

PATIENT PORTAL TAB

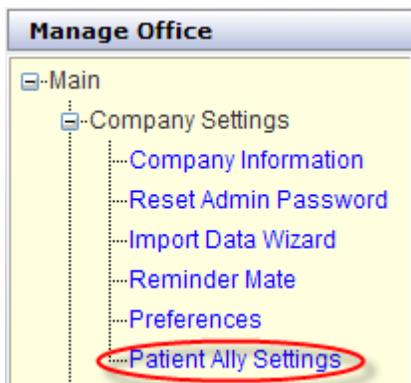


PATIENT PORTAL

The Patient Portal integrates with Patient Ally (www.patientally.com), our free patient health record portal. Patient Ally is a communication portal allowing patients and providers to communicate with each other. Patients using Patient Ally can request appointments, send secure messages, submit forms/documents, view vitals and view medical history from past visits.

Joining the Patient Ally Portal

To join Patient Ally, use the Manage Office tab and select the Patient Ally Settings link.



A provider list will appear, allowing each provider to join Patient Ally and select the options they want to participate in. Click on the edit  button on a specific provider for "Patient Ally Settings"

Patient Ally Settings - Show Providers					
Last Name	First Name	Specialty	Phone	EHR Login Name	Edit
Alexander	Robert	Family Practice	--	MU2010	
Butler	Internist	Internal Medicine	--	MU2010	
Green	Kelly	Cardiology	--	MU2010	
Jones	Jenny	Internal Medicine	--	jjonesMU	
					1 2

There are multiple settings to choose from. Select the options desired by clicking the check box for the provider you have chosen to edit settings for.

Patient Ally Settings - Edit Provider (Test Provider)

Yes, I would like to join Patient Ally (your name will become searchable in Patient Ally).

Provider ID Security Code:

For additional security to help identify patients correctly patients using Patient Ally to communicate with you will be required to enter a security code. The security code is your Office Ally provider ID and will be required the first time a patient links you to their Patient Ally account. Please make sure you provide all patients interested in Patient Ally your Office Ally provider ID which will help ensure patients requesting to be linked are truly your patients.

Select the following options (you may select more than one):

Allow EVisit.

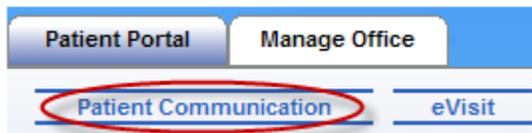
Allow Patients to request, reschedule, or cancel appointments with me.

Send me an email for each appointment request, reschedule, or cancel I receive from Patient Ally.

Allow Patients to send messages and attachments to me.

NOTE: The Provider ID Security Code will not be present the first time Patient Ally Settings is accessed. After this screen is saved with the Update button, re-access the screen to record this code. The Provider ID Security Code must be supplied to patients linking to you in their Patient Ally profile. This is a required entry for the patient, to allow you to control which patients link to you.

PATIENT COMMUNICATION



The Patient Communications link is the most commonly used in the Patient Portal. This is your inbox of messages from Patient Ally members requesting appointments, sending secured messages and submitting forms and documents to you. There are two basic message types: general messages and appointment requests.

Patient Communications							
Search:		Last Name <input type="text"/>	Starts With <input type="text"/>	<input type="button" value="Search"/>	Patient Portal Instructions		
Filter:		-- Status -- <input type="text"/>	-- Providers -- <input type="text"/>				
Message ID	Date Received	Patient Name	Message Type	Provider Name	No.of Attachments	Message Status	
5996	09/24/2010 01:59 PM	Patient EX	Send a Message	PATIENT ALLY TECH	7	New	
5994	09/24/2010 01:49 PM	Patient EX	Send a Message	PATIENT ALLY TECH	0	New	
102330	07/22/2010 09:11 AM	Patient EX	Request an Appointment	PATIENT ALLY TECH		Request Processed	
102129	06/04/2010 04:37 PM	Patient EX	Request an Appointment	PATIENT ALLY TECH		New	

Messages

Click on folder to open messages.

From: EX, Patient (New Patient)	Date Sent: 10/6/2010 1:48:28 PM
To: [Provider] Robert Alexander	Message ID: 6212
Subject: Request Adding Provider	Patient Profile: View
Attachments:	Print

EX, Patient has added you to his/her provider list.
Security Code: 136447

In the case above, the patient is requesting to be linked, and has the proper security code. By clicking on the View link, you will see a display of all demographic and insurance information the patient has entered in their Patient Ally profile. You may link the new entry to an existing patient, or create a new patient from this screen.

Office Use Only - Please select one or more of the following actions:

This Patient has not been linked to the EHR database. Please link to an existing patient, or create a new patient.

Patient's Demographics:

Last Name:	Berg	First Name:	Mike
Date of Birth:	1/6/1970	Gender:	M

Additional Information (Patient was not required to fill these out):

Address:	7575 West ST		
City:	Laguna	State:	CA
		Zip:	92610
Home Phone Number:	555-555-5555	Email:	mike.berg@officeally.com

Options:

1. Link Patient to an existing EHR record:

(Smart Search) Below are the Patients found with the closest Demographic matches:

There are no data records to display.

Search for an existing Patient by entering in the Patient Name:

Patient ID:	<input type="text"/>
Last Name:	<input type="text"/>
First Name:	<input type="text"/>

2. Create a New Patient:

(Note: This option should only be selected if you could not find the Patient.)

NOTE: If you are linking to an existing patient, this will not override and change any demographics or insurance information in the patient's current record.

If the patient has sent attachments, you will have options displayed for actions you may wish to take.

From: Willis, Nancy (Patient ID 13991799)	Date Sent: 11/24/2009 2:45:11 PM
To: [Provider] Office Ally Technical Support01	Message ID: 917
Subject: test	Patient Profile: View
Attachments: Allergies Medical History Surgical History	Print

tests

Office Use Only - Please select one or more of the following actions:

Actions	Action Details
<input checked="" type="checkbox"/> Reply to Patient (via PatientAlly.com)	Subject: <input type="text" value="Re: test"/> Message: <div style="border: 1px solid gray; padding: 5px;"> ----- Original Message - from Willis, Nancy (Patient ID 13991799) ----- </div>
<input checked="" type="checkbox"/> Add Attached Form Data to Patient Chart	Please select which item(s) you wish to add to Patient Chart: Select All Unselect All - History form data will be added to Chart as history data. - Image will be added to Chart as document. <input type="checkbox"/> Allergies <input type="checkbox"/> Medical History <input type="checkbox"/> Surgical History File Attachments: - These files will be marked as type "Patient Ally".

Appointment Requests

Patients may message you regarding scheduling, cancelling, or rescheduling appointments.

From: Willis, Nancy (Patient ID 13991799)	Date Sent: 7/21/2010 2:22:51 PM
To: [Provider]Office Ally Technical Support01	Message ID: 102328
Subject: Request an Appointment	Patient Profile: View
Attachments:	Print

The patient has been requested an appointment on 7/26/2010 8:30:00 AM with Office Ally Technical Support01 at S Coast Hwy. Please verify the schedule time below then click Update to confirm the request:
 Contact Number: 866-575-4120
 Comments :testing email notification address change

Office Use Only - Please select one or more of the following actions:

Actions	Action Details
<input checked="" type="checkbox"/> Accept / Change Appointment	The patient has been requested an appointment on 7/26/2010 8:30:00 AM with Office Ally Technical Support01 at S Coast Hwy. Please verify the schedule time below then click Update to confirm the request: Contact Number: 866-575-4120 Comments:testing email notification address change Office Name: <input type="text" value="S Coast Hwy"/> <input type="button" value="View Schedule"/> Appointment With: <input type="text" value="Provider"/> <input type="text" value="Office Ally Technic"/> Appointment Date (mm/dd/yyyy): <input type="text" value="7"/> / <input type="text" value="26"/> / <input type="text" value="2010"/> <input type="text" value="08:30 am"/> Visit Length: <input type="text" value="15 minutes"/> <input type="text" value="Color Code:"/> Reason For Visit: <input type="text" value="Appointment"/> <input type="button" value="..."/> Subject: <input type="text" value="Re: Request an Appointment"/> Message: <div style="border: 1px solid gray; padding: 5px;"> ----- Original Message - from Willis, Nancy (Patient ID 13991799) ----- </div>

In all cases, clicking the checkbox will display more options, depending on the message.

E-VISITS

E-Visits are an option for patients to receive diagnosis and health care consultation without visiting the provider's office, via the Patient Ally communication channel. An eVisit prompts the patient to answer clinically-derived questions based upon the general symptoms and/or conditions they may be experiencing.

The E-Visit begins when an enrolled patient logs into his or her secure Patient Ally account and selects a non-urgent problem to report to their physician. A series of targeted questions survey the essential information, much as a physician would during a live office visit, and the patient's responses are sent securely to the physician's message center. The physician responds via Patient Ally with a course of action or schedules an office appointment.

Patient Communication eVisit Reports									
eVisit									
		eVisit ID	Status	Provider	Patient	Reason For Visit	Date Created	Visit ID / Status	Billing Info
	View	1000541	Replied	Office Ally Technical Support01	Nancy Willis	Cough	10/4/2010 4:45:17 PM	Replied	
	View	1000415	Replied	Office Ally Technical Support01	Nancy Willis	Cough	8/25/2010 4:36:33 PM	Replied	
	View	1000421	Replied	Office Ally Technical Support01	Nancy Willis	earache	4/23/2010 8:26:08 AM	Replied	

E-Visits may be patient paid, or payer paid (insurance is an Office Ally payer that covers E-Visits in the patient's plan). The provider sets the fee for patient paid E-Visits, and the patient pays the fee at the time the patient retrieves the reply from the provider in their Patient Ally account.

- ◆ Office Ally will collect the fee via credit card or electronic check, retain \$1.00 per eVisit, and remit funds to provider within 45 days.
- ◆ If the provider uses credit card processing through TransEngen, the fee is reduced to \$0.50, and funds are deposited directly to the provider bank account at time of processing (see TransEngen posting policy).

For more information, please contact our Scheduling department at 866-575-4120, option 5. We will be happy to arrange a telephone appointment to demonstrate E-Visits to you.