



Atrium Health

Do Your Patients Understand?

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Health Technology Symposium

November 30, 2018

Video: "Making the complex simple"



Our Patient Portal and Open Notes Journey

The screenshot displays the MyAtriumHealth patient portal interface. At the top left is the Atrium Health logo. The main navigation area includes four primary actions: 'Schedule an Appointment', 'Send a Message to Your Doctor', 'Have an eVisit', and 'View Your Health Record and Doctor's Notes'. A light blue banner promotes flu relief services. The right sidebar contains a login section with fields for 'MyAtriumHealth Username' and 'Password', a 'SIGN IN' button, and links for 'Forgot Username?' and 'Forgot Password?'. Below this is a 'New User?' section with a 'SIGN UP NOW' button. At the bottom of the sidebar is a 'Need Help?' section with contact information: 'Call 855-799-0044 toll-free 8 a.m. – 5 p.m., Monday – Friday' and the email 'MyAtriumHealth@atriumhealth.org'. The footer includes app store download links for the App Store and Google Play, and a row of links for 'FAQs', 'Privacy Policy', 'Terms and Conditions', and 'High Contrast Theme'. A small copyright notice at the bottom right reads 'MyChart® licensed from Epic Systems Corporation © 1999 - 2018'.

 **Atrium Health** | MyAtriumHealth

 **Schedule an Appointment**
Easily schedule an appointment that works for you or your family.

 **Send a Message to Your Doctor**
Send a secure health message to your care team.

 **Have an eVisit**
Get a diagnosis and treatment plan by secure message for minor illnesses like flu or colds.

 **View Your Health Record and Doctor's Notes**
See your lab results, doctor's notes, radiology reports, and visit summaries.

Need Flu Relief? Get care now without leaving home. Start an **eVisit** or an **online video visit**.

MyAtriumHealth Username
Password

SIGN IN

[Forgot Username?](#) [Forgot Password?](#)

New User?

SIGN UP NOW

Need Help?
Call 855-799-0044 toll-free
8 a.m. – 5 p.m., Monday – Friday
MyAtriumHealth@atriumhealth.org

Download on the **App Store** | GET IT ON **Google Play**

[FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

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What We'll Explore Today

Do we provide care via MyAtriumHealth:

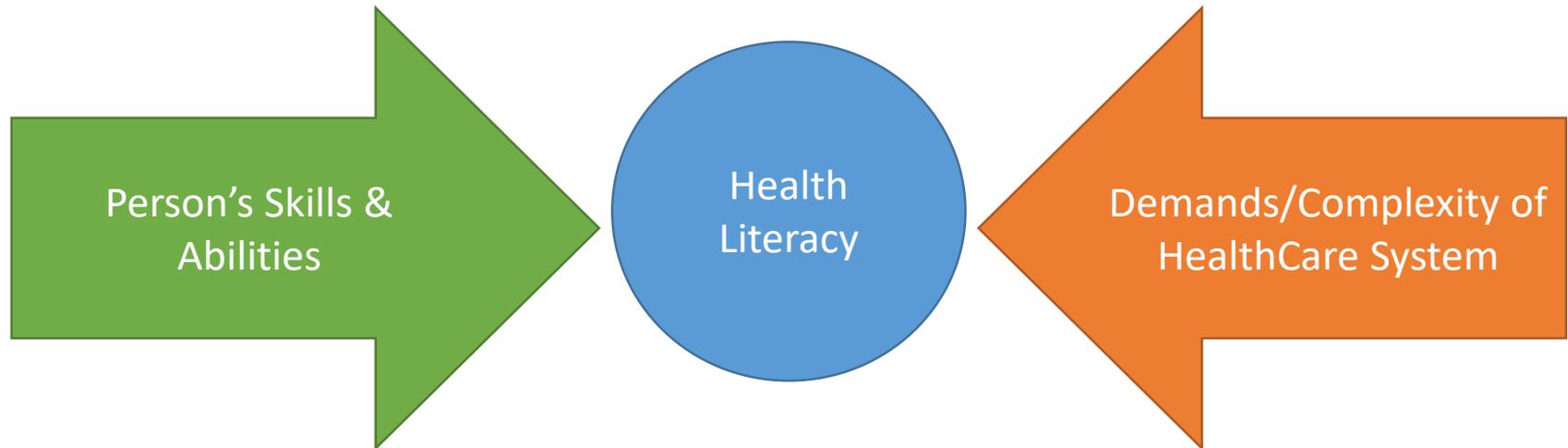
- In a way that is understandable to patients?
- In a way that is sensitive to their perception, culture, and education?
- In the language they prefer?

Health Literacy

Definition:

“The degree to which individuals have the capacity to **obtain**, **process** and **understand** basic health information and services needed to **make appropriate health decisions.**”

— Source: Healthy People 2010



Is Information Easy to Understand?

Online Health Portals

The screenshot displays the MyAtriumHealth user interface. On the left, the Atrium Health logo is shown. The main content area is divided into four service tiles: 'Schedule an Appointment' (with a calendar icon), 'Send a Message to Your Doctor' (with an envelope icon), 'Have an eVisit' (with a clipboard icon), and 'View Your Health Record and Doctor's Notes' (with a folder icon). A light blue banner at the bottom of this section reads: 'Need Flu Relief? Get care now without leaving home. Start an eVisit or an online video visit.' On the right side, there is a login section with the text 'Thanks for using MyAtriumHealth. You have been logged out.' Below this are input fields for 'MyAtriumHealth Username' and 'Password', a teal 'SIGN IN' button, and links for 'Forgot Username?' and 'Forgot Password?'. Further down is a 'New User?' section with an orange 'SIGN UP NOW' button. At the bottom right, a 'Need Help?' section provides contact information: 'Call 855-799-0044 toll-free 8 a.m. - 5 p.m., Monday - Friday' and the email 'MyAtriumHealth@atriumhealth.org'.

Doctor's Notes

The screenshot displays the MyAtriumHealth user interface. At the top, the header includes the AtriumHealth.org logo, the phone number 1-855-799-0044, a user profile dropdown, and a Sign Out link. Below the header is a navigation bar with icons for Home, Health Record (selected), Health Messages, Appointments, Billing, and Settings. The main content area features the AtriumHealth logo and MyAtriumHealth branding. On the left, a sidebar menu lists: Health Summary, Doctor's Notes (highlighted), Radiology Reports, Lab and Test Results, and Patient Education. The central content area is titled "Doctor's Notes" and contains a disclaimer: "The information below reflects the information in the health record. Notes created as of Sept. 1, 2015 generally will be available here. If anything looks incorrect, please contact your care team." Below this is a request for medical records. A box indicates the user is viewing the health record for a specific patient. The main note entry is titled "Medical Office Visit (IM, FM, Peds)" with a "Download" button. The note content includes "est/ gerd. etc" and "Date Created: Jul 10, 2018".

DOCUMENT NAME:

Medical Office Visit Note(.)

Patient: [REDACTED] MRN: [REDACTED] FIN: [REDACTED]
Age: [REDACTED] Sex: Female DOB: [REDACTED]
Associated Diagnoses: Viral sinusitis
Author: VINCENT, CHRISTINA

Chief Complaint

3/5/2017 10:27 EST pt c/o coughing, fatigue, sinus congestion x 5 days

History of Present Illness

The patient presents for.
pt states symptoms started on Wed (3/1/17). pt reports coughing since Wed and seems to be getting worse, especially at hs, cough drops have helped sometimes. pt reports cough is productive. pt states some relief with mucinex d. pt reports nasal congestion/stuffiness since wed, denies sinus pressure. pt reports having PND since wed, some relief with nortipot. pt reports had a sore throat initially, but has since resolved on own. pt reports having clogged ears, but denies ear pain (0/10). pt denies fevers. pt denies vomiting, does report a decreased appetite. pt reports having some sneezing and watery eyes last wk, was taking her claritin, but has stopped a few days ago. pt reports she has continued to take her flonase. pt has not taken any ibu or apap today.

Location: nasal congestion
Pain Intensity: 0/10
Quality: stuffy
Onset: 4-5 days
Radiation: none
Aggravating Factors: worse at hs
Alleviating Factors: some relief with mucinex d
Associated Symptoms: ear pressure, cough

Review of Systems

Constitutional: No fever.
Eye: No icterus, No discharge.
Ear/Nose/Mouth/Throat: No ear pain, No sore throat.
Respiratory
Gastrointestinal: No nausea. No vomiting. No diarrhea.

Lab & Test Results

The screenshot displays the MyAtriumHealth patient portal interface. At the top, the navigation bar includes the URL 'AtriumHealth.org', the phone number 'MyAtriumHealth - 1-855-799-0044', and a 'Sign Out' link. Below this is a row of icons for Home, Health Record, Health Messages, Appointments, Billing, and Settings. The main content area is titled 'Lab and Test Results' and includes a disclaimer: 'The information below reflects the information in the health record. Results are available 24 hours after they are available to your care team and may be viewable before your provider has the opportunity to review and discuss with you. Some results may be available sooner than others. If anything looks incorrect, please contact your care team. To learn more about lab and test results, visit LabTestsOnline.' A box indicates the user is viewing the health record for a specific patient. Below this is a section for 'Most recent results' with a date range filter set from 07/03/2018 to 07/10/2018. The first result listed is 'Blood Pressure'.

AtriumHealth.org MyAtriumHealth - 1-855-799-0044 Sign Out

Home Health Record Health Messages Appointments Billing Settings

Atrium Health MyAtriumHealth

Lab and Test Results LabTestsOnline.org

The information below reflects the information in the health record. Results are available 24 hours after they are available to your care team and may be viewable before your provider has the opportunity to review and discuss with you. Some results may be available sooner than others. If anything looks incorrect, please contact your care team. To learn more about lab and test results, visit [LabTestsOnline](#).

Viewing health record for [REDACTED]

Most recent results

Filter by date range

Start date 07/03/2018 End date 07/10/2018 Submit

Enter date in MM/DD/YYYY format.

Show all results

Blood Pressure

Health Summary
Doctor's Notes
Radiology Reports
Lab and Test Results
Patient Education
Renew a Prescription
Procedures



MCV

90 fL



Date: Jun 01, 2018 09:47 a.m. EDT

Reference Range: 80 fL - 99 fL

[View all for this result](#)

MCH

30 pg



Date: Jun 01, 2018 09:47 a.m. EDT

Reference Range: 26 pg - 34 pg

[View all for this result](#)

MCHC

33 g/dL



Date: Jun 01, 2018 09:47 a.m. EDT

Reference Range: 32 g/dL - 35 g/dL

[View all for this result](#)

RDW

12.4 % (Low)



Date: Jun 01, 2018 09:47 a.m. EDT

Reference Range: 12.5 % - 15.7 %

[View all for this result](#)

What Our Patients Are Saying

I enjoy the technology that provides the portal and the text and email communications.

Love the portal messaging!

I made my appointment through the web portal and it was very fast and easy. Stress free!

I was able to schedule my appointment online and speak to my Dr through the portal!

What Our Patients Are Saying

Web portal patient navigational ease of usage should be closer to simple arithmetic; it is closer to calculus.

Don't care for web portal- that's generational

I am signed up on your website portal. I never received an email telling me my doctor's notes or labs were available on the website. No one ever called me to go over labs. Yes, I can see on the report all my numbers were "in range" but I didn't know what 1/2 the markers were.

Patient Education

AtriumHealth.org MyAtriumHealth - 1-855-799-0044 Sign Out

Home Health Record Health Messages Appointments Billing Settings

Atrium Health

MyAtriumHealth

- Health Summary
- Doctor's Notes
- Radiology Reports
- Lab and Test Results
- Patient Education**
- Renew a Prescription
- Procedures

Patient Education

The following documents from the health record are available to view or download, sorted by date created. To view or download a document, you must have a PDF reader.

Viewing health record for [Redacted]

Patient Education	Download
Patient Education Date Created: May 11, 2018 Date Updated: May 11, 2018	Download
Patient Education Date Created: Dec 04, 2017 Date Updated: Dec 04, 2017	Download



Carolinus HealthCare System

Patient Education Materials

MRN: [REDACTED]

Name: [REDACTED]

Visit Date: 3/5/2017 10:30:00

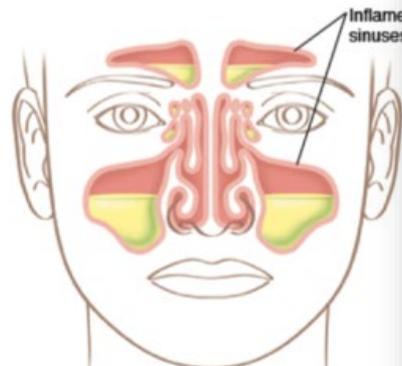
FIN: [REDACTED]

DOB: [REDACTED]

Carolinus HealthCare System thanks you for allowing us to assist you with your healthcare needs. Should you have any questions or concerns regarding your visit, please contact your physician at your convenience

Ambulatory

Sinusitis (No Antibiotics)



Home care

- Drink plenty of water, hot tea, and other liquids. This may help thin mucus. It also may promote sinus drainage.
- Heat may help soothe painful areas of the face. Use a towel soaked in hot water. Or, stand in the shower and direct the hot spray onto your face. Using a vaporizer along with a menthol rub at night may also help.
- An **expectorant** containing guaifenesin may help thin the mucus and promote drainage from the sinuses.
- Over-the-counter **decongestants** may be used unless a similar medicine was prescribed.

Nasal sprays work the fastest. Use one that contains phenylephrine or oxymetazoline. First blow the nose gently. Then use the spray. Do not use these medicines more often than directed on the label or symptoms may get worse. You may also use tablets containing pseudoephedrine. Avoid products that combine ingredients, because side effects may be increased. Read labels. You can also ask the pharmacist for help. (NOTE: Persons with high blood pressure should not use decongestants. They can raise blood pressure.)

- Over-the-counter **antihistamines** may help if allergies contributed to your sinusitis.



Is the patient's perspective really that big of a deal?

Do we think about their point of view when it comes to their:

- Culture?
- Education?
- Perception?

Patient Story: Lag time in Lab Results

**Elements of this story have been changed to protect the patient.*





Patient Story: Lag time in Lab Results

**continued*

In reaction, what did we do to avoid this in the future?

- Compact Cause Analysis (CCA) showed message from patient was misrouted.
- Our current Lab Policy is being reviewed to be updated for abnormal labs to require a phone call from the practice.



Preferred Language

What does the law say about this?

Title VI of Civil Rights Act of 1964 (among others) requires the written translation of materials to:

- Limited English Proficiency (LEP)
- Deaf
- Hard of Hearing (HOH)

Preferred Language

What type of material do we need to provide to patients who are LEP, Deaf, and HOH?

- Discharge instructions
- Vital documents
- Patient Education



Preferred Language

However, ethically speaking, what should we provide?

Does a patient have the right to understand their care in the language they prefer and most easily understand?

What Comes Next?

