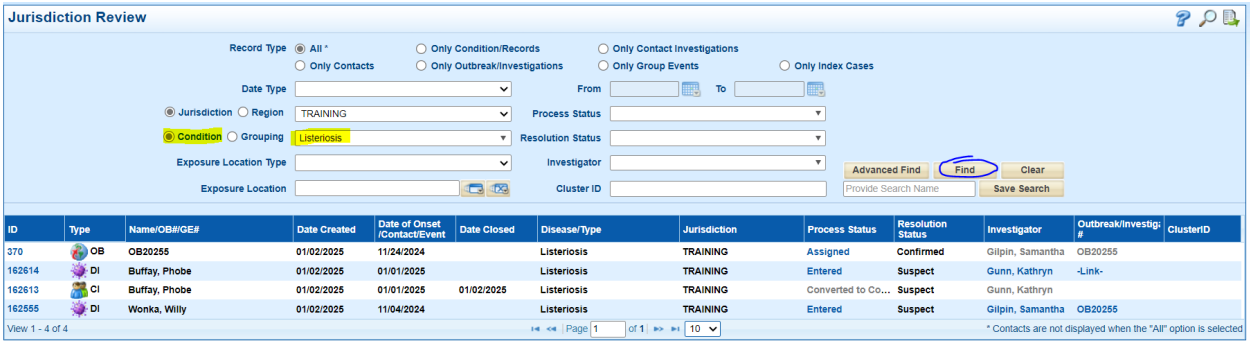
# SHOWME WORLDCARE

***Quick Start Guide for General Communicable Disease Conditions***

Last Updated: February 19, 2025

## Identifying New Cases Using Jurisdiction Review

The Jurisdiction Review screen provides a list of all incoming records to which a user has access based on their condition, jurisdiction, and user group settings. An example screenshot is shown below. To view specific conditions, the user could select them in the Condition drop-down list then click Find.




The filtering options on Jurisdiction Review can be used to determine records that require action. **Tip: Click on the column titles to sort alphabetically or by date.**

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**Please note that outbreaks from ALL jurisdictions will be displayed.**

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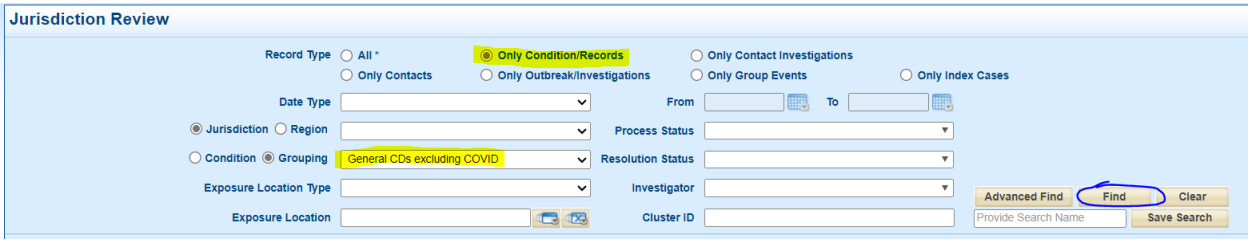
To easily view general communicable disease (CD) condition records, select the “Only Condition Records” option for the record type and choose the grouping option “General CDs excluding COVID.” Then click Find.




Please see the ShowMe WorldCare End User manual for more detailed information on jurisdiction filters and advanced find options. This resource is available at https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus-lpha/smwc/pdf/smwc-end-user-manual.pdf.

The user manual also covers saved searches which allow for selections to be stored for searches that are performed regularly.

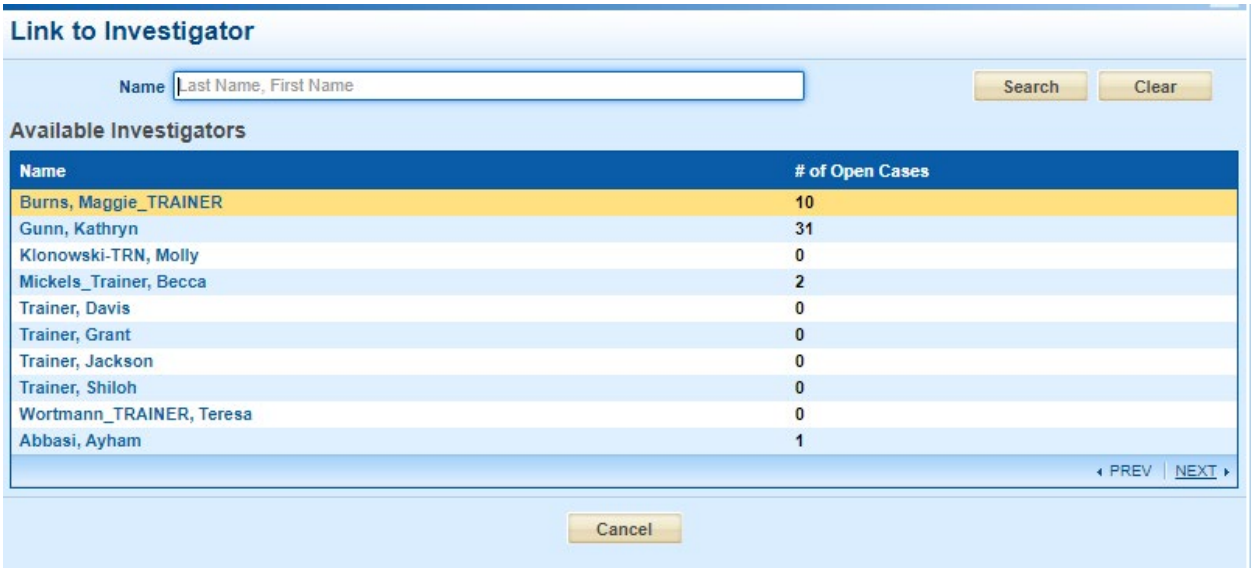
**Missouri Department of Health and Senior Services**
912 Wildwood Drive | Jefferson City, MO 65109

### *Identifying New Cases Based on Case Creation Date*

On Jurisdiction Review, select “Date Created” in the Date Type field. Then enter dates in the From and To fields. For example, first thing in the morning, a user may wish to review all the records that were created on the prior day. In that scenario, enter yesterday’s date in both the From and To boxes. This will limit the list of records to only the records created during that timeframe.

### *Identifying New Cases Based on Unassigned Investigator*

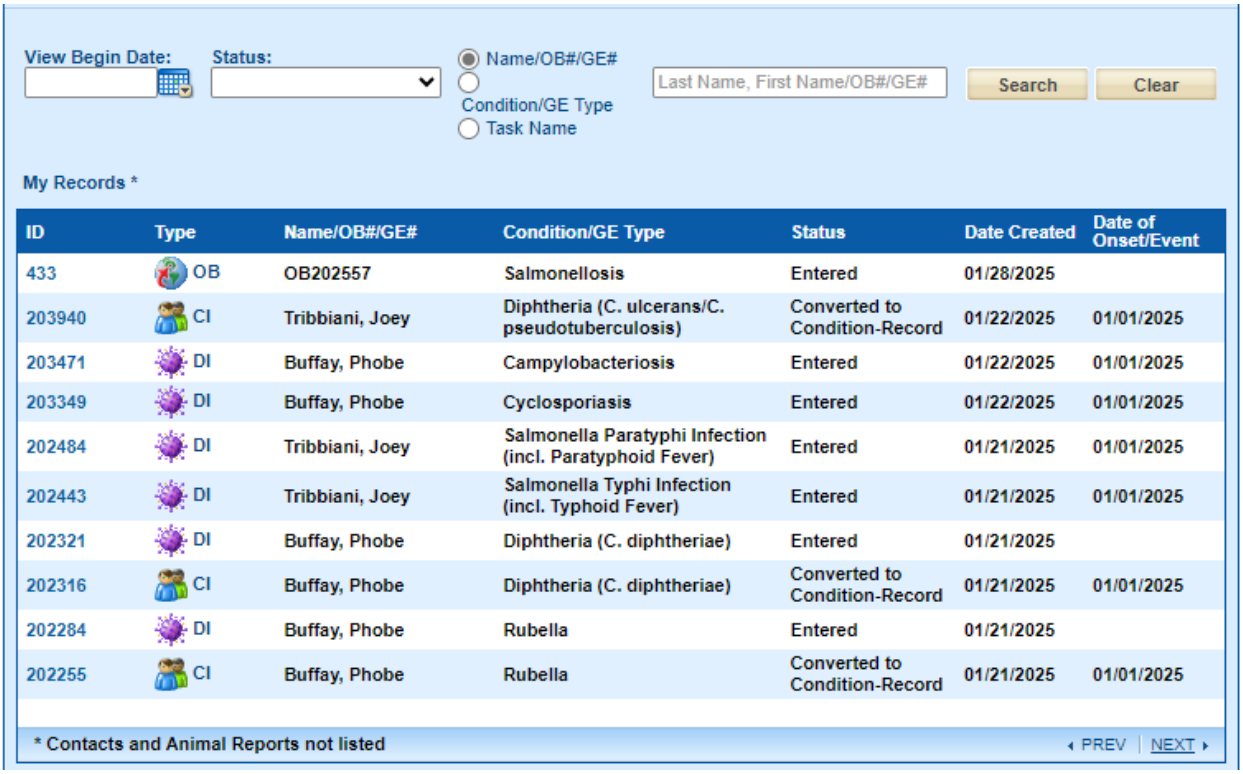
Condition records can be assigned a specific investigator directly from the Investigator column. If the Investigator column says -Assign-, an investigator has not yet been assigned to the record. This is one indication that a record is new. Click on the Assign hyperlink to open the Investigator pop-up (as seen in the image below). The appropriate investigator’s name can be selected. **NOTE: All potential investigators with access to the record will be listed as available investigators. This could include investigators at DHSS or the local public health agency (LPHA).**




If a system user is not available in the investigator selection list, their user account may not have been granted investigator status. To add investigator status to an existing account, simply submit a Help Desk ticket at https://moexperience.qualtrics.com/jfe/form/SV_737JeAAdftM2q1M to request this change.

Once a record has been assigned to an investigator, that record will appear on the investigator's My Case Load page in the My Records section. There are some basic search features available to help locate specific records within the investigator's case load list (as seen in the image below). Records can be filtered by date, process status, etc.

Only investigators can access the My Case Load page. If a system user does not have a My Case Load tab, their user account may not have been granted investigator status. To add investigator status to an existing account, simply submit a Help Desk ticket at https://moexperience.qualtrics.com/jfe/form/SV_737JeAAdftM2q1M to request this change.

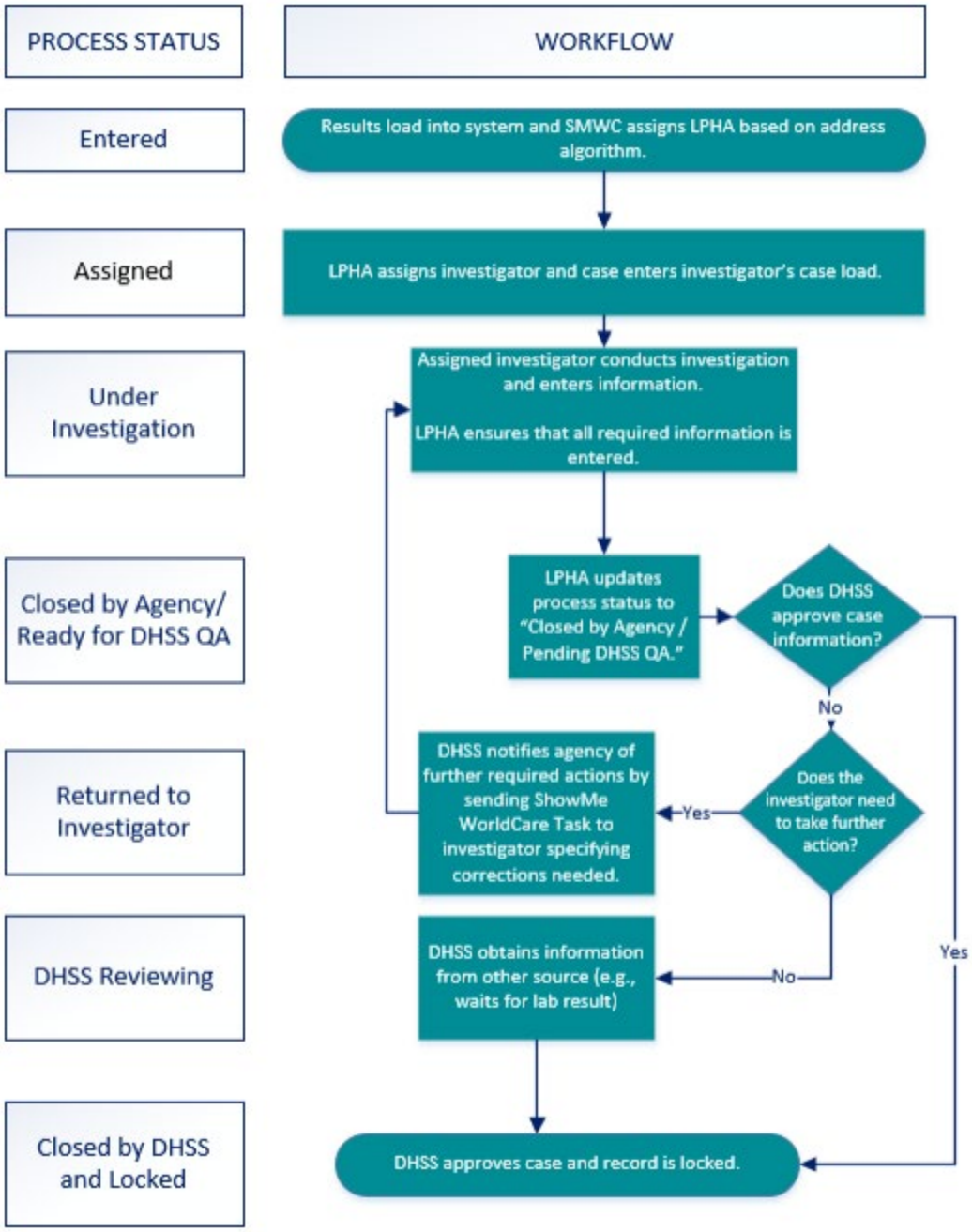



Only the specific investigator can view their My Case Load page. To view records assigned to any investigator, use the Investigator filter on the Jurisdiction Review screen to select an investigator and see the records assigned to them.

When a record has been assigned to an investigator and the investigator begins working on the record, the investigator should update the Process Status to Under Investigation, as appropriate. This will be explained further on the next page.

## *Identifying New Cases Based on Process Status*

The following diagram shows the workflow that condition records follow as they are processed through ShowMe WorldCare.




If investigators are updating the process status to Under Investigation appropriately, the Process Status can be used to identify records that may need action. For example, if a record still has an earlier Process Status such as Entered or Assigned, it may need attention. It is recommended that investigators update the Process Status from Entered to Assigned to Under Investigation as soon as possible to help distinguish new cases. Process Status can be updated from the Jurisdiction Review results page or on the Administrative tab within the condition record.

# My Case Load Page

Users who are designated as investigators can access the My Case Load menu. This menu contains two tabs, Case Load and Lab Results.

## *Case Load*

The Case Load screen includes the same Task list available on the Dashboard. It also contains tables of any records currently assigned to the investigator. Limited filtering and searching features are available for reviewing the My Records table.

- A note below the My records table indicates that Contacts and Animal Reports are not listed. Please note that Animal Reports are not utilized in ShowMe WorldCare.

- The My Tasks table at the bottom of the Case Lab tab will not be populated as it relates to a Task feature that ShowMe WorldCare is not utilizing. Tasks will appear in the Tasks Dashboard at the top of the Case Load tab or on the Dashboard tab. More information about Tasks is available in the ShowMe WorldCare End User Manual.

## *Lab Results*

The Lab results tab contains two tables.

- The New Lab Results table will show new labs that have entered the system. Only tests received through electronic laboratory reporting (ELR) will appear in this section. Manually entered labs will NOT appear here. By default, the Show My Records radio button is set to only display new lab results for cases assigned to the investigator. Changing this to Show All Records will show new lab results for any cases the investigator can access based on security roles.

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**Lab results stay in this section for only 7 days.**

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- The Cases Missing Lab Results table is not currently being utilized in ShowMe WorldCare. Conditions can be assigned a specific number of days after which any cases without a lab result will appear on this table. DHSS programs have not yet configured any settings to use this feature.

# Outbreak/Investigation Records

Please contact your District Epidemiologist to request creation of an Outbreak/Investigation.

## How to Request Assistance with ShowMe WorldCare

- The ShowMe WorldCare Help Desk is available from 8:00 AM – 5:00 PM on State workdays. To contact the Help Desk, submit a ticket at https://moexperience.qualtrics.com/jfe/form/SV_737JeAAdftM2q1M.

- Help Desk office hours are provided daily on State workdays from 9:00 – 10:00 AM to allow for more personalized assistance from the Help Desk. **Join the meeting now:** Meeting ID: 288 552 720 449; Passcode: rAFt9z

- The ShowMe WorldCare End User Manual, recorded webinars, and FAQ Archives are available at https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus-lpha/smwc/resources.php.

- While the Help Desk can assist with account issues such as log-in problems and password resets, as well as basic functionality of ShowMe WorldCare, these staff are not specialists in the specific conditions. More detailed questions about how to handle cases or how to complete the condition-specific forms will need to be directed to the condition point of contacts, such as the District Epidemiologists. These types of questions can be submitted on Help Desk tickets for convenience, but the Help Desk will likely need to route these questions to the appropriate program.

## Version History

| Revision Date | Revisions |
|---|---|
| February 19, 2025 | Document created |