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
Alabama Dept. of Public Health/EHR
201 Monroe St., Suite 1040
P. O. Box 303017
Montgomery, AL 36130-3017

Updates for September 2020

- You can email or call us as listed above **for more Patient Portal brochures.**

- **The address for EHR is**: Alabama Dept. of Public Health/EHR., 201 Monroe St., Suite 1040, P. O. Box 303017, Montgomery, AL 36130-3017. Please make a note of it.

- Please **be very careful when entering a patient's email address into the demographics page** making sure that another patient's information is not inadvertently entered on the chart. Sending a patient's information to the wrong person puts the clinic at risk for a HIPAA violation.

- **When requesting assistance from EHR**, please **email your request** to EHR@adph.state.al.us. Please do not email it to an individual. We need the emails for record-keeping. **Emailing to EHR is the fastest and best way to obtain assistance.**

- **Always scan the barcodes on medications** (instead of typing them in) to decrease typographical errors resulting in medications being electronically removed from another clinic's medication inventory.

- For the clinics that are in Production with ImmPRINT, please **remember to have your clerks run the HL7 report weekly and file the Error Report by Site** for future audits from ImmPRINT.

- **All requests to delete or modify the electronic health records must be approved by Kaye Melnick** before any change can be made.

Continued…

Continuation, Page 2…

- Thank you everyone who has scheduled an ImmPRINT kick off and made that transition! We appreciate you. There are 10 counties that still need to make this transition. **<u>If your county has not transitioned, please call us.</u>** We hope to get everyone on-board while back-to-school immunizations are scheduled.

- When a patient calls about lab results and the portal, please ask them if they can access the portal. If **they CAN get into the portal but don't find any results there** they must call the clinic. If **they cannot access the portal,** then we are happy to help by checking settings and creating or modifying usernames and passwords.

- **When registering AND/OR checking in a patient**, **please make sure the Street Address, City, State and Zip Code are entered**. If this is not up to date, data errors will occur when sending information to the portal, One Health Record, and ImmPRINT.

- A clinic recently asked **why people are having trouble with the portal**. We know you are busy, so just by way of understanding what is happening, let's look at a few reasons. It may not the fault of the clinic or CureMD, but more of a patient user issue.
  * Some patients do not know what the "@", is and when being assisted over the phone they are typing out "at" instead of using "@" to access the portal.
  * Patients have tried to log in using a different name. For example: Trying to log in with a username or password of "Jane@1" when the name given in the clinic was "Janeanne" and their username or password was set up as "Janeanne@1".
  * Email addresses sometimes change without the patient notifying the clinic and they do not receive the email with the portal link and login credentials.
  * Sometimes email addresses are entered into CureMD with letters or numbers transposed, added, or left out. Please double check for accuracy!
  * There have been incidences where the patient's email address was used as their username and caused a problem. Example: (Firstname.lastname@xxxxxxx and the "dot" was inadvertently left out or the patient failed to convey there was a "dot" between the names).
  * The username and password are case sensitive. If a username is "JaneSm@1" then "janesm@1" doesn't work.
  * After a clerk sets up the portal account EHR must approve it to activate the account. Occasionally a patient has received the email and tried to log in before we've seen it to approve it. These are checked at least once daily, usually more.
  * Some patients say they received the link and a username but not a password or vice versa. They should check their SPAM mail for portal login emails.
  * Please be aware that occasionally a patient will verify spelling of their name, and have an email address in which their name is spelled differently. Sometimes its because they set their email up like that, but sometimes it's a typo in the email address. Anytime there is a problem connecting, please check the address.
  * Sometimes there is an error such as "gmial" instead of "gmail".