

Core Measure #17: Secure Electronic Messaging

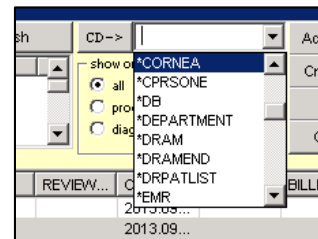
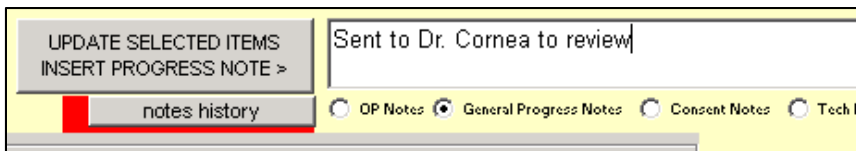
Attestation threshold: A secure message was sent using the electronic messaging function of CEHRT by more than 5 percent of unique patients (or their authorized representatives) seen by the EP during the EHR reporting period.

Secure Message – Any electronic communication between a provider and patient that ensures only those parties can access the communication. This electronic message could be electronic messaging function of a Personal Health Record (PHR), an online patient portal, or any other electronic means.

All messages will be received in the Clinical Order List and recorded as structured data in the patient’s chart as a progress note. The technician will have the ability to view the message and type notes in the patient’s chart and/or send the message to the provider from Medflow.

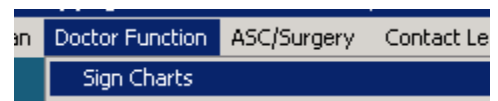
Technician workflow in facilitating the patient message and/or routing to the provider:

1. Select the **Technician** drop down | **Tech Orders**
2. The messages will show under the TECH department in the Clinical Order List
3. Click on the order from the list | Free type notes in the free text box *beside* the UPDATE SELECTED ITEMS INSERT PROGRESS NOTE button
4. Select the button **UPDATE SELECTED ITEMS INSERT PROGRESS NOTE**
5. Choose the provider’s name from the drop down list | then click on **CD** (this will send the message to the doctor sign chart screen if needed)



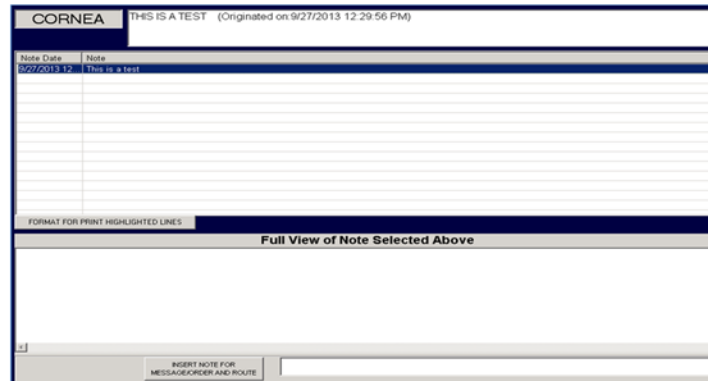
Provider workflow in responding to the patient message from the doctor sign chart screen:

1. Select the **Doctor Function** drop down | then **Sign Charts**
2. Click on the Message | then select the **PN** button



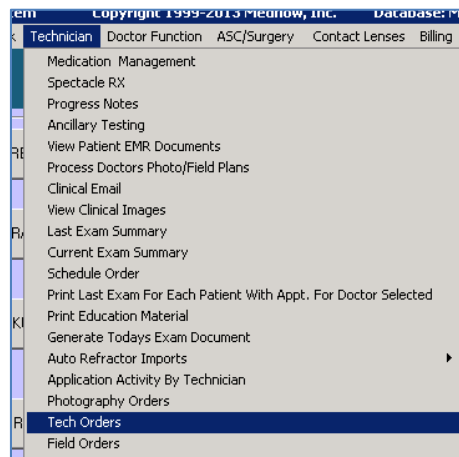
ACCOUNT	PATIENT	DESCRIPTION
4	Melinda K ...	Amendment Request - Person Calling:Patient. This is a test
4	Melinda K ...	Create a letter to the patients primary care physician to follow up on concerns related to bo...

3. Type in a response to patient's message at the bottom of the screen in the free text box beside the **INSERT NOTE FOR MESSAGE ORDER AND ROUTE** button.
To send the response message to the patient portal: Click on the **INSERT NOTE FOR MESSAGE ORDER AND ROUTE** button. Responding to patient messages from the doctor sign chart screen is only allowed if the provider is logged in.
4. The message is then removed from the Clinical Order List and saved as a Progress Note in the patient's chart



Provider workflow in responding to a message directly from the Clinical Order List:

1. Select the **Technician** drop down | **Tech Orders**



2. The messages will show under the **TECH** department in the Clinical Order List
3. Click on the order from the list | select the **notes history** button

4. Type in a response to patient's message at the bottom of the screen beside INSERT NOTE FOR MESSAGE ORDER AND ROUTE
5. To send the message to the patient portal: Click on the **INSERT NOTE FOR MESSAGE ORDER AND ROUTE** button
6. The message is then removed from the Clinical Order List and saved as a Progress Note in the patient's chart

The provider initiates the message to send to the patient:

Note – this response message is NOT required to receive MU credit for this measure.

1. Access the Clock screen with the correct patient in context
2. Click on **Quick Message**

3. Select **Patient Message** from the drop down by ADD GROUP
4. Type your message or choose from your preconfigured list
5. The radio buttons for sending to a department will be greyed out except for SCHED
6. Click on **PLACE MESSAGES/ORDERS/EXIT**
7. This will queue the message and it will be sent to the portal for the patient to view and/or respond

CREATE MESSAGE/ORDER Copyright 1999-2010 Medflow, Inc.

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PLACE CLINICAL PROGRESS NOTE IN PATIENT'S CHART
 General Progress Note Phone Progress Note

Office: CORNEA

DOCTOR TECH SURG LAB PHOTO FIELD DICT
 CONTACTS OPTICAL SCHED

Do Not Include On Exam Document

Messages All Orders Orders Linked to Interpret
 Diagnostic Tests Procedures
 Procedures/Messages

ACCOUNT	PATIENT	DESCRIPTION
2	Medflow	
4	Peace	This is a test
50	Quality	Test
53	Quality	test 7-25-13
51	Quality	test
90	MIU	Create a letter to the patient's primary care physician

GP Notes General Progress Notes Consent Notes Tech Notes Referral

Note Date	Note