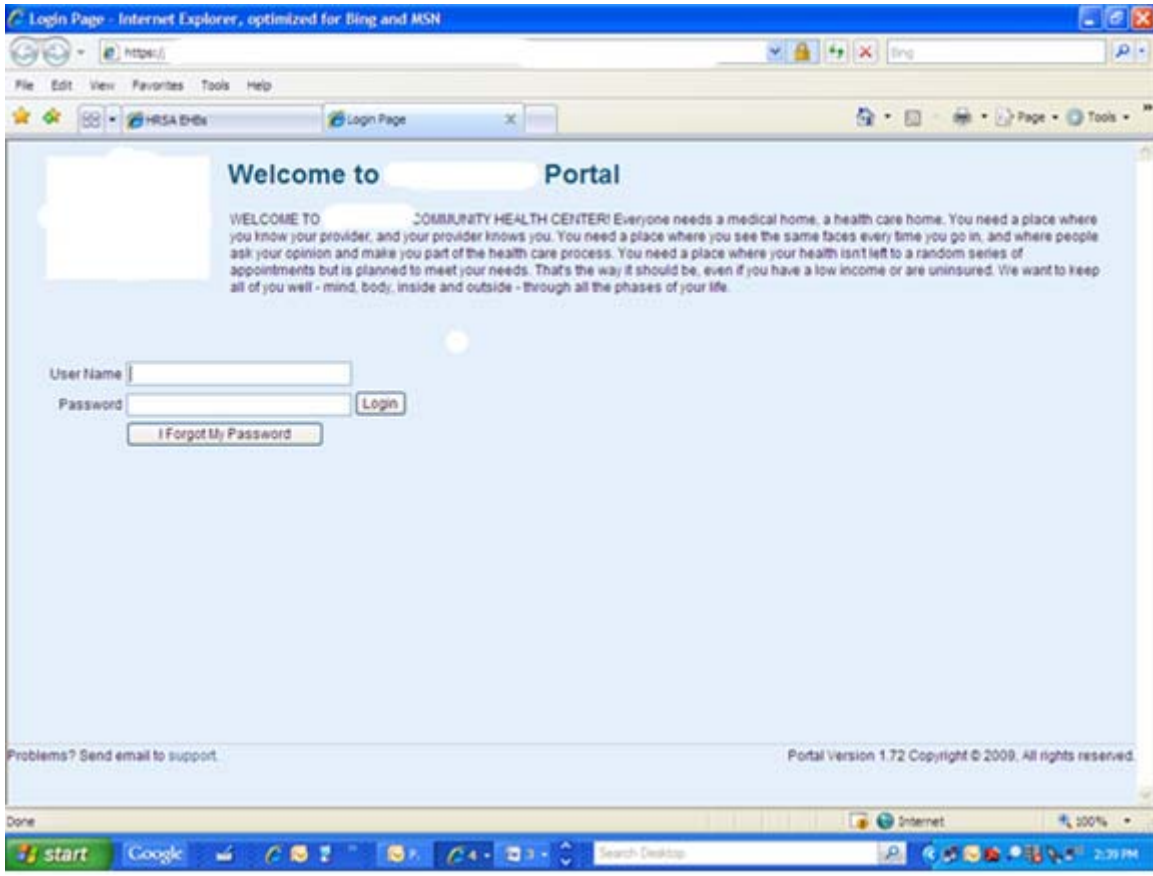


PPC 9: Advanced Electronic Communication Element A: Availability of Interactive Web Site

CHC-B utilizes a Patient Portal within EHS to connect patients to their providers and other services electronically. We provide 5 of the 6 required access items via an interactive web site.



Item 1: Request appointments.

EHS allows patients to select a provider and preferred days/times for appointment requests.

The screenshot shows a web form titled "Request An Appointment". At the top left are "Save" and "Cancel" buttons. Below them is a message: "To better serve you, [redacted] Community Health Center is now allowing appointment requests to be completed online. Please let us know your appointment preferences below. Items marked with a red star are required. After checking our schedule, our office will contact you in the next business day to discuss or confirm your request. You may also call our office at [redacted]".

The form fields include:

- Preferred Office Location: dropdown menu with ".Medical" selected.
- * Preferred Provider: dropdown menu with "ANP" selected.
- * Date Range: "between" 11/05/2010 and 11/09/2010.
- Preferred Time: "between" 8:00 am and *1:00 am.
- Day selection: Radio buttons for "Any Week Day" and "Specific Days". Under "Specific Days", checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Monday and Tuesday are checked.
- Contact Number: empty text input field.
- * Health concerns: text area with "sore throat & cough" entered.

This request will put the patient on the wait list for the provider requested. Staff review the waitlist and schedule appointments as requested. Additionally, as same day appointment blocks are lifted or if someone cancels, this request would pop up for scheduling in the open slot.

Item 2: Request referrals.

The “Ask A Question” page on the portal allows patients to free text the details of the referral that they need. This request would then populate into the organizer for follow-up.

The screenshot shows a web portal interface. At the top, there is a navigation bar with links for 'Home', 'My Profile', 'Patient Registration', 'Appointments', and 'Contact Nurse'. Below this is a header for 'Ask A Question'. The main form area includes a 'Patient Account' field, a 'Save' and 'Cancel' button pair, and a paragraph of explanatory text: 'To improve access to your provider, [redacted] now allows you to ask a question on-line. Please leave your telephone number, the provider or staff member you want to answer, and a detailed question. Response times may be as long as 3 business [redacted] ys. If you need a more timely response, please call our office at [redacted]'. The form contains several required fields marked with an asterisk: 'Provider' (a dropdown menu), 'Primary Contact Phone' (with an example 'e.g. 555-555-5555'), 'Secondary Contact Phone' (with an example 'e.g. 555-555-5555'), and a large 'Question' text area. The question text reads: 'I need a referral and order for my mammogram. I want to use [redacted] Medical Center. Please contact me with an appointment.' A character count '122 of 1000' is visible below the question field. At the bottom left, a note states 'Asterisk (*) indicates a required field.'

How it shows up in EHS (Xxxx is the designated employee for follow-up):

The screenshot displays the EHS (Encounter Health System) interface for a call encounter. The 'Date/Time' is set to '11/05/2010 02:53 PM'. There are checkboxes for 'Outgoing Call', 'Urgent', and 'Private'. The 'For' field contains 'S.' and the 'By' field contains 'K.'. The 'From' field is redacted with a black bar. The 'Phone' field contains '([redacted]) 1'. The 'Secondary' field is empty, and the 'Doctor' field contains 'Bl'. The 'Patient' field is redacted with a black bar, and the 'Age' is listed as '42 Yrs'. The 'Medication Request' field is empty. The 'Reason' text area contains the same text as the portal screenshot: 'I need a referral and order for my mammogram. I want to use [redacted] Medical Center. Please contact me with an appointment.' The 'Last Modified' timestamp is 'K [redacted] 2010-11-05 02:53:15 PM'. On the right side, there are buttons for 'New Call Encounter' and 'Save Med Request'.

Item 3: Request test results.

The “Ask A Question” page of the portal would allow a patient to inquire about test results. It would populate into EHS as above.

The screenshot shows a web form titled "Ask A Question" with a light blue background. At the top left, there are "Save" and "Cancel" buttons. Below them is a paragraph of text: "To improve access to your provider, [redacted] now allows you to ask a question on-line. Please leave your telephone number, the provider or staff member you want to answer, and a detailed question. Response times may be as long as 3 business days. If you need a more timely response, please call our office at [redacted]". The form contains several fields: a dropdown menu for "Provider" with the letter "B" selected; a text input for "Primary Contact Phone" with the example "e.g. 555-555-5555"; another text input for "Secondary Contact Phone" with the same example; and a large text area for the "Question" containing the text "I'm wondering about my test results. Can someone call me to discuss my cholesterol?". At the bottom left of the form, it says "83 of 1000".

Item 4: Request prescription refills.

The “Ask A Question” page of the portal would allow a patient to request prescription refills. It would populate into EHS as above.

The screenshot shows a web form titled "Ask A Question" with a light blue background. At the top left, there are "Save" and "Cancel" buttons. Below them is a paragraph of text: "To improve access to your provide, [redacted] is now allows you to ask a question on-line. Please leave your telephone number, the provider or staff member you want to answer, and a detailed question. Response times may be as long as 3 business days. If you need a more timely response, please call our office at [redacted]". The form contains several fields: a dropdown menu for "Provider" with the letter "B" selected; a text input for "Primary Contact Phone" with the example "e.g. 555-555-5555"; another text input for "Secondary Contact Phone" with the same example; and a large text area for the "Question" containing the text "I need refills on blood pressure and thyroid meds. I use Safeway. Let me know when done. Thanks.". At the bottom left of the form, it says "96 of 1000".

Item 5: See elements of the medical record.

Patients can view and correct demographic information for the patient and the guarantor.

Registration Information
 Save Reset

Please review your information below and make any needed changes. A change request will be submitted to us to complete. Thank you!

Patient Information

* First [Redacted]
 Middle A
 * Last [Redacted] Suffix [v]
 * Address [Redacted]
 * City [Redacted]
 * State [v]
 * Zip [Redacted]
 * SSN [Redacted]
 * Birth Date [Redacted]
 * Gender Female [v]
 E-Mail [Redacted]
 Home Phone [Redacted]
 e.g. 555-555-5555
 Work: [Redacted] Ext 121
 Fax [Redacted]

Responsible Party
 Change Responsible Party

Relationship Self
 * First [Redacted]
 MI A
 * Last [Redacted] Suffix [v]
 * Address [Redacted]
 * City [Redacted]
 * State [Redacted]
 * Zip [Redacted]
 * SSN [Redacted]
 Birth Date [Redacted]
 Gender Female
 E-Mail [Redacted]
 Home Phone [Redacted]
 e.g. 555-555-5555
 Work [Redacted] Ext. 121
 Fax [Redacted]
 Cell [Redacted]

Patients can view and correct emergency contact information.

Portal Home My Profile Patient Registration Appointments Contact Nurse

Demographics | Contacts | Insurance | Privacy Restrictions | Office Documents

Patient Account: [Redacted]

Contact Information Add Contact

Please review your information below and make any needed changes. A change request will be submitted to us to complete. Thank you!

Contact Type	Contact Name	Address	City, State, Zip	Home #	Work #	Fax #	Cell #	Email	Relationship	Emergency Contact	Release Records	Legal Guard
Contact	DC	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	FRIEND	Yes	No	No
Patient	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	NT	No	No	No
Contact	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	VT	Yes	No	No

Patients can view and correct insurance information.

Insurance and Additional Insurance Coverage My Insurance Has Changed

This page allows you to view your current and past insurance(s). Please use the button above to let us know if your insurance has changed. [Redacted] also offers programs that allow you to receive discounted services on an ability-to-pay basis.

Plan Name	Policy Number	Group Number	Plan Code	Relationship	Policy Name	Birth Date	Gender	Address	City, State, Zip	Phone	Status	Effective	Expires
ANTHEM DENTAL SERVICES	[Redacted]	[Redacted]	ADT	Self	Mo Ro	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Po Bz 1141	[Redacted]	[Redacted]	[Redacted]
BCBS ANTHEM OF CO	[Redacted]	[Redacted]	ANE	Self	Mo Ro	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Po Bz 1141	[Redacted]	01-JAN-07	31-DEC-07

Patients can opt-in or opt-out for receiving email for scheduled appointments and appointment reminders.

Portal

Home My Profile

Demographics | Contacts | Insurance | Privacy Restrictions | Office Documents

Patient Account: [REDACTED]

Current Email Settings

Please click "Yes" below if you wish to receive email for scheduled appointments and appointment reminders.

Email Type	Updated On	Allowed
Appointment Scheduled	09/14/2010 04:00 PM	Yes ▾
Appointment Reminder	09/14/2010 04:00 PM	Yes ▾

Patients can view appointment history.

Appointment History

Appointment Date	Appointment Type	Appointment Reason	Appointment Change Reason	Office Location	Provider
11/01/2010 01:20 PM	20 MIN APPT	-	SCHEDULED INCORRECTLY	CHC MEDICAL B/	
09/15/2010 03:40 PM	TRIAGE	-	-	CHC MEDICAL	SCHEDULE NURSE
08/05/2010 08:00 AM	TRIAGE	-	-	CHC MEDICAL	SCHEDULE NURSE
07/16/2010 11:20 AM	OVERBOOK	-	-	JHC MEDICAL	
07/01/2010 10:40 AM	TRIAGE	-	DOCTOR CANCELED	CHC MEDICAL S	
07/01/2010 10:40 AM	20 MIN APPT	-	DOCTOR RESCHEDULED	CHC MEDICAL R/	
06/02/2010 03:00 PM	20 MIN APPT	-	-	JHC MEDICAL C/	
04/21/2010 10:20 AM	TRIAGE	-	-	CHC MEDICAL	SCHEDULE NURSE
03/04/2010 08:20 AM	TRIAGE	-	-	CHC MEDICAL	SCHEDULE NURSE
01/26/2010 03:00 PM	20 MIN APPT	-	-	CHC MEDICAL B	
01/13/2010 02:40 PM	TRIAGE	-	-	CHC MEDICAL	SCHEDULE NURSE
01/12/2010 03:00 PM	20 MIN APPT	HTN APPT	-	CHC MEDICAL B/	
01/12/2010 08:40 AM	TRIAGE	-	SCHEDULED INCORRECTLY	CHC MEDICAL	SCHEDULE NURSE
01/12/2010 08:00 AM	TRIAGE	-	-	CHC MEDICAL	SCHEDULE NURSE
01/01/2010 10:35 AM	3 MONTH FOLLOW UP	-	-	CHC MEDICAL	DOCTOR RECALL

Item 6: Import elements of their medical record into a personal health record.

EHS does not support this functionality at this time.