

Point of Care

At the point of care, Cielo Clinic focuses on the specific screening, prevention and chronic disease management needs of each patient. To engage the patient in the management of their care, a patient-friendly summary report can be generated to illustrate their status on key health indicators and to inform them of services they will need in the future. And, Cielo Clinic always provides a window into the care details of a patient.

1. Online/Printed Encounter Form – used at the point-of-care to identify needed services.
2. Patient Health Summary – assisting a patient in understanding their status on key health indicators and identifying future needed services.
3. Patient History – providing a very detailed view into all of a patient’s care details.

Care Management

To support care managers and non-traditional office visits, Cielo Clinic can manage patients in specific care programs (e.g., diabetes care, smoking cessation, depression counseling), deliver program specific assessments and appraisals, coordinate care across a spectrum of care providers and support patient self-management goals. At any time, care team members can assess a patient’s participation in a program and their progress toward their goals.

4. Care Management – allowing care managers to track patients, care programs and appraisals.

Patient Outreach

To ensure all of a practice’s patients are being managed, Cielo Clinic reaches out to patients that are either due for services but not scheduled for a visit or patients that have uncompleted services.

5. Patient Letter – letters are generated on a practice’s letterhead and customized with the patient’s information and needed.
6. Call Lists – identifying patients not meeting guidelines or with uncompleted services and providing the necessary contact information to reach them.

Quality Improvement

Cielo Clinic provides easy access to patient and population data with actionable information to allow you to not just report on performance but also learn where to focus to *improve* performance.

7. Performance Report – detailing performance against quality measures with actionable information for those patients not in compliance with the measure.
8. Population Report - summarizing the patient population relative to demographics, chronic conditions and measures.
9. Patient Population Detail – documenting patient compliance across a variety of measures and highlighting areas to focus on.
10. Pay for Performance Detail – illustrating how a provider is performing relative to a pay-for-performance program

Cielo Clinic Sample Encounter Forms

Encounter Form

PCP: Robert Demo

Name	ID #	Age	Gen.	Site	Provider	Date	Time
Tom Doe	4	51 Y	M	FSC	999 : Robert Demo	2008-03-21	10:30

Vitals (Last Encounter 2008-03-20)			
BP: 120/80	Hgt: 5-10	Wgt: 186-0	Pulse: 82
Tmp: 98.6	BMI: 26.7	Pain: No	

Reason for this visit?
 Do you need any medication refills today?
 Are you in pain?
 Do you have any allergies?

Patient Needs	Previously Performed	Done	Ordered	Declined	Not Cand.	Discussed	Not Addr.
DM2 or CAD - annual fasting lipid profile	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHF LVEF in last 2 years:<=40%	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Colorectal Cancer Screen (circle type DONE:) FOBT... FlexSig... BE... Colonoscopy	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetic Foot Exam (monofilament, inspect, pulse)	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Annual Diabetic Eye Exam	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DM consider mgt. change A1C (circle if maxed out) (12.0 on 2008-03-20)	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Chronic Problems (write in)

CHF : (428.0)
 Depression : (311.)
 Diabetes Mellitus Type 2 : (250.00)
 (add new problems here)

Recent Acute Problems (write in)

(add new problems here)

4 Tom Doe 2008-03-21

Encounter Entry

Patient #: 1 Doe, Jane
Date: 2008-12-18
Site: FSC
Provider: 999 Robert Demo
Form Returned: no
No Show:

Vitals
Blood Pressure: 122 / 80 mmHG **Height:** 5 - 4 ft-in **Weight:** 120 - 0 lbs.-oz.
BMI: 20.6

Patient Needs

Service	Done	Ordered	Declined	Not Candidate	Discussed	Not Addressed
Bone Density Screening	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select Service Performed						
Date:	2008-12-18	Value:				Next Visit:
Annual Diabetic Eye Exam	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select Service Performed						
Date:	2008-12-18	Value:				Next Visit:
DM no A1C in four months	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select Service Performed						
Date:	2008-12-18	Value:				Next Visit:
Screening Mammogram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Select Service Performed						
Date:	2008-12-18	Value:				Next Visit:
Tetanus Booster	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
90718-TD ADSORBED 7 YR/ IM						
Date:	2008-12-18	Value:				Next Visit:
Tobacco Cessation Counseling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4000F-TOBACCO USE CESSATION IVNTJ COUNSELING						
Date:	2008-12-18	Value:				Next Visit:

Chronic Problems [Show Inactive](#)

Description	Additional Information	Addressed
Family History of Heart disease (V174)		<input type="checkbox"/> Addressed <input type="button" value="Inactivate"/> <input type="button" value="Change"/>
Smoking Addiction (3051)	1 pack per day	<input type="checkbox"/> Addressed <input type="button" value="Inactivate"/> <input type="button" value="Change"/>
Depression (311)		<input type="checkbox"/> Addressed <input type="button" value="Inactivate"/> <input type="button" value="Change"/>
Diabetes Mellitus Type 2 (25000)		<input type="checkbox"/> Addressed <input type="button" value="Inactivate"/> <input type="button" value="Change"/>

Acute Problems [Show Inactive](#)

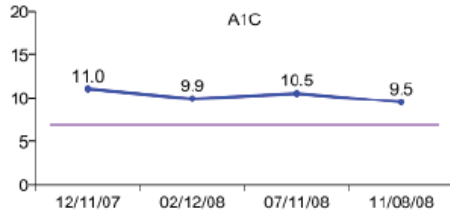
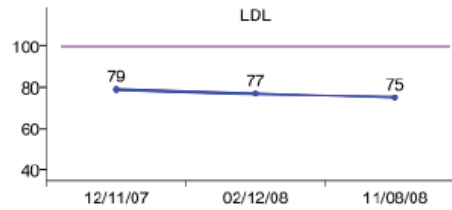
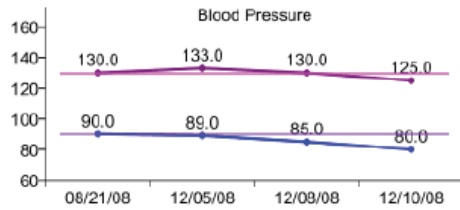
Description	Additional Information	Addressed
<input type="button" value="Add New"/>		
PAP Risk: <input checked="" type="radio"/> Low <input type="radio"/> High		



Cielo Clinic Sample Patient Health Summary

Patient Health Summary - Confidential

Forrest Brown
Robert Demo



Chronic care status	Most recent	Status	Due again
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Diabetes

Diabetic Foot Exam	07/11/08	Complete	07/11/09
Diabetic Eye Exam	05/01/08	Complete	05/01/09
Diabetic A1C	12/11/07	Complete	04/11/08
Diabetic Urinary Microalbumin/Creatinine Ratio	02/12/08	Complete	02/11/09
Fasting Lipid Profile for DM2 or CAD Patients	02/12/08	Complete	02/11/09
Moderate Dose Statin for Patients with Diabetes	02/11/08	Complete	02/10/09

Preventive

Pneumovax for Diabetics	12/08/08	Complete	12/08/13
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Preventive care status	Most recent	Status	Due again
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Preventive

Tobacco Use Assessment	12/10/08	Complete	12/10/09
Tetanus Booster	01/01/06	Complete	01/01/16
Colorectal Cancer Screening	04/01/05	Complete	03/30/15
Prostate Screening Exam	01/15/07	Complete	01/15/08
Older Adult Flu Vaccine	12/10/08	Complete	05/09/09

Next Visit

Cielo Clinic Sample Patient History

Patient History

Patient #

Name **Age** **Gender**
 FORREST BROWN 67 M

Problems

Description	Date	Last Treatment	Chronic
Hypothyroidism :	2000-04-08	2008-12-16	.
Type II Diabetes :	2007-12-11	2008-08-21	.
Hypertension :	2009-05-12	2009-05-12	.
Airborne Allergy : seasonal	2009-05-19	2009-05-19	.

Medications

Description	Instructions	Start Date
ProAir HFA	90 mcg/Actuation HFA Aerosol Inhaler	2009-07-09

Allergies

Onset Date	Allergen	Reaction
2009-04-24	nkda	

Services

Code	Description	Value	Units	Date	Posted
1000F	TOBACCO USE ASSESSED			2008-12-10	2008-12-16
90658	INF VIRUS SPLT 3 YR+ IM			2008-12-10	2008-12-16
90732	PNCCAL POLYSAC 23-V ADLT/IMMUNSUP SUBQ/IM			2008-12-08	2008-12-16
83036	HGB GLYCOSYLATED	9.5		2008-11-08	2008-12-16
83721	LIPOPROTEIN DIR MEAS LDL CHOLESTEROL	75		2008-11-08	2008-12-08
FM010	Diabetic Foot Exam			2008-07-11	2008-07-11
83721	LIPOPROTEIN DIR MEAS LDL CHOLESTEROL	77		2008-02-12	2008-02-12
82043	ALBUMIN URINE MICROALBUMIN QUAN			2008-02-12	2008-07-11
83036	HGB GLYCOSYLATED	9.9		2008-02-12	2008-12-08
G0102	DIGITAL RECTAL EXAMINATION			2008-02-11	2008-02-12

Vitals

Date	BP	Hgt	Wgt	BMI
2009-05-19		5-10		0.0
2009-05-18	155/76	5-10	206	29.6
2009-05-12	170/100	5-10	210	30.1
2008-12-16				

Encounters

Retd Date	Site	Provider	Problems Addressed
2009-07-20	FSC	Robert Demo	
2009-07-17	FSC	Susan Davis	
2009-07-09	FSC	Susan Davis	
2009-07-06	FSC	Robert Demo	
2009-06-29	FSC	Susan Davis	

Needs Status

Description	Initial Date	Last Action	Status	Next Action
Annual Diabetic Eye Exam	2007-12-11	2009-07-23	Ordered	2009-05-01
Colorectal Cancer Screen: FOBT...FlexSig...BE...Colonoscopy	2007-10-04	2007-12-11	Completed	2015-03-30
"Diabetic Foot Exam (monofilament, inspect, pulse)"	2007-12-11	2009-07-23	Due	2009-07-11
DM2 or CAD - annual fasting lipid profile	2007-12-11	2009-03-17	Completed	2009-11-08
DM Annual microalbuminuria screening	2007-12-11	2009-07-23	Due	2009-02-11
DM - Confirm: moderate dose statin	2007-12-11	2009-07-23	Due	2009-02-10
DM no A1C in four months	2007-12-11	2009-07-23	Ordered	2009-03-10
Flu Vaccine	2008-12-05	2008-12-10	Completed	2009-07-25
Patient Caregiver Agreement Addressed	2009-06-09	2009-07-23	Due	2009-06-09
Pneumovax for Diabetic Patients	2007-12-11	2008-12-08	Completed	2013-12-08
Prostate Screening Exam	2007-10-04	2009-07-23	Discussed	2009-02-10
Tetanus Booster	2007-10-04	2007-12-11	Completed	2016-01-01

Date	BP
12/10/08	125.0
5/12/09	170.0
5/18/09	155.0

Date	BMI
5/12/09	30.1
5/18/09	29.6

Date	LDL
12/11/07	79
2/12/08	77
11/8/08	75

Date	A1C
12/11/07	11.0
2/12/08	9.9
7/11/08	10.5
11/8/08	9.5

Cielo Clinic Sample Care Management

Care Management Plans - Plan Population

Plan: Diabetes Care

Status: Current

Patient #	Last Name	Phone	Status	Last Contact	Contact Attempt	Status
1298	Ramirez	555-555-1212	Enrolled on 2009-08-19	2008-08-26	<input type="checkbox"/>	
2440	Walls	555-555-1212	Enrolled on 2009-08-19	2008-10-14	<input type="checkbox"/>	
2810	Campos	555-555-1212	Enrolled on 2009-08-19	2008-10-16	<input type="checkbox"/>	
2890	Olivia Barber	555-555-1212	Enrolled on 2009-08-19	2008-10-30	<input type="checkbox"/>	
2663	Alejandro Holland	555-555-1212	Enrolled on 2009-08-19	2008-11-03	<input type="checkbox"/>	
1899	Bessie Chavez	555-555-1212	Enrolled on 2009-08-19	2008-11-04	<input type="checkbox"/>	

Care Management Plans - Patient Status

Patient # 2331

Name: Brown, Forrest Age: 67 Y Gender: M Phone: 555-555-1212

Plan: Diabetes Care

Metric	Goal	Achieved	Performed
LDL Screening	In range <= 100 over last 1 measure(s) within 365 days.	✓	75 on 2008-11-08
Hemoglobin A1C	In range <= 9 over last 1 measure(s) within 90 days.	•	
Blood Pressure	In range < 120/80 over last 3 measure(s) within 365 days.	•	
Body Mass Index	Average <= 35 over last 3 measure(s) within 900 days.	•	
In general, would you say your health is...?		•	

1 of 5 achieved (20.00%)

Plan: Diabetes Care

Type: Phone

Left message with husband to call back on latest results.

Health Survey (SF-12)
For 2331 Brown, Forrest
9/16/09

In general, would you say your health is...?

Excellent

Very Good

Good

Fair

Poor

Cielo Clinic Sample Patient Letter



Fuller Street Clinic

8088 Fuller Street
Ann Arbor, MI 48104
734-555-1212
scheduling@fullerstreet.com

May 12, 2008

Jane Doe
123 Main Street
Ann Arbor, MI 48104

Dear Ms. Doe;

We recently reviewed your medical records and found that are you due for the following:

- A test for colorectal cancer
- Pap smear to check for cervical cancer
- Mammogram to check for breast cancer

Cancer detection is important to your health! Many common cancers are curable if we detect them early. I've enclosed some information to further educate you on the screening, detection and prevention of these cancers.

At your earliest convenience, please call our office to schedule a visit for these tests and check-ups. Please mention this letter when you call.

Our office is open Monday through Friday, 8AM to 5PM.

Kind Regards,

Dr. David Morin
Fuller Street Clinic

Cielo Clinic Sample Call List

Patient Call Lists

Remind For: Ordered Services ▼

Site: FSC-Fuller Street Clinic ▼

Team: FSC-1-Fuller Street Clinic ▼

Provider: 999-Robert Demo ▼

Limit By Payer: Select All Select None

BANKERS LIFE & CASUALTY
 BCBSM
 BCBS OF MI
 BCFEP
 BCN ADVANTAGE
 BEECH STREET NETWORK
 BEST OF HEALTH
 BLUE CARE NETWORK

Add

Include These Screenings/Services:

Mammogram ▼ Remove

Description: Mammogram Never Completed

Days Since Ordered: 45

Bone Density Screening ▼ Remove

Description: Bone Density Screening Never Completed

Days Since Ordered: 30

Create PDF Create CSV

Services Call List

Street Clinic (FSC -1) Provider: Robert Demo

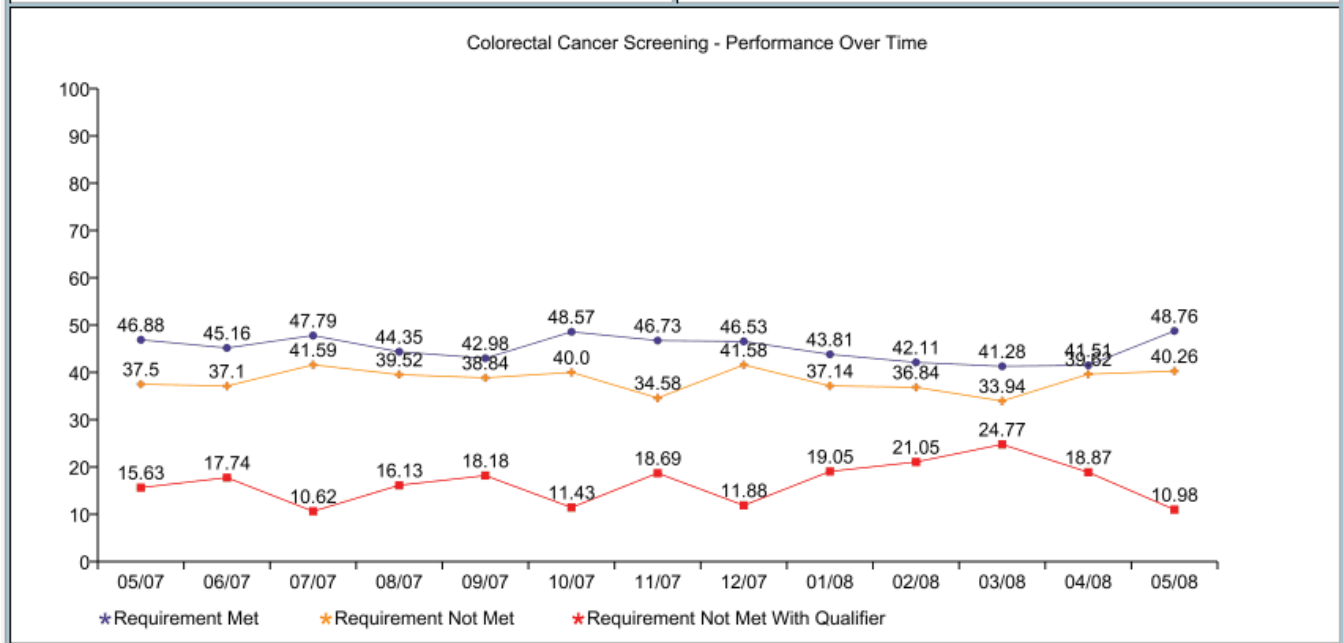
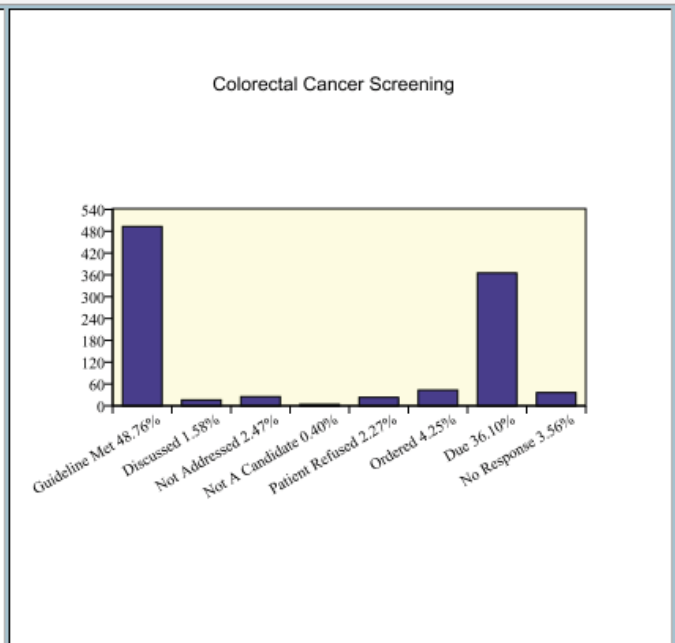
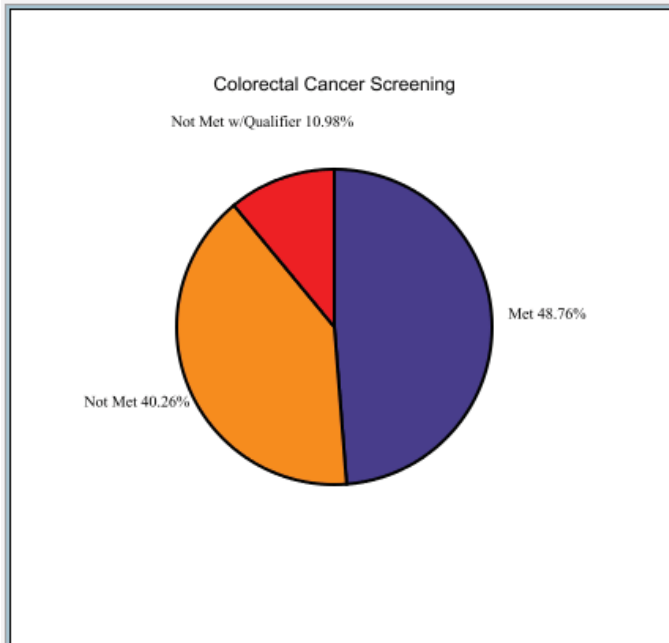
Address	Days Past Due
1030 Sunset Street , Ann Arbor	214
1208 Hickory Street , Dexter	246
1845 Fourteenth Street , Ann Arbor	182
1242 River Street , Ann Arbor	114
1770 14th Ave , Dexter	101
3988 College Street , Ann Arbor	193
277 Madison Street , Ann Arbor	115
2043 West Street , Ann Arbor	529
134 Sixth Street , Ann Arbor	393
156 7th Street , Ann Arbor	417
1066 Jackson Street , Dexter	228
1003 Lincoln Dr , Dexter	115
1075 Cherry Street , Ann Arbor	577
288 Lake Street , Ann Arbor	267
189 Maple Street , Ann Arbor	114

1064	555-555-1212	GIBSON, ANGIE Mammogram Incomplete	1242 River Street , Ann Arbor Ordered On: 11/26/2008 Days Past Due: 114
2558	555-555-1212	HAHN, ANN Mammogram Incomplete	1770 14th Ave , Dexter Ordered On: 12/09/2008 Days Past Due: 101
2600	555-555-1212	HOLMES, SONJA Bone Density Screen Incomplete	3988 College Street , Ann Arbor Ordered On: 09/08/2008 Days Past Due: 193
1131	555-555-1212	HOWARD, KELLIE Mammogram Incomplete	277 Madison Street , Ann Arbor Ordered On: 11/25/2008 Days Past Due: 115
1536	555-555-1212	HUDSON, JACKIE Bone Density Screen Incomplete	2043 West Street , Ann Arbor Ordered On: 10/08/2007 Days Past Due: 529
1695	555-555-1212	JOHNSON, GWEN Mammogram Incomplete	134 Sixth Street , Ann Arbor Ordered On: 02/21/2008 Days Past Due: 393
2503	555-555-1212	JONES, WENDY Mammogram Incomplete	156 7th Street , Ann Arbor Ordered On: 01/28/2008 Days Past Due: 417
1341	555-555-1212	KIM, LYNETTE Mammogram Incomplete	1066 Jackson Street , Dexter Ordered On: 08/04/2008 Days Past Due: 228
1648	555-555-1212	LITTLE, GEORGETTE Mammogram Incomplete	1003 Lincoln Dr , Dexter Ordered On: 11/25/2008 Days Past Due: 115
1559	555-555-1212	LOPEZ, JEANNE Mammogram Incomplete	1075 Cherry Street , Ann Arbor Ordered On: 08/21/2007 Days Past Due: 577
1412	555-555-1212	MARTIN, TONI Mammogram Incomplete	288 Lake Street , Ann Arbor Ordered On: 06/26/2008 Days Past Due: 267
1617	555-555-1212	MILLER, ANGELICA Mammogram Incomplete	189 Maple Street , Ann Arbor Ordered On: 11/26/2008 Days Past Due: 114

Cielo Clinic Sample Population Performance Report

Clinical Performance Report												
As Of 2008-05-12												
Patients Seen												
Colorectal Cancer Screening - Detail View												

Site	Team	Provider	Guideline Met	Guideline Not Met	Discussed	Not Addr.	Not Cand.	Ordered	Refused	Due	No Response	Total Patients
FSC	FSC-1	Robert Demo	420	65	3	2	1	10	6	33	4	485
FSC	FSC-1 Total		420	65	3	2	1	10	6	33	4	485
FSC Total			420	65	3	2	1	10	6	33	4	485



Cielo Clinic Sample Patient Population Report

Population Report for Diabetics

3/20/08 through 3/20/09

Site: Fuller Street Clinic (FSC) Team: All Provider: All

Total Patients	97	
Patient Visits		
1-2	28	28.9%
3-4	29	29.9%
>=5	35	36.1%
0	5	5.2%
Gender		
Female	37	38.1%
Male	60	61.9%
Age		
0-18	1	1.0%
19-29	3	3.1%
30-49	12	12.4%
50-64	35	36.1%
65-84	40	41.2%
Over 84	6	6.2%
>50	81	83.5%
>65	46	47.4%

Conditions
Diabetes Type I
Diabetes Type II

HGB Glycosylated		
<7	36	37.1%
7.0-7.9	15	15.5%
8.0-8.9	9	9.3%
9.0-9.9	9	9.3%
>10	11	11.3%
No Value Recorded	0	0.0%
Test Performed	80	82.5%
LDL		
<70	13	13.4%
<100	43	44.3%
100-129	13	13.4%
130-160	5	5.2%
>160	1	1.0%
No Value Recorded	2	2.1%
Test Performed	64	66.0%

Cielo Clinic Sample Patient Population Detail

Patient Population Detail for Diabetics

3/20/08 through 3/20/09

Site: Fuller Street Clinic (FSC) Team: All Provider: All

Patient #	Name	Home Phone	Last Visit	Next Visit	LDL	A1C	BP	BMI	UMA	Eye Exam	Foot Exam
1532	ADAMS, DEBBIE	555-555-1212	1/16/09	--	72 (06/08)	6.4 (11/08)	134/94 (11/08)	18.9 (11/08)	19 (06/08)	(07/08)	(11/08)
2101	ALEXANDER, MADELINE	555-555-1212	12/10/08	--	--	--	120/85 (12/08)	23.6 (12/08)	--	--	--
1361	BAKER, XAVIER	555-555-1212	8/21/08	--	77 (06/08)	7.5 (06/08)	130/78 (07/08)	41.7 (07/08)	31 (06/08)	(05/08)	(04/08)
1163	BANKS, MOLLY	555-555-1212	12/2/08	--	--	8.6 (12/08)	134/82 (06/08)	35.5 (06/08)	--	(05/08)	--
1541	BARBER, MELVA	555-555-1212	11/25/08	--	98 (10/08)	--	120/76 (11/08)	32.6 (11/08)	(10/08)	(10/08)	(08/08)
2890	BARBER, OLIVIA	555-555-1212	10/30/08	--	128 (10/08)	--	142/90 (09/08)	47.0 (10/08)	(10/08)	--	--
1809	BARKER, BRANDY	555-555-1212	11/21/08	--	--	--	122/80 (05/08)	26.0 (05/08)	--	--	--
2204	BARLOW, JUDITH	555-555-1212	3/14/08	--	--	6.6 (12/08)	--	--	--	--	--
1364	BOYD, OLGA	555-555-1212	8/22/08	--	78.0 (08/08)	6.7 (08/08)	120/80 (08/08)	21.5 (08/08)	26.0 (08/08)	(08/08)	(08/08)
1406	BULLOCK, GRADY	555-555-1212	9/4/08	--	--	7.8 (08/08)	110/64 (09/08)	27.7 (09/08)	30.7 (08/08)	--	(08/08)
1096	CALLAHAN, MARCUS	555-555-1212	12/10/08	--	--	7.9 (12/08)	130/75 (12/08)	30.8 (12/08)	--	(08/08)	(05/08)
2810	CAMPOS, EDDY	555-555-1212	10/16/08	--	35 (10/08)	6.3 (12/08)	130/64 (10/08)	43.0 (10/08)	(10/08)	--	(06/08)
1264	CHANG, AMOS	555-555-1212	8/28/08	--	--	5.7 (08/08)	148/90 (08/08)	28.1 (08/08)	--	(06/08)	--

Cielo Clinic Sample Pay-for-Performance Reporting

PQRI Detail

1/1/09 through 12/31/09

Provider: 999 Robert Demo

Measure: 1 Hemoglobin A1c Poor Control in Type 1 or 2 Diabetes Mellitus

Patient #	Last Name	First Name	Gender	Birth Date	Service Code	Service Date	Value	Status
2331	BROWN	FORREST	M	4/12/42	83036	11/8/08	9.5	Met
2343	FIGUEROA	MICKEY	M	11/13/53				Excluded

Provider: 999 Robert Demo

Measure: 2 LowDensity Lipoprotein Control in Type 1 or 2 Diabetes Mellitus

Patient #	Last Name	First Name	Gender	Birth Date	Service Code	Service Date	Value	Status
2331	BROWN	FORREST	M	4/12/42	83721	11/8/08	75	Met
2343	FIGUEROA	MICKEY	M	11/13/53				Excluded

Provider: 999

Measure: 3 H

PQRI Performance

1/1/09 through 8/31/09

Patient #	NPI	Provider	Measure #	Title	Eligible Instances	Performance Met	Performance Exclusion	Performance Not Met	Reporting Rate	Performance Rate
2331	1234567890	Robert Demo	1	Hemoglobin A1c Poor Control in Type 1 or 2 Diabetes Mellitus	2	1	1	0	100.00	100.00
2343	1234567890	Robert Demo	2	Low Density Lipoprotein Control in Type 1 or 2 Diabetes Mellitus	2	1	1	0	100.00	100.00
2331	1234567890	Robert Demo	3	High Blood Pressure Control in Type 1 or 2 Diabetes Mellitus	2	0	1	1	100.00	0.00
2343	1234567890	Robert Demo	117	Dilated Eye Exam in Diabetic Patient	2	0	0	2	100.00	0.00
2343	1234567890	Robert Demo	119	Urine Screening for Microalbumin or Medical Attention for Nephropathy in Diabetic Patients	2	0	0	2	100.00	0.00