



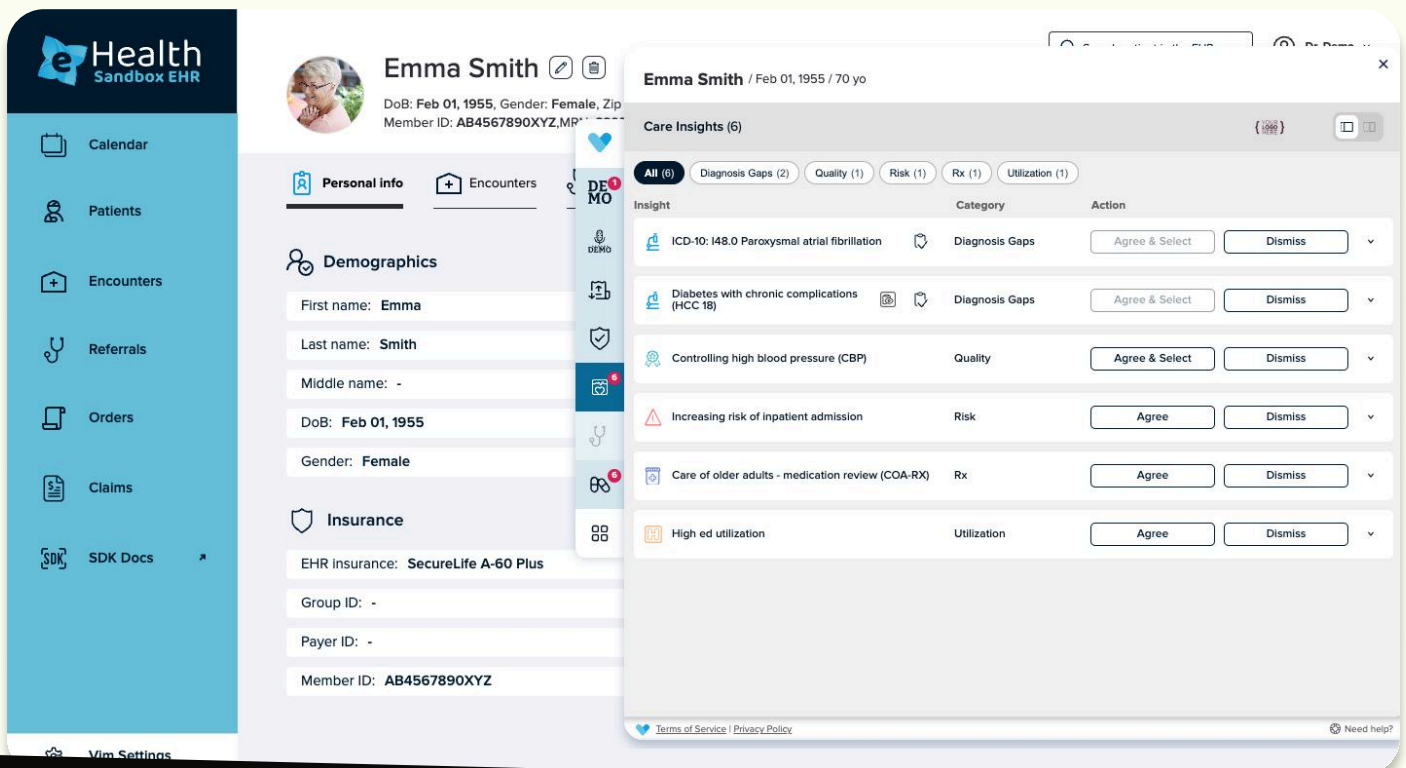
# Vim Care Insights

## The All-In-One Patient Insights Experience

Vim Care Insights streamlines clinical workflows into one unified and easy-to-use interface right in the EHR. Vim's Care Insights application allows care teams to surface **new insights across a wide variety of patient data categories**.

### Supported Insight Categories

- 1. Diagnosis Gaps** – Undocumented conditions affecting risk adjustment.
- 2. Risk** – High-risk flags, predictive scoring, or adverse event likelihood.
- 3. Quality** – Measure-based insights related to quality programs (e.g., HEDIS, STAR).
- 4. Rx** – Medication adherence or prescribing patterns.
- 5. Utilization** – ED, inpatient, and other usage trends.
- 6. Care Management** – Chronic conditions management and transitions of care.
- 7. SDOH** – Social determinants of health screening and intervention.
- 8. ADT** – Notification of admissions, discharges and transfers.
- 9. Clinical Insights** – Other insights that don't fit in the above categories.



The screenshot displays the Vim Care Insights interface for a patient named Emma Smith. The interface is divided into several sections:

- Header:** "Health Sandbox EHR" logo and patient name "Emma Smith" with a profile picture and basic info: "DoB: Feb 01, 1955, Gender: Female, Zip: [redacted], Member ID: AB4567890XYZ, MP# [redacted]".
- Navigation:** A sidebar on the left with icons for Calendar, Patients, Encounters, Referrals, Orders, Claims, and SDK Docs.
- Demographics:** A section with fields for First name (Emma), Last name (Smith), Middle name (-), DoB (Feb 01, 1955), and Gender (Female).
- Insurance:** A section with fields for EHR insurance (SecureLife A-60 Plus), Group ID (-), Payer ID (-), and Member ID (AB4567890XYZ).
- Care Insights:** A table titled "Care Insights (6)" with filters for "All (6)", "Diagnosis Gaps (2)", "Quality (1)", "Risk (1)", "Rx (1)", and "Utilization (1)". The table lists insights with their categories and actions.

Insight	Category	Action
ICD-10: I48.0 Paroxysmal atrial fibrillation	Diagnosis Gaps	Agree & Select Dismiss
Diabetes with chronic complications (HCC 18)	Diagnosis Gaps	Agree & Select Dismiss
Controlling high blood pressure (CBP)	Quality	Agree & Select Dismiss
Increasing risk of inpatient admission	Risk	Agree Dismiss
Care of older adults - medication review (COA-RX)	Rx	Agree Dismiss
High ed utilization	Utilization	Agree Dismiss





# Care Insights - Technical Walkthrough



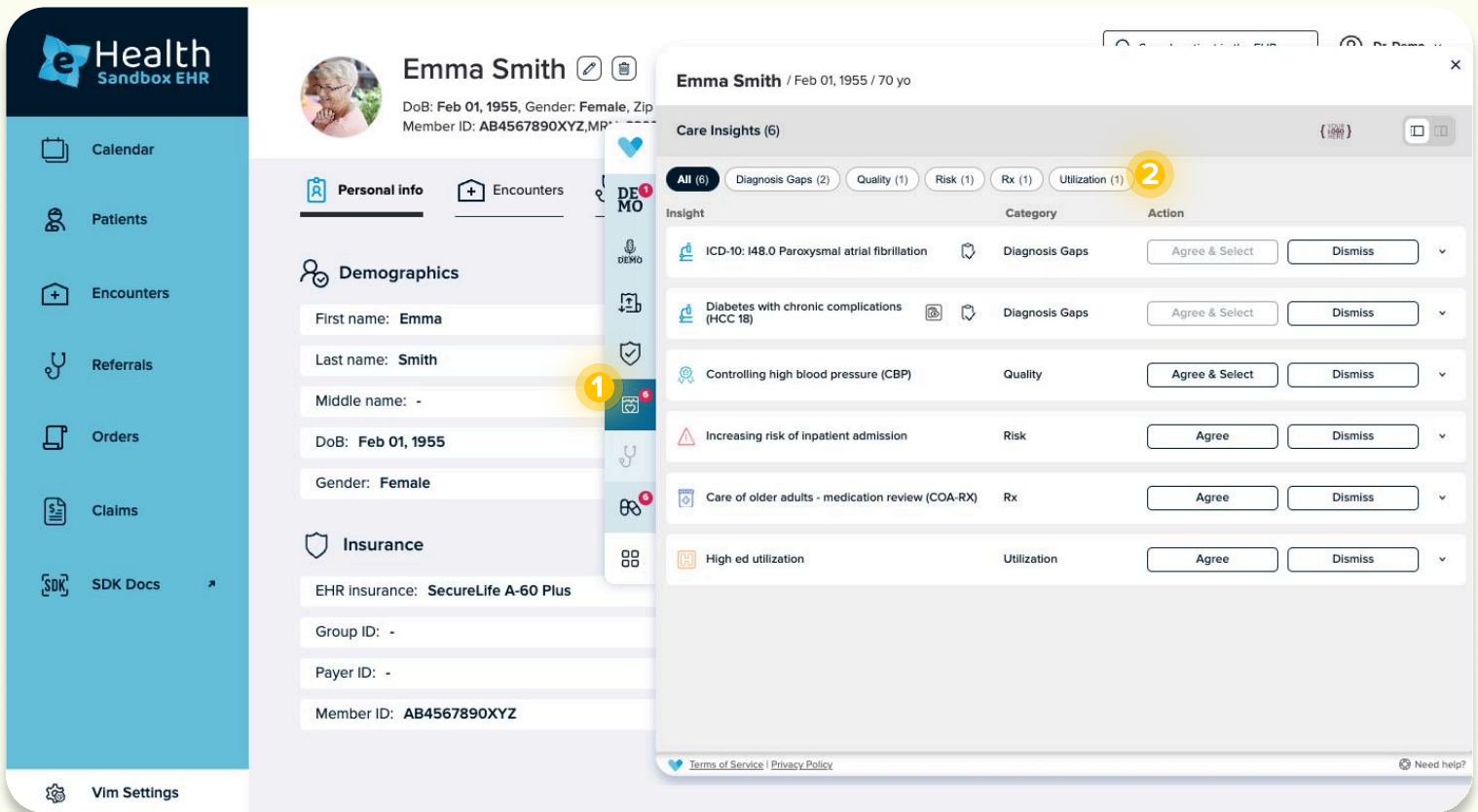
## 1 Accessing Care Insights

With Vim Connect, navigating to Vim Care Insights is simple and intuitive. When a relevant patient is selected, the Care Insights icon will indicate the number of detected insights.

## 2 Reviewing Insights

Care Insights **pulls suggested insights** sourced from insurer data and other sources into expandable tiles available at any time within the EHR when a relevant patient is in view. To review and address these insights, users can take the following actions:

1. Click the “Care Insights” icon.
2. The main table displays all detected insights. Users can toggle through the filters shown above the main table to customize the view.





# Care Insights - Technical Walkthrough

## 3 Navigating the Main Table

When **there is a patient in context for which Vim has data available for**, users can interact with the insights as detailed below:

1. Each table row represents an insight.
2. The insights are grouped by type
3. Rows and the corresponding insights can be expanded to reveal additional details and collapsed using the same arrow icon.
  - a. By default, the first unresolved insight is expanded (if applicable) to streamline the user workflow. When resolved, the next insight expands automatically.

The screenshot displays the Vim Health Sandbox EHR interface. On the left is a navigation sidebar with icons for Calendar, Patients, Encounters, Referrals, Orders, Claims, and SDK Docs. The main area shows the patient profile for Emma Smith, including personal info, demographics, and insurance. A table of insights is visible, with the first insight expanded to show details. The expanded insight includes a description, source, notes, and an activity log. A 'Save' button is present at the bottom of the expanded insight view.

### Each insight includes:

- Descriptions and relevant codes (e.g., ICD-10, HCC, HEDIS), which impart the information and topic of the clinical insight to be addressed.
- Insight source
- Activity log related to that insight which contains internal comments and actions previously taken on this insight by people in the clinic



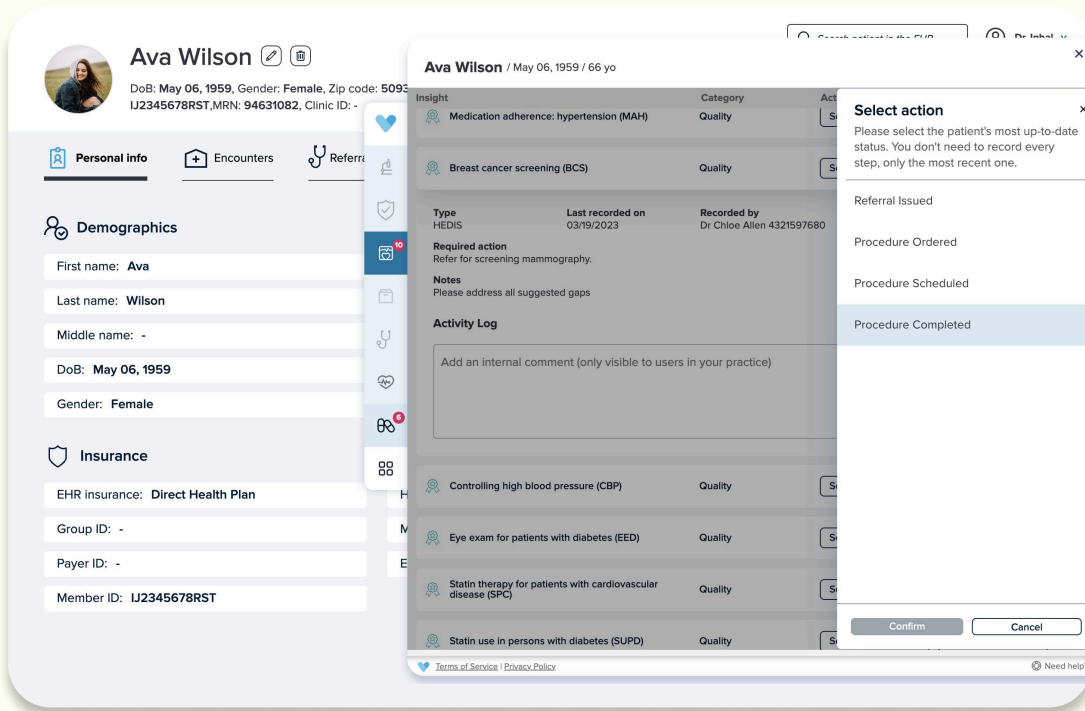
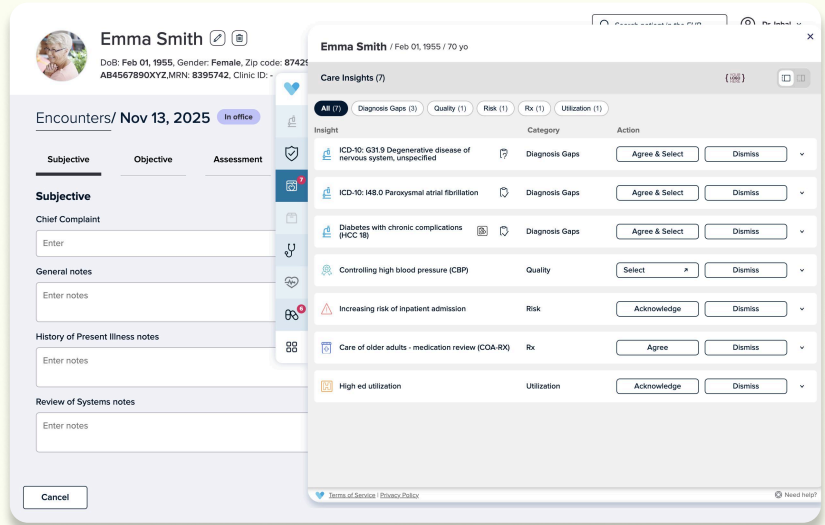
# Care Insights - Technical Walkthrough

## 4 App Interaction Flow - Agree

### Dropdown for Multiple Actions:

The “Agree” action can trigger the following:

- If the option is “Agree & Select”, a popup will open for the user to choose the relevant medical codes
  - Once selected, the codes will be written back into the EHR
- If the option is only a term of consent (ex. “Agree”, “Acknowledge”, etc.) the response will be recorded and there is no follow up action needed after selecting
- If the option shows a dropdown arrow, the user will be prompted to select one of multiple agree reasons





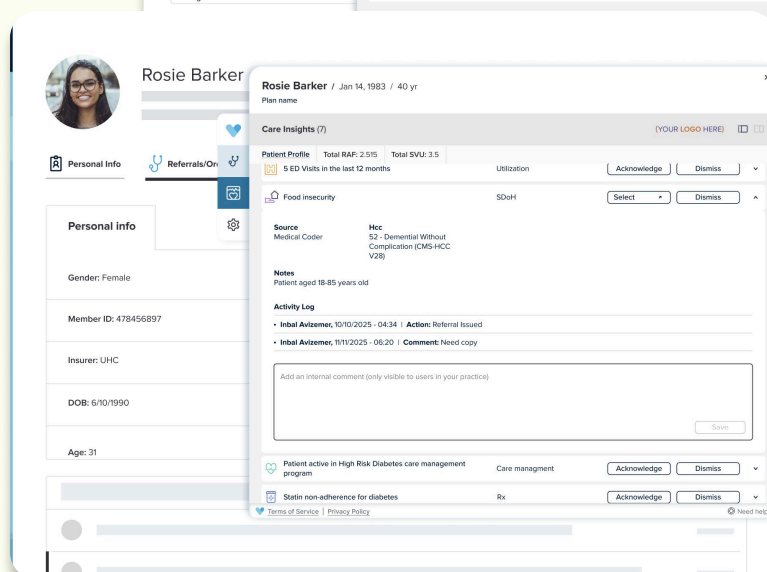
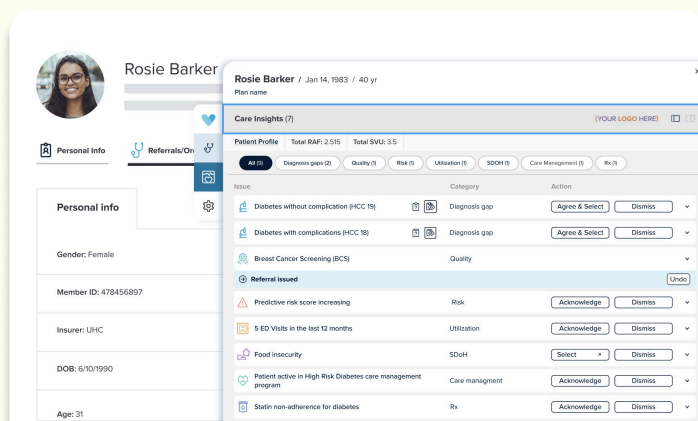
# Care Insights - Technical Walkthrough

## 4 App Interaction Flow (cont.)

When the user selects an action:

- The action buttons will disappear.
- The **Undo** button will become enabled if the user wishes to undo their selection.

The action will then be **logged in the activity log**.



### If the action is not final:

- If this insight is resurfaced in the future, the dropdown list will retain the last selected value and action buttons will be enabled.
- The dropdown button will reflect the last recorded action taken at the practice.

### Final Action Flow:

- If the selected action is a final action then the insight should not be resurfaced in the next patient encounter, unless deemed otherwise by the data source.

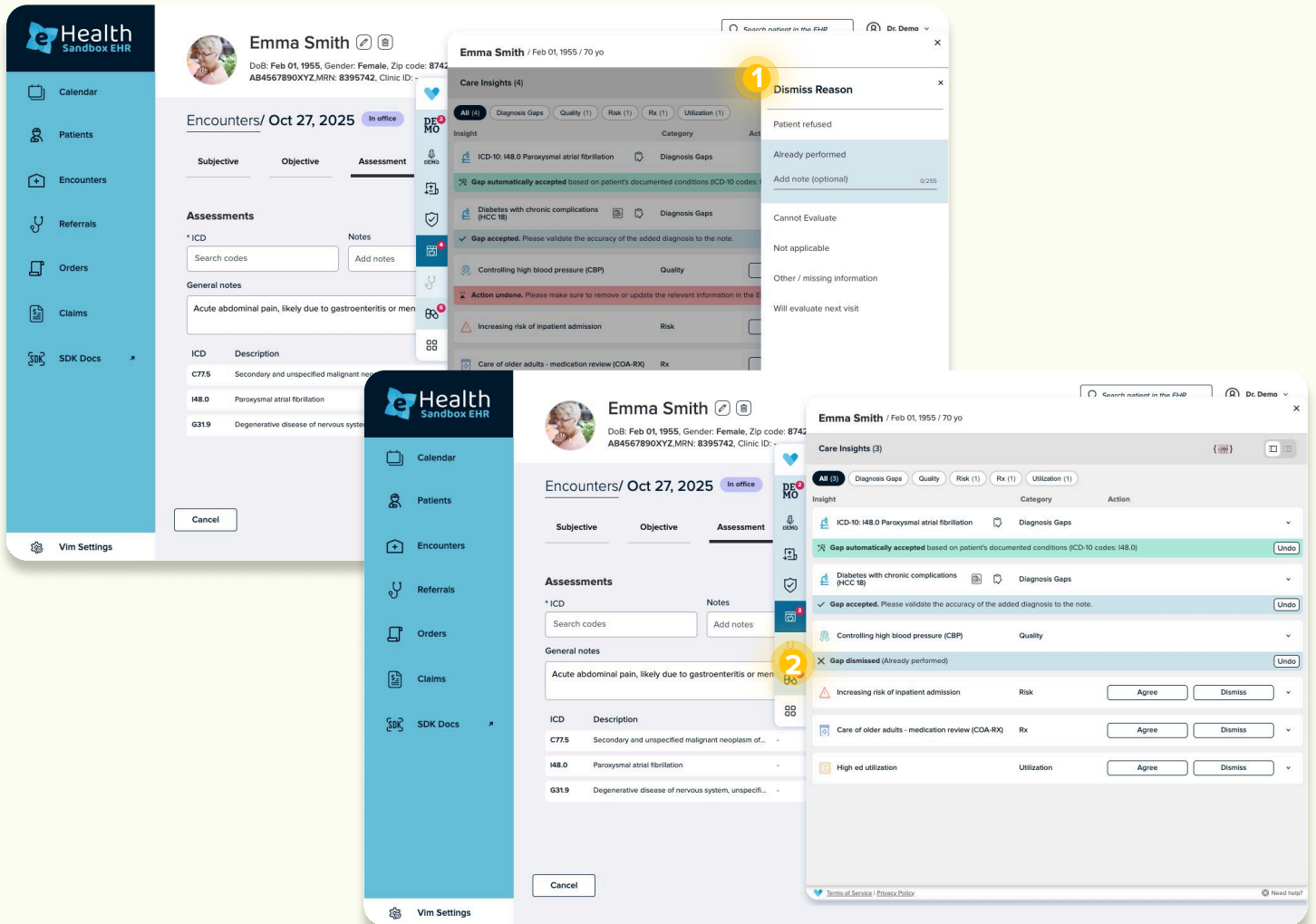


# Care Insights - Technical Walkthrough

## 5 Dismissing Gaps

As previously shown, the user has several options to address gaps. In this example, a dismiss workflow is shown. The user will select, “Dismiss” and then two workflows are possible:

1. An additional interactive modal will open where a user can choose a dismiss reason from a list of pre-programmed options. Most dismissal reasons will also include a freeform text field where the user can add additional notes and details.
  - a. After a selection is made, feedback is sent to the data source and the user receives a notification that the gap has been dismissed.
2. In some cases, the data source will not require a dismissal reason and the action and workflow will be completed upon clicking “Dismiss.”





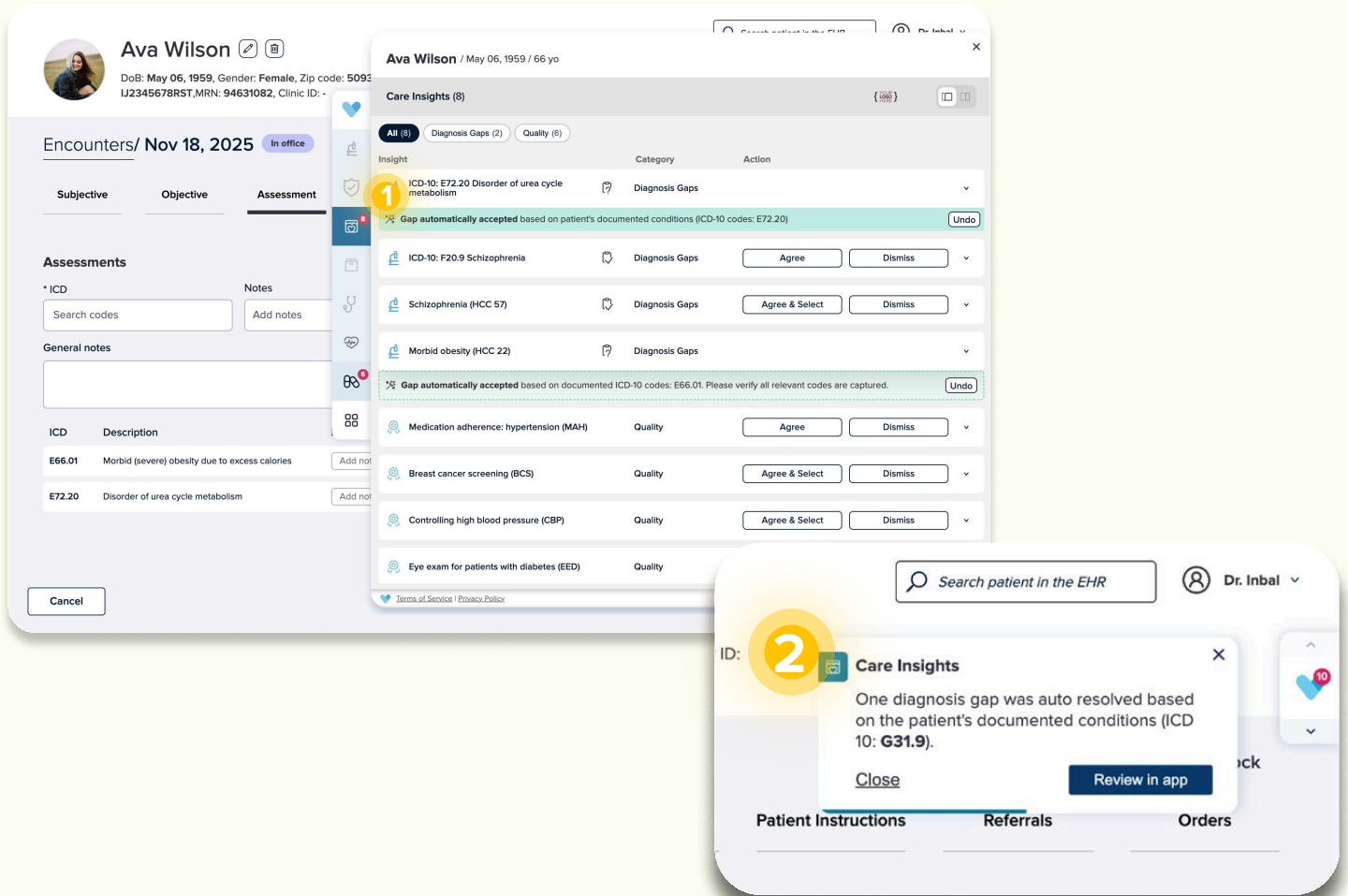
# Care Insights - Technical Walkthrough

## 6 Leveraging Additional Functionality Continued

### Auto-Resolve

A great time-saving solution, Vim's Auto-Resolve functionality, will automatically resolve patient-specific diagnosis gaps if any suggested ICD-10 codes are already in the patient's EHR assessment.

1. Auto-resolved gaps are highlighted with a green confirmation message so the user is aware of what action was taken and why.
2. If auto-resolve occurs while the Care Insights application is closed, the user will receive a push notification that can be clicked on. Once clicked, the user will be directed to the application for additional details.





This user guide ensures you have all the tools to seamlessly navigate Vim Care Insights and address insights effectively. **For further assistance, reach out to Support on our website or your Vim point of contact.**

[Learn More About Vim](#)