



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 July, 2020

* **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.

* 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.

* **Brochures about the Patient Portal** were sent out to all clinics via handmail in June. Please have your clerks provide each patient that has a portal account with a brochure. Encourage them to note their user name on the brochure (along with any other information they deem important) and keep it for future use.

* We are seeing **repetitive issues that cause difficulty for patients accessing the portal**. Please note:

1. Is the patient's name spelled correctly in their email address?
(Example Ashlee instead of Ashley)
2. Under PREFERENCES are both "Text" and "Lab" checked? Both should be checked.
3. Is the patient trying to log on using the exact username and password they set up in the system? (Example: creating a username with **LaTasha** and then trying to log on using only **Tasha**.)

We appreciate your attention to detail in this matter.

* **If your county has not transitioned to CureMD for documenting Immunizations, please remember to call us and arrange the kick off when you do schedule immunizations.** If Covid-19 does not make it impossible for schools to open, you should see an increase in these appointments within the next few weeks. We hope to transition all remaining counties very soon.

* **In-House Lab Quick Reference Guides** were sent out via handmail to all office managers on May 20 with instruction sheets. The new In-House lab compendium went live in June. Each clinic should **place**

Continued...

Continuation, Page 2...

the guide in a central location in your clinic's lab. You may make personal copies if you wish, but the laminated set should stay in your lab.

* We want to clarify that the **Patient Portal is available to all patients**, not just Family Planning patients.

* **Managers please be diligent about sharing the monthly Bulletins with all staff members who use CureMD.** 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 past issues of the Bulletin can be found on the EHR website.

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 it 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 is on hold until we receive some assistance in tracing Covid19 cases.

