



User Guide
for
Peer Specialist Reviewers

Version 1.0
January 2009

PeerPoint Workflow

User Guide for Peer Specialist Reviewers

Documentation Release 1.0

January 2009

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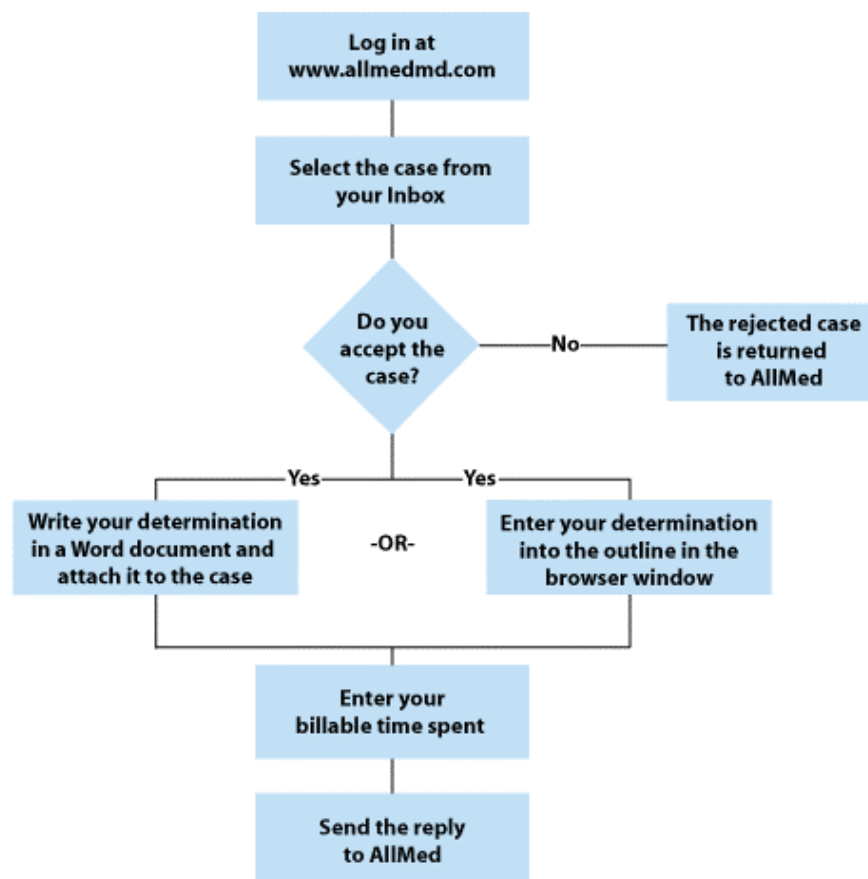
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Overview

PeerPoint® Workflow provides an easy-to-use method for submitting case reviews using a secure web site. This integrated workflow software helps expedite communication and reduces dependence on paper faxes for case materials. All communication between you and AllMed is kept confidential and password protected.



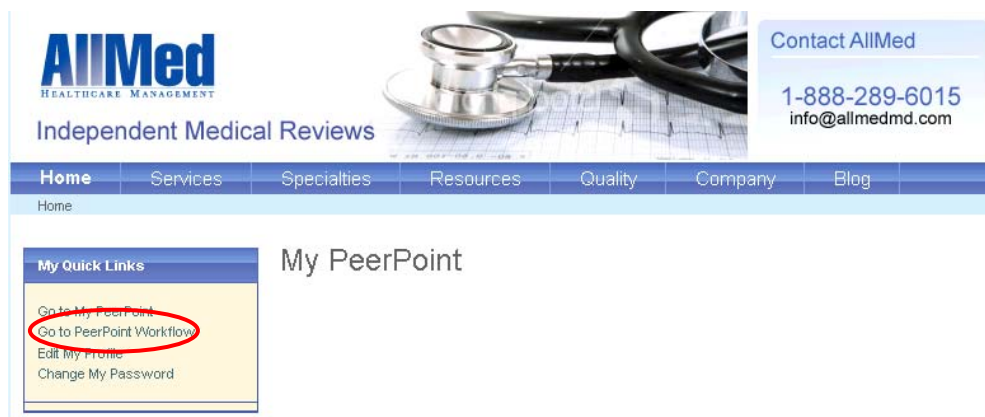
Opening PeerPoint Workflow

To open the PeerPoint Workflow application:

1. Go to www.allmedmd.com.
2. Log in to My PeerPoint using the PeerPoint login name and password that AllMed provided to you.



3. Choose **Go to PeerPoint Workflow** from the **My Quick Links** menu.



The PeerPoint Workflow application opens, displaying the Dashboard.

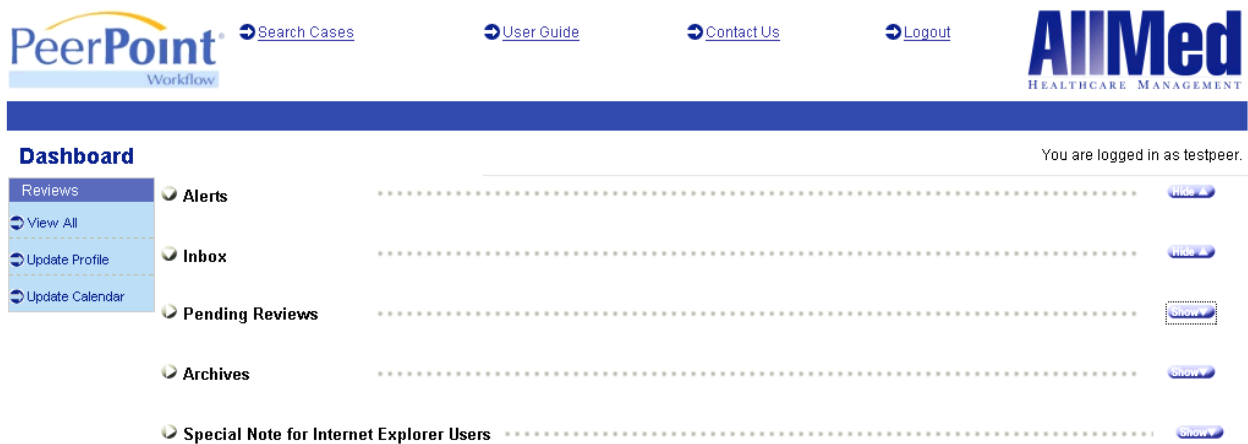
Note

Choose **Edit My Profile** from the **My Quick Links** menu to edit/update your user account information, such as name, address, and e-mail address. For more information, see “Managing Your Profile” on page 16.

Choose **Change My Password** from the **My Quick Links** menu to change your PeerPoint password. For more information, see “Changing Your Password” on page 8.

Using the Dashboard

The Dashboard displays new reviews (cases awaiting acceptance or rejection), pending reviews (cases that have been accepted but not reviewed), and archived reviews.



PeerPoint Workflow [Search Cases](#) [User Guide](#) [Contact Us](#) [Logout](#) **AllMed** HEALTHCARE MANAGEMENT

Dashboard You are logged in as testpeer.

- Reviews
 - Alerts [Hide](#)
 - [View All](#)
 - [Update Profile](#)
 - [Update Calendar](#)
 - Inbox [Hide](#)
 - Pending Reviews [Show](#)
 - Archives [Show](#)
 - Special Note for Internet Explorer Users [Show](#)

For Internet Explorer Users

For proper display of PeerPoint in Internet Explorer, you must change the following settings.

If you have Internet Explorer version 6 or older:

1. From the **Tools** menu, choose **Internet Options**.
2. Under **Temporary Internet Files**, click **Settings**.
3. Under **Check for newer versions of stored pages**, choose **Every visit to the page**.
4. Click **OK** to close the Settings window, and then click **OK** to close the Internet Options window.

If you have Internet Explorer version 7:

1. From the **Tools** menu, choose **Internet Options**.
2. Under **Browsing history**, click **Settings**.
3. Under **Temporary Internet Files/Check for newer versions of stored pages**, choose **Every time I visit the webpage**.
4. Click **OK** to close the Temporary Internet Files and History Settings window, and then click **OK** to close the Internet Options window.

The Dashboard is divided into four sections:

Tip

For easier viewing, you can expand or collapse each section by clicking the **Show/Hide** button located to the right of the section.



Alerts

The Alerts section displays notices that can be viewed by all parties involved with the review of a case (client requester, peer reviewer, and AllMed staff). An alert is generated if a circumstance occurs that could affect the timing of the review, such as a change in peer specialty, a change from expedited to standard timing, identification of a patient safety issue, etc.

Click **Mark as read** to acknowledge that you have viewed the alert to determine whether it has any bearing on your review. The alert is then automatically deleted.

Inbox

The Inbox displays new cases that AllMed has assigned to you, which you need to accept or reject.

For more information, see “Accepting/Rejecting a Case” on page 9.

Pending Reviews

The Pending Reviews section displays all cases that you have accepted, but have not yet reviewed.

For more information on completing reviews, see “Writing a Review” on page 11.

Archives

The Archives section displays all completed cases that that have been archived by the client who requested the review. Cases remain archived for one year, and are then deleted by AllMed.

Searching for Cases

You can use the Search Cases page to search for one or more cases that meet specified criteria. You can only search for cases that were assigned to you or that you have reviewed. You cannot search for cases assigned to or reviewed by other peer reviewers.

To open the Search Cases page, click **Search Cases** at the top of the Dashboard.



To search for cases:

1. (optional) Type a case number in the **Case Number** field.

You can search for the first four digits of the case number (which designate the year the review request was submitted), the last three digits of the case number, or the full case number.

2. (optional) Type the full or partial patient name in the **Patient Name** field.

This field is not case sensitive; however, you must enter the name as it was originally entered in the review request (for example, Bob vs. Robert).

3. (optional) Change the default value in the **Number of rows per page** field.

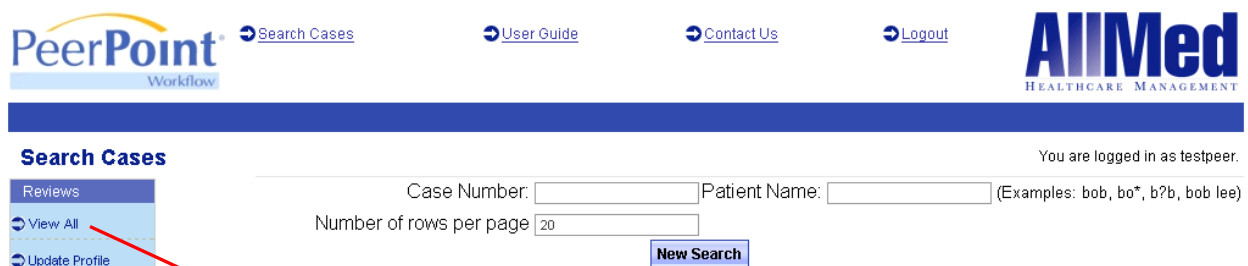
4. Click **New Search**.

All cases that meet the specified criteria are displayed.

Note

When you initially open the Search Cases page, it displays all cases that were assigned to you or that you have reviewed. To return to this complete list after you have searched for specific cases, delete entries from the **Case Number** and **Patient Name** fields (so that the fields are blank), and then click **New Search**.

Cases that were archived for a year and then automatically deleted cannot be located during a search.



Click **View All** to return to the Dashboard.

Viewing Case Details

To view more information about a case listed on the Dashboard, click the case number to open the Case Details page.

The Case Details page displays any case documents sent by the requester, as well as the questions that need to be answered.

PeerPoint Workflow

[Search Cases](#) [User Guide](#) [Contact Us](#) [Logout](#)

AllMed
HEALTHCARE MANAGEMENT

You are logged in as testpeer.

Reviews

- View All
- Update Profile
- Update Calendar

Case Details

This review is due back to AllMed by Wed 12/31 at 08:00 PDT, and has no estimated time for completion.

Case ID: 2008-377 Patient: Doe, John

Hide All Show All

- Alert Log Show
- Case Documents Show
- Peer Specialist Questions and Reply Show

Accept Case Reject Case

Click **View All** to return to the Dashboard.

For cases in your Inbox, you can accept or reject the case (see sample screen above). For more information, see “Accepting/Rejecting a Case” on page 9.

For pending reviews (cases that you have already accepted), you can complete and submit your review. For more information, see “Writing a Review” on page 11.

For archived cases, the Case Details page is read only.

Viewing the Online User Guide

To view an online copy (PDF) of this user guide, click **User Guide** at the top of the Dashboard.



Contacting AllMed

If you need to contact AllMed, click **Contact Us** at the top of the Dashboard.



A web page opens, from which you can complete a query form to submit a question to AllMed. The web page also provides AllMed's address, phone number, and fax number.

Logging Out

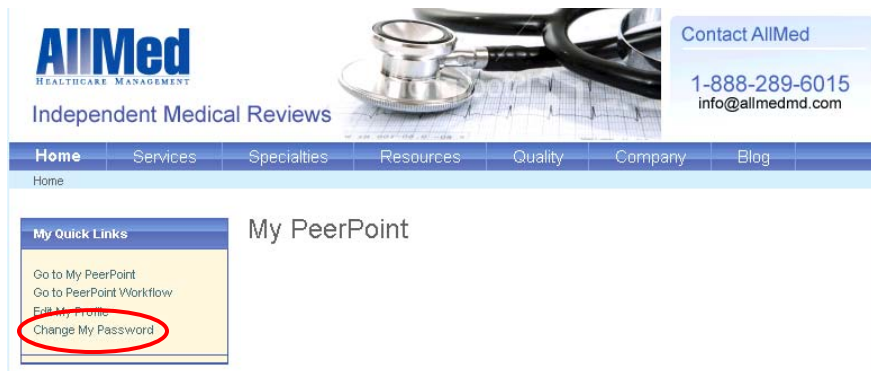
To log out of PeerPoint Workflow, click **Logout** at the top of the Dashboard.



Changing Your Password

To change your PeerPoint password:

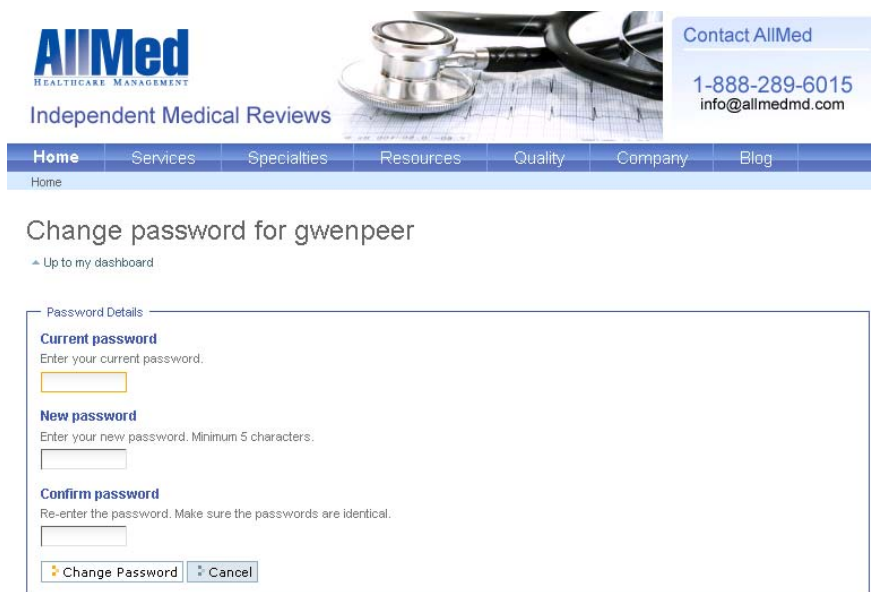
1. On the My PeerPoint home page, choose **Change My Password** from the **My Quick Links** menu.



Note

To access My PeerPoint, go to www.allmedmd.com and log in using your PeerPoint user ID and password.

2. Type your current password in the **Current password** field.
3. Type the new password in the **New password** field.
4. Type the new password again in the **Confirm password** field.
5. Click **Change Password**.



The screenshot shows the 'Change password for gwenpeer' form. The form has three input fields: 'Current password', 'New password', and 'Confirm password'. Below the input fields are 'Change Password' and 'Cancel' buttons. The 'Current password' field is highlighted with a yellow background.

Accepting/Rejecting a Case

When AllMed assigns a case to you, the case appears in your Inbox on the Dashboard. Expedited cases (cases for which a review must be completed within 24 hours) appear in **red text**.

The screenshot shows the PeerPoint Dashboard interface. At the top, there are navigation links for Search Cases, User Guide, Contact Us, and Logout. The AllMed logo is on the right. The main content area is titled 'Dashboard' and shows the user is logged in as 'testpeer'. On the left, there is a sidebar with 'Reviews' selected, and options for View All, Update Profile, and Update Calendar. The main area displays several sections: Alerts, Inbox, Pending Reviews, Archives, and a Special Note for Internet Explorer Users. The 'Inbox' section contains a table with one case:

Case Code	Date In	Review Due by	Patient Name	Review Type	Artifacts?
2008-377	12/29/2008	Wed 12/31 at 08:00 PDT	Doe, John	Medical Necessity	

You will also receive an e-mail from AllMed indicating that the case has been assigned to you.

Hello Test Peer,

You have been assigned a case for independent medical review in PeerPoint.

Please click <http://test.allmedmd.com:10002/PeerPoint/App/c377> for details.

Note

The notification e-mail will be sent to the primary e-mail address indicated in your PeerPoint profile. For information on changing your e-mail address, see “Managing Your Profile” on page 16.

You can accept the case for review, or reject it if you are unable to complete the review.

To accept or reject a case:

1. In your Inbox, click the case number to open the Case Details page.
2. Under **Case Documents**, look over the supporting documents that were submitted with the case.

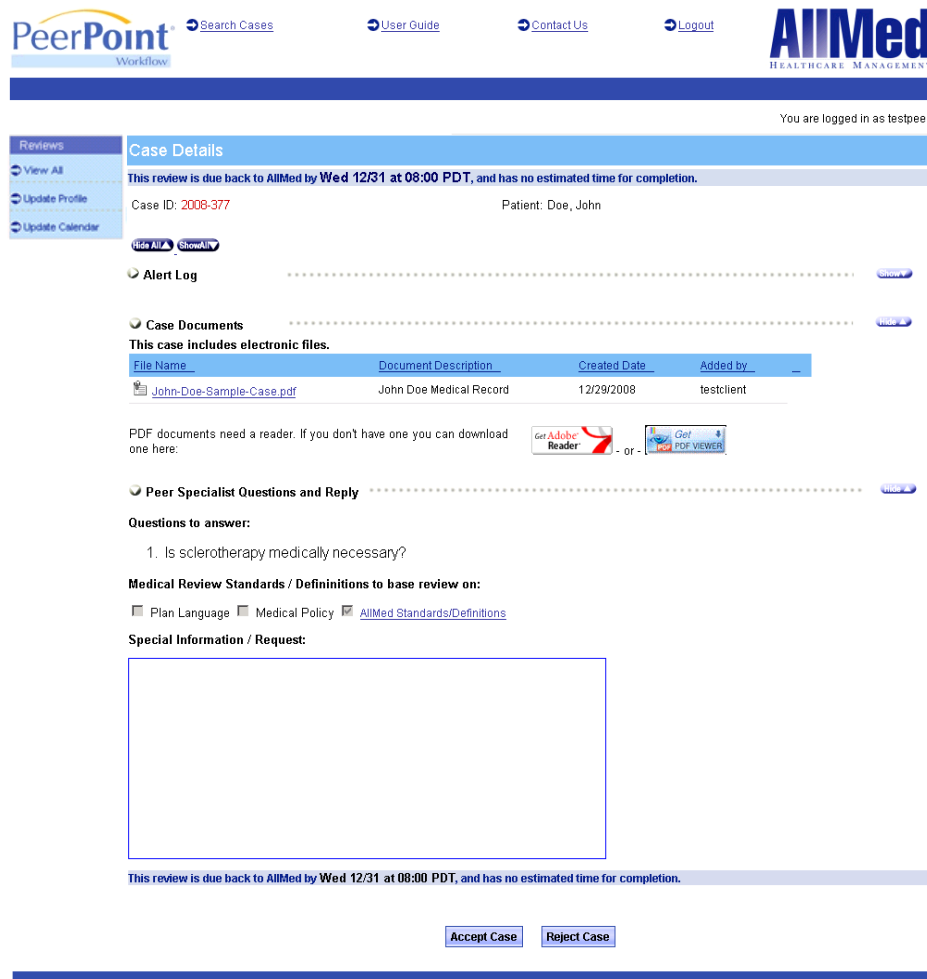
3. Under **Peer Specialist Questions and Reply**, look over the questions that need to be responded to, as well as any supporting information supplied by the requester.
4. To reject the case, click **Reject Case**. Choose the reason for rejection from the dropdown list that displays. **You do not need to call AllMed**. The case is removed from your Inbox and returned to AllMed for reassignment.

–OR–

To accept the case, click **Accept Case**.

If you accept the case, the Peer Specialist Questions and Reply section expands to include fields for your response, and the Case Documents section expands to include any supporting documents that you wish to attach. For more information on completing reviews, see “Writing a Review” on page 11.

If you do not wish to complete the review immediately after clicking **Accept Case**, back out of the page by clicking **View All** on the **Reviews** menu to return to the Dashboard, where the case will be listed under Pending Reviews. You must complete the review by the **Review Due** by date.



PeerPoint Workflow [Search Cases](#) [User Guide](#) [Contact Us](#) [Logout](#) **AllMed** HEALTHCARE MANAGEMENT

You are logged in as testpeer.

Reviews

- [View All](#)
- [Update Profile](#)
- [Update Calendar](#)

Case Details

This review is due back to AllMed by **Wed 12/31 at 08:00 PDT**, and has no estimated time for completion.

Case ID: **2008-377** Patient: Doe, John

[Hide All](#) [Show All](#)

Alert Log

Case Documents

This case includes electronic files.

File Name	Document Description	Created Date	Added by
John-Doe-Sample-Case.pdf	John Doe Medical Record	12/29/2008	testclient

PDF documents need a reader. If you don't have one you can download one here: [Get Adobe Reader](#) or [Get PDF Viewer](#)

Peer Specialist Questions and Reply

Questions to answer:

1. Is sclerotherapy medically necessary?

Medical Review Standards / Definitions to base review on:

Plan Language Medical Policy AllMed Standards/Definitions

Special Information / Request:

This review is due back to AllMed by **Wed 12/31 at 08:00 PDT**, and has no estimated time for completion.

[Accept Case](#) [Reject Case](#)

Writing a Review

When you accept a case submitted to you by AllMed, but do not complete the review immediately, the case appears in the Pending Reviews section on the Dashboard. You must complete the review by the **Review Due by** date.

PeerPoint Workflow [Search Cases](#) [User Guide](#) [Contact Us](#) [Logout](#) **AllMed** HEALTHCARE MANAGEMENT

Dashboard You are logged in as testpeer.

- Alerts Hide
- Inbox Hide
- Pending Reviews Hide

Case Code	Date In	Review Due by	Patient Name	Review Type	Artifacts?
2008-377	12/29/2008	Wed 12/31 at 08:00 PDT	Doe, John	Medical Necessity	
- Archives Show
- Special Note for Internet Explorer Users Show

Click the Case Code link to open the Case Details page and complete your review.

To complete your review:

1. On the Case Details page, scroll to the Peer Specialist and Reply section.

You just complete either the Peer Specialist's Reply section—which contains a series of text boxes into which you can enter your review—or the Review as Word Document section, from which you can upload a Word document that contains your review.

Peer Specialist Questions and Reply Hide

Questions to answer:

1. Is sclerotherapy medically necessary?

Medical Review Standards / Definitions to base review on:

Plan Language Medical Policy AllMed Standards/Definitions

Special Information / Request:

Instructions: Please review the attached documents and above clinical information and answer the above questions. Questions can be answered directly in the following boxes.

- Peer Specialist's Reply Show
- Review as Word Document Show

You must complete one of these two sections.

- To enter your determination directly into PeerPoint, type your responses in the text boxes located under **Peer Specialist's Reply**.

[If you prefer to enter your determination in Microsoft Word, skip to step 3.]

You must complete the following text boxes. A response is required in each text box.

- Materials reviewed
- Summary of clinical course
- Response to Referral Questions (one text box per question)
- Rationale/Source of determination
- References

Note

If you do not have time to complete your review in one sitting, you can save your work and finish the review at a later time. To save your work, click outside of the text boxes before you leave the page. The content of the text boxes is automatically saved when you click outside of the boxes.

The following sample response provides an example of the type of information you should enter in each text box.

Peer Specialist's Reply [Close]

To perform this review offline follow the instructions in the **Review as Word Document** section below.

The content of all entry boxes will be saved automatically when you click outside the box.

Materials reviewed, including consultation with treating physician, your colleagues, etc.

Font family Font size

[Rich Text Editor Icons]

Review request; consultation

Path: p

Summary of clinical course including, but not limited to, testing, evaluations, progress summaries:









Font family Font size





















[Rich Text Editor Icons]

The patient is a woman with bilateral leg pain and swelling, as well as tingling, burning, and cramping. The symptoms are said to interfere with her activities of daily living. She has worn compression stockings for over 20 years. A venous duplex exam showed normal great saphenous and small saphenous veins. The deep system was not examined. On exam, she had reticular varicosities and spider veins. The provider requests authorization to perform bilateral sclerotherapy.

Path: p » span

Response to Referral Questions:**1. Is sclerotherapy medically necessary?**









B I U ABC         Font family Font size





















                   

No.

Path: p » strong » span

Rationale / Source of determination (literature, standards of care within specialty, etc.):

B I U ABC         Font family Font size









No plan definitions are included with the review materials.





















General practice guidelines in the specialty of vascular surgery dictate that symptomatic varicose veins warrant invasive treatment when they are causing symptoms that are severe enough to interfere with activities of daily living despite a three month trial of conservative therapy to include prescription compression stockings.

This patient has debilitating symptoms. However, this patient's small varicose veins are not causing these symptoms. It is generally accepted that reticular veins (veins less than 3mm) and spider veins do not cause debilitating symptoms. They do not cause severe swelling. This patient should have a thorough workup for other etiologies for her debilitating symptoms. The deep venous system should be examined with duplex ultrasound. Other possible etiologies of severe leg pain would include lumbar radiculopathy.

Path: p.MsoNormal » span

References (please cite a minimum of 2 relevant articles or guidelines):

B I U ABC         Font family Font size

GiSwold M, Moneta G Nonoperative Treatment of Chronic Venous Insufficiency (Ch 146, pp 2241-2250) In Rutherford Vascular Surgery 6th Edition W.B. Saunders Co. 2005.

Bergan, J Varicose Veins: Treatment by Intervention Including Sclerotherapy (Ch 157, pp 2251-2267) In Rutherford Vascular Surgery 6th Edition W.B. Saunders Co. 2005.

Motykie GD Evaluation of therapeutic compression stockings in the treatment of chronic venous insufficiency. *Dermatol Surg* - 01-FEB-1999; 25(2): 116-20. |

3. To enter your determination in Microsoft Word, scroll to **Review as Word Document**.

Follow the on-screen instructions to:

1) Download the peer review document.

This Word document contains the same requested information as the text boxes listed under Peer Specialist's Reply.

2) Edit and save the Word document.

You must respond to all requested information in the Word document. If you do not complete all sections of the document, AllMed will not consider the review complete.

Save the file using the file name highlighted on the screen. For example:

c377 peer review.doc (where 377 = last three digits of the case number)

3) Browse for the completed Word document so that you can upload it.

4) Upload the Word document to PeerPoint.

Review as Word Document Hide

For when you want a printout of the above questions to look at away from the computer.

1. Download the PeerPoint Review Document.

Choose "Open With" in the box that displays when you click on the Download button below. This will open the file in Word (or your editor) for editing.

[Download Peer Review Document](#)

If you would rather answer all the questions in Word...

2. Edit and save your document.

- Using MS Word find and **open** the file downloaded in step 1.
- Use the [TAB] key or mouse to move and **edit** each required field.
- **Save** your file as: **c377 peer review.doc**.

Save your Word document using the indicated file name.

3. Find the File.

- Click **Browse** to the right.
- Navigate and **Choose** the file you edited.
- Click **Open**.

[Browse...](#)

4. Upload the review to PeerPoint.

- Click **Attach Document**, your review document will now display in the Case Documents section of PeerPoint.

[Attach Document](#)

4. Send any supporting materials, such as journal articles, as electronic documents or by fax.

- To attach an electronic document, browse for the document under Case Documents, and then click **Attach Document**. Repeat the process if you have more than one document to attach.

Case Documents Hide

This case includes electronic files. You may add your supporting documents below:

File Name	Document Description	Created Date	Added by
 John-Doe-Sample-Case.pdf	John Doe Medical Record	12/29/2008	testclient

1. Select File with Browse button

[Browse...](#)

2. Document Description (Optional)

3. Click to Attach the selected file

[Attach Document](#)

PDF documents need a reader. If you don't have one you can download one here:



- To fax paper copies of supporting materials, **include the case number on the cover sheet**. Fax the documents to AllMed at (503)223-6244.

Submitting the Review

To submit your review to AllMed:

1. If you have a concern for the patient's safety, click the **A patient safety issue has been identified** checkbox.
Type your safety concern into the displayed text box.
2. Choose the amount of time you spent on the review from the dropdown list.
3. Confirm that you have no conflict of interest regarding any aspect of the case by clicking the **I agree** checkbox.
4. Click **Complete and Submit Review**.

This review is due back to AllMed by Wed 12/31 at 08:00 PDT, and has no estimated time for completion.

Other important feedback:

- A Patient Safety Issue has been identified

Select time spent on this review:

(no value)

- I agree that by clicking on **Submit Review** below I acknowledge that I have answered all the above questions (either in the fields or by attaching a document), I have attached any supporting documents, and that I verify that I have no material, professional, familial, or financial conflict of interest regarding any aspect of this case.

Complete and Submit Review

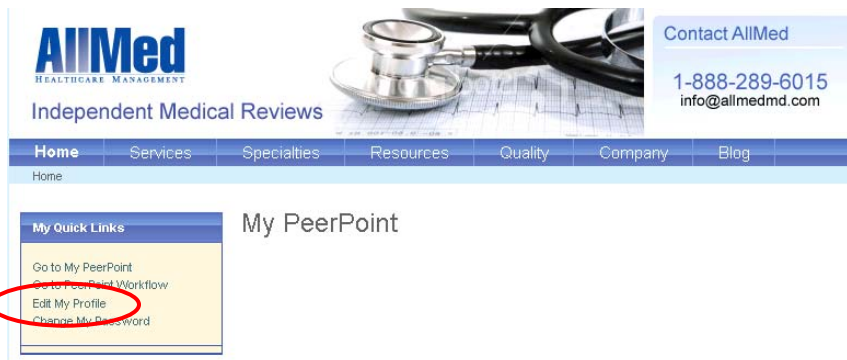
The case is removed from the Pending Reviews list and no longer appears on the Dashboard. If the review requester archives the case after the review is completed by AllMed, then it will be displayed in the Archives section on the Dashboard.

Managing Your Profile

You can update the profile information (e-mail addresses, phone numbers, etc.) maintained for you in My PeerPoint, using the Edit Profile page.

There are two ways to open the Edit Profile page:

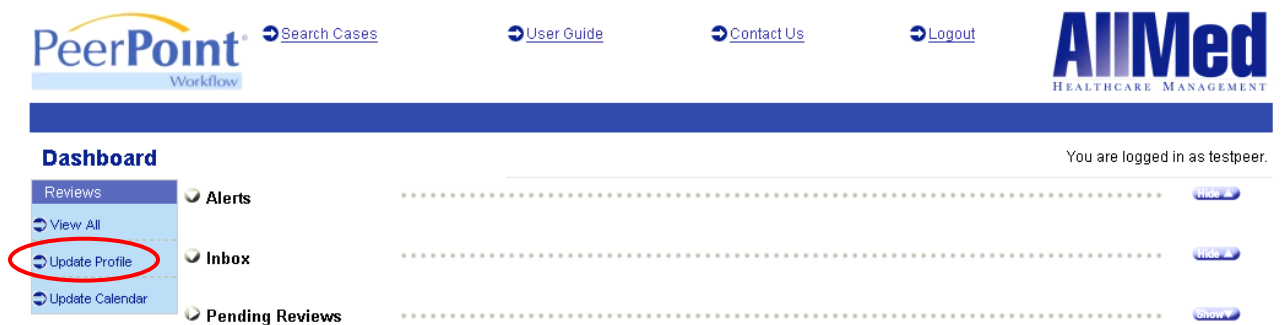
- On the My PeerPoint home page, choose **Edit My Profile** from the **My Quick Links** menu.



Note

To access My PeerPoint, go to www.allmedmd.com and log in using your PeerPoint user ID and password.

- In PeerPoint Workflow, choose **Update Profile** from the **Reviews** menu.



The Edit Profile page consists of five sections:

Account Information for user

1. To change your name or primary e-mail address, type an entry into the corresponding field.
2. If multiple phone numbers, fax numbers, e-mail addresses, and/or street addresses have been set up for you, choose the numbers/addresses that you would like to use as your default contact information from the dropdown lists.

You cannot type entries into these fields; you can only select from pre-defined entries. To add or change numbers/addresses, use the Contact Details fields.



Caution

The **Password** and **Confirm password** fields on the Edit Profile page are currently non-functional. Do not use these fields to change your password. For more information on changing your password, see “Changing Your Password” on page 8.

Primary Contact Details

Use the fields in this section to add or change your primary contact information. This information should reflect the address, phone number, and fax number at which AllMed can most readily reach you.

Once you have defined your primary contact details, you can choose them as your default contact information from the dropdown lists located under **Account Information for user**.

Edit Profile

Instructions: Edit your profile in the boxes below. Click the Save button at the bottom when complete.

Account Information for user: zclient

<p>Password Minimum 5 characters <input type="text"/></p> <p>Full Name Used for AllMed Correspondence ONLY ■ Name used for AllMed correspondence <input type="text" value="Debra Day"/></p> <p>Your Default Phone Number <input type="text" value="Phone()"/></p> <p>Your Default Email <input type="text" value="E-Mail()"/></p>	<p>Confirm password Re-enter identical password <input type="text"/></p> <p>E-mail ■ Address to email lost password and for primary correspondence <input type="text" value="day@nowhere.com"/></p> <p>Your Default Fax Number <input type="text" value="Fax(8008008008)"/></p> <p>Your Default Address <input type="text" value="Primary()"/></p>
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Primary Contact Details

<p>Address Line 1 <input type="text" value="PO Box 1009"/></p> <p>City <input type="text" value="Smithtown"/></p> <p>Postal Code Please enter a zip code of 5 or 9 positions <input type="text" value="98765"/></p> <p>Phone ■ <input type="text" value="555-555-5555"/></p>	<p>Address Line 2 <input type="text"/></p> <p>State <input type="text" value="WA"/></p> <p>Country Enter your country <input type="text" value="USA"/></p> <p>Fax ■ <input type="text" value="800-800-8008"/></p>
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Professional Details

Use this section to enter optional biographical information for PeerPoint Network.

Secondary Contact Details

Use the fields in this section to add or change your secondary contact information, if applicable.

Once you have defined your secondary contact details, you can choose them as your default contact information from the dropdown lists located under **Account Information for user**.

Other Contact Details

Use the fields in this section to provide alternative contact information, if applicable.

Once you have defined your other contact details, you can choose them as your default contact information from the dropdown lists located under **Account Information for user**.

Professional Details

<p>Peer Specializations <small>Hold Ctrl key to select multiple values</small></p> <div style="border: 1px solid #ccc; padding: 2px;"> Abdominal Organs Transplant Acupuncture Allergy / Immunology Audiology Bariatric Surgery </div> <p>Your Qualifications <small>Enter your professional qualifications</small></p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p>Location <small>Short location name - perhaps even a helpful office name</small></p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	<p>Biography <small>Biography to appear on PeerPoint Network portal.</small></p> <div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div> <p>Comments or Notes <small>Enter special instructions for AllMed</small></p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p>Conflicts of Interest <small>Enter any information related to conflicts of interest that you might have.</small></p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p>Resume or C.V. <small>Attach your C.V. or resume to your profile</small></p> <div style="border: 1px solid #ccc; width: 100%; text-align: right; padding-right: 5px;"> <input type="button" value="Browse..."/> </div>
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Secondary Contact Details

<p>Address Line 1</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>City</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Postal Code <small>Please enter a zip code of 5 or 9 positions</small></p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Phone</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Fax</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	<p>Address Line 2</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>State</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Country <small>Enter your country</small></p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>E-mail</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>
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Other Contact Details

<p>Address Line 1</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>City</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Postal Code <small>Please enter a zip code of 5 or 9 positions</small></p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Phone</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Fax</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	<p>Address Line 2</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>State</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>Country <small>Enter your country</small></p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p>E-mail</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>
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To save your changes, click **Save**. To cancel your changes, click **Cancel**.