



Your major line of communication with EHR and CureMD

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Updates for November 2020

- * **EFFECTIVE IMMEDIATELY. Clinic clerks are responsible for enrolling patients in the patient portal.** Instructions are at the end of this Bulletin on a separate page. We strongly suggest each clerk print the sheet and keep a copy of these instructions within easy reach. Please notify Catina at catina.swindle@adph.state.al.us if you would like further instruction.
- * **EHR is not a Help Desk for the portal. In future we will only resend log-in credentials from the Demographics page.**
- * **For any further assistance, the patient will be referred to the clinic where he/she was seen for help with the portal. The EHR staff will no longer reset passwords and/or uernames.**

In an effort to help the clerks in trouble-shooting, we want to stress some of the many problems we have been correcting here in EHR. Clerks will find this to be a good reference for what to look for when a patient requires assistance.

- * **While we assisted, we saw numerous patients call for assistance when the clinic had never created a portal account for them. The account should be created when the patient is in the clinic.**
- * **Ensure the patient has a valid email and mobile number in the EHR to use the patient portal and update these each time the patient comes in.**
- * **Be careful when keying in email addresses.** We saw several that are missing letters, numbers, or "." [dot]. We also saw transpositions, typos, and misspellings in email addresses.

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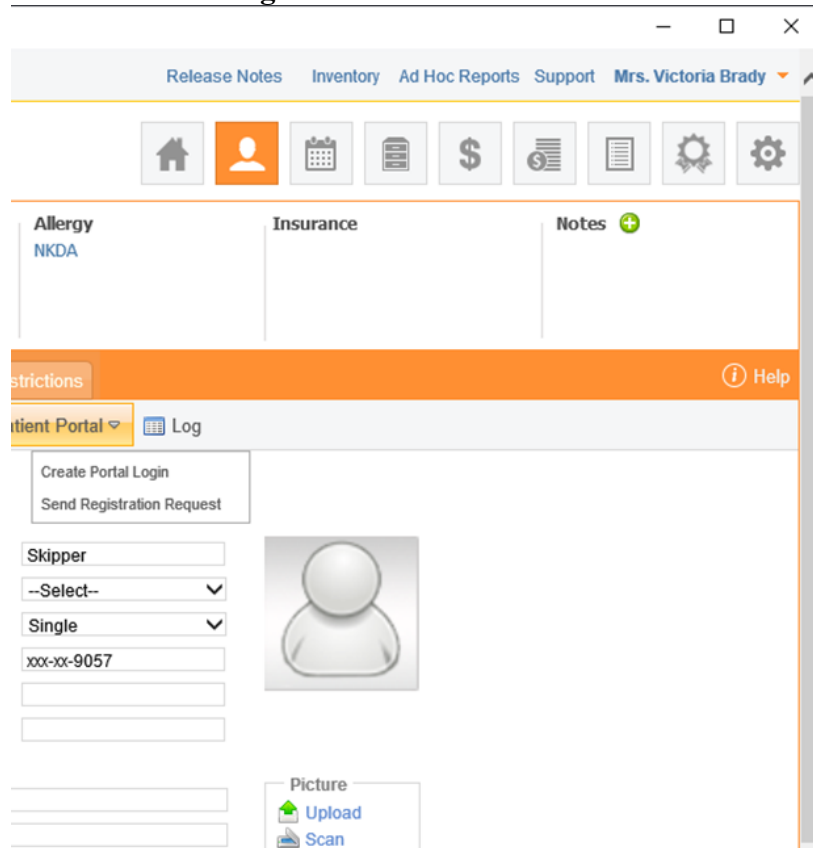
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- * **Occasionally a patient has bad cell/internet service or simply cannot follow instructions to use the portal.** In these cases, it is necessary for the nurse to give them results per protocol.
- * We saw numerous patients for which **Client Lab Notifications** was not checked. This must be checked for the portal to work along with “Text” and/or “Email”. **Go to: Profile>Preferences>Client Lab Notifications box at the bottom.**
- * **EHR cannot give out lab results over the phone or interpret lab results for a patient.**
- * **IF THE OFFICE MANAGER CHANGES FOR ANY CLINIC, PLEASE NOTIFY EHR.** We have accidentally discovered several such changes that were never reported to us. This is very important.
- * **ONLY ONE LAB PER ORDER. Multiple labs will require multiple orders.**
- * **IMMPRINT transition.** We need to have all clinics putting immunizations into CureMD by December 31.
If your clinic has not transitioned, please call us to schedule it. The process will be fully explained to you during the transition call and is relatively simple.
There are 9 clinics remaining, one of which requires only to run the HL7 report.
- * Clinics should make sure to **receive (load) all medications in inventory using the box NDC number.**
- * **Scan the bar code when giving immunizations instead of keying in the number to insure accuracy.**
- * **When requesting help with the EHR, send an email to the email address in the masthead of the Bulletin. Do not email to individuals and calling is ineffective if the person you need to speak with is in a meeting or doing a training.**
- * Our new state Clerical Director is Paula Oliver. Paula assumed the duties previously the responsibility of Jabari Sullen.
- * **All requests to modify the electronic health record (EHR) must be approved by the Nursing Administration. Please get directions from your supervisor on emailing this type of request.**

Patient Portal Enrollment

1.

Ensure the patient has a valid email and mobile number in their profile screen. Once information is confirmed, hover your mouse over the “Patient Portal” button in the demographics tab and click “Create Portal Login.”



2.

When creating a patient username, use the format **FirstnameLastname@number**. For example, if Kyle Test needed a username, we would create “KyleTest@1”. If a username is already taken, change the number to the next one in sequence (ex. KyleTest@2).

3.

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.

4.

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

5.

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

DO NOT instruct patients to call EHR for problems with the portal.