



# LIFE CRITICAL USER

Guide

v.1.0



Beacon Community Program

**MyHealth**  
ACCESS NETWORK



# Life Critical Care User Guide

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LIFE CRITICAL CARE USER GUIDE  
**Life Critical Care User Guide Overview**  
MyHealth Access Network

**INTENDED AUDIENCE**

This guide is designed for clinicians with break-the-glass privileges.

Life Critical Care Users are employed by organizations or a practice and participate as members of the MyHealth Access Network.

**GUIDE OVERVIEW**

This guide will teach you how to:

- Access the MyHealth portal
- Navigate through the portal
- Locate patient records, and
- Navigate through a patient record
- Read the IndiGO Risk Score
- Locate your Direct secure messaging inbox
- Manage your account
- Connect your patients to MyHealth
- Implement MyHealth into your daily workflow
- Talk with your patients about MyHealth
- Identify the key components of MyHealth privacy and security design
- Identify MyHealth user roles
- Understand how your organization participates in MyHealth
- Criteria for break-the-glass function for patients opted out of MyHealth



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# Introduction

## Welcome to the MyHealth Access Network Life Critical Care User Guide!

### Purpose

The purpose of this guide is to support Clinician Users of MyHealth Access Network in using the MyHealth portal. This guide will introduce you to the MyHealth network, describe the network's privacy and security design and processes for protecting patient privacy, and provide step-by-step instruction on how to use the MyHealth portal.

### Life Critical Care User Video

Guides are not for everyone. If you prefer a visual or auditory approach to learning, please watch the Life Critical Care User Video located in the MyHealth Training Center at [www.myhealthaccess.net/my-health/training-center](http://www.myhealthaccess.net/my-health/training-center). The site also contains additional learning resources to supplement this guide.

### About MyHealth

MyHealth Access Network is a non-profit coalition of Oklahoma health care organizations working together to improve health care quality and the health of area residents while controlling costs.

MyHealth Access Network is one of a few national recipients of a three year federal Beacon Community Award from the Office of the National Coordinator for Health Information Technology (ONC) to provide seed funding for this community health improvement initiative.

MyHealth seeks to encourage greater communication and coordination among care providers through expanded use of health information technology and health information exchange. Partners include: hospitals; physician practices; first responders; university medical systems; tribal health systems; safety-net or essential care clinics; laboratories; public health organizations; employers; public leaders; health insurance companies; pharmacies; patients and specialists.

The Beacon program is part of the Office of the National Coordinator for Health Information Technology within the Department of Health and Human Services. Each of the 17 Beacon Communities builds and strengthens health IT infrastructure and information exchange capabilities to pursue a new level of sustainable health care quality and efficiency, tests innovative approaches to improve health care. These investments are part of a larger movement to modernize health care, and will position communities to achieve measurable improvements in population health, care and cost, and succeed in a transformed payment environment.

The MyHealth portal is a web-based technology that brings information from diverse sources (data suppliers) to be demonstrated in a unified way (MyHealth portal).

## Participating in MyHealth

### *Why Your Organization Joined MyHealth*

It would be an enormous understatement to say that healthcare in America is changing. Central to the healthcare revolution are the concepts of accountable care and Meaningful Use. Health systems, providers and other healthcare professionals are joining health information exchanges to meet the demands of the evolving market. MyHealth participating members connect to MyHealth for various reasons, including:

- Improved access to pertinent patient medical records
- Tools to facilitate collaboration among providers on behalf of patients
- Dynamic patient-specific risk evaluations
- Meaningful tools for identification of patients with specific health needs, and
- Improved workflow efficiencies to improve quality and reduce costs

## How Your Organization Participates in MyHealth

Organizations participating in MyHealth can do so in two ways (one of these, or both):

1. Data User – (also called Data Recipient) meaning your organization's employees can only view information.
2. Data Supplier – meaning your organization is contributing, or supplying, data into MyHealth (i.e. EMR, specific data feed).

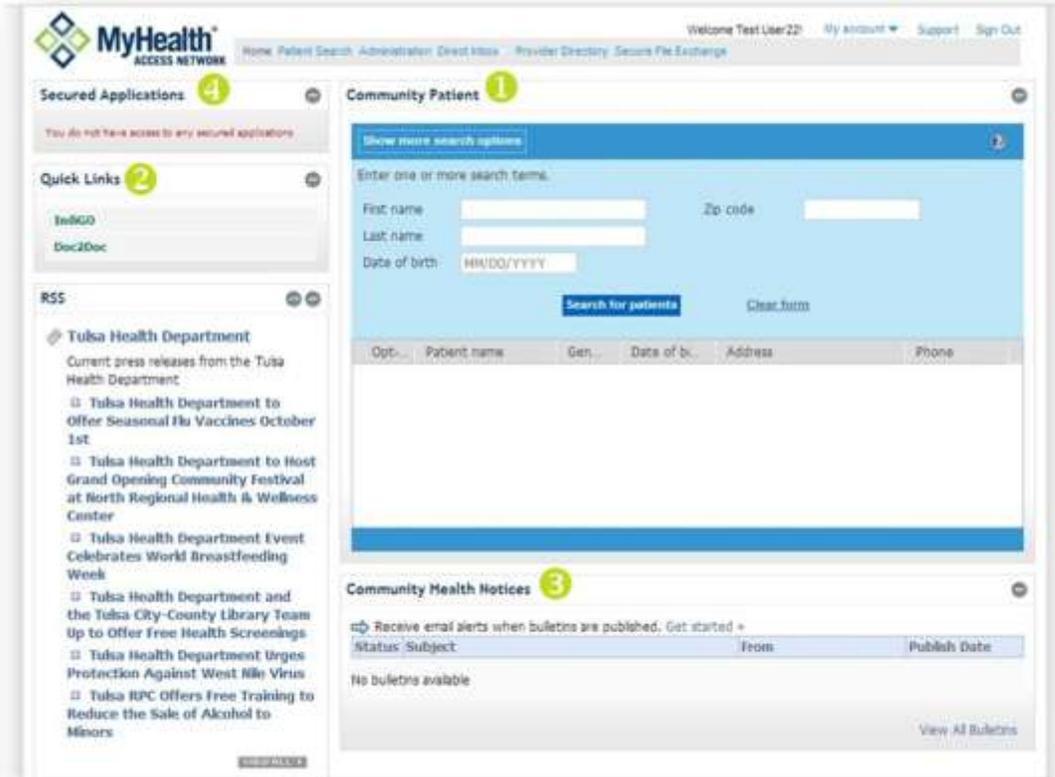
Your organization has already chosen a type of participation. Organizations can change their type of participation at any time.

# MyHealth Portal Basics



## Portal Layout

The MyHealth portal initial screen layout includes four portlets.



## Portal Layout Descriptions

### 1 Community Patient Search Portlet

The purpose of this portlet is to search for patients across the MyHealth Community. Users with the privilege of Web-service Community Patient Search can search for a patient's record

### 2 Quick Links

This portlet appears when you have access to other MyHealth products.

### 3 Community Health Notice

Communication bulletins to all users are posted in this portlet.

### 4 Secured Applications

This portlet is for MyHealth administration only. You will not have access to this portlet.

## Toolbar Tabs

Across the top of the portal, you will see a list of tools. Based on your access, these may not all be visible.



1

### Home

The HOME tab will take you to the initial portal screen from anywhere in the portal.

Please note: If you are in a patient record the HOME tab will take you out of the patient record.

2

### Patient Search

This tab can take you to the patient search feature from any page.

3

### Direct Inbox

Each MyHealth user may have access to one or more Direct secure email accounts. “Direct” is a national effort to create secure messaging between providers, and in some cases (where authorized), with patients. Click on this tab to open your Direct mail. If, instead of clicking, you point at this tab, a drop-down titled MAILBOX USER MANAGEMENT will appear which allows you to configure Direct account sharing (in case you need to share with a colleague, nurse, etc.). This function is explained in its own training video and guide at the Training Center at [www.myhealthaccess.net](http://www.myhealthaccess.net).

4

**Secure File Exchange** The purpose of this tab is to enable community-wide sharing of sensitive documents. If MyHealth or your organization’s administrators direct you to documents in the MyHealth Secure File Exchange, this is where you go to find them. Your organization may decide to use this feature in other ways, in which case you’ll receive additional guidance about this from your organization’s administrators.

5

### My Account

Point your mouse arrow at My Account to access a list of options. The only one of interest to you is My Profile. Click on this option to view and edit your profile, change your password and request additional service packages (your system administrator will handle these requests for you).

**Important:** On this page, click “Edit my profile”, then change your ‘Challenge question’ and ‘Challenge answer’, which will be asked to you if you ever forget your password or become accidentally locked out.

# Patient Record Portlets

After you search for one of your patients, click on his or her name, and attest that you have a Treatment relationship with the patient, you will be shown that patient’s records. The patient record screen is divided into individual portlets of information.

## Problem List

View Problems the Patient has presented with to providers

## Medications

View Medication History – great for medication reconciliation

## Procedures

View Procedures the patient has had

## Clinical Documents

View Clinical Documents from patient encounters

## Vaccine History

View or Add New Immunizations

The screenshot displays a patient record interface with the following sections:

- Problem List:** A table with columns for Problem Code, Qtr/Dur, Problem Code, Attending Physician, and Status. It lists conditions like DM2, HYPERTENSIVE HEART DISEASE, and COPD.
- IndiGO Risk Scores:** A grid of colored boxes representing risk levels for Cardiovascular Disease (red), Lung Cancer (grey), Colorectal Cancer (yellow), Breast Cancer (grey), Diabetes (grey), and DM Complications (grey).
- Medications:** A table listing medication names, strengths, and frequencies, such as ALPRAZOLAM 1.0 MG TABS and ADDERALL.
- Lab Results:** A table showing test names, collection dates, ordering providers, and result codes.
- Procedures:** A table with columns for Procedure, CPT code, Date, Attending Physician, and Status. It currently shows "No results found".
- Allergies:** A table listing substances, reactions, and sources, such as penicillin and shellfish.
- Clinical Documents:** A table with columns for Document, Status, and Author. It currently shows "No results found".
- Vital Signs:** A table with columns for Observation Date, Vital Sign, Reading, Normal, and Status. It lists blood pressure and heart rate measurements.
- Immunizations:** A table with columns for Qtr administered, Vaccine, Provider, Location, Refused reason, Status, and Note. It lists two immunization events.
- Recommended Vaccines:** A table with columns for Vaccine Set, Next Due Number, Recommended Date, and Actual Date. It currently shows "No results found".

## IndiGO Score

Patient risk of color-coded for action (sometimes not shown)

## Lab Results

View Lab Results

## Allergies

View Allergies or Adverse Reactions the patient has

## Vital Signs

View Vital Signs

## Recommended Vaccine

Guideline-based immunization recommendations may be listed

## MyHealth Data Status: A Word About Current Data in MyHealth

Two important things to know about the data in MyHealth

### 1. It's Your Data

The data is owned by the organization/practice pushing information from their respective EMR into MyHealth. MyHealth is the trusted third-party host of the collective information.

### 2. Data is Loaded Continuously

While MyHealth has a substantial amount of information available, it is still a work in progress. As large health systems, FQHCs, critical access hospitals and providers begin loading data into MyHealth you will see the information grow richer and richer. Additionally, some organizations have loaded five years' worth of data into the portal while others have loaded just two years and some are only loading from their MyHealth begin date forward.

**Didn't find any data on your patient? Keep looking, Data is being loaded continuously.**

### 3. Processes in Place to Manage Data

A process is in place to edit/delete data elements as necessary. A high-level review of the process includes:

- a. A designated point of contact at the data supplier communicates securely to MyHealth of the issue and attaches a completed that clearly identifies the data to be removed or edited with appropriate background information.
- b. Within one business day, MyHealth identifies the data element, and, in working with the data supplier, verifies the data to be changed.
- c. MyHealth removes or edits the data and notifies the data supplier's point of contact.
- d. MyHealth pulls an audit log showing all users who have accessed the record since the data element has been loaded to the MyHealth portal.
- e. MyHealth collaborates with the data supplier to determine how to handle the need to notify users of the change in the data—either the data supplier may contact those organizations, or MyHealth may send a notification on behalf of the data supplier.

## How Do I Log On to MyHealth?

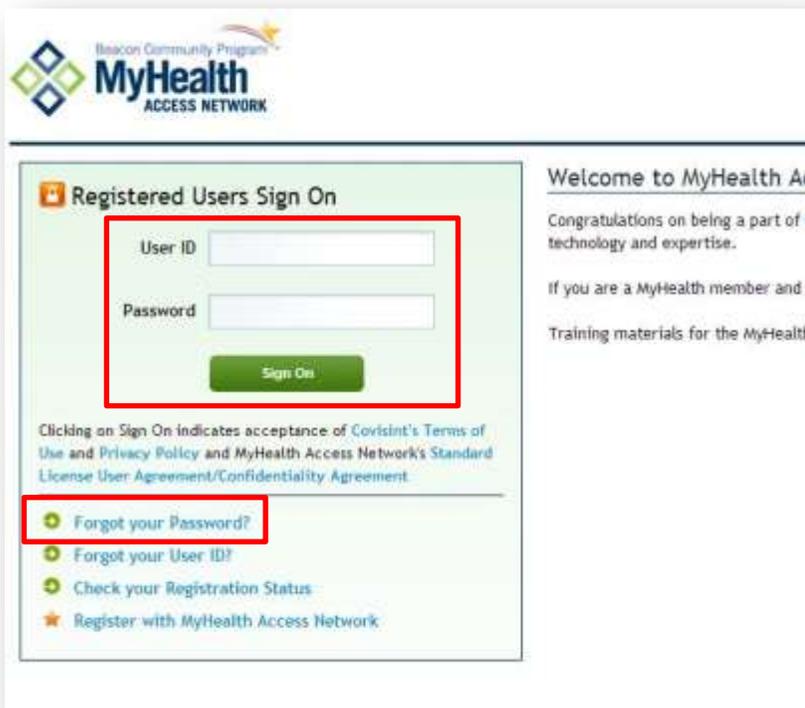
To access the MyHealth portal, enter the following address in your internet browser address:



*If you encounter an error message when attempting to access the portal, please contact your organization's IT support to help you solve the issue.*

### Portal LOG ON PAGE

To log on to the portal enter your USER ID and PASSWORD. Forgot your ID & Password? Contact your organization's system administration.



To obtain help with the portal, please contact your organization's system administrator.

## Search for a Patient

As a Life Clinical Care User, you are responsible to only search for patients you are serving (regulated under federal and state laws, your organization's policies, and your MyHealth User Agreement).

Patient searches are logged, reviewed, and investigated. Patient privacy is a serious issue, and you play a key role in protecting patients' privacy. Don't abuse that trust; there are serious penalties for breach of information. For approved use, fear not. These controls and regulations exist to *enable* and *protect* you as use the system for its intended purpose.

1. Searching for your patient requires, at a minimum, first name, last name and birth date.

Community Patient

Show more search options

Enter one or more search terms.

First name:  Zip code:

Last name:

Date of birth:

Opt...	Patient name	Gen...	Date of birth	Address	Phone

2. Select SEARCH FOR PATIENT A list of patients matching the search criteria will appear.

Community Patient

Show more search options

Enter one or more search terms.

First name:  Zip code:

Last name:

Date of birth:

Opt...	Patient name	Gen...	Date of birth	Address	Phone
---	Patient, Test A	Male	12/22/1955	11007 E 0000 Pl Tulsa, OK 00000	018-000-0000
---	Patient, Test B	Female	11/04/1985	1000 S. Main Fairfield, OH 00000	380-000-0000
---	Patient, Test X	Female	06/28/1972	0000 N. Chestnut Anadarko, OK 00000	918-000-0000

To search using additional criteria select the SHOW MORE SEARCH OPTIONS button. Additional criteria includes: Middle name, Gender, Address, City and Phone.

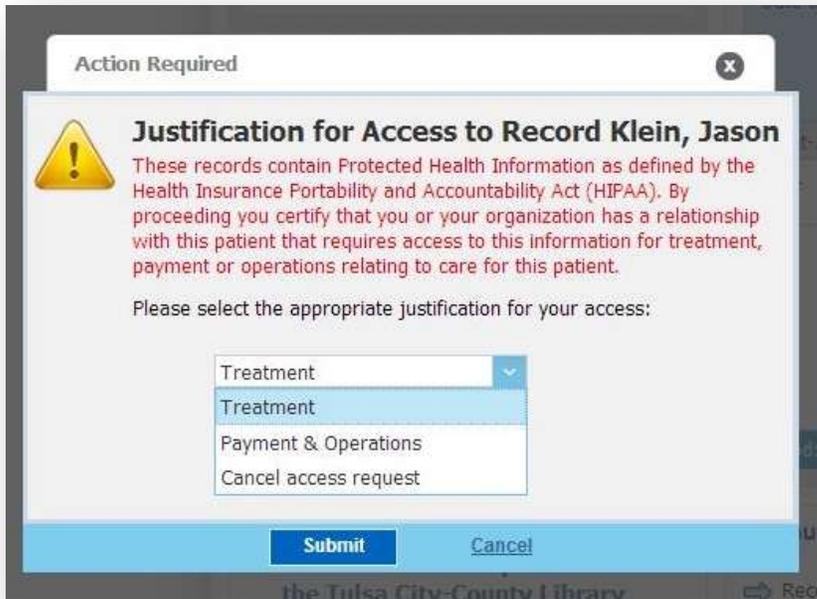
**The More Information, The Better Results**

3. Select your patient by clicking on his/her name.

Despite MyHealth’s best efforts, you might see your patient listed more than once. If you do, each listing represents different records for your patient, and you will need to look at each one to see that entire patient’s pertinent information. If this happens, please verify that each record truly does reflect the same person, and (when convenient), contact your IT staff and notify them of the situation with adequate identification information, so the records can be found again and matched in the system. Your administrators will relay the information to MyHealth for correction (Note: MyHealth is working to make these problems rare, and if they do occur, easy to report).

**Notify your IT staff if duplicate patient records exist.**

4. Before the patient record will open, you are asked to justify your reason for accessing the patient record.



5. Determine if you are accessing the record for treatment purposes of payment and operations. Selection of a choice records your reason for access and opens the patient record.

For more information on privacy and security, see your organization’s HIPAA policies and procedures. In addition, MyHealth’s Privacy and Security procedures that all MyHealth organizations agree to abide by are available at <http://myhealthaccess.net/policies>.

## Where the Information Is Coming From?

In addition to finding the 'Source' identified on each data item displayed, you can view or filter all sources of information. To do this:

1. Click on the VIEW DATA SOURCES button.



1. A list of all sources currently contributing information into the MyHealth portal display.



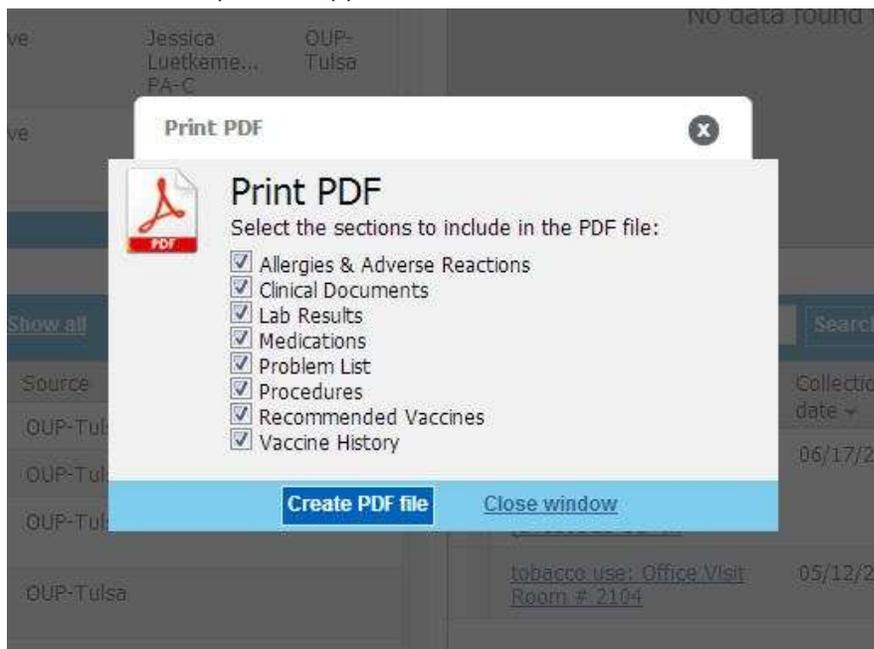
2. Leave the sources checked if you want to view their information. Uncheck sources you do not want to see. If you uncheck a source, click SAVE CHANGES to see only the information from sources checked.

## How Do I Print A Patient Summary?

1. Click on the PRINT SUMMARY PDF button.



2. A checklist of the portlets appears.



You can print what you want to see.

3. If you want to print all of the information within each portlet, then leave each checkbox checked. If you only wish to see certain portlet information, then uncheck the portlet information you do not wish to see. Click on CREATE PDF FILE when you are ready to create a printable PDF. This document can be several pages long depending upon the amount of information in the MyHealth record. See the Appendix for an example.

## What Does the IndiGO Risk Score Tell Me?



**Only for patients 18+**

If it is displayed for you, and if the necessary information has been detected based on your patient's medical records, the Archimedes IndiGO risk identification tool can calculate and alert you to your patient's individually-calculated 5-year risk of developing some common conditions if they are over the age of 18. Individual 5-year risks are calculated for cardiovascular disease, lung cancer, colorectal cancer, breast cancer, diabetes and diabetes complications.

### How IndiGO Works

Nightly, Archimedes receives de-identified patient clinical data and calculates patient risk and quality of life scores. Using an individualized guidelines and outcomes approach, Archimedes calculates current risks of outcomes and calculates potential benefits of all treatments. It then identifies how the patient will benefit most from which interventions and provides a list, in order of expected benefit.

In many cases, IndiGO recommendations may align with prominent medical guidelines. In other cases, however, the IndiGO model may detect risks based on factors known from current medical research, but that may not be contemplated in current clinical rules of thumb. IndiGO's patient-specific risk calculations include projections of risk reduction based on application of various interventions, commonly statins, anti-hypertensives, and aspirin.

The grid contained in the IndiGO Risk Score portlet lists the six risks evaluated. Risks are color-coded to alert you to items requiring immediate attention. Pointing the mouse arrow at any box will show details behind the evaluation.

If you click on any of the items on the grid, you will be taken directly to the IndiGO risk assessment for the patient, which is interactive. This screen is actually a de-identified view for the patient, so you could e-mail the link to a patient if they wanted to review it later.

**Alert the Clinician if a patient had a block of the grid colored in red.**

IndiGO Risk Portlet Color-Codes	
<b>Red</b>	High-risk – Review immediately
<b>Yellow</b>	Risk exist
<b>Gray</b>	Low to no risk <u>or</u> not enough data to determine

Using The Archimedes IndiGO link will take you to a customized risk assessment for your patient. In this example we are looking at a test patient’s risk assessment.

1. The first screen you will see is the IndiGO intervention list. It will show all the interventions available to benefit the patient and allows you to determine which interventions to show the patient.



Using professional judgment a clinician may only want to start the patient on the medication which is most appropriate for that patient, or other interventions may have been discussed in a previous visit, or he/she may simply want to limit it to a more manageable number of interventions with the most impact and save the others for future interventions. If he/she determines not all interventions will be shown to the patient, then select the interventions that will be shown and click on the UPDATE INTERVENTIONS button.

1. To demonstrate the interventions to the patient in the RESULTS PAGE, close the intervention screen. The risk screen appears.

## LIFE CRITICAL CARE USER GUIDE



- As you explain the graph elements and begin demonstrating the impact of the selected interventions by clicking on each intervention, the patient will be able to see the impact on their overall risk.



- Should the clinician and the patient decide to alter the intervention plan, then select EDIT INTERVENTIONS and the intervention screen will appear.

## How Do I Talk with My Patients About MyHealth?

Your organization should have a patient information sheet that should serve as a starting point for these conversations. Beyond that sheet, you can share that the central purpose of health information exchange is to enable you as a provider to immediately access to relevant health information that other providers know, so more factors can be taken into account as treatment recommendations are made. MyHealth is a computer network that takes in information from the medical record systems at many doctors' offices, and it has the same security protections used to keep those record systems secure. MyHealth does not allow the information to be accessed by people who don't already have the ability to access the information today—it helps them be more effective by not having to make phone calls and wait for faxes to do their jobs.

MyHealth takes patient privacy very seriously, and information in the network cannot be used for marketing, or any other purpose that isn't already allowed. MyHealth and all of the people who use it follow HIPAA and other privacy laws, and don't allow anyone access who isn't already able to obtain this information through other means.

If patients do not want their information accessed in MyHealth, they may opt out. Your office has forms and instructions for helping patients do that. If patients opt out, their records are blocked so nobody can access them unless they change their mind at a later point, with the exception of life-threatening emergencies. If patients are concerned about specific doctors seeing their records or have other specific limitations they want to put on their information, then they should be advised to opt out of MyHealth, as MyHealth is currently unable to put specific limitations on specific types of information or certain providers. Other questions about MyHealth's functionality can be addressed to your organization's MyHealth administrators, who may contact MyHealth if needed to address specific questions.

### MyHealth Access Network Patient Opt-Out Process

Your organization has a process for informing your patients about involvement with MyHealth, which includes information about opting out, and opting back in. Please recommend patients follow your organization's processes.

**Your Organization  
has a process in  
place to opt  
patients out of  
MyHealth**

MyHealth also offers patients the option to opt out on their own. If they prefer to do that, they can obtain the opt-out form from <http://myhealthaccess.net/opt-out>, sign it with a notary public's witness, and submit the form as indicated on the form. They can also choose to opt themselves back in with forms found at the same location.

More details about the effect of the opt-out process are addressed in MyHealth's patient opt-out policy, P04, available at <http://myhealthaccess.net/policies>.

## Exceptions to Opt Out

There are two exceptions in place that support access to opt-out patient information:

1. Emergency Situation (break-the-glass)
2. Public Health Reporting

### Emergency Situations: Break-the-Glass on Opted Out Patient

MyHealth utilizes a break-the-glass approach in an emergency situation to allow for access to a record of a patient who has opted-out. Only **Life Critical Users** (clinicians identified by each organization) can break-the-glass.

To break-the-glass the treating clinician determines information that may be held by MyHealth may be material to treatment. An “Emergency Situation” means a sudden onset medical or behavioral condition that manifests itself by symptoms of sufficient severity, including severe pain that a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in:

- Placing the health of the person afflicted with such condition in serious jeopardy, or in the case of a behavioral condition, placing the health of such person or others in serious jeopardy; or
- Serious impairment to such person’s bodily functions; or
- Serious dysfunction of any bodily organ or part of such person; or
- Serious disfigurement of such person.

Upon accessing the opted out record, a justification screen is presented to the User. The User must attest that the access request is due to an emergency situation, that the treating practitioner determines that PHI that may be held by the MyHealth System may be material to treatment and that they acknowledge that the access event will be closely reviewed and that additional information may be requested at a later date. Access to the PHI in an emergency situation terminates with the completion of the emergency treatment.

MyHealth will maintain a record of Emergency access and will review instances of emergency access.

### Public Health Reporting

If a Data Supplier (participating member) is permitted or required to disclose PHI to a government agency for the purpose of public health reporting without an patient’s consent under applicable state and federal laws and regulations, MyHealth may make that disclosure on behalf of the Data Supplier without considering the Individual’s Opt-Out preference.

## Tip Sheet: Messages for Healthcare Professionals

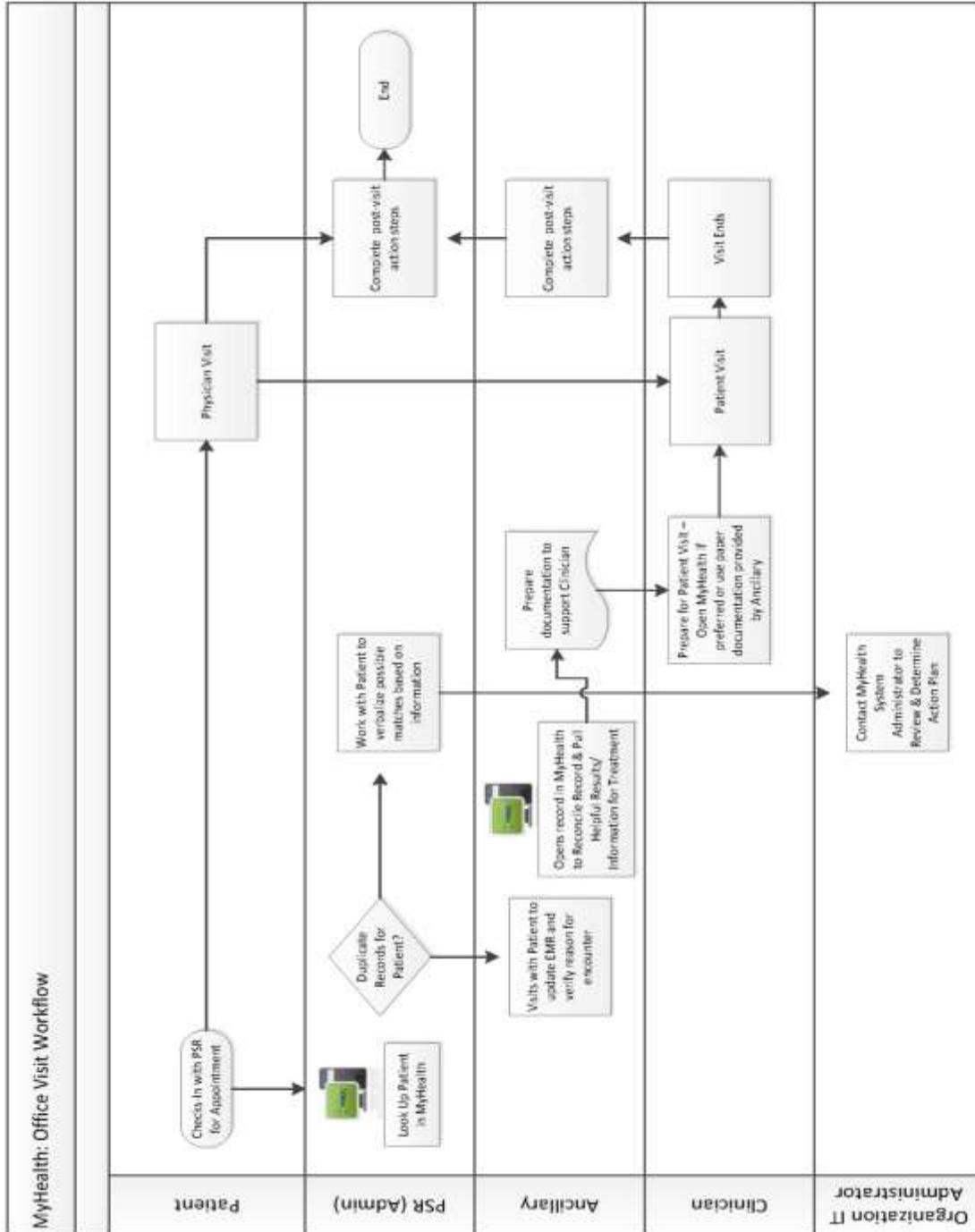
A 'MESSAGES FOR HEALTHCARE PROFESSIONALS' tip sheet is included in the Appendix to assist you in speaking with patients about the risk and benefits of having their health information in MyHealth.

*See Appendix for this Document*



# Implementing MyHealth Into Your Daily Workflow

Your organization has developed workflows for implementing MyHealth into your daily practice. While each organization and/or department within an organization may implement MyHealth a bit differently, the general workflow looks like this:



## Basic MyHealth Workflow

Role	Action	Material
Patient	Checks in with the PSR	Dependent
PSR	Incorporates looking up the patient in MyHealth and determines if duplicate records exists	
	If no duplicate record exists, then the PSR passes the record to the Ancillary care to process	MyHealth record(s)
	If duplicate records exist, then the PSR works with the patient to verbalize possible matches based on the information (address, birthdate, first name, last name, middle initial, etc.). The PSR communicates to the organizations IT staff if a problem exists. The IT staff works with MyHealth to resolve.	Dependent
Ancillary Care	Includes looking up the MyHealth record to reconcile medications, pull helpful results, history or encounters. Information can be created as a PDF and printed/scanned and placed in patient record. If needed, information is presented to the Clinician or the Clinician is notified that information exists in the MyHealth record that could be beneficial to the visit.	MyHealth record or paper printout
Clinician	Prepares for patient visit by either reading the information printed by ancillary staff or pulls the patient record up in MyHealth.	Paper Printout of MyHealth Information or MyHealth record
Ancillary Care	Completes post-visit action steps	Dependent
PSR	Completes post-visit action steps	

**Your  
Workflow**

## Break-the-Glass Workflow

Role	Action	Material
PSR or Ancillary Care User	Identifies that patient has opted out of MyHealth	MyHealth patient search
Life Critical User	<p>Determines that the situation is:</p> <p>A) An opt-in situations (meaning the patient signs an opt in form in your presence) or</p> <p>B) Is an emergency and meets the qualifications for break-the-glass. This includes:</p> <p><b>OPT IN</b>            Front-desk staff have the MyHealth opt-in form that can be signed and witness in your presence. The form is also available at <a href="http://myhealthaccess.net/my-health/forms">http://myhealthaccess.net/my-health/forms</a></p> <p><b>EMERGENCY SITUATION</b>            An “Emergency Situation” means a sudden onset medical or behavioral condition that presents itself by symptoms of sufficient severity, including severe pain that a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in:</p> <ul style="list-style-type: none"> <li>• Placing the health of the person in serious jeopardy, or in the case of a behavioral condition, placing the health of such person or others in serious jeopardy; or</li> <li>• Serious impairment to such person’s bodily functions; or</li> <li>• Serious dysfunction of any bodily organ or part of such person; or</li> <li>• Serious disfigurement of such person.</li> </ul> <p>Upon accessing the opted out record, a justification screen is presented to the Life Critical User.</p>	<p>Break-the-Glass Policy</p> <p>MyHealth portal</p>

The User must attest that:

- The access request is due to an emergency situation,
- That the treating clinician determines that PHI that may be held by the MyHealth System could be material to treatment and,
- They acknowledge that the access event will be closely reviewed and that additional information may be requested at a later date.

Access to the PHI in an emergency situation terminates with the completion of the emergency treatment.

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MyHealth

MyHealth will maintain a record of Emergency access and will review instances of emergency access.

## How Do I Actually Break-the-Glass?

To break-the-glass on a patient who has opted out of MyHealth but

- A) Meets the criteria for emergency access, or
- B) Signs an Opt-In form in your presence,

then follow these steps:

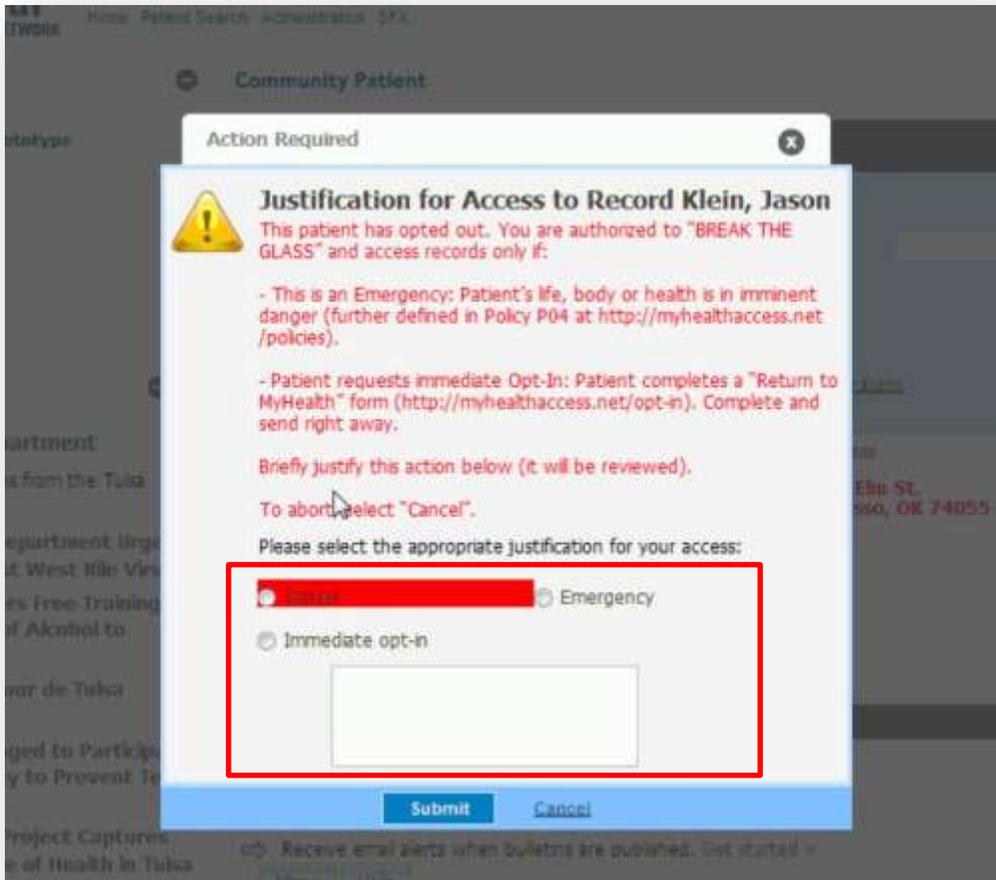
1. Locate the patient record. Notice that the patient record link is in red text and identifies an ACCESS BY EXCEPTION statement.

The screenshot shows the MyHealth ACCESS NETWORK interface. On the left, there are sections for 'Secured Applications' (MyHealth DocSite - Prototype), 'Quick Links' (IndiGO, Doc2Doc), and 'RSS' (Tulsa Health Department news). The main area is titled 'Community Patient' and contains a search form with fields for 'First name' (jason), 'Last name' (klein), and 'Date of birth' (MM/DD/YYYY). Below the search form is a table of search results. The first result is highlighted with a red box and contains the following information:

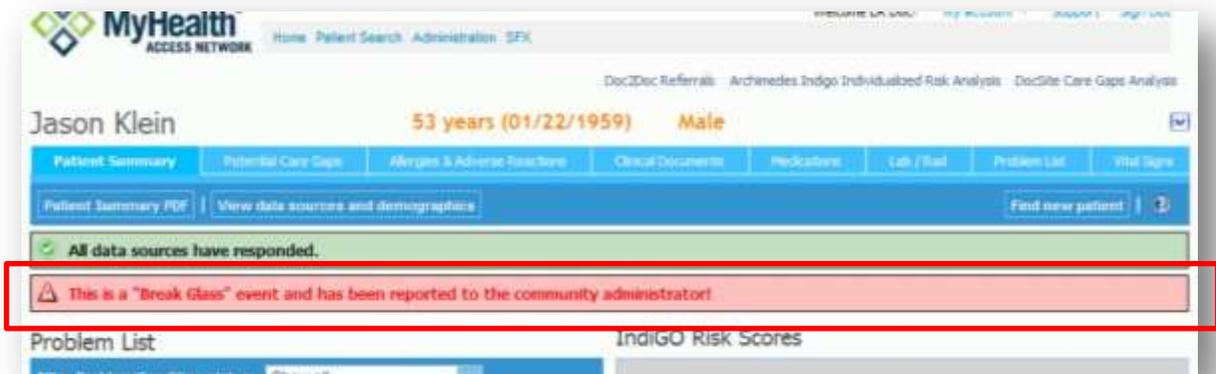
Opt-out	Patient name	Ge	Date of	Address	Phone
Access by Exception	Klein, Jason	Male	01/22/...	355 Elm St. Owasso, OK 74055	555-555...

At the bottom of the search results area, it says 'Found: 1 result'.

2. Click on the ACCESS BY EXCEPTION link.
3. A justification for access appears. Please read and ensure the situation meets the exception criteria. Select the appropriate response and enter a reason in the empty text box, then select SUBMIT:
  - a. Cancel
  - b. Emergency
  - c. Immediate opt-in



- 4. A message stating 'THIS IS A 'BREAK GLASS' EVENT AND HAS BEEN REPORTED TO THE COMMUNITY ADMINISTRATOR' will appear when the patient record opens.



## How Do I Connect My Patient to MyHealth?

One of the measures defined for Meaningful Use is ‘providing patients with timely electronic access to their health information’; including lab results, problem list, medication lists, and allergies. MyHealth provides you with two ways to provide information to your patients:

1. Direct secure messaging, and
2. Connection to a patient Microsoft online Healthvault record

Microsoft Healthvault allows the patient to collect health information from multiple sources into one place, securely and online. The patient can then choose between different applications built on top of Microsoft



HealthVault to organize and share this health information, including MyHealth Access Network portal. Microsoft HealthVault is connected with major pharmacies, labs and devices making it really easy to get started on collecting personal health information.

### Why Connecting a Patient Healthvault Account to MyHealth Makes Sense

With Microsoft Healthvault the patient doesn't have to access multiple patient portals to access their health information, have fewer applications and passwords to learn and remember. Using a connection center tool downloaded from the Healthvault site, the patient can add documents of almost any kind to their Healthvault record, i.e. scanned medical documents or images, heart monitors, blood pressure monitors, peak flow meters weight, and glucometers, or articles relating to their health management. As the identified data is stored into the Healthvault record the information is sent to the MyHealth portal for your review.

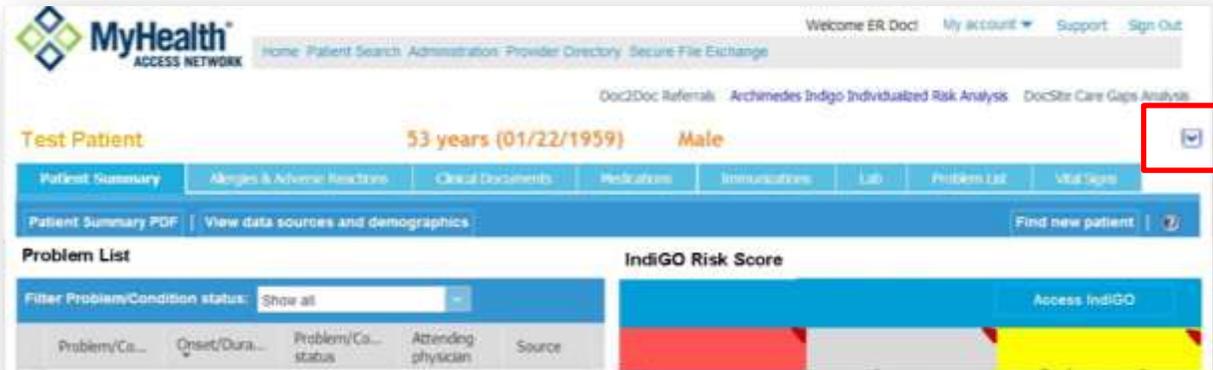
### How Can Healthvault Benefit the Health Professional?

HealthVault enables healthcare professionals to meet the Meaningful Use requirements without the cost and liability of managing a patient portal. Using the Healthvault function in MyHealth provides patients with timely electronic access to their health information on requests, provides the patient with an electronic copy of their health information.

## Connect a Patient's Healthvault record to MyHealth Access Network

To connect the patients to MyHealth take these steps:

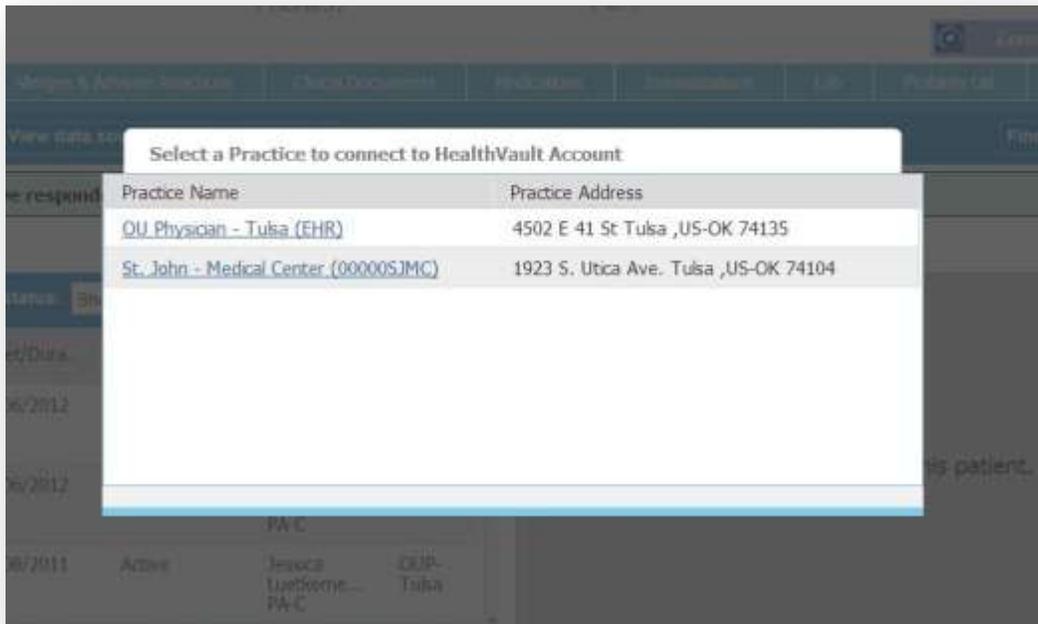
1. Talk with your patient about connecting the account and receive permission to do so
2. Open the patient record in MyHealth
3. Click on the Healthvault access drop down



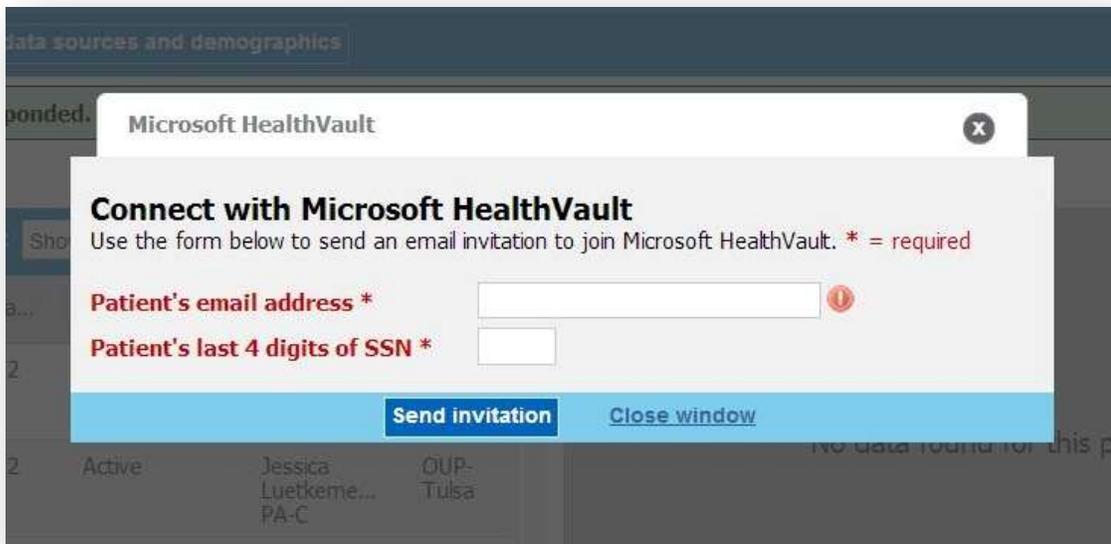
4. A CONNECT TO HEALTHVAULT button will display. Click on this button to send an invitation to the patient to connect.



5. A screen will display asking you to identify which organization/practice you are representing. Select the appropriate response.



6. An invitation to connect via' Healthvault display. Enter the patient's Direct secure messaging address (patients receive a Direct account as a Healthvault user) and the last four digits of the patient's Social Security number. Click on SEND INVITATION.



7. You will receive a SUCCESS! Message after the invitation is submitted.



8. The patient will need to open his/her Healthvault account to accept the connection.

NOTE: Healthvault provides patient tutorials on the website located at: <http://www.microsoft.com/en-us/healthvault/>

## What If I Forget My Password?

1. On the Log In Page (<http://myhealthaccess.net/portal>) enter your USER ID and then click on FORGOT YOUR PASSWORD?.
2. Enter your USER ID again and click **Submit**. The Challenge Question screen is displayed.
3. Enter the answer to the Challenge Question
4. Click **Submit**. The first half of your temporary password is displayed on the screen.



5. Write down the four numbers displayed on your screen on a sheet of paper.
6. The remaining four digits of your temporary password are sent to the email address with which you registered. Retrieve the remaining four digits from your email Inbox.



7. Key in your User ID and the eight digit temporary password in the blank password text field.



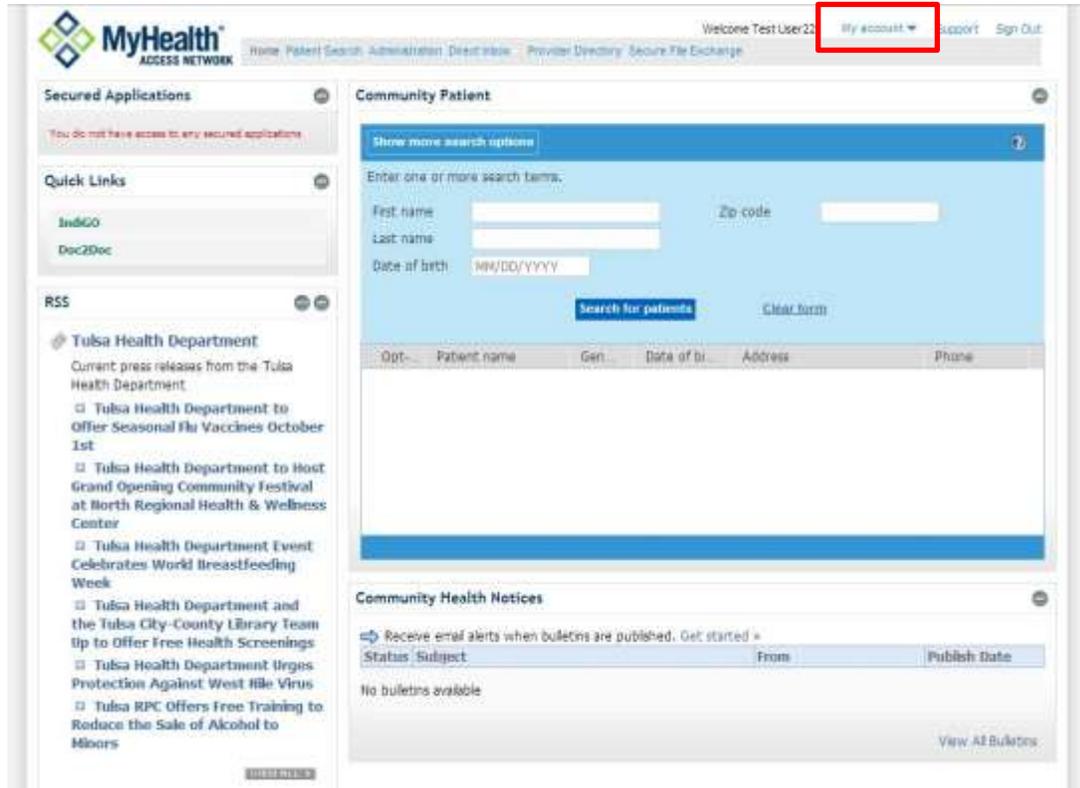
8. Click **Sign On**. You are immediately prompted to change your password.



9. Key in the eight digit temporary password in the Temporary Password open text field.
10. Create a new password, and key it into the New Password open text field. New Passwords must adhere to specific rules, and must be entered twice. Refer to the password rules on your screen if necessary.
11. Click on UPDATE. Your password will have been successfully reset.

## How Do I Change My Password?

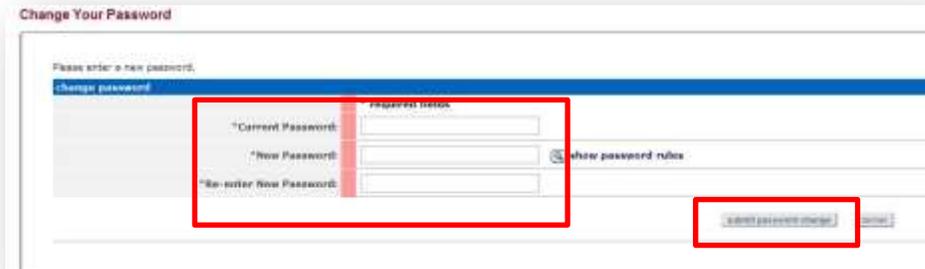
1. Point with the mouse arrow at MY ACCOUNT in the upper right-hand corner of the portal home page. Click on MY PROFILE.



2. From the My Profile drop-down menu, click CHANGE PASSWORD.



3. In the CURRENT PASSWORD open text field, enter your current password and then in the NEW PASSWORD fields, enter a new password that adheres to specific rules. Refer to the password rules on your screen if necessary.



4. In the RE-ENTER NEW PASSWORD open text field, key in the newly created password to verify that you have typed it correctly.
5. Click SUBMIT PASSWORD CHANGE.

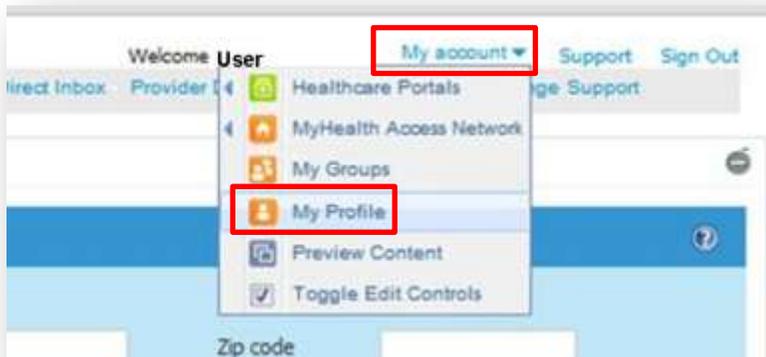
## How Do I Unlock My Account?

For System purposes, your user account will become locked if you unsuccessfully attempt to log in three times. If the portal tells you your account has been locked, follow the steps above to RESET YOUR PASSWORD to unlock your account. This will require you to create a new password.

## How Do I Edit My Profile?

From time to time you may need to edit your profile; including changes to your name, email, phone, challenge question and answer, etc. To do so, follow these steps:

1. Click on MY ACCOUNT and then on MY PROFILE



2. A screen of options appears. Choose EDIT MY PROFILE

## LIFE CRITICAL CARE USER GUIDE

3. Choose EDIT MY PROFILE
4. Locate the Challenge Question and Answer near the bottom of the page. Change your question and answer for added security.

Please keep the User Profile current. Fields marked with an asterisk (\*) are required. Click Save Changes when finished.

**User Information**

**\* required fields**

Status:  Active

User ID: ERDOC

Company/Division Name: MyHealth Access Network

Prefix:  (Mr., Mrs., Ms., Miss)

\*First Name:

Middle Name:

\*Last Name:

Job Title:

\*Address 1:

Address 2:

Address 3:

\*City/Region:

\*State/Province:

\*Postal Code:

\*Country:

\*Phone Number:

Mobile Phone Number:

Fax Number:

\*Email Address:

\*Time Zone:

\*Language Preference:

\*Challenge Question:

**Note:** In case you forget your password, you will be asked to answer a challenge question based on the question and the answer. Both the question and the answer will be accessible to your Security Administrator.

\*Challenge Answer:

**Note:** To reset a forgotten password, your answer must match exactly what you input into the text box.

## Who Do I Call If I Need Help?

Please contact your organization's IT helpdesk for assistance with the MyHealth portal.



Helpdesk support is provided by your organization's IT staff. If a critical issue occurs your IT staff will work with MyHealth to resolve.

## MyHealth Privacy & Security Design

The MyHealth Privacy & Security design captures the patient protection philosophy of our community stakeholders to preserve the availability, confidentiality and integrity of individuals' protected health information (PHI). The procedures and common terms and conditions provide a solid legal framework.

## Key MyHealth Privacy & Security Components

MyHealth data is protected by best practices in health information technology. Data is encrypted at all stages, using the security industry's highest standards (FIPS 140-2) to protect information from outside attacks. Key components include:

1. Data delivered securely
2. Data is encrypted and stored securely with many network controls
3. Data is regularly backed up and stored securely
4. In case of major problems, secondary production machines (in a separate location) are reserved and can be quickly brought online
5. Data facilities have restricted access and extensive security controls
6. Data access is highly restricted, tracked, audited and monitored
7. Authorized User accounts are only given to MyHealth member organizations

The policy was designed by a committee of privacy officers, security professionals and lawyers from MyHealth's founding organizations, both large and small. MyHealth is compliant with the relevant components of the Health Information Protection and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH). These regulations allow appropriate disclosure of PHI to individuals whose jobs require this access, who have a direct patient relationship, for purposes of treatment, payment or operations.

## Privacy & Security: *Good Rules of Thumb*

Protecting patient health information is everyone's job. Follow these rules of thumb to do your part in protecting patient health information

- Don't share your log on information and password
- Only seek information about your patients
- Follow HIPAA and your organizations own policies
- Help identify and communicate discrepancies of information to your MyHealth administrator
- Protect sensitive information

# Appendix

# MyHealth User Roles

There are five user roles for the MyHealth portal. Each role has specific privileges.



## Life Critical User

*Definition: Clinical person with high level of trust and likelihood of seeing patients in life-threatening situations*

*Permission: User can view all of the data in a MyHealth patient record, and can “break the glass” by declaring an emergency situation for accessing information about a patient who has opted out.*



## Clinical User

*Definition: Clinical person providing standard care to patients*

*Permission: User can view all of the data in a MyHealth patient record*



## Ancillary Care User

*Definition: Allied health or other care coordinator or specialty provider who is part of the clinical care team, and needs medical records to effectively perform job duties.*

*Permission: User can view all of the data in a MyHealth patient record*



## Clinical Support User

*Definition: Staff support for clinician, may validate user is in system, not opted out and verify demographics, insurance, and basic clinical information.*

*Permission: User can view demographics, and limited data related to claims and billing in the MyHealth patient record*



## Admin Support User

*Definition: Scheduler or coordinator who may validate user is in system, not opted out, and verify demographics.*

*Permission: User can view patient search only.*

# Printed Demo Patient Summary Example

Date created: 08/25/2012 02:11 PM CDT Created by: Michelle Hoffmann

## Patient Demographics

First name	PATRICIA	Phone 1	313-408-1977
Middle name	--	Phone 2	--
Last name	BAILEY	Phone 3	--
Date of birth	06/19/1945 (67 years)	Address 1	8717 S Michigan AVE
Gender	Female	Address 2	
PCP	--	City	Warren
		State	OK
		Zip code	74138

## Allergies & Adverse Reactions

Substance	Reaction	Source
--	--	GTHAN CDR DEMO
Penicillin	swelling/itching	GTHAN CDR DEMO
Penicillin	Hives	HealthVault(Microsoft HealthVault)
Penicillin	Hives	HealthVault(Microsoft HealthVault)
LEVAGUIN (LEVOFLOXACIN TABS)	nausea	GTHAN CDR DEMO
Codaine	Nausea	HealthVault(Microsoft HealthVault)
Codaine	Nausea	HealthVault(Microsoft HealthVault)
Aspirin	Wheezing	HealthVault(Microsoft HealthVault)
Aspirin	Wheezing	HealthVault(Microsoft HealthVault)

## Clinical Documents

Created	Document	Source	Author
04/07/2000	Summarization of episode note	HealthVault(GTHANDEMO)	Dr. Robert Dolin
04/07/2000	Summarization of episode note	HealthVault(Microsoft HealthVault)	Dr. Robert Dolin
02/17/2012	OU Physicians Tulsa Clinical Summary	GTHAN CDR DEMO	--
02/20/2012	OU Physicians Tulsa Clinical Summary	GTHAN CDR DEMO	--

## Lab Results

Test name	Collection date	Ordering provider	Result status	Status
Office Visit: Office Visit Room #11 - tobacco use	02/11/2010	--	Final results	--
Office Visit: Office Visit Room #11 - tobacco use	02/11/2010	--	Final results	--
Office Visit: Office Visit Room #11 - tobacco use	02/11/2010	--	Final results	--
Office Visit: Office Visit Room #11 - tobacco use	02/11/2010	--	Final results	--
<b>Lab Report: LIPO PANEL, COMPREHENSIVE METABOLIC PANEL, WEGFR, MICROALBU ... Chemistry</b>	<b>01/20/2010</b>	--	<b>Final results</b>	<b>RF</b>
Lab Report: LIPO PANEL, COMPREHENSIVE METABOLIC PANEL, WEGFR, MICROALBU ... Chemistry	01/20/2010	--	Final results	--
Lab Report: LIPO PANEL, COMPREHENSIVE METABOLIC PANEL, WEGFR, MICROALBU ... Chemistry	01/20/2010	--	Final results	--

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Lab Results

Test name	Collection date	Ordering provider	Result status	Status
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Chemistry	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Chemistry	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Chemistry	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Chemistry	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Chemistry	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Chemistry	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Chemistry	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Chemistry	01/20/2010	--	Final results	--
Lab Report: PROTHROMBIN TIME-INR - Coagulation	01/20/2010	--	Final results	47
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Urinalysis	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Urinalysis	01/20/2010	--	Final results	--
Lab Report: LIPID PANEL, COMPREHENSIVE METABOLIC PANEL WEGFR, MICROALBU -- Urinalysis	01/20/2010	--	Final results	--
Lab Report: PROTHROMBIN TIME-INR - Coagulation	01/20/2010	--	Final results	--
Lab Report: PROTHROMBIN TIME-INR - Coagulation	01/20/2010	--	Final results	--
Lab Report: PROTHROMBIN TIME-INR - Coagulation	01/20/2010	--	Final results	--
Lab Report: PROTHROMBIN TIME-INR - Coagulation	01/20/2010	--	Final results	--

Medications

Medication	Strength	Patient notes	Comments	Prescriber first name	Prescriber last name	Quantity dispensed	Refills remaining
ADVAIR DISKUS 250-50 NCG/D3SE MISC	--	--	--	--	--	--	--
ALBUTEROL SULFATE AERS	--	--	--	--	--	--	--
AMLODIPINE BESYLATE 5 MG TABS	--	--	--	--	--	--	--
DOCLUSATE SODIUM 100 MG CAPS	--	--	--	--	--	--	--
FERROUS SULFATE 325 (65 F4) MG TABS	--	--	--	--	--	--	--
FUROSEMIDE 20 MG TABS	--	--	--	--	--	--	--
HYDROCHLOROTHIAZID E 25 MG TABS	--	--	--	--	--	--	--
IMDUR 60 MG XR/24H-TAB	--	--	--	--	--	--	--

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### Medications

Medication	Strength	Patient notes	Comments	Prescriber first name	Prescriber last name	Quantity dispensed	Refills remaining
K-TABS 10 MEQ CR-TABS	--	--	--	--	--	--	--
LISINAPRIL 20 MG TABS	--	--	--	--	--	--	--
METOPROLOL TARTRATE 50 MG TABS	--	--	--	--	--	--	--
OMEPRAZOLE	--	--	--	--	--	--	--

### Problem List

Problem/Condition	Onset/Duration	Problems/Condition status	Attending physician	Source
ATRIAL FIBRILLATION	--	Active	--	GTHAN CDR DEMO
Asthma	1950	Active	--	HealthVault(GTHANDEMO)
Asthma	1950	Active	--	HealthVault(Microsoft HealthVault)
BEN HYPERTENSIVE HEART DISEASE WHHEART FAILURE	--	Active	--	GTHAN CDR DEMO
CHRONIC DIASTOLIC HEART FAILURE	--	Active	--	GTHAN CDR DEMO
DERMATOPHYTOSIS OF NAIL	01/07/2010	Active	--	GTHAN CDR DEMO
DIZZINESS	02/11/2010	Active	--	GTHAN CDR DEMO
DYSPEPSIA, CHRONIC	06/27/2009	Active	--	GTHAN CDR DEMO
MITRAL VALVE INSUFF&AORTIC VALVE INSUFF	--	Active	--	GTHAN CDR DEMO
Myocardial infarction	01/1997	Resolved	--	HealthVault(Microsoft HealthVault)
Myocardial infarction	01/1997	Resolved	--	HealthVault(GTHANDEMO)
NIPPLE DISCHARGE	03/11/2010	Active	--	GTHAN CDR DEMO
Pneumonia	03/1999	Resolved	--	HealthVault(GTHANDEMO)
Pneumonia	03/1999	Resolved	--	HealthVault(Microsoft HealthVault)
Pneumonia	01/1997	Resolved	--	HealthVault(GTHANDEMO)
Pneumonia	01/1997	Resolved	--	HealthVault(Microsoft HealthVault)

### Procedures

Procedure	CPT code	Date	Attending physician	Source	Status	Encounter location
Total hip replacement	--	1998	--	HealthVault(GTHANDEMO)	completed	--
Total hip replacement	--	1998	--	HealthVault(Microsoft HealthVault)	completed	--

### Recommended Vaccines

No results found.

### Vaccine History

Date administered	Vaccine	Provider	Location	Refusal reason	Source	Notes
--	Influenza virus vaccine	--	--	--	HealthVault(GTHANDEMO)	--
--	Influenza virus vaccine	--	--	--	HealthVault(GTHANDEMO)	--

This document contains information that may be confidential. If you received this in error or once it serves no further use, please shred or destroy it.

Vaccine History

Date administered	Vaccine	Provider	Location	Refusal reason	Source	Notes
--	Influenza virus vaccine	--	--	--	HealthVault/Microsoft HealthVault	--
--	Influenza virus vaccine	--	--	--	HealthVault/Microsoft HealthVault	--
--	Pneumococcal polysaccharide vaccine	--	--	--	HealthVault/GTHANDEMO	--
--	Pneumococcal polysaccharide vaccine	--	--	--	HealthVault/Microsoft HealthVault	--
--	Tetanus and diphtheria toxoids	--	--	--	HealthVault/GTHANDEMO	--
--	Tetanus and diphtheria toxoids	--	--	--	HealthVault/Microsoft HealthVault	--

This document contains information that may be confidential. If you received this in error or once it serves no further use, please shred or destroy it.

# How Does Your Organization Participate in MyHealth?

## 1: Data Users Only

The easiest and fastest connection to MyHealth is as a Data User. Data Users utilize the web-based portal to view information.

Organizations choosing to have data access only can implement MyHealth in less than one day. A Data User implementation would require the following:

- Registering your Users
- MyHealth portal training (less than one hour)
- Enhancing workflow modifications
- On-going support

## 2: Data Supplier

Becoming a Data Supplier requires time and resource effort. Data Supplier implementation includes:

- Confirming electronic medical record (EMR) compatibility
- Establishing connectivity to MyHealth
- Loading demographic data into the master patient index (MPI)
- Loading clinical data into the clinical data repository

# Messages for Healthcare Professionals



As a healthcare professional, you play a key role in assisting patients to understand your organization's involvement in the MyHealth Access Network health information exchange. These messages can assist you in supporting patient understanding.

## WE USE INFORMATION TECHNOLOGY TO HELP YOU

As we keep up with advancements in health care, we have a growing need to safely and, efficiently use computers to electronically share your health information with the team of health professionals who provide care to you. Currently, when we need to share your health information with other health providers the process is difficult and usually means numerous phone calls, mailings and faxes. And, when we need to gather information from one of your other providers it can take hours or even weeks and sometimes the information is not available at all.

## MYHEALTH IS OUR PARTNER

MyHealth Access Network (MyHealth) is a non-profit coalition of Oklahoma health providers, including doctors, hospitals, labs, pharmacies, emergency services, and other health industry professionals, who are using technology to link medical providers, exchange timely information and improve the delivery of local health care. MyHealth allows us to deliver the right information to the right doctor, at the right time, to help care for you.

MyHealth is a Oklahoma non-profit organization created by patients, doctors, hospitals, emergency responders, insurance plans, and other organizations providing health care to Oklahomans.

## ACCESS TO YOUR INFORMATION IS LIMITED

Only the health industry professionals involved in your care that belong to the MyHealth network can access your information, and only as their jobs require it.

## EXAMPLES OF HOW MYHEALTH HELPS YOU

Time is important when addressing your health needs. Some examples of when and how your personal health information is used to help you include:

- When you see a medical specialist, we need to share your information to help coordinate effective care. The quicker this happens, the quicker you receive the care you need.
- In a medical emergency such as a car accident, ambulance and emergency room doctors can have access to important health information that might save your life or that of a loved one; like a medication list, drug and food allergies, presence of a pacemaker, etc.
- If you manage care for yourself, a child, parent, etc., then you know the challenges of keeping up with medication lists, procedures, allergies, and vaccinations. MyHealth can help make these available in the doctor's office.

## YOUR INFORMATION IS PROTECTED

We take your privacy very seriously, and information shared through MyHealth is protected with the highest forms of security, including encryption and secured connections. We know that patients must trust their information is safe. MyHealth complies with all State and Federal laws (like HIPAA) to protect your information.

## CAN I CHOOSE NOT TO PARTICIPATE IN MYHEALTH?

Yes, you can choose to not participate in, or 'opt out' of MyHealth at any time. Choosing to opt out generally means that we will not be able to use the MyHealth network to electronically access your health information from your other healthcare providers. You can also opt back into MyHealth at any time. Please work with the front desk clerk to opt out or opt back in to MyHealth.



Beacon Community Program

**MyHealth**  
ACCESS NETWORK

16 E 16th, Suite 405

Tulsa | OK | 74119

918-236-3441

[www.myhealthaccess.net](http://www.myhealthaccess.net)