

STRATEGIES FOR MAKING CONNECTIONS WITH PATIENTS ELECTRONICALLY

Jason Cunningham

Medical Director

West Count Health Centers

TransformMEDSM

Patient Centered Medical Home



A continuous relationship with a personal physician coordinating care for both wellness and illness

- ◆ Mindful clinician-patient communication: *trust, respect, shared decision-making*
 - ◆ Patient engagement
 - ◆ Provider/patient partnership
 - ◆ Culturally sensitive care
 - ◆ Continuous relationship
 - ◆ Whole person care

Access to Care and Information

- ◆ Health care for all
- ◆ Same-day appointments
- ◆ After-hours access coverage
- ◆ Lab results highly accessible
- ◆ Online patient services
- ◆ e-Visits
- ◆ Group visits

Practice Services

- ◆ Comprehensive care for both acute & chronic conditions
- ◆ Prevention screening and services
- ◆ Surgical procedures
- ◆ Ancillary therapeutic and support services
- ◆ Ancillary diagnostic services

Care Management

- ◆ Population management
- ◆ Wellness promotion
- ◆ Disease prevention
- ◆ Chronic disease management
- ◆ Care coordination
- ◆ Patient engagement and education
- ◆ Leverages automated technologies

Continuity of Care Services

- ◆ Community-based resources
- ◆ Collaborative relationships
 - ◆ Hospital care
 - ◆ Behavioral health care
 - ◆ Maternity care
 - ◆ Specialist care
 - ◆ Pharmacy
 - ◆ Physical Therapy
 - ◆ Case Management

Practice-Based Care Team

- ◆ Provider leadership
- ◆ Shared mission and vision
- ◆ Effective communication
- ◆ Task designation by skill set
- ◆ Nurse Practitioner / Physician Assistant
- ◆ Patient participation
- ◆ Family involvement options

Practice Management

- ◆ Disciplined financial management
- ◆ Cost-Benefit decision-making
- ◆ Revenue enhancement
- ◆ Optimized coding & billing
- ◆ Personnel/HR management
- ◆ Facilities management
- ◆ Optimized office design/redesign
- ◆ Change management

Health Information Technology

- ◆ Electronic medical record
- ◆ Electronic orders and reporting
- ◆ Electronic prescribing
- ◆ Evidence-based decision support
- ◆ Population management registry
- ◆ Practice Web site
- ◆ Patient portal

Quality and Safety

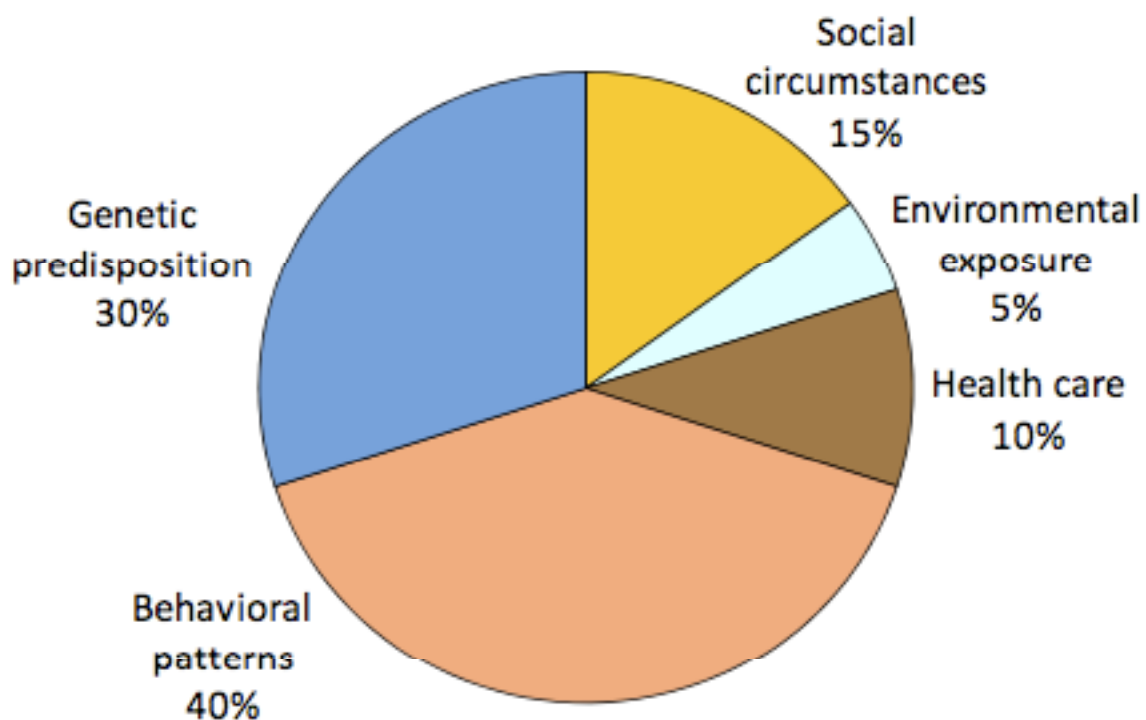
- ◆ Evidence-based best practices
- ◆ Medication management
- ◆ Patient satisfaction feedback
- ◆ Clinical outcomes analysis
- ◆ Quality improvement
- ◆ Risk management
- ◆ Regulatory compliance

Find out more at www.TransformMED.com

version 2.3.1 - 12/2008
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Determinants of Health and Their Contribution to Premature Death

Proportional Contribution to Premature Death



Adapted from: McGinnis JM, Williams-Russo P, Knickman JR. The case for more active policy attention to health promotion. *Health Aff (Millwood)* 2002;21(2):78-93.

Purpose of Primary Care

©2009, Charles Kilo & Douglas Eby

- We are a Service Industry – NOT a product industry – coaching, teaching, partnering are central – pills and procedures supportive.
- Changes what we think we do, who we hire, how we train, how we structure, how we reward, and how entire system is constructed as a system.
- We must optimize relationship – personal, trusting, accountable – minimize barriers.



ALWAYS ASK, “HOW WILL IT
AFFECT THE PATIENT”

-TED EYTAN



OPERATING PRINCIPLES

What core principles guide our decisions,
form our behavior, and influence our
outcomes

Principle verse

- *“If I speak with the languages of men and of angels, but don’t have love, I have become sounding brass, or a clanging cymbal.*
- *If I have the gift of prophecy, and know all mysteries and all knowledge; and if I have all faith, so as to remove mountains, but don’t have love, I am nothing”*



Maybe our principle verses would be..

- *If I have an electronic health record and I can run sophisticated quality reports, but it undermines the patient/provider relationship, then I am just high tech with a new cash flow problem*
- *If I have a wonderful care team that values relationships, but patients don't have meaningful access to that relationship, then I have gained nothing...*

WCHC 13:3



RELATIONAL CARE

WCHC PRINCIPLE I



I. RELATIONAL CARE

- At its core, all of health care is relational
- Primary Health Care must offer a continuous, trusting, non-judgmental, “first-name” relationship over time
- “Every interaction creates opportunities for empowering patients and staff to build healthy lives and communities.”



Relational Care

“It is much more important to know what sort of patient has a disease than what sort of disease a patient has.”

-William Osler

Preserving the relationship





Coaster Call®

- Rechargeable NiMH battery
- Custom labels available (optional)
- Patented stack charging
- Shock-absorbing rubber bumper
- Available in Red, Green, and Blue



Alphanumeric Coaster

- 250 character LCD display
- Rechargeable NiMH battery
- Multiple alert modes
- Patented stack charging
- Durable rubber bumper
- Available in Red and Blue



Adver-Teaser®

- Rechargeable NiMH battery
- Double-sided space for promotional inserts
- Four-Light message notification
- One-piece construction means no broken paddles

Patient Paging

Long Range Systems has been helping healthcare facilities improve patient care since 1993 with our on-site paging systems. Our systems help improve patient flow, improve staff efficiency and

They also help healthcare facilities address patient confidentiality. Just hand a pager to a patient and they will be alerted silently when the physician, nurse or a

LRS pagers are ideal for any facility and

- Hospitals
- Medical Offices
- Admissions
- Day Surgeries
- Emergency
- Physical Therapy

Family Paging

Give family members peace-of-mind. Visit the waiting area. They can visit the waiting area with the confidence of knowing they can be

Being able to find family members quickly when caring for a patient. If a physician needs to find a family member, they can send a silent page instead of waiting for a call. This is especially important in critical care and minute counts.

Web SMS

Send your SMS online.
Just log on and start
sending.

SMS Messenger

PC software, everything
you need is at your
fingertips

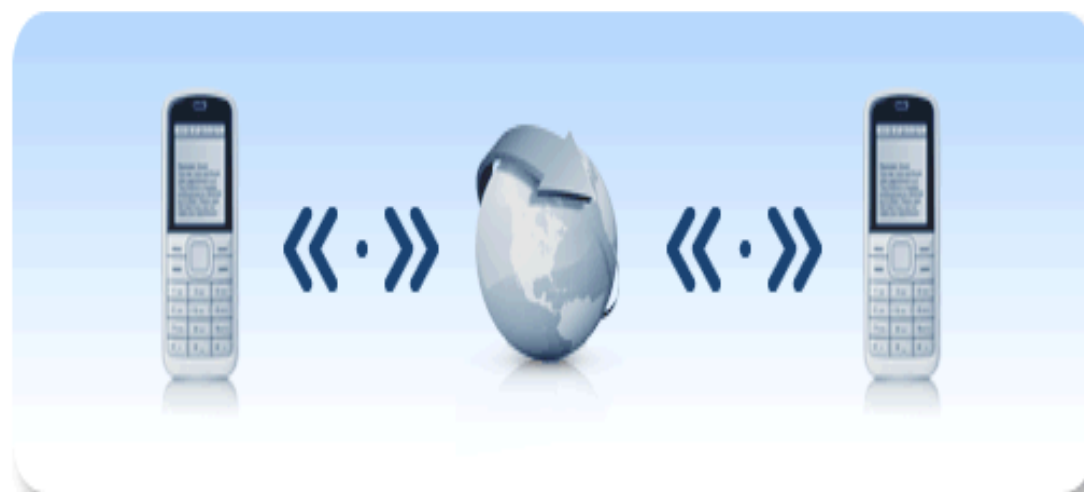
SMS API

Developer-friendly APIs
and a 100% reliable
SMS gateway

Email SMS

Use our Email SMS
service as your
messaging gateway

Outlook SMS



ONLINE TEXT MESSAGING SERVICES

FOR AMERICAN BUSINESSES

Our Web SMS solutions allow you to send and receive texts online, you just logon, then start sending text messages directly from the Web SMS interface. It's perfect for connecting with customers, staff and other stakeholders.

Free Trial

 **Privacy**

 **Consumers**



ACCESS TO CARE

WCHC PRINCIPLE II



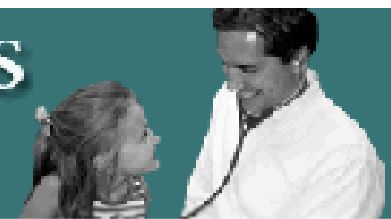
II. ACCESS TO CARE

- “OPEN DOOR” Principle
- All barriers to timely access to this “first name” relationship should be removed



WEST COUNTY HEALTH CENTERS

"Caring for our communities"



[Home](#) | [About Us](#) | [Services](#) | [How To Help](#) | [Employment](#) | [News](#) | [Contact Us](#) | [My Health](#)

[Help- Patient Portal](#)



Patient Portal

West County Health Centers is pleased to offer you our Patient Portal.

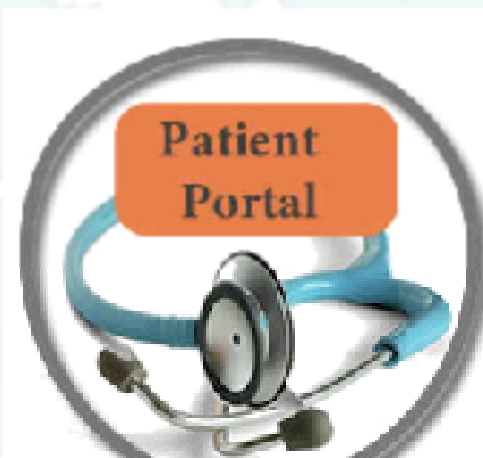
The Patient Portal is a tool that will allow you to communicate with your provider and Care Team using secure e-mail, request and view appointments, and change your personal demographic information, view your medical history, and fill out questionnaires before your visit.

The Patient Portal is for communicating NON-URGENT medical needs or concerns.

If you have a true medical emergency, call 911 or call your local police or fire department.

If you have a need or concern requiring immediate attention from your provider or Care Team, please call the office directly.

To sign up for the Patient Portal, please contact your medical office or ask your provider or Care Team during a future appointment.



Contact Us

[Russian River Health Center](#)

Main Phone: (707) 869-2849
16319, 3rd Street
P.O. Box 226
Guerneville, CA 95446

[WCHC Mental Health Services](#)

Main Phone: (707) 869-2961
16312, 3rd Street
P.O. Box 226
Guerneville, CA 95446

[Russian River Dental Clinic](#)

Main Phone: (707) 869-2933
16312, 3rd Street
P.O. Box 226
Guerneville, CA 95446

[Occidental Area Health Center](#)

Main Phone: (707) 874-2444
3802 Main Street
P.O. Box 100
Occidental, CA 95465

[Sebastopol Community Health Center](#)

Questions/Concerns

 Ask Doctor

Messages

 Inbox Sent Messages Deleted Messages


Account Information

 Personal Information Additional Information

Intake Forms

 Questions/concerns for next office visit Past Medical History Surgical and Allergies

Review

 Current Statement Past Statement Referrals PHR-Complete Report PHR-View

Appointments

 New Appointment Current Appointment

Questions/concerns for next office visit | Past Medical History

Please enter your concerns or questions for your next office visit

Web Portal

I would like to discuss the following items at my next office visit: #1

#2

#3

#4

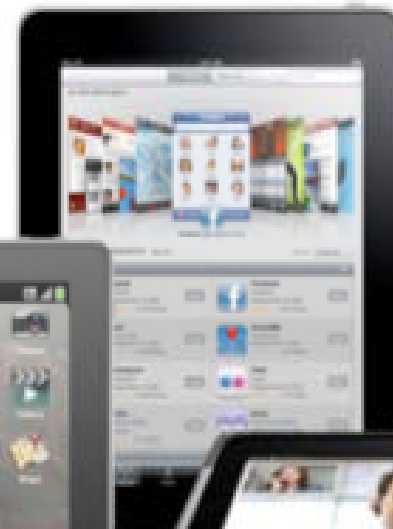
#5

Changing the way we do business!



West County
Health Centers

Caring for our Communities





TEAM BASED CARE

WCHC PRINCIPLE III



III. Team-based care

- Excellent care can only be offered when integrated Care Teams, with clearly defined roles, work to the top of their license
- Works most effectively with active transfer of trust among team members
- Effective care can only occur in the context of established community collaboration

WCHC CARE TEAM



CARE TEAM MEDICAL ASSISTANT



CARE TEAM MEDICAL PROVIDER



CARE TEAM REPRESENTATIVE



NURSE CASE MANAGEMENT

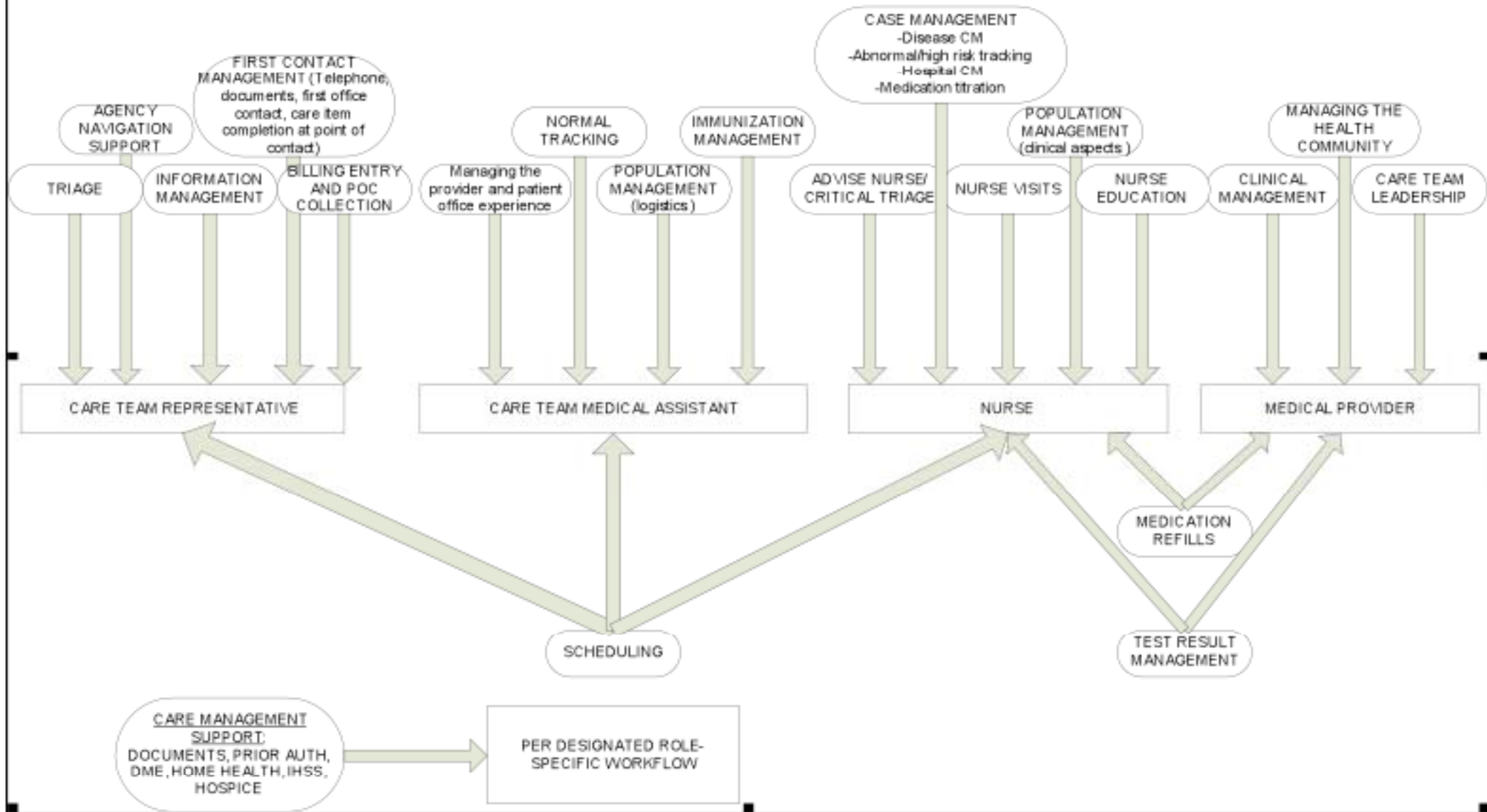


BEHAVIORAL HEALTH / MENTAL
HEALTH

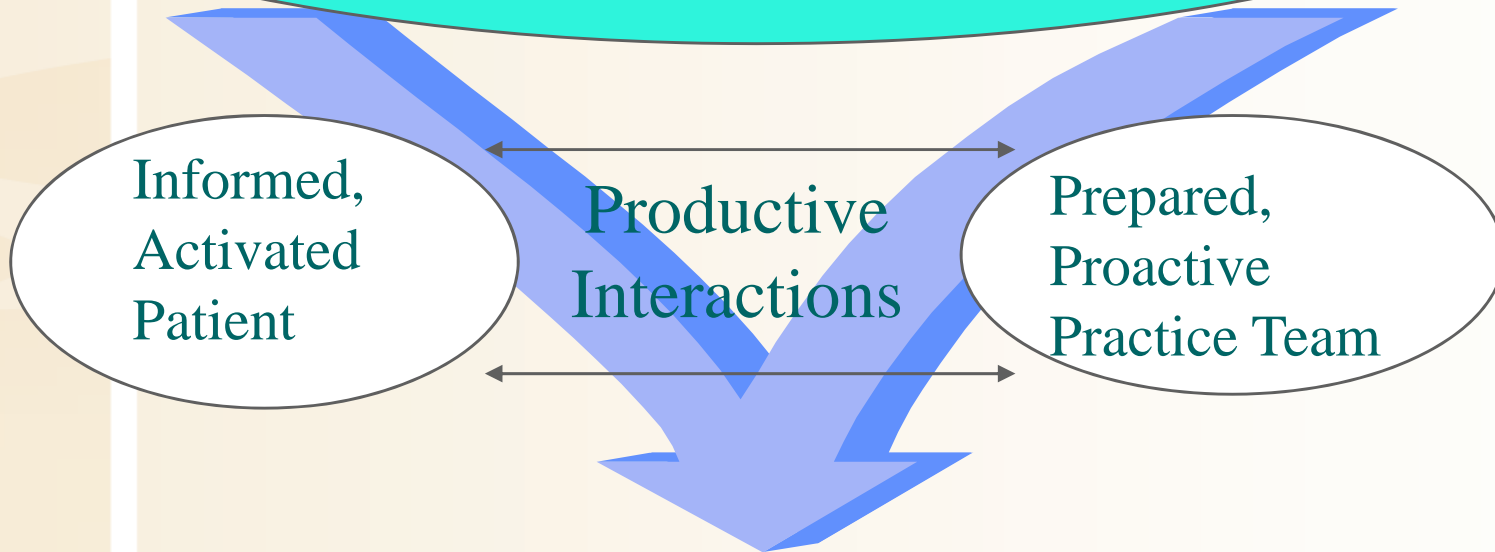
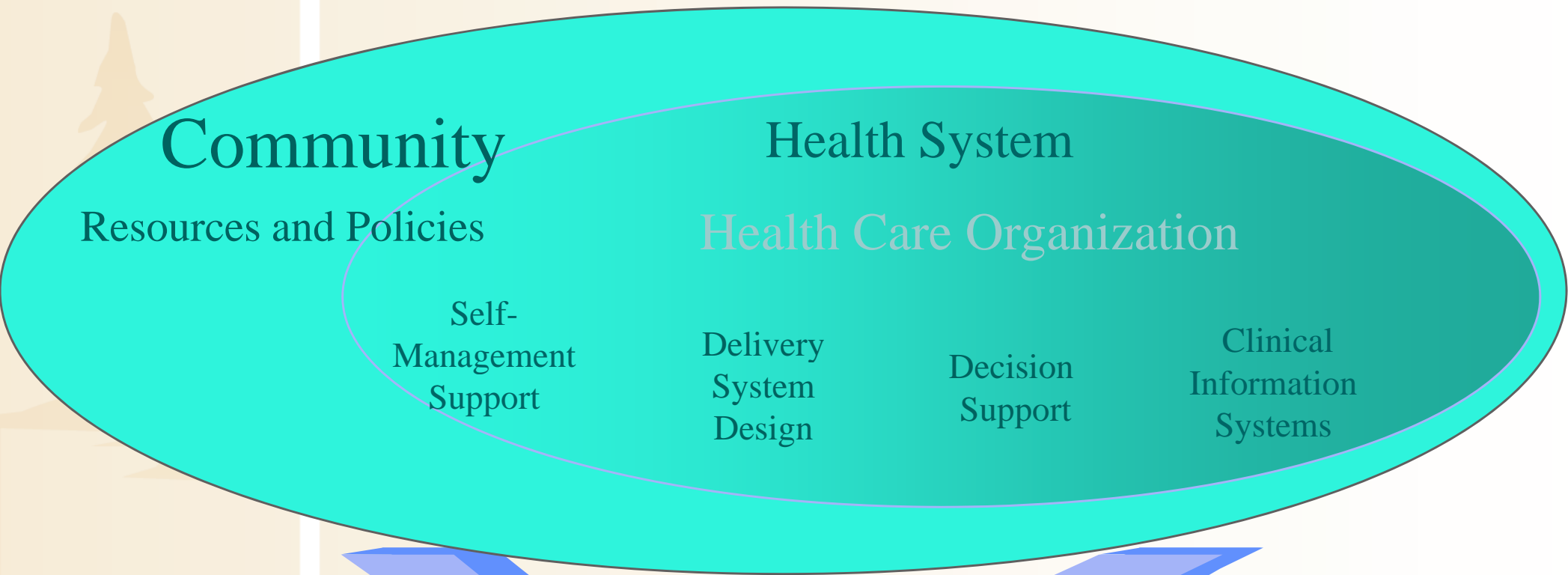


CARE TEAM BILLING STAFF

WCHC CARE TEAM WORK FLOW



Chronic Care Model



Functional and Clinical Outcomes

“Collaborating without Boundaries”



Cisco
webex

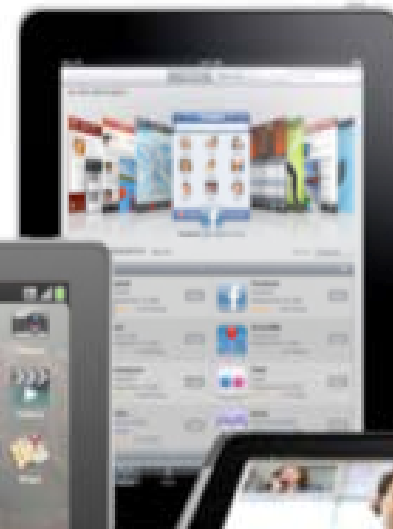


Changing the way we transfer trust!



West County
Health Centers

Caring for our Communities





COMPREHENSIVE CARE

WCHC PRINCIPLE IV



IV. Comprehensive Care

- Care provided must:
 - Be **patient driven**
 - Be **service oriented**
 - **Value the patient's** personal, cultural, spiritual, and family **beliefs**
 - Equip patients in **managing health and promote wellness**
 - Promote healthy life style choices
 - **Proactively** prevent disease
 - Effectively **care** for acute and chronic **illness**

POPULATION MANAGEMENT





Admin
Practice
Registry

Patient Recall

Lookup Enc...

Registry

Registry Re...

Quality Mea...

Referrals
Messages
Documents
Billing

Patient Recall

Appointment Date | Patient | Protocol | All Labs/DI/Imm Alerts | Dx | Rx

Protocol: COMPREHENSIVE METABOLIC PANEL, Open Access Follow-up ... Provider/Facility Filter: ALL Facilities/All Patients

Report List: [Dropdown] Date(s): 05/24/2008 Due By: [Dropdown]

Filter Patients

Age: [] To: [] Sex: Both [] Deceased Only [] Inactive Only [] OverDue: [] Diagnosis (ICD-9): []

Date of Service Filter: 12/12/2007 To: 05/24/2008 Search Criteria: Based on tests not ordered

Ignore Service Dates (Includes all the patients without encounters) Rendering Provider: All Providers

Display All The Test Names Together Ignore Facility/Provider Filter for Patients **LookUp**

^ HIDE ^

	Patient	Test	DOB	Sex	Age	Home Phone	Last Visit	Next Visit	Status
<input type="checkbox"/>	[Redacted]	colonoscopy, DEXA Hip and Spin	10	[Redacted]	56Y	7	05/21/2008	06/04/2008	
<input type="checkbox"/>	[Redacted]	colonoscopy, DEXA Hip and Spin	02	[Redacted]	64Y	7	05/21/2008	06/11/2008	
<input type="checkbox"/>	[Redacted]	Pap smear	03	[Redacted]	49Y	7	05/15/2008		
<input type="checkbox"/>	[Redacted]	PSA, FREE AND TOTAL	10	[Redacted]	47Y	7	05/16/2008	05/29/2008	
<input type="checkbox"/>	[Redacted]	colonoscopy, DEXA Hip and Spin	09	[Redacted]	51Y	7			
<input type="checkbox"/>	[Redacted]	colonoscopy, DEXA Hip and Spin	12	[Redacted]	65Y	7	05/19/2008	06/03/2008	
<input type="checkbox"/>	[Redacted]	Mammogram, Pap smear	10	[Redacted]	43Y	7	05/21/2008	05/30/2008	
<input type="checkbox"/>	[Redacted]	Micro Albumin/ Creatinine Ratio,	06	[Redacted]	27Y	7			
<input type="checkbox"/>	[Redacted]	Pap smear	04	[Redacted]	26Y	7	05/13/2008		
<input type="checkbox"/>	[Redacted]	Pap smear	09	[Redacted]	38Y	7	05/15/2008	05/27/2008	
<input type="checkbox"/>	[Redacted]	colonoscopy, PSA, FREE AND TO	02	[Redacted]	55Y	7	05/22/2008	06/19/2008	
<input type="checkbox"/>	[Redacted]	colonoscopy, DEXA Hip and Spin	06	[Redacted]	80Y	7	05/19/2008		
<input type="checkbox"/>	[Redacted]	colonoscopy, DEXA Hip and Spin	04	[Redacted]	58Y	7	04/30/2008	05/28/2008	
<input type="checkbox"/>	[Redacted]	colonoscopy, DEXA Hip and Spin	02	[Redacted]	65Y	7	05/12/2008		
<input type="checkbox"/>	[Redacted]	colonoscopy, DEXA Hip and Spin	12	[Redacted]	83Y	7	05/15/2008		
<input type="checkbox"/>	[Redacted]	colonoscopy, PSA, FREE AND TO	06	[Redacted]	59Y	7	05/15/2008	06/12/2008	
<input type="checkbox"/>	[Redacted]	Pap smear	10	[Redacted]	29Y	7	05/21/2008		

Let [Dropdown] ... Run Letter(s) [Dropdown] Pt Hu [Dropdown] [Dropdown] Status [Dropdown] Copy < Prev Next > eMsg



CASE MANAGEMENT




- PURPOSEFULLY INTERACTING WITH PATIENTS TO BETTER UNDERSTAND FACTORS CONTRIBUTING TO POOR CLINICAL OUTCOMES AND INITIATE SUPPORT TO ASSIST IN THE RESOLUTION OF CONCERNS

Care Coordination/Health Navigation





CARE MUST BE ADAPTABLE AND MEASURABLE
WCHC PRINCIPLE V

PRINCIPLES OF CARE SCHC 9-10	INITIATIVES	MEASURES	MEASURE GOAL	CURRENT MONTH'S OUTCOMES	CHANGE FROM MONTH
<p>1) RELATIONAL CARE</p> <p>At its core, all of health care is relational –</p> <p>Primary Health Care must offer a continuous, trusting, non-judgmental, “first-name” relationship over time</p> <p>“Every interaction creates opportunities for empowering patients and staff to build healthy lives and communities”</p>	Customer service training/ monitoring	Monthly patient surveys	85%	 95%	
		% time pt seen by rendering provider	80%	 72%	
<p>2) ACCESS TO CARE</p> <p>All barriers to timely access to this relationship should be removed</p>	Patient portal implementation	3rd next available monthly report;	1 clinic day	 3	
	Open Access	PHP avoidable ED visits	0.54	0.58	

MEASURE DEFINITIONS

RELATIONAL CARE

Monthly patient surveys

Care that is focused on the patient's experience is the foundation of relational care. This measure documents the average response to the monthly patient satisfaction surveys.

% time pt seen by rendering provider

Relational care dictates that the patient is primarily seen by a medical provider with whom they have a long-term, continuous relationship. This measure documents the percentage of time that the patient was seen by their rendering provider during their office visit.

ACCESS TO CARE

3rd next available monthly report

"Access" is a term used to describe the patient's ability to seek and receive care with the provider of their choice, at the time they choose, regardless of the reason for their visit. Counting the third next available appointment is the healthcare industry's standard measure of access to care and measures how many days it would take to schedule the third next available routine office visit.



The social and financial cost of care to our patients and society must be valued

VI. COST EFFECTIVE

**California Healthcare Foundation's
*Transforming Health Through the
Patient Experience***

Burbank, CA - January 27, 2011

***Strategies for Making Connections with
Patients Electronically***

Charles M. Kilo, MD, MPH

Chief Medical Officer, Oregon Health & Science University

President, GreenField Health

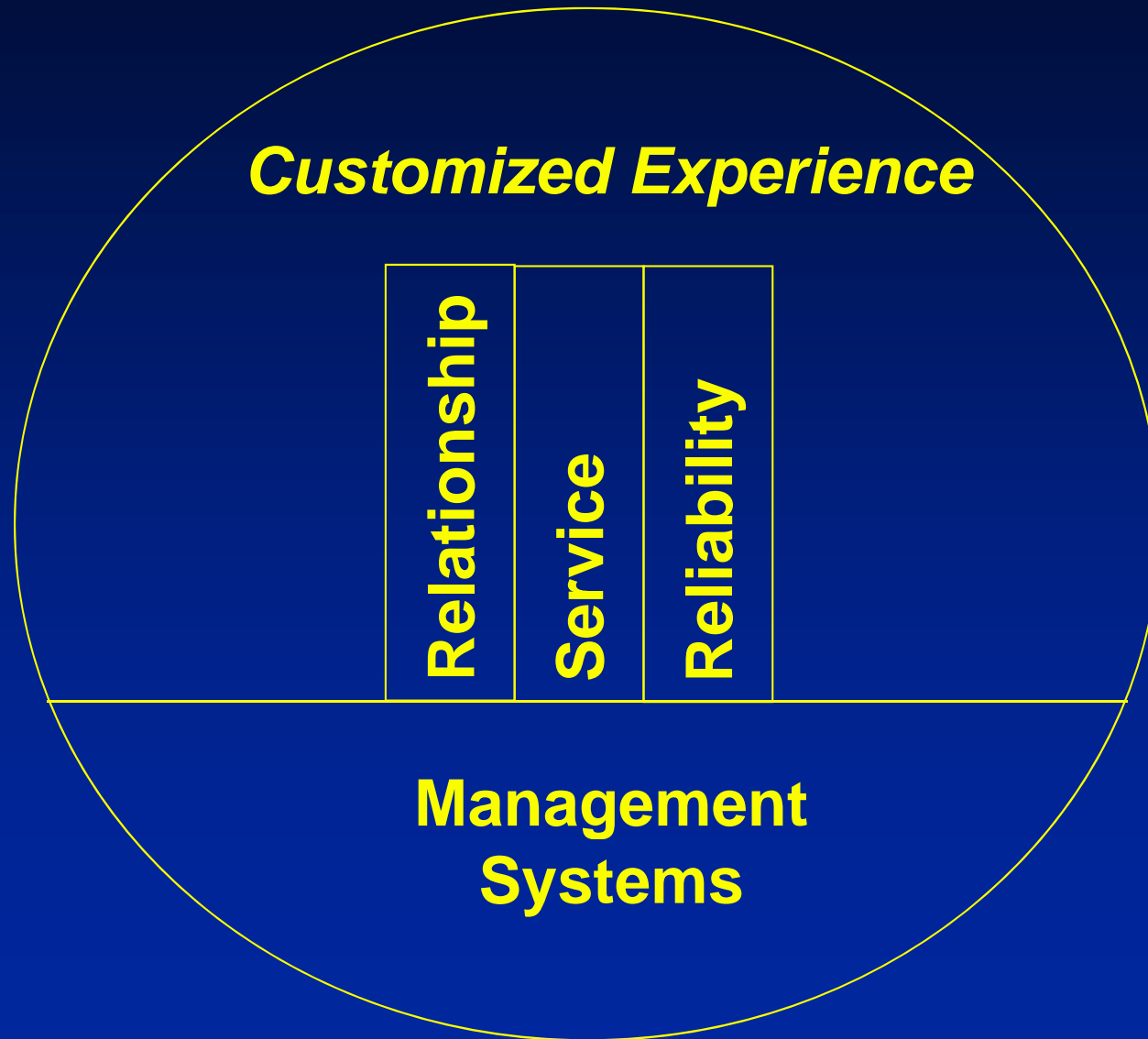
Portland, Oregon

kilo@ohsu.edu

GreenField Health, Portland, OR

- **9 Physicians in 2 practice sites – primary**
- **Research and development on quality and system design**
- **Leadership in national performance improvement initiatives (e.g., IHI, ABIM, AAFP, etc.)**
- **Consulting - performance improvement, quality of care, IT, practice management services (ASP model)**

The GreenField Model™



Relationship

Communication, time, trust, mutual respect, and feeling known... not just by the physician, but by the entire health care team.

- Know my name and remember me**
- Know something about me**
- Communicate with me**
- Respect me and my intelligence**
- Build trust with me**

Service

Care and communication without a visit, minimal waiting for a visit, during visits, for test results, for referrals, for refills, etc...

- Don't make me wait**
- Don't waste my time**
- Treat me with respect**
- Don't make me jump through hoops to get care**

Reliability

Systems to assure high quality, highly reliable, coordinated care.

- Give me great health care**
- Don't give me more or less than I need**

GreenField Health's IT System

1. GE Centricity EHR
2. GE Centricity PM
3. Kryptiq's Care Manager Registry
4. Kryptiq's DocuTrack scanning
5. Kryptiq Secure Messaging
6. Kryptiq web portal with patient access to records
7. Kryptiq E-prescribing
8. Hospital interface for lab, x-ray, hospital documents
9. Brentwood ECG – PC-based and integrated
10. Midmark Spirometer – PC-based and integrated
11. Clinical Content – encounter forms
12. GreenField intranet and web site
13. Patient e-newsletter
14. Knowledge sources – Epocrates, UpToDate, PubMed, Google
15. Remote access to hospital IS and our own IS
16. Network with backup, antiviral, antispam, and security software
17. Telecommunications – phone system, cell phones

- Relationship
- Service
- Clinical Reliability

Patient-Centered Care

- **What does it mean?**
- **How do you do it?**
- **Aren't you doing it already?**

Challenges in Patient-Centered Care

Physician Experience

- Busy days
- Focused on clinical care

Patient Experience

- Assume high quality care
- Focused on experience defined by service and relationship

GreenField Health: Distribution of Patient Encounters

Number of Encounters by Type per Patient per Year



Go Actions Options Help

Desktop Chart Appts Reg Reports New View Print Internet Help EXIT

Kenneth Schiedel 77M JAS CMK DOB: 04/09/1926 h) (503) ; w)None Ins: Pharmacy: AARP Pharmacy Svc
ker .com ' Ken ' "Sheedle" rhymes with "needle", AARP Pharm # 800-406-1662, Account # 750023048

Find Pt. Protocols Graph Handouts

Summary Problems Medications Alerts Flowsheet Orders Documents

Problems

.....ACTIVE & CHRONIC PROBLEMS BELOW THIS LINE...
HYPOTHYROIDISM, ACQUIRED NEC
IMPACTED CERUMEN
ANOMALY, CONGENITAL, LACRIMAL PASSAGE NEC
GLOSSITIS
HYPERGLYCERIDEMIA, PURE
HERPES ZOSTER 1/02
.....INACTIVE PROBLEMS BELOW THIS LINE.....
DIVER TICULOSIS COLON

Medications

LEVOTHROID 125 MCG TAB (LEVOTHYROXINE SODIUM) 1
ASPIRIN 325 MG TAB (ASPIRIN) One tab daily
.....PRN MEDICATIONS BELOW THIS LINE.....
INDOCIN 25 MG CAP (INDOMETHACIN) one tablet orally three
CERUMENEX 10 % SOLN (TRIETHANOLAMINE OLEATE) Use

Allergies

Directives

Shelley L [redacted] 54F JAS CMK DOB: 09/09/1951 h) (50 [redacted] 41 w)(50 [redacted] 151 Ins: Providen (79) Pharmacy: Rite Aid-Tanasbourne-185th
 mchap[redacted]@[redacted].com OHP Standard - Email is her daughter Mary (Mary's phone 50 [redacted] 1) okay to communicate with Mary via email

Problems
ACTIVE & CHRONIC PROBLEMS BELOW THIS L
 DIABETES W/COMPLICATION NOS, TYPE II
 DIABETIC FOOT ULCER, RIGHT
 HYPERTENSION
 NEUROPATHY
 CIGARETTE SMOKER
 HYPERLIPIDEMIA NEC/NOS
 ASTHMA
 COPD CHRONIC MILD

Medications
 ASPIRIN 81 MG CHW TAB (ASPIRIN) 1 po qd
 AMITRIPTYLINE HCL 100 MG TABS (AMITRIPTYLINE HCL)
 GLUCOTROL 10 MG TABS (GLIPIZIDE) 2 tablets po bid
 MEVACOR 40 MG TABS (LOVASTATIN) 2 po qd - gener
 AZMACORT 100 MCG/ACT AERS (TRIAMCINOLONE ACE
 GLUCOPHAGE 850 MG TABS (METFORMIN HCL) 1 po bik
 *PRN MEDICATIONS BELOW THIS LINE.....
 IBUPROFEN 800 MG TAB (IBUPROFEN) 1 tab po tid prn

Allergies
 PENICILLIN
Directives
 MARY EMERSON, DAUGHTER,

Flowsheet: [All]

	Date	Value
ALBUMIN	10/26/2005	4.6
ALK PHOS	10/26/2005	86
BILI TOTAL	10/26/2005	0.4
BMI	04/01/2004	26.80
BP DIASTOLIC	10/26/2005	58
BP SYSTOLIC	10/26/2005	126
BUN	10/26/2005	29
CALCIUM	10/26/2005	10.0
CALL MD COMM	06/30/2005	2
CHIEF CPLNT	10/26/2005	Foot Ulc...
CHLORIDE	10/26/2005	100

Documents: All

Date	Summary	Status
02/06/2006	Ofc Proc: Flu shot	Signed
02/06/2006	Int Oth: Health Update	Signed
02/05/2006	Summary: Records revie	Signed
01/24/2006	Rx Refill: VICODIN 5-500	Signed
01/16/2006	Cons Rpt: Eye Health NV	Signed
01/13/2006	Clin Updt: Referral to Dr.	Signed
01/12/2006	Phone: Ophthalmology r	Signed
12/20/2005	Rx Refill: monthly Vicodi	Signed
12/19/2005	Cons Rpt: Westside Pod	Signed
12/05/2005	Rx Refill: VICODIN 5-500	Signed
11/18/2005	Rx Refill: VICODIN 5-500	Signed

Registration Notes
 OHP Standard - Email is her daughter Mary (Mary's phone 50 [redacted] 1) okay to communicate with Mary
 No Photo Available

Go Actions Options Help

Desktop Chart Appts Reg Reports New View Print Internet Help EXIT

Kenneth Schiedel 77M JAS CMK DOB: 04/09/1926 h) (503) ; w)None Ins: Pharmacy: AARP Pharmacy Svc
ker .com ' Ken ' "Sheedle" rhymes with "needle", AARP Pharm # 800-406-1662, Account # 750023048

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CERUMENEX 10 % SOLN (TRIETHANOLAMINE OLEATE) Use

Allergies

Directives

Go Actions Options Help

Desktop Chart Appts Reg Reports New View Print Internet Help EXIT

Summary **Flags** Documents Messaging

Appointments for:
kiloc

Open Chart View Details

Flags to:
Charles M Kilo MD

Open Reply Forward Convert Remove

15
8:30
8:45
9 am
9:15
9:30
9:45
10 am
10:15
10:30
10:45
11 am
11:15
11:30
11:45
Noon
12:15
12:30
12:45
1 pm
1:15
1:30
1:45
2 pm
2:15
2:30

From	Due	Subject	Message
Charles M Kilo MD	01/30/2006	M	F/U breast US - also needs pap if not done
Charles M Kilo MD	02/15/2006	L	Old records reviewed - Dr. Miller (primar
Charles M Kilo MD	02/15/2006	Rhonda	f/u knee injury - xray nl
Tiana Schmitt	02/15/2006	field B	For you now =)+
Charles M Kilo MD	02/16/2006	anley C	BP f/u, ? prostate issues
Charles M Kilo MD	10/04/2005	evin	DM and other f/u
Beth Davis	10/21/2005		Need phone call- April renewal
Beth Davis	10/21/2005		Needs phone call- June renewal
Beth Davis	10/21/2005	J	Needs phone call- June renewal
Beth Davis	10/21/2005	Christine F	Needs phone call- April renewal
Charles M Kilo MD	11/07/2005	an J	f/u HTN

Documents to:
Charles M Kilo MD

Open Edit Append Route Remove

	Date	Name	Summary	Status	Reason
	02/14/2006 1:05	r, Charles W	Append: thyroid f/u	Signed	Action
	02/17/2006 8:10		Phone	On Hold	Action
	06/08/2005 12:3	s, Jeanmarie M	Append: Billing April Renewal	Signed	Action
	07/14/2005 9:45	ward	Append: Billing April Renewal	Signed	Action
	09/26/2005 5:28	Lynda Warnock	Ofc Visit: New patient Intake	On Hold	Action

Inbox Messages Logged in chuck.kilo@greenfieldhealth.com Help

Messages 1-20 of 114 First Prev Next Last

Messages	Refresh	To My Email	Delete	Move To Folder	Search	Print	Subject	Received
<input type="checkbox"/> New Message	<input type="checkbox"/> Standard						mail.com RE:bone density 2-06	Wed 2 3:17 PM
<input type="checkbox"/> Inbox	<input type="checkbox"/> Patient						reet.com RE:Feb 06 labs	Wed 2 9:18 AM
<input type="checkbox"/> Sent	<input type="checkbox"/> Referral						m RE:Jan 06 labs	Sat 2 8:24 AM
<input type="checkbox"/> Drafts							y.com RE:Feb 06 labs	Wed 2 8:23 PM
<input type="checkbox"/> Deleted							du RE:Jan 06 lipids	Wed 2 8:27 AM
<input type="checkbox"/> Manage Folders							a@aon.com RE:Secure Diabetes Follow-up	Thu 2 8:36 PM
User							alarst.net Non-Urgent Medical message from patient [REDACTED]	Wed 2 8:18 PM
<input type="checkbox"/> Address Book							gre e.com RE:Jan 06 labs	Fri 1/2 8:33 AM
<input type="checkbox"/> Out of Office							jcjo com Non-Urgent Medical message from patient Jeffrey J..	Thu 1 10:02 AM
<input type="checkbox"/> Logout							jcjo com Billing message from patient Jeffrey Jones	Thu 1 9:54 AM
Admin							du RE:Jan 06 lipids	Tue 1 11:12 AM
<input type="checkbox"/> Users							oregoncoast.com RE:Jan 06 PSA	Tue 1 8:38 AM
<input type="checkbox"/> Groups							oregoncoast.com RE:Jan 06 PSA	Mon 1 5:37 PM
<input type="checkbox"/> Domains							om RE:	Mon 1 1:21 PM
							Non-Urgent Medical message from patient [REDACTED]	Sun 1 10:13 PM
							RE:Non-Urgent Medical message from patient [REDACTED]	Fri 1/2 4:44 PM
							Non-Urgent Medical message from patient [REDACTED]	Fri 1/2 10:00 PM

Patient Message Logged in **chuck.kilo@greenfieldhealth.com** Help

- Messages
- New Message
- Inbox
- Sent
- Drafts
- Deleted
- Manage Folders

- User
- Address Book
- Out of Office
- Logout

- Admin
- Users
- Groups
- Domains

Send To Draft Attach Options Cancel

Patient **Shelle [redacted] (mch [redacted].com)** CC Chart (Provider: Kilo MD, Charles; Unsigned)

To... mch [redacted].com;

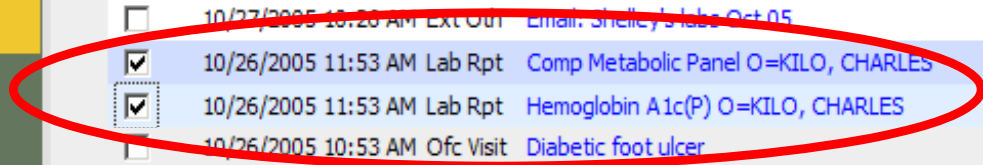
Cc...

Subject:

Hide EMR Attachments Attach Chart Summary - [view]

<input type="checkbox"/>	<input type="checkbox"/> Clinical Date	Type	Summary	Attachments
<input type="checkbox"/>	11/18/2005 9:59 AM	Rx Refill	VICODIN 5-500 MG TAB	
<input type="checkbox"/>	11/17/2005 4:57 AM	Int Oth	E-mail: foot ulcer	
<input type="checkbox"/>	11/4/2005 12:00 AM	Cons Rpt	Westside Podiatry	[1]
<input type="checkbox"/>	11/3/2005 5:41 PM	Rx Refill	Vicodin	
<input type="checkbox"/>	11/3/2005 12:00 AM	Clin Updt	Referral faxed	[1]
<input type="checkbox"/>	10/27/2005 10:28 AM	Ext Oth	Email: Shelley's labs Oct 05	
<input checked="" type="checkbox"/>	10/26/2005 11:53 AM	Lab Rpt	Comp Metabolic Panel O=KILO, CHARLES	
<input checked="" type="checkbox"/>	10/26/2005 11:53 AM	Lab Rpt	Hemoglobin A1c(P) O=KILO, CHARLES	
<input type="checkbox"/>	10/26/2005 10:53 AM	Ofc Visit	Diabetic foot ulcer	
<input type="checkbox"/>	10/20/2005 7:36 PM	Phone	foot ulcer	

2 documents selected Documents 11-20 of 108 First | Prev | Next | Last



File Edit View Insert Format Tools Actions Help

Send Print Copy Paste Undo Redo Options... ?

Normal Tahoma 10 A B I U

To: []

Cc: []

Subject: FW: Health Matters - June 2003



GreenField health system

HEALTH MATTERS

Monthly Matters:

- First Tuesday Reminder
- Help Us Help You
- Vitamin D Dosage - Correction
- Welcome Beth Davis
- Mini Annual Report
- Screening and Prevention Recommendations



First Tuesday Open House
Join us at our monthly open house and learn more about GreenField. Our next open house is on Tuesday, July 1st starting promptly at 5:30 p.m. Spread the word!

[View prior Health Matters on our website.](#)

Coordination of Care and Efficiency

The image displays a secure email interface with three main components:

- Secure Email Login Page (Microsoft Internet Explorer):**
 - Address: <https://securemail.>
 - Search: <https://securemail.greenfieldhealth>
 - Logo: BODY IMAGING RADIOLOGY
 - User Login section:
 - Secure Email Address:
 - Secure Password:
 - Login button
 - Remember my email address [what's this?](#)
 - [I forgot my password.](#)
 - Note: Your secure password may be different than the password you use for logging into your computer or for receiving non-secure email.
 - For questions or technical support: support@kryptiq.com
- Message Window 1: RE: Chart Notes on Steven [redacted] - Message (Plain Text)**
 - From: [redacted]
 - To: 'Chuck Kilo'
 - Subject: RE: Chart Notes on Steven [redacted]
 - Sent: Tue 11/13/2001 2:32 PM
 - Body text: Chuck- Steve has complet [redacted] is attached. [redacted]
 - Attachment: 011113 FU Left Sh.....
- Message Window 2: Echocardiogram - James Wilson - Message (HTML)**
 - From: Amy [amy@mednettranscription.biz]
 - To: Chuck Kilo
 - Subject: Echocardiogram - James Wilson
 - Sent: Thu 5/12/2005 5:14 AM
 - Attachments: WILSONj_eko_5-10-05.PDF (118 KB)
 - Body text: Have a nice day, thanks, Amy.
 - Signature:
 - Amy Anderson**
MT II
 - amy@mednettranscription.biz
<http://www.mednettranscription.biz>
 - MedNet Transcription**
17786 NW Elkcrest Court
Portland, OR 97229
tel: (503) 706-8485
fax: (503) 614-8554
 - Signature powered by *Plaxo*
 - [Add me to your address book...](#)
 - [Want a signature like this?](#)

Mickey A Mouse

Home: (503)543-1111 Work: None

Year Old Male (DOB: 04/01/1965)

- Pt. Protocols
- Summary ID: 1757
- Prescriptions

New Medication

Name: Mickey A Mouse
Birth: 04/01/1965
Age: 41 Year Old Male
Height: 5 in (13 cm)
Weight: 0 lb (0.0 kg)
BSA: 0.01 sqm

Insurance: Provident (4)

Current Medications

- ZYRTEC 10 MG TAB (CETIRIZINE H)
- ATENOLOL 25 MG TAB (ATENOLOL)
- ASPIRIN 325 MG TAB (ASPIRIN)
- *PRN MEDICATIONS BELOW TH
- VICODIN 5-500 MG TAB (ACETAMINOPHEN)
- DIFLUCAN 150 MG TABS (FLUCONAZOLE)
- CIPRO 250 MG TABS (CIPROFLOXACIN)
- ACETAMINOPHEN 500 MG CAP (ACETAMINOPHEN)

Current Allergies

- SULFA
- PAMELOR
- VICODIN

Find Medication

Custom List:

Formulary: < None >

This patient has no formulary.

-
-
-
-

Define Medication

Medication:
 Instructions:
 Start Date: Stop Date:
 Duration: Days Weeks Months

Prescription

Quantity: Refills: Brand medically necessary Print Pt. Handout necessary
 Pharmacy:
 Authorized By:
 Prescribing Method:
 State:

Add to custom list: Drug Instructions/Duration Qty/Refills

-
-
-

Prescriptions

	Previous Rx				New Rx		
	Quantity	#Refills	Date	Refill?	Quantity	#Refills	Pt Info
VICODIN 5-500 MG TAB (ACETAMINOPHEN-HYDROCODONE) 1=2 po q 4-6 hours prn pain	30	0	11/14/2006	No <input type="checkbox"/>			
DIFLUCAN 150 MG TABS (FLUCONAZOLE) 1 po x1	1	0	01/23/2007	No <input type="checkbox"/>			
CIPRO 250 MG TABS (CIPROFLOXACIN HCL) 1 po bid	20	0	10/31/2005	No <input type="checkbox"/>			
ACETAMINOPHEN 500 MG CAP (ACETAMINOPHEN) 1-2 capsules every 6 hours as needed; max 8 doses (4000mg) daily	30	1	03/09/2006	No <input type="checkbox"/>			
PROZAC 10 MG CAPS (FLUOXETINE HCL) Something goes here...	30	1	03/22/2006	No <input checked="" type="checkbox"/>	<input type="text" value="30"/>	<input type="text" value="1"/>	<input type="checkbox"/> <input type="checkbox"/>
SYNTHROID 112 MCG TABS (LEVOTHYROXINE SODIUM) take 1 qd	30	12	03/22/2006	No <input checked="" type="checkbox"/>	<input type="text" value="30"/>	<input type="text" value="12"/>	<input type="checkbox"/> <input type="checkbox"/>
CELEBREX 100 MG CAPS (CELECOXIB) TEST RX DO NOT FILL	30	1	03/24/2006	No <input type="checkbox"/>			
REQUIP 0.25 MG TABS (ROPINIROLE HYDROCHLORIDE)				<input type="checkbox"/>			

Pharmacy

Rite Aid #6467*
600 NW 10th Ave
Portland, OR 97209
Ph: 5032274835
Fax: 5032272378

Authorized By:

Prescribing Method:

State:

Print Pharmacy Handout

- Performance Feedback
- Identification
- Treatment
- Drug Safety
- Services Due
- Resources
- Help
- Main

Logician Last Queried: 9/19/2006 Provider: Doctor P MD (est) - GtwyIM



Patients ▲	DOB	LDL	BP	A1c	ASA	Last Visit	Next Appt.			Select
ABRAHAMSEN, FLOY	09/10/1923	73	146/89 	6.7		12/28/05				<input type="checkbox"/>
ALLS, CARMELA	05/09/1950	80	110/60	5.4		10/13/05				<input type="checkbox"/>
ALMEIDA, AZZIE	07/11/1925	60	136/64	5.3		03/20/06				<input type="checkbox"/>
ALMODOVAR, CAROLEE	11/14/1919	106	118/64	6.3		09/11/06				<input type="checkbox"/>
ARAYA, TIFFANEY	11/08/1931	86	150/42 	5.7		08/21/06				<input type="checkbox"/>
BAHN, DELILAH	08/21/1926	72	122/68	6.1		06/12/06				<input type="checkbox"/>
BARKMAN, MAURICE	03/30/1923	84	118/58	6.8	WARFARIN ONLY	08/29/06				<input type="checkbox"/>
BELZER, ISAURA	10/10/1944	126 	122/72	8.6	WARFARIN ONLY	07/18/06				<input type="checkbox"/>
BEVENS, IRMA	06/12/1949	76	132/84	5.8		05/02/06				<input type="checkbox"/>
BLANCHE, MELODY	11/24/1929	78	110/70	6.9	WARFARIN ONLY	09/11/06				<input type="checkbox"/>

Disclaimer: The source of the information provided above comes directly from your patient's Logician record. The purpose of this information is to support and facilitate medical decision making. It is not intended to be a substitute for a health care provider's professional judgement.

Performance Feedback

Identification

Treatment

Drug Safety

Services Due

Resources

Help

Main

Logician Last Queried: 9/19/2006 Provider: Doctor P MD (est) - GtwyIM



Patients DOB ▲	LDL	BP	A1c	Micral ACEI/ARB	Flu	Pvax	Foot Exam	Eye Exam	Next Appt			Select
ABRAHAMSEN, FLOY 09/10/1923	Green	Red S	Green	Green	Red	Red S	Green	Red				<input type="checkbox"/>
ALLS, CARMELA 05/09/1950	Green	Yellow	Yellow	Yellow	Red	Green	Yellow	Green				<input type="checkbox"/>
ALMEIDA, AZZIE 07/11/1925	Yellow	Green	Yellow	Green	Red	Green	Green	Red				<input type="checkbox"/>
ALMODOVAR, CAROLEE 11/14/1919	Green	Green	Green	Green	Red	Green	Green	Green				<input type="checkbox"/>
ARAYA, TIFFANEY 11/08/1931	Green	Blue Clock	Green	Green	Red	Green	Yellow	Red S				<input type="checkbox"/>
BAHN, DELILAH 08/21/1926	Green	Green	Green	Green	Red	Green	Green	Green				<input type="checkbox"/>
BARKMAN, MAURICE 03/30/1923	Yellow	Green	Green	Green	Red	Green	Green	Green				<input type="checkbox"/>
BELZER, ISAURA 10/10/1944	Green Clock	Green	Green	Green	Red	Green	Yellow	Green				<input type="checkbox"/>
BEVENS, IRMA 06/12/1949	Green	Green	Green	Green	Red	Green	Yellow	Yellow				<input type="checkbox"/>
BLANCHE, MELODY 11/24/1929	Green	Green	Green	Green	Red	Green	Green	Yellow				<input type="checkbox"/>
BOSQUEZ, ERYN	Green	Green	Green	Green	Red	Green	Green	Yellow				<input type="checkbox"/>

Disclaimer: The source of the information provided above comes directly from your patient's Logician record. The purpose of this information is to support and facilitate medical decision making. It is not intended to be a substitute for a health care provider's professional judgement.

Messages

Reply
 Reply All
 Forward
 Delete
 Move
 Print

New Message

Inbox (5)

Sent

Drafts

Deleted

Manage Folders

User

Settings

Logout

From: East Side Internal Medicine
 To:
 Subject: Services Due

Sent: Fri 2/9/2007 2:26 PM

Dear WALTER CALDWELL

Taking Time for Your Diabetes

When you have diabetes, you want to do the things that will help you control your blood sugar and help you stay healthy. We have talked about the importance of watching your diet, exercising, checking your blood sugars and taking any medicines exactly as directed. In addition to these things it is important for you to know what exams, tests and shots you should have. I want you to know what each of these are for and how often you should have them done. I have also given you the date when each exam, test and shot was last done so you will know when you need to have them done again.

I have used three colors to tell you what you need to do.

	Green means you have had the exam, test or shot done recently. Keep up the good work.
	Yellow means your exam, test or shot needs to be done again in the next 90 days. Please call my office at 503-555-1212 to make an appointment to get this done.
	Red means your exam, test or shot is overdue or you have not had this test done. Please call my office at 503-555-1212 to schedule an appointment so you can get this done.

Important Exams, Tests and Shots	What is this for?	How often should I have this done	When was the last time I had it done?
Eye Exam	An eye doctor dilates your eyes to look for problems.	At least one time every 12 months	7/11/2005
Foot exam	The bottom of the foot is touched with a nylon thread to look for nerve damage.	At least one time every 12 months	2/18/2006
Flu Shot	To prevent the flu which can be very bad for people with diabetes.	One time each year during flu season (October-December)	
Pneumovax (new-mow-vax)	To prevent pneumococcal pneumonia.	At least one time during your life	12/10/2002

[Please go to our website to schedule an appointment.](#)

Sincerely,

Doctor P MD

Patient-Centered Care: The Secret Sauce?

- **As much philosophy and culture... as it is system components and design.**
- **Technology is a tool for patient-centeredness, philosophy, culture and system design are the solutions**
- **It's the total, integrated, consistent experience that matters.**