Medical Actions (NGGA-PEM)

Electronic Case Management (eCase)

Joint Force Headquarters
Georgia Army National Guard
Marietta, GA
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SUMMARY of CHANGE

SOP
Electronic Case Management

o No changes. First edition, 1 December 2018.

Proposed changes, modifications, and/or deletions should be made known to GAARNG G-1, HR Plans using GA
Form 2028. Your feedback to provide a quality product is always welcome.

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Chapter 1

1-1. Purpose.

The Electronic Case Management (eCase) module is used to open, track, and determine the disposition of medical cases for Army National Guard (ARNG) Soldiers. The eCase module provides an automated case-management workflow and task-management system that provides an integrated view of all related data that is obtained from other medical management systems.

1-2. Applicability.

eCase is used for the following purposes:

a. Review and manage Health Assessment Referrals from Periodic Health Assessments (PHAs), Pre/Post Deployment Health Assessments (PDHAs), and Post Deployment Health Re-Assessments (PDHRAs) in eCase

b. Create independent cases or those based on health assessment referrals, in order to track complete history of medical issues

c. Restrict access to case notes to authorized users

d. Allow sensitive cases to be flagged, in order to limit and track access

e. Generate medical forms from entered case data

f. Automatically transmit case data to Health Readiness Records (HRR) document repository

g. Track the status of all active cases

h. Review closed cases

i. Assign primary responsibility for cases to ensure the proper management

j. Generate reports related to case management activities

k. Allows authorized users to review closed cases

l. Allows authorized users a means for generating reports related to case-management activities

m. Provides a mechanism for generating forms (SF 513, SF 600, etc.) from entered case data

Chapter 2
User Responsibilities

a. Personnel requiring access to eCase must complete Health Insurance Portability and Accountability Act (HIPAA) training either through Joint Knowledge Online (JKO) or Computer Based Training (CBT) in MEDCHART. If HIPAA training is completed through JKO, the HIPAA certificate must be uploaded into MEDCHART prior to access approval. The National Guard Bureau also offers eCase training for users periodically.

b. When a Soldier has a medical or behavioral health condition, requiring case management, the Soldier will be entered into the Case Management Program by the Case Manager (CM), Program Manager (PM), Deputy State Surgeon (DSS), or Medical Readiness Non Commissioned Officer (MRNCO).

c. The Soldier will be assigned a Case Manager (CM) from their assigned Major Subordinate Command (MSC). The CM will maintain ongoing contact (at least monthly) to determine and document the Soldier's prognosis. All medical documents, email or mail correspondence and updates from the Soldier must be entered into eCase.

d. The eCase user is responsible for annotating all communications and status updates pertaining to the Soldier's care.

e. All users will ensure documentation is current and accurate after all encounters/activities.

f. All annotations should be made using the medical tab so the information will be transposed to the Chronological Record of Medical Care (Standard Form 600).

g. If the Soldier is referred to a medical board process, is separated, or no longer requires case management, the user will update the Board and Closure tab in eCase.

h. If the Soldier is non-compliant the eCase user will update under the categorization tab.

Appendix A
References

https://medchart.ngb.army.mil/MED-CHART/Default.aspx?ReturnUrl=%2fMED-CHART%2f

Appendix C
Glossary

CM
Case Management

DSS
Deputy State Surgeon

eCase
The Electronic Case Management

HRR
Health Readiness Records

MRNCO
Medical Readiness Non Commissioned Officer

MSC
Major Subordinate Command

PHAs
Periodic Health Assessments

PDHAs
Pre/Post Deployment Health Assessments

PDHRAs
Post Deployment Health Re-Assessments