

# Why No Score is Showing

Below the patients score, you may see **NaN** or **Unidentified** instead of a score number.

If this is the case, it's because not all questions on the form were completed.

First, identify the score which is unidentified (incomplete).

The screenshot shows a patient profile for 'DEMO2, Demo' (Male, born 01 Jan 1900). The 'SHOULDER PATHWAY (LEFT)' is active. Under 'Patient's Initial Tasks', the entry for '12 Sep 2019 Patient's Baseline EQ-5D' is highlighted with a yellow box. The 'VAS' and 'Index' fields are both 'undefined', which is why no score is displayed.

Click on the score.

This screenshot is identical to the one above, but a yellow arrow points to the 'NaN' score in the 'Patient's Baseline EQ-5D' task entry, indicating the user's action to click on the score.

The form will then open. Scroll through the questions and you should find one which is incomplete.

If you already have the information to complete this enter it and save the form. Otherwise...

Gold CONSULTANT, DEMO -

DEMO2, Demo (M, 119y) SERIAL NO. CR00003036 NHS: Unknown HOSP: 111  
Shoulder Pathway [Left] - EQ-5D

Input Data & Calculate Score Input Score Directly

Date of Completion  
12 Sep 2019

Please click the ONE box that best describes your health TODAY.  
**MOBILITY**

- I have no problems in walking about
- I have slight problems in walking about
- I have moderate problems in walking about
- I have severe problems in walking about
- I am unable to walk about

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Please click the ONE box that best describes your health TODAY.  
**SELF-CARE**

- I have no problems washing or dressing myself
- I have slight problems washing or dressing myself
- I have moderate problems washing or dressing myself
- I have severe problems washing or dressing myself
- I am unable to wash or dress myself

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Feedback about this form? Cancel Save

To prompt the patient to complete the form you can send a manual email reminder by clicking the **Send Email** button.

This will send an email to the patient immediately which will link them to the patient portal and to the incomplete questionnaire/s.

Gold CONSULTANT, DEMO -

DEMO2, Demo GENDER: Male BORN: 01 Jan 1900 (119y)  
test@test.com No Other Pathways

SERIAL: CR00003036  
NHS NUMBER: Unknown  
HOSP: 111  
CONSENTS TO CONTACT: Yes  
CONSENT STATUS: Consent Given

CLINICAL RECORD  
12 ITEMS (6 OUTSTANDING)

CLINICAL SCORES  
OUTSTANDING SCORES DUE

PATIENT DETAIL PATHWAY DETAIL

WORKLIST HIST PATIENT PORTAL

SEND EMAIL ATTACHMENTS

SHOULDER PATHWAY [LEFT] PATHWAY ACTIVE -

Clinical Assessments Treatment Complications Outcomes Review and Discharge Ad Hoc Task

Patient's Initial Tasks (Generated Automatically on Creating Pathway) (4 items)

- 10 Sep 2019 **Diagnosis / Indications for Treatment**  
Left: Chronic Pain  
Left: Anterior Labral Tear of the Shoulder
- 12 Sep 2019 **Patient's Baseline EQ-5D**  
VAS: undefined Index: undefined

PATIENT HISTORY (1 items)

FUTURE TASKS (5 items)