

## **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

In Doctor Function ASC/Surgery Contact Le

Messages O Diagnostic Tests O Orders Linked to Interpret PN								
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

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9/27/2013 12 This	p is a test					
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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



CLINICAL ORDER LIST																		
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- 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

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Note Date	Note
9/27/2013 12	This is a test
FORMAT FOR F	RNT HIGHLIGHTED LINES Full View of Note Selected Above
1 I	Type your message here

## 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

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- 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

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James C Peace AGE 19 DOB: ✓ PLAC 10/6/1993 Ph:3867552747	E CLINICAL PROGRESS NOTE IN PATIENT'S CHART CORNEA Progress Note CORNEA Officet
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