Personal Health Record and Patient Access

RPMS EHR

Electronic Health Record

Superior Health Information Management
Now and for the Future
Presenter

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PHR Project Manager/Analyst
Agenda

- Personal Health Record (PHR) Overview:
  - Administrator Web Portal.
  - Patient Web Portal.
- PHR Roles and Responsibilities:
  - Area Administrator.
  - Service Unit/Facility Administrator.
  - PHR Registrar.
- PHR Administrator Web Portal:
  - Role-Based Functions.
  - Audits.
  - Process Patient’s PHR Application.
  - Common Administrator Functions.
- PHR Patient Web Portal Overview:
  - Register to Use.
  - Grant Access to Patients’ Personal Representatives.
- Patient Access (VDT) Meaningful Use Stage 2 Measures:
  - Eligible Provider.
  - Eligible Hospital.
  - EHR Patient Access Update.
PHR Overview

• PHR Dependencies:
  • 2014 Certified EHR:
    • Consolidated-Clinical Document Architecture (CCDA).
  • Master Patient Index (MPI).
  • Health Information Exchange (HIE).
  • RPMS DIRECT Messaging:
    • Providers, messaging agents, and other healthcare professionals.
    • Patients.

• Two PHR Web Portal Applications:
  • Administrative Web Portal.
  • Patient Web Portal.
PHR Roles and Responsibilities
PHR Administrative Hierarchy

- National Administrator
- AO Office Administrator
- Service Unit/Facility Administrator
- PHR Registrar

Patients
Area Administrator Roles

• Read other area administrator accounts.
• Create, read, update, or deactivate area:
  • Service Unit/Facility (SU/F) Administrators (SU/FA).
  • SU/F PHR Registrar.
• Update or unlink PHR patient access.
• Generate audit reports.
• Reset own password.
• Maximum of 10 AO administrators per area.
Area Administrator Responsibilities

- Prepare SU/F for deployment.
- Verify SU/F’s readiness for deployment.
- Verify the identity of the SU/FA.
- Create SU/FA account.
- Update or change SU/FA passwords upon request.
- Update, inactivate, or reactivate SU/FA account.
- Regular audits (Area Office).
- Provide SU/FA PHR training:
  - PHR Administrator Web Portal.
Additional Area Administrator Responsibilities

- Verify the identity of the PHR Registrar.
- Create the PHR Registrar account.
- Update or change PHR Registrar passwords upon request.
- Update, inactivate, or reactivate the PHR Registrar account.
- Update or change PHR user passwords upon request.
- Unlink PHR patient access.
- Respond to other PHR user help requests.
- Audit reports for SU/F.
SU/FA Roles

• Read other SU/FA accounts within own facility.
• Create, read, update, or deactivate SU/F:
  • PHR Registrar.
• Update or unlink PHR patient access.
• Generate audit reports.
• Reset own password.
• Maximum of six SU/FA per facility.
SU/FA Responsibilities

• Work with the Area Administrator to verify readiness.
• Prepare PHR handouts and materials.
• Verify the identity of the SU/F PHR registrars.
• Create SU/F PHR registrar accounts.
• Update or change SU/F PHR Registrar passwords upon request.
• Update, inactivate, or reactivate the SU/F PHR Registrar’s account.
• Conduct regular audits (SU/F).
• Provide the SU/F PHR Registrar with PHR training:
  • PHR Administrator Web Portal.
  • PHR Web Portal (Patient).
Additional SU/FA Responsibilities

• Update or change PHR user passwords upon request.
• Unlink PHR patient access.
• Respond to other PHR user help requests.
• Update the RPMS PHR Access field.
PHR Registrar Roles

• Process PHR applications (patients).
• Read patient profile information.
• Update or unlink PHR patient access.
• Generate Audit Reports.
• Reset own password.
• Unlimited number of PHR registrars.
PHR Registrar Responsibilities

- Verify registered PHR users (patient) identity.
- Process PHR applications:
  - Matching and linking PHR accounts with IHS medical records.
- Process additional requests for PHR access:
  - Minors, elderly, and mentally disabled.
- Update or change PHR user passwords upon request.
- Update or unlink PHR patient access.
- Verify patient can access their PHR.
- Review PHR materials with patients.
- Respond to other PHR user help requests.
- Update EHR patient access.
PHR Admin Web Portal Overview
PHR Administrator Functions

• Role-based administrator functions:
  • Area Administrator:
    • Create & manage administrator accounts:
      • Area-Wide SU/FA and PHR Registrars.
    • Area-wide audit reports.
    • Manage patients.
  • SU/F Administrator:
    • Create & manage administrator accounts:
      • SU/F PHR Registrars.
    • SU/F audit reports.
  • PHR Registrar:
    • Process PHR applications.
    • SU/F audit reports.
• Common administrator functions:
  • Manage patients.
  • Update account profile.
PHR and Patient Access

Location: https://phradmin.ihs.gov.
Administrator Role-Based Functions
Welcome to your Personal Health Record (PHR)!
Welcome to the Personal Health Record (PHR) Administration Portal. To administer the PHR, click on the appropriate link above.

The Indian Health Service (IHS) has created the PHR to improve patient health. The PHR encourages patients to talk to their doctors, nurses and other healthcare providers about their health and healthcare. Research shows that increased patient-provider collaboration improves the healthcare that patients receive and positively impacts their health. Your administration of patient and administrative accounts in the PHR is critical to this collaboration. Thanks for making it happen!

If you wish to participate in telling us how to improve the PHR, contact the PHR Contract Technical Representative (COTR) Chris Lamer at Chris.Lamer@IHS.gov.
Welcome to your Personal Health Record (PHR)!
Welcome to the Personal Health Record (PHR) Administration Portal. To administer the PHR, click on the appropriate link above.

The Indian Health Service (IHS) has created the PHR to improve patient health. The PHR encourages patients to talk to their doctors, nurses and other healthcare providers about their health and healthcare. Research shows that increased patient-provider collaboration improves the healthcare that patients receive and positively impacts their health. Your administration of patient and administrative accounts in the PHR is critical to this collaboration. Thanks for making it happen!

If you wish to participate in telling us how to improve the PHR, contact the PHR Contract Technical Representative (COTR) Chris Lamer at Chris.Lamer@IHS.gov.
Create Administrative Accounts

- **Create Account** tab.
- Items in bold are required.
**Role, Area Office, and SU/F Fields**

<table>
<thead>
<tr>
<th>Role</th>
<th>Select One</th>
<th>Select One</th>
<th>Select One</th>
<th>PHR Registrar</th>
<th>Service Unit System Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Select the Role you want to create.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Area Office</th>
<th>Select One</th>
<th>Select One</th>
<th>WOCRT AO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select the Area Office for which you want to create the account.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Unit/Facility</th>
<th>Select One</th>
<th>Select One</th>
<th>Demo IHS Clinic - WCCRT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select the Facility for which you want to create the account.
# Completed Create Account Form

![Completed Create Account Form](image)

## Create Administrative Account

**Step 1: Create The Account**

Bold fields are required.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td>WootReg</td>
</tr>
<tr>
<td>Password</td>
<td>123456</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>123456</td>
</tr>
<tr>
<td>First Name</td>
<td>Woot</td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td>PHR Registrar</td>
</tr>
<tr>
<td>Role</td>
<td>PHR Registrar</td>
</tr>
<tr>
<td>Area Office</td>
<td>WCORT AO</td>
</tr>
<tr>
<td>Service Unit/Facility</td>
<td>Demo IHS Clinic - WCORT</td>
</tr>
</tbody>
</table>

Your username must:
- be 6-12 characters long
- only contain letters and numbers
- be unique
- NOT contain spaces
- NOTICE: Your username is not case-sensitive.

Your password must:
- be 8-15 characters long
- have at least one capital letter and lower case letter
- have at least one number
- have at least one special character (eg. $, !, #)
- NOT contain spaces
- NOT be the same as username
- NOTICE: Your password is case-sensitive.

Choose a password you can remember.

Administrator first name:

Administrator middle name:

Administrator last name:

Select the Role you want to create.

Select the Area Office for which you want to create the account.

Select the Facility for which you want to create the account.
Confirm Administrative Account

**Step 2: Confirm Your Information**
Confirm that the information you inputted is correct.

<table>
<thead>
<tr>
<th>User Name</th>
<th>Wo.crtReg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>*******</td>
</tr>
<tr>
<td>First Name</td>
<td>Wo.crt</td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td>PHR Registrar</td>
</tr>
<tr>
<td>Role</td>
<td>Registrar</td>
</tr>
<tr>
<td>Area Office</td>
<td>WOCRT AO</td>
</tr>
<tr>
<td>Service Unit/Facility</td>
<td>Demo IHS Clinic - WOCRT</td>
</tr>
</tbody>
</table>

[Create | Back | Cancel]
Administrator Account Created

• Ability to print (use caution).
• Best method – personally deliver.

PHR and Patient Access
Manage Administrative Accounts

- **Manage Account** tab.
Search Administrative Accounts

1. Enter search criteria.
2. Click **Search**.

### Manage Administrative Account

**Search For Administrative Account**

Search for an Administrative Account by entering data into at least one of the fields below, and clicking the Search button.

Use * with additional characters to widen your search (“sm*” finds “Smith” and “*sm*” finds Highsmith).

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td>WoortReg</td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Role</td>
<td></td>
</tr>
</tbody>
</table>

To select more than one item, hold down the “ctrl” key and select items. If you have a Macintosh computer, hold down the “Alt” key and select items.

[Form interface]

**Search**  **Clear**
Manage Account Search Results

- Displays the following search for the **Administrative Accounts** pane.
Update Administrative Account

- Items in bold are required.
Confirm Account Update

- Current and Updated account comparison.

<table>
<thead>
<tr>
<th>Current account information</th>
<th>Updated account information</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name: WocrtReg</td>
<td>User Name: WocrtReg</td>
</tr>
<tr>
<td>Active Status: Active</td>
<td>Active Status: Inactive</td>
</tr>
<tr>
<td>First Name: Wocrt</td>
<td>First Name: Wocrt</td>
</tr>
<tr>
<td>Middle Name:</td>
<td>Middle Name:</td>
</tr>
<tr>
<td>Last Name: PHR Registrar</td>
<td>Last Name: PHR Registrar</td>
</tr>
<tr>
<td>Role: Registrar</td>
<td>Role: Registrar</td>
</tr>
<tr>
<td>Area Office: WOCRT AO</td>
<td>Area Office: WOCRT AO</td>
</tr>
<tr>
<td>Service Unit/Facility: Demo IHS Clinic - WOCRT</td>
<td>Service Unit/Facility: Demo IHS Clinic - WOCRT</td>
</tr>
</tbody>
</table>

[Confirm Update] [Back] [Cancel]
Administrative Account Updated

- Ability to print (use caution).
- Best method – personally deliver.
Reset Admin Password

- Items in bold are required.
- Must meet password complexity requirements.
Confirm Admin Password Reset

- Ability to print (use caution).
- Best method – personally deliver.
Audits
Audit Reports

- **Create Reports** tab.
Create Reports Search Criteria

- Enter at least one criteria.
- Multiple to narrow the search.
- Not all reports return results:
  - For example **Event Type** and **Severity** may not match.
Audit Report Results

- Displays below the **Specify Report Data** pane.
- Export/generate report to .csv file.
Process Patient PHR Applications
Process PHR Applications

- PHR Registrar only.
- **Process Application** tab.
Search for Patient Records

1. Enter search criteria (min: **Last Name** and **First Name**).
2. Click **Search**.

### Manage Patient Records

**Search for Patient Records**

This page enables you to locate a PHR application for a patient to view their Indian health system medical information, and at the same time, to locate matching Indian health system records. Enter in the search box below demographic data from the person and their identification and click the "Search" button.

**NOTE:** To search, you must enter information into at least one field other than Gender. Also, until further notice, the field PHR User Name searches for only PHR accounts.

- **Date of Birth**
- **PHR Username**
- **First Name**
- **ZIP/Postal Code**
- **HRN**
- **Last Name**
- **Middle Name**
- **Gender**

[Form inputs]

**Search**

**Clear**
Patient Records Search Results

- Displays Below the **Manage Patient Records** pane.
- Highlight matching records to compare records.
Compare and Confirm Records

- Verify that records match.
Person and Verification Selection

- Type of Person Verified.
- Verification Method.
Link Records

- Click **Link**.
Confirm Link Records

• Click **Yes** to continue.
• Click **No** to return to page.
Link Records Complete

- Click OK to continue.
Verify Link Records

- Back to **Search Results**.
- Chain link icons.

**Search Results**
On the left table, select the PHR Account that matches the person and their identification. On the right table, select the Indian health system medical record that matches the PHR Account. Click the person’s name to view all data on record for that person. When your search does not find the correct records – in either table – then refine your search data above. Click the “Compare Selected Records” button to double-check that you have selected the correct matching PHR and Indian health system records.

<table>
<thead>
<tr>
<th>PHR Account</th>
<th>Indian Health System Medical Record</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td><strong>Name</strong></td>
</tr>
<tr>
<td>Username</td>
<td>HR</td>
</tr>
<tr>
<td>BLanding</td>
<td></td>
</tr>
</tbody>
</table>

PHR and Patient Access 47
Already Linked Message

- Select patient with chain link icon.
- Cannot link records.
- Comparing a linked record and non-linked record:
  - Similar message and cannot link records.
Processing Applications for Minors

- Complete the IHS 810 Form.
- Provider approves access to minor’s PHR.
- Register to Use PHR:
  - Already exists – reset password.
- Record minor’s username and password:
  - IHS 810 Form.
- Verify identity of approved individual.
- Process application.
- Verify minor’s PHR.
- Grant access to minor’s PHR.
Administrator Common Functions
Manage Patient PHR Accounts

- **Manage Patients** tab.
Search Patient PHR Accounts

- Enter search criteria.
- Click **Search**.

---

**Manage Patients**

**Search for PHR Patients**
This page enables you to locate a PHR Account and its linked IHS Medical Record so that you can process them. Enter in the search box below PHR account information and click the "Search" button.

NOTE: To search, you must enter information into at least one field that is not ZIP/Postal Code and Gender. Use * with additional characters to widen your search ("sm*" finds "Smith" and "*sm*" finds Highsmith).

- Date of Birth: Month, Day, Year
- PHR Username: Blanding
- First Name
- ZIP/Postal Code
- HRN
- Last Name: landing
- Middle Name
- Gender: Male, Female

[Search] [Clear]
Manage Patients Search Results

• Displays below the **Search for PHR Patients** pane.
• Linked patient – chain link icon.
Patient PHR Account Information

- Unlink Account.
- Reset Password.
Unlink Patient PHR Account

• Enter reason for unlinking account.
Unlink Account Confirmation

- **Yes** to continue.
- **No** to return to unlink page.
Unlink Confirmation

The Patient's PHR account has been successfully unlinked from the IHS Medical Record.
Patient Password Reset

- Items in bold are required.
- Must meet password complexity requirements.
Confirm Patient Password Reset

- Ability to print (use caution).
- Best method – personally deliver.
Change Your Admin Password

- Create **Profile** tab.
- Save and log on.
Expired Passwords

• Prompted to change after logon.
• Forgot password:
  • Requires reset by up-level PHR administrator.

Your password is expired. You must enter another password before you can log on.

Your password must:
• be 8-15 characters long
• have at least one capital letter and lower case letter
• have at least one number
• have at least one special character (eg. $,!,#)
• NOT contain spaces
• NOT be the same as username

NOTICE: Your password is case-sensitive.

New Password

Confirm New Password

Save

Cancel

PHR and Patient Access
PHR Patient Web Portal Overview
PHR Patient Web Portal

- Location: https://phr.ihs.gov/.
- Register to use PHR or log on.
Register to Use PHR: Step 1

- Create account.
Register to Use PHR: Step 2

- Security questions and answers.
Security Questions

• Cannot be reused.
Security Questions and Answers

- Security Question #1*: Who is your favorite actor, music
- Security Answer #1*: Actor
- Security Question #2*: In what city were you born?
- Security Answer #2*: Town
- Security Question #3*: 
- Security Answer #3*: 

Select:
- Who is your favorite teacher?
- What is the name of your pet?
- What is your favorite food?
- What is the name of your favorite childhood friend?
- What is your mother's middle name?
- What town was your father born in?
- Who was your childhood hero?
- What was the make of your first car?
Register to Use PHR: Step 3

- Enter demographic information.
IHS Web Privacy Policy

• Read and accept.
PHR Terms and Conditions

- Read and accept.
Register to Use PHR Confirmation

- Verify registration information and click **Register**.
Complete PHR Registration

• Registration complete – **The Next Steps**.

![Image of PHR Registration Instructions]

*Indian Health Service – Personal Health Record*

The Next Steps

Before you can see your medical records in PHR, you must verify your identity in person. To do this, please follow the steps below:

1. Visit your local Indian Health System facility
2. Bring one form of identification with you (see examples below).
3. Show identification to the PHR Registration Clerk at the Indian Health System facility.

**Example Forms of Identification:**
- Driver's License
- Tribal Identification Card
- Employment Identification Card/Badge
- Military Identification Card
- Passport

If you have questions about this process, please contact your Indian Health System facility.
Patient PHR Landing Page

The Next Steps.

• **My Health Records:**
  • Default landing page.
  • Inpatient visits.
  • Outpatient visits.
  • Account information.

• **My Accounts** – if others granted access:
  • Access own account.
  • Other PHR accounts.
  • Manage account access.
My Health Records Landing Page

- Default (Test Account).
My Accounts Landing Page

- If others granted access (test accounts).

![My Accounts Landing Page](image_url)
Grant Access to Personal Representatives
Add and Manage Access

• **Manage My Accounts** link:
  • Bottom of the **My Health Records** page.

• **Add/Update Account Access** link:
  • Bottom of **My Accounts** Page.
Grant Other Users Access

- **Update Access** or **Delete Access**.
- Add PHR access.

![Manage Access to My Personal Health Record (PHR)](image_url)
Add Access

- Enter PHR account information of grantee.
Access Type Descriptions

- Full access.
- Limited access.

**Personal Health Record (PHR) Access Types**

The types of access you can give others is defined below.

**Legend**

- 🔄 Allowed
- ❌ Not Allowed
- ⚙️ User controlled

**PHR Access Types**

- **Full Access**: The user can view all of your personal health information except for the My Messages section. The user can also download your visit information.

- **Limited Access**: The user can only view the sections that you want them to view. You cannot give anyone access to the My Messages section.

**Note**: You can change access anytime on the Manage Access to My Personal Health Record page.

<table>
<thead>
<tr>
<th>PHR Access Types</th>
<th>Full Access</th>
<th>Limited Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download CCD</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>Appointments List</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>My Info</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>Medications</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>Health Issues</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>Test Results</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>Immunizations</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>Vital Signs</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>My Messages</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Procedures</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>Hospital Admissions</td>
<td>✓</td>
<td>?</td>
</tr>
<tr>
<td>For More Information</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Download My Data</td>
<td>✓</td>
<td>?</td>
</tr>
</tbody>
</table>
Limited PHR Access Sections

- Appointments List Section: 
- My Info Section: 
- Medications Section: 
- Health Issues: 
- Test Results: 
- My Immunizations: 
- Vital Signs: 
- Procedures: 
- Hospital Admissions: 
- Download My Data: 

<< Previous  
Next >>
Confirm Access

Complete the steps below to grant access.
Verify the information below.
Click the Back button to make changes.
Click the Add Access button to grant access.

PHR User Name: blanding
Name: Brandon Landing
Type of Access: Limited Access

<< Back  Add Access  Cancel
Manage Access to My Personal Health Record (PHR)

The table below shows the people who can view your personal health information. If no one is listed, you have not given anyone access. Click the Add Access button to give people access to your personal health information.

If you have given someone access, you can do one of the following:
- Click on the Update Access icon to change the type of information they can see.
- Click on the Delete Access icon to remove their access to your personal health information.

<table>
<thead>
<tr>
<th>PHR User Name</th>
<th>Name</th>
<th>Type of Access</th>
<th>Update Access</th>
<th>Delete Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>grant</td>
<td>John Grant</td>
<td>Limited Access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>psherman</td>
<td>Patricia Sherman</td>
<td>Limited Access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>blanding</td>
<td>Brandon Landing</td>
<td>Full Access</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Add Access  << My Accounts
Granting PHR Access

- Registered users.
- Verified users.
- Access can be updated at anytime.
- No limitations to the number of granted users.
- Cannot access My Messages for other users.
- Download My Data is disabled by default.
Visit Information Details
Appointment List

• Select Visit from My Health Records page.
• Upcoming Tests, Upcoming Appointments, Past and Future Referrals (test account).
My Information

- Demographics (test account):
  - About Me, Contact Information, Smoking Status, Allergies, Activities of Daily Living, My Care Team, My Visit Facility Address, My Visit Date.

![PHR and Patient Access](image-url)
Medications

- **Active Medications** tab (test account).
- **Medication History** tab (test account).
Health Issues

- Problem List (test account).
- Visit Diagnosis/Problem List (test account).
Test Results

- Most recent resulted lab results (test account).

[Image of a webpage showing test results, including lab name 'HEMOGLOBIN' with a result of 18.1, and a reference range of 13.5-18, indicating an abnormal interpretation.]
Immunizations

- List of Vaccinations (test account):
  - Received and Historical.
  - Service Unit/Facility Record.

Immunization History:

<table>
<thead>
<tr>
<th>Immunization Record</th>
<th>Date and Time</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>INFLUENZA, NOS</td>
<td>01/06/2014</td>
<td>Completed</td>
</tr>
<tr>
<td>INFLUENZA, NOS</td>
<td>09/02/2010</td>
<td>Completed</td>
</tr>
<tr>
<td>Tdap</td>
<td></td>
<td>Due</td>
</tr>
</tbody>
</table>
Vital Signs

- **Vital Signs and Measurements** (test account):
  - Height, weight, temperature, blood pressure, etc.
My Messages

- Patient access to RPMS DIRECT (test accounts).
Procedures

• Facility Procedure Record (test account):
  • Received and Historical.
Hospital Admissions

- Inpatient visit only (test account).

<table>
<thead>
<tr>
<th>Admission Date</th>
<th>Discharge Date</th>
<th>Admission Diagnosis</th>
<th>Discharge Diagnosis</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/14/2014</td>
<td>05/16/2014</td>
<td>CHEST PAIN NOS</td>
<td>CHEST PAIN NOS</td>
</tr>
</tbody>
</table>

Discharge Instructions:

You were admitted to Local Community Hospital on 05/14/2014 with chest pain and a diagnosis of Heart Disease. You were discharged from Local Community Hospital on 05/16/2014 with instructions to follow up with Dr. Rodriguez. Should you have any questions prior to discharge, please contact a member of your healthcare team. If you have left the hospital and have any questions, please contact your primary care physician.

Instructions:
1. No heavy lifting, straining, or nose blowing
2. If you experience any of the following symptoms, call your primary care physician or return to the Emergency Room:
   - Chest pain
   - Shortness of breath
   - Dizziness or light-headedness
   - Intractable nausea or vomiting
   - High fever
   - Uncontrollable bleeding
   - Pain or redness at the site of any previous intravenous catheter
   - Any other unusual symptoms
3. Schedule a follow-up appointment with your primary care physician in one week.
For More Information

• Additional learning resources.
• Consult health care team.
Download My Data

- Human readable text format (test account).
PHR Activity Log

- View **My Activity Log** link (My Health Records page).
- Search PHR activities (test account).

![Search Your Activities]

---

*Image of a search interface for PHR activities.*
Search Activity Type

- Search results (test account).
- Download report.

### Search Your Activities

Select date From and date To, enter Activity Type, and click Search

From: 10/01/2014  (mm/dd/yyyy)  To: 10/27/2014  (mm/dd/yyyy)  □ My messaging activities   Activity Type: View Visit Information  

Search  Back to My Health Records

Visited information from 10/01/2014 to 10/27/2014

Download Report (PDF | XLS)

Activities found: 2

<table>
<thead>
<tr>
<th>Activity Date</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td>10/20/14 7:38 AM</td>
<td>User: MGrant opens the Secure Messages section of the 2.16.840.1.113883.3.454.1.8992.1.2085487349797 CCDA document</td>
</tr>
<tr>
<td>10/20/14 8:39 AM</td>
<td>User: MGrant opens the Secure Messages section of the 2.16.840.1.113883.3.454.1.8992.1.2085725355103 CCDA document</td>
</tr>
</tbody>
</table>
My Messaging Activity Log

• Search **My Messaging Activities** (test account).

![Search Your Activities](image)
My Messaging View Activity Type

- Search Results (test account).
- Download Report.

Search Your Activities

Select date From and date To, enter Activity Type, and click Search

Visited information from 06/01/2014 to 10/27/2014

Download Report (PDF | XLS)

Activities found: 11

<table>
<thead>
<tr>
<th>Activity Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/27/14 4:00 PM</td>
<td>Send Email to ‘<a href="mailto:demo.lisa@direct.ihs.gov">demo.lisa@direct.ihs.gov</a>’ with subject ‘Appointment request’ on ’2014-07-27 16:00:08.0’</td>
</tr>
</tbody>
</table>
Other PHR Patient Functionality

- Update PHR profile settings.
- Update PHR password.
- Update PHR security questions.
- Change/remove access permissions.
- View other PHR accounts.
- Download raw visit information (XML).
- Help (user manual and FAQ).
Anticipated User Questions

• Is my information safe?
• Can I view my child’s information?
  • Not at this time.
• I do not see my latest visit?
• How do I correct my information?
  • Protected Health Information (PHI) Form.
• How often is my PHR updated?
• Is the information in the PHR my complete IHS medical record?
  • No, some services, tests, and medical advice are marked as sensitive.
• Can I assess the PHR from my mobile device?
• I am a caregiver with access to someone else’s PHR. Can I send a message to their healthcare team?
  • Not at this time.
• Other frequently asked questions can be found on the PHR FAQ page.
Patient Access (VDT) Measures
Meaningful Use Stage 2

• Eligible Provider Patient Electronic Access – VDT:
  • Measure A.
  • Measure B.

• Eligible Hospital Patient Electronic Access – VDT:
  • Measure A.
  • Measure B.
EP Patient Electronic Access Measures

• Measure A:
  • More than 50 percent of all unique patients seen by the EP during the EHR reporting period are provided timely (available to the patient within four business days after the information is available to the EP) online access to their health information.

• Measure B:
  • More than five percent of all unique patients seen by the EP during the EHR reporting period (or their authorized representatives) view, download, or transmit to a third party their health information.
EP Denominator and Exclusions

• IHS Measure Exclusion:
  • Case Management (clinic code 77), Laboratory Services (clinic code 76), Radiology (clinic code 63), Pharmacy (clinic code 39), and Emergency Room (clinic code 30) visits are excluded.

• Denominator:
  • The number of unique patients with one or more face-to-face visits with the EP as primary provider during the EHR reporting period, where the visit has a Service Category of A, S, O or M. Search for all visits up to the last day of EHR reporting period.
  • Exclusions: Any EP who: Conducts 50 percent or more of his or her patient encounters in a county that does not have 50 percent or more of its housing units with 3Mbps broadband availability according to the latest information available from the FCC on the first day of the EHR reporting period may exclude only the second measure.

http://www.broadbandmap.gov
EP Measure A Numerator

• Document either:
  • Patient education (Administrative Functions-Personal Health Record (AF-PHR)).
    or:
  • PHR handout was provided in the Patient Registration package before or during the report period.

and:

• CCDA is updated (this should happen automatically every 24 hours).

A CCDA receipt confirmation from the HIE is logged within four business days of the visit (original document) or four business days of the date/time last modified (information is updated, lab results update etc.).
PHR Education Topic

- Personal Health Record Education Topic EHR entry.
PHR Access Handout

The Personal Health Record (PHR) is a website where you can view your health information. Your PHR is at:

https://phr.ihs.gov

You need to have access to the Internet or a data connection to use the PHR. You also need to sign up for your PHR.

What can you do with PHR?
- View your lab results
- Learn about your medications
- Keep track of your health issues
- View a list of your medications
- Save a copy of your health information
- Send an e-mail message to your health care team
- Make sure the information in your medical record is correct
- View a record of your immunizations
- Share your health information with a caregiver or family member

Is your health information safe?
Yes, your health information is secure. Be cautious when viewing or downloading your health information to a public computer. Always log out when you are finished looking at your PHR.

How to sign up for your PHR

Step 1: Create a PHR account
2. Click the button labeled "Register to use PHR."
3. Choose a username and password that you can remember.
4. You will be asked to enter some information about yourself. When you are finished, you will get a message asking you to go to your hospital or clinic to finish the registration process.

Step 2: Meet your PHR Registrar
You will need to meet with the hospital or clinic’s PHR Registrar. This person will activate your account. Please bring a photo ID if you have one.

Step 3: Login to PHR
After you talk with the PHR registrar, your PHR account will be ready.
2. Enter your username and password.
3. Select the health record you would like to view.
4. You can now view your health information.

For more information, visit the Indian Health Service at http://www.ihs.gov
EP Measure B Numerator

• The number of patients who have logged into their PHR.
• Details:
  • RPMS sends EHR reporting period date range and Patient ID from denominator and queries API BPHRMUM (located in namespace BPHR).
  • API BPHRMUM returns: Patients recorded as having access to PHR and Date PHR accessed.
EH Patient Electronic Access Measures

• Measure A:
  • More than 50 percent of all unique patients discharged from the inpatient or emergency departments of the eligible hospital or CAH (POS 21 or 23) during the EHR reporting period have their information available online within 36 hours of discharge.

• Measure B:
  • More than five percent of all patients (or their authorized representatives) who are discharged from the inpatient or emergency department (POS 21 or 23) of an eligible hospital or CAH view, download or transmit to a third party their information during the EHR reporting period.
EH Denominator and Exclusions

- **Denominator:**
  - Count the number of unique patients discharged from an eligible hospital inpatient or emergency department during the EHR reporting period. A hospitalization is defined with a Service Category of H. An emergency department visit defined as clinic code of Emergency Department-30 AND a Service Category of A. Search for all discharges up to the last day of EHR Reporting Period.
  - Exclusions: Any eligible hospital or CAH that is located in a county that does not have 50 percent or more of its housing units with 3Mbps broadband availability according to the latest information available from the FCC on the first day of the EHR reporting period is excluded from the second measure.

EH Measure A Numerator

• Document either:
  • Patient education (Administrative Functions-Personal Health Record (AF-PHR)).
    or:
  • PHR handout was provided in the Patient Registration package before or during the report period.

and:

• CCDA is updated (this should happen automatically every 24 hours).

A CCDA receipt confirmation from the HIE is logged within four business days of the visit (original document) or four business days of the date/time last modified (information is updated, lab results update etc.).
EH Measure B Numerator

• The number of patients who have logged onto their PHR.
  • Details:
    • RPMS sends EHR reporting period date range and Patient ID from denominator and queries API BPHRMUM (located in namespace BPHR).
    • API BPHRMUM returns: Patients recorded as having access to PHR and Date PHR accessed.
EHR Patient Access Update

- BMW Web Browser Client.
BMW Patient Search

- DEMO, PATIENT BABYONE
  01/01/2014 (56w) FEMALE
  SSN: 612010114P
  HRN: 11000

- DEMO, PATIENT BARBARA
  01/01/1968 (46y) FEMALE
  SSN: 612010168P
  HRN: 111

- DEMO, PATIENT J JR
  LERR, TODD C JR
  06/07/2009 (3y 3m) MALE
  SSN: XXX-XX-8408
  HRN: 133778
  Phone: 155555557512

- DEMO, PATIENT NONFORM
  02/01/1978 (36y) MALE
  SSN: 652020178P
  HRN: 123123
Patient Access

- Click **PHR Access**.
Record PHR Handout

• Numerator of Measure A.
• Enter **PHR Handout Date** and click **Save**.
Record PHR Access

- Numerator of Measure B.
PHR Access Options

- Select **Yes** or **No** for PHR access.
- Enter **PHR Access Date** and click **Save**.
Patient Access Completed Entries

**PHR Access**

<table>
<thead>
<tr>
<th>PHR Access</th>
<th>PHR Access Date</th>
<th>PHR Handout Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>09/10/2014</td>
<td>Remove</td>
</tr>
<tr>
<td></td>
<td></td>
<td>08/11/2014</td>
</tr>
</tbody>
</table>

PHR and Patient Access
Questions and Discussion