



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

April 2020

- Coronavirus is dominating health services worldwide, but we are available if we can assist as you continue seeing patients. It is a stressful time for us all, and we look forward to a down turn in new cases, so life and work can slowly get back to normal.
- If stressors become overwhelming, remember the Employee Assistance Program is available to you and to your dependents. Contact Danita Rose, Employee Relations Officer in the Office of Human Resources at (334) 206-9494 or visit www.behavioralhealthsystems.com for information.



- The **PATIENT PORTAL is scheduled to go live by the end of April**. In the meantime, please:
 1. Make sure that an updated patient declaration and disclosure form is completed at each visit.
 2. Make sure the most recent mobile number and email address is captured in the patient demographics.
 3. No additional measures are required, as we will automatically opt-in every active patient. They will begin getting text messages for lab results (State Lab and LabCorp) after this is live.
- As you know, the Bulletin is the vehicle by which we update you on new deployments or workflows. Now is a good time to review the processes for reporting problems with the EHR.
- For any **computer issue** have your Security Coordinator **contact the Help Desk at 334-206-5268**. They will route your request to the appropriate IT person. This might be a problem with a log-in or user ID (“I can’t log into CureMD.”) **They will NOT delete records in the EHR.**

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- With any **EHR Work Flow application** problem, **submit an email to the EHR email address ehr@adph.state.al.us**. Do not email your request directly to an EHR staff member. If the person you email is on leave no one will see your email until that staff member returns to work.
- Email sent to ehr@adph.state.al is monitored throughout the day. If there is any delay in processing your request, it means the staff is temporarily unavailable (conducting a training session or attending a meeting or conference call). They will assist you ASAP upon their return.
- **Please email first and call as a last resort.** With emails we can track problems state-wide, review any previous comments related to your current issue and accurately relay information in the event we need to discuss possible solutions with CureMD. Please don't call both EHR and IT for the same issue.
- ImmPRINT: 26 counties live in CureMD. More to follow, after the coronavirus crisis.