

## Element 6: Request for referrals or test results

For PCC EHR practices that have been registered to use PCC's patient portal functionality, My Kid's Chart, patients have access to test results within the portal.

The screenshot displays the 'My Kid's Chart' interface for a patient named Dino Flintstone. At the top, there is a 'Back' button and the title 'My Kid's Chart'. Below this, the patient's name 'Dino Flintstone' is shown along with birthdate '08/02/09' and last physical '08/05/12'. The main content is organized into sections: 'Upcoming Appointments' (None), 'Visits' (05/22/13 - Sick Demo, 08/05/12 - 3 Yr Well - Bright Futures, 02/04/12 - 2.5 Yr Well - Bright Futures), 'Labs' (08/16/10 (2 labs) with sub-items 'Lead Screen' (Result: 2 ug/dl) and 'CBC' (Result: normal)), and 'Medical Tests' (None). Red arrows point from the text 'Lab test results' to the 'Lead Screen' entry and from 'Medical test results (e.g. vision/hearing screenings, etc)' to the 'None' entry under Medical Tests.

Patients can also request for referrals or test results via the secure messaging functionality. From the portal, the patient would create a new message asking for a referral or for test results that are not yet appearing in the portal:

The screenshot shows the mobile version of the 'My Kid's Chart' app. At the top, there are 'Sign Out' and 'Settings' buttons. The main content includes a 'Welcome Wilma Flintstone' message, a 'Patients' list with entries for Pebbles Flintstone (08/21/03) and Dino Flintstone (06/29/09), and a 'Messages' section with a 'Create Message' button. A red box highlights the 'Create Message' button, and a mouse cursor is shown hovering over it. At the bottom, contact information for PCC Pediatric Test Associates is provided, including the phone number (800) 722-7708 and the address: 20 Winooski Falls Way, Suite 7, Winooski, VT 05404.

Back My Kid's Chart

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

Patient

Subject

Message

Send

An EHR user would assign the incoming message to the patient's primary care physician who would review the request. In this case, Dr. Davidson (the PCP) has reviewed the request and has opened a task for his referral nurse, Alice Nourmand, to proceed with arranging the referral with the ENT specialist. Dr. Davidson has replied to Chris letting him know that Alice would be in touch once the referral was coordinated.

The screenshot shows the PCC EHR software interface. At the top, the window title is "sales-demo-6.18.1 [Running]". The application header includes "PCC EHR" and a menu with "File", "Edit", "Reports", "Tools", and "Help".

The main content area is titled "Portal Message" and displays information for "Astro Jetson 4 yrs, 7 mos 3/28/09". Below this, there is a "Portal Messages" section with the following details:

- Subject: Referral to ENT specialist
- TO: James Davidson, M.D.
- Date: 11/13/13 11:21am
- From: Chris Forleo
- Message body: "Astro needs a referral to an ENT specialist. Can you please complete the necessary paperwork so Astro can visit Dr. Anderson to have his inner ear checked out by a specialist?"
- Date: 11/13/13 11:24am
- From: James Davidson, M.D.
- Message body: "Hi Chris. Alice will be contacting Dr. Anderson to arrange this referral. She will be in contact with you with more details."

Below the messages is an "Add Reply" button. Underneath is a "Tasks" section with the following details:

- TASK: Referral Needed
- TO: Alice Normand
- NOTE: "please coordinate referral for Astro to see Dr. Anderson the ENT specialist."

At the bottom of the main content area are buttons for "Previous", "Next", "Close", "Save", and "Save + Ex". The bottom status bar shows "Logged In: jam" and the time "11:25AM".