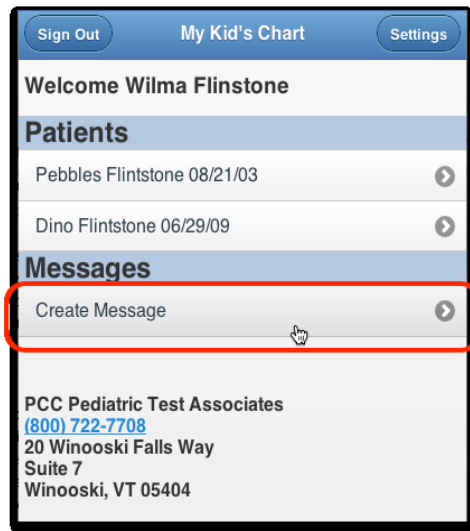


Factor 4: Providing timely clinical advice using a secure, interactive electronic system when the office is not open

The practice must have a documented process for staff to follow for providing timely clinical advice by secure, interactive electronic system when the office is closed.

For practices enabled with patient portal access, patients can send secure messages to the practice asking for clinical advice at any time, even when the practice is closed. 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":



Back My Kid's Chart

This message service is intended for non-critical questions. If you have an emergency please call 911.

Patient

Dino Flinstone

Subject

Acetaminophen or Tylenol?

Message

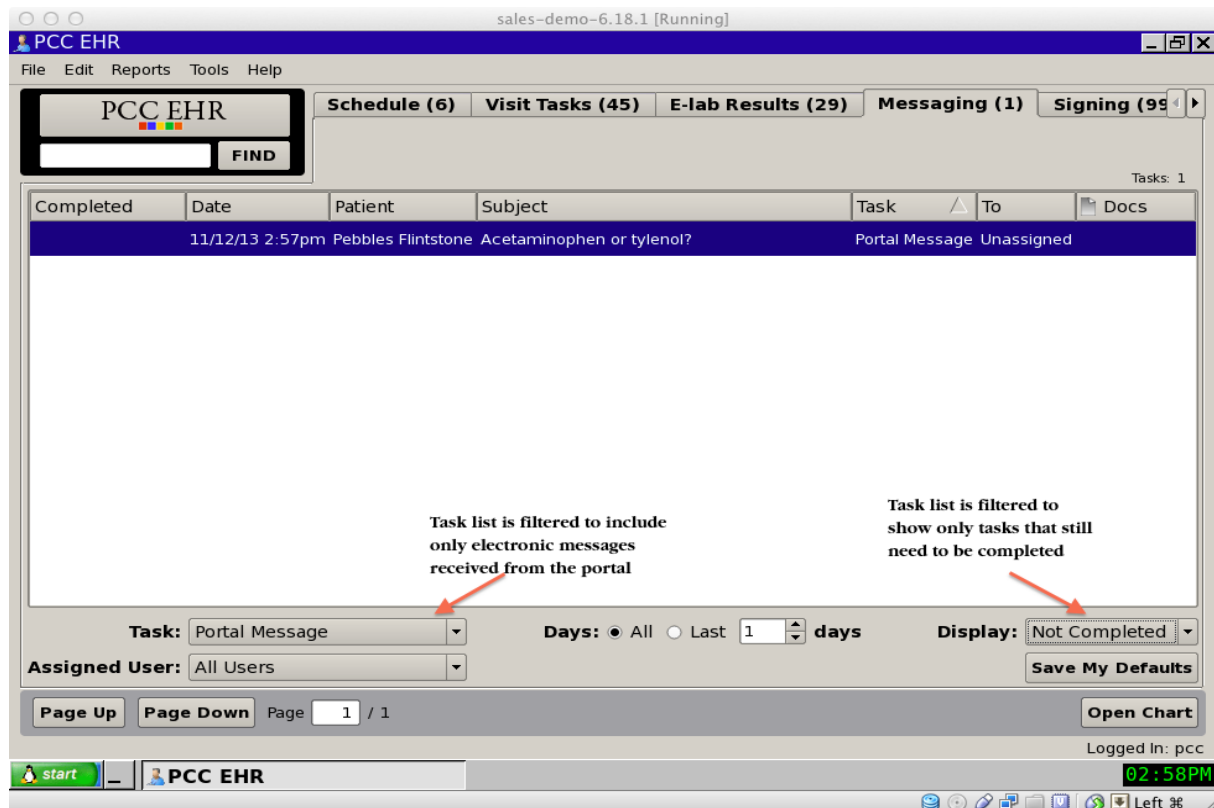
Fred gave Dino children's acetaminophen instead of children's tylenol. Is that okay?

Send

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

My Kid's Chart will deliver the message directly to the pediatrician's practice, where clinical staff can review and reply to the message.

A provider can access PCC EHR remotely when the office is closed to view and respond to patient messages which appear within seconds after the patient sends the message. The following screen shot shows a message that is awaiting a response:



The EHR user would double-click on the message to open it to read the full message and respond to the patient:

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!

No Reply **Send**

Tasks

TASK: enter task name TO: enter user name

NOTE:

☐ 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, you can type a response and send it to the family member. The office may customize the protocol with additional information.

If you send a written reply, the My Kid's Chart user will get an e-mail telling them that a message awaits:

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/pccpeds.

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

They can then log in to My Kid's Chart to read your reply message.

The message list could also be filtered to display recent “Completed” messages.

Double-clicking on each message will show the message thread allowing the practice to see the time of the original message from the patient and the time of the first response allowing the practice to determine whether the response was timely based on their definition of “timely clinical advice”.