THE EHR BULLETIN

Your major line of communication with EHR and CureMD

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UPDATES for *August 2020*

* **ImmPRINT:** <u>**Any county that has not transitioned with CureMD and ImmPRINT**</u> <u>**please call us to schedule your kick-off**</u>. You might consider discussing how easy the transition is with one of the clinics that has already done it. Thank you to all the counties who have already had your kick-off call! We appreciate your enthusiasm!

For your kick-off you will need confirmed appointments so that you can enter the injections into the system during the call. We will provide all the assistance you will need.

You will be sent an invitation to a Web X and instructions how to access the Web X along with some information the participants should print out and have available during the Web X.

The person in your clinic that does the HL7 reports should plan to participate in the Web X.

* For the clinics that are in Production with ImmPRINT, remember to **reprocess ALL vaccines from the problem list**, NOT through the Immunization chart.

* Nurses, please remember to **reconcile your Inventory every week** to insure accuracy with your inventory stock count.
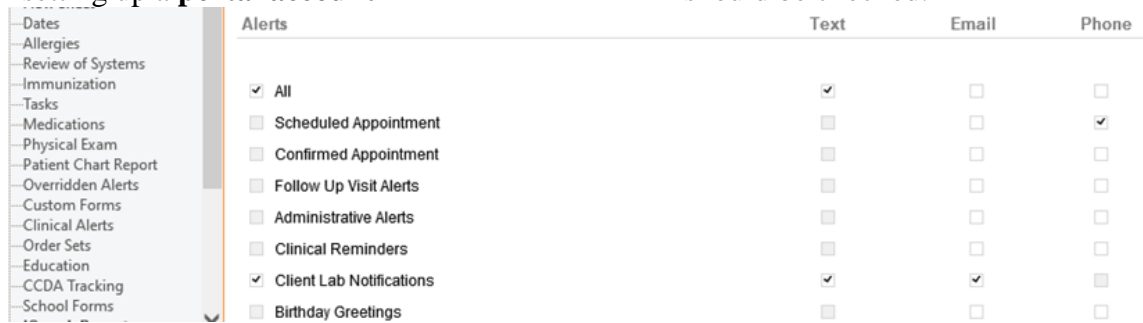
* PATIENT PORTAL. Please do not direct patients to call the EHR office when they **<u>can</u>** get into the portal but after logging in to the portal **<u>do not</u>** find their lab results posted there. If lab results are not posted in the portal it probably indicates a positive result and the patient needs to call the clinic. Several patients have indicated they were told to call EHR for their results.

* We have a link to the Portal on the EHR website at https://www.alabamapublichealth.gov/ehr/patient-portal.html. Patients will find a welcome message explaining what the portal is and how it can be used. Once they are on the Patient Portal page of the EHR website they can click on the link "Access the Patient Portal". Once they've accessed the page they should bookmark the page for quick access.

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* When setting up a **portal account** both "Text" and "Lab" should be checked.

	Alerts	Text	Email	Phone
Dates				
Allergies				
Review of Systems				
Immunization	☑ All	☑	☐	☐
Tasks				
Medications	☐ Scheduled Appointment	☐	☐	☑
Physical Exam				
Patient Chart Report	☐ Confirmed Appointment	☐	☐	☐
Overridden Alerts	☐ Follow Up Visit Alerts	☐	☐	☐
Custom Forms				
Clinical Alerts	☐ Administrative Alerts	☐	☐	☐
Order Sets	☐ Clinical Reminders	☐	☐	☐
Education				
CCDA Tracking	☑ Client Lab Notifications	☑	☑	☐
School Forms	☐ Birthday Greetings	☐	☐	☐

* If a **patient gets texts but can't access the Patient Portal**, send them a new link for registration. Patients should check their SPAM folders if they don't receive the link via email in a timely manner.

* Please pay particular attention when **spelling names and email addresses when setting up portal accounts**.

* The patient's email address should **not** be used as their username.

* Usernames and passwords should be something the patient is likely to remember.

* When emailing EHR that a patient needs assistance with their portal account, please include Date of Birth and Account number so we can make sure we update the correct account.

* **Remember to offer patients a Patient Portal brochure.** When you need us to resupply you with brochures, simply email us or call Victoria at 334-206-9470.

The following is a reminder on how to enroll a patient in the portal. Please review it with your staff.

PATIENT PORTAL ENROLLMENT: To enroll a patient in the portal follow the steps below. **Ensure the patient has a valid email and mobile number in their profile screen**. Once the information is confirmed, hover your mouse over the "Patient Portal" button in the demographics tab and click "Create Portal Login."

When creating a patient username, use the format FirstnameLastname@number. For example, if Kyle Test needed a username, we would create "KyleTest@1". The system will tell you if a username is already taken, when that happens change the number to the next one in sequence (ex. KyleTest@2).

After a username is created, an email will be sent to the patient's email address in their profile. If after 5 minutes the patient has not received the emails, have them check their "Junk" mail file in their email account.

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If the emails were not sent, navigate to the patient's profile, hover your mouse over patient portal and choose "Resend Portal Login".

If these steps do not work, call the EHR team at 334-206-9470 and we will assist you in creating a portal login for the patient.

If you need a copy of the workflow with screen shots, you may call us at 334-206-9470.

The extra workload and stress associated with Covid19 has been difficult for all of us and after five months hasn't shown any signs of improvement. When possible, take some time to rest and unwind. You can get outdoors and still be safe. Your health is important!