

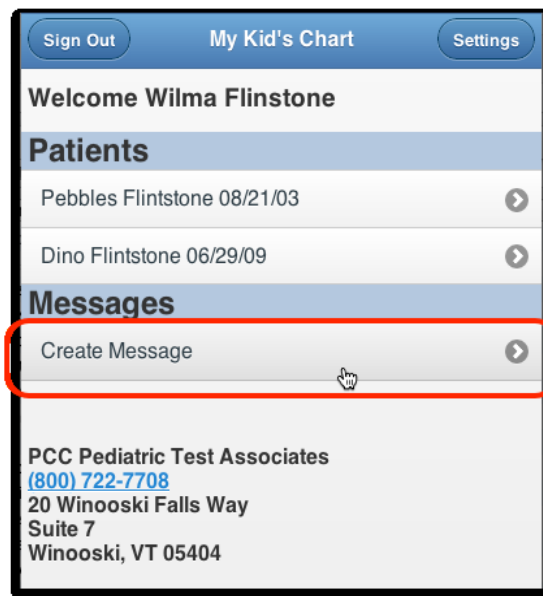
#### **Element 4: Two-way communication between patients/families and the practice.**

PCC EHR practices that have been registered to use PCC's patient portal functionality, My Kid's Chart, have access to two-way communication between patients/families and the practice.

My Kid's Chart is an online tool that patients and families can use to access medical records, review lab results, generate an immunization record, review their visit history, or send a message to their pediatrician's office.

My Kid's Chart is designed especially for mobile phones and tablet devices, but families can also log in on any computer browser on any operating system.

Patients and family members who use My Kid's Chart can send secure messages directly to PCC EHR. After the patient logs in to My Kid's Chart, they will see a Messages section underneath the patient name or list of patients. To send a message to the physician, the patient would click "Create Message":



The screenshot shows a mobile application interface titled "My Kid's Chart". At the top left is a "Back" button. Below the title is a warning: "This message service is intended for non-critical questions. If you have an emergency please call 911." The form includes a "Patient" dropdown menu with "Dino Flintstone" selected. The "Subject" field contains "Acetaminophen or Tylenol?". The "Message" field contains the text: "Fred gave Dino children's acetaminophen instead of children's tylenol. Is that okay?". At the bottom is a large blue "Send" button with a mouse cursor hovering over it.

The patient would enter a subject for the message along with the message itself, then tap or click Send.

My Kid's Chart will immediately deliver the message to the pediatrician's practice, where clinical staff can review and reply to the message. If a physician or other staff member sends the patient a message, or replies to a patient's message, My Kid's Chart will send that patient an e-mail telling them that a message is waiting.

September 29, 2013

Dear Wilma Flintstone,

There is a new message from PCC Pediatric Test Associates waiting for you on our Patient Portal.

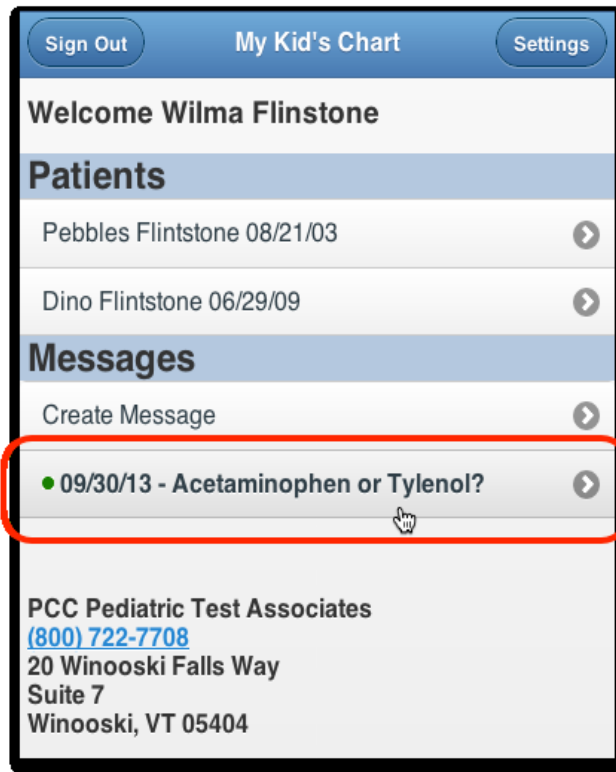
To retrieve the message visit My Kid's Chart at [mykidschart.com/pccped](http://mykidschart.com/pccped).

If you have any questions about accessing your messages or about the information being displayed in the patient portal, please call our office at (800) 722-7708.

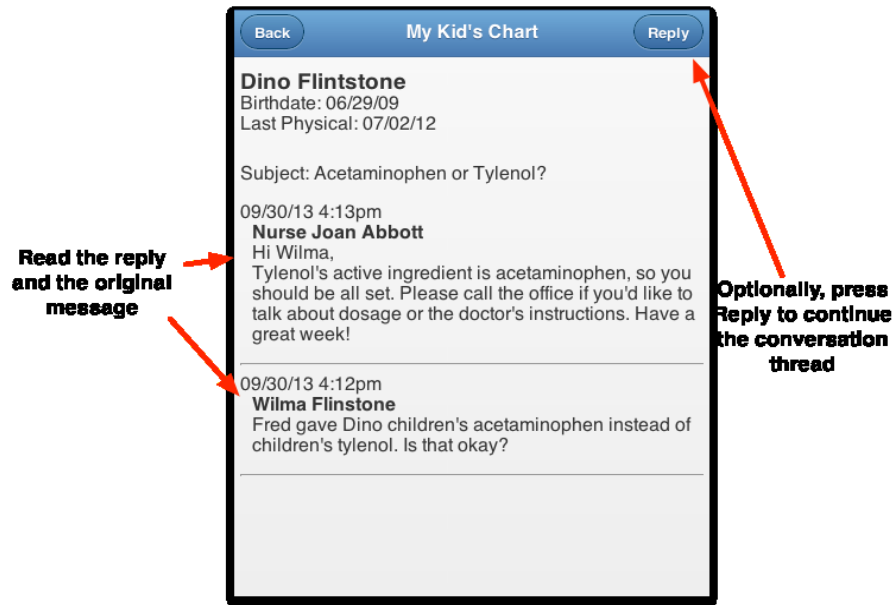
Thank you,

PCC Pediatric Test Associates

The patient would log in to their account to view their messages:

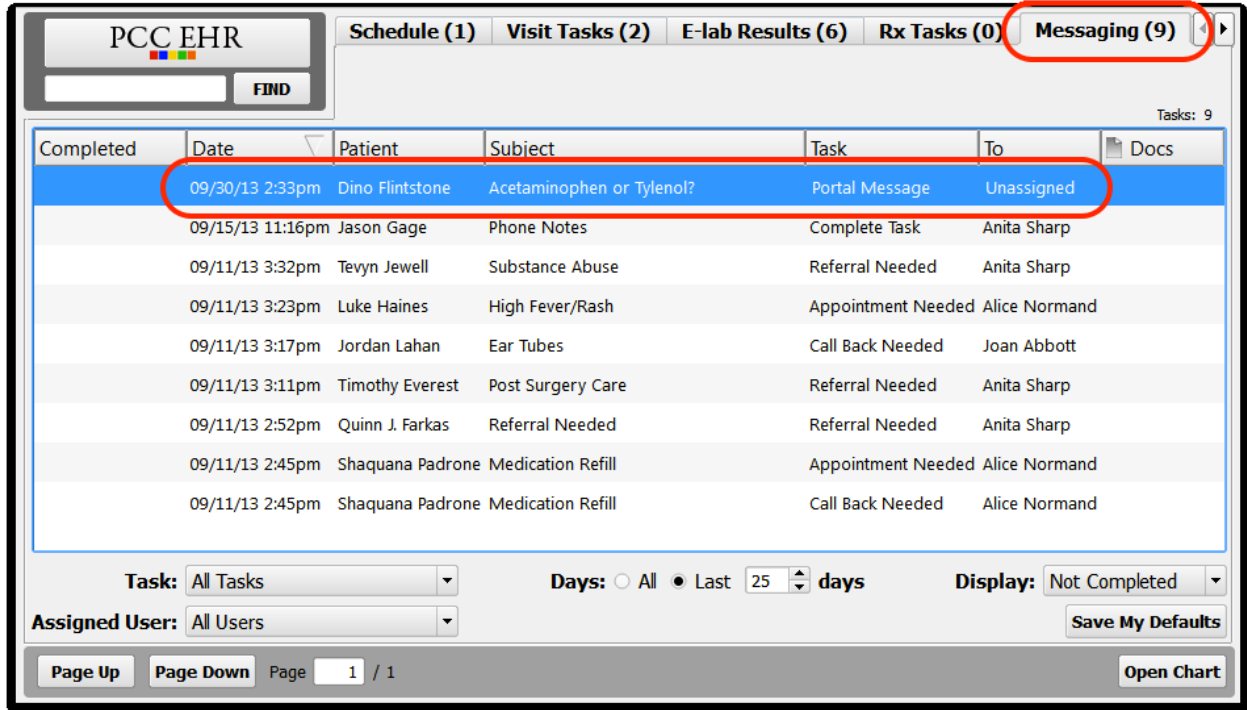


The most recent messages appear at the top. Unread messages have a green indicator. Touch or click on a message to read it.



My Kid's Chart messages are Private. Messages are not stored in any e-mail account. Messages can not be read by any other My Kid's Chart user, even those who have access to the same patient's records.

When a parent or other user sends a message to your practice, it will appear on the Messaging tab in PCC EHR:



The Messaging queue displays incoming messages from My Kid's Chart or any Phone Note tasks at your practice. As with other queues in PCC EHR, you can use the filter tools to display exactly those messages that pertain to you.

Double-click on a message to open it.

PCC EHR users can read and respond to messages, or create new ones, to communicate with families and answer questions.

Date	Patient	Subject	Task	To
09/30/13 2:33pm	Dino Flintstone	Acetaminophen or Tylenol?	Portal Message	Unassigned
09/15/13 11:16pm	Jason Gage	Phone Notes	Complete Task	Anita Sharp
09/11/13 3:32pm	Tawn Jewell	Substance Abuse	Referral Needed	Anita Sharp



**PCC EHR**

**Portal Message** **Dino Flintstone 4 yrs, 3 mos 6/29/09 M**

**Portal Messages**

Subject: Acetaminophen or Tylenol? TO: enter user name

Date: 09/30/13 2:33pm  
From: Wilma Flintstone  
Phone: 8024974671

Fred gave Dino children's acetaminophen instead of children's tylenol. Is that okay?

**Reply**

Hi Wilma,  
Tylenol's active ingredient is acetaminophen, so you should be all set. Please call the office if you'd like to ask about dosage or the doctor's instructions. Have a great week!

**Tasks**

TASK: enter task name TO: enter user name

NOTE: [text area]

Task Completed AT: mm/dd/yy 12:00am BY: enter user name

**Previous** **Next** **Close** **Save** **Save + Exit**

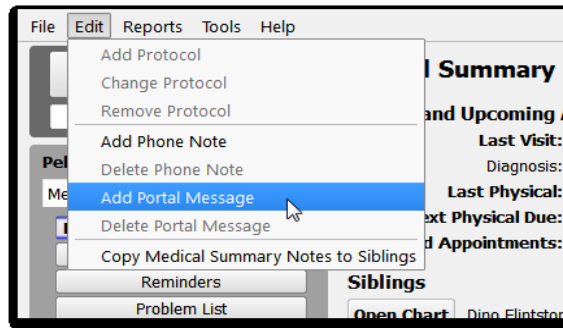
Read and reply, or click "No Reply"

Optionally, create tasks for other users

Inside the portal message protocol, the clinician can type a response and send it to the family member. The office may customize the protocol with additional information.

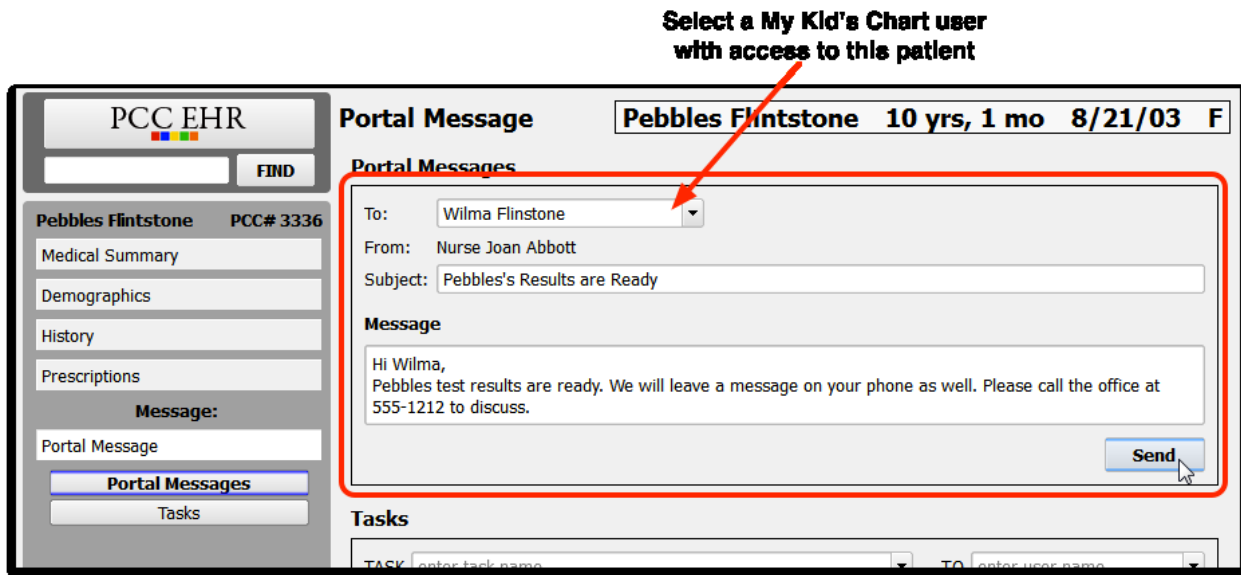
If the clinician sends a written reply, the My Kid's Chart user will get an e-mail telling them that a message awaits. The patient can log in to My Kid's Chart to read the reply message.

To send a new message to a portal user, click on the “Edit” menu and select “Add Portal Message”:



From the pull-down menu, select the My Kid's Chart user. The list will include all users who have access to the selected patient's records.

Next, enter a subject and message and click Send. Optionally, the user can create a task associated with the message. Once assigned, this task will appear on the tasks queue.



The message sent will not be sent by e-mail, nor will it be accessible by the patient or by any other parent or guardian, unless they elect to share their My Kid's Chart login information. The user will receive an e-mail message telling them that a message is waiting for them in My Kid's

Chart.