Augintel

Frequently Asked Questions (FAQs)

1.   What is Augintel?

We are an Illinois-based machine learning software company dedicated to child welfare and social services. Our products improve delivery of care by putting narrative data to use by utilizing Natural Language Processing (NLP).

Our algorithms have been trained to understand social services by analyzing over 100 million actual case notes. By implementing NLP, your agency will spend less time trying to find existing content and become better informed with new analytical insights from your existing narrative data.

Using NLP, Augintel sumarizes risks, strengths and people mentioned in notes over time so that staff can see critical information about individuals and families that they serve.

2.   How do I log into Augintel?

Click here to Log into Augintel. Your username is your email address. Follow the steps below to save Augintel for ease of access.

SHORTCUT PROCESS: DESKTOP ICON USING GOOGLE CHROME

1) Have Augintel login page open in a browser

2) On the top right, click the 3 dots, select "More Tools" and then "Create Shortcut"

3) "Create shortcut?" should pop up

4) Click: Create

5) Close and see if you can find Augintel on your desktop!

Page 15
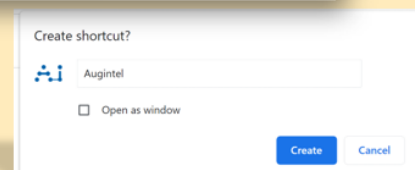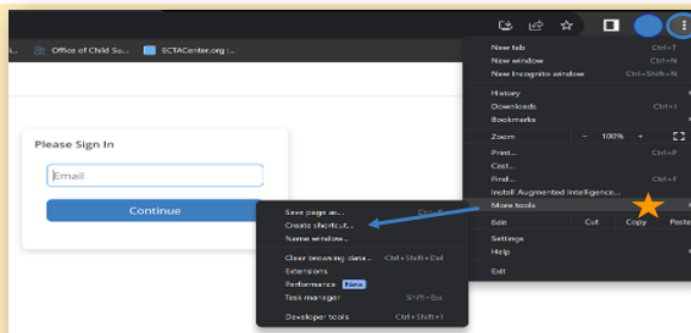
3.   How does Augintel work?

Augintel ingests a single note at a time and detects named entities, classifies sentences into sets of categories, and creates numerical representations capturing the semantic information contained within progress notes. Augintel classifies text into specific categories such as risks, strengths, and social determinants. Within each category, there are many concepts. For example, the risk category includes concepts such as substance abuse, domestic violence, and neglect. SDOH includes concepts such as education status, access to transportation, and income security. The same process labels people, quality issues and best practices. Once labeled, data is analyzed, summarized, visualized, and presented to users, delivering actionable insights.

4.   What if I see a label that I disagree with?

Natural Language Processing will never be perfect, but it can continue to improve. The good news is that the Augintel model has already been been trained on millions of notes written by human services professionals, so it will accurately label most sentences. If it misses something, no need to panic, you can help it learn!
If you think we missed labeling a risk or strength - Augintel wants to know! Feedback on incorrect labels is used to train the model to get better and better with your expert input. To provide feedback, you should click the "battery" at the top of any note to enable the feedback feature and now you can click on any sentence within a note and let us know we missed a tag. If you disagree with an assigned risk or strength, click on the i-bubble next to the sentence, and then "let us know" entering what we should take away or add to the sentence.

5.   Can I enter date into Augintel?

No. Augintel is a read only system that only has a one-way itegration with your case management system, which means you will never enter any data in Augintel. Augintel will display narrative data from your system(s) to allow you to quickly understand and search for the information you need.

6.   Does Augintel know acronyms?

Yes! Augintel has been trained in acronyms common across human sercvices such as MGM, and when a new state or county is onboarded, it learns language specific to their practice. For example, in some states the term for involuntary hospitilization is very specific such as "Baker act" or "302" and it is common see those terms used as a verb in notes. Augintel can learn this. If you see an acronym that you would like Augitel to learn, let us know!

7.   Where can I find training materials for myself or for our new hires?

Click here to access our training and onboarding materials.

8.   When does it make sense to use Augintel?

Augintel is helpful at any point in your business process that requires an understanding of the family or individual you are serving. Some specific examples of times our users have found alot of value are:

1. When searching for kin
2. To aid in a collateral review
3. When preparing for court
4. During supervision
5. At the time of assignment to get up to speed quickly
6. To identify a new trend, or a new mention of worker safety concerns
7. To get to information you know is in there and need to get to quickly such as a date of service referral
8. When considering trends in practice across the agency such as safe sleep conversations, father engagement and safe storage of drugs or weapons.

9.   Is Augintel predictive analytics?

Augintel is not a predictive or decision-making tool. Augintel surfaces information buried in case notes that the professionals in human services need to access and understand to do their work well. The tool summarizes mentions found in narrative text and cannot replace any assessment of the family's needs and strengths.

10.   How can I get to the case I am looking for?

Once you log on, you will land on the "Cases" page. If you have case assignments, your view will default to "My Cases". If you are a supervisor or manager, your view will default to "My Teams". Lastly, if you do not manage direct caseworker teams, your default will be "All Cases". You can also filter the cases shown by office, unit, or by assigned caseworker using the filters and search on the left. Another way to get to a case is to use the search bar at the top right and enter the case name or case id.

11.   Can I see the cases for just my office?

Yes. If you have case assignments, your view will default to "My Cases". If you are a supervisor or manager, your view will default to "My Teams". Lastly, if you do not manage direct caseworker teams, your default will be "All Cases". You can also filter the cases shown by office, unit, or by assigned caseworker using the filters and search on the left. Another way to get to a case is to use the search bar at the top right and enter the case name or case id. Note: You will find all cases that you are assigned to as the "primary" on the case. If you are a supervisor or happen to be "secondary" on the case, you may not see any cases on "My Cases". You can still access those cases by using the search bar at top right.

12.   Can I search for a person?

Using the search bar at the top right of Augintel Cases page, you can search by a person's name. Another way to see if a person on a case you are reviewing is also in another case is by using our connected cases feature. If any client found on this case is also a client in another, Augintel will list those connected cases for you. You can click into the connected case using the blue arrow to find out more.