction	Patient	DOB	MRN*	Status
04/05/2024	642	COVID-19	Cole	Thunder, Stormy	04/19/1995		Submitted

At the bottom of the table, there is a note: '* Displays primary MRN for returned matches' and navigation links for 'PREV' and 'NEXT'.

Creating a New Record

Suppose the data submitter needs to enter a record for an individual named “Lightning Thunder.” The search in the prior example did not find a record for this person so a new record needs to be created. Click the New button in the Create a new record section of the screen to create a record for Lightning Thunder. This will open a blank Condition/Record.

Selecting the Condition

In the Condition Being Reported field, select COVID-19. Then press the Tab key or click elsewhere on the screen. The forms specific to COVID-19 will load. The full first tab of the COVID-19 forms is shown on the next page.

The generic record in the screenshot above contains only two tabs, Person and Supplemental. COVID-19 records utilize 3 tabs, Person, Supplemental and Case Report. The extra tab will appear after the condition is selected and the user presses Tab or clicks elsewhere on the screen.

Field/Question Types

- Any fields marked with an * in front of the field name and highlighted in a different color are required fields and must be completed to save the record.
- Certain fields appear shaded. These are dependent on a specific answer to a previous question and are only asked if that follow-up question is needed. For example, often if “Other” is selected in a drop-down or check box, a follow-up question will ask the submitter to provide more details on what is meant by Other.

The Person Tab

On the Person tab, complete any fields for which information is available. Please ensure that at minimum the person’s Last Name, First Name, DOB, Current Gender and address information are provided. Other fields, such as occupation, race, ethnicity and homelessness should be provided if available as this information assists public health with determining the impact of conditions on different populations.

Once all available information for the Person tab has been entered, click the Save button in the lower right corner of the screen or use the Save shortcut of ALT+S. (A warning about the record not being submitted may appear. Click OK in the pop-up. Submission will occur at the end of the Case Report tab.)

After the Person information has been saved, click Next in the lower right corner of the screen or from the top of the screen click on the Supplemental tab to complete the next set of questions about this case.

Logged in as: Mickels2, Becca2 Domain: Web

Condition/Record

Patient: Thunder, Lightning Person ID: 796 Incident ID: 1063
 DOB: 06/12/2006 Condition: COVID-19 Pro/Res Status: Entered/Suspect

Person Supplemental Case Report

* Condition Being Reported: **COVID-19**

Name
 * Last Name: Thunder * First Name: Lightning Middle Name: Third Name: Primary Language:
 Fourth Name: Name Suffix: Name Prefix: Nationality:
 Ethnicity:

DCN: DOB (MM/DD/YYYY): 06/12/2006 Age: 18 Months: Days: Race:
 Address Number & Street: 930 Wildwood Dr Apartment/Unit Number: American Indian or Alaska Native
 City: Jefferson City State: MO Zip: 65109 Asian
 Census Tract: 010701 County of Residence: Cole, MO Country of Residence: Black or African American
 Country of Birth: Date of Arrival (MM/DD/YYYY): Native Hawaiian or Other Pacific Islander
 Home Telephone: Mobile Phone: Work/School Telephone: Other
 E-mail Address: Other Electronic Contact Info: Unknown
 Work/School Location: Work/School Contact: White
 Reported Race:

Current Gender: Male Pregnant? Yes No Unknown Estimated Delivery Date:

Marital Status: Medical Record Number: Patient's Parent/Guardian Name:

Occupation Setting: Describe/Specify:

Occupation: Describe/Specify: Occupation Location:

Request New Report Source: * Submitter Name: Mickels2, Becca2 * Reporting Source: ABC Clinic
 * Provider Name: ABC Clinic

ADDITIONAL DEMOGRAPHICS

BIRTH GENDER AND SEXUAL ORIENTATION
 Birth Sex: Sexual Orientation: If something else, specify:
 Preferred Pronouns: If pronouns not listed, please specify:

RACE - Other
 If Other Race, specify:

HOMELESSNESS / UNSTABLE HOUSING
 Homelessness is defined as residing in one of the following:
 Places not designed for or ordinarily used as a regular sleeping accommodation for human beings, including

- a car or other private vehicle
- park
- on the street, or other outdoor place
- abandoned building (i.e. squatting)
- bus or train station
- airport
- camping ground

 A supervised publicly or privately operated shelter or drop-in center designated to provide temporary living arrangements:

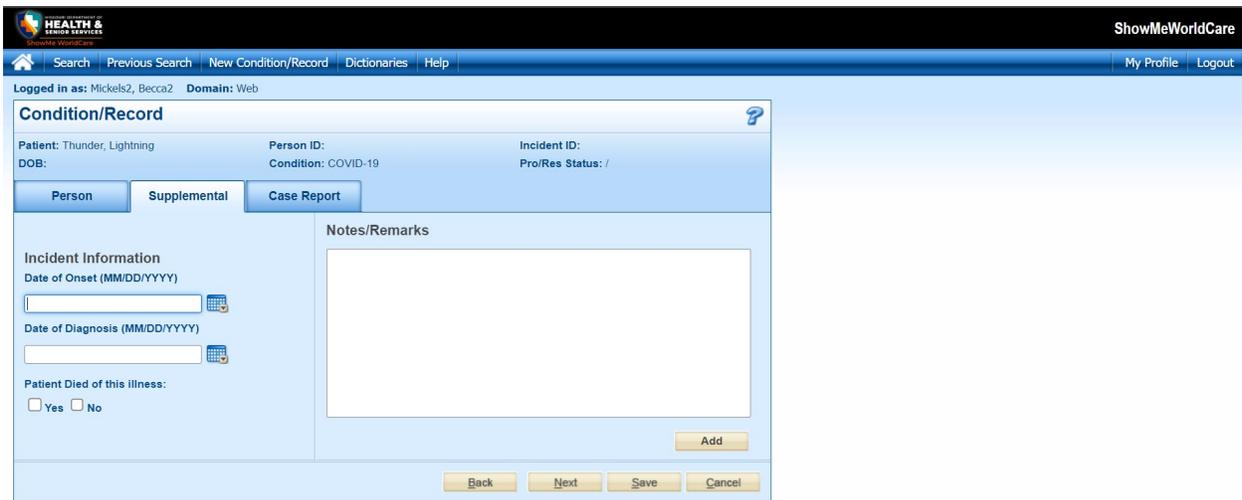
- congregate shelters
- temporary accommodations provided by a homeless shelter, such as a motel room provided because the shelter was full

 Has the patient ever experienced homelessness?
 If yes, Has the patient experienced homelessness in the past 6 months? If past 6 months = no, When did the patient experience homelessness?
 At the time of onset (or report), what is the patient's residence type? If patient's residence type = Other, Please specify

The Supplemental Tab

Please complete the following information on the Supplemental tab.

- Date of onset – This is the date the onset of symptoms occurred or the date of the positive test collection if asymptomatic.
- Date of diagnosis – This is the date the diagnosis of COVID-19 was determined. This could be the same as the date of collection for rapid tests. It could be a later date if a specimen was collected but sent out to a laboratory and the provider did not receive the result on the same day.
- Patient Died of this illness – Check the box for Yes or No. If the person died but not from COVID-19, check No.



The screenshot shows the 'Condition/Record' form in the ShowMeWorldCare system. The user is logged in as Mickels2, Becca2. The form is for a patient named Thunder, Lightning, with a condition of COVID-19. The 'Supplemental' tab is selected, showing fields for 'Date of Onset (MM/DD/YYYY)', 'Date of Diagnosis (MM/DD/YYYY)', and 'Patient Died of this illness:' with radio buttons for 'Yes' and 'No'. There is a large 'Notes/Remarks' text area and an 'Add' button. At the bottom, there are 'Back', 'Next', 'Save', and 'Cancel' buttons.

The Notes/Remarks field can be used if the submitter needs to provide additional information about the case to public health that is not contained elsewhere in these forms. **Please review the Case Report tab first and enter any information in the appropriate field before completing this Notes/Remarks section.**

Once all available information for the Supplemental tab has been entered, best practice is to hit the Save button in the lower right corner of the screen or use the keyboard shortcut of ALT+S.

After the Supplemental information has been saved, click Next in the lower right corner of the screen or from the top of the screen click on the Case Report tab to complete the next set of questions about this case.

The Case Report Tab

Provide any available information for the fields in the Case Report tab. The full form is shown on the next page.

The Hospitalization (Details) section is collapsed by default. If “Yes” is selected as the answer to the question “Was patient hospitalized?”, the details section will expand so that specific information about that hospital visit can be entered.

Please carefully review the Laboratory Test Entry Instructions to ensure that the minimum fields are completed and that the correct test type is selected.

The Hospitalization (Details) and Laboratory Information w/Provider & Facility sections are both repeating sections in case the submitter needs to enter information on more than one occurrence within each section. For example, a patient could be transferred between facilities so there may be more than one hospitalization over the course of the case. Likewise, the facility may perform multiple tests for the condition.

- If there is only one instance to report, nothing extra needs to be done after completing the section already on the screen.
- If there is another instance to report, after completing the information on the first instance for the section, click on the Add button in the lower right corner of the section. This will generate a second blank version of the same section to enter the second test or hospitalization. More sections can be added as needed if there are more than two instances.
- Sometimes the use of the repeating sections will generate an extra blank section. Blank repeating sections are not an issue and will be removed when the record is saved. The user does not need to delete the blank section as that will occur automatically upon saving.


ShowMeWorldCare

Search Previous Search New Condition/Record Dictionaries Help
My Profile Logout

Logged in as: Mickels2, Becca2 Domain: Web

Condition/Record ?

Patient: Thunder, Lightning Person ID: Incident ID:
 DOB: Condition: COVID-19 Pro/Res Status: /

Person
Supplemental
Case Report

CLINICAL INFORMATION

* Symptomatic? Onset date (enter value on the Administration form)

Onset time (HH:MM AM/PM)

Duration of acute symptoms (days)

Symptoms are still ongoing as of

Did symptom(s) resolve? Date symptoms resolved

Date first sought medical advice Date of diagnosis (enter value on the Administration form)

HOSPITALIZATION

Was patient hospitalized? If yes, for this condition?

Was subject admitted to the hospital for greater than 24 hours as an inpatient? Did patient visit emergency room for this condition?

HOSPITALIZATION (DETAILS)

HIGH RISK SETTINGS

Resident/staff in an adult congregate care facility Including nursing homes, residential care for people with intellectual and developmental disabilities, psychiatric treatment facilities, group homes, board and care homes, homeless shelter, foster care, etc.

Attendee/staff in a child care facility

Employed in healthcare

Resident/staff in a correctional facility Including prisons, jails, juvenile detention, etc.

LABORATORY TEST ENTRY INSTRUCTIONS

For ALL Antigen Tests

- Choose "SARS-CoV-2 Antigen" as the Test Type if performed by a trained health care professional in their role as a health care provider (e.g., nurse, long-term care facility staff, etc.)
- Choose "Home Test-Antigen" as the Test Type if performed by an untrained individual (e.g., someone running their own test or testing a child or other family member)

The following minimum fields must be completed:

- Accession Number
- Specimen Collected Date
- Specimen Received Date
- Specimen Source
- Resulted Test - Please see guidance regarding Antigen Tests above.
- Result
- Result Date
- Performing Facility ID

Laboratory Information w/Provider & Facility (system)

Show Results Beginning Show All Results For Patient

ID-001

Accession Number Order Result Status Specimen Collected Date Specimen Received Date

Specimen Source Specimen Body Site

Test Code Resulted Test Test Coding System

Result Units Reference Range

Organism Code Resulted Organism Organism Coding System

Result Date Performing Facility ID

Abnormal Flag Relevant Clinical Information

Observation Result Status Reason for Study

Notes

Drug Susceptibility Results
Delete
Add

Back
Cancel
Submit

Submitting the Record

If there is any additional information to report which did not have a corresponding field on any of the tabs, the data submitter can return to the Notes/Remarks box on the Supplemental tab and enter the information there.

Once ALL information is entered, navigate back to the Case Report tab. In the lower right corner of the screen, click the Submit button to officially submit the record to DHSS.

Best practice is to review the Condition/Record screen regularly to review any records with Saved (Unsubmitted) status as these have NOT been submitted to DHSS. Selecting the Saved (Unsubmitted) radio button and clicking Search will return any records that have not been fully submitted. These records will have a blank in the Status column of the summary table. Records that have been submitted will display a status of Submitted.

The screenshot shows the 'Condition/Record Search' interface. At the top, there is a navigation bar with links for 'Search', 'Previous Search', 'New Condition/Record', 'Dictionaries', and 'Help'. Below this, the user is logged in as 'Mickels2, Becca2' with the domain 'Web'. The main section is titled 'Condition/Record Search' and includes a 'New' button to create a record. The search criteria are as follows:

- Name: Last Name, First Name
- MRN: (empty)
- Condition: (dropdown menu)
- Date Range: From: (calendar icon) To: (calendar icon)
- Radio buttons: All, Submitted, Saved (Unsubmitted) (selected)

Buttons for 'Search' and 'Clear' are located below the search criteria. Below the search section, there is a table titled 'Select a record from below:' with the following data:

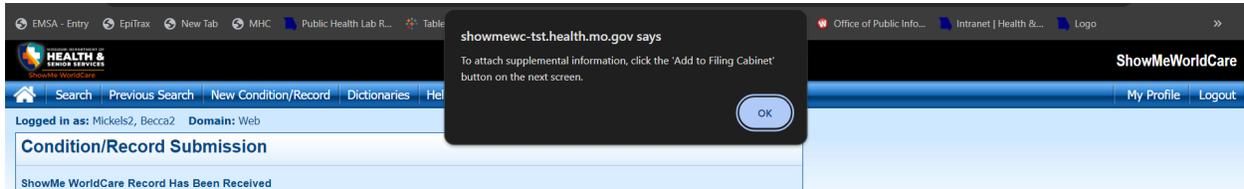
Date	Case ID	Condition	Jurisdiction	Patient	DOB	MRN*	Status
06/26/2024	1066	COVID-19		Thunder, Wendy	05/04/1997		

* Displays primary MRN for returned matches

Navigation links: < PREV | NEXT >

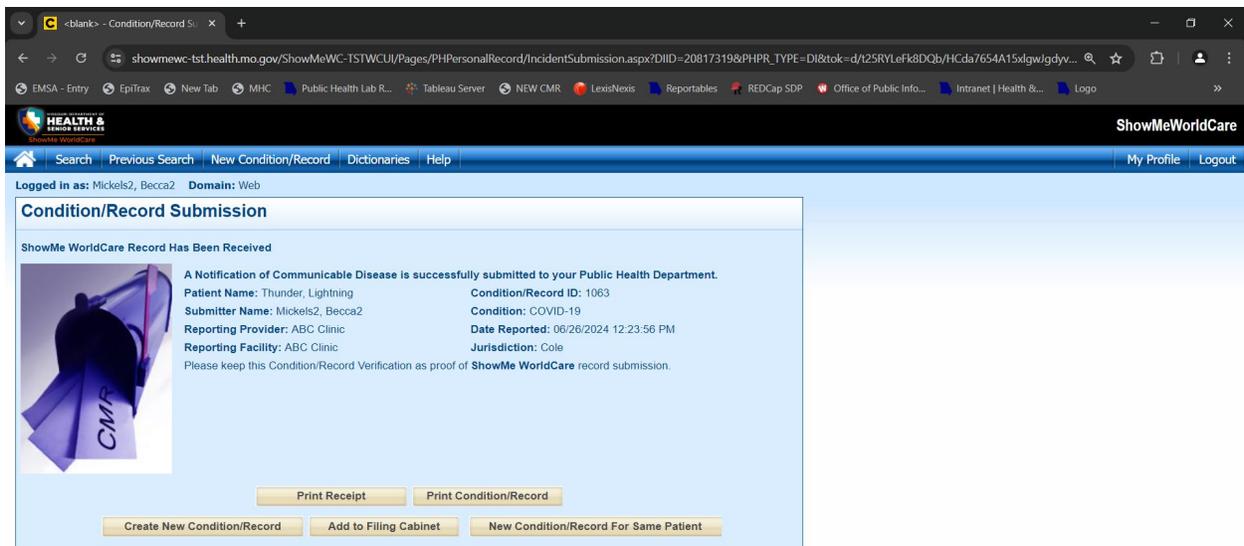
Confirmation of Submission

Once the record has been submitted, the Condition/Record Submission confirmation page will appear. A pop-up reminds submitters to click the “Add to Filing Cabinet” button on the next screen in order to attach supplemental information. Click OK on the pop-up box in order to access the buttons on the main page.



The Condition/Record Submission page provides several buttons at the bottom of the screen.

- Print Receipt allows the user to print this screen.
- Print Condition/Record allows the user to generate a copy of the entire record with all of the information that was entered.
- Add to Filing Cabinet allows the user to attach supplemental information such as PDF or Word documents with medical reports or forms, image files such as x-rays, etc. Executable files cannot be attached.
- If the user needs to enter additional records, two buttons on the page allow direct access to the next form.
 - If a different condition needs to be entered on the same person, click New Condition/Record For Same Patient. The Person tab information already entered will appear on this new record. **(This option should not be used currently as COVID-19 is the only condition available in MODROP.)**
 - If the submitter needs to enter a new record for a different person, the Create New Condition/Record button can be used.



Attachments

If there is a document to be attached, click the Add to Filing Cabinet button at the bottom of the Condition/Record Submission screen. Supplemental information such as PDF or Word documents containing medical reports or forms, image files such as x-rays, etc., can be attached to the submitted record. Executable files cannot be attached.

Documents must be added to an album. Documents related to one another should be placed in the *same* album. For example, x-rays, lab tests, case reports, etc., from the same medical visit should be stored together in an album.

- Click New Album to add an album or select an existing album from the list of attached records and click the Open button in that album's row. This will open the Album Viewer screen.
- For new albums, enter a Name for the album consisting of letters, numbers and spaces. Other characters will not be accepted.
- The Notes field can be used to provide additional information and will be displayed in the Description field of the attachment list.
- Click Add File(s).
 - Click Browse Files to search for the files that need to be uploaded.
 - Multiple files can be selected.
 - Click the red X to remove any file selected in error.
 - Review selected file names to ensure that no duplicate file names are listed as this will result in duplicate submission of the document to ShowMe WorldCare.
 - After ensuring that the correct file names have been selected, click the Add Files button to begin the actual upload.
- If files are successfully uploaded, they will appear in the table in the Album Viewer.

Previously attached documents can be searched and viewed.

- Existing attachments can be sorted by either Date Received or Date of Message by selecting the appropriate radio button.
- The From, To, Name, Type and Description fields can be used to search/filter existing attachments. Click the Search button to run the search. The Clear button can be used to remove any previously entered information but will not change checkbox or radio button selections.
- The Preview/Print Images button will open an Image Preview with all images displayed. The user can then select and print only the desired images.
- If a previous album is listed, click the Open button at the right of the album to open the Album Viewer. Then click on the file Name to open the file.

The screenshot shows a web application window titled "<blank> - Filing Cabinet". The main heading is "Filing Cabinet". Below the heading, it displays patient information: "Patient: Thunder, Leslie" and "Record ID: 1606". There are two buttons: "New Album" and "New Form". Below these, there are radio buttons for "Files for the Selected Condition/Record / Contact Investigation Only" (selected), "Date Received" (selected), and "Date of Message". There is also a checkbox for "Show Historical Forms". Below the radio buttons, there are input fields for "From", "To", "Name", and "Description". There are also "Search" and "Clear" buttons. At the bottom, there is a table with columns "Date", "Type", "Name", and "Description". Below the table, there are "PREV" and "NEXT" navigation buttons, and a "Preview/Print Images" button.

The New Form button is used to select additional forms that could be used to provide further information. There are currently no extra forms available for COVID-19.

Changing Records After Submission

Records submitted through the MODROP portal first enter a Staging area in ShowMe WorldCare. Submitters are able to edit submissions until the record leaves Staging.

To edit a record that has previously been submitted:

- Click on the Home icon to return to the ShowMe WorldCare MODROP initial screen.
- Search for the record.
- Click the record ID to open the record.
- Make any changes as needed.
- Submit the record again.

If a record has already processed through Staging, it cannot be edited. The user will know if the record has passed through Staging because the fields will be grayed out and the form will be inactive. In this situation, the submitter must contact the ShowMe WorldCare Help Desk. Please note:

- That incorrect information was submitted through the MODROP Portal and needs to be corrected
- The patient's first name, last name and date of birth
- The name of the field(s) to be corrected along with the correct information that should be entered
- The submitter's name, organization and contact information

ShowMe WorldCare Assistance

Questions from state required reporting entities regarding the use of MODROP or any issues with using the portal may contact the ShowMe WorldCare Help Desk. Contact information is available at www.health.mo.gov/data/smw/modrop.php.