myHEALTHware Clinic FAQ's

SOAPware, Inc.

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myHEALTHware Implementation

What are the hardware requirements for myHEALTHware?

All you need in order to use myHEALTHware is an internet connection and an internet browser. We designed myHEALTHware to use the latest technology so that its faster and easier to use. Therefore, myHEALTHware requires use of a **modern browser** that supports those technologies in order to work optimally.

Helpful information: Be sure to use Internet Explorer as your browser, version 10 or above when accessing myHEALTHware.

How much does myHEALTHware cost?

100% Free. Really. We will never sell, or require you to sell, the ability to attest for Meaningful Use 2014. However, while this platform is free for you and your patients, there are additional features outside of Meaningful Use which can offer a revenue opportunity to your practice.

What marketing materials are available for me to give to my patients?

Avariety of reproducible myHEALTHware marketing materials are available on our myHEALTHware.com resource page. Simply select the materials you prefer, download and save them to your computer. Then you can print them as-needed for distribution to your clinic team and/or to your patients. If you prefer to print any or all of the marketing materials in large quantities, we suggest saving the file(s) to a jump drive and taking it to a local printing service for assistance.

Visit our myHEALTHware resource page to review myHEALTHware email templates, postcards, patient hand-outs, and much more! To access the myHEALTHware resource page, log in to myHEALTHware, then go to Settings > Help.

How do I and my staff receive training on how to use myHEALTHware?

Help Resources

User Manuals

- **Clinic User Manual:** This user manual provides the clinic with detailed step-by-step instructions on setting up and using myHEALTHware.
- **Patient User Manual:** This user manual provides the patient with detailed step-by-step instructions on accessing their information and communicating with their clinic via myHEALTHware.
- **Patient FAQs:** This user manual provides answers to several commonly asked questions.

User Forums

- **SOAPware Tribe:** Connect with other myHEALTHware users on the SOAPware Tribe forums.

One-on-One Hourly Training

SOAPware offers hourly remote training that is tailored around the topic of your choice, including myHEALTHware. Training sessions can be purchased in one (1) hour increments by calling our Implementation and Training team at 800-455-7627 option 2, or on our website at http://www.soapware.com/service/hourly-remote-service/.

I already use an instant messaging program, why do I need myHEALTHware?

Off the shelf email and instant messaging applications, including SMS text, are typically not secure and not HIPAA compliant. They also are not typically integrated into professional health system workflows. myHEALTHware's Conversations are designed from the ground up with security in mind and an API that allows them to be integrated into other health systems like SOAPware Electronic Health Records.

myHEALTHware Set Up

Who has access to set up the myHEALThware clinic organization?

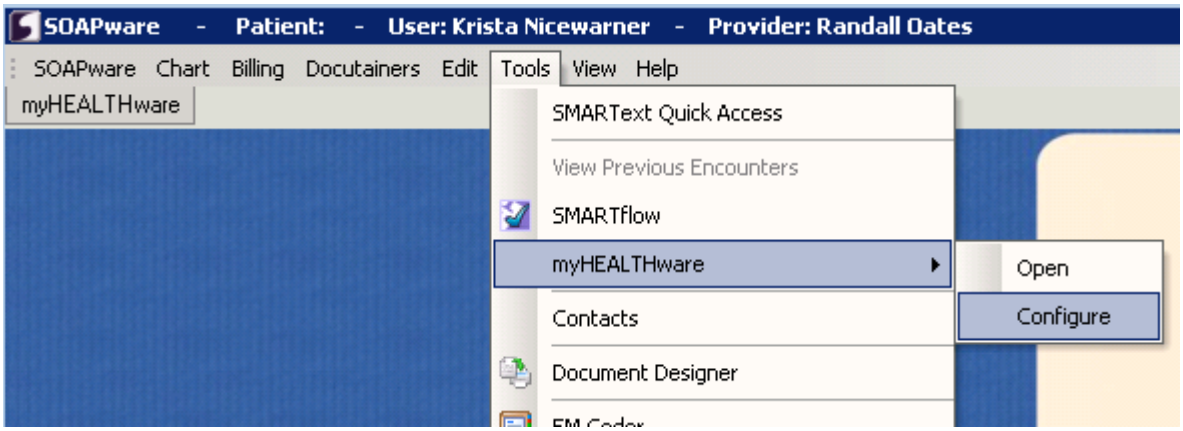
A SOAPware Administrator.

The first employee to set up a myHEALTHware account through SOAPware (the designated administrator for myHEALTHware), and has administrator privileges within SOAPware, will then be presented with the myHEALTHware Organization wizard. For instructions on setting up the myHEALTHware organization, please see: **Set Up the myHEALTHware Organization.**

How do I invite my staff to create an account with myHEALTHware?

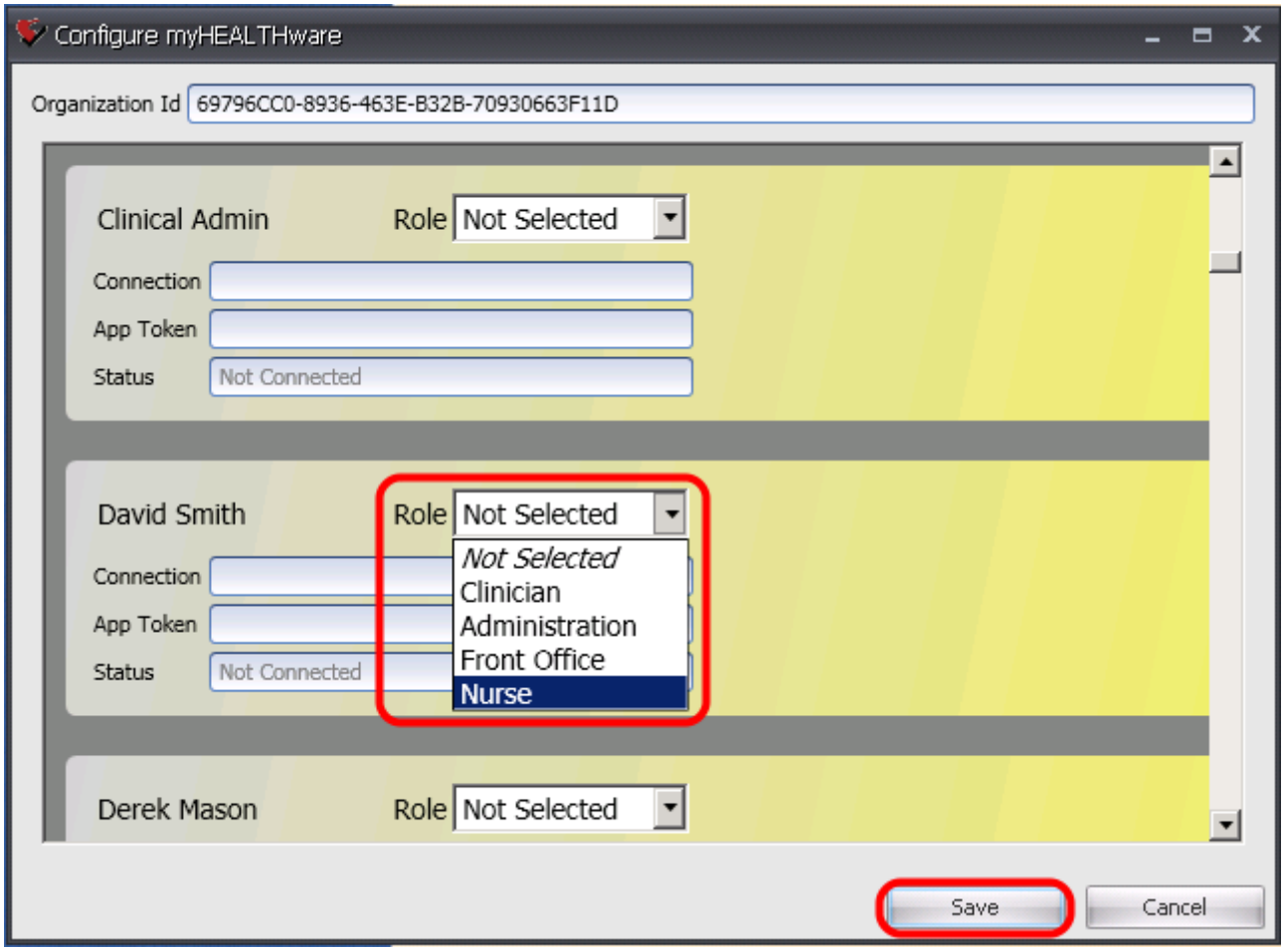
To invite a staff member to create a myHEALTHware account that is connected to your organization, follow the steps below.
***Note**: Each staff member will need to create his/her myHEALTHware account using the account setup wizard, (which will pop up for them in their SOAPware account after the administrator for myHEALTHware has completed the steps below) from within his/her own SOAPware account.*

1. Configure myHEALTHware



Click on the **Tools** menu, then select **myHEALTHware** > **Configure**.

2. Assign the Staff Member a myHEALTHware Role



In the Configure myHEALTHware window, scroll through and locate the staff member that you would like to invite to myHEALTHware.

Using the Role drop-down menu on the staff members name, select the appropriate myHEALTHware role. Click the **Save** button.

3. Instruct the Staff Member to Log In to SOAPware and Complete the myHEALTHware Setup Wizard

Instruct your staff member to log out of SOAPware (if currently logged in), then log back in to SOAPware. Upon logging in, the staff member should be presented with the myHEALTHware Setup Wizard. For instructions on completing the Setup Wizard, please see: **Staff Member Account Setup Wizard.**

Why doesn't my staff member get the myHEALTHware set up wizard to create their account?

In order for a staff member to receive the myHEALTHware Account Setup Wizard, they must be assigned a myHEALTHware role by the SOAPware Administrator. For instructions on assigning a myHEALTHware role to the staff member, please see: **How do I invite my staff member to create an account with myHEALTHware.**

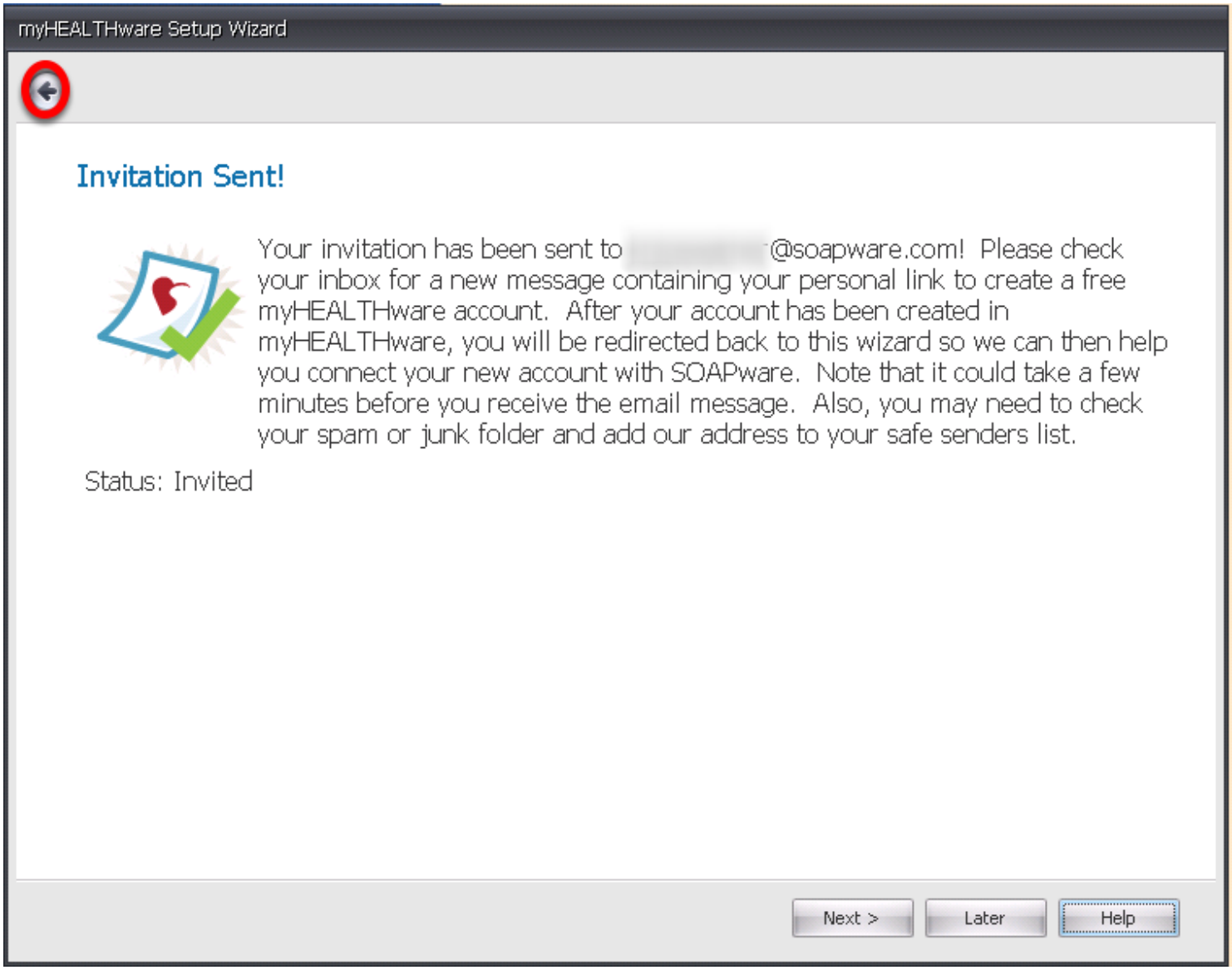
How does a staff member resend themselves a myHEALTHware invitation to create their myHEALTHware account should he/she not respond to the initial invitation within 5 days?

Astaff member will have 5 days to respond to their myHEALTHware email during the set up process for creating his/her myHEALTHware account. Should a staff member not respond to this invitation within the 5 day period, the staff member will need to complete the following instructions in order to resend themselves another email invitation, so he/she can complete the myHEALTHware set up wizard.

1. Log into SOAPware

First log into SOAPware and make sure you are logging into your own account.

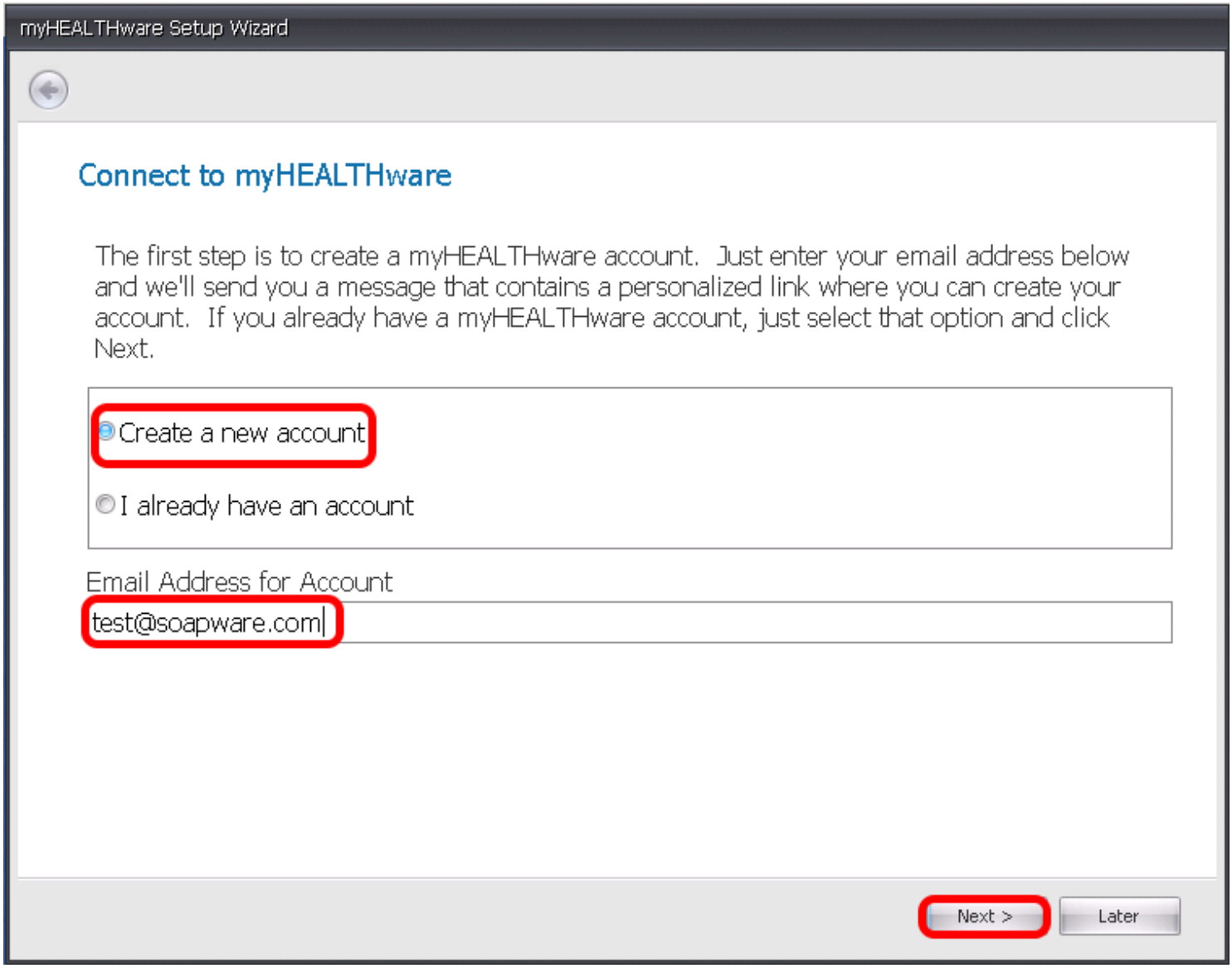
2. myHEALTHware Setup Wizard



The setup wizard should automatically pop up once you are logged into your SOAPware account. For any reason should it not, you can also access this wizard by going to **Tools** > **myHEALTHware** > **Open.**

Click the **back arrow** in the top left of the wizard to go back to the Connect to myHEALTHware screen.

3. Connect to myHEALTHware



You will need to click the radio button next to **Create a new account**, adjust your email address for your account if needed, then click the **Next** button. This step will then resend the invitation to your email. Please check your email inbox for an email from myHEALTHware.com. Be sure to check your email program's "junk" or "spam" folder if you don't see the message in your regular inbox.

For more information on the steps to take to complete the myHEALTHware Setup Wizard, please see: **Step 8: Staff Member Account Set Up Wizard.**

myHEALTHware Billing & Financial

How much does myHEALTHware cost for the clinic?

Basic use of myHEALTHware is free for everyone including doctors, staff, colleagues, patients, and their trusted friends and family.

How does myHEALTHware generate revenue for my clinic?

myHEALTHware offers patients the opportunity to engage in and better understand their health and wellness by allowing them to take charge of their medical appointments, prescriptions and encounters. If you need an efficient way to grow your practice and you are ready to maximize your workflow and enhance revenue share, myHEALTHware is your solution.

What is a Premium Subscription?

Organizations, like your clinic, have the option to offer additional services like Appointment Scheduling and "Ask A Medical Question" to their patients. To offset the cost of offering these additional services, they have the option to charge an annual subscription fee to the patient. The Premium Subscription fee amount can vary from organization to organization and each subscription applies only to one organization.

For instructions on setting up your clinics myHEALTHware services and subscription fee, please see: **Set up the Clinic's myHEALTHware Subscription Price and Billing Agreement.**

Why do I need to set up a Billing Agreement?

You will need to set up a Billing Agreement for your PayPal account if you choose to offer premium services to your patients for an annual subscription fee. When you collect money from your patient and upgrade their connection to "Premium Subscription", myHEALTHware will deduct its fees from your PayPal account. You must agree to the Billing Agreement before any premium subscription services can be offered to patients.

For instructions on setting up your clinics myHEALTHware services, subscription fee, and billing agreement, please see: **Set up the Clinic's myHEALTHware Subscription Price and Billing Agreement.**

Why do I need a PayPal account?

You will need a PayPal account if you choose to offer premium services to your patients for an annual subscription fee. When you collect money from your patient and upgrade their connection to "Premium", myHEALTHware will deduct its fees from your PayPal account.

Can I use my existing PayPal account?

Yes, you can use an existing PayPal account, however we recommend that you use a separate PayPal account that is designated specifically for your clinic rather than reusing a personal PayPal account.

Do I need to keep a balance in my PayPal account to cover upgrade fees?

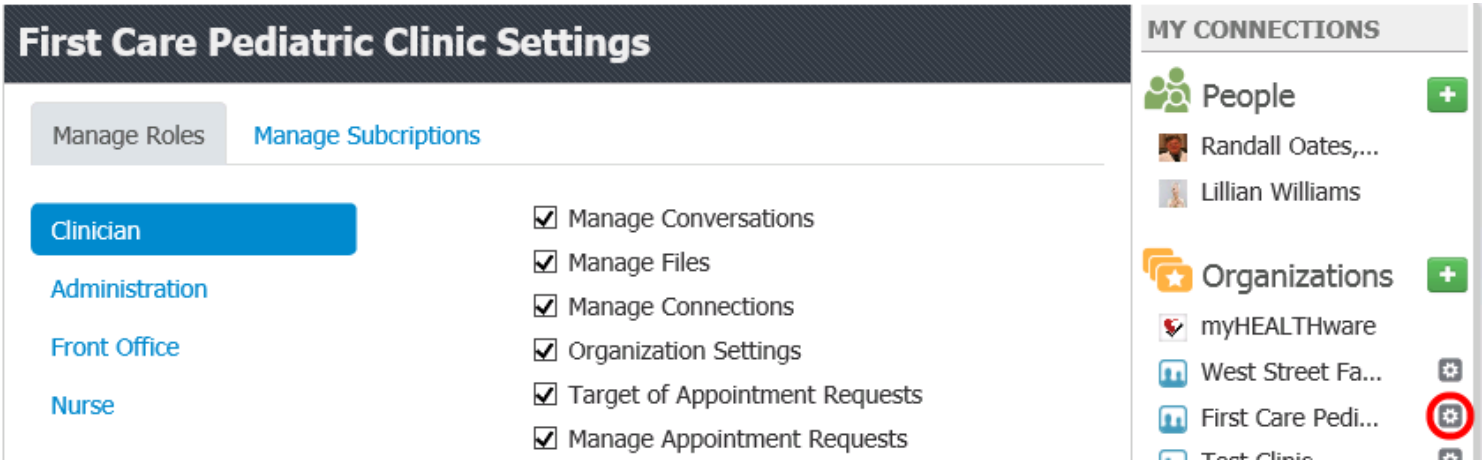
If you add a confirmed funding source (e.g. a checking account or credit card) to your PayPal account, then the fees will automatically be transferred from that source to your PayPal account when the upgrade occurs. myHEALTHware does not see any of your funding sources. This transfer is processed completely by PayPal.

Patient Engagement with myHEALTHware

Why can't my Front Desk (or other) staff member invite a patient to enroll in myHEALTHware?

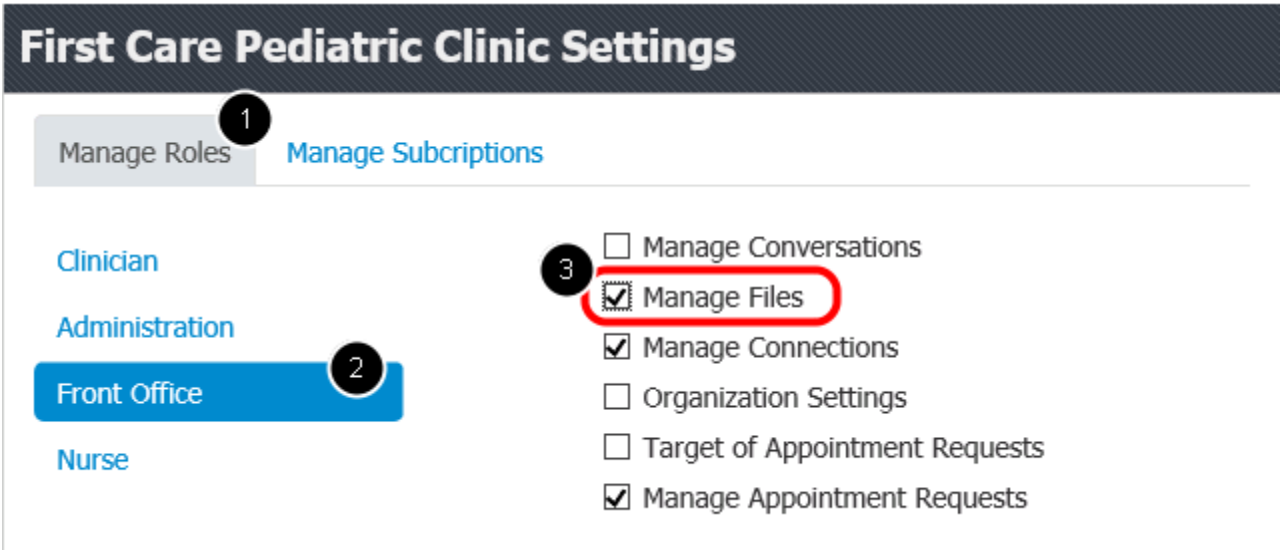
In order for your staff member to have the ability to invite patients to enroll in myHEALTHware, they must have the security permission for "Manage Files" enabled on their myHEALTHware role. Follow the instructions below to enable this security permission for each role that you wish to have access to enrolling patients.

1. Administrator: Log In to myHEALTHware and Access Organization Settings



The administrator should log in to myHEALTHware, then click the **Settings** icon for the clinic's organization.

2. Access the Manage Roles Tab and Edit Security Permissions



1. Click the **Manage Roles** tab.
2. Select the **Role** that you wish to edit.
3. Check the box next to **Manage Files** for each role that you want to have access to invite patient's to enroll in myHEALTHware.

The patient didn't receive the email invitation to register for myHEALTHware. How do I resend the invitation?

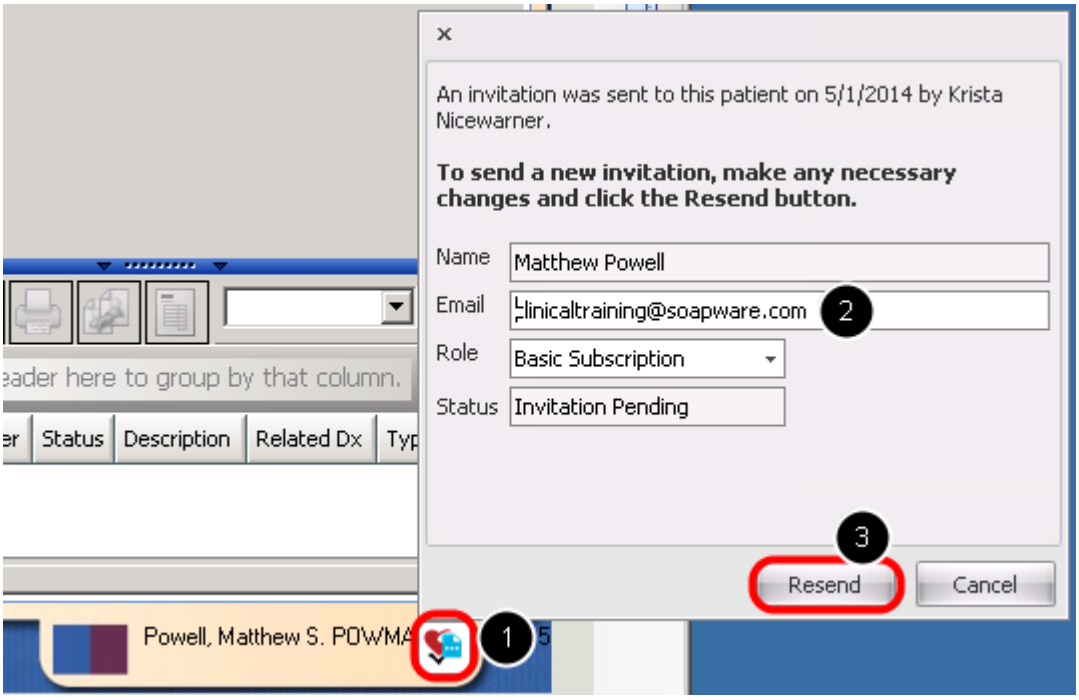
If the patient reports that they did not receive their myHEALTHware email invitation, it is suggested that you first request that the patient check their junk mail or spam folder for the email. If they are not able to locate the invitation email, follow the steps below to resend the invitation.

Option 1: Resend Invitation within a Patient's Chart

1. Open the Patient's Chart in SOAPware

Using the Chart Rack, open the patient's chart in SOAPware.

2. Verify the Patient's Email Address and Resend

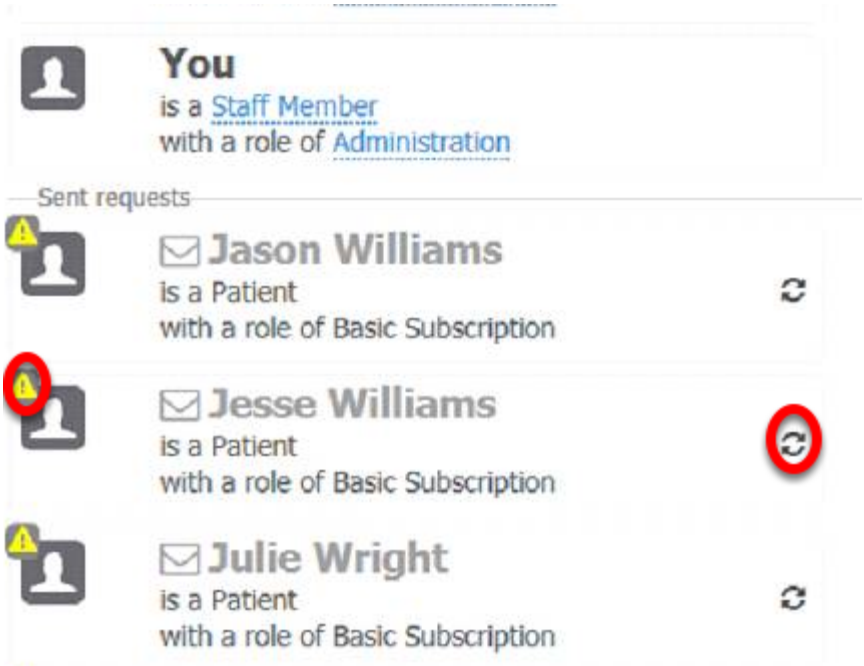


1. Click on the myHEALTHware icon that is located on the patient information tab.
2. Verify with the patient that the email address is correct or update the email address as needed.
3. Click the **Resend** button.

An email invitation will be resent to the patient's email address. We recommend that you suggest that the patient look for the email in their inbox and their junk mail/spam email folders.

Option 2: Resend Invitation from the Sent Requests Area within Connections

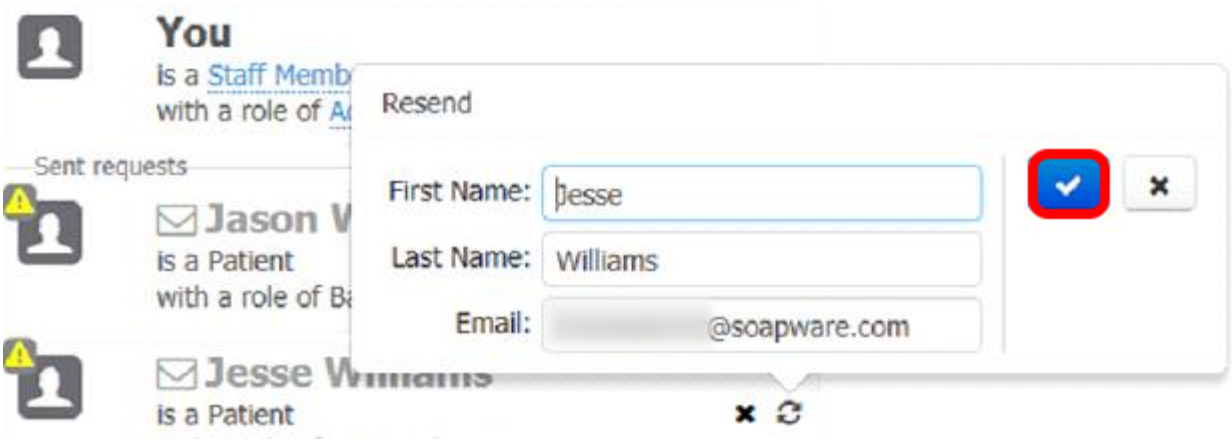
1. Resend Patient Request within myHEALTHware



Click on the **Connections** tab (not pictured), to the far left, within the My Health column.
Within the Sent Requests area, a staff member who is connected to the clinic/organization, and has been set up within their role permissions to manage files, will be able to hover over the yellow triangle to the left, to know if the patient's invitation has expired (they did not respond within 5 days to invitation that was sent).

Click on the **double arrow** symbol to the right.

2. Verify the Patient's Email Address and Resend



The Resend dialog box will appear.
Verify the patient's first and last name, as well as his or her email address. Click on the **blue check mark** button.

An email invitation will be resent to the patient's email address.

The patient did not respond to the email invitation within 5 days so the invitation has expired. How do i resend the invitation?

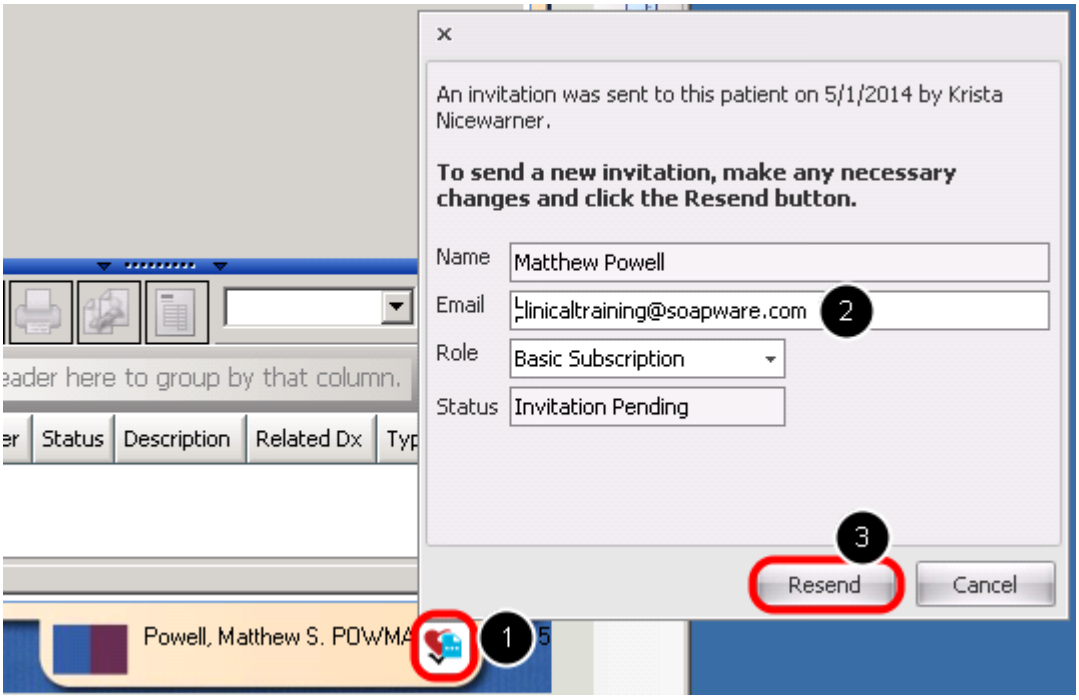
Should a patient have received their invitation in their email, but did not respond within a 5 day period, a new invitation will have to be reissued to the patient. There are two options to resend an invitation to a patient.

Option 1: Resend Invitation within a Patient's Chart

1. Open the Patient's Chart in SOAPware

Using the Chart Rack, open the patient's chart in SOAPware.

2. Verify the Patient's Email Address and Resend

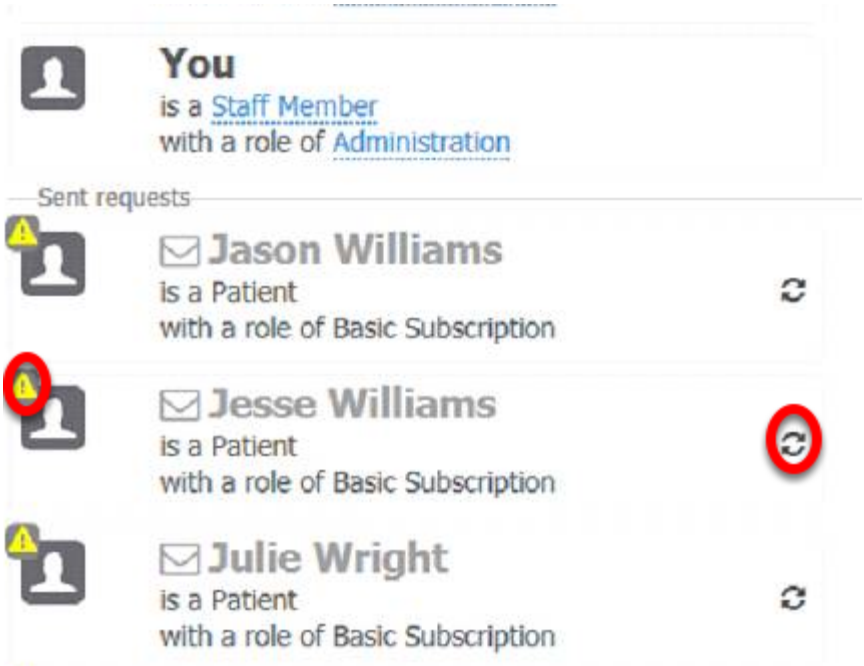


1. Click on the myHEALTHware icon that is located on the patient information tab.
2. Verify with the patient that the email address is correct or update the email address as needed.
3. Click the **Resend** button.

An email invitation will be resent to the patient's email address. We recommend that you suggest that the patient look for the email in their inbox and their junk mail/spam email folders.

Option 2: Resend Invitation from the Sent Requests Area within Connections

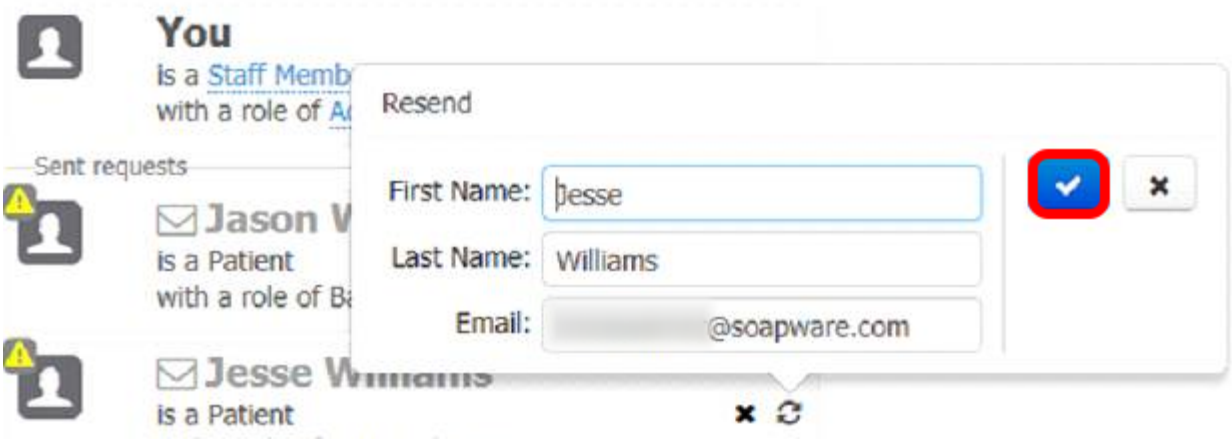
1. Resend Patient Request within myHEALTHware



Click on the **Connections** tab (not pictured), to the far left, within the My Health column.
Within the Sent Requests area, a staff member who is connected to the clinic/organization, and has been set up within their role permissions to manage files, will be able to hover over the yellow triangle to the left, to know if the patient's invitation has expired (they did not respond within 5 days to invitation that was sent).

Click on the **double arrow** symbol to the right.

2. Verify the Patient's Email Address and Resend



The Resend dialog box will appear.
Verify the patient's first and last name, as well as his or her email address. Click on the **blue check mark** button.

An email invitation will be resent to the patient's email address.

I enrolled my patient in myHEALTHware, but when they log in they do not see anything in their Summary tab.

The patient's medical summary will be uploaded for the first time once a document has been signed off in the patient's chart. To upload the patient's summary, simply sign off on the patient's most recent SOAPnote or lab or any other document within the patient's chart. For further instruction, please see: **Upload the Patient's Medical Summary to myHEALTHware.**

Conversations

What is a Direct Address?

The Direct Project

The **Direct Project** offers secure clinical messaging for messages that you want to send to colleagues or patients. Each provider or his or her organization can have a Direct Address that can be used to send and receive messages. myHEALTHware supports Direct messaging and provides a Direct Address for all myHEALTHware users. Other providers or colleagues can acquire Direct Addresses from other sources or HISP's. myHEALTHware allows you to securely message and communicate with anyone who has a Direct Address with a HISP that is connected to myHEALTHware. Currently, myHEALTHware is connect to the following HISP's: Surescripts, Updox, and Microsoft Health Vault.

To request that a connection to a new HISP be added, please submit a ticket at www.soapware.com. Please indicate the name of the HISP that you wish for myHEALTHware to establish a connection with.

myHEALTHware Direct Address

When you create a myHEALTHware account, you are automatically signed up for a free Direct Address. Your Direct Address is **userid@direct.myhealthware.com**.

Are my conversations and attachments secure?

Yes. All personal health information (PHI) within MHW is encrypted using NIST recommended encryption techniques both at rest and in transit . In addition, MHW's servers are hosted in a world-class cloud environment with firewalls and networks locked to down to prevent intrusion.

myHEALTHware and Meaningful Use

What are the Meaningful Use requirements that myHEALTHware can help me achieve?

Meaningful Use 2014

myHEALTHware can assist providers with meeting the following Meaningful Use objectives:

Stage 1

- **Patient Electronic Access:** Provide patients with the ability to view online, download and transmit their health information within four business days of the information being available to the EP.
- **Clinical Summaries:** Provide clinical summaries for patients for each office visit.

Stage 2

- **Patient Electronic Access:** Provide patients with the ability to view online, download and transmit their health information within four business days of the information being available to the EP.
- **Clinical Summaries:** Provide clinical summaries for patients for each office visit.
- **Use Secure Electronic Messaging:** Use secure electronic messaging to communicate with patients on relevant health information.

Security/HIPAA Compliance

How do I know my patient's health information is secure?

All personal health information (PHI) within MHW is encrypted using NIST recommended encryption techniques both at rest and in transit . In addition, MHW's servers are hosted in a world-class cloud environment with firewalls and networks locked to down to prevent intrusion.

Is myHEALTHware HIPAA compliant?

Yes. MHW goes to great lengths to encrypt all PHI and keep out unauthorized access but still empower its users to share their own data with trusted providers, family, and care givers to enable quality health care.

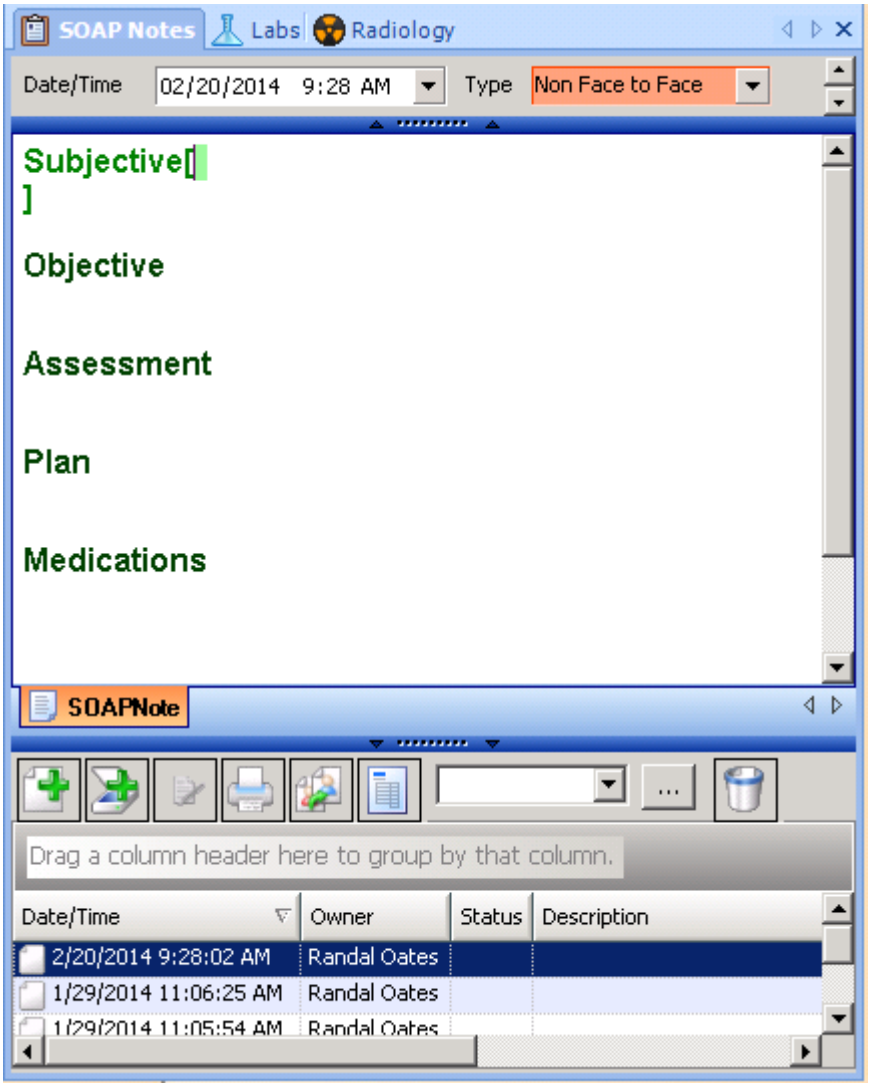
SOAPware Integration

Does myHEALTHware automatically document the content of my conversations and other correspondence in my patient's SOAPware chart?

No, the content of your conversations is not automatically documented in the patient's chart.

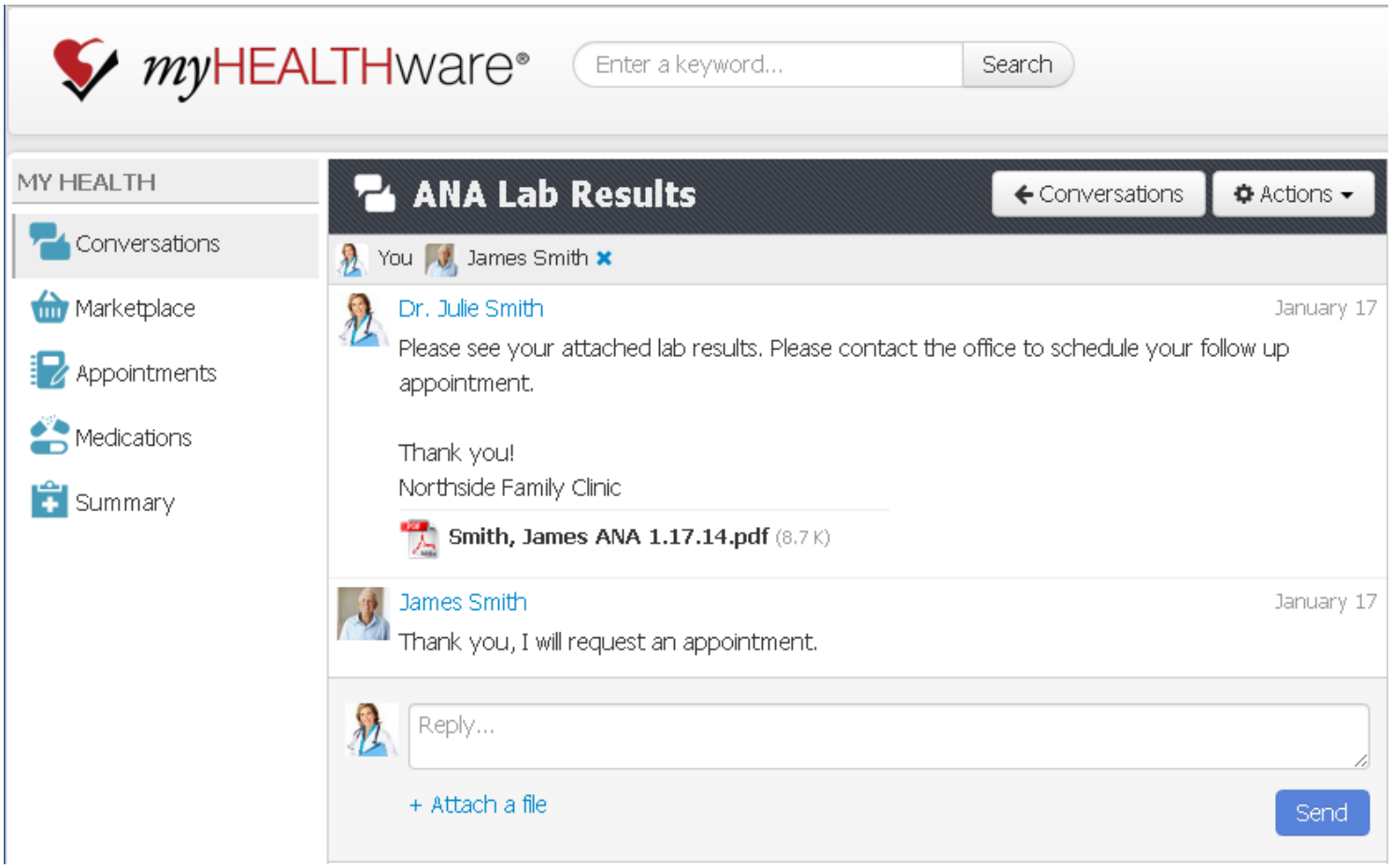
For conversations that must be a part of the patient's permanent record, you will want to copy and paste the content of the conversation into a SOAPnote, just as you would a phone call conversation. To do this, follow the instructions detailed below.

1. Create a New SOAPnote



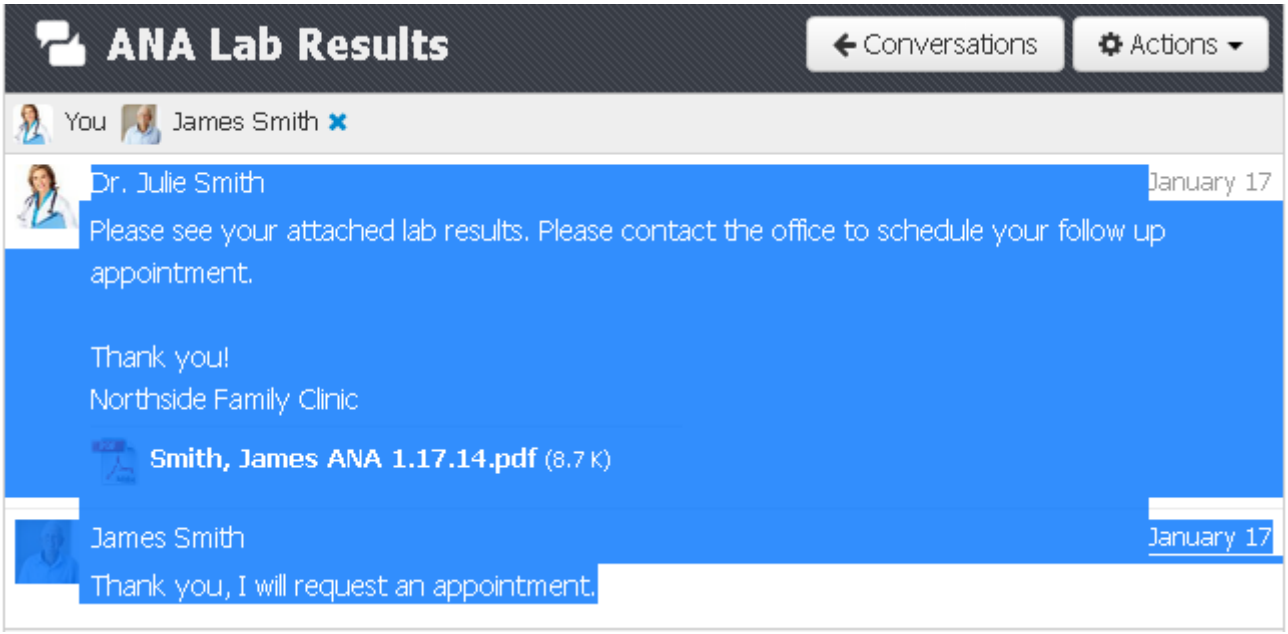
Open the patient's chart and create a new SOAPnote (likely a non face-to-face SOAPnote).

2. Open the myHEALTHware conversation

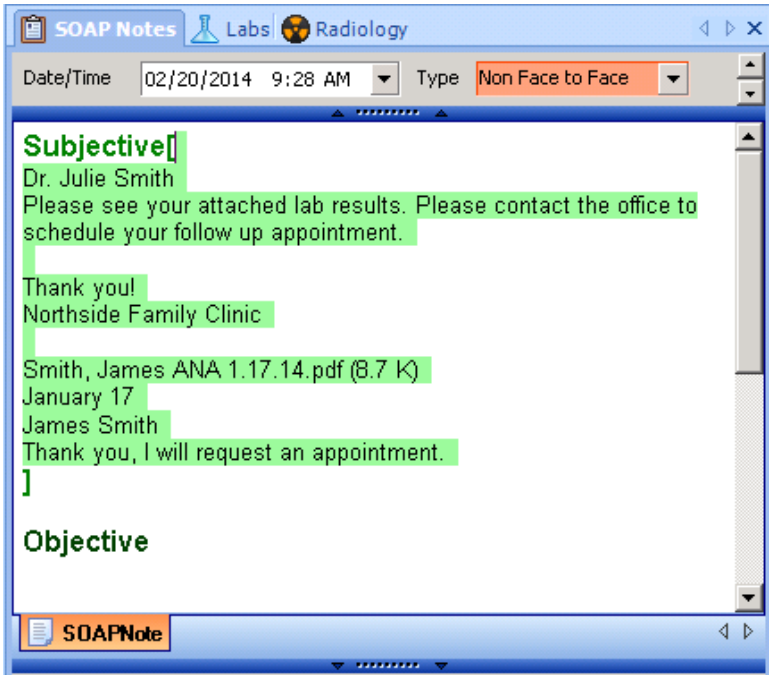


Open the conversation, in myHEALTHware, that you wish to copy into the patient's chart.

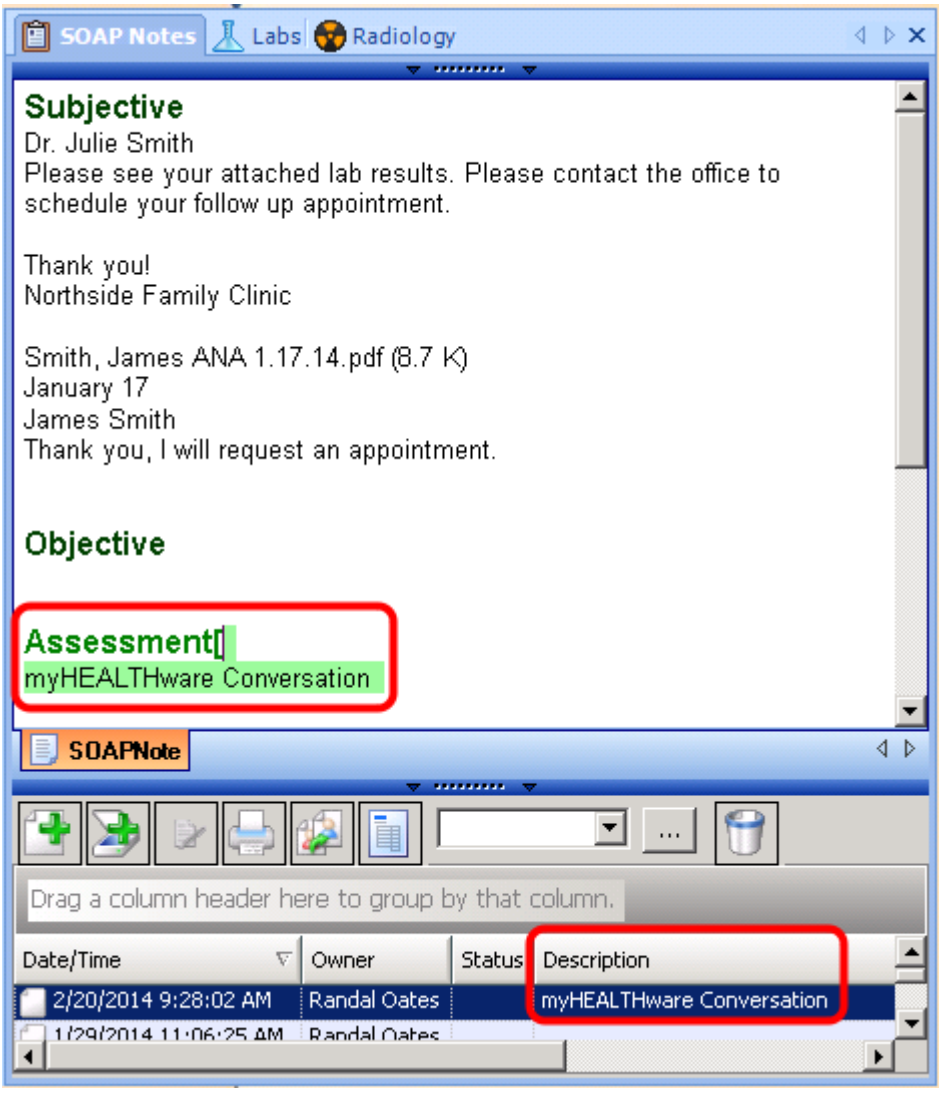
3. Copy and Paste the Conversation into the SOAPnote



Highlight the conversations, then press Ctrl + C on your keyboard (or right click and select Copy).



Open SOAPware and place your cursor into the appropriate field (ie: Subjective). Press Ctrl + P on your keyboard (or right click and select Paste).



In addition, it is recommended that you enter a description for the SOAPnote into the Assessment field. For example, enter "myHEALTHware Conversation" into the SOAPnote Assessment field. This will allow the SOAPnote to display this description in the SOAPnote list (as seen in the screenshot above).

4. Sign Off on the SOAPnote

Once the SOAPnote documentation on the conversation is complete, sign off on the SOAPnote.