



ARMY MEDICINE
Serving To Heal...Honored To Serve

United States Army Medical Command, Office of the Chief Medical Information Officer

Army Medicine Secure Messaging Service (AMSMS) Guide Appendices

Version 3.2 – Mar 2013

Army Medicine Secure Messaging Service (AMSMS) Guide Document History

Ver.	Date	Description of Change	Status	Document Owner
3.2	Mar 13	Separated Appendices from Guide		
3.2	Mar 13	Replaced Appendix I with Transferring staff in AMSMS	Update	BPM
3.2	Mar 13	Offline Patient Invite	Update	BPM
3.2	Mar 13	Keyword Usage	Update	BPM

Appendix A – RelayHealth Information

A.1 Training Resources

Error! Bookmark not defined.

A.1.1 Need In-Depth Skill Building? Comprehensive Sessions (10-60 min)

A.1.2 Short on Time? Quick Links (2-10 min.)

A.2 Feature Guides

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Appendix I – Transferring Staff in AMSMS

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Appendix K – Keyword Usage

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Appendix M – Non-Beneficiary Invite

Appendix A – RelayHealth Information

A.1 Training Resources

Learning Anytime, Anywhere

The doors of learning at RelayHealth are open 24 hours a day! We provide complimentary, convenient and accessible training from your computer when and as you need it—effective for new hires as well as seasoned healthcare professionals.

A.1.1 Need In-Depth Skill Building? Comprehensive Sessions (10-60 min)

Note: You may be prompted to install the LiveMeeting viewer on your computer prior to viewing; please allow extra time for this process. Additionally, the recordings below may demonstrate functionality not configured in your RelayHealth account; please contact RelayHealth Customer Support to learn about activating these features: 1-866-RELAY-ME (1-866-735-2963) or email using the customer support link: <https://app.relayhealth.com/CustomerSupport.aspx>.

We request your name as you view each recording to help us to gauge interest level in the topics and develop additional training sessions.

 Please use key **\$RHev2010** to access these recordings.



TRAINING TOPIC	VIDEO LINK
Create and Use a New Message Template (7 min)	http://mckesson.adobeconnect.com/msgtemplate
How to Create a New Colleague Message (7 min)	http://mckesson.adobeconnect.com/colleaguemsg/
How to Create a New Referral Message (6.5 min)	http://mckesson.adobeconnect.com/referralmsg/
Invite Patients to Register for RelayHealth (4 min)	http://mckesson.adobeconnect.com/invitepatients/
Inviting Patients to Register & Responding to Patient Rx Renewal Requests (4.5 min)	http://mckesson.adobeconnect.com/inviteptsmedrenew/
Patient Education Enhancements 11.11 (External) (9.5)	http://mckesson.adobeconnect.com/pted-ext
Patient Messaging & Recruitment (10 min)	http://mckesson.adobeconnect.com/ptmessaging&recruitme
Patient registers and creates a PHR on RelayHealth	http://mckesson.adobeconnect.com/patientreg/
WebVisit Patient Side (5 min)	http://mckesson.adobeconnect.com/webvisit-pt-side/
WebVisit Patient Diabetes (6 min)	http://mckesson.adobeconnect.com/diabeteswebvisitptside/
WebVisit Provider Side (6 min)	http://mckesson.acrobat.com/webvisit-prov-side/

A.1.2 Short on Time? Quick Links (2-10 min.)

Note: You may be prompted to install Adobe Flash player on your computer prior to viewing; please allow extra time for this process. These videos are also accessible to RelayHealth users in the Help & Training section.

Patients

[Invite Patients to Register for RelayHealth](#) (5 min)

[Message and Recruit Patients](#) (10 min)

[Webvisit—Patient Side, Diabetes scenario](#) (5 min)

[Webvisit—Provider Reply, Diabetes scenario](#) (6 min)

For live training events and additional recordings, please visit <http://www.relayhealthevents.com>

A.2 Feature Guides

In depth user guides to RelayHealth are available and kept up-to-date with each service release within the service. PDF copies may be downloaded to your computer or SharePoint site, separated into specific "Quickstarts," and emailed to contacts within your organization. Additionally, Word copies of these documents are available should you wish to edit or tailor these to your specific workflow or clinic specifications. To access:

1. Login to RelayHealth.
2. Click the Help & Training link in the upper right hand corner of the screen.
3. Click the Setup/Learning tools tab.
4. Scroll to the Feature Guides section (see right).



A.3 Release Notes

RelayHealth is updated regularly; release notes are available 8 weeks prior to each release, and may be accessed from the What's New section of the Home Page:

At a Glance | All Inboxes | Scheduled | [Edit View](#)

Inbox	Unopened/Total	Overdue
Dr. Joe Early MD	5/6	1
Front Desk Team	0/0	0
Nurse Triage	0/0	0
Rx Renewal Requests	2/4	4
Dr. Kelly Brackett	0/1	1
Dixie McCall RN	2/2	2
Hank Stanley, Administrator	9/12	11

Reminders
Messages you sent that have not been opened: 78

Settings
Out of Office message is OFF
[View Message Settings](#)

Appendix B – Sustainment Training

Training Resources

The OTSG CMIO Systems Training Support (STS) Division provides training to Region/MTF/Clinic personnel designated as sustainment training personnel. This train the trainer strategy is used to ensure that sustainment training staff at each site is adequately prepared to train their AMSMS staff users.

Following training by the CMIO STS AMSMS training team, each Region/MTF/Clinic will sustain training for users of the AMSMS. These designated sustainment personnel will use the Army CMIO approved training curriculum to train Clinic Administrators and General Users (Providers, Nurses, Admin, etc.) on the application functions and AMSMS procedures.

Administrators should ensure that all personnel receive the approved training prior to providing access to, and configuring staff accounts, in the AMSMS.

Sustainment Training

AMSMS Sustainment Trainer- must attend the MC – 00392, Secure Messaging (SM) Clinic Administrator (Super User) Course - This course trains the SM Clinic Administrator functions for use of the AMSMS application. Personnel completing this course will have the required information to train other SM Clinic Administrators and the general user in the use of SM application. Training is not required by everyone, only those who will be required to use the application as the designated Clinic Administrator. Training is for military (officer and enlisted), civilians and contractors. Not required for volunteers. Training is one time only.

AMSMS Clinic Administrator- must attend the MC – 00392, Secure Messaging (SM) Clinic Administrator (Super User) Course - This course trains the SM Clinic Administrator functions for use of the AMSMS application. Personnel completing this course will have the required information to train other SM Clinic Administrators and the general user in the use of SM application. Training is not required by everyone, only those who will be required to use the application as the designated Clinic Administrator. Training is for military (officer and enlisted), civilians and contractors. Not required for volunteers. Training is one time only.

AMSMS General User – must attend the MC – 00393, Secure Messaging General User Course. This course is designed to provide users with the general functionality of the SM application. Training is required by everyone required to use the application to communicate with patients. Those personnel who have attended the MC - 00392, Secure Messaging Clinic Administrator Course are not required to attend this course. Training is for military (officer and enlisted), civilians and contractors. Not required for volunteers. Training is one time only.

Questions regarding sustainment training may be addressed to your AMSMS Region POC or to OTSG.CMIO.STS@amedd.army.mil.

Appendix C – Sample Templated Schedule

Army Medical Home Provider Template

	Mon	Tue	Wed	Thu	Fri
8	Team Huddle/ Virtual Care	Team Huddle/ Virtual Care	Team Huddle/ Virtual Care	Team Huddle/ Virtual Care	Team Huddle/ Virtual Care
9	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care
10	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care
11	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ Indirect Care Task	F2F Care/Indirect Care Task	F2F Care/ Indirect Care Task
12	Unscheduled Care/Lunch	Unscheduled Care/Lunch	Unscheduled Care/Lunch	Unscheduled Care/Lunch	Unscheduled Care/Lunch
1	F2F Care/ F2F Care	F2F Care/ F2F Care	Virtual Care/ F2F Care	Virtual Care/ F2F Care	Virtual Care/ F2F Care
2	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care
3	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ F2F Care	F2F Care/ Indirect Care Task	F2F Care/ Indirect Care Task
4	Indirect Care Tasks	Indirect Care Tasks	Indirect Care Tasks	Indirect Care Tasks	Indirect Care Tasks

Appendix D - Case Studies

Innovative Uses of Messaging

The following case studies are from the Navy's usage of RelayHealth.

Case Study: "Snowmagedon"

Clinic	NNMC Executive Health; adopted use of RelayHealth in May 2009
Situation	In February 2010, the nation's capital and much of the mid-Atlantic area were blanketed by one of the most severe blizzards to hit the region. The NNMC Executive Health facility closed for a record 5 days.
Solution	The clinic used NNMC Online/RelayHealth to send a broadcast message to their patients notifying them of the office closure. The clinic's providers and staff were able to field and answer patient concerns using their RelayHealth accounts from home.
Result	Home-bound patients who needed prescriptions were still able to obtain them, as area pharmacies such as CVS were able to provide home delivery. RelayHealth champion users worked from their homes, using NNMC Online/RelayHealth and ALTHA systems, to continue to deliver care to patients.

Case Study: "In It to Win It!"

Clinic	NNMC Executive Health; adopted use of RelayHealth in May 2009
Situation	In June 2010, Executive Health entered the Patient and Family Centered Care competition at NNMC. The clinic administration required a process and tool to survey patients for their ideas and suggestions.
Solution	The clinic used NNMC Online/RelayHealth to send a broadcast message to their online patients asking them for ideas to "make a positive change in [the] practice.
Result	Numerous patients responded back to the message with positive feedback and suggestions for improvement. The Clinic Nurse Manager retrieved the messages in her RelayHealth account and did not have to sort through her Outlook mail account to collate the responses. Additionally, some patients included health care specific information and requests in their responses; using RelayHealth to securely collect these responses ensured that patient privacy and HIPAA considerations were met.

Case Study: "Adolescent Medicine"

Clinic	NNMC Adolescent Medicine and Pediatrics Clinic; adopted use of RelayHealth in May 2009
Situation	Adolescent patients may experience sensitive health issues (e.g., sexually transmitted diseases (STDs), birth control medications, etc.) and wish to have these treated with privacy from their parents.
Solution	In November 2009, RelayHealth lowered the minimum age for patient accounts from 18 to 13, thus allowing 13 to 17 year old patients to register for their own accounts and establish online relationships with their providers.
Result	Lt. Colonel Jeff "Hutch" Hutchinson reported that he is now using RelayHealth to help his adolescent and college-age patients for medication refills, Attention Deficit Hyperactivity Disorder (ADHD) medication adjustments, weekly touchpoints on anti-depressant medications, and a number of other conditions. Hutch noted in particular that one patient attached digital photographs of her skin to her NNMC Online/RelayHealth messages that allowed him to effectively oversee her Accutane therapy. As NNMC Online/RelayHealth usage increases, he anticipates using the attachments and other areas to help administer exercises for his Sports Medicine patient population.

Appendix E - Sample AMSMS Standard Operating Procedure

DEPARTMENT OF THE ARMY



XXXX-XXX -XX

28 February 2012

MEMORANDUM FOR _____ Clinic,

SUBJECT: Army Medicine Secure Messaging System (AMSMS) at the _____ Clinic at XXXXXX Medical Center

1. Significance of the AMSMS to Patient Care. The AMSMS is a communication tool to assist patients in managing their health with their healthcare team. This service provides the ability for patients to contact their Army Patient Centered Medical Home (PCMH) team with seven standard message types that are either of a clinical or an administrative nature. Furthermore, this service facilitates the clinic reaching out to patients in order to keep them informed of important events such as the availability of flu shots or closing of clinic on a training holiday. The clinic can reach out to groups of patients to provide education and help deliver clinical preventive services and better chronic disease management. The AMSMS will help the clinic achieve its goals of improving population health, improving patient involvement in their care, improving access to care, and improving the continuity of care with the PCM and team. This is all done while helping to build the relationship and affiliation between the patient and the Army PCMH clinic.

2. AMSMS. The AMSMS provides highly configurable message routing options where the majority of the patient messages are handled by the clinic staff and not providers. There are two main types of messages – Administrative and Clinical.

a. Administrative Patient Messages.

- New patient: The recommended method is the Offline patient registration; Creating an Offline patient profile by adding a New Patient, then the patients can be invited to join AMSMS using the "Invite Patient" function via the action drop down menu. Face-to Face validation is required but the account can be created prior to their arrival and then the practice can click the "Invite Patient".

- Appointment Request: A message providing structured fields in which the patient enters preferred appointment times. Patients may also use this message type to request to cancel or reschedule existing appointments. Our practice can quickly and easily initialize automatic appointment reminder messages when replying with the appointment time.

- Note to the Office Staff: A secure message from a patient concerning change of address, contact updates, or other administrative matters or questions.

b. Clinic Patient Messages.

- **Note to Doctor:** A basic secure message from a patient to which the provider or team member can respond with an array of clinical tools.
- **Rx Renewal Request:** A structured message containing the prescription information for a medication a patient would like to renew.
- **Lab/Test Result Request:** A structured message from a patient requesting test results. Providers or staff members can reply with a convenient test results template containing standard results information such as test names, ranges, and values.
- **Referral Request:** A structured message from a patient requesting a referral or a renewal to a specialist.
- **Web visit:** An interactive patient interview, created by a panel of physicians to ensure medical appropriateness. There are currently 148 webVisits; more can be requested through the AMSMS. Patient answers are presented in a succinct message highlighting pertinent information. Patients are informed this is only for non-acute issues and that the response time could be as long as 3 business days.

3. Roles and Responsibilities

a. All Staff/Clinic Members: Each PCMH Team has an Administrative/Clinical Inbox, in addition **to each staff members' personal inbox.** The AMEDD standard is to respond the same day. Once a staff member opens a message to look at it, it is now marked as open & the patient receives a notice. **If it is not possible to resolve the question that day, clinic personnel will mark the messages "in progress"** and transfer it to the personal inbox of the team member responsible for completion of the message. Respond to the patient that day to let them know that the message was received, what action was taken, and when a member of the team will get back to them. This is important, because when a message is opened the patient receives an automatic notification from AMSMS. If the clinic does not answer the request immediately, the patient may feel like they are being ignored.

b. Clinic Administrator or Practice level NCO: Primary responsibility to answer the administrative inbox, which include the following message types:

- New Patient Requests
- Note to Office
- Appointment Request (some clinics have requested that appointment requests go to their clinical inbox) Once triaged and an appointment is require forward to Admin Staff for booking.

- RelayHealth moves all providers. The Practice must notify RelayHealth through 24/7 support at 1-866-RELAY-ME (1-866-735-2963). The Clinic Administrator can move patients from one provider to another.

c. Medical Technicians: Medical technicians are able to respond to notes to the office staff, approve new patient requests, book appointment requests, and view clinical messages. Clinics will determine additional responsibilities and scope, And should be monitored closely by Supervisor

d. Nursing Staff: Nursing Staff has the primary responsibility to triage and process messages in the clinical inbox and route to the appropriate practice member based on scope of practice (doctor, clinical pharmacist, social worker, etc.). In addition, they look up lab/test results, medication status and respond to patients directly with normal results and medication refills. Nursing and medical technician protocol for the AMSMS **will mirror that of the clinic's current telephone consult (TelCon)** protocol, as documented per SOP.

e. Clinical Pharmacist: If your practice has decided to setup a Primary Inbox or a Secondary **Inbox from the Clinical Inbox for Prescription Renewals sent to the Pharmacy. The Clinical Pharmacist's** primary responsibility is monitoring the Rx Renewal inbox and responding the renewal requests –within the Goal of 24hrs.

f. Clinic Administrator: (possibly GPM, head nurse and/or Clinic NCOIC) Maintains clinic administrative rights and can change message routing, approve new practice members, and set access levels for other practice members. The Clinic Administrator is also responsible for monitoring and identifying and resolving overdue messages at the clinic level for the build and maintenance of the **clinic's custom patient lists. The lists are used to broadcast messages to specific patient populations** with common characteristics (PCM, gender, age, clinical diagnosis, medication, etc.). The Clinic Administrator, alongside the clinic OIC/NCOIC, will determine the proper use of broadcast messages and how to effectively incorporate patient education files and web links to manage their population health. Some examples of broadcast messages are:

- Provider out of office alerts
- Medication recalls
- Vaccination availability and reminders
- Well baby visit reminders
- **Diabetes care clinics**

g. Clinic Administrator: (nurse team lead) The Clinic Administrator is responsible for monitoring and identifying and resolving overdue messages at the team level also when a provider is on leave, the Clinic Administrator user or nurse team lead is responsible for ensuring that all messages in that **provider's personal inbox are answered.**

4. Appropriate use of AMSMS. Clinic personnel will use the AMSMS for professional clinic-based communication. Each member will have a standard signature block attached to all outgoing messages that contains the **clinic member's** full name, contact information, alternative forms of communication for emergencies, and security reminders. Clinic personnel will not communicate with patients through Microsoft Outlook or other email services if they have in the past. Clinic personnel will inform the patient that they can now be reached online through the AMSMS service.

5. Clinic AMSMS Business Rules

- a. Patient messages **are considered "overdue"** 24 hours after patient sends message
- b. Providers use Evaluation and Management code 99444 for online AMSMS
- c. Non-providers use Evaluation and Management code 99499 with the CPT code 98969 for online AMSMS
- d. In order to use the above mentioned codes, messages:
 - Must be initiated by an established patient
 - Cannot be related to a phone conversation
 - Cannot be related an office visit that occurred with the provider in the last 7 days
- e. Clear guidance on how to document in AHLTA and codes are available in the back of the AMSMS Guide.
- f. IAW the Army AMSMS Guide, team members, to include providers, will have time allocated in their template schedule to respond to secure messaging.
- g. Credentialed providers are required to undergo peer and supervisory review of medical records to meet re-credentialing requirements and Joint Commission for the Accreditation of Healthcare Organization standards. As the Clinic operates under a team-based approach to primary care, auditing the chart for nursing, clerk and general administrative data is also deemed appropriate. These messages should be added to a policy that will outline the process for review of these medical records, standardize the nomenclature for chart scores, outline the process for charts that fail to meet the standard and provide a method for the retrieval of provider and clinic specific data.
- h. Messages are considered unread by patients after five days. Clinics will use the archived mode in AMSMS and setup an Alert message to automatically be sent to either Super user or Administrator to identify these patients and use alternate means to contact them. These attempts will be documented in AHLTA IAW clinic SOP.

i. Sensitive Normal & Abnormal results are not communicated via AMSMS. In addition to the clinic calling the patient, they will receive a standard message informing them to contact the clinic.

j. The AMSMS is authorized for anyone age 13 or older but state laws and current policies should be adhered to when deciding what type of PHI can be communicated with a minor without parent consent.

k. If an adult patient request to message as a surrogate on behalf of another adult the team Admin In-Box will receive the request. No adults should be approved to surrogate for another adult until a proper signed DD Form 2870 is on file in accordance with local policy xxxx.

6. Technical support and assistance is available through the RelayHealth Customer Support Representatives from 4:30 am to 5:00 pm Pacific Standard Time at 1-866-RELAY-ME (1-866-735-2963), select option 1.

7. The point of contact for this memorandum is the Clinic OIC or head nurse at ____ - ____ or _____@amedd.army.mil.

JOHN A. DOE
LTC, MC
OIC, Family Practice

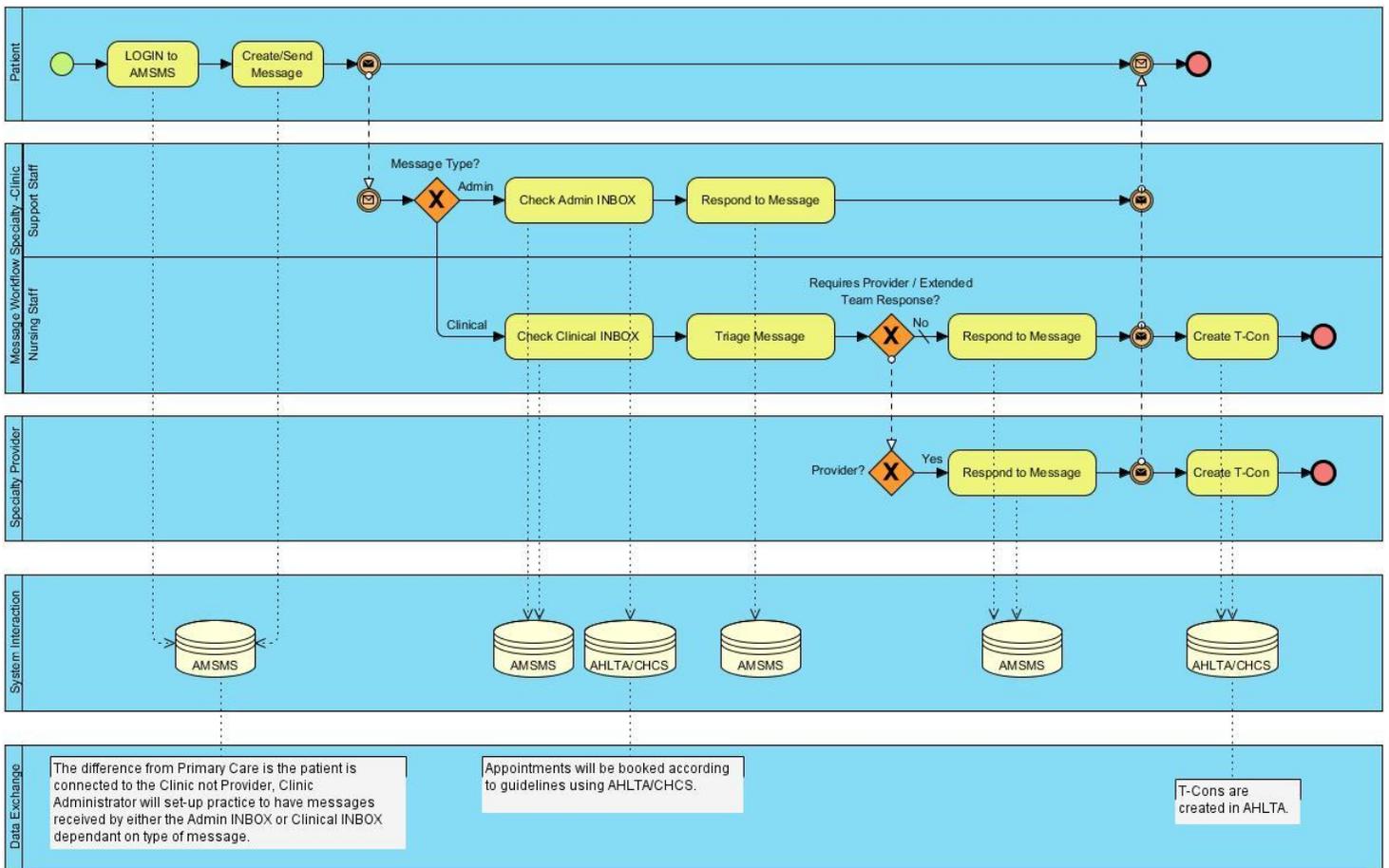
[Insert clinic preferred signature block format here]

ENCLs:

Appendix A – Proposed Message Workflow

Appendix B – The AMSMS Guide

Appendix A – Proposed Message Workflow



Note: One frequently seen workflow error is where the provider uses AMSMS to message the patient, but then sends the Tel-Con back to the nurse to copy/paste the AMSMS conversation into the Add Note section, complete and close out the Tel-Con. This will result in the loss of 0.13 RU's for each instance. Using the mouse and keyboard shortcuts, it takes no more than a few minutes to copy and paste the AMSMS conversation into the Add Note section, code and close out the Tel-Con for 0.38 RVU's.

Appendix F – DD Form 2870

AUTHORIZATION FOR DISCLOSURE OF MEDICAL OR DENTAL INFORMATION		
PRIVACY ACT STATEMENT		
<p>In accordance with the Privacy Act of 1974 (Public Law 93-579), the notice informs you of the purpose of the form and how it will be used. Please read it carefully.</p> <p>AUTHORITY: Public Law 104-191; E.O. 9397 (SSAN); DoD 6025.18-R.</p> <p>PRINCIPAL PURPOSE(S): This form is to provide the Military Treatment Facility/Dental Treatment Facility/TRICARE Health Plan with a means to request the use and/or disclosure of an individual's protected health information.</p> <p>ROUTINE USE(S): To any third party or the individual upon authorization for the disclosure from the individual for: personal use; insurance; continued medical care; school; legal; retirement/separation; or other reasons.</p> <p>DISCLOSURE: Voluntary. Failure to sign the authorization form will result in the non-release of the protected health information. This form will not be used for the authorization to disclose alcohol or drug abuse patient information from medical records or for authorization to disclose information from records of an alcohol or drug abuse treatment program. In addition, any use as an authorization to use or disclose psychotherapy notes may not be combined with another authorization except one to use or disclose psychotherapy notes.</p>		
SECTION I - PATIENT DATA		
1. NAME (Last, First, Middle Initial)	2. DATE OF BIRTH (YYYYMMDD)	3. SOCIAL SECURITY NUMBER
4. PERIOD OF TREATMENT: FROM - TO (YYYYMMDD)	5. TYPE OF TREATMENT (X one) <input type="checkbox"/> OUTPATIENT <input type="checkbox"/> INPATIENT <input type="checkbox"/> BOTH	
SECTION II - DISCLOSURE		
6. I AUTHORIZE _____ TO RELEASE MY PATIENT INFORMATION TO: <small>(Name of Facility/TRICARE Health Plan)</small>		
a. NAME OF PHYSICIAN, FACILITY, OR TRICARE HEALTH PLAN ENTER NAME OF DESIGNATED SURROGATE	b. ADDRESS (Street, City, State and ZIP Code)	
c. TELEPHONE (Include Area Code)	d. FAX (Include Area Code)	
7. REASON FOR REQUEST/USE OF MEDICAL INFORMATION (X as applicable)		
<input type="checkbox"/> PERSONAL USE	<input type="checkbox"/> CONTINUED MEDICAL CARE	<input type="checkbox"/> SCHOOL <input type="checkbox"/> OTHER (Specify)
<input type="checkbox"/> INSURANCE	<input type="checkbox"/> RETIREMENT/SEPARATION	<input type="checkbox"/> LEGAL
8. INFORMATION TO BE RELEASED The adult listed is being given permission to send and receive medical information on my behalf via secure messaging.		
9. AUTHORIZATION START DATE (YYYYMMDD)	10. AUTHORIZATION EXPIRATION <input type="checkbox"/> DATE (YYYYMMDD) <input type="checkbox"/> ACTION COMPLETED	
SECTION III - RELEASE AUTHORIZATION		
<p>I understand that:</p> <p>a. I have the right to revoke this authorization at any time. My revocation must be in writing and provided to the facility where my medical records are kept or to the TMA Privacy Officer if this is an authorization for information possessed by the TRICARE Health Plan rather than an MTF or DTF. I am aware that if I later revoke this authorization, the person(s) I herein name will have used and/or disclosed my protected information on the basis of this authorization.</p> <p>b. If I authorize my protected health information to be disclosed to someone who is not required to comply with federal privacy protection regulations, then such information may be re-disclosed and would no longer be protected.</p> <p>c. I have a right to inspect and receive a copy of my own protected health information to be used or disclosed, in accordance with the requirements of the federal privacy protection regulations found in the Privacy Act and 45 CFR § 164.524.</p> <p>d. The Military Health System (which includes the TRICARE Health Plan) may not condition treatment in MTFs/DTFs, payment by the TRICARE Health Plan, enrollment in the TRICARE Health Plan or eligibility for TRICARE Health Plan benefits on failure to obtain this authorization.</p> <p>I request and authorize the named provider/treatment facility/TRICARE Health Plan to release the information described above to the named individual/organization indicated.</p>		
11. SIGNATURE OF PATIENT/PARENT/LEGAL REPRESENTATIVE	12. RELATIONSHIP TO PATIENT <i>(If applicable)</i>	13. DATE (YYYYMMDD)
SECTION IV - FOR STAFF USE ONLY (To be completed only upon receipt of written revocation)		
14. X IF APPLICABLE: <input type="checkbox"/> AUTHORIZATION REVOKED	15. REVOCATION COMPLETED BY	16. DATE (YYYYMMDD)
17. IMPRINT OF PATIENT IDENTIFICATION PLATE WHEN AVAILABLE	SPONSOR NAME: SPONSOR RANK: FMP/SPONSOR SSN: BRANCH OF SERVICE: PHONE NUMBER:	

Appendix G – Patient Reassignment



Patient Panel Reassignment

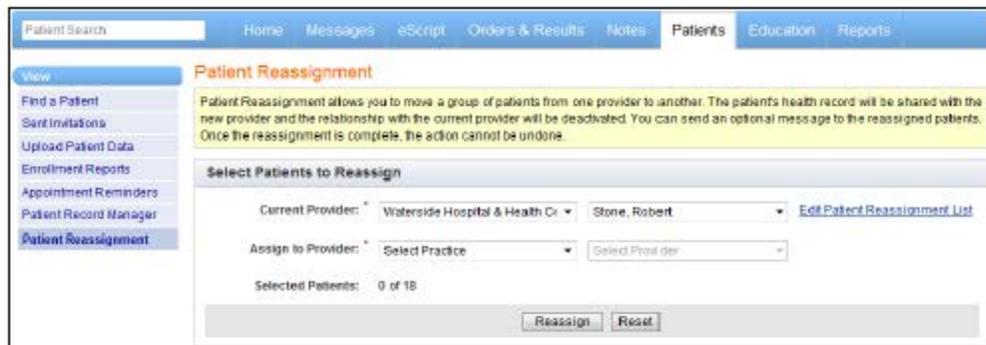
With this limited release, we introduce a new feature in the RelayClinical service that allows Practice Administrators to assign a patient panel from one provider to one or more other providers who are members of the same health system (affiliation). Practice Administrators who manage patient panels will find this new feature useful under circumstances in which a provider leaves a practice or clinic (e.g., transfer to new location, graduating resident physician(s); provider leaves the health system, etc.).

Benefits

- Manage patient reassignment efficiently by reassigning a group of two or more patients, rather than repeating this task on a per-patient basis.
- Reassign a provider’s full patient panel or split the panel to reassign among two or more providers who are members of your health system (affiliation).
- Choose patients to be reassigned from a selectable patient list.
- Share selected patients’ health records with the new provider(s).
- Deactivate patient relationships with the previous provider automatically.

Simple Workflow

Practice Administrators will find the Patient Reassignment feature under the Patients tab. Using simple dropdown lists, the Practice Administrator can then select the Current and Assign To practice and providers. The Practice Administrator is not required to be a member of the ‘Assign To’ practice in order to perform the reassignment.



The Edit Patient Reassignment List link, on the Patient Reassignment page above, leads users to the current provider’s patient list, where the Practice Administrator manually selects patients for reassignment. The Patient Reassignment List includes all active patients currently associated with the selected provider.

Administrators may:

- Select one or more patients
- Select all patients on the page
- Search for a patient by name
- Sort the list by name or online/offline status

As the Practice Administrator selects patients for transfer, the patient count at the top of the display refreshes automatically (e.g., **3 of 18 Patients Selected**).

<input type="checkbox"/>	Patient	PI	DOB	Status
<input type="checkbox"/>	Paul Anderson	PI: 2010-05-1103	Oct 9, 1974	Offline
<input checked="" type="checkbox"/>	Tony Barlow	PI: 2011-03-0001	Aug 7, 1982	Offline
<input checked="" type="checkbox"/>	Wayne Brian	PI: 2011-04-0409	Jan 1, 1985	Offline
<input type="checkbox"/>	Ken Doherty	PI: 2009-04-0301	Jul 24, 1932	Offline
<input type="checkbox"/>	Jennifer Fraley	PI: 2010-05-1201	Feb 2, 1953	Offline
<input checked="" type="checkbox"/>	Adams Gravel	PI: 2009-04-0401	Feb 28, 1935	Offline
<input type="checkbox"/>	Pat Jones	PI: 2009-10-1010	Oct 18, 1967	Offline
<input type="checkbox"/>	Peter Li	PI: 2011-04-1202	Jan 1, 1983	Offline

When patient selection is completed, the display returns to the Patient Reassignment page where the Practice Administrator then selects the Assign to Practice and Provider. Note that the 'Selected Patients' count displayed on this page refreshes automatically and indicates the number of patients selected for reassignment on the Patient Reassignment List.

Patient Reassignment

Patient Reassignment allows you to move a group of patients from one provider to another. The patient's health record will be shared with the new provider and the relationship with the current provider will be deactivated. You can send an optional message to the reassigned patients. Once the reassignment is complete, the action cannot be undone.

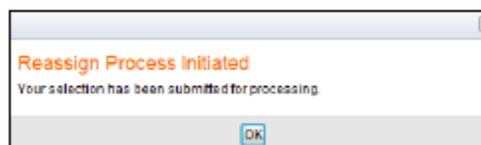
Select Patients to Reassign

Current Provider: * [Edit Patient Reassignment List](#)

Assign to Provider: *

Selected Patients: 3 of 18

Once the Practice Administrator completes all selections (provider, practice, and patient(s)) and clicks Reassign, he or she will confirm the reassignment activity, and the service displays an alert that the reassignment process has been submitted for processing.



Account Audit

When reassignment processing is complete, patient health records indicate the transfer action under the Administrative > Access History > Account tab.

The screenshot shows the patient profile for John Watson. The profile includes contact information (Home: (410) 889-1980, Work, Mobile), Patient ID (2012-03-0445), Health Plan (Aetna), and Health Plan ID (W09876543215). The Administrative tab is selected, and the Access History sub-tab is active. The Access History for John Watson section shows a record for Patient Reassignment on Jul 5, 2012 at 12:49 PM, performed by Karen Moore, with the provider listed as William Conway. The interface includes navigation tabs for Chart, Reports, Administrative, and Actions, and a secondary navigation bar with links for Access History, Import/Export Data, Keywords/Groups, Providers, and Scheduled Messages.

Date/Time	Name	Action	Provider
Jul 5, 2012 12:49 PM	Karen Moore	Patient Reassigned	William Conway

Users can confirm the patient's current provider by clicking Providers under the Administrative tab's secondary navigation options:

The screenshot shows the Providers list for John Watson. The Providers tab is selected under the Administrative tab. The list displays two providers: Dr. William Conway (Family Medicine, Active, Waterside Hospital & Health Centers) and Waterside Diagnostic Center (Active, Waterside Diagnostic Center). A Deactivate link is visible next to Dr. William Conway. The interface includes navigation tabs for Chart, Reports, Administrative, and Actions, and a secondary navigation bar with links for Access History, Import/Export Data, Keywords/Groups, Providers, and Scheduled Messages.

Provider	Primary Specialty	Relationship Status	Group
Dr. William Conway	Family Medicine	Active	Waterside Hospital & Health Centers
Waterside Diagnostic Center		Active	Waterside Diagnostic Center

Changing PCMs in Relay Health

4/1/12 – Family Medical Home

**Patient Information seen are Test Patients

Problem: We need to avoid “declining” a Patient’s attempt at signing on to Relay Health Secure Messaging

- Issues:

- Patients sign up under the wrong PCM and we currently decline their invite with instructions to sign up under their appropriate PCM.
- There is currently no way to easily accept a Patient under a different PCM.
- Patient feedback tells us that when “declined” on their initial attempt to use Secure Messaging that they lose faith in the system immediately.

- Solutions:

- We will accept patients and then ADD a different PCM before *deactivating* the wrong PCM using the following steps.

Welcome to RelayHealth - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Welcome.aspx>

Settings & Administration Help & Training Sign Out
Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

At a Glance All Inboxes Scheduled [Edit View](#)

Inbox	Renewals	Unopened/Total	Overdue
Atkinson, Charles	-	0/1	0
Admin-Yellow	-	1/1	0
Clinical-Yellow	-	0/0	0

Reminders

Patient Approvals	24
Messages you sent that have not been opened	2

Settings

[Out of Office](#) message is OFF

[View Message Settings](#)

Patient Enrollment

Where do I review invitations that I've already sent? [Learn More](#)

[Invite Patients](#)

What's New

RelayClinical Platform important maintenance announcement. [more...](#)

webVisit® interviews are now available. [Preview](#)

Training

[Start a Training Session](#)

[Send a Training Message](#)

[Register for Training Events](#)

Quick Links

[Get Started](#)

[Promote Your Online Service](#)

[New Referral Message](#)

[Manage Practices](#)

[Customize Your Web Site](#)

[Run Charges & Payments Report](#)

Select Patient Approvals

<https://app.relayhealth.com/Message/Inbox/ProviderInboxSearch.aspx?sTab=1&mkey=24556497>

start | Internet | 9:53 AM



- Patient Messages**
 - Patient Message
 - Test Result
 - Appointment Reminder
 - » View Appt. Reminders
 - Message to All Patients
- Colleague Messages**
 - Colleague Message
 - Phone Message
 - » View Phone Messages
 - Referral Message
 - » Re-Refer/Resend
- Tools**
 - Batch Print Messages
 - Address Book
 - Custom Templates
 - Invitation Templates
 - Invitation Settings

Charles Atkinson, MD - Requests to Communicate Online

Select Patient Invite

At a Glance		All Inboxes	Scheduled
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Patient From	Subject	Group
			Sent Date
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning FMH Mon 4/2/12 7:52 AM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Pediatrics Thu 3/29/12 3:32 PM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Pediatrics Thu 3/29/12 3:31 PM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Warrior Wed 3/28/12 12:52 PM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Pediatrics Wed 3/28/12 11:56 AM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Warrior Wed 3/28/12 11:25 AM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Warrior Tue 3/27/12 1:30 PM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Warrior Mon 3/26/12 3:21 PM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Pediatrics Mon 3/26/12 7:51 AM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Pediatrics Thu 3/22/12 3:21 PM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Warrior Tue 3/20/12 1:45 PM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Pediatrics Fri 3/16/12 10:19 AM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Pediatrics Fri 3/16/12 10:18 AM
<input type="checkbox"/>	[Redacted]	Patient request to use RelayHealth	Army Medicine-Fort Benning Pediatrics Thu 3/15/12 8:44 PM

RelayHealth - Messaging - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Message/AcceptPatientMessageRead.aspx?PageMethod=PageURLWithAction&mid=45162441&action=6&templateId=0>

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

View Message History Actions View Print Version

Patient Request to Use RelayHealth

Accept Decline Assign to Colleague Close

Locking a message is optional and can be used to indicate that you are taking responsibility to handle it. [Lock this Message](#). You have been added to this patient's list of providers. Please accept or decline this person as an active patient. This message will be automatically archived after you accept or decline this patient.

Message Details

From	[Redacted]
To	Linda Eason, NP
Provider	Linda Eason NP
Patient	[Redacted]
Sent Date	Apr 02, 2012 7:52 AM
Subject	Patient request to use RelayHealth
Message	Please accept or decline this patient

Accept the Patient knowing that it is the wrong PCM listed

▶ Ahvia, Saunders -- DOB Mar 29, 1990 Never Updated [View/Print](#)

Message Status

Status

Resolved Date

Internal Notes

Print Confidential No

Accept Decline Assign to Colleague Close

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Questions, comments, or suggestions? [Contact RelayHealth](#).

Done Internet

start Inco... Relay Hea... ATKINSON... RelayHealth... Microsoft Po... C:\Documen... Microsoft Ex... 11:11 AM

RelayHealth - Draft Messages - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Mod/MessageRead.aspx?mid=45171700>

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

View

- Your Message
- Patient Face Sheet
- Message History

Attach

- Add/Delete Files
- webVisit
- Appointment Request
- Web Link
- PreVisit Update
- Patient Education

Actions

- View Print Version
- Save as Draft
- Save as Template
- Delete Draft Message

Reply to Patient

From Charles Atkinson, MD
On behalf of Linda Eason NP, Army Medicine-Fort Benning FMH

To Patient * Ahvia Saunders - DOB: Mar 29, 1990

CC FYI [Add](#)

CC Action [Add](#)

Subject

Message [Tx Options](#) [Msg Template](#) [Lab/Test Results](#) [Spell Check](#) [Appt Reminders](#)

Dear Mr/Ms _____

Thank you for signing up for Realy Health! Our records currently indicate that your PCM is Dr _____ and not Dr _____ listed above. If you think this is an error please contact the TriCare Office at 705-544-3461. In the meantime we will accept your application and add your PCM as indicated by our records while deactivating Dr _____. We can change this again at any time if needed. Again, thank you for signing up for Relay Health!
WR, Dr Atkinson, Chief - Department of Primary Care, Ft Benning, GA

Message Thread

Internal Notes

Options Notify me if unopened after days

- Mark printed copies of this message as Confidential
- Allow patient replies to thread

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Send a Personalized Pre-scripted message explaining the process

Welcome to RelayHealth - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Welcome.aspx?Provider>

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

kepp | Add a New Patient | Results Patients Education

John Kepple Male Charles Atkinson
Jan 01, 1990 Online

Patient Enrollment

Army Medicine-Fort Benning FMH has enrolled 381 online patients. [View Enrollment Reports](#)

Invite Patients

What's New

RelayClinical Platform important maintenance announcement. [more...](#)

webVisit® interviews are now available. [Preview](#)

Training

[Start a Training Session](#)

[Send a Training Message](#)

[Register for Training Events](#)

Quick Links

[Get Started](#)

[Promote Your Online Service](#)

[New Referral Message](#)

[Manage Practices](#)

[Customize Your Web Site](#)

[Run Charges & Payments Report](#)

Inbox	Renewals	Unopened/Total	Over due
Atkinson, Charles	-	0/1	0
Admin-Yellow	-	1/1	0
Clinical-Yellow	-	0/0	0

Reminders

[Patient Approvals](#) 17

[Messages you sent that have not been opened](#) 2

Settings

[Out of Office](#) message is OFF

[View Message Settings](#)

Once the message has been sent and the Patient is accepted you must search for the Patients record.

start | 2 Microsoft Of... | ATKINSON, CHA... | Welcome to Rel... | Microsoft Power... | C:\Documents a... | Microsoft Excel... | Internet | 11:27 AM

Welcome to RelayHealth - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Welcome.aspx?Provider>

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

kepp | Add a New Patient | Patients | Education

John Kepple Male Charles Atkinson
Jan 01, 1990 **Online** [Edit View](#)

Patient Enrollment
Army Medicine-Fort Benning FMH has enrolled 381 online patients. [View Enrollment Reports](#)
[Invite Patients](#)

What's New
RelayClinical Platform important maintenance announcement. [more...](#)
webVisit® interviews are now available. [Preview](#)

Training
[Start a Training Session](#)
[Send a Training Message](#)
[Register for Training Events](#)

Quick Links
[Get Started](#)
[Promote Your Online Service](#)
[New Referral Message](#)
[Manage Practices](#)
[Customize Your Web Site](#)
[Run Charges & Payments Report](#)

Inbox	Renewals	Unopened/Total	Over due
Atkinson, Charles	-	0/1	0
Admin-Yellow	-	1/1	0
Clinical-Yellow	-	0/0	0

Reminders
[Patient Approvals](#) 17
[Messages you sent that have not been opened](#) 2

Settings
[Out of Office](#) message is OFF
[View Message Settings](#)

Once the message has been sent and the Patient is accepted you must search for the Patients record.

start | 2 Microsoft Of... | ATKINSON, CHA... | Welcome to Rel... | Microsoft Power... | C:\Documents a... | Microsoft Excel... | Internet | 11:27 AM

RelayHealth - Clinical Summary - Microsoft Internet Explorer

Address: https://app.relayhealth.com/Patients/PHR/Summary.aspx?ptid=24627015

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

Home Messages eScript Results Patients Education

Name: John Kepple Online Home: Work: Health Plan Id: Edit
 Gender: Male Work: Email:
 Date of Birth: Jan 1, 1990 Mobile:

Chart Reports Administrative

Summary Messages Problems & Proc. Medications Allergies Results Vital Signs Immunizations Family & Social H

Messages

Subject	Date
Deactivating Relationship	Apr 2, 2012
Care Connection for John Kepple	Apr 2, 2012
Physician request to accept patient health record	Apr 2, 2012
Deactivating Relationship	Apr 2, 2012
Care Connection for John Kepple	Apr 2, 2012
View More	

Problems

No problems specified. You may confirm this patient has [no known active problems](#).

Active Medications

Drug

[Tylenol](#) - Oral Tablet 325 MG QTY: 0

Allergies: Medication

This patient has no known medication allergies, updated Mar 26, 2012. [Re-confirm Status](#)

Results

No results in last 30 days

Renewals

No waiting renewals

Notifications

Duplicate Record Matches: 0

Consents

Receive Surescripts Medication history

Share Patient Record outside of Practice

Share Immunization data with State Registry

Actions

- Select -
- Select -
- New Colleague Message
- New eScript
- New Patient Message
- New Referral
-
- Find Duplicates
- Share This Patient Health Record**
- View/Print Health Record

Once on the Patients Medical Record select "Share This Patient Health Record" from the Action Bar

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Done

start 2. Microsoft Of... ATKINSON, CHA... RelayHealth - Cl... Microsoft Power... C:\Documents a... Microsoft Excel... Internet 11:30 AM

RelayHealth - Share Patient Record - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Patients/SharePatientRecord.aspx?ptid=24627015>

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

Share This Patient Health Record

Patient: John Kepple

Select the provider with whom you wish to share this patient health record. [Learn More](#)

Provider's Last Name

Search in

Specialty

State

Search Results

Select a provider by clicking his or her name.

Name	Primary Specialty	Group	City	State
John Faught MD	Family Medicine	xxxxArmy Medicine-Fort Benning FMH	Fort Benning	GA
John Faught MD	Family Medicine	Army Medicine-Fort Benning FMH	Fort Benning	GA

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Search for and select the appropriate PCM for the Patient.

Done

start 2 Microsoft Of... ATKINSON, CHA... RelayHealth - S... Microsoft Power... C:\Documents a... Microsoft Excel ... Internet 11:36 AM

Welcome to RelayHealth - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Welcome.aspx?Provider>

Settings & Administration Help & Training Sign Out
Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patents Education

At a Glance All Inboxes Scheduled [Edit View](#)

Inbox	Renewals	Unopened/Total	Over due
Atkinson, Charles	-	0/1	0
Admin-Yellow	-	1/1	0
Clinical-Yellow	-	0/0	0

Reminders

- [Patient Approvals](#) 18
- [Messages you sent that have not been opened](#) 2

Settings

- [Out of Office](#) message is OFF
- [View Message Settings](#)

Patient Enrollment

You have enrolled 5 online patients. [View Enrollment Reports](#)

[Invite Patients](#)

What's New

RelayClinical Platform important maintenance announcement. [more...](#)

webVisit® interviews are now available. [Preview](#)

Training

- [Start a Training Session](#)
- [Send a Training Message](#)
- [Register for Training Events](#)

Quick Links

- [Get Started](#)
- [Promote Your Online Service](#)
- [New Referral Message](#)
- [Manage Practices](#)
- [Customize Your Web Site](#)
- [Run Charges & Payments Report](#)

Return to the Home Page and then pick on "All Inboxes"

start 2 Microsoft Of... ATKINSON, CHA... Welcome to Rel... Microsoft Power... C:\Documents a... Microsoft Excel... Internet 11:42 AM

Welcome to RelayHealth - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Welcome.aspx?area=allinboxes> Go Links

[Send a Training Message](#)
[Register for Training Events](#)

Quick Links 

- [Get Started](#)
- [Promote Your Online Service](#)
- [New Referral Message](#)
- [Manage Practices](#)
- [Customize Your Web Site](#)
- [Run Charges & Payments Report](#)

[Clinical-ECT](#)
[Clinical-Green](#)
[Clinical-Purple](#)
[Clinical-Red](#)
[Clinical-Yellow](#)
[Rx Renewal](#)
[Patricia Adams, NP](#)
[Army Medicine-Fort Benning FMH](#)
[Benjamin Arthur, MD](#)
[Charles Atkinson, MD](#)
[Jonathan Bailey, MD](#)
[Dean Cardi, DO](#)
[Mario Cavcedo, MD](#)
[Christopher Chaney, MD](#)
[Emily Clay, MD](#)
[Dr. Clark Cobb, MD](#)
[Aleem Dean, MD](#)
[Linda Eason, NP](#)
[Ms. Cindy Falk](#)
[John Faught, MD](#)
[Kenneth Feduff, DO](#)
[Glenn Fernandes](#)
[Ms. Carolyn Fields](#)
[Miranda Fowler, MD](#)

Done Internet

start 2 Microsoft Of... ATKINSON, CHA... Welcome to Rel... Microsoft Power... C:\Documents a... Microsoft Excel ... 11:44 AM

Select the newly added Provider's Inbox or the Admin Inbox for that Provider's Team (depends on your work flow)

RelayHealth - Share Patient Record - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Patients/SharePatientRecord.aspx?ptid=24627015>

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

Share This Patient Health Record

Patient: **John Kepple**

Provider: **John Faught MD**

Upon confirmation, John Kepple will be automatically notified of this online relationship and will be able to send RelayHealth messages to John Faught MD.

I certify I have all consents required under applicable federal and state privacy laws to disclose this information.

Confirm Cancel

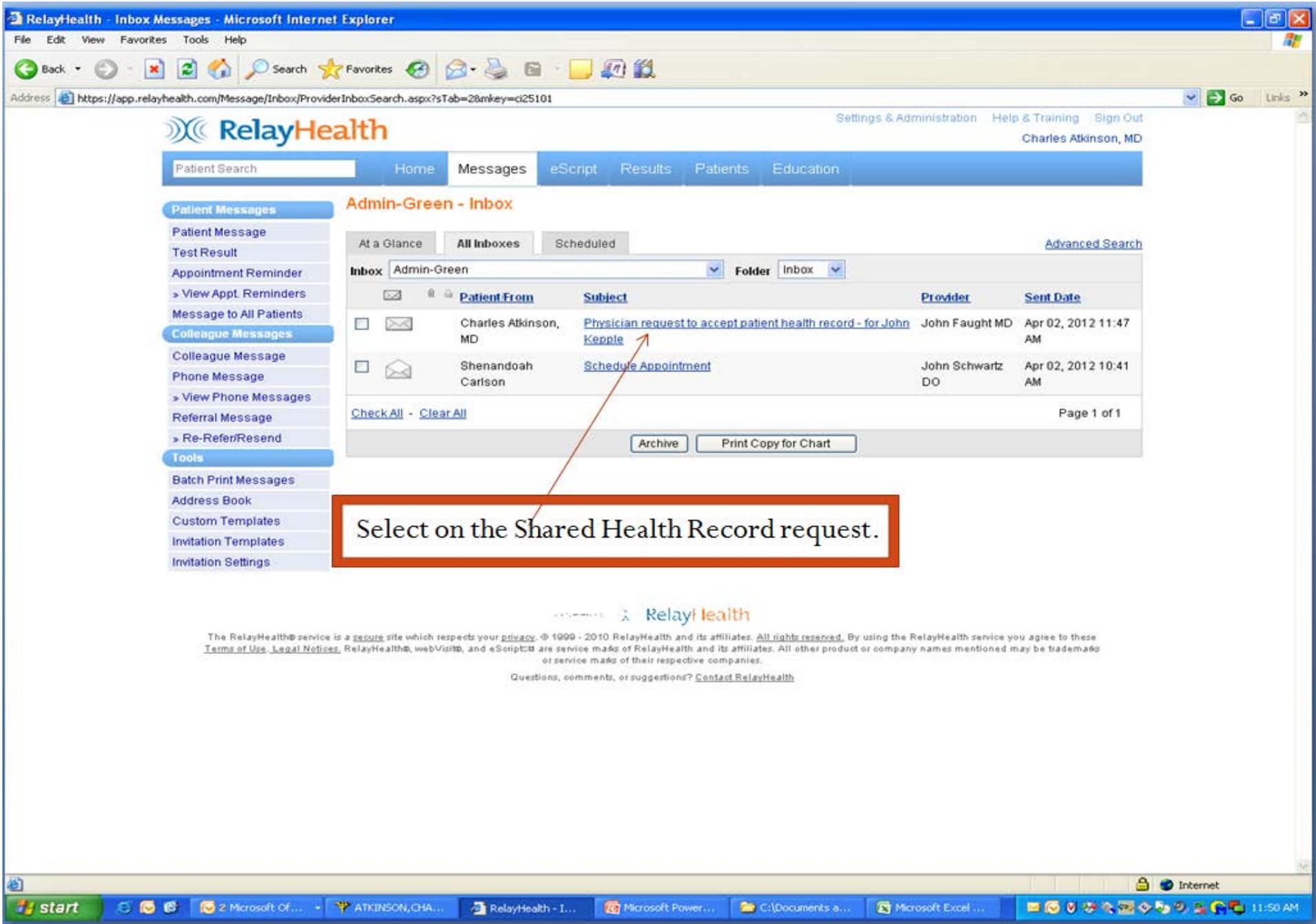
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Confirm the Selection of the Appropriate PCM. By design, being listed as the PCM in our system the Provider has the privilege of the Patients Health Information.

Done

start 2 Microsoft Of... ATKINSON, CHA... RelayHealth - S... Microsoft Power... C:\Documents a... Microsoft Excel ... Internet 11:38 AM



Select on the Shared Health Record request.

RelayHealth - Inbox Messages - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Message/Inbox/ProviderInboxSearch.aspx?Tab=2&mkkey=c25101>

Settings & Administration Help & Training Sign Out
Charles Atkinson, MD

Patient Search Home Messages eScript Results Patients Education

Admin-Green - Inbox

At a Glance All Inboxes Scheduled [Advanced Search](#)

Inbox: Admin-Green Folder: Inbox

	Patient From	Subject	Provider	Sent Date
<input type="checkbox"/>	Charles Atkinson, MD	Physician request to accept patient health record - for John Kepple	John Faught MD	Apr 02, 2012 11:47 AM
<input type="checkbox"/>	Shenandoah Carlson	Schedule Appointment	John Schwartz DO	Apr 02, 2012 10:41 AM

[Check All](#) - [Clear All](#) Page 1 of 1

[Archive](#) [Print Copy for Chart](#)

Select on the Shared Health Record request.

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start 2 Microsoft Of... ATKINSON, CHA... RelayHealth - T... Microsoft Power... C:\Documents a... Microsoft Excel ... Internet 11:50 AM

RelayHealth - Messaging - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://app.relayhealth.com/Message/AcceptPatientMessageRead.aspx?PageMethod=PageURLWithAction&mid=45173934&action=&templateId=0

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

View Message History Actions View Print Version

Physician Request to Accept Patient Health Record

Accept Decline Assign to Colleague Close

Locking a message is optional and can be used to indicate that you are taking responsibility to handle it. [Lock this Message](#). Charles Atkinson MD is sharing this patient health record with you to provide continuity of care. You must accept or decline this request.

Message Details

From	Charles Atkinson, MD
Provider	John Faught MD
Patient	John Kepple
Sent Date	Apr 02, 2012 11:47 AM
Subject	Physician request to accept patient health record
Message	Please accept or decline this patient

▶ John, Kepple -- DOB Jan 1, 1990 Last Updated Mar 26, 2012 [View/Print](#)

Message Status

Status Resolved Date Internal Notes Print Confidential No

Accept Decline Assign to Colleague Close

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Done Internet

start 2 Microsoft Of... ATKINSON, CHA... RelayHealth - M... Microsoft Power... C:\Documents a... Microsoft Excel ... 11:51 AM

Accept on behalf of the Appropriate PCM

RelayHealth - Inbox Messages - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Message/Inbox/ProviderInboxSearch.aspx> Go Links

Settings & Administration Help & Training Sign Out
Charles Atkinson, MD

kepp Add a New Patient [Results](#) [Patients](#) [Education](#)

John Kepple Male Charles Atkinson, John Faught
Jan 01, 1990 **Online**

Patient Message
Test Result
Appointment Reminder
View Appt. Reminders
Message to All Patients
Colleague Messages
Colleague Message
Phone Message
View Phone Messages
Referral Message
Re-Refer/Resend
Tools
Batch Print Messages
Address Book
Custom Templates
Invitation Templates
Invitation Settings

At a Glance **All Inboxes** Scheduled [Advanced Search](#)

Inbox Admin-Green Folder Inbox

	Patient From	Subject	Provider	Sent Date
<input type="checkbox"/>	Shenandoah Carlson	Schedule Appointment	John Schwartz DO	Apr 02, 2012 10:41 AM

[Check All](#) - [Clear All](#) Page 1 of 1

[Archive](#) [Print Copy for Chart](#)

Search for the Patients Health Record again

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start 2 Microsoft Of... ATKINSON,CHA... RelayHealth - I... Microsoft Power... C:\Documents a... Microsoft Excel ... Internet 11:52 AM

RelayHealth - Clinical Summary - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://app.relayhealth.com/Patients/PHR/Summary.aspx?ptid=24627015>

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

Name: John Kepple Online Home: [REDACTED] Health Plan Id: [REDACTED]
 Gender: Male Work: [REDACTED] Email: [REDACTED]
 Date of Birth: Jan 1, 1990 Mobile: [REDACTED]

Chart Reports Administrative Actions - Select -

Summary Messages Problems & Proc Medications Allergies Results Vital Signs Immunizations Family & Social Hx Files

Messages [New](#)

Subject	Date
Deactivating Relationship	Apr 2, 2012
Care Connection for John Kepple	Apr 2, 2012
Physician request to accept patient health record	Apr 2, 2012
Deactivating Relationship	Apr 2, 2012
Care Connection for John Kepple	Apr 2, 2012
View More	

Active Medications [New eScript](#) | [New Med](#)

Drug

[Tylenol](#) - Oral Tablet 325 MG QTY: 0

Allergies: Medication [New](#)

This patient has no known medication allergies, updated Mar 26, 2012. [Re-confirm Status](#)

Results [New](#)

No results in last 6 months

Renewals

No waiting renewals

Notifications

Duplicate Record Matches: [0](#)

Consents

Receive Surescripts Medication history

Share Patient Record outside of Practice

Share Immunization data with State Registry

Problems [New](#)

No problems specified. You may confirm this patient has [no known active problems](#).

Click the "Administrative" Tab

RelayHealth

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Questions, comments, or suggestions? [Contact RelayHealth](#).

start 2 Microsoft Of... ATKINSON, CHA... RelayHealth - C... Microsoft Power... C:\Documents a... Microsoft Excel ... Internet 11:55 AM

RelayHealth - Access History - Patient - Microsoft Internet Explorer

Address: https://app.relayhealth.com/Patients/PHR/ProviderViewHealthRecordAudit.aspx?ptId=24627015&tabId=1

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

Name: John Kepple Online Home: (704) 701-6336 Health Plan Id: Gender: Male Work: Email: john.kepple@us.army.mil Date of Birth: Jan 1, 1990 Mobile: Edit

Chart Reports Administrative Actions - Select -

Access History Import/Export Data Keywords/Groups Preventive Care Messages Providers Scheduled Messages

Access History for John Kepple

Sort records by Date/Time, Name, or Action to view access to this patient's health record.

PHR Account Document

1/2/2012 to 4/2/2012 View

Date/Time	Name	Action	Section	Detail
Apr 2, 2012 11:55 AM	Charles Atkinson, MD	View	Clinical Summary	
Apr 2, 2012 11:47 AM	Charles Atkinson, MD	View	Clinical Summary	
Apr 2, 2012 11:47 AM	Charles Atkinson, MD	View	Clinical Summary	
Apr 2, 2012 11:42 AM	Charles Atkinson, MD	View	Clinical Summary	
Apr 2, 2012 11:29 AM	Charles Atkinson, MD	View	Clinical Summary	
Apr 2, 2012 10:51 AM	John Kepple	View	Clinical Summary	
Apr 2, 2012 10:48 AM	John Kepple	View	Clinical Summary	
Apr 2, 2012 10:46 AM	John Kepple	View	Clinical Summary	
Apr 2, 2012 10:44 AM	John Kepple	View	Clinical Summary	

Click on "Providers" Tab

RelayHealth - Providers - Microsoft Internet Explorer

Address: https://app.relayhealth.com/Patients/PatientRelationship.aspx?ptid=24627015&from=ClinicalSummary

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

Name: John Kepple Online Home: (704) 701-6336 Health Plan Id: Gender: Male Work: Email: john.kepple@us.army.mil Date of Birth: Jan 1, 1990 Mobile: Edit

Chart Reports Administrative Actions - Select -

Access History Import/Export Data Keywords/Groups Preventive Care Messages Providers Scheduled Messages

Below are the providers your patient communicates with using this online service. To deactivate the relationship between this patient and one of the listed providers, click Deactivate.

Provider	Primary Specialty	Relationship Status	Group	
John Faught MD	Family Medicine	Active	Army Medicine-Fort Benning FMH	Deactivate
Charles Atkinson MD	Family Medicine	Active	Army Medicine-Fort Benning FMH	Deactivate

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Deactivate the PCM that the application was originally placed under

Done

start 2 Microsoft Of... ATKINSON, CHA... RelayHealth - P... Microsoft Power... C:\Documents a... Microsoft Excel ... Internet 11:58 AM

RelayHealth - Providers - Microsoft Internet Explorer

Address: https://app.relayhealth.com/Patients/PatientRelationship.aspx?ptid=24627015&from=ClinicalSummary

Settings & Administration Help & Training Sign Out Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScript Results Patients Education

Name: John Kepple Online Home: (704) 701-6336 Health Plan Id: Gender: Male Work: Date of Birth: Jan 1, 1990 Mobile: Email: john.kepple@us.army.mil

Administrative Actions - Select -

Access History Import/Export Data Keywords/Groups Preventive Care Messages Providers Scheduled Messages

Below are the providers your patient communicates with using this online service. To deactivate the relationship between this patient and one of the listed providers, click Deactivate.

Provider	Primary Specialty	Relationship Status	Group	
John Faught MD	Family Medicine	Active	Army Medicine-Fort Benning FMH	Deactivate
Charles Atkinson MD	Family Medicine	Active	Army Medicine-Fort Benning FMH	Deactivate

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Questions, comments, or suggestions? Contact RelayHealth.

Deactivate the PCM that the application was originally placed under

Done

start 2 Microsoft Of... ATKINSON, CHA... RelayHealth - P... Microsoft Power... C:\Documents a... Microsoft Excel ... 11:58 AM

RelayHealth - Provider's Patients - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <https://app.relayhealth.com/Patients/DeactivateRelationship.aspx?pkey=28941434&ptid=24627015&from=ClinicalSummary>

Settings & Administration Help & Training Sign Out
Charles Atkinson, MD

RelayHealth

Patient Search Home Messages eScrip Results Patients Education

Deactivation Message - Enter message to inform patient about deactivation

From: Charles Atkinson, MD
For: Charles Atkinson, Army Medicine-Fort Benning FMH
Patient: Kepple John
Subject: Deactivating Relationship

Message:

You can re-paste the original message explaining the deactivation of the original Provider.

Send Cancel

RelayHealth

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Questions, comments, or suggestions? [Contact RelayHealth](#).

start 2 Microsoft Of... ATKINSON,CHA... RelayHealth - P... Microsoft Power... C:\Documents a... Microsoft Excel ... Internet 12:00 PM

Problem: We need to avoid “declining” a Patient’s attempt at signing on to Relay Health Secure Messaging

- Issues:

- Patients sign up under the wrong PCM and we currently decline their invite with instructions to sign up under their appropriate PCM.
- There is currently no way to easily accept a Patient under a different PCM.
- Patient feedback tells us that when “declined” on their initial attempt to use Secure Messaging that they lose faith in the system immediately.

- Solutions:

- We will accept patients and then ADD a different PCM before *deactivating* the wrong PCM using the following steps.

Appendix I – Transferring Staff in AMSMS

1. NON-PROVIDERS: non-empanelled Physicians, PA's, NP's, Nurse, Techs, Admin, Support Staff

- a. MTF Clinic Administrator follows these instructions to register a non-provider staff member in AMSMS.

https://mitc.amedd.army.mil/sites/CIO/Resources/ACSE/Documents/AMSMS_Register_Staff.docx

2. EMPANELED PROVIDER:

- a. The following questions need to be asked for each provider in order:

1.Does the provider have an empanelment? If not, then follow the instructions for NON-PROVIDERS above

2.Whose empanelment did they take over and where is that provider going?

3.Have you changed the empanelment in CHCS/AHLTA? (This needs to happen first).

4.Complete the DOD Provider Transfer Process

https://mitc.amedd.army.mil/sites/CIO/Resources/ACSE/Documents/AMSMS_Add-Transfer_Providers.docx

5.E-mail answered questions to AMSMS support helpdesk at support@relayhealth.com or call it in at 1 (866) 735 2963.

**Documenting Secure Messaging
Encounters in AHLTA with
AddNote and the Telcon rapid
entry Module**

USER, TEST: AHLTA (Privacy Act of 1974/FOUD) - Training System

File Edit View Go Tools Actions Help

Refresh New Telcon Options Close All Outstanding

ALEXANDER, VIOLET W 20/202-45-5743 45yo F Col DOB:25 Jan 1965

Appointments Telephone Consults

Change Selections ... Telcons for DOCTOR, DAVID in Selected Clinics for Any Date (All Outstanding)

Telcon Date/Time Status Patient CallBack Phone Reason for Call Urgency Clinic MEPRS Code Home Phone Work Phone Encounter FMP/SSN MEPRS Description Telcon IEN Telcon ID Comments

New Telcon

ALEXANDER, VIOLET W 20/202-45-5743 25 Jan 1965 Change Patient ...

H: (123)-333-3333 Clinic: CHCSII Test Clinic(HC2T) Assigned Owner: DOCTOR, DAVID
W: (123)-333-4444

Call Back Number: (123)-333-3333 Reason for Telephone Consult: Headache Urgency: High Medium Low

Comments

Use Only

Select your patient and click on New Telcon to begin documentation of the encounter. Put in your reason and hit OK.

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

Welcome to RelayHealth - Windows Internet Explorer

https://app.demo.relayhealth.com/welcome.aspx

File Edit View Favorites Tools Help

Google Search Sidewiki Check Translate AutoFill Sign In

Hotmail - fpnet@msn.com - ... Welcome to RelayHealth

This is a non-production system (app.demo.relayhealth.com[v10.2.0.90527]) -Click for details-

RelayHealth Settings & Administration Help & Training Sign Out
Robert Marshall, MD

Home Messages eScript Results Patients Education

At a Glance All Inboxes Scheduled Edit View

Inbox	Renewals	Results	Unopened/Total	Overdue
Marshall, Robert			2/4	2
Admin Inbox			0/0	0
Clinical Inbox	40		0/0	0
Results Inbox			0/0	0
Leahy, William			0/0	0
Barnwell, Barbara			0/0	0
Hopper, Grace			0/0	0

Settings

Out of Office message is OFF

[View Message Settings](#)

Patient Enrollment

Where do I review invitations that I've already sent? [Learn More](#)

[Invite Patients](#)

What's New

Release 10.2 introduces Progress Notes and Documentation, enhances eScript and Connected Orders, and more...

webVisit interviews are now available. [Preview](#)

Training

[Start a Training Session](#)

[Send a Training Message](#)

[Register for Training Events](#)

Internet 100%

Once logged into RelayHealth, go to your Care Team's list and click on your account to see any new messages.

RelayHealth - Inbox Messages - Windows Internet Explorer

https://app.demo.relayhealth.com/Message/Inbox/ProviderInboxSearch.aspx?Tab=1&mkey=28781

File Edit View Favorites Tools Help

Google Search Sidewiki Check Translate AutoFill Sign In

Hotmail - fpnet@msn.com - ... RelayHealth - Inbox Mess... X

This is a non-production system (app.demo.relayhealth.com[v10.2.0.90527]) -Click for details-

RelayHealth Settings & Administration Help & Training Sign Out
Robert Marshall, MD

Home Messages eScript Results Patients Education

Patient Messages

- Patient Message
- Test Result
- Appointment Reminder
- » View Appt. Reminders
- Message to All Patients

Colleague Messages

- Colleague Message
- Phone Message
- » View Phone Messages
- Referral Message
- » Re-Refer/Resend

Tools

- Batch Print Messages
- Address Book
- Custom Templates
- Invitation Templates
- Invitation Settings

Marshall, Robert - Inbox

At a Glance All Inboxes Scheduled Advanced Search

Inbox Marshall, Robert Folder Inbox

	PatientFrom	Subject	Sent Date
<input type="checkbox"/>	Loretta Walsh	webVisit: Headache - New Headache	Sun 8/15/10 12:35 AM
<input type="checkbox"/>	Loretta Walsh	Sinus Headache	Tue 8/3/10 2:31 PM

Check All - Clear All Page 1 of 1

Archive Print Copy for Chart

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Internet 100%

Click on the Subject link to see the new message.

RelayHealth - Messaging - Windows Internet Explorer

https://app.demo.relayhealth.com/Message/ProviderMessageRead.aspx?mid=288683

File Edit View Favorites Tools Help

Google Search Sidewiki Check Translate AutoFill Sign In

Hotmail - fpnet@msn.com - ... RelayHealth - Messaging

Message History

Reply To Patient Assign to Colleague Archive Close

Actions

View Print Version

Locking a message is optional and can be used to indicate that you are taking responsibility to handle it. Lock this Message.

Message Details

From: Loretta Walsh

To: Robert Marshall, MD

Provider: Robert Marshall MD

Patient: Loretta Walsh

Sent Date: Aug 15, 2010 12:35 AM

Subject: webVisit: Headache - New Headache

Message: I have a new headache that is pretty severe and lasting for the past 48 hours.
[Chief Complaint](#)

I have a headache that has lasted for two days.

[History of Present Illness](#)

Other doctor or health care practitioner treating this condition: Yes, but they never told me whether they were migraines or tension headaches.

Has had headache symptoms for 1-3 days.

Patient reports having headaches a few times per month.

On a scale of 1 to 10 with 10 being the worst, patient ranks headache symptoms as 8.

Done Internet 100%

When you open the Subject link, this is what the message looks like. This is a WebVisit, structured message vice a simple text message. That is the reason for the line breaks and stilted language.

The screenshot shows a Windows Internet Explorer browser window titled "RelayHealth - Messaging". The address bar contains the URL "https://app.demo.relayhealth.com/Message/ProviderMessageRead.aspx?mid=288683". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The toolbar features a Google search bar, a search icon, and various utility icons like "Check", "Translate", and "AutoFill". The main content area displays a patient message with several lines of text highlighted in blue. A context menu is open over the highlighted text, showing options such as "Cut", "Copy", "Paste", "Select All", "Print...", and "Print Preview...". The status bar at the bottom indicates "Copies the selection to the Clipboard." and "Internet" with a 100% zoom level.

Patient not taking any new prescription or over-the-counter medications, herbal remedy and/or vitamin supplement.

Patient treating headache with the following prescription medication: ibuprofen 800mg

Patient treating headache by resting/sleeping.

Rest/sleep has helped headache symptoms, but only temporarily.

Prescription medication history

Patient reports headache

Past Medical History

History of migraines.

History of tension headaches

History of high blood pressure

Patient denies a history of cluster headaches.

Patient denies a history of epilepsy.

Additional Comments from Patient

I have found that a shot, not narcotics, made my headache better in the past. I cannot remember what they gave me.

Simply highlight and copy the text of the message using either right-click and Copy or simply Ctrl-C (the Ctrl-C is faster...highlight with right hand on mouse and hit Ctrl-C with left hand).

RelayHealth - Messaging - Windows Internet Explorer

https://app.demo.relayhealth.com/Message/Draft/MessageDraft.aspx?testResult=&mid=351422&from=Unspecified#

RelayHealth - Message Report - Windows Internet Explorer

https://app.demo.relayhealth.com/loader.aspx?r=/Message/MessageReport.aspx

Message History

Peter Chaney, Male, DOB: Jan 01, 1953 MRN: 123456 Home phone number

RE: webVisit: Headaches/Migraines

From: ArmyDr RHU-MTF 119, MD

Routed To: Peter Chaney

Provider: ArmyDr RHU-MTF 119 MD

Patient: Peter Chaney

Sent Date: Mar 15 2012 7:18PM

Subject: RE: webVisit: Headaches/Migraines

Message: it appears you may indeed have a migraine headache. Since this is a recurrent problem for you, though not frequent, we will safely write you a script for acute migraine medication without having to see you acutely. However, we probably do need to make sure we address your headaches and provide better acute medication therapy, as well as some natural methods to reduce the trigger and make an appointment to see me within the next 2-3 weeks. Take care. Talk with you later.

Resolved Date:

Status:

webVisit: Headaches/Migraines

From: Peter Chaney

Routed To: Clinical - Red Team

Provider: ArmyDr RHU-MTF 119 MD

Patient: Peter Chaney

Sent Date: Mar 15 2012 7:11PM

Done

Internet 100%

Questions, comments, or suggestions? [Contact RelayHealth](#)

Internet 100%

This shows an alternate method to copy from RelayHealth, and that uses the Print a Copy for the Chart button. I think the first method is easier & faster.

H: (123)-333-3333 Call Back Number Clinic Assigned Owner Urgency

W: (123)-333-4444 (123)-333-3333 CHCSII Test Clinic(HC) USER, TEST High Medium

Note

It appears you may indeed have a migraine headache. Since this is a recurrent problem for you, though not frequent enough to warrant preventive medicine, I can safely write you a script for acute migraine medication without having to see you acutely. However, we probably do need to make an appointment within the next month to address your headaches and provide better acute medication therapy, as

Diagnoses

Clinic List Problem List Search:

ICD	Diagnosis

Add Remove

Priority	ICD	Diagnosis	Chronic/Acute	Type

Follow Up

With PCM When 2 to 3 For Tx

PRN In Clinic CHCSII Test Clinic

Discussed

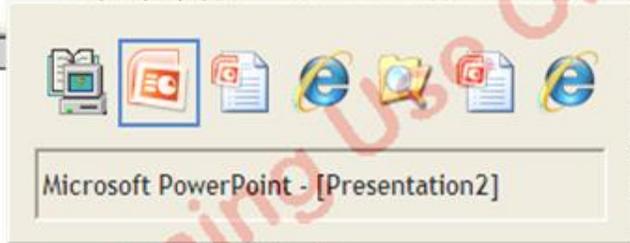
All Items Discussed

Diagnosis Potential

Medication(s)/Treatment(s) Alternative

Disposition

Comments (not written to encounter)



This shows the use of the Alt-tab function. The first time you hit Alt-tab, thin dialog box appears with all of your open programs represented by icons. Each time you hit the tab key (while still holding down the Alt key), you move to the next icon.

Release the Alt-tab combination to open the desired application.

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Save A/P Forward Task Sign Templates Mgt Cancel Close

ALEXANDER, VIOLET W 20/202-45-5743 45yo F Col DOB:25 Jan 1965

Appointments Telephone Consults **Current Encounter** **Telcon Entry**

H: (123)333-3333 Call Back Number Clinic Assigned Owner Urgency
 W: (123)333-4444 (123)333-3333 CHCSII Test Clinic(HC) USER, TEST High Medium Low

Note

Diagnoses

ICD | Diagnosis

Admin

Meets Outpt Visit Criteria (Workload)? Yes ?
 E & M: 99441 Telephone Services (5-10 minutes)

Disposition

Comments (not written to encounter)

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

Back to your Telcon rapid entry screen in AHLTA. This is what pops up when you open a New Telcon.

Now, click on the Current Encounter tab to get to the AddNote section.

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

Select Note

Select the desired Note from the list below or click 'New' to create a new Note.

Note#	Category	Title	Date	Author
(No Notes Found)				

New Note
 Edit Note
 Delete
 Close

Chronic:
 •Essential hypertension
 •Metromagia
 •Iron deficiency

Active Medications

Active Medications	Status	Sig	Refills Left	Last Filled
AMLODIPINE (NORVASC) 5MG--PO 5MG TAB	Active	EVERY DAY	6 of 6	Not Recorded
HCTZ (ESIDREXIORETIC)--PO 25MG TAB	Active	EVERY DAY	6 of 6	Not Recorded
FERROUS SULFATE--PO 325MG TAB	Active	ONE EVERY DAY	6 of 6	Not Recorded
LISINAPRIL (PRINIVILZE STRIL)--PO 40MG T	Active	TAKE ONE EVERY DAY	6 of 6	Not Recorded

Labs
 No Labs Found.
 Rads
 No Rads Found.
 Vitals
 No Vitals Found.

Reason for Telephone Consult:Written by USER, TEST @ 15 Aug 2010 1110 EDT
 Headache

Screening
 Vitals
 S/O
 Drawing
 A/P

Disposition Last Updated by USER, TEST @ 15 Aug 2010 1112 EDT

Encounter 1706 was saved.

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

Click on the AddNote icon (just below the screen on the left in this view), and this dialog box appears. Click on New Note.

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Refresh Save As Template Options Close

Encounter Note

Note Added: 15 Aug 2010 11:13 EDT By: USER, TEST Note Complete

Note Category: Note from Patient Save Draft

Note Title: Cancel

Print Sign Load File...

Times New Roman 12 B I U Spelling

- Patient reports headache symptoms are staying about the same.

Past Medical History

- History of migraines.
- History of tension headaches.
- History of high blood pressure.
- Patient denies a history of cluster headaches.
- Patient denies a history of epilepsy.

Additional Comments from Patient

- I have found that a shot, not narcotics, made my headache better in the past. I cannot remember what they gave me.

Disposition: Disposition Last Updated by USER, TEST @ 15 Aug 2010 11:12 EDT

Encounter 1706 was saved.

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

You can name the note or leave all of that blank.

Simply right-click and Paste the RelayHealth note or hit Ctrl-V to paste the note into the AddNote text box.

You can also change the font and size if you so desire by using Ctrl-A and using the font and size drop-down boxes.

All that is required is to paste the note into the text box and hit Note Complete.

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Save A/P Forward Task Sign Templates Mgt Cancel Close

ALEXANDER, VIOLET W 20/202-45-5743 45yo F Col DOB:25 Jan 1965

Appointments Telephone Consults Current Encounter **Telcon Entry**

H: (123)-333-3333 Call Back Number Clinic Assigned Owner Urgency
 W: (123)-333-4444 [(123)-333-3333] [CHCSII Test Clinic/HC] [USER, TEST] High Medium Low

Note
 I would recommend you continue to take the ibuprofen, rest and make an Acute appointment to see me tomorrow. It does sound like a possible migraine, but you may also have what is called mixed-type headaches with some tension and migraine features. Harder to treat, but definitely treatable. See you tomorrow.

Diagnoses
 Clinic List Problem List Search: Find

- ARBOVIRUS: FEVER, MALAISE, HEADACHE, MYALGIA 066.9
- headache 784.0
 - associated with
 - precipitated by
- HEADACHE SYNDROMES 333.89
 - periorbital eye pain 379.91

Add Remove

Priority	ICD	Diagnosis	Chronic/Acute	Type
1	784.0	headache	Acute	New

Follow Up
 With PCM When For Tx:
 PRN In Clinic:

Discussed
 All Items Discussed
 Diagnosis Potential Side Effects
 Medication(s)/Treatment(s) Alternatives
 indicated understanding

Admin
 Meets Outpt Visit Criteria (Workload)? Yes ?
 E & M:

Disposition

Comments (not written to encounter)

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

To finish your note and the Telcon, the easiest thing to do is to go back to the Telcon quick entry tab and complete the note.

To answer your patient, simply copy the Note text from you, and paste back into your RelayHealth response to the patient.

Sign your AHLTA Telcon note, and you are done.

On to the next Telcon. This takes very little time to do if you keep both screens open and use your keyboard shortcuts (Ctrl-C/Ctrl-V) vice the right-click method.

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Save A/P Forward Task Sign Templates Mgt Cancel Close

ALEXANDER, VIOLET W 20/202-45-5743 46yo F Col DOB:25 Jan 196

Appointments Telephone Consults Current Encounter **Telcon Entry**

H: (123)-333-3333 Call Back Number Clinic Assigned Owner
W: (123)-333-4444 [(123)-333-3333] [CHCSII Test Clinic(HC)] [USER, TEST]

Note
It appears you may indeed have a migraine headache. Since this is a recurrent problem for you, though not frequent enough to warrant preventive medicine, I can safely write you a script for acute migraine medication without having to see you acutely. However, we probably do need to make an appointment within the next month to address your headaches and provide better acute medication therapy, as

Diagnoses
Clinic List Problem List Search: Find

ICD	Diagnosis
-----	-----------

Add Remove

Priority	ICD	Diagnosis	Chronic/Acute	Type
----------	-----	-----------	---------------	------

Follow Up
 With PCM When
 PRN In Clinic [CHCSII Test Clinic]

Discussed
 All Items Discussed
 Diagnosis Potential Side Effects
 Medication(s)/Treatment(s) Alternatives
Patient indicated understanding

Admin
Meets Outpt Visit Criteria (Workload)? Yes ?
E & M: 99444 On-Line Medical Evaluation

Disposition

Comments (not written to encounter)

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

This shows the coding for providers when completing Web-based interactions. The 99444 E&M code is worth 0.38 RVU's.

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Preview Save Delete Template Mgt SO Drawing Disposition Sign ~~Prescribe~~ Submit All Options Close

ALEXANDER, VIOLET W 20/202-45-5743 46yo F Col DOB:25 Jan 1966

Appointments Telephone Consults Current Encounter **A/P**

Priority	ICD	Diagnosis	Chronic/Acute	Type
1	346.90	MIGRAINE HEADACHE	Chronic	New

Plan/Comments

Diagnosis | Order Sets | **Procedure** | Reminders | Order Consults | Order Lab | Order Rad | Order Med | Other Therapies

<<>> <No Template Selected> Favorites

Standard Procedures (CPT's)
 HCPCS & Durable Med Equip (DME)

Search: online Find Now

Description of Procedure

- [-] Internet Medical Services
 - [-] Qualified Nonphysician Healthcare Professional
 - Established Patient 98969

Add to Encounter Add to Default Template

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

Unfortunately, nurses & other non-provider clinicians cannot obtain RVU credit via E&M codes. Just like with TelCons, nurses must use CPT codes to obtain RVU's.

Training Use Only

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Preview Save Delete Template Mgt SO Drawing Disposition Sign Modifiers Submit Options Close

ALEXANDER, VIOLET W 20/202

Appointments Telephone Consults

Priority	ICD	Diagnosis
1	346.90	MIGRAINE HEADA
		Plan/Comments
		Procedure(s) Internet Med Svc Qual

Folder List Reminders

Diagnosis Order Sets Procedure

<<>> <No Template Selected>

Description of Procedure

- Internet Medical Services
 - Qualified Nonphysician Healthcare P
 - Established Patient 98969

Procedure Details for

Unit of Service: 1

Modifier(s):

Comments:

Appointed Provider: USER, TEST Role: Attending Provider
 Taxonomy: Physicians/Allopathic/Osteopathic/Family Practice

Additional Provider #1: NURSE, KAREN Role: Nurse
 Taxonomy:

Additional Provider #2: Role:
 Taxonomy:

OK Cancel

The CPT code to use for Web interactions is 98969. This is worth 0.25 RVU's.

You need to open this dialog box to obtain credit for the work (though the RVU's are still obtained).

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Refresh Reminders Providers Template Mgt Forward Task Screen Vitals SO Drawing A/P Disposition Add Note Sign Save As Template Options Close

ALEXANDER, VIOLET W 20/202-45-5743 45yo F Col DOB:25 Jan 1965

Appointments Telephone Consults **Current Encounter** Telcon Entry

Date: 15 Aug 2010 1050 EDT Status: In Progress Treatment Facility: CHCSII ITT Facility
 Primary Provider: DOCTOR, DAVID Type: T-CON* Clinic: CHCSII Test Clinic
 Patient Status: Outpatient

S/O SO Note Written by USER, TEST @ 15 Aug 2010 1128 EDT
Subjective
 This is a test of the early warning system

Drawing

A/P A/P Last Updated by USER, TEST @ 15 Aug 2010 1128 EDT
 1. headache

Disposition Disposition Last Updated by USER, TEST @ 15 Aug 2010 1128 EDT
 Follow up: 1 day(s) with PCIM or sooner if there are problems:
 Discussed: Diagnosis, Medication(s)/Treatment(s) with Patient who indicated understanding.

AddNote

Note Written by USER, TEST @ 15 Aug 2010 1125 EDT
 Patient with headache
 From Loretta Walsh
 To Robert Marshall, MD Provider Robert Marshall MD Patient Loretta Walsh
 Sent Date Aug 15, 2010 12:35 AM Subject webVisit: Headache - New Headache Message I have a new headache that is pretty severe and lasting for the past 48 hours.
 Chief Complaint

- I have a headache that has lasted for two days.

History of Present Illness

- Other doctor or health care practitioner treating this condition: Yes, but they never told me whether they were migraines or tension headaches.
- Has had headache symptoms for 1-3 days.

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

This is what the finished note looks like in AHLTA. Your note is in the S/O section and the patient's note is in the AddNote section.

A piece of advice: If the patient's message is not something that requires any medical decision making, or is not something that you need to document in the medical record, don't bother...or have someone else on the team document in AHLTA.

Document those interactions you normally would or you feel are medicolegally necessary.

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Preview Save Delete Template Mgt SO Drawing Disposition Sign Modify Submit All Options Close

ALEXANDER, VIOLET W 20/202-45-5743 46yo F Col DOB:25 Jan 1966

Appointments Telephone Consults Current Encounter **A/P**

Priority	ICD	Diagnosis	Chronic/Acute	Type
1	346.90	MIGRAINE HEADACHE	Chronic	New

Plan/Comments

Orders & Procedures

Diagnosis Order Sets **Procedure** Reminders Order Consults Order Lab Order Rad Order Med Other Therapies

<<>> <No Template Selected> Favorites

Standard Procedures (CPTs)
 HCPCS & Durable Med Equip (DME)

Search: online Find Now

Description of Procedure

- Internet Medical Services
 - Qualified Nonphysician Healthcare Professional
 - Established Patient 98969

Add to Encounter Add to Default Template

USER, TEST in CHCSII Test Clinic at CHCSII ITT Facility

USER, TEST: AHLTA (Privacy Act of 1974/FOUO) - Training System

File Edit View Go Tools Actions Help

Preview Save Delete Template Mgt SO Drawing Disposition Sign Modifiers Select All Options Close

ALEXANDER, VIOLET W 20/202

Appointments Telephone Consults

Priority	ICD	Diagnosis
1	346.90	MIGRAINE HEADA
Plan/Comments		
Procedure(s)		Internet Med Svc Qual

Folder List Reminders

Diagnosis Order Sets Procedure

<<> <No Template Selected>

Description of Procedure

- Internet Medical Services
 - Qualified Nonphysician Healthcare P
 - Established Patient: 98969

Procedure Details for

Unit of Service: 1

Modifier(s):

Comments:

Appointed Provider: USER, TEST Role: Attending Provider

Taxonomy: Physicians/Allopathic/Osteopathic/Family Practice

Additional Provider #1: NURSE, KAREN Role: Nurse

Taxonomy:

Additional Provider #2: Role:

Taxonomy:

OK Cancel

Orders & Procedures

Internet Med Svc Qual Nonphys Healthcare P

Add to Encounter

Add to Default Template



Keywords

- keywords Can be used to better manage and communicate with subsets of their patient population
- They have built many of these keyword identifiers into their sign-up sheet and “flag” their patients in their chart during the off-line registration



Keywords

Patient Search

Home

Messages

Results

Patients

Education

View

Find a Patient

Sent Invitations

Upload Patient Data

Enrollment Reports

Appointment Reminders

Patient Record Manager

Actions

Invite Patients

Build Patient List

Manage Keywords/Groups

Review Invitation

Templates

Review Invitation Settings

Manage Keywords/Groups

Add and remove keywords to this list. Attach keywords to patient health records. Then build patient lists based on those keywords. Keyword lists are shared available to all practice members.

Army Medicine-Landstuhl OB/GYN Clinic

APRIL 2013 EDD

[Remove](#)

August 2013 EDD

[Remove](#)

DECEMBER 2012 EDD

[Remove](#)

December 2013 EDD

[Remove](#)

FEBRUARY 2013 EDD

[Remove](#)

Group A

[Remove](#)

Group B

[Remove](#)

Group C

[Remove](#)

Group D

[Remove](#)

Group J

[Remove](#)

Group K

[Remove](#)

Group L

[Remove](#)

GYN

[Remove](#)

JANUARY 2013 EDD

[Remove](#)

July 2013 EDD

[Remove](#)

JUNE 2013 EDD

[Remove](#)

MARCH 2013 EDD

[Remove](#)

MAY 2013 EDD

[Remove](#)

NOVEMBER 2012 EDD

[Remove](#)

November 2013 EDD

[Remove](#)

OCTOBER 2012 EDD

[Remove](#)

October 2013 EDD

[Remove](#)

SEPTEMBER 2012 EDD

[Remove](#)

September 2013 EDD

[Remove](#)

Add a New Keyword / Group

If the keyword / group you need is not included, enter it into the box below.

Type your keyword / group:

[Add](#)

Powered by RelayHealth

UNCLASSIFIED/FOUO

Patient Search

Home

Messages

Results

Patients

Education

Messages

Name: Rob BRUCE Davis **Online**
Gender: Male
Date of Birth: Dec 2, 1983

Home: +49 151
46323032
Work:
Mobile:

Patient FMP/DoD ID #: 239470837
Health Plan:
Health Plan Id:

Email: robert.davis34@gmail.com

REPORT

Edit



Chart

Reports

Administrative

Actions - Select -

Access History **Import/Export Data** **Keywords/Groups** Providers Scheduled Messages

Use keywords to segment your patient population in Build Patient List. Keywords can only be seen by members of your practice.

No keywords specified

+Add Keywords/Groups

- During Offline registration
 - At the chart page, first click on the “Administrative Tab”
 - Click on the “Keywords/Groups” tab
 - Manage their keywords by clicking on “Add Keywords/Groups”

Patient Search

Home

Messages

Results

Patients

Education

Add Keywords/Groups to Angelika Tilsher

Check all keywords/groups that apply to Angelika Tilsher.

Army Medicine-Landstuhl OB/GYN Clinic

- APRIL 2013 EDD
- August 2013 EDD
- DECEMBER 2012 EDD
- December 2013 EDD
- FEBRUARY 2013 EDD
- Group A
- Group B
- Group C
- Group D
- Group J
- Group K
- Group L
- GYN
- JANUARY 2013 EDD
- July 2013 EDD
- JUNE 2013 EDD
- MARCH 2013 EDD
- MAY 2013 EDD
- NOVEMBER 2012 EDD
- November 2013 EDD
- OCTOBER 2012 EDD
- October 2013 EDD
- SEPTEMBER 2012 EDD
- September 2013 EDD

*** Once keywords are selected, a patient list can be built using these keywords to send directed patient education and clinic information**

Appendix L – Offline Patient Invite

Invite Patient

CLICK ON SEARCH BAR
ON TOP RIGHT HAND
CORNER OF SCREEN

CLICK ON
"ADD A NEW PATIENT"

The screenshot displays the RelayHealth web application interface. At the top, there is a navigation bar with the following links: [Add a New Patient](#), [Search Your Entire Network](#), [Patients](#), and [Education](#). Below this is a table of recent patients. The table has columns for patient name, gender, status, and MRN. The first row is highlighted in yellow.

Recent Patients	Gender	Status	MRN	Unopened/Total	Overdue
Buford Chaney Feb 29, 1984	Male	Online	ArmyDr RHU-MTF 102, ArmyDr RHU... MRN: #555		
Bill Clinton Mar 26, 1974	Male	Online	ArmyDr RHU-MTF 120, ArmyDr RHU...	117/150	20
very cold Apr 20, 1987	Male	Online	ArmyDr RHU-MTF 123	1/2	0
Gabby Douglas Mar 20, 1991	Female	Online	ArmyDr RHU-MTF 120, ArmyDr RHU...	0/1	1
Frank E Furter Jun 15, 1959	Male	Online	ArmyDr RHU-MTF 102	0/1	1
Christie Pablo Sep 09, 1970	Female	Online	ArmyDr RHU-MTF 120, ArmyDr RHU... MRN: #554	0/0	0

Below the patient list, there are several sections: [Patient Approvals](#) (13), [Messages you sent that have not been opened](#) (92), and [Resolve Patient Records - Duplicates/Provisionals](#) (1/0). There is also a [Settings](#) section with [Out of Office message is OFF](#).

The browser window title is "Welcome to RelayHealth - Windows Internet Explorer" and the address bar shows "https://app.demo.relayhealth.com/welcome.aspx". The bottom of the screen shows the Windows taskbar with the date and time "2:40 PM 11/7/2012".

Invite Patient

Complete all field that have a red asterisk next to them with the information provided by the patient.

Select the patient's PCM.
This should be the same PCM that I has been verified in CHCS.

Personal email: This is the email address to which the personal invite will be sent.

RelayHealth - Add New Patient - Windows Internet Explorer
https://app.demo.relayhealth.com/Patients/AddPatient.aspx

RelayHealth - Add New Patient

ADD NEW PATIENT

Personal Information

First Name *
Middle Name
Last Name
Provider *

DOB *
MM/DD/YY
Gender *
C Male
F Female
Health System *
No Health System
MVA

Consent

Receive Subscribed Information Alerts
 Share Patient Record Outside of Practice
 Share Immunization Data with State Registry

Contact Information

County *
United States
Address *
City *
State *
ZIP Code *

Home Number
Work Number
Mobile Number
Email Address

Health Insurance and Guarantor Information

Insurance *
No Insurance Selected
[Add New Insurance](#)
Guarantor *
No Guarantor Selected
[Add New Guarantor](#)

Submit Cancel

RelayHealth

Internet | Protected Mode: On 65%

Invite Patient

RelayHealth - Clinical Summary - Windows Internet Explorer
https://app.demo.relayhealth.com/Patients/PHR/Summary.aspx?ptid=32717

ARMY MEDICINE
Secure Messaging

Home Messages Results Patients Education

Name: Fred Stanford (Offline) Home: MRI: Email: stanford@noname.com
Gender: Male Work: Health Plan:
Date of Birth: Oct 22, 1978 Mobile: Health Plan Id: Edit

Chart Reports Administrative Actions

Summary Messages Problems & Proc Medications Allergies Results Vital Signs Immunizations Family & S

Messages: No messages

Problems: No problems specified. You may confirm this patient has no known active problems.

Active Medications: No medications specified. You may confirm this Patient is not taking any medications.

Allergies: Medication: No allergies specified. You may confirm this Patient has no known medication allergies.

Results: No results

Renewals: No waiting

Notifications: Network Record Matches: Duplicate Record Matches:

Consents: Receive Surescripts Medication history, Share Patient Record outside of Practice, Share Immunization data with State Registry

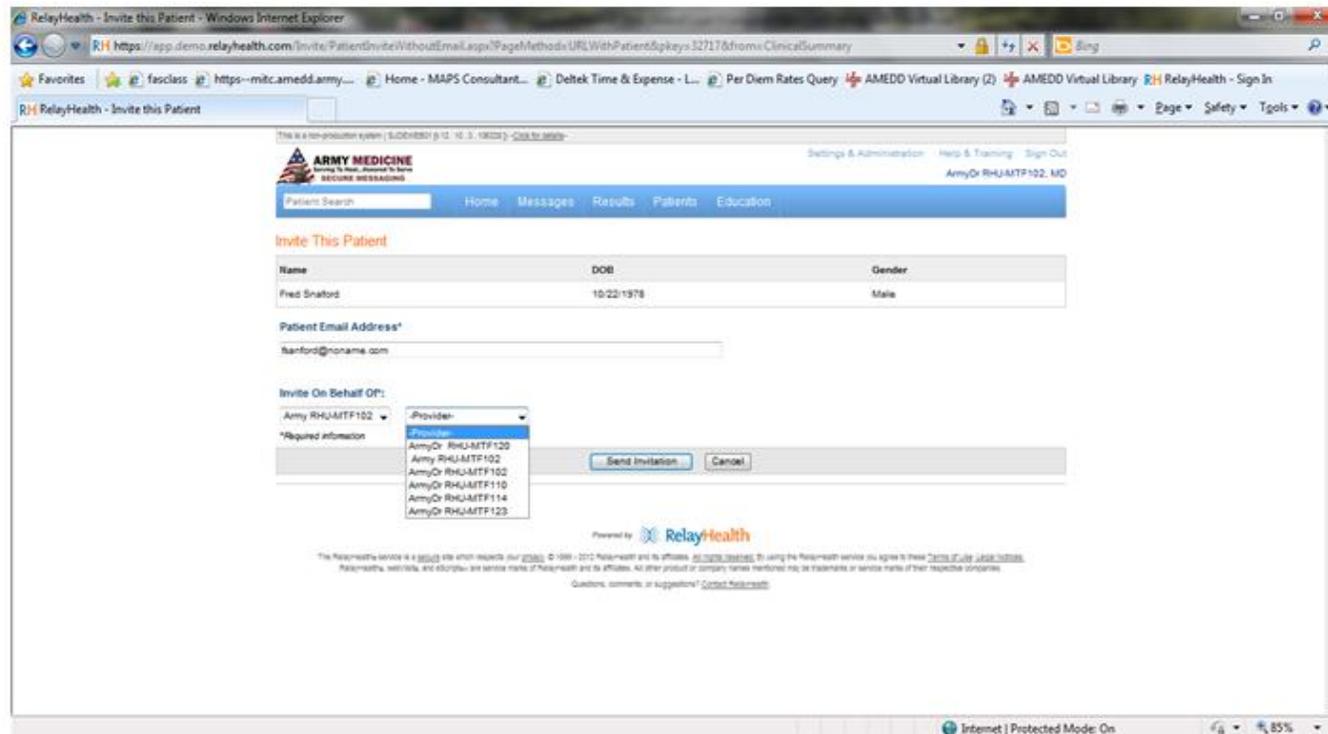
Internet | Protected Mode: On 85%

Click on the Actions arrow

Then select "Invite Patient"

Invite Patient

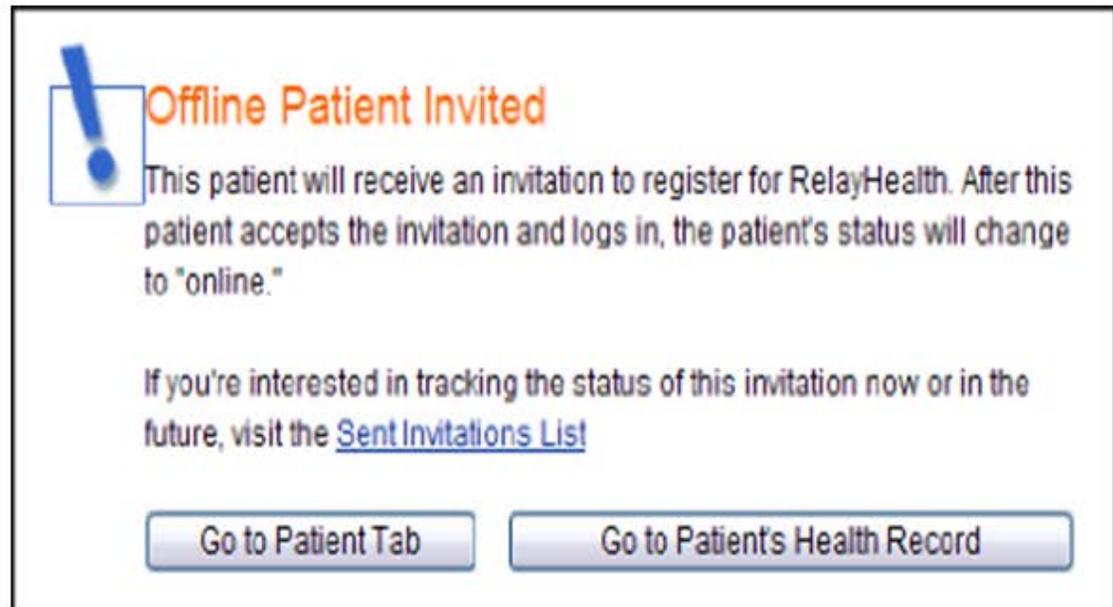
SELECT THE PATIENT'S PCM.



Invite Patient

The service displays a confirmation that the patient invitation has transmitted. From this screen, you may:

- Review the Sent Invitations List
- Go to the Patient tab or
- Go to Patient's Health Record



 **Offline Patient Invited**

This patient will receive an invitation to register for RelayHealth. After this patient accepts the invitation and logs in, the patient's status will change to "online."

If you're interested in tracking the status of this invitation now or in the future, visit the [Sent Invitations List](#)

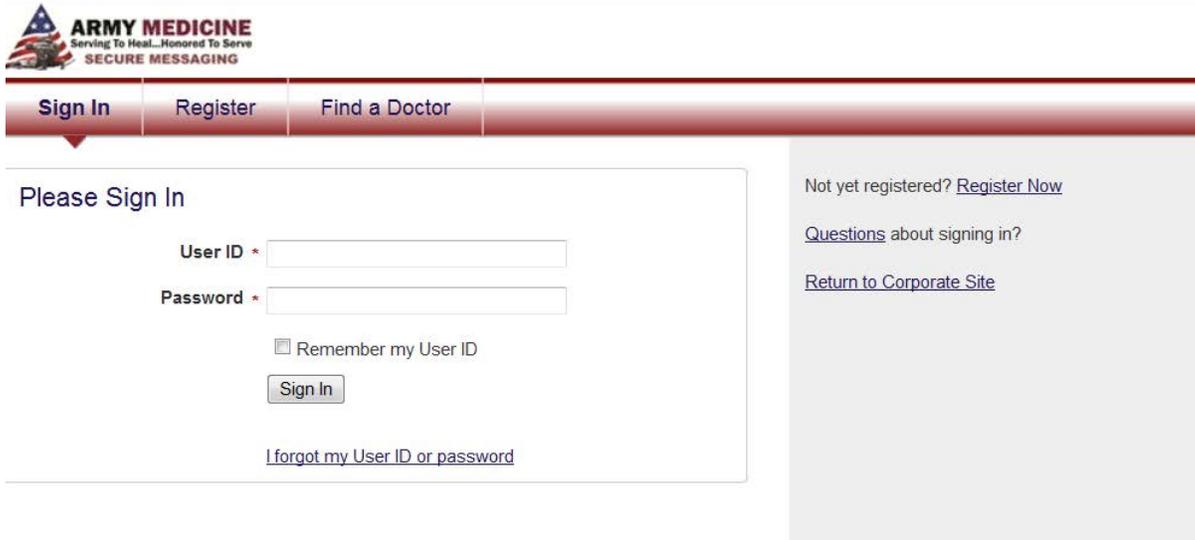
[Go to Patient Tab](#) [Go to Patient's Health Record](#)

Appendix M – Non-Beneficiary Invite

Non-Beneficiary Parent/Guardian ("Parent") goes to <https://app.relayhealth.com>

(They can access this via any device with internet: kiosk, smart phone, iPad, home computer, etc)

Chooses "Register Now"



The screenshot shows the top navigation bar with "Sign In", "Register", and "Find a Doctor" buttons. The "Sign In" button is highlighted with a red arrow. Below the navigation bar is a "Please Sign In" form with fields for "User ID" and "Password", a "Remember my User ID" checkbox, and a "Sign In" button. A link for "I forgot my User ID or password" is located below the form. To the right of the form is a sidebar with links: "Not yet registered? Register Now", "Questions about signing in?", and "Return to Corporate Site".

Parent clicks on "Patient"



The screenshot shows the top navigation bar with "Sign In", "Register", and "Find a Doctor" buttons. The "Register" button is highlighted with a red arrow. Below the navigation bar is the text "Click to register." followed by three registration options: "Provider", "Patient", and "Office Staff". Each option includes a circular image and a "Deliver Care" or "Receive Care" button. Below each option is a list of roles and a link to "View a registration checklist".

Provider	Patient	Office Staff
		
Deliver Care	Receive Care	Deliver Care
Doctors Nurse Practitioners Physician Assistants View a registration checklist	You Your Children Your Family Members	Nurses Office Managers Assistants

Parent completes required fields (partial screenshot below)

Register Your Account

Preferred Language * English ▼

Parents, please enter your own information here. You can add family member(s) to your account AFTER completing this first step.

Country * United States ▼

First Name *

Middle Name

Last Name *

Date of Birth *

Gender * Male Female

E-Mail *

ZIP Code *

[Q: How will you ensure my privacy?](#)

[Q: How do I communicate on behalf of my family member\(s\)?](#)

[Q: How will you use my e-mail address?](#)

Sign-In Information

You may use your e-mail address as your User ID.

User ID *
Personal e-mail address is easy to remember

Password *

Re-type Password *
At least 8 characters, no spaces

[Q: What makes a good User ID?](#)

[Q: What makes a good password?](#)

Security Questions

We will use your answers to these security questions to help verify your identity in the event that you forget your password.

Security Question1 * --Choose A Question-- ▼

Answer *

Security Question2 * --Choose A Question-- ▼

Answer *

Once they have completed the required fields, the Parent clicks NEXT.

Congratulations!

You've completed the first step toward securely managing your healthcare online.

✔ Registration **Complete**

Demographic Information, Health Plan Information, Terms of Use

● Setup Wizard

Select the doctor you would like to communicate with online. Optionally, add or remove patients in this account.

Start the Setup Wizard

Take Me to My Home Page

The Parent should then be advised to "Start the Setup Wizard".

(If they choose "Take Me to My Home Page", they can click on "My Doctors" and add their underage dependents and the child's PCM there.)

The Setup Wizard will guide them through adding their underage dependents first.

Setup Wizard

1. Add or Remove Patients

2. Link Patients to Doctors

3. Done

ADD OR REMOVE PATIENTS

Patients In This Account (1)

Parent Non-Beneficiary (Account Holder)

[Edit](#)

+ [Add a patient to this account](#)

I'm Finished Adding Patients

Exit Setup

The Parent adds the child.

Setup Wizard

1. Add or Remove Patients

2. Link Patients to Doctors

3. Done

ENTER THE PATIENT'S INFORMATION

PERSONAL INFORMATION

First Name *

Middle Name

Last Name *

Date of Birth * 4 Digit Year

Gender * Male
 Female

CONTACT INFORMATION

Country *

Address

City

The Parent can then add additional underage dependents, clicks "I'm Finished" or "Link to Patients to Provider"

Setup Wizard

1. Add or Remove Patients2. Link Patients to Doctors3. Done

ADD OR REMOVE PATIENTS

✔ **Underage Dependent** has been added.

Patients In This Account (2)	
Parent Non-Beneficiary (Account Holder)	Edit
Underage Dependent	Edit Remove
+ Add a patient to this account	

I'm Finished Adding PatientsExit Setup

The Parent can then add the PCM for their child. The Parent would NOT add a provider for themselves.

The Parent would choose "Add Doctor" for their underage dependent(s).

Setup Wizard

1. Add or Remove Patients 2. Link Patients to Doctors 3. Done

LINK PATIENTS TO PROVIDERS

Parent Non-Beneficiary's Doctors

+ [Add a Doctor for Parent](#)

Underage Dependent's Doctors

+ [Add a Doctor for Underage](#)

The Parent types in search criteria to locate the child's PCM and then selects the Provider from the list.

Setup Wizard

1. Add or Remove Patients 2. Link Patients to Doctors 3. Done

FIND A DOCTOR OR CLINICIAN

Search Advanced Search

Doctor's Last Name

ZIP Code ?

Searches within 50 miles of this ZIP Code

Name and Specialty		Address
Pierce, Ben, MD Family Medicine	Select this doctor	Army Demo Site 1234 Main Street Honolulu HI 43874 Phone: 808-443-1212
Pierce, Benjamin, MD Surgery	Select this doctor	Army Medicine-Randels 1145 Sanctuary Parkway Alpharetta GA 30009 MASH 4077 Crabapple Cove ME 12345 Phone: 207-123-6789

Once the Parent has added a Doctor to their child, the Clinic will receive a Patient Approval Request.

They can access this by clicking on the Patient Approval Link on their at-a-glance (home page). Or, this request will be located in the team's Admin or New Patient inbox (dependent on MTF setup).

Patient Request to Use RelayHealth

Locking a message is optional and can be used to indicate that you are taking responsibility to handle it. [Lock this Message](#). The provider you support has been added to this patient's list of providers. Please accept or decline this person as an active patient. This message will be automatically archived after you accept or decline this patient.

Message Details

From Parent Non-Beneficiary
On behalf of Patient **Underage Dependent**
This patient's RelayHealth account is linked to that of a primary account holder and the primary account holder will be able to view all information about the patient and to message on the patient's behalf. Please ensure that the primary account holder is legally entitled to view the patient's information and to make decisions about the collection, use, and disclosure of the patient's personal health information.

To Benjamin Pierce

Provider Benjamin Pierce

Patient Underage Dependent

Sent Date Feb 28, 2013 11:13 AM

Subject Patient request to use RelayHealth

Message Please accept or decline this patient.

The Clinic should be advised to DECLINE any adult approval as this would mean that the adult signed themselves up for the service without face-to-face confirmation.

The Clinic should ACCEPT pediatric approvals, once they have confirmed that the PCM is correct via CHCS.