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## ABOUT THIS GUIDE

This guide provides information and instructions pertaining to the Quality Improvement and Evaluation System (QIES) hospice systems to users who submit and/or manage hospice patient data records. It is primarily a reference and learning tool for the QIES Assessment Submission And Processing (ASAP) Hospice Item Set (HIS) submission system.

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## HOW THIS GUIDE IS ORGANIZED

This user's guide is organized into six sections:

- Section 1, **Introduction**, provides general information about this guide, its organization, and document conventions.
- Section 2, **Overview**, introduces the Hospice system and describes system requirements (software and hardware) in addition to applicable software training that should be obtained prior to using the system.
- Section 3, **Functionality**, describes how to establish communication and submit Hospice data.
- Section 4, **Reports**, briefly describes the Final Validation and other reports that are available to providers in the CASPER Reporting application.
- Section 5, **Error Messages**, lists the error messages that may be encountered during the submission and validation processes and provides troubleshooting assistance.
- Section 6, **Glossary**, is a list of acronyms and terms used in the guide.
- Appendix A, **Quick Reference To Hospice File Submissions, Submission Status, and Final Validation Reports** provides step-by-step instructions for submitting files, checking their processing status, and requesting and/or viewing Final Validation Reports.
- Appendix B, **Resident Match** describes in detail the resident-matching process used to associate assessment records with existing or new patient (resident) records.

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## CONVENTIONS USED IN THIS GUIDE

This guide uses the following conventions:

Convention	Description
<b>Bold</b>	Identifies words, characters, buttons or commands that a user types or selects and names of web pages.
<u>Underline</u>	Identifies a link to a web page.
<i>Italics</i>	Identifies directory, path, file or field names, menu options or book titles.
Point	Move the mouse until the tip of the mouse pointer rests on what you want to choose on the page or window.
Click	Press and release the left mouse button without moving the mouse to select an item or execute a desired activity.
Select	Point and click to highlight an option or “press” a button.
Double Click	Click the left mouse button twice in rapid succession to select a file or execute an activity.
Right Click	Press and release the right mouse button.
Icons	Icons for specific software functions are used where applicable and available (e.g., the Microsoft Internet Explorer icon).

**NOTE:** Special notes or suggestions to the user display in a bordered box, similar to this one.

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## SUPPORT

You may contact the QTSO Helpdesk by phone at 1-877-201-4721 or e-mail at [help@qtso.com](mailto:help@qtso.com) if you have any questions about the QIES ASAP Hospice system.