

What our customers are already saying:

“This is a phenomenal tool!”

Nicole Porter
Director of operations



“Awesome”

Pam Toney
Executive Director
Bluffton Jasper VIM

“This looks great...”

Chris Vaughn, BSN
Executive Director
John P. Murray Community Care Clinic
T 980-323-4668 / F 980-323-4671



Atrium Health

“I love this addition! This will be very beneficial for patient stats and reporting as well.”

Kristi Farquar
Executive
Director



Introduction

- After COVID, TCI Software Inc. was one of the first healthcare software companies to address the acute need for mental health assessment tools.
- We encouraged customers to add the Pfizer PHQ-9 standard mental health survey to their Rounds dashboards and patient interviews.

Introduction

- Until now there was no simple way for clinics to compile and report data from multiple patient surveys.
- TCI has integrated the PHQ-9 survey into its Rounds software technology and automated the reporting process.
- More than 30% of our customers are conducting mental health assessments.

Introduction

TCI created this Rounds software feature in part to assist NAFC clinics that need to provide periodic 'Roadmap' reports.

Rounds can capture and report PHQ-9 results anonymously, or by individual patient I.D.

Edit Survey: RMHAT Survey

General Survey Results Labels

Survey Details

Survey Name	RMHAT Survey	Start Date	2/19/2025
Traffic Source	Patient Feedback	End Date	8/19/2025

Survey Description

Draft NAFC Roadmap to equity survey Using Pfizer 1999 copyright survey assessment.

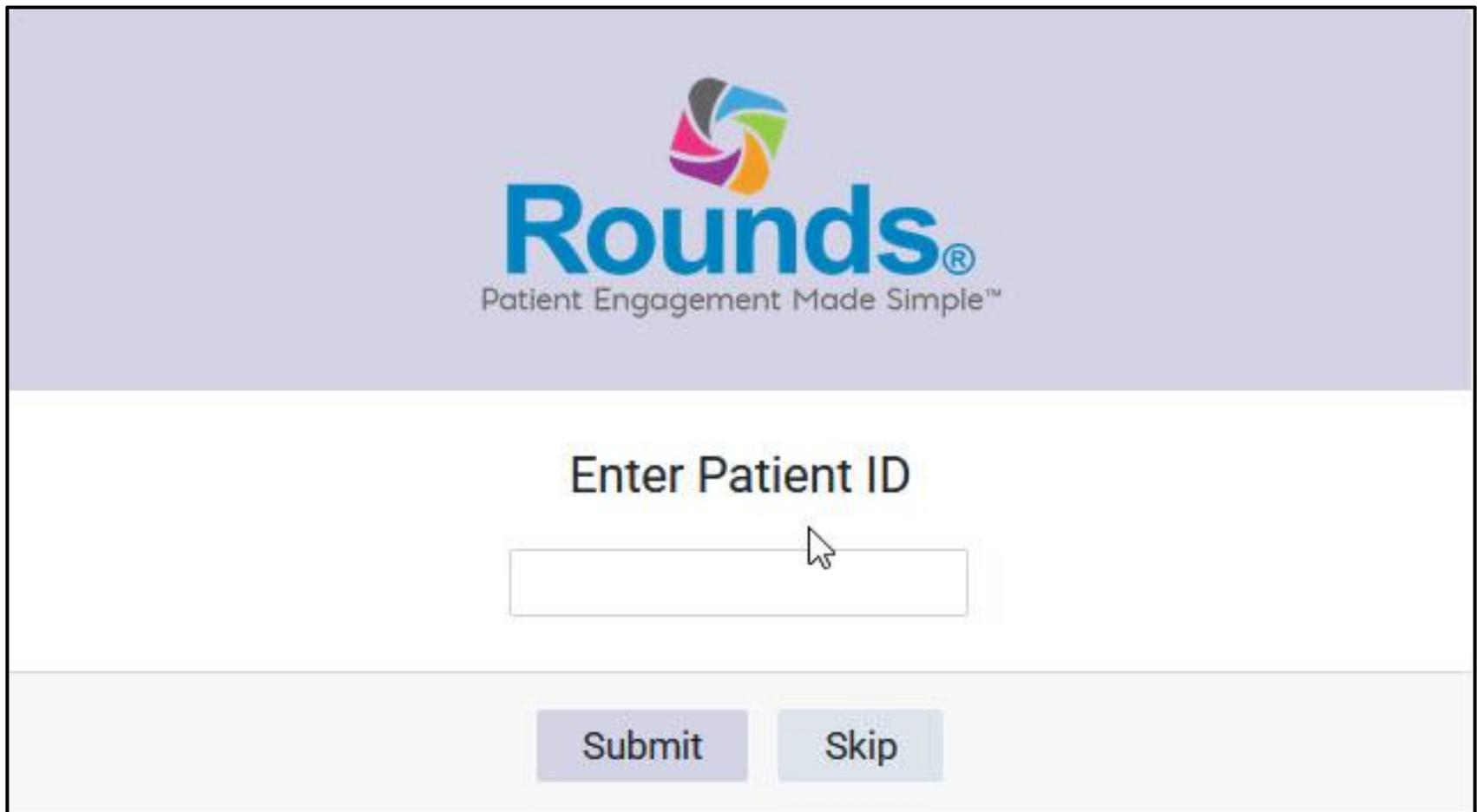
Enable Alerts

Capture Patient ID When Survey Is Taken

Require Patient ID To Proceed With Survey

Save Changes Duplicate Move Survey

Start by entering a patient's numeric I.D. (or MRN) on the assessment survey homepage



The screenshot displays the 'Rounds' logo at the top, featuring a colorful circular icon above the word 'Rounds' in blue, with the tagline 'Patient Engagement Made Simple™' below it. The main heading is 'Enter Patient ID'. Below this is a text input field with a mouse cursor hovering over it. At the bottom, there are two buttons: 'Submit' and 'Skip'.

Rounds[®]
Patient Engagement Made Simple™

Enter Patient ID

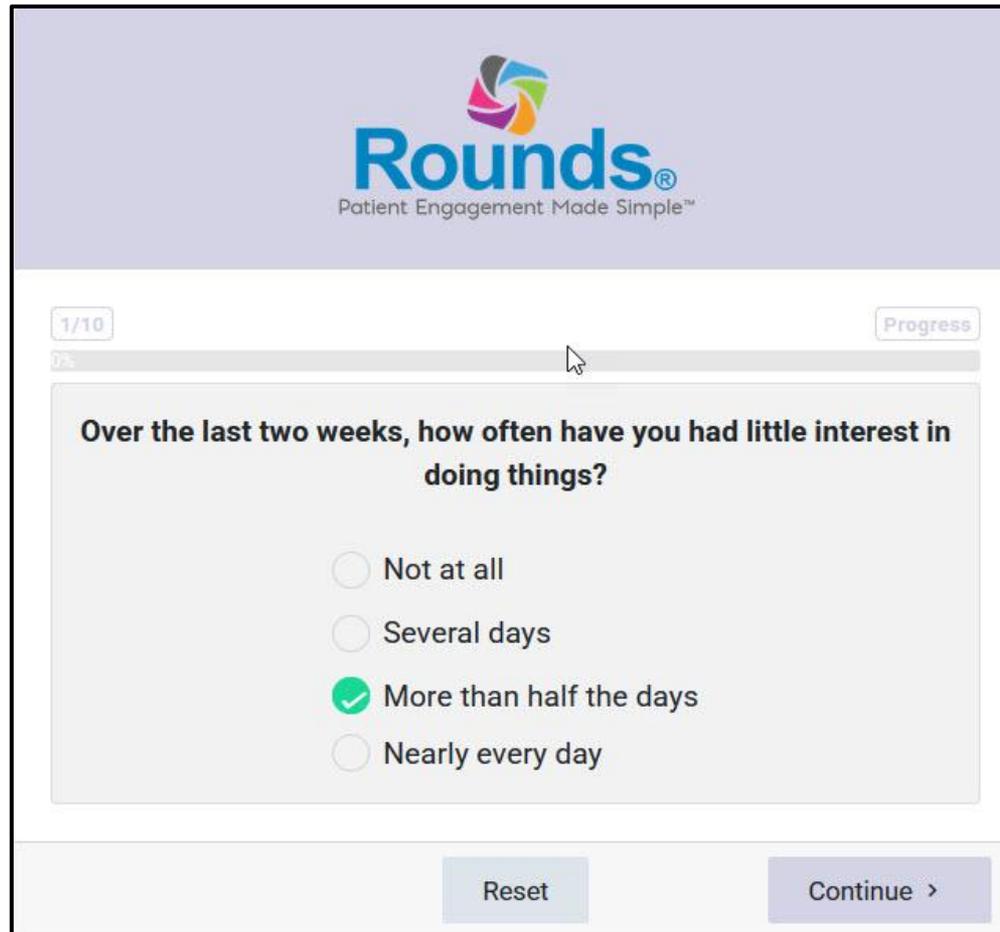
Submit Skip

Patients and survey administrators can select the survey language. This assures that non-English speaking patients are included in mental health assessments.

The screenshot shows the English version of the survey start screen. At the top is the Rounds logo with the tagline "Patient Engagement Made Simple™". Below the logo, the text "Welcome to the survey!" is displayed. Underneath, there is a placeholder "Enter campaign welcome message". A section titled "Select Language" contains a dropdown menu with "English" selected and circled in red. At the bottom, there are two buttons: a grey "Back" button with a left arrow and a purple "Begin the Survey!" button with a right arrow.

The screenshot shows the Spanish version of the survey start screen. At the top is the Rounds logo with the tagline "Patient Engagement Made Simple™". Below the logo, the text "Bienvenido" is displayed. Underneath, there is a placeholder "Translate: Enter campaign welcome message". A section titled "Seleccionar Idioma" contains a dropdown menu with "Español" selected and circled in red. At the bottom, there are two buttons: a grey "Regresa" button with a left arrow and a purple "Empezar la encuesta!" button with a right arrow.

Patients answer the PHQ-9 questions



The screenshot displays the 'Rounds' patient engagement platform. At the top, the logo features a colorful camera shutter icon above the word 'Rounds' in blue, with the tagline 'Patient Engagement Made Simple' below it. The interface includes a progress indicator showing '1/10' questions completed and a 'Progress' button. A question is presented: 'Over the last two weeks, how often have you had little interest in doing things?'. Four radio button options are provided: 'Not at all', 'Several days', 'More than half the days' (which is selected with a green checkmark), and 'Nearly every day'. At the bottom, there are 'Reset' and 'Continue >' buttons.

Rounds
Patient Engagement Made Simple™

1/10 Progress

0%

Over the last two weeks, how often have you had little interest in doing things?

- Not at all
- Several days
- More than half the days
- Nearly every day

Reset Continue >

Rounds assigns a Pfizer® PHQ-9 Depression Score to each patient survey

PHQ-9© Score Results

[Summary](#) [Details](#)

Patient ID ↑↓	Score ↑↓	Score Level	Date & Time (Eastern) ↑↓
654321	27	Severe depression	3/15/2025 4:02 AM
545	16	Moderately severe depression	2/24/2025 5:23 PM
123456	16	Moderately severe depression	3/15/2025 4:01 AM
	14	Moderate depression	2/24/2025 4:34 PM
1234	11	Moderate depression	2/24/2025 4:36 PM

Pfizer®
PHQ-9 Scale

PHQ9 Scale	
<u>Total Score</u>	<u>Depression Severity</u>
1-4	Minimal
5-9	Mild
10-14	Moderate
15-19	Moderately Severe
20-27	Severe

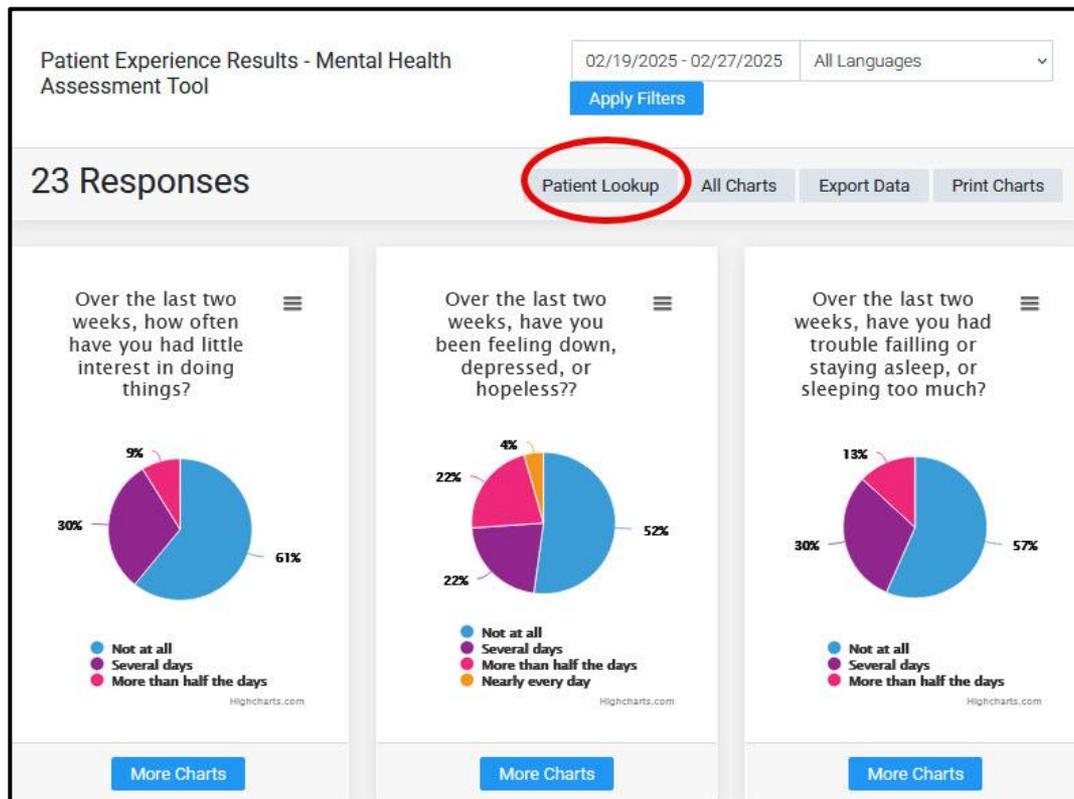
Reports are immediately available

TCI Administrator: Surveys

[Add New Survey](#) [Show Archived Surveys](#) [Manage Users](#)

Survey Name	Traffic Source	Start Date	End Date	# of Responses	
Sample Dental Survey	Dental patients	1/13/2025	7/13/2025	0	
	View Survey	View Results	One-Time Survey Links	Edit Survey	Archive
			Remove		
Mental Health Assessment Tool	Patient Feedback	2/19/2025	8/19/2025	23	
	View Survey	View Results	One-Time Survey Links	Edit Survey	Archive
			Remove		

Pie charts show the distribution of answers to all questions. To view a particular patient survey, click on Patient Lookup.



Click on the Patient I.D. to retrieve their survey answers

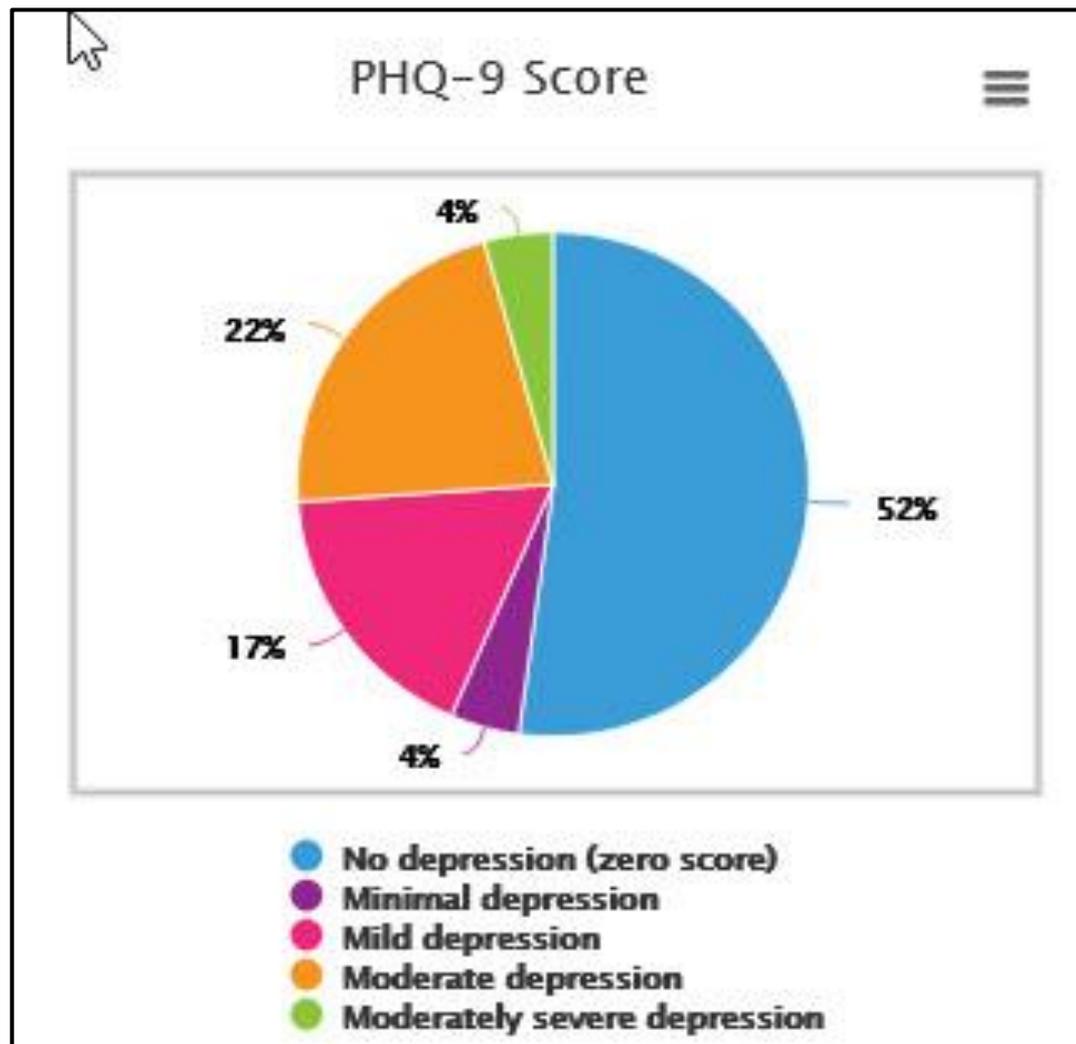
Patient ID	654321	Get Responses
#	Question	3/15/2025 Response
1	Over the last two weeks, how often have you had little interest in doing things	Nearly every day
2	Over the last two weeks, have you been feeling down, depressed, or hopeless	Nearly every day
3	Over the last two weeks, have you had trouble falling or staying asleep, or sleeping too much	Nearly every day
4	Over the last two weeks, have you been feeling tired or having too little energy	Nearly every day
5	Over the last two weeks, have you had poor appetite or been overeating	Nearly every day

The patient's answers and depression score are displayed

The screenshot shows a web interface for a patient's depression score. A red oval highlights the patient ID '14865' and the 'Get Responses' button. Below this, the score is displayed as '4/30/2025 Score 9 - Mild depression'. A table below lists four questions related to depression symptoms.

Patient ID	14865	Get Responses
4/30/2025 Score 9 - Mild depression		
#	Question	
1	Over the last two weeks, how often have you had little interest in doing things	
2	Over the last two weeks, have you been feeling down, depressed, or hopeless	
3	Over the last two weeks, have you had trouble falling or staying asleep, or sleeping too much	
4	Over the last two weeks, have you been feeling tired or having too little energy	

A real-time summary of all surveys is included.



Administrators get easy access to all surveys

Summary		Details	
Patient ID	Score	Score Level	Date & Time (Eastern)
545	16	Moderately severe depression	2/24/2025 5:23 PM
	14	Moderate depression	2/24/2025 4:34 PM
1234	11	Moderate depression	2/24/2025 4:36 PM
789	11	Moderate depression	2/24/2025 4:39 PM
135	10	Moderate depression	2/24/2025 4:45 PM
433	10	Moderate depression	2/24/2025 5:21 PM

Individual patient scores of 20 or higher generate an auto-email alert

If the *Rounds Alerts*[™] feature is enabled, clinic Administrators receive the auto-email.

Edit Survey: Mental Health Assessment Tool

General Survey Results Labels

Survey Details

Survey Name: Mental Health Assessment Tool Start Date: 2/19/2025

Traffic Source: Patient Feedback End Date: 8/19/2025

Survey Description: Draft NAFC Roadmap to equity survey Using Pfizer 1999 copyright survey assessment.

Enable Alerts

Capture Patient ID When Survey Is Taken

Require Patient ID To Proceed With Survey

Save Changes Duplicate Move Survey

Sample Alert



Hello,

A patient has submitted a PHQ-9 survey that indicates they may be experiencing a mental health crisis. Staff follow up is recommended.

[Click here](#) to log onto Rounds® and [view the flagged response](#).

Customer Service

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