



Your major line of communication with EHR and CureMD

Phone: 334-206-9470, Fax: 334-206-3751

Alabamapublichealth.gov/EHR / EHR@adph.state.al.us

Updates for June, 2020

- **In-House Lab quick reference guides** were sent out via hand-mail to all office managers on May 20 with instruction sheets. The new In-House lab compendium was put into Production on June 1. We would like each clinic to **place the guide in your clinic's lab** so anyone that needs to reference it can do so whenever it is needed. You may make personal copies if you wish, but the laminated set should always be in your lab.
- **If a patient gets texts but can't access them in the Patient Portal**, send them a new link for registration. Patients should check their SPAM or Junk folders if they don't receive the link via email in a timely manner. They can call and request the link be resent, but they should **NOT** go directly to the tree in the portal and try to register there. Doing so creates a new account and the patient's old information won't be available for viewing.
- We have placed a **link to the Patient 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 to better manage their care. Once they are on the Patient Portal page of the EHR website they can click on the link "**Access the Patient Portal**". They can bookmark the page for quick access.
- Because we were asked, we want to clarify for all of you that **the Patient Portal is available to all patients, not just Family Planning patients.**
- **We are creating a brochure** that clinics may give to their patients with all the pertinent information about the portal. As soon as possible we will make these available to you.
- **Managers please continue to be diligent about sharing the monthly Bulletins with all staff members who use CureMD.** The information we send in the Bulletin is extremely important. There are far too many employees in the state for us to maintain an up-to-date email group, to include everyone, so we depend on you to assist us with distribution. Reminder: All issues of the Bulletin can be found on the EHR website so that clinics can refer to them as needed.

Continued...

Continuation, page 2...

- Reminder: Those of you who haven't yet made the **transition to CureMD for immunizations** will be doing so after the Covid19 crisis lets up. Perry county transitioned on June 2.
- If you **call or email for assistance**, please be patient and we will assist you ASAP. Our staff works very hard, but they can only assist one person at a time. Thank you for understanding.
- **When you need assistance please email ehr@adph.state.al.us**. This email is monitored throughout the day and our staff assists you, in the order requests are received, ASAP. Please do not call or email an individual staff member with your help request. If that staff member is on leave or working on Covid19 tracer calls or the Covid19 phone bank no one will see your request.

- **Outlook following the Covid19 crisis:**

EHR will resume planning a new-hire orientation session monthly, bi-monthly, or quarterly, depending on the number of new hires. We feel this will be beneficial to the employees and the clinics.

EHR plans to develop an annual refresher for CureMD users. This will be especially beneficial as relates to workflows used less frequently.

EHR will resume our efforts in **creating another CureMD manual containing the enhanced features** which will serve as a companion to our *Introduction to CureMD* manual. This is a high priority project, but it had to be put on hold when we were assigned to work Covid19 cases.

The response following my email about the availability of the **Introductory manuals** was amazing. If you find yourself with extra manuals, please keep them for future use to save re-printing. These are always available when needed.

Even with the extra work we are putting into investigating and tracing covid19, we continue with our weekly conference calls with CureMD and we are working hard to complete some of the new features. As always, our goal is to create workflows which will make your work easier and more efficient.

