Your major line of communication with EHR and CureMD

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Updates for October 2020

* The **fastest and best way to get assistance** is to email EHR@adph.state.al.us.

* We have transitioned additional counties to **CureMD for immunizations.** Thank you for scheduling this with us. There are less than 10 clinics remaining. **If you have not transitioned please contact us and make arrangements.**

* **Patient Portal: Please make sure all patients who want to use the patient portal are registered correctly.** An unusually high number of patients required assistance this month due to failure to put in an email address where it is required. Any time there is a need a clinic may contact us for a refresher on how to register patients for the portal. **For the patient to participate in the Patient Portal he/she must have a valid email address on file in CureMD. Email preference may be, but does not have to be, checked under Client Lab Notifications. Text preference does have to be checked under Client Lab Notifications.**

* We've seen an increase in the number of patients who call in saying they received a portal brochure when they were in the clinic but don't know how to access the portal. When we look at their account **we find they were not set up for portal access.** We will be happy to provide a portal set-up refresher or training for new employees. **It is up to the clerk in the CHD to enroll patients in the portal.**

* **PLEASE BE AWARE AND ADVISE PATIENTS THAT EHR CANNOT GIVE OUT THEIR LAB RESULTS OVER THE PHONE**. Occasionally a patient calls us but doesn't want assistance with the portal, they just want us to provide their results over the phone.

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* In a few instances a patient has bad cell/internet service or very limited computer skills and simply cannot follow the instructions to log in to the portal. When this happens continuing to reset the username and password won't help. **In these cases, it is necessary for the clinic to give them their results.**

* When a patient can't access the portal, we are seeing a number of patients whose Email address is listed on the demographics but is not on their Patient Portal User page. **Please update the patient's email address on each visit and make sure it is correct in both places.**

* **Please verify demographics each time a patient comes to the clinic and update as needed.**

* Over the last month we have seen an unusually high number of requests for record deletion in the EHR. Please remember, a medical record is a permanent record and **a document cannot be deleted from the EHR without the permission of Kaye Melnick, State Nursing Director.** Kaye will evaluate the situation and decide on the best course of action. The staff member who requests a deletion will receive instructions from Kaye on how to document the circumstances. **When a staff member requests a deletion, it is required they copy their supervisor on the emails.**

* Patient portal brochures have been sent out to all the clinics. We have an ample supply on hand so when you need more please contact Victoria at 334-206-9470 and she will get some out to you.

Thank you for your attention with the Patient Portal registration process