

myHEALTHware Patient User Manual

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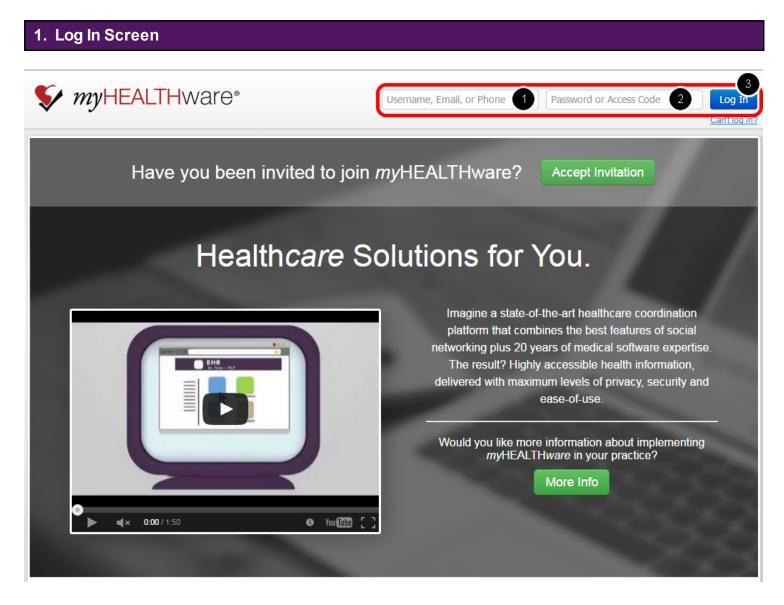


Getting Started with myHEALTHware



Log Into myHEALTHware

Q: How do I, a patient, log into my user account within myHEALTHware?



Ausername, email address, or a phone number with password, must be used each time myHEALTHware is opened, and should be created prior to logging into an account.

- 1. Enter your email address, username, or phone number.
- 2. Enter your password.
- 3. Click on the **Log In** button.



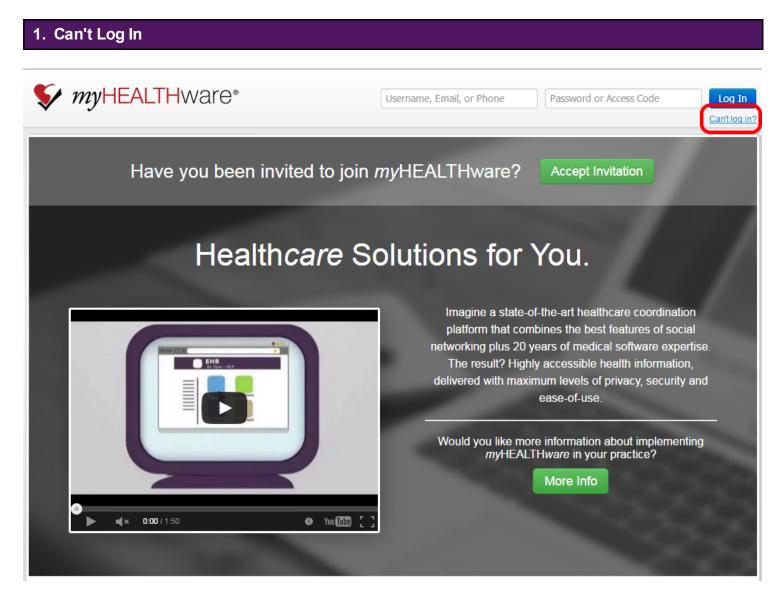
2. Request a myHEALTHware Account from Your Clinic

If you have a clinic that uses myHEALTHware and you would like to request an account, please contact your clinic to begin the registration process. Your clinic will register you with myHEALTHware and you will receive an email invitation with instructions on completing the registration process.



Can't Log In?

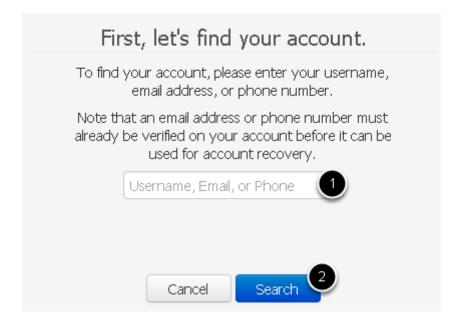
Q: How do I recover my username and/or password for my account?



Click on Can't Log In? located under the Log In button.



2. Find Your Account Via Email

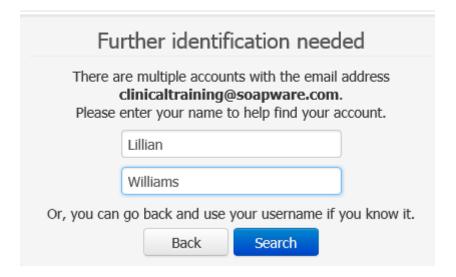


To retrieve log in information attached to an account:

- 1. Enter the username, email address, or phone number, associated to your account. *Note: In order to enter a phone number or email address for recovery purposes, the phone number or email address must be verified for your account prior to account retrieval.
- Click the Search button.

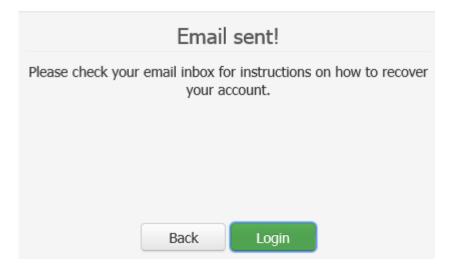


- Further Identification Needed: Email



For an email address entered for Step 2, a user might be presented with this dialog. As indicated above, there are multiple accounts tied to the email address entered so the user can go back and enter their username for Step 2, or can enter their first and last name, then click the **Search** button as is shown in this screenshot.

-Email Sent



Aconfirmation message will be presented, to notify you that the email has been sent to the account email address with further instructions to on how to recover the account.



-Confirmation Email



Hello Lillian Williams,

We have received a request to send your username for your account to this email address. Your username for your account is:

lillian

Please note that if you have also forgotten your password, you can use this username to recover it.

Please click on the following button in order to log in:



Or, if you prefer, copy and paste the link below into your web browser:

https://myhealthware.com

Thank you for using myHEALTHware!

Best regards,

The myHEALTHware Team

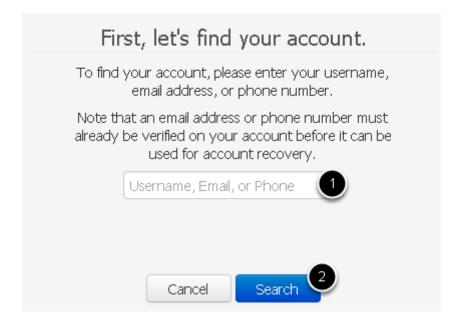
If you are not the intended recipient, please discard this message.

To unsubscribe from or adjust these notification messages, log in to your account and go to Notifications to make the change.

The user is now able to click on the above **Log In** button.



3. Find Your Account Via Phone

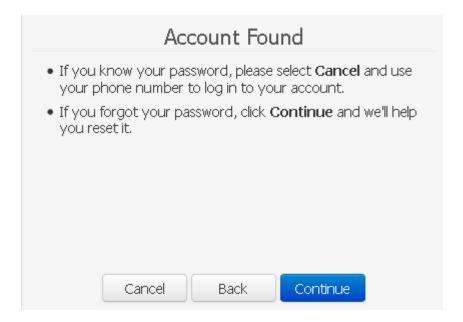


To retrieve log in information attached to an account:

- 1. Enter the username, email address, or phone number, associated to your account. *Note: In order to enter a phone number or email address for recovery purposes, the phone number or email address must be verified for your account prior to account retrieval.
- Click the Search button.



-Account Found: Phone



Click **Continue** to reset your password.

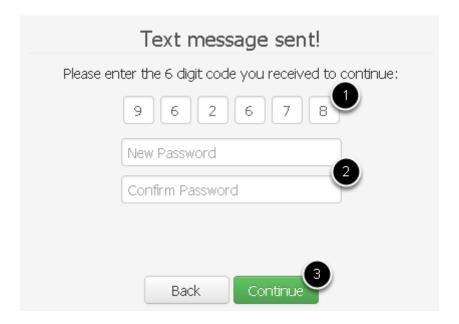
-Reset Password



- 1. Select the verified phone number.
- 2. Click Send.



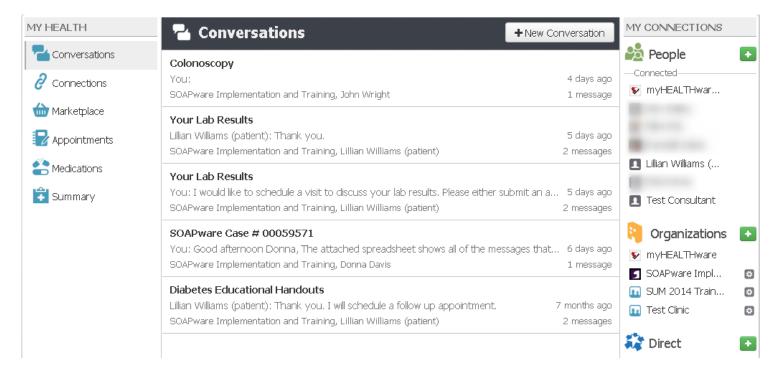
-Enter Code



- 1. Enter the code sent to your verified phone number via text or voice call. In the screenshot above, this code was texted to a text enabled phone, based on how the user preferred for the phone to be verified upon its entry into a user's profile.
- 2. Enter a new password and confirm the new password. *Note: The password must be at least 8 characters long, and contain a number.
- 3. Click Continue.



myHEALTHware Home Page



Your password has been reset, and you are back into your myHEALTHware account.



Account Management



Edit My Profile Information

Q: How do I edit my account profile information?

1. Access Your User Account Profile



The user must be logged in to access their profile information. To manage your account profile:

- 1. Click the **Settings** button.
- 2. Select Profile.

2. User Profile Edits

Within the profile screen, the following patient information may be edited:

- Picture
- Account Information: including name, SSN, birth date, gender, race, ethnicity and language
- Address
- Phone
- Email



3. Upload a Picture



There are two options when uploading a file to use as your profile picture:

Option #1: On Computer

- 1. Click on the **Choose File** button, in order to select a picture from a designated location on your local computer.
- 2. Click on the Upload button.

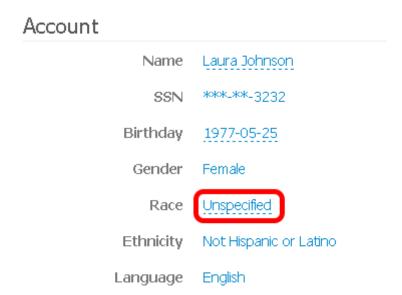
Option #2: On Web (can be used to insert an image from the web on a site such as LinkedIn or Facebook)

- 1. Click the **On Web** tab.
- 2. Enter the image URL for the picture.
- 3. Click **Upload**.

To delete a profile image, click the **Delete** button.



4. Edit Your Account Information



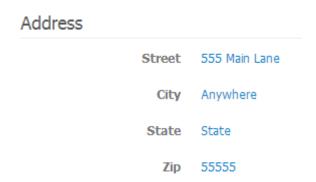
To edit your account information, click on top of the item that you wish to edit. For example, to edit the Race, click on the blue text located next to Race as shown in the screenshot above.



- 1. Click the drop down menu.
- 2. Click to select the appropriate item from within the drop down menu.
- 3. Click the Blue Checkmark button to save your edits.



5. Edit Your Address

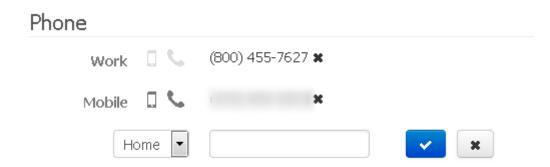


The following address fields may be edited to keep profile contact information current:

- Street
- City
- State
- Zip

Click on the address item of choice, update the information, then click the **Blue Checkmark** button to save your changes.

6. Edit Your Phone Number



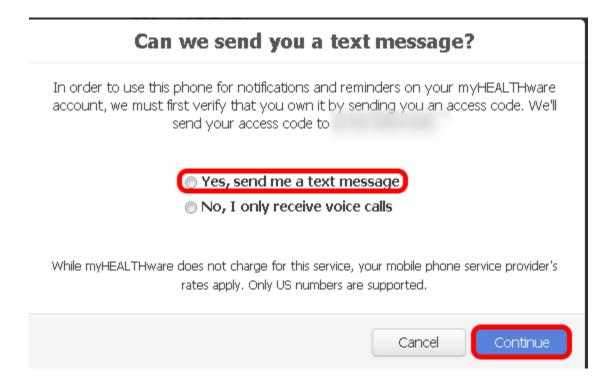
The following phone items may be edited from within the phone window:

- Label or Type: Home, Work, Mobile, Fax
- Phone Number
- Text Capable (the smart phone icon)
- Voice Capable (the phone receiver icon)



Click on the phone item of choice, update the information, then click the **Blue Checkmark** button to save your changes.

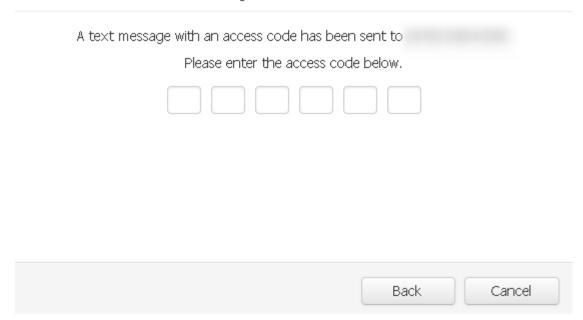
-Verifying a Text Enabled Phone Number



Select the option, Yes, send me a text message, then click Continue.



Enter your access code



Averification box will appear. Once you receive the verification code via text, enter the code in the text box to verify your phone number.

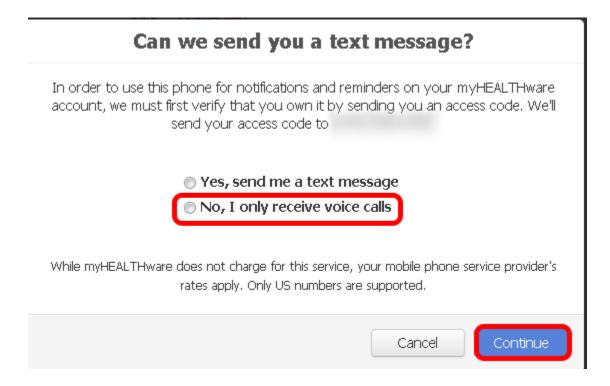


The phone number has successfully been verified.

*Note: Users are now able to log in to myHEALTHware with this verified phone number, accompanied by the user's password.



-Verify a Phone Number using Voice Call



If your phone is not text capable, and you wish to verify the phone number by voice call, select the option **No, I only receive voice calls**, then click the **Continue** button.

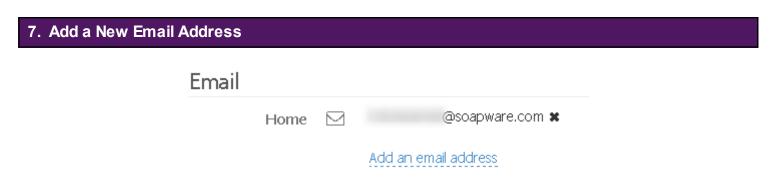




After receiving the voice call, enter the access code that is played in the message to verify the phone number.



The phone number has successfully been verified.



To add a new email address:

Click on the Add an email address text.





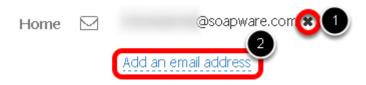
Select a label (home or work) for the email address, enter an email address into the provided box, and click the **Blue Checkmark** button to save your edits.

*Note: When a new email address is added to myHEALTHware, it must be verified.

To verify your new email address:

1. An email will be sent to your email address for verification. Check your email inbox and follow the instructions within the email to complete the verification process.

8. Edit Your Email Address



In order to edit your email address:

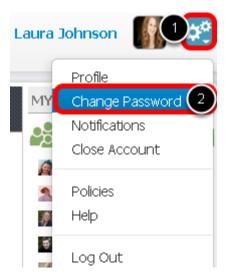
- 1. Click the X next to the email address to delete.
- 2. Click the **Add an email address** button to create a new email address. Follow the instructions found in Step 7.



Change My Password

Q: How do I change my current password?

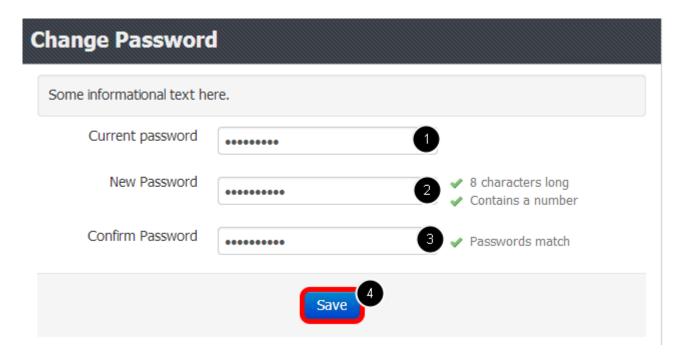
1. Open Settings



- 1. Click the **Settings** button.
- 2. Select Change Password.



2. Change Your Password



- 1. Enter the Current Password.
- 2. Enter the **New Password**. *Note: Passwords must be 8 characters long and contain at least one number.
- 3. Confirm the new password.
- 4. Click the Save button.



Set My Notification Preferences

Q: How do I specify or change my notification preferences?

1. Access Your Account Notifications



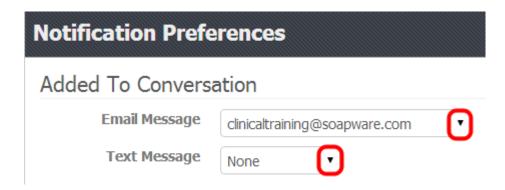
Within myHEALTHware, when an event occurs (a connection is requested, or a connection request is accepted, a user has a new message, etc), a notification can be generated by one of two options: email message or text message.

To set up your notification preferences, log in to your myHEALTHware account, then follow the steps below:

- 1. Click the **Settings** button located in the top right corner of your screen.
- 2 Click **Notifications**



2. Set Notification Preferences



Next, select the method(s) that you would like to receive notifications by for each listed event. You may choose to receive notification by email, text message or both. If you do not wish to receive notification for an event, leave the Email Message and Text Message fields set to "None".

*Note: The items that are listed your drop down options for email message and text message are pulled from what was entered in the profile section of your user account. To add an email or text capable phone, go to your profile, by clicking Settings > Profile.

3. Set Additional Notification Preferences



Notification preferences can be set for the following events:

- Added to Conversation: receive notification when you are added to a conversation.
- Connection Accepted: receive notification when your connection request to another myHEALTHware user has been accepted.
- Connection Requested: receive notification when another myHEALTHware user requests a connection to your myHEALTHware account.
- New Message: receive notification when you receive a new conversation.
- New Sign up
- Password Reset: receive notification when your myHEALTHware password has been reset.
- Shared File: receive notification when a file is shared with you via myHEALTHware.



| After setting all of the desired notification preferences, click the Save button at the bottom of the screen. |
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Account Connections - People



Introduction to Connections

1. My Connections



In myHEALTHware, the My Connections panel creates a link between users, that allows them to communicate and share information over a secure network.

There are two types of Connections in myHEALTHware:

- 1. People Connections
- 2. Organizations Connections

- People Connections

People Connections allow the clinic user to create a link between themselves and other myHEALTHware users, such as with family members, referring providers, or primary care physicians, that they wish to share health information with.

For information about creating a new people connection, please see: Add a People Connection to my Account.

- Organization Connections

Organization Connections allow the user to create a link between themselves and an organization. For example, a patient will be connected with the clinic organization so they can send appointment requests to the clinic staff and in future versions, refill requests and "ask a



medical question" (if enabled by the clinic).

For information about creating a new people connection, please see: <u>Add a New Organization</u> (<u>Connect to Clinic</u>).



Add a People Connection to My Account

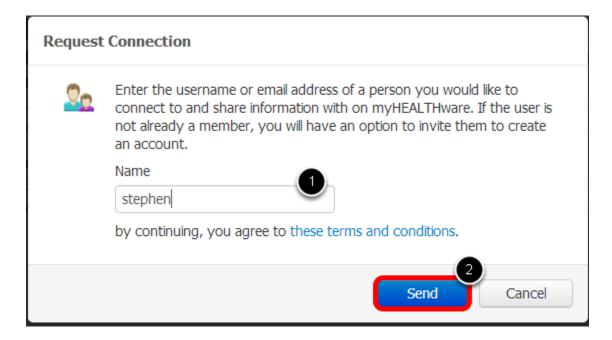
Q: How do I add a people connection to my account?

1. Add Connection



To add a connection to another myHEALTHware user or a family member, click the **Add Connection** (green +) button under My Connections.

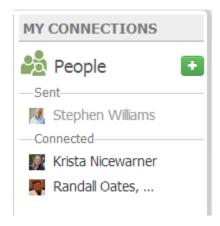
2. Request Connection



- 1. Enter the myHEALTHware username or the email address of the person you would like to connect with.
- 2. Click Send.

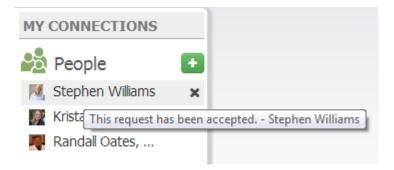


3. Await Connection Approval



Arequest to connect to the user will be sent. The user must login to their account (or create an account if they are not an existing member), and approve the connection.

4. Connection Approved



After the user that you wish to connect to has accepted your request, the user will be listed as an approved connection under your My Connections panel. You can now securely communicate with this connection. For information on how to start a secure conversation, please see: <u>Start a New Conversation with a Connection</u>.



Approve or Decline a Connection Request from Another User

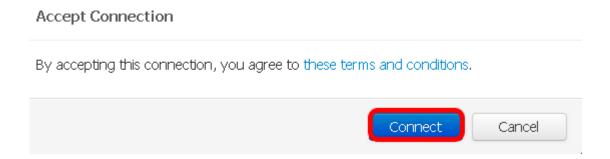
Q: How do I approve or decline a people connection request from another user?

1. Approve Connection Request



When another user requests to connect with your account, you will receive a pending connection request. If you wish to connect your account to the other user, you may approve the pending request.

To approve the pending request, click the **Accept** button located next to the users name (checkmark icon).



Click **Connect** if you would like to agree to terms and conditions.



If you choose to accept the connection, you will then be connected with the requesting user and will have the ability to create or reply to secure conversation with the user.

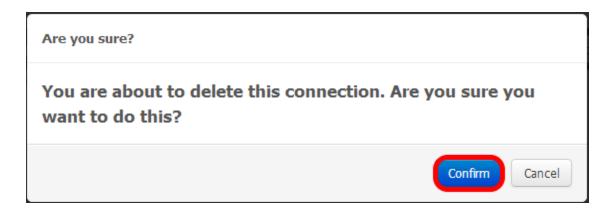


This user will now be listed as a connected account.

2. Decline Connection Request

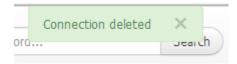


To decline the pending request, click the **Decline** button located next to the users name (x icon).



Confirm that you wish to decline and delete your connection with the user by clicking the **Confirm** button.

Click the **Cancel** button if you wish to cancel this action.



Once confirmed, the connection will be deleted and removed from your My Connections panel.



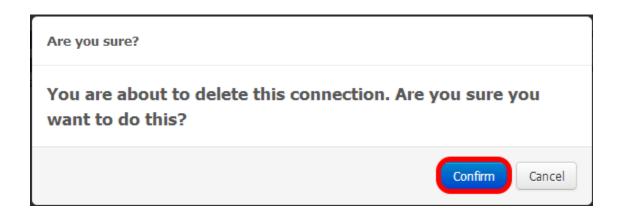
Delete a People Connection

Q: How do I delete a people connection?

1. Delete an Account Connection



To delete an account that you no longer wish to be connected to, hover your mouse over the user that you wish to delete, then click the **Delete** button (Xicon) located next to the users name.



Confirm that you wish to delete your connection with the user by clicking the **Confirm** button.

Click the **Cancel** button if you wish to cancel this action.



Account Connections - Organizations



Introduction to Organizations

Q: What is an organization?



An organization within myHEALTHware can be any facility that participates in your medical care.

Examples of an organization could include:

- Primary Care Clinic
- Specialty Clinics
- Pharmacies
- Laboratories

The organizations that the user is currently connected to are listed under the Organizations section of the My Connections panel.



Ask the Clinic a Medical Question



Send the Clinic a Secure Message to Ask a Medical Question

Ask a Medical Question Feature

The Ask a Medical Question feature is a feature that your clinic can choose to enable or disable for patient use.

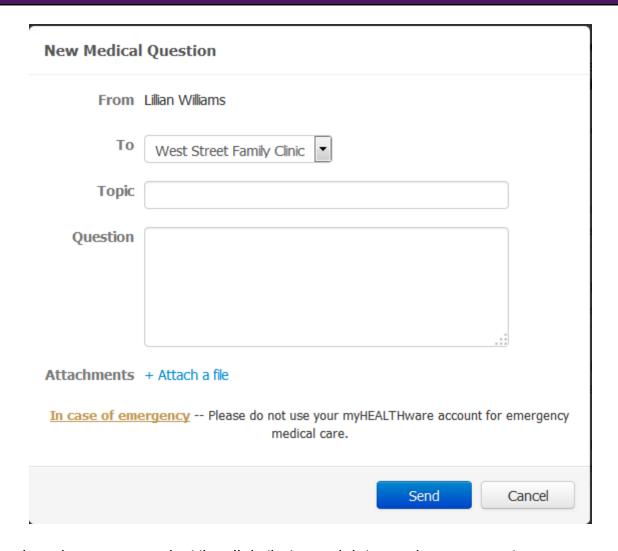
If your clinic has this feature enabled, follow the instructions below to submit a secure message to the clinic using the Ask a Medical Question feature.

1. Create a New Conversation **The image of the image of

Click the +New Conversation button, then select Ask a Medical Question.



2. Select the Clinic



Using the drop-down menu, select the clinic that you wish to send a message to.

3. Enter Your Topic and Question

Enter the topic of your message to the clinic, as well as your question.

If you wish to attach a file to send to the clinic (ie: an image or other document), click the **+Attach a File** button and choose the file that you wish to attach.

Click the **Send** button to send your secure message to the clinic.



4. Set Your Notification Preferences

Once your message has been sent to the clinic, they will receive the message and can submit a response. We recommend that you set up your notification preferences so that you will be notified by email or text message when the clinic responds to your message. For instructions on setting your notification preferences, please see: **Set My Notification Preferences**.

5. Archive Conversation



After the clinic has responded to your message, they may archive or leave the conversation. Once the clinic has left the conversation, they will not see any additional responses or questions that are posted to the conversation. If the clinic has left the conversation, you should submit a new conversation by following the steps above to post any additional questions.



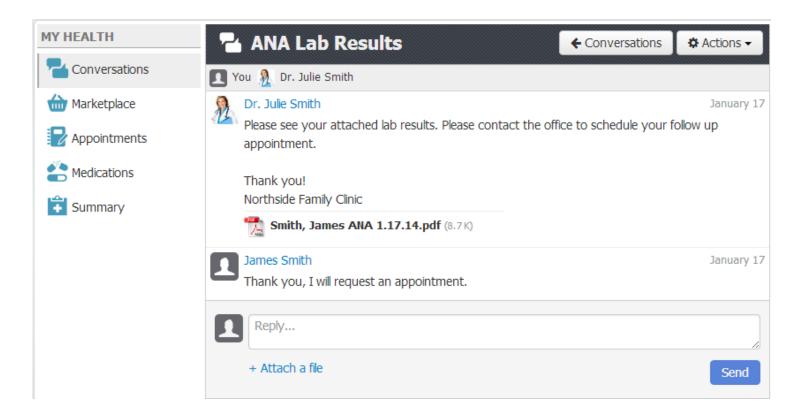
Conversations



What is a Conversation?

What is a Conversation?

Aconversation is a secure, HIPAA-complaint method for communication between myHEALTHware users. Conversations allow you to receive and respond to communication from your clinic and providers. In addition, conversations allow you share information with family members or other physicians, such as test results, portions of your medical record, and more, via the open-standard, HIPAA-compliant Direct Protocol.





Start a New Conversation with a Connection

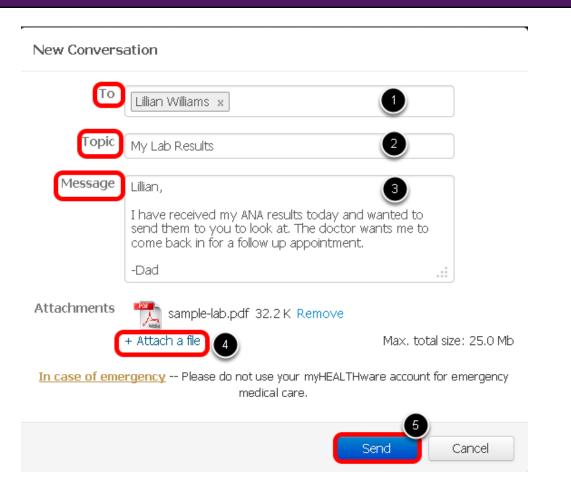
Q: How do I start a new conversation?

1. Start a New Conversation



To start a new conversation, click on the **New Conversation** button.

2. Complete the Conversation



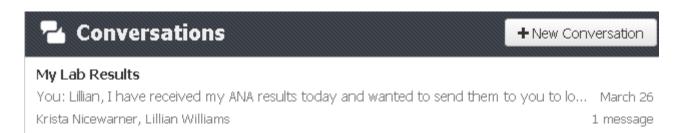
1. **To**: Enter the name of the user you would like to send the conversation to. ***Note:** You can only send a new conversation to users that you have established a People Connection with. For instructions on creating a new People Connection, please see: Add a People Connection



to my Account.

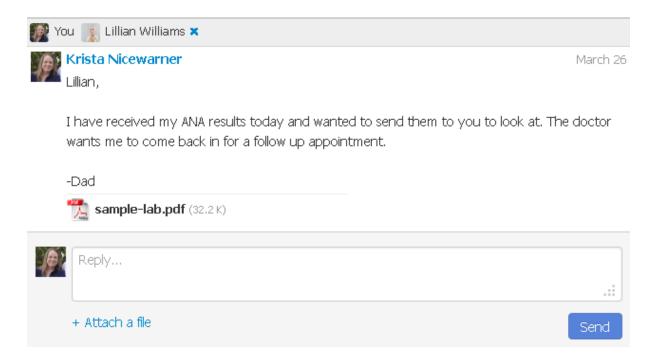
- 2. **Topic**: Enter the topic for your conversation.
- 3. **Message**: Enter the message for your conversation.
- 4. **Attachments:** If desired, click the Attach a File button to include an attachment. For instructions on attaching a file to a conversation, please see: **Attach a File to a Conversation**.
- 5. Click the **Send** button to send your message.

3. Message Stored to Conversations Inbox



The new conversation will be stored to your Conversations inbox.

4. Conversation Details



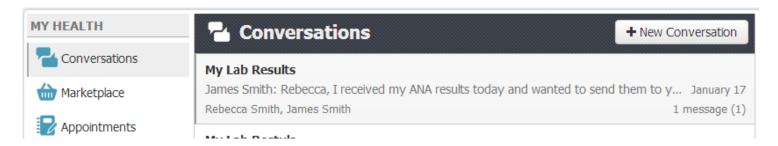
To view the details of your new conversation, simply click on the conversation that is located in your inbox.



Reply to a Conversation

Q: How do I reply to a conversation?

1. Open the Conversation



Anew conversation will be highlighted in gray to indicate that the message has not been read. To read the message, simply click on it to open the details.



2. Reply to the Conversation



To reply to a conversation:

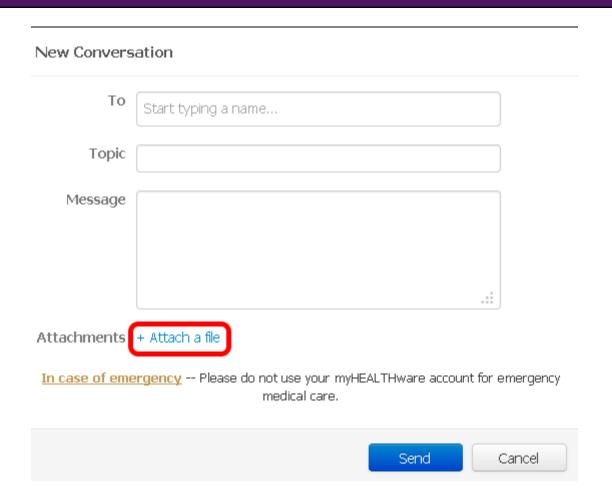
- 1. Type the message in the Reply box.
- 2. Click the **Send** button to send your message.



Attach a File to a Conversation

Q: How do I attach a file to a conversation?

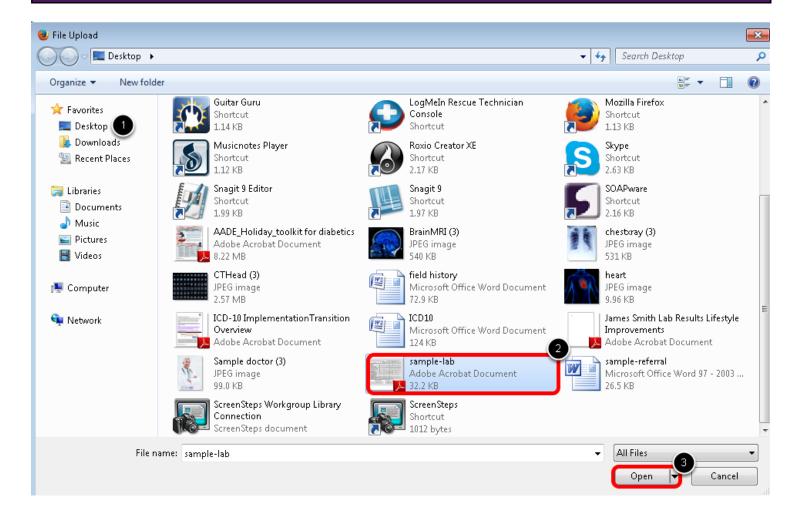
1. Attach a File



Fill in the appropriate information in the New Conversation box, then click on + Attach a file.



2. Select the File

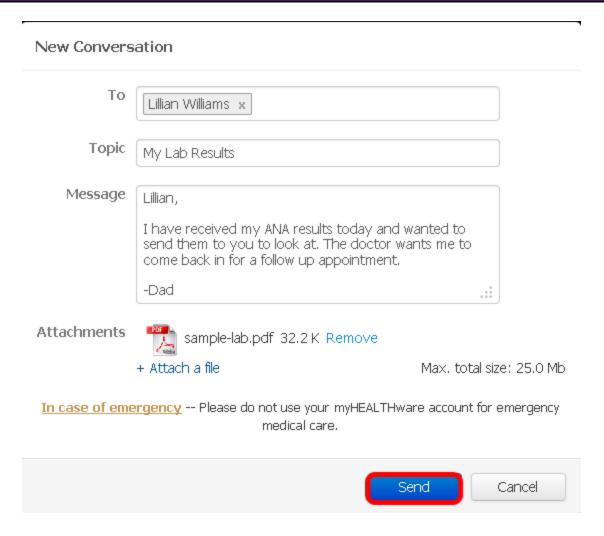


- 1. Locate the file on your computer.
- 2. Select/highlight the file.
- 3. Click Open.

^{*}Note: A maximum of 5 files or 25.0 Mb total size can be attached to a conversation.



3. Send the Conversation



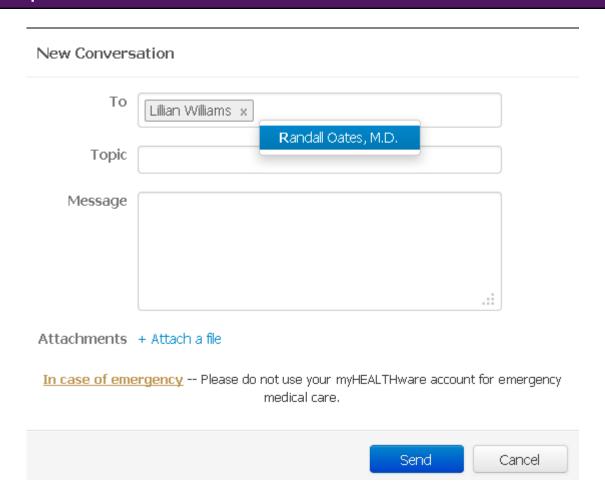
To send the conversation with the attachment, click the **Send** button.



Add or Remove Recipients in a Conversation

Q: How do I add or remove another myHEALTHware user to a conversation?

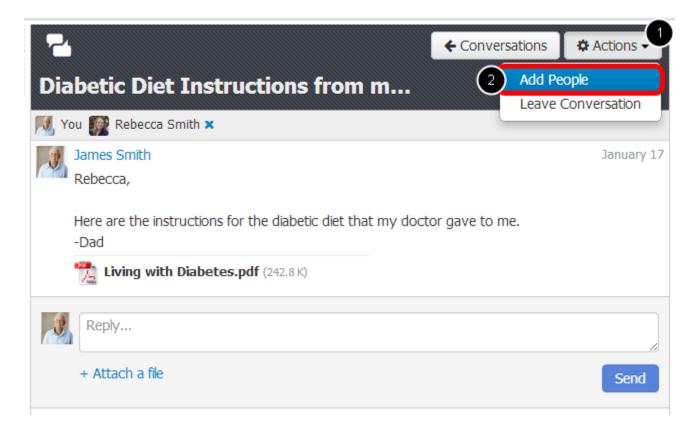
1. Add Recipients to a New Conversation



- 1. Create a new conversation.
- Enter the individual(s) you would like to be a part of this conversation by typing a few letters of
 his or her name. This will bring up a matching name from within your My Connections list,
 that you can select from. Multiple recipients can be added to your new conversation.
- 3. Fill out the remainder of the information as desired, and click the **Send** button.



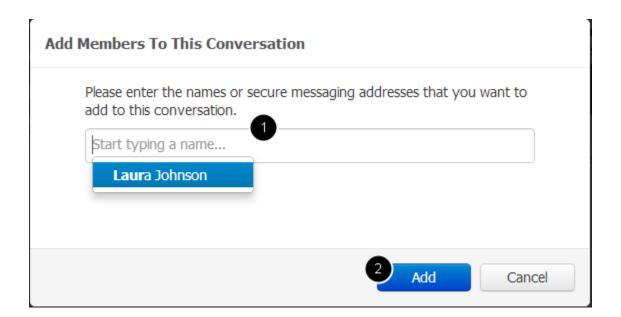
2. Add Recipients to an Existing Conversation



To add recipients to an existing conversation, open the conversation, then follow the steps below:

- 1. Click the **Actions** drop down menu.
- Select Add People.





- Enter the individual(s) you would like to be a part of this conversation by typing a few letters of his or her name. This will bring up a matching name from within your My Connections list, that you can select from. Multiple recipients can be added to your new conversation.
- Click the Add button.

*Note: You can only send a new conversation to users that you have established a People Connection with. For instructions on creating a new People Connection, please see: Add a People Connection to my Account.



The new recipient has been added to your existing conversation. They will now be able to view any additional messages that are added as a part of the conversation. They will not be able to view messages that were included in the conversation prior to them being added as a recipient.



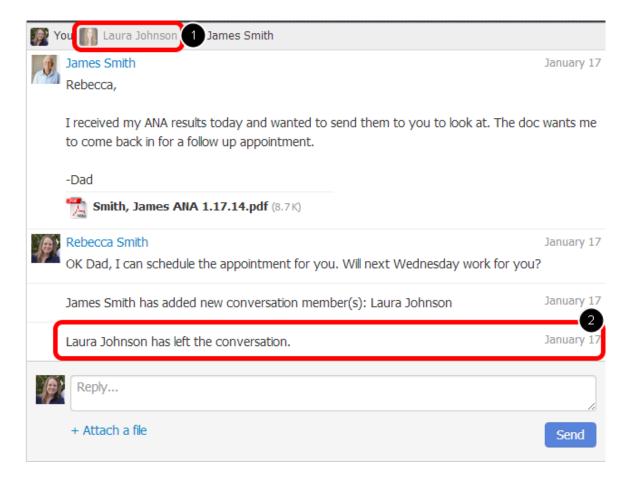
3. Remove a Recipient From a Conversation



To remove recipients from an existing conversation, open the conversation, then follow the steps below:

1. Click the **X** icon located to the right of the user that you wish to remove.

*Note: Currently, the user who is the originator of a conversation is given administrative rights to then remove recipients from the conversation. Users who were added to a conversation will not have administrator rights and will not have the ability to remove recipients from a conversation.



When a recipient is removed from the conversation, the following will be displayed within the conversation:



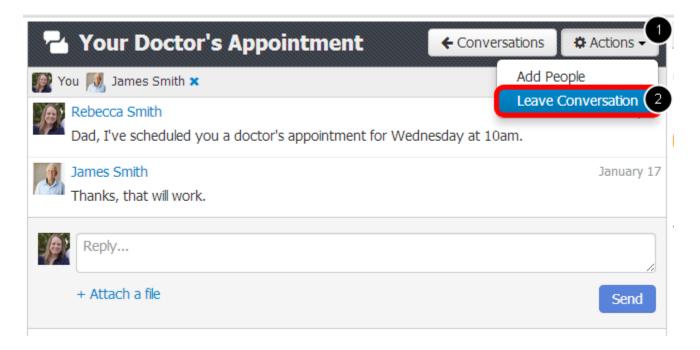
- 1. The recipient who was removed will be grayed out in the recipients bar located at the top of the conversation.
- 2. Events will be recorded to indicate that the recipient left/was removed from the conversation.



Leave a Conversation

Q: How do I leave a conversation?

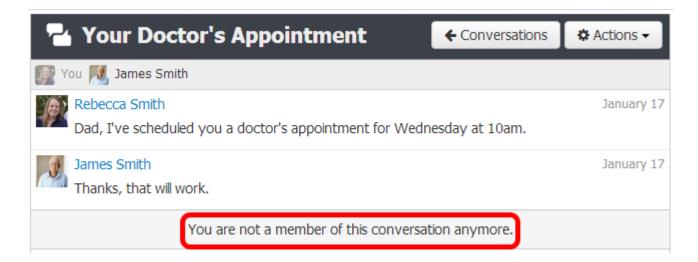
1. Leave a Conversation



To leave an existing conversation, open the conversation, then follow the steps below:

- 1. Click the **Actions** drop down menu.
- 2. Select Leave Conversation.





Once you have left a conversation, you will no longer receive new messages that are posted to that conversation.



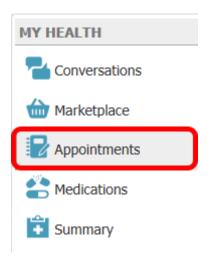
Appointments



Request an Appointment

Q: How do I request an appointment?

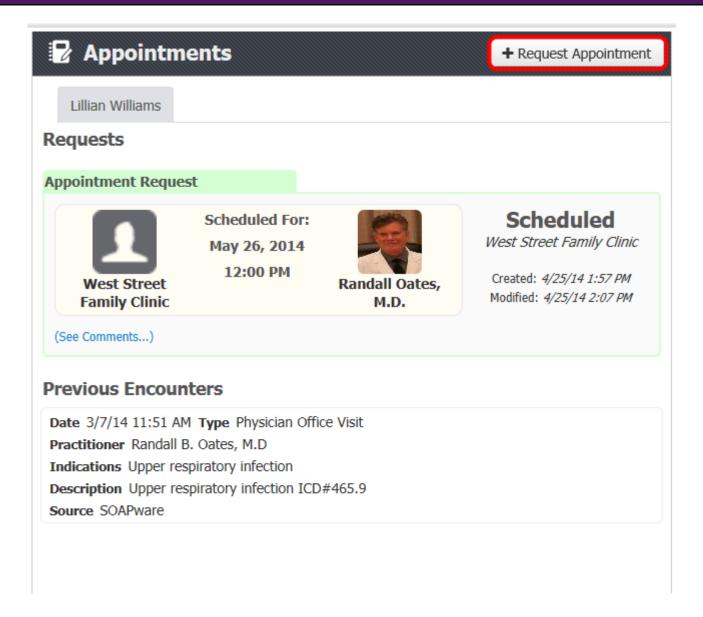
1. Access Appointments



Click to select **Appointments** from the My Health column on the left.



2. Request an Appointment

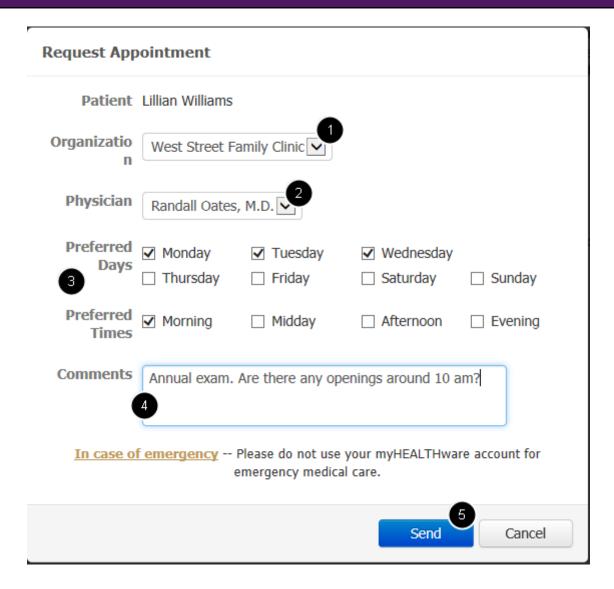


Click the **Request Appointment** button to initiate an appointment request.

The Appointments section will also display all previous appointment requests and a list of all previous encounters.



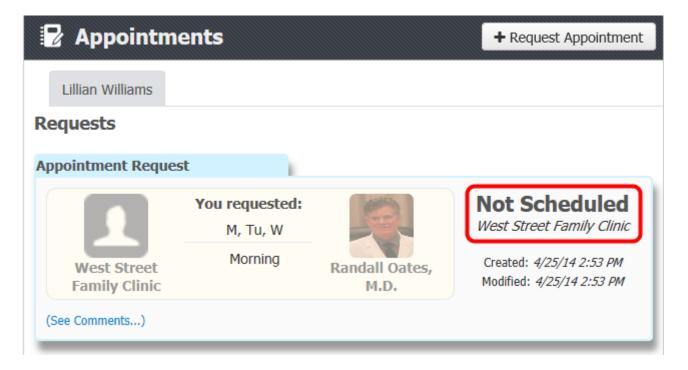
3. Indicate Preferences



- Organization: From the drop down menu, select the facility where you would like to schedule a visit.
- 2. **Physician :** From the drop down menu, choose the provider you would like to see. This selection will default to the first available physician.
- 3. **Preferred Days/Times**: Click to check the boxes next to the day(s) and general time(s) that would be convenient for scheduling your appointment.
- 4. **Comments:** The comments box may be used to indicate your reason for requesting an appointment. You may also include any other pertinent information regarding your request.
- 5. **Send:** Click the **Send** button to send the appointment to the clinic.



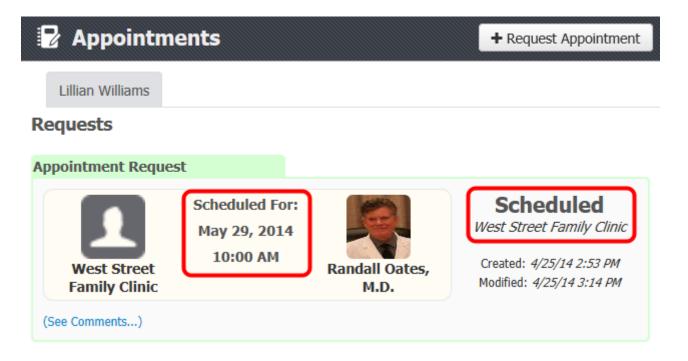
Appointment Request Submitted to the Clinic



Your appointment request has now been submitted to the clinic. It will remain in a status of "Not Scheduled" until the clinic staff has reviewed the request and scheduled your requested appointment.



- Appointment Scheduled



Once your appointment request has been scheduled by the clinic, the status of your appointment will be changed to Scheduled. In addition, the date and time of your scheduled appointment will be listed within the appointment request window (see screenshot above).

- Appointment Comments



To view any comments associated with your scheduled appointment, click the (See Comments...) link.



Appointment Request



West Street Family Clinic Scheduled For: May 29, 2014 10:00 AM



Randall Oates, M.D.

Scheduled

West Street Family Clinic

Created: 4/25/14 2:53 PM Modified: 4/25/14 3:17 PM

(Hide Comments...)

Comments

Add

Krista Nicewarner

Apr 25, 2014 3:17:47 PM

You appointment has been scheduled. Please comment in this appointment request or call us if you have any questions.

Lillian Williams

Apr 25, 2014 2:53:13 PM

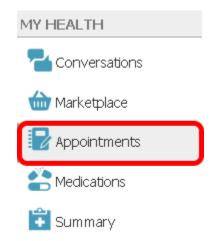
Annual exam. Are there any openings around 10 am?



Manage Appointment Requests

Q: How do I manage my appointments?

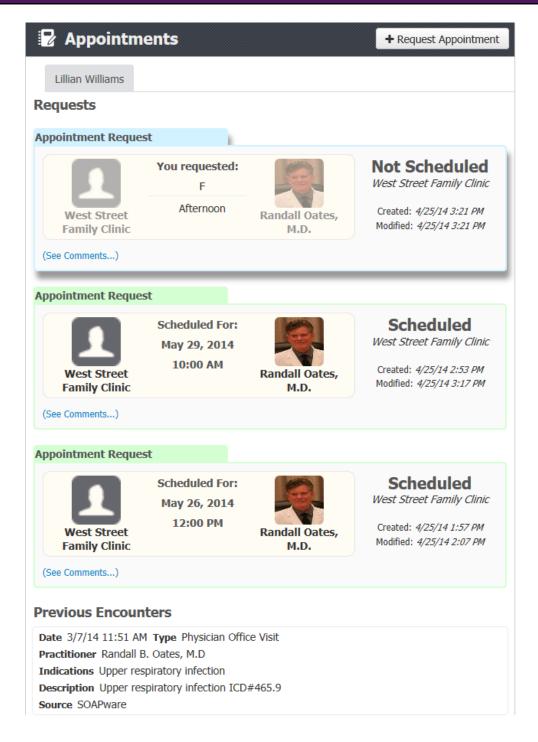
1. Access Appointments



Click to select **Appointments** from the My Health column on the left.



2. View Open Requests and Previous Encounters



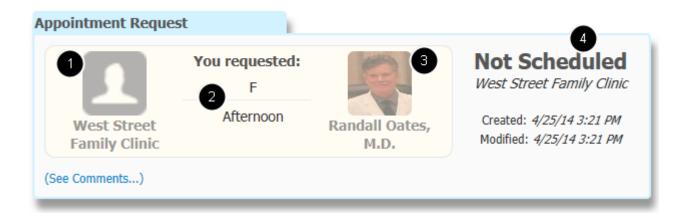
In the Requests window, you will see a list of all appointment requests (the most recent request will appear at the top). Appointment requests that are still pending a response from your clinic will be color-coded in blue. Appointment requests that have been processed by your clinic will be



color-coded in green and the status of the appointment will be displayed (ie: Scheduled or Rejected).

In addition, at the bottom of the window, you will see a list of your previous encounters with the clinic.

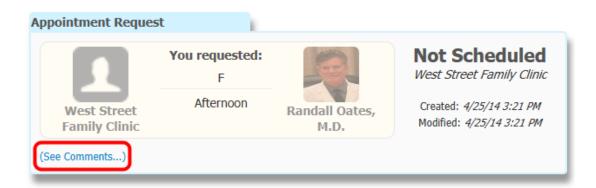
3. Appointment Request Details



The details of the appointment request will be displayed in the appointment card. Details include:

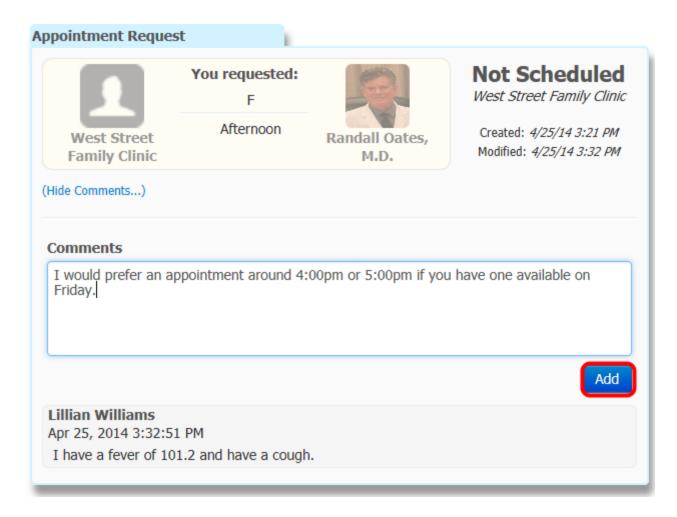
- 1. The clinic that you requested the appointment with.
- 2. The preferred day of the week and time that you indicated on your appointment request.
- 3. The physician that you requested the appointment with.
- 4. The status of your appointment request.

4. View/Add Comments to Appointment Request



To view the comments that are attached to your appointment request, click on (See Comments...).



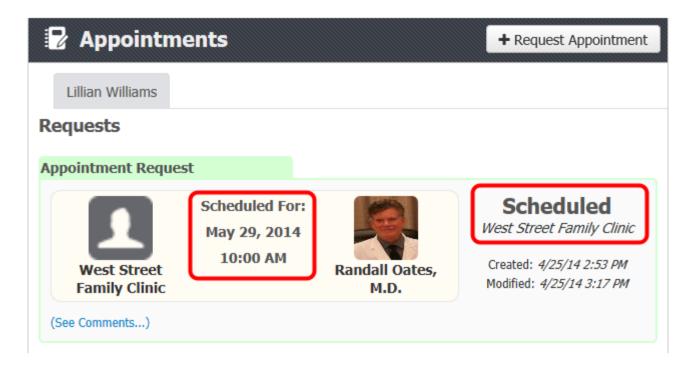


All comments associated with the appointment request will be displayed in the bottom portion of the appointment card.

If you wold like to post an additional comment to the appointment request, enter your text into the Comments field, then click the **Add** button.



- Appointment Scheduled

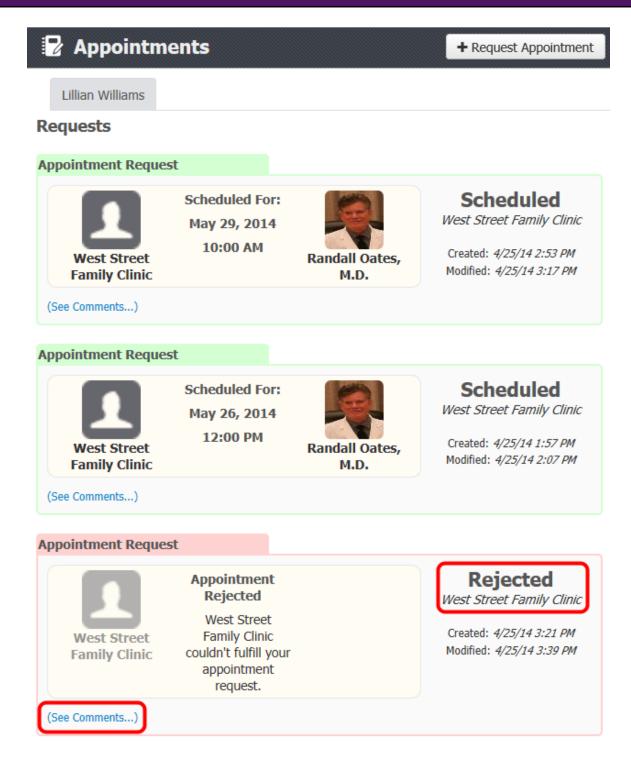


Once your appointment request has been scheduled by the clinic, the status of your appointment will be changed to Scheduled. In addition, the date and time of your scheduled appointment will be listed within the appointment request window (see screenshot above).

*Note: Once your appointment date and time has been met, the appointment request will be removed from view within Appointments.

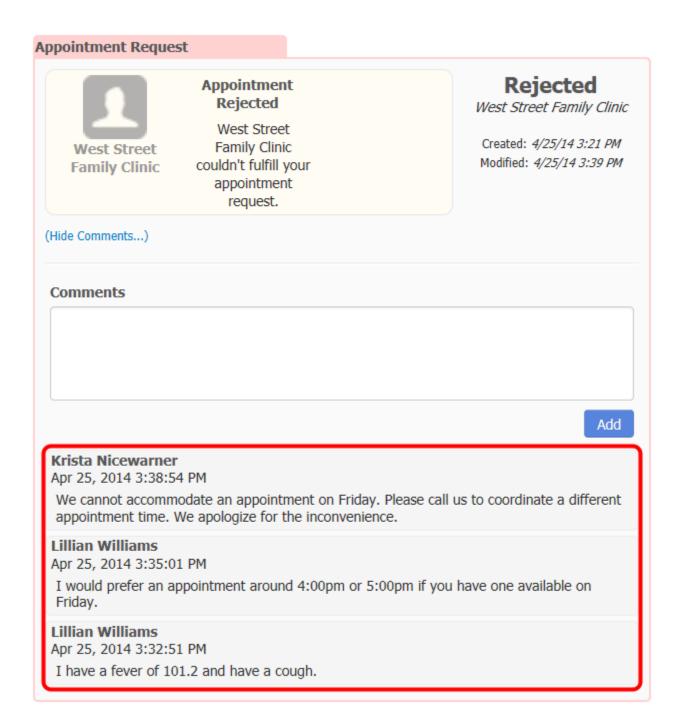


- Appointment Rejected



If the clinic is not able to fulfill your appointment request, the status will be changed to Rejected. To view comments made by the clinic on your appointment request, click (See Comments...).





If the clinic staff has made comments on your appointment request, they will be listed in the comments area. If you have questions about your rejected appointment, please call your clinic for details.



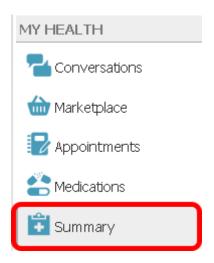
Patient Summaries



View my Medical Summary

Q: How do I view my medical summary?

1. Access your Summary Document



Click to select **Summary** from the My Health column on the left.



2. Medical Summary

Medical Summary



File Information

| Date Created | From | То | Purpose |
|----------------------------------|---------------------|----|---------|
| Mon Jan 01, 0001 at 06:00 AM UTC | Randall Oates, M.D. | | |

Patient Demographics

| Name | Date of Birth | Gender | Identification Numbers | Address | Phone |
|-------------|---------------|--------|------------------------|---|-----------------------|
| Slim a. Jim | Mar 21, 1932 | Male | MRN 68332 | Home Address | Home Phone 5015557110 |
| | | | SSN 999999999 | 1539 COUNTY LINE RD Home Town, AR72711 | Work Phone 5015559000 |

Alerts

| Туре | Date | Code | Description | Reaction | Source |
|-------------|------|------|-----------------|----------|-------------------------------|
| Interaction | | | PENCILLIN: SIG- | | SOAPware 2011.10.0.5955 (EHR) |

Advance Directives

| Туре | Date | Description | Status | Source |
|------|------|-------------|--------|--------|
|------|------|-------------|--------|--------|

Problems

| Date | Description | Code | Туре | Status | Source |
|------|---|----------------------|-----------|--------|----------------------------------|
| | Neck Pain or Cervicalgia | 723.1 (ICD9-CM) | Diagnosis | Active | SOAPware 2011.10.0.5955 (EHR) |
| | Degenerative Disc Disease | 722.6 (ICD9-CM) | Diagnosis | Active | SOAPware 2011.10.0.5955 (EHR) |
| | Gastroesophageal reflux disease or GERD | 530.81 (ICD9- CM) | Diagnosis | Active | SOAPware 2011.10.0.5955 (EHR) |
| | Hypertension - Benign | 401.1 (ICD9-CM) | Diagnosis | Active | SOAPware 2011.10.0.5955 (EHR) |

The patient's medical summary is a standard health document known as a Consolidated-Clinical Document Architecture (C-CDA). It is a way to create flexible documents that contain the most relevant and core health information about a patient, and to send this electronically from one care provider to another. The C-CDArepresents a "snapshot" of a patient's health data that is useful at the time of a clinical encounter, or when needing to share information on a patient, with another care provider.



The medical summary can include all of the following if available:

- Demographics
- Allergies
- Active Problems
- Medications
- Immunizations
- Vital Signs
- Encounter Data
- Social History
- Family History
- Lab Results

3. Diagnosis List





Any part of your neck - muscles, bones, joints, tendons, ligaments, or nerves - can cause neck problems. Neck pain is very common. Pain may also come from your shoulder, jaw, head, or upper arms. Muscle strain or tension often causes neck pain. The problem is usually overuse, such as from sitting ...

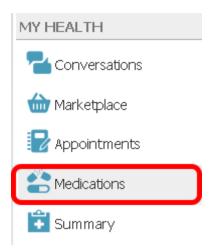
More on Neck Injuries and Disorders

In the Problems section of the medical summary, you will see a list of your active diagnoses.

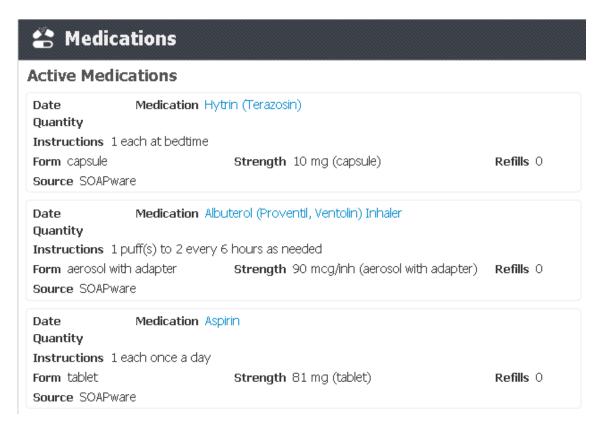
- 1. For further information about each diagnosis listed, click on the blue text.
- 2. More information pertaining to a certain diagnosis will be presented via an internet browser.



4. Medications



To view only the Medications portion of the medical summary, click to select **Medications** from the My Health column on the left.



Alist of active medications will be listed. Auser is able to click on any blue text medication name to be routed to a website with more in depth information about that particular medication.



This video will demonstrate how a patient can view their active medications and medical summary in myHEALTHware. Click the Play button to begin the video.

*Video Won't Play?: You may need to update Adobe Flash Player. Visit http://www.adobe.com/go/getflashplayer.

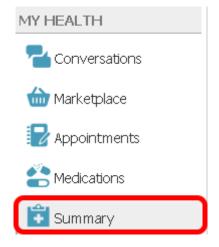


Download My Patient Summary (Blue Button)

Q: How do I download my Medical Summary?

*Note: myHEALTHware is a secure online portal where you can gain access to your medical history. To share this history with other medical professionals who may not be connected, you can easily download this information to your own computer, print it, and pass it along to others.

1. View Summary



Click **Summary** in the My Health column on the left.

2. Download as a PDF



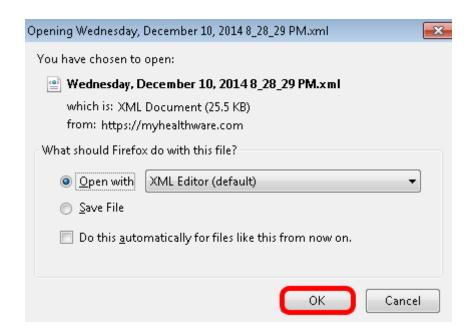
Click the blue button which reads Download My Data, and choose Download as PDF.



3. Download Data



Click the blue button which reads **Download My Data**, and choose **Download Data**.



The data file you are opening will be an XML Document. You can select to open with XML Editor which is the default, or save the file to view elsewhere.

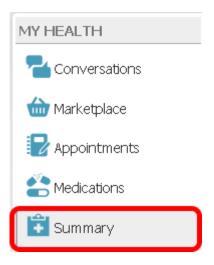
Click the **OK** button when you have made your selection.



Send My Patient Summary to Another Physician/Clinic or Secure Connection

Q: How do I send my Medical Summary to another physician/clinic or a secure connection?

1. Access Your Summary



Click **Summary** in the My Health column on the left.

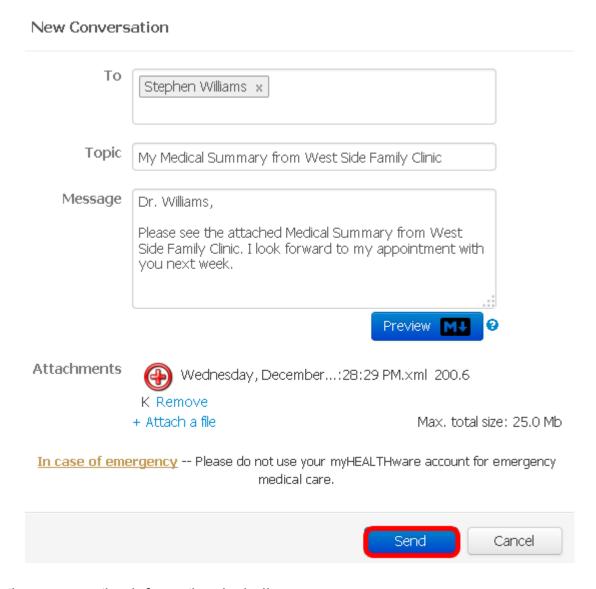
2. Share Your Medical Record



Click the blue button which reads **Download My Data**, and choose **Share**.



3. Complete the Conversation Information



Complete the conversation information, including:

- 1. To: The physician that you wish to share the information with.
- 2. Topic: The topic of the conversation.
- 3. Message: Your message to the physician.
- 4. Attachments: In this case, your Medical Summary will be attached.

Click Send.



*Note: In order to send a secure message to another physician/clinic, you must be connected to the user that you wish to send the information to. For instructions on creating a new connection, please see: Add a People Connection to My Account.