

Scored forms are a valuable tool for organizations to categorize and prioritize actions based on recipient responses to questions. These capabilities can be used to automate existing scored forms, such as the PHQ-9, and to help organizations act on other forms, including follow-up on satisfaction surveys, Social Determinants of Health (SDoH), and Health Risk Assessments (HRAs), among others.

Scored Forms allow you to assign points to key question types (checkboxes, radio buttons, ratings, dropdowns, and yes/no answers). Based on a recipient's responses, the form automatically calculates a total score and enables the administrator to classify it into categories.

Send using every channel you can today: via campaigns, chatbots, and by an agent in Virtual Visits and QuincyCHAT.

Recipients who interact with forms do not see scores or score groupings.

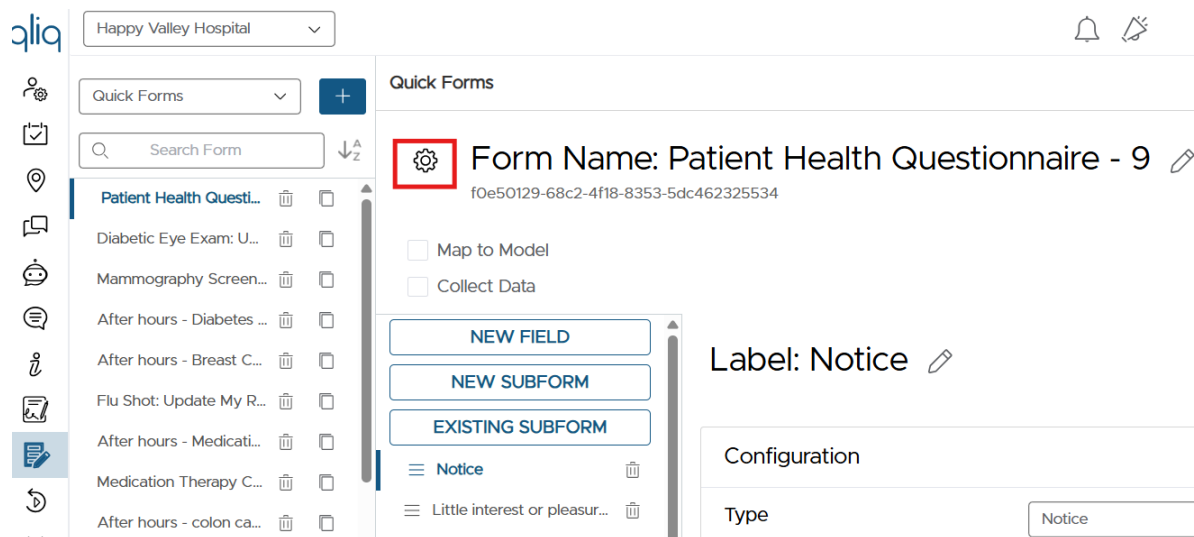
This guide provides step-by-step instructions on how to build a scored form.

## Permissions

To build a Scored Form, the Administrator must have forms permissions.

## Activate a Scored Form

To add scoring to a form, select the form and then click on the gear icon.



This window opens. The default for scoring a form is **Off**. To activate this feature, toggle the slider to **On**.

**Note:** Scored forms are a subscribed feature. If you are unable to switch this to yes, contact your account representative or support.

Quick Forms SUBMISSIONS SCORED FORMS

Form Name: Patient Health Questionnaire - 9

f0e50129-68c2-4f18-8353-5dc462325534

Scored Form ☒ On >

Email Settings ☐ Off > EMR Upload Settings ☐ Off >

## Select the Questions to Score

Tap on the arrow to the right of the highlighted button to open the form. Toggle the questions that you want included in the score from the default **Off** to **On** and press **Save**.

Questions are eligible for scoring if they are discrete and selectable, which applies to **Radio Buttons**, **Boolean**, **Check-list**, a **Drop Down**, a **Rating Stars**, or **Rating Numbers** data types.

Quick Forms SUBMISSIONS SCORED FORMS

Scored Form ☒ On >

Little interest or pleasure in doing things ☒ On >

Feeling down, depressed, or hopeless ☒ On >

Trouble falling or staying asleep, or sleeping too much ☒ On >

Feeling tired or having little energy ☒ On >

Poor appetite or overeating ☒ On >

Feeling bad about yourself — or that you are a failure or have let yourself or you... ☒ On >

Trouble concentrating on things, such as reading the newspaper or watching tele... ☒ On >

Moving or speaking so slowly that other people could have noticed? Or the opp... ☒ On >

Thoughts that you would be better off dead or of hurting yourself in some way ☒ On >

If you checked off any problems, how difficult have these problems made it for ... ☐ Off >

Score Classification

Define score ranges and categories for result classification.

Category 1

Min Score  Max Score

+ ADD CATEGORY

SAVE

## Add Values to Individual Answers

Click on the arrow to the right of the question. If the question is enabled, it expands to display the available answers. Add numerical scores by clicking on the arrows, clicking into the field, and typing a number, or tabbing from one answer to another. Repeat this process for every question that is turned on, and then press **Save**.

The screenshot shows the Quincy interface for building scored forms. On the left is a sidebar with a search bar and a list of forms. The main area displays a specific form titled 'Patient Health Questionnaire - 9' with a unique ID. Below the title, there's a 'Scored Form' section. It includes a toggle for 'Little interest or pleasure in doing things' (currently 'On') and a table for scoring options. The table has two columns: 'Option' and 'Score'. The options are 'Never' (score 0), 'Several days' (score 1), 'More than half the days' (score 2), and 'Nearly every day' (score 3). Below the table, there's another toggle for 'Feeling down, depressed, or hopeless' (currently 'On').

Option	Score
Never	0
Several days	1
More than half the days	2
Nearly every day	3

## Group Scores into Categories

To build categories:

1. Click on the pencil icon. This opens a text box to name the category.
2. Enter the category name
3. Enter the upper and lower numeric values that correspond to **Min** and **Max** scores for that category and check the green checkmark to accept the changes.
4. Repeat to add each category.
5. Press **Save**.

Ensure that your category values do not overlap and that there are no gaps in your ranges.

Please note that you can edit or remove categories as needed at any point before a recipient completes the survey.

Score Classification

Define score ranges and categories for result classification.

May Not Need Depressive Treatment

Min Score: 0 Max Score: 4

Category 2

Min Score: 0 Max Score: 1

+ ADD CATEGORY

To close scoring, click on the paper and pencil icon or navigate to a different area of the web tools using the left navigation menu.

Quick Forms

Form Name: Patient Health Questionnaire - 9

Scored Form

Little interest or pleasure in doing things

Option	Score
Never	0
Several days	1
More than half the days	2
Nearly every day	3

Score Classification

Define score ranges and categories for result classification.

May Not Need Depressive Treatment









Min Score: 0 Max Score: 4

Once your form is built, you can use it with any of these delivery methods:

1. Inserting it into a chatbot
2. Inserting it in a care campaign
3. Making it available to agents using Virtual Visits or QuincyCHAT

## Modify a Score Survey

The scoring build determines what is seen in the **Scored Forms Report**. Once any recipient has completed the scored form, it is locked and cannot be changed. If you need to modify the form, copy the form and add a date.



Quick Forms

Quick Forms

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medication

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Medication Use Challeng...

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After hours - Medication ...

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Medication Therapy Che...

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Medication Use Challen...

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Quick Forms

SUBMISSIONS

SCORED FORMS


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Form Name: Medication Use Challenges

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9ebc08b5-a7f7-471e-a2f6-183d5154e93c

Scored Form



On

▼

Reasons

Off

>

Score Classification

▼

Are there other reasons that you want to share?

Off

>

Define score ranges and categories for result classification.

See also **Quincy: Scored Forms Reporting** in the Learning Center.