

Element 1.C

Electronic Access

Some pages are out of order - some chart examplese were added in - see loose filing at the end
A

PCMH 1: Enhance Access and Continuity (20 points)

ELEMENT C: Electronic Access (2 points)


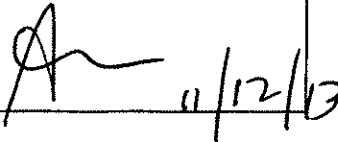
| The practice provides the following information and services to patients and families through a secure electronic system. | NOT DONE | BEGUN | DONE AND IN BINDER | WORK PLAN |
|--|----------|-------|--------------------|--------------------------------------|
| 1. More than 50 percent of patients who request an electronic copy of their health information (e.g., problem list, diagnoses, diagnostic test results, medication lists, allergies) receive it within three business days Report showing % of patients who got a copy w/in 3 business days -- this standard demonstrates patient portal -- can they email in a request? | | | ✓ | Ø Requests MU 12 -- see AC report |
| 2. At least 10 percent of patients have electronic access to their current health information (including lab results, problem list, medication lists, and allergies) within four business days of when the information is available to the practice Report showing % of patients who got access w/in 4 business days Can the patient log on and get results or records | | | ✓ | Ø requests See portal analytics |
| 3. Clinical summaries are provided to patients for more than 50 percent of office visits within three business days Report showing % of patients who received electronically generated summary of office visit w/in 3 business days | | | ✓ | MU 13 5/22 see report |
| 4. Two-way communication between patients/families and the practice -- screen shot demonstrating this | | | ✓ | |
| 5. Request for appointments or prescription refills screen shot of web page where patients can request appointments or med refills | | | ✓ | |
| 6. Request for referrals or test results screen shot of web page where patients can request referrals | | | ✓ | |

100% - The practice meets all 5-6 factors
75% - The practice meets 3-4 factors

25% - The practice meets factor 1 factor
50% - The practice meets 2 factors

0% - The practice meets 0 factors

**Dr. Avery Wood
Policy & Guidelines**

| | | |
|--|--|--|
| Policy # Policy Title: Two-way Electronic Communication with Patients – Secure Patient Portal | Developed by Avery Wood, MD | Approved by: Avery Wood, MD |
| Origin date: 08/20/13 Revised date: 11/2013 Reviewed: | Signature:  | Signature:  |

I. Purpose:

Patients will have appropriate 24-hour/7-day electronic access and two-way secure electronic communication with the practice staff for non-urgent medical advice and questions regarding their care or billing. The goal is to empower patients to be more involved in their health care, to increase their access to the staff, and their medical information.

II. Scope:

Applies to all patients who electronically communicate to the practice staff through the UpDox Patient Portal for non-urgent medical advice, appointment requests, prescription refills, medical record requests, referral requests, and/or billing questions - both during and after regular business hours.

III. Responsibility:

A patient has 24-hour/7-day access to the secure patient portal and may electronically communicate through the portal with a staff member or Dr. Wood.

Dr. Wood daily reviews all patients' portal electronic communications during normal business hours. Messages for other team members are forwarded on appropriate.

Dr. Wood reviews patients' portal electronic communications after normal business hours and will respond within one business day.

A team member may electronically communicate information to a patient through the patient portal at the request of Dr. Wood.

IV. Policy:

The UpDox Patient Portal with 24 hour/7 day access is made available to all patients in the practice and allows for two-way secure electronic communication with office staff. (See Patient invitation and instructions to access the portal). The Portal states that only non-urgent medical questions are to be submitted by electronic communication to the office staff. Information on the Portal home page reminds patients to call 911 with life threatening situations. (See UpDox screenshot of home page.)

- A. All patients who electronically communicate to office staff and Dr. Wood for non-urgent medical advice (including appointments, prescription refills, lab/test results, medical records requests, referral requests, and billing inquiries) will be responded to by return electronic communication through the secure patient portal. Electronic communications are triaged appropriately by Dr. Wood based on medical need and the patient's (or family's) request to see or speak with the physician (See Guidelines for Telephone Triage for Patients).
- B. Dr. Wood will review all patients' electronic communications daily during regular business hours and respond to requests for appointment requests within 1 business day (See Guidelines for Telephone Triage for Patients).
- C. A team member can relay non-urgent medical advice or instructions to a patient electronically through the patient portal as requested by Dr. Wood and according to the physician's documentation in the patient's record.
- D. Dr. Wood will daily review patients' portal electronic communications for prescription refills and will respond within two business days.
- E. Dr. Wood will daily review patient's portal electronic communications for lab/test results and referral requests and will respond within one business day.
- F. The Administrative Assistant or Dr. Wood will daily review patients' portal electronic communications for medical records requests and will respond within one week.
- G. Dr. Wood can provide non-urgent medical advice electronically through the secure patient portal during or after normal business hours.
- H. Dr. Wood may choose to respond to a patient's electronic communication by phone or forward the message to a team member to schedule an appointment to see the patient.

101 & 103

Avery Wood MD
10 Bank Street
PO Box 726

North Bennington, VT 05257
Phone: 888-421-6801 Fax: 888-421-6801

Meaningful Use Report for Avery Wood, MD

Reporting Period: 11/1/2012 - 11/14/2013

CMS Program: Medicaid

| Report | Num | Denom | Exclusions | Denom - Excl | Percent | Status |
|--|------|-------|------------|--------------|---------|----------------|
| Core 1: Computerized Provider Order Entry (CPOE) for Medications | 411 | 413 | | | 99 | Passed |
| Core 2: Drug Interaction Checks | | | | | | No Attestation |
| Core 3: Maintain Problem List | 510 | 510 | | | 100 | Passed |
| Core 4: Generate and Transmit Permissible Prescriptions Electronically | 2644 | 2762 | | | 95 | Passed |
| Core 5: Active Medication List | 509 | 510 | | | 99 | Passed |
| Core 6: Medication Allergy List | 495 | 510 | | | 97 | Passed |
| Core 7: Record Demographics | 462 | 510 | | | 90 | Passed |
| Core 8: Record Vital Signs | 357 | 491 | | | 72 | Passed |
| Core 9: Record Smoking Status | 362 | 398 | | | 90 | Passed |
| Core 10: Clinical Quality Measures (CQMs) | | | | | | No Attestation |
| Core 11: Clinical Decision Support Rule | | | | | | No Attestation |
| Core 12: Electronic Copy of Health Information | 1 | 1 | | | 100 | Passed |
| Core 13: Clinical Summaries | 816 | 1464 | | | 55 | Passed |
| Core 14: Electronic Exchange of Clinical Information | | | | | | No Attestation |
| Core 15: Protect Electronic Health Information | | | | | | No Attestation |
| Menu 1: Drug Formulary Checks | | | | | | Passed |

10, 1
10, 3

the information on this page is confidential.

3 D 1

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|--|-----|-------|------------|--------------|---------|----------------|
| Menu 3: Patient Lists | | | | | | No Attestation |
| Menu 6: Patient-Specific Educational Resources | 194 | 510 | | | 38 | Passed |
| Menu 7: Medication Reconciliation | 107 | 107 | | | 100 | Passed |
| Menu 8: Transition of Care Summary | 1 | 1 | | | 100 | Passed |
| Menu 9: Immunization Registries Data Submission | | | | | | Passed |
| Hypertension: Blood Pressure Measurement (NQF 0013) | 72 | 72 | 0 | 72 | 100 | Passed |
| Preventative Care and Screening Measure (NQF 0028) | | | | | | |
| Preventative Care and Screening Measure - Tobacco Use Assessment | 291 | 307 | 0 | 307 | 94 | Passed |
| Preventative Care and Screening Measure - Tobacco Cessation Intervention | 8 | 49 | 0 | 49 | 16 | Passed |
| Adult Weight Screening & Follow-Up (NQF 0421) | | | | | | |
| Adult Weight Screening >= 65 years old | 14 | 46 | 2 | 44 | 31 | Passed |
| Adult Weight Screening 18 to 64 years old | 41 | 251 | 14 | 237 | 17 | Passed |
| Controlling High Blood Pressure (NQF 0018) | 37 | 90 | 0 | 90 | 41 | Passed |
| Breast Cancer Screening (NQF 0031) | 91 | 187 | 0 | 187 | 48 | Passed |
| Diabetes: Eye Exam (NQF 0055) | 24 | 39 | 2 | 37 | 64 | Passed |

Analytics

The numbers behind your Updax

Patient stats

| | |
|---------------------------|-----|
| Total patient count | 961 |
| Active patients | 711 |
| Patients with email | 565 |
| Patients with portals | 599 |
| Patients using the portal | 389 |

$\frac{389}{711}$ accessing information on the portal
total patients

= 55% of practice has
electronic access to current
health information

Health information is sent daily to the portal.
No patient has requested health information electronically.

1C4

two way
communication from
pt who could not
find an appt that
worked for her son or
my schedule on line)

portal

patient: [redacted]

sent by: Avery Wood MD
when: Today at 9:57 AM

Send Item

Print Item

Options

Archive Item

reply

Avery Wood MD Today at 9:57 AM

Hi,
How about 3:15 on Monday Sept 9th?
Avery [redacted] wrote on Yesterday at 6:02 PM

Hi Avery do you have any appointments after 3 pm? I am trying to make one for [redacted] that does not take him out of school

when: Today at 9:57 AM

1 c 4.5.6
Portal home page



Home

Avery Wood MD

Address

PO Box 726
10 Bank St
North Bennington, VT 05257
phone: 888-421-6801
fax: 888-421-6801
email: aw@averywoodmd.net

Hours

| | |
|-----|-------------------|
| Mon | 7:30 am - 2:00 pm |
| Tue | 7:30 am - 2:00 pm |
| Wed | 7:30 am - 2:00 pm |
| Thu | 7:30 am - 2:00 pm |
| Fri | 7:30 am - 2:00 pm |
| Sat | Closed |
| Sun | Closed |

Hello and welcome to Dr. Wood's patient portal.

On this site you can receive secure messages from Dr. Wood, send Dr Wood secure messages, make appointments and update your contact and insurance information.

If you have not already done so, please log in using the password and user name sent to you in an email from Dr. Wood. Each person has their own portal account and will have their own username and password even if they are using the same email address as another person. If there is only one person using an email then your email address will likely be your user name. Additional people with the same email address will have random numbers given for a user names. Once you have logged in, you can change the user name to something easy to remember like the name of the person whose account it is. If you no longer have the user name or password given by Dr Wood, please email her to request a new one.

Email messages can be unexpectedly delayed:
In case of life-threatening illness please call 911.

If you have an urgent medical concern and need to speak with Dr. Wood right away or after hours please call 802-379-5126.

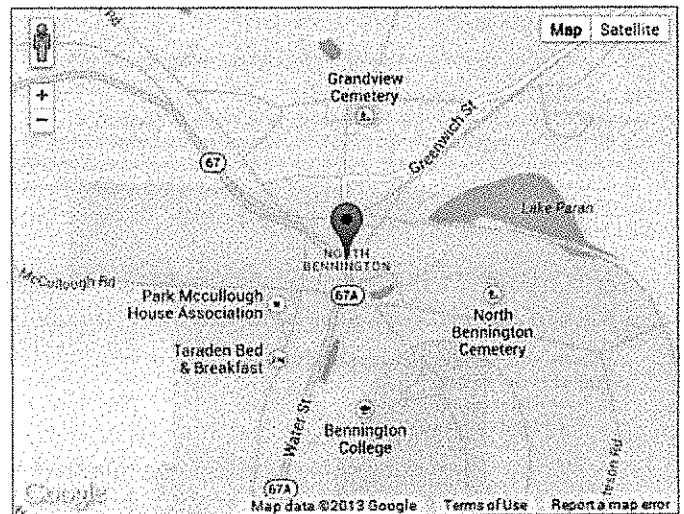
Please be aware that closing time will vary between 2 and 5 pm. Messages sent after 2 pm may not be received until the next business day

Have an ID and password?

[Click here to sign in](#)

Here to view a fax?

[Click here to view](#)



1C 4,5,6

Instructions sent to patients when they first give me an email address

Page 1

Sample New Account Email

Date Nov 12, 2013 6:16:28 PM
From averywoodmd@myupdox.com
To patient@example.com
Subject Important message from Avery Wood MD

New Avery Wood MD portal account

This message is for John Doe.

Avery Wood MD has created a website where you can securely communicate with them.

Hello and welcome to my patient portal!

Soon all messages I send out and all on-line scheduling will go through my patient portal.

A "portal" is a password protected web site where we can exchange secure emails, and you can schedule appointments and update your contact and insurance information.

Instructions for accessing your account are given below. Please save the username and password given or log in and change them to something easy to remember.

Making our communications more secure is important to me. Thank you for your patience in learning to use this new system.

Sincerely,

Avery Wood MD

Use the following link to access your new account: <https://myupdox.com/portal/averywoodmd/html/newaccount-sampleWillNotActuallyWork.html>

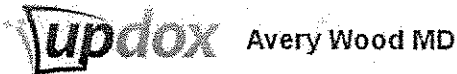
If the above link does not work, you can use the following information to access your account:

1. Go to the website <http://averywoodmd.myupdox.com>
2. Enter your login information
 - initial username: sampleUserId
 - initial password: samplePassword

You must verify your account after you sign in. If you are prompted to enter a verification code, and you do not know it, you must contact Avery Wood MD in order to complete the verification process.

This is an automated message. Please do *not* respond to this email, replies *will not* be seen.

IC4#IC6
the message
interface on my
portal (see reverse)



PORTAL TEST
[Send Message](#) | [My Profile](#) | [Sign Out](#)

[Home](#) [Messages](#) [My Information](#) [Forms](#) [Appointments](#)

| Inbox | Sent | Delete |
|--------------------------|---|--------|
| <input type="checkbox"/> | card attached 3/11/13 9:32 AM | |
| <input type="checkbox"/> | test 3/5/13 11:59 AM | |
| <input type="checkbox"/> | Welcome to my patient portal 12/8/12 4:39 PM | |

IC 4,5,6

Pt can request
an appointment
a script refill
a referral
a test result
or initiate two way

communication from this tab on
my secure portal

Page 2

PORTAL TEST

[Send Message](#) | [My Profile](#) | [Sign Out](#)

[Home](#)

[Messages](#)

[My Information](#)

[Forms](#)

[Appointments](#)

Send us a message

Subject

Message

IC 5
Scheduling page
on my portal



PORTAL TEST
Send Message | My Profile | Sign Out

- Home
- Messages
- My Information
- Forms
- Appointments

When scheduling with Dr. Wood:
If you have a pressing concern and can not find an appointment, please call or email Dr. Wood and she will fit you in. You may also come to walk in time Monday to Friday 7:30 - 8:30 am - no appointment is needed.
If you have an urgent medical concern, please call Dr Wood's cell phone 802-379-5126.
In case of emergency please call 911 or go to the Emergency Room.

Please schedule a **30 minute appointment** for follow up appointments, appointments to look at a new problem, a quick Annual Wellness Visit (ie when you are under 50 years old, don't have problems to discuss and don't need a pap), or a Well Child Visit that doesn't involve shots.

Please schedule a **45 minute appointment** for an Annual Wellness Visit if you also have problems you want to discuss or need a pap or are older than 49. Also schedule here for a Well Child Visit if your child will need shots.

When scheduling with the psychotherapist, please schedule 60 minutes for the first visit and 30 minutes for follow up visits.

There are no 45 minute appointments with the psychotherapist and no 60 minute appointments with Dr Wood - please do not try to use those options.

If you are unable to find and an appointment time that works for you please let Dr. Wood know and we will work something out.

Thank you.

Make an Appointment

With For During the week of

My Appointments

You have no past or scheduled appointments

Avery Wood MD - Family Medicine



- Welcome
- My Practice
- Making an Appointment
- Adult Wellness Visits
- Medical Information and Tools on the Internet
- Community Resources
- Frequently Asked Questions
- Forms

PO Box 726 - 10 Bank St - North Bennington, VT 05257
 Phone and Fax 888-421-6801
 aw@averywoodmd.net

Office Hours and Urgent Contact Information:

Monday to Friday 7:30 am to 2 pm and as needed
 Walk-in-time: 7:30 - 8:30 am for established patients

If you have an **urgent concern** or need to speak with me after hours,
 please call my cell phone: 802-379-5126

If you have a **true emergency**,
 please do not wait for me - call 911 or go to the closest emergency room

To access the secure patient Portal:

CLICK HERE TO SCHEDULE AN APPOINTMENT

CLICK HERE TO SEND A SECURE EMAIL

link on my web site to my portal for electronic access. #

- I. All medical advice is documented in the patient's record with a date, time and signature of the professional providing the medical advice. The patient's response is documented.
- J. When the office is closed, Dr. Wood will daily review patient's electronic communications sent through the patient portal and respond within one business day.

NCQA standards: 1A, 3; 1B, 4 and 1C, 4, 5, 6