

APPENDIX 1

Questions and answer key for the CLEAR Score assessment

Please answer the following questions in the spaces provided, circle or tick the most appropriate options.

1. Age: _____

2. Gender: ☐ Male

☐ Female

3. Designation: _____

4. How many years of experience have you had in this current job?

☐ <1 Year

☐ 1-2 Years

☐ 2- 5 Years

☐ 5-10 Years

☐ >10 Years

5. What is your experience in healthcare?

☐ <1 Year

☐ 1-2 Years

☐ 2-5 Years

☐ 5-10 Years

☐ >10 Years

6. What is your highest education qualification? _____

7. What is the location of your healthcare institution?

☐ Rural

☐ Urban

8. Computers usage:

A. Have you used computers before?

☐ Yes

☐ No

B. Place of use

☐ Home

☐ Office/ Hospital

☐ Both

C. Frequency of use

☐ Daily

☐ Once a week

☐ Rarely

☐ Never

D. Have you received formal training in computers?

☐ Yes

☐ No

E. Have you handled clinical data on computers

☐ Yes

☐ No

If yes;

☐ Inpatient

☐ Outpatient

☐ Research

☐ Others (specify)

9. Was EMR training attended?

☐ Yes

☐ No

If yes;

When was the training attended (approximate)? _____ months back

A. Questions for assessing the KNOWLEDGE component:

Choose the best option for the following questions:

[Note:

- 1. Answer choices in bold are the correct answers to the respective questions.*
- 2. The score assigned to each question is given in parentheses at the end of the respective question.]*

A. What does EMR stand for: (1)

☐ Electronic monitoring record

☐ Electronic Manual Report

☐ **Electronic Medical Record**

☐ Electronic Management Registry

B. Which of the following is a primary purpose of EMRs: (1)

☐ Printing prescriptions for pharmacies

☐ Managing hospital finances

☐ **Recording and managing patient clinical information**

☐ Scheduling staff shifts

C. Which of the following improves data security in EMR systems: (1)

☐ Using shared passwords

☐ Auto-save feature

☐ **Regular backups and access controls**

☐ Printing all records

D. Registration is done at: (1)

- ☐ **First Visit**
- ☐ Annually
- ☐ Every visit
- ☐ Not sure

E. What is the first step before entering patient data into an EMR: (1)

- ☐ Ask for patient's social media handle
- ☐ Confirm patient's name approval
- ☐ **Log in with authorized credentials**
- ☐ Get the chief doctor's written approval

F. Where can you modify patient's phone number: (1)

- ☐ **Registration**
- ☐ Nursing station application
- ☐ Clinic application
- ☐ Back-end application

G. What is the role of a unique user ID in EMR systems: (1)

- ☐ Allows login from any country
- ☐ Removes the need for passwords
- ☐ **Tracks who accessed or modified patient records**
- ☐ Enables group access

H. Creation of duplicate patient records can cause: (1)

- ☐ Wrong data reported
- ☐ Improper care
- ☐ **Both the above**
- ☐ None of the above

I. Medical errors could occur due to: (2)

- ☐ Opening wrong patient record
- ☐ Missing clinical data
- ☐ Missing demographic information
- ☐ **All of the above**

J. Example of physician order entry is: (1)

- ☐ Hemoglobin level
- ☐ Antacid
- ☐ Paracetamol syrup
- ☐ **All of the above**

K. Chief complaint is: (2)

- ☐ Diagnosis
- ☐ History of patient
- ☐ **Complaint that patient presents with**
- ☐ Not sure

L. Which of the following is an example of structured data in an EMR: (1)

- ☐ Free text progress note
- ☐ Scanned hand-written prescription
- ☐ **Drop-down menu selection for diagnosis**
- ☐ Voice memo

M. Choose the appropriate workflow: (1)

- ☐ **Registration>Scheduling> Physician consultation**
- ☐ Physician consultation > Registration> Scheduling
- ☐ Scheduling > Physician consultation >Registration
- ☐ All the above
- ☐ None of the above

N. Who can legally access a patient's EMR: (1)

- ☐ Any hospital employee
- ☐ The patient's relatives
- ☐ **Authorized healthcare providers only**
- ☐ Local government authorities

O. Can all roles in the healthcare facility use the same username and password: (1)

- ☐ Yes
- ☐ **No**
- ☐ Depends on the healthcare facility
- ☐ Don't know

P. Example of EMR report that is given to patient is: (1)

- ☐ **Visit Note**
- ☐ Registration card
- ☐ Total number of diabetics tested in the day
- ☐ All the above

Q. MRN (Medical Record Number) is important because it is: (1)

- ☐ Unique to a patient
- ☐ Traces record of patient
- ☐ **Both the above reasons**
- ☐ None of the above

R. Referral is: (1)

- ☐ In-patient care
- ☐ Providing patient with a visit note
- ☐ **Transfer of patient care to other facility**
- ☐ Scheduling a visit

Maximum score for Knowledge questions = 20

B. Questions for assessing the ATTITUDE component:

Choose the best option for the following questions:

[Note: In the back-end, the tool assigns a score based on the option chosen by the user as follows: Strongly agree = 4, Agree = 3, Disagree = 2, Strongly disagree = 1]

A. EMR use reduces errors in the system.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

B. Registering all patients into the EMR is necessary.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

C. EMRs improve the quality of patient care.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

D. EMRs improve coordination between departments.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

E. EMRs make my work more efficient.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

F. EMR should be consistently used by personnel even when patient load is high to ensure compliance.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

G. EMR should replace paper usage in healthcare entirely.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

H. There are clear benefits of using EMR.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

I. EMR can be used for digital recording of information, report generation, as a longitudinal patient record and for data analysis.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

J. Although EMR use seems to consume more time, the benefits clearly outweigh the drawbacks.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

K. EMR ensures that patient data is secure, provides faster access and stores more data than cumbersome paper records.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

L. Upon getting familiar with EMR usage, it no longer seems burdensome or time-consuming.

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree |

Maximum score for Attitude questions = 48

C. Questions for assessing the PRACTICE component:

Choose the best option for the following questions:

A. How often should patient data be entered into the EMR: (1)

- ☐ Once a week
- ☐ After the patient is discharged
- ☐ **In real time**
- ☐ Only when required by audit

B. What is a best practice when documenting clinical data in EMR: (1)

- ☐ Use general descriptions
- ☐ Keep entries brief, even if they are incomplete
- ☐ **Document fully and with all details**
- ☐ Copy-paste notes from other patients

C. What is the best practice to maintain patient confidentiality when using EMR(1)

- ☐ Keep screen always on for convenience
- ☐ Let colleagues use your login credentials
- ☐ **Log out when not in use**
- ☐ Sometimes allow unauthorized persons to view screen

D. What feature on EMRs helps reduce prescription errors (1)

- ☐ Manual notes
- ☐ Verbal communication
- ☐ **Handwritten prescriptions**
- ☐ Electronic prescriptions

E. Which of the following is commonly used to access laboratory results in EMR (1)

- ☐ Physical printouts
- ☐ Calling the lab
- ☐ **Module within EMR**
- ☐ Asking the patient

F. What is a good practice when EMR alerts or reminders appear during patient care (1)

- ☐ Ignore them
- ☐ **Review and act on them as appropriate**
- ☐ Disable the alerting function in EMR
- ☐ Wait for later to initiate action

G. What should you do if you identify incorrect data in a patient's EMR (1)

- ☐ Ignore it
- ☐ Ask someone else to fix it
- ☐ **Report or correct it promptly**
- ☐ Make a note on paper

H. What is a common practice to speed up EMR documentation (1)

- ☐ Skipping fields
- ☐ Leaving out medical history details
- ☐ **Using templates and shortcuts**
- ☐ Asking a colleague to help

I. How should EMRs be used during shift transitions (1)

- ☐ Do not give EMR access to prevent confusion
- ☐ Hand over only orally
- ☐ **Use EMRs to review patient updates, ensure continuity**
- ☐ Skip non-urgent cases

J. Why is it important to regularly participate in EMR training (1)

- ☐ To avoid penalties
- ☐ **To improve documentation accuracy and stay updated**
- ☐ For promotion
- ☐ To access restricted modules

K. Which method is appropriate for interdepartmental communication through EMR (1)

- ☐ Sticky notes
- ☐ **Internal messaging or documentation features in EMR**
- ☐ Verbal messages only
- ☐ Printed memos

L. What should you do if the EMR system is not functioning properly (1)

- ☐ Wait from someone else to report it
- ☐ Restart your device repeatedly
- ☐ **Immediately report it to the IP or support team**
- ☐ Stop using EMR for rest of the shift

Maximum score for Practice questions = 12