Cerner HealtheLife Patient Portal Guide

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Patient Portal

Overview of Cerner HealtheLife Patient Portal

What is the Cerner HealtheLife Patient Portal?

Cerner HealtheLife is a web-based patient portal that enables collaboration between patients and providers. The portal allows McLaren to give patients more self-service access to their clinical information and empowers them to become proactive members of their care team.

The CMS Quality Payment Incentive Program (QPP) also rewards our providers through a Merit-based Incentive Payment System (MIPS). Within MIPS, there is a Promoting Interoperability (PI) category. One of the requirements in the PI category is providing patients electronic access to their health information through the patient portal; HealtheLife

What are some of the Benefits of using the Cerner HealtheLife Patient Portal?

- Patients can email Refill Requests
- Patients can ask Questions via Secure Emails
- Improved Patient Communication
- Optimized Medical Office Workflow
- Decrease in Patient Phone Calls to the Clinic
- Increased Patient Ownership of Own Care
- Patients are more Informed
- Improved Patient Satisfaction
- Patients have 24/7 access to Records/Results
- Integrated directly into Cerner PowerChart

What can the patient see in their Cerner HealtheLife Patient Portal?

- Allergies
- Problems
- Procedures
- Medications
- Patient Information
- Health Profile
- Upcoming Appointments

- Immunizations
- Documents
- Messages
- Lab Results
- Radiology Results
- Visit Summary



Who is Responsible?

Everyone is responsible and should be promoting the usage of the patient portal.

Cerner HealtheLife Marketing Materials

The following marketing materials are available on the McLaren forms website and should be made available in all Cerner clinics:

*Note: The brochures include the Cerner HealtheLife Support Line phone number for patients.

- 1. Healthelife Bi-Fold Brochure: MHCC- 501-2
- 2. Healthelife Poster: MM-307



Cerner HealtheLife Support Line

The Cerner HealtheLife marketing materials include the support phone number for patients to call. The Cerner HealtheLife Support Line is:

877-621-8014

Staff should be prepared to provide patients with this number if a patient is unable to login, needs a password reset, or is having any other technical difficulty.

It is always recommended to check if the patient's invite was sent successfully before advising them to call Cerner Support. See the **Cerner HealtheLife Invite** section in this guide for more information on how to check if an invite went out of the system successfully.

Cerner HealtheLife Eligibility

Who is eligible to enroll for the Cerner HealtheLife portal?

- 1. Any patients 18 years of age and up.
- 2. Any teen ages 13-17 years of age.

Authorized Representative

Definition: An individual who is requesting access to another patient's portal account.

Authorized Representatives are available for the following scenarios:

SECTION PENDING COMPLIANCE REVIEW***

Cerner HealtheLife Authorized Representatives

Authorized Representative

Definition: An individual who is authorized to access another patient's portal account.

Authorized Representatives are available for the following scenarios:

SECTION PENDING COMPLIANCE REVIEW***

Overview of Cerner HealtheLife Patient Self-Enrollment

The self-enrollment feature is available for patients who are 13 years of age and older.

The patient will need to complete the first name, last name, and date of birth to start self-enrollment and would need to provide a unique patient identifier.

The following verification options are available as patient identifiers:

- MRN (Medical Record Number)
- Email address (must have been previously provided and entered in the patient's chart in order to use email as a patient identifier).

<u>McLaren Sign-In Page</u>	SIGN IN TO MCLAREN *Email address or username
	* Password
	Forgot password? SIGN IN
	Don't have an account?
	English (United States) 💌 Privacy Terms

Cerner HealtheLife Patient Self-Enrollment Workflow		
Since patients can choose to enroll with an MRN or an email, the steps to enroll are slightly different. See steps below:		
Er	nrolling with MRN	
1)	Patient will access the McLaren self-enrollment link fr	rom the McLaren.org website.
2)	 After accessing the link, patient is presented with the following screen and is required to enter the following information: First Name Last Name Date of Birth 	Self-Enrollment for My McLaren Chart. If enrollment is a salating for Mill area patients are says. The other who part is an enroll is the salation of the other salating is an enroll in the
3)	 Patient will indicate how they'd like to verify their account, either by MRN or email. <u>Note</u>: MRN is the default. 	How would you like to verify your account? Personal identifier(s) Email address MRN (Medical Record Number) 300002478139
4)	Patient will complete identify verification and once complete, will click Verify .	
5)	 If a patient match is found, patients are presented with the "Patient Match Found" window and are asked to: Confirm they are the patient Agree to the Terms of Use. 	Patient Match Found Congratulations, your patient information has been verified. The last step to connect with My McLaren Chart is to create purposed, confirm that you are the patient and that you agree to the Terms of Use and Privacy Policy. * All fields are required. I confirm that I am HEALTHELIFETEENAGER ZZTEST. • Terms of use I agree to the McLaren Terms of Use and Privacy Policy. Items Explain (United States) ~
6)	Patients will be prompted to create an account. a. First Name, Last Name, Gender, and Date of Birth a	are pre-populated.

Drafted by: MMG Training Team Approval Date: 9.20.22 Update Date:

7) Patients will need to:	
a. Create a username	* Usemame
b. Re-enter their email address	
 c. Create a password Password must contain at least 1 m Password must contain at least one letter Password must contain at least one A secure password must be at least characters long d. Re-enter password 	umber e capital e symbol t eight Confirm Password i accept the Terms and Privacy Policy.
 Accept Terms of Use and Privacy Policy 	protected by reCAPTCHA Privacy - Terms
9) Select Submit.	CANCEL
10) Patient will be asked to complete a reCAPTCHA question (select all the motorcycles, etc.).11) Click Verify once complete.	Select al trappes alth motorcycles Images alth Images alth
12) A six-digit code is sent to their email addre	ess.
13) Enter the Code and click Submit .	CHECK YOUR EMAil A cose been sent to the email you registered with, Prease tests the code before to verify your account. *Code 3 / / 920 C/WCCLL SUCHITIE English (Initial States) * Privacy Lemas

Er	hrolling with Email	
1)	Patient will access the McLaren self-enrollment link fr	rom the McLaren.org website.
2)	After accessing the link, patient is presented with the following screen and is required to enter the following information: a. First Name b. Last Name c. Date of Birth	Self-Enrollment for My McLaren Chart Self-Enrollment for My McLaren Chart Self-Enrollment is an other set on the second second second second second in the second
3)	Patient will select email and enter in their email.	* How would you like to verify your account? Personal identifier(s) Email address How should we verify? healthelifeteen@gmail.com
4)	Patient will be asked to complete a reCAPTCHA question.	Select al Inspec with motorcycles
5)	Click Verify once complete.	
6)	Patient will be presented with the " <i>Help us protect your accoun</i> t" screen.	Help us protect your account We are sending you a six-digit verification code using the verification method you selected on the previous page. Enter the verification code below.
7)	The system will send a six-digit code to the email address provided.	If you do not receive your verification code, contact your health care organization or try again. * All fields are required Verification code
8)	Patient will log into their email to retrieve the message/code.	435676 Continue
9)	Patient will enter the six-digit code and click Continue.	Englian (United States) *
10) If a patient match is found, patients are presented with the "Patient Match Found" window and are asked to: a. Confirm they are the patient. b. Agree to the Terms of Use. 	Patient Match Found Congranulations, your patient information has been verified. The last step to connect with My McLaver Charl is to create your online account. To proceed, confirm that you are the patient and that you agree to the Terms of Use and Privacy policy. • All fields are required. • Identity verification • I confirm that I am HEALTHELIFETEENTWO ZZTEST. • Therms of use • I serve to the McLaven Terms of Use and Privacy Policy. • Nerd English (Unned Starse)

11) Patients will be prompted to create an account.		
13) Patient will re-enter their email address.	Rector and attess Teather free populated.	
 14) Patient will create: a. Username b. Password Password must contain at least 1 number Password must contain at least one capital letter Password must contain at least one symbol A secure password must be at least eight characters long c. Re-enter Password 15) Accept Terms of Use and Privacy Policy. 16) Click Submit. 	Username Internation Passeord Benter passeord menter Geneter passeord menter menter <tr< td=""></tr<>	
17) Patient is taken to the homepage of My McLaren Chart a address on file that an account was created online.	and an email notification is sent to the email	

Invite the Patient to the Cerner HealtheLife Patient Portal

During the check-in process with patients, registration staff should ask the patient if they'd like to sign up for the Patient Portal. Please follow the steps below to send an invite during the check-in process if a patient expresses interest and it's not already signed up.

Send an Invite in Rev Cycle

- 1) On the **Patient** tab, scroll down to the **Healthe** Life Portal section.
- 2) Select the **Access Offered** dropdown and choose the appropriate option.
 - a. **No:** if access to the portal was not offered to the patient.
 - b. **Patient Declined:** if access was offered and the patient wasn't interested.
 - c. Yes: if access was offered and the patient accepted. Additional fields will become required.

tient Relationships Insurance	Legal Forms Alerts
Alternate Address	
Contact Information	
Preferred Phone Type	Home Phone
Mobile Phone Number v	()-
Healthe Life Portal	
Access Offered	Home Email Address
Patient Declined 🗸 🗸	
No	
Patient Declined	
Ves	

- 3) If Yes was selected, satisfy the remaining fields.
 - a. Send Invite: Choose Send to send an invitation.
 - b. Challenge Question: Choose the appropriate option.
 - c. Challenge Answer: Free Text the answer to the Challenge Question that was chosen by the patient.
 - d. Home Email Address: Enter and/or verify the patient's email address.

	Healthe Life Portal Access Offered Yes Invite Status Patient Comments Patient Comment	Challenge Question Challenge Question Challenge Answer Home Email Address Challenge Answer Challenge Answer Challenge Answer Challenge Answer Challenge Answer Home Email Address Challenge Answer Challenge Ans
4)	The registration process for the HealtheL	ife Portal is complete once all fields have been satisfied.
Se	end an Invite in Schapptbook	
1)	On the Patient Information tab, scroll de the Healthe Life Portal section.	Patient Information Encounter Information Guarantor Information Insurance Primary Insurance Secondary Insurance Tertia Address Information
2)	Select the Access Offered dropdown ar	nd Pt Home (Mailinn) Address

- Select the Access Offered dropdown and choose the appropriate option.
 - a. **No:** if access to the portal was not offered to the patient.
 - b. **Patient Declined:** if access was offered and the patient wasn't interested.
 - c. Yes: if access was offered and the patient accepted. Additional fields will become required.

Address Info:	Pt Phys Addr - Clear (c):	Pt Alt Address - Clear (c):
Pt Home (Mailing) Address: 1221 SOUTH DR MOUNT PLEASANT, MI 48858		
Address Verification		
Pt Physical Address:	Pt Alternate Address:	
Add Address	Add Address	
- Healthe Life Portal		
Access Offered:		
Patient Declined Yes		

3)	3) If Yes was selected, satisfy the remaining fields.			
	 a. Send Invite: Choose Send. b. Challenge Question: Choose the appropriate option. c. Challenge Answer: Free Text the answer to the Challenge Question that was chosen by the patient. d. Home Email Address: Enter and/or verify the patient's email address. 			
		Healthe Life Portal Access Offered: Send Send *Challenge Question: C C C C C C C C C C C C C C C C C C C		
4)	The Invite Status field is a read only field that will display once the registration has been completed or the invite for that patient portal has been sent. This list includes the following values:			
	a. Sent: Displays when the invitation has been sent successfully to the patient's email address.			
	b. Sending: Displays when the invitation is in process.			
	c. Self-Enrolled: Displays when the person self-enrolled through the HealtheLife portal.			
	d. Error: Displays when the invitation failed during the sending process.			
		Access Offered: Send Invite: Challenge Question: Challenge Answer: Invite Status: Yes Invite Invite		

Re-send an Invite using the Access Management Office Application		
There may be times where the patient will express that they didn't receive the email invite, they accidentally deleted the email, or there is a technical error seen on their account. There is a Patient Portal Registration conversation that will allow users to directly access that portion of the patient's registration and quickly sign them up.		
conversation through Rev Cycle if preferred.		
 Launch the Access Management Office application (PM Office). 	Image: Stephaniesc.p2082 X Access Management Office Image: Stephaniesc.p2082 Image: Stephaniesc.p2082	
 2) Double-click the Patient Portal Registration Conversation. a. Search and select the appropriate patient. 	^Ω Add/Modify Person [™] Cancel Encounter [™] Client Billing [™] Facility Transfer [™] Modify Insurance [™] Nursing [™] Organ Donor [™] Patient Accountion [™] Patient Portal Registration [™] Phone Message Encounter [™] PreClient Billing [™] PreReg [™] Register Patient [™] View Encounter [™] View Person [™] Walk In Registration	

3)	 In the Organization window, select the Facility Alias tab. a. In the Search field, enter the Cerner Location Code for the clinic and hit enter. b. Select the clinic location and click OK. 	Image: Constraint of the second state of the second sta
4)	 The Patient Portal Registration screen will open. a. In the Access Offered dropdown, select Yes. If access has already been offered and accepted, the Access Offered field will display Yes and cannot be changed. b. Confirm the email address that displays or enter one if needed. 	Patient Portal Registration First Name: Middle Name: MARIA
5)	Satisfy the remaining fields: a. Send Invite: Choose Send. b. Challenge Question: Choose the appropriate op c. Challenge Answer: Free Text the answer to the d. Click OK when done. Access Offered: Send Invite: Yes Send Send	tion. Challenge Question that was chosen. *Challenge Question:

Authorized Representative Invite Workflow: Birth to 12 Years of Age

For and inv	For patients' birth to 12, the Authorized Representative provides their first name, last name, date of birth, sex, and email address. Follow the steps below to add an Authorized Representatives to a minor's account to send an invitation to the patient portal.				
1)	Within the appropriate registration screen, scroll down to the HealtheLife Portal section.				
2)	Select the New Person icon.	- Authorized Representatives Authorized Representative Organizer: SSN MRN Sex Birth Date Last Name			
3) 4)	From the drop-down menu, select Authorized Representative for the Relationship Type . Select the Relationship to the Patient.	Authorized Representative - New Person Search for Relation Relationship Type: Relation's Relationship to Per			
۲)		Authorized Representative			
5)	DOB, and Sex.	Authorized Representative - New Person - C			
6)	Alternatively, if the Authorized Rep has been seen at a McLaren facility, perform a person search by using the " Search for Relationship " button.	Search for Relationship Type: Relationship Type: First Name: Last Name:			
	a. This will open the patient search window to search and select the individual and will populate the required fields for you.	Bith Date: Sex:			
7)	Enter/verify the Authorized Rep's Email Address.	Challenge Question: Challenge Answer:			
8)	In the Send Invite dropdown, select Send.	Online Identity Link Status:			
9)	Complete the Challenge Question and Challenge Answer fields.	OK Cancel			
10)	Once all fields are completed, click OK .				
11)	Highlight the Authorized Representative you just added within the table. This pushes the Relationship Type/Relationship to Person into the bottom table.	Authorized Representative Organizen Authorized Representative Organizen SSN MRN Sex Birth Date Last Name First Name Sta SSN MRN Sex Birth Date Last Name First Name Sta Relationship Type Relationship to Person Person's Relationship to Authorized Rep. Mother			
12)	Click OK to save all changes and send the invite.	OK Cancel			

Removing an Authorized Representative

In instances where an Authorized Representative needs to be removed, follow the below steps. These steps can be completed from Revenue Cycle registration or the PMOffice application:

- 1) Within the appropriate registration screen, scroll down to the **HealtheLife Portal** section.
- 2) Select the Authorized Representative that should be removed and click the **Remove** icon.

	M	*					
S	CN	MRN	Sax	Birth Data	Last Name	First Name	Ctreat Addreps
			Female	9/20/1986	test	test	

3) Click OK. The Authorized Representative is removed.

Automatic Expiration of Authorized Rep: Minor Turning 13

For minors who reach the age of 13 and have an Authorized Representative on their account, an email is sent to any Authorized Representatives with the below verbiage. The email is sent at 6 AM on the teen's 13th birthday.

This is to notify you that your access to [minor patient name] has expired on [date].

This action is being taken because [*minor patient name*] is eligible to have his/her own account upon turning 13 years of age. Access given to all other users also expired on [*date*].

Please advise [*minor patient name*] to contact his/her physician's office so that an account can be created that he/she can access directly.

If you have any questions regarding this action, please contact his/her physician's office.

You may also contact our technical support at:

Primary A Social Promotions

🖂 ☆ Ď McLaren Health Care 🛛 My McLaren Chart access to PORTALTWELVE ZZTEST's account expired on 2022-08-05 - Dear MOTHER TEENAGER, This is ...

Patient as an Authorized Rep and Individual Account Holder

If an Authorized Rep is also a portal account owner themselves, the view within their account is controlled by a drop down in the upper right corner of the screen.

Scenario: When a mother has access to her own portal and is also an authorized representative for her child:

- 1. The mother is zztest, portalone and the child is zztest, baby.
- 2. The mother can toggle between the two records.
 - If the mother has more than one child, multiple names will display in the drop down.

	Q Help with My McLaren Chart	Kealth Library	Vewing health record for PORTALONE ZZTEST
# Dashboard	Prequently Asked Questions	COVID VACCINE INFO	BABY ZZTEST
	11		

Claiming an Invite

The patient or Authorized Representative will follow the b important staff are familiar with this process to be able to	elow steps to claim their patient portal invite. It is assist patients when needed.
 Patient or Authorized Representative locates the email with the invitation link. The email comes from <i>"McLaren Health Care – noreply @iqhealth.com"</i> Subject: <i>"McLaren invites you to join My McLaren Chart"</i> Patient or Authorized Representative clicks the "Accept Invitation to My McLaren Chart" link. 	For Marcen Health Care <a box="" sply@liphealth.com<="" td=""> Det View, Apr.23, 2001, 19:33 DM Subject: McLaren Invites you to join My McLaren Chart Det View, Apr.23, 2001, 19:33 DM Det View, Interverve, Interverve, Interverve, Interververververververververververververve
 3) Patient or Authorized Representative completes the Security Question section as instructed. Screens may look slightly different if accepting your own invite vs an Authorized Representative invite. 4) Patient or Authorized Representative clicks the 'Create Your Account' button. 	Welcome to My McLaren Chart My Millaren Chart yn pour othere en wy Anthere wy can see the fraeth and vipe advances lengt in our electronic theath encody. You can see we expending number of online treath encody. Answer the Security Question By entrying your toten was ease to expending number of online treath encody. Answer the Security Question By entrying your toten was ease to expending number of online treath encody. Masker the Security Question By entrying your toten was ease to the large non-medical excerpt information secure. Base of bern Masker Base of bern Base of bern
 5) Create a username. 6) Confirm the email address listed. 7) Enter a password. Password must contain at least 1 number Password must contain at least one capital letter 	Username Email Address testing minormother@gmail.com Password Gonfirm Password
 Password must contain at least one symbol A secure password must be at least eight characters long 8) Confirm password. 9) Patient or Authorized Representative will Accept the Terms and Privacy Policy. 10) Patient or Authorized Representative will click 	I secopi the Terms and Phasey Poles Protected by reCAPTCHA Pressy Terms CANCEL English (Urited Etatus)
Submit and complete a reCAPTCHA question.	



Consumer Messaging

Overview of Consumer Messaging

Once the patient has joined the portal, they have the capability of directly messaging their providers. The messages from the portal will populate to the Message Center in Cerner PowerChart.

In Message Center, the Messages are routed to the appropriate Pool within a folder called **Consumer Messages**. After a patient sends a message, HealtheLife informs them to expect a response from their provider within 3 days. Consumer messages within the pools should be monitored daily.

R	eply to a Consumer Message	
1) 2)	 To view patient portal messages, select appropriate Pool from within Message Center and select the Consumer Messages folder. <u>Note</u>: The Consumer Messages folder only displays in the inbox if there are messages in it. Otherwise, it doesn't display. Double click the message to open it. 	Message Center Inbox Proxies Poot Schafer, I * Manage Display: Filters: All Imbox Items (2) Results Documents Messages (2/2)
3)	 To reply to the patient, click Reply to send a message back to their portal. a. If an attachment was included in the patient's message, a hyperlink will display within the message. Click the hyperlink to view. b. To save the attachment, click the Save to Chart button. The Home Orgs popup box will appear. Select your clinic from the list and click OK. <u>Note</u>: Users can set a "Top 5" in the list to filter the choices. Users can also set a default home organization. See section Message Center Preferences section for more information. 	Message Center West Statement Poet Poet Prest Poet Poet<
5)	 The encounter window displays. Select the appropriate encounter and click OK. a. If patient does not have an Outpatient Message FIN to link to, click Cancel, go back to the encounter window prompt, and select Add Encounter. b. Selecting Add Encounter will prompt a window to create an Outpatient Message FIN. 	No encounter The system was unable to match to an encounter. An encounter must be associated before this action can be completed. OK Select encounter Add encounter

6)	Type your reply to th	e patient in the Message field.		
	 a. The patient's na b. The To Consum The To Consumportal. 	me, provider and subject line will ner checkbox will be automatically s sumer checkbox is what dictates w	already be populated. elected. hether the message is sent back to the patient via the	
		🕸 RE: General Message - Message		
		Task Edit		
		📍 High 🐧 Notify 📓 Message Journal (17) 🦾 Portal Options	Claunch Orders	
		Patient: ZZTEST, HEALTHELIFE Caller: EZTEST, HEALTHELIFE Caller =: H (269)565-2321		
		To:		
		CC: 🕅 Provider: Schafer, MD, Michael W X		
		Subject: RE: General Message 🗸 Save to Chart As: Phone Message/Call 🗸		
		Attachments		
		Arial • 10 • 🤫 • • • • • • • • • • • • • • • • •		
		The win dec you do you next appointment.	â	
->				
()	Click Send when do	ne.		
			Due on:	
			Send Cancel	
0)	The manual second second			
8)	The new message w	fill route instantly into the patient's	Inbox	
	portal Inbox.		Send a message	
			Arrange by V	
			RE: General Message Sep 19, 2019	
			Schater, Michael - MGL Grand Ledge TEST → HEALTHELIFE ZZTEST 03:04 p.m. CDT	

Document and Save a Consumer Message

There may be instances when a patient portal message is better addressed by a phone call rather than an electronic response. There is no requirement to respond to the patient electronically.

In the event a message does not require an electronic response, an addendum may be documented in the message and saved to the patient's chart.

1)	 To document a response <u>without</u> sending a message back to the patient's portal: a. Double-click the message to open. b. Free text the response in the Add Text field within the message. 	Consumer Message: ZZTEST, PATIENT SIX × Image: Papely All Image: Source Amplitude Point Image: Source Amplitude Image: Source Amplitude Image: Source Amplitude Point Image: Source Amplitude Age: 44 years Sec: Male Image: Source Amplitude Point Image: Source Amplitude Age: 44 years Sec: Male Image: Source Amplitude Point Image: Source Amplitude Age: 44 years Sec: Male Image: Source Amplitude Point Image: Source Amplitude Point Image: Source Amplitude Point Amplitude Image: Source Amplitude Point Image: Source Amplitude Point Image: Source Amplitude Point Amplitude Point Amplitude Image: Source Amplitude Point Image: Source Amplitude Point Amplitude
2)	Once finished, click Save to Chart on the bottom of the screen.	Save Save to Chart Reject All Accept All

3)	Click Delete to remove the message from the pool inbox.	Consumer Messages Consumer Message: ZZTEST, HEALTHELIFE Reply Reply All Forwarc Delete Print Image: Second
4)	The patient's message along with the addendum will be housed in the Documentation of the patient's chart in Cerner.	List Dirpley: (Al. Dirpley: (Al. Dirpley: Al. Dirpley:

Forwarding a Consumer Message

Consumer Messages can be forwarded to other inboxes or individual recipients, just like any other message within Message Center. This may be needed when staff are unable to answer a message, so it needs to be sent to the provider for further direction. The provider can choose to respond back to the patient directly or only to the staff member that forwarded the message.

1)	To forward a patient message, highlight the message and select Forward.	Message Center Sober Summary Consumer Messages × Poot Schafer, I + Manage Display: Last 30 Days + Filters: All Filters: All Messages (2/3) Consumer Messages (2/3) Sconsumer Messages (2/3) Consumer Messages (2/3)	
2)	Use the Binoculars icon next to the To field to search and select the Provider or Staff Member this message needs to be sent to.	PW Help Tett - Mesage Task Edit Task Edit High (Netty @Message.lournal (B) @ Partial Options Patient: [ZZTEST, HEALTHILIFE @ @ Caller # H (209)565-222. To: Center Tett Physician - Primary Care Center X Cc: @@ Provider: [Physician - Primary Care Center X]	
3)	 Type a message in the Message field and click Send when complete. Note: All correspondence between staff members should remain professional and clinically relevant, as the patient will be able to see the entire string in their portal inbox once the response is sent back to them. 	Solpice: IPO: Hely Tet! Solpice: IPO: Hely Tet! Solpice: IPO: Hely Tet! Adul Cher Attachments Message Adul I averation Message Adul I averation Built / 5 EX Averation From: Head, THELHE ZITEST From: Head, THELHE ZITEST Solt of the Averation From: Head, ThELHE ZITEST Solt of the Averation From: Head, ThELHE ZITEST From: Head, ThELHE From:	
4)	The new message will populate to the recipient's inbox under General Messages .	General Messages × Communicate Open Reply Reply All Forward Delete Image: Second and Second an	

- 5) The recipient can click **Reply** and respond directly to the patient by selecting the **To Consumer** checkbox when replying.
 - a. The message and all replies/addendums will be sent back to the patient.
 - b. Alternatively, the recipient can leave the **To Consumer** checkbox **unchecked** to send a reply to the sender only and not the patient.

RE: This is a test - Message			- 🗆 X
sk Edit			
High 🐧 Notify 📓 Message Journal 🧏 Portal Options 🛛 Messag	ge View Summary View		🖱 Launch Orders
tient: ZZTEST, MARIA	Caller: ZZTEST, MARIA	Caller #: H (517)666-6666	
Schnell, Stephanie X		6	🖞 🗌 Include me
1	💏 Provider	👬 🗹 To consumer 🗆 Disabl	e further replies
bject: RE: This is a test	✓ Save to	o Chart As: Phone Message/Call	
Transition of Care Browse Documents Ot	ther Attachments		
Transition of Care Browse Documents Ot	her Attachments		

Initiate a Consumer Message

Staff can initiate a message to a patient from within Cerner PowerChart if that patient is a registered HealtheLife user. To see if a patient is currently enrolled with HealtheLife, check the **HealtheLife** status on the patient banner.

DOB:01/01/80
Patient Phone:(269)565-2321
Advance Directive:
HealtheLife: Yes

It is recommended to always initiate a message from the appropriate **pool**. If the message is sent from your personal inbox, you will be the only one able to reply unless your co-workers are checking your Proxies box. Timely response time for portal messages is important. When a patient sends a message from the portal, they are notified they will get a response **within 3 business days**.

If using the **Communicate** button from the toolbar, this sends the message from your **personal** inbox (*unless you have changed your Message Center preferences to default to a specific pool). It is recommended to send a Consumer Message from the Message Center instead, as shown below.

	: Worklist 🌇 MyExperience 1 Conversation - 🛁 Com Description - Reference Description - Reference Des	ce III Scheduling Imunicate I II Pr lessage eminder
1)	Click the Message Center button on the toolbar.	Task Edit View Patient Chart Links Notifications N Image: Imag
2)	Select the Pools tab.	Message Center
3)	From the Pool dropdown, select the appropriate pool to send a message from.	Inbox Summary Inbox Inbox Proxies Pool: LAP AMB Primary Care Clinical Display: Last 30 Days

4)	Click on the Communicate dropdown and select Message .	Message Center Inbox Summary Pool: Schafer, I Manage Display: Last 30 Days Consult Consult Consult
5)	In the Patient field, search and select the patient.	
6)	 Select the To consumer box, as this will route the message to their portal account. <u>Note:</u> If the patient is not 'active' in the HealtheLife portal, To Consumer will be grayed out. A message can only be sent to patients already utilizing this portal. 	New Message - - × Task Edit High { Motory } Message Journal (10) } Potal Options: Message View Summary View Patiente: ZZTEST, TESTONE Caller #: Tas: Comment: Comment: Comment: Subject: Auschments Provider r [Schafer, MD, Mitchael W X
7)	Free text or use the drop down to select the Subject line of the message.	Adams, Sarah - Heart & V Message Arial 10 @
8)	Use the Browse Documents button to attach any documents from the chart to send to the patient if needed.	
9)	Enter the message in text box.	
	 a. Click Send when complete. <u>Note</u>: Everything you write is viewable by the patient. Messages should be professional and clinically relevant. 	Actions Patient Needs Appointment Press Lab Before Reful Press (21 Patient th Results Actions to Betom Call Actions See Note in Chart
10)	 The message will now be visible in the Sent Items folder of the pool. a. The status will change to Opened once the patient opens the message. 	Sent Items X Communicate ~ Open Forward Message Journal Forward Only Select Patient Select All Patient Name Create Da To I R Status To ZZTEST, HEAL 9/19/2019 12:04 Cerner Test, Ambulatory: MA Ce Pending ZZTEST, HEALTHELIFE
11	 If the patient doesn't open the message in the portal within one day, the sender will receive a Notify Receipt in the Notifications section of Message Center. <u>Note</u>: Users must have their preference set to receive the Notify Receipt. See the Message Center Preferences section from more information. 	Message Center Inbox Proxies Pools Display: Since 5/27/2015 Inbox Items (12) Results Fvi Documents (0/1) Notifications Sent Rems Tosh Notify Receipts (2/2)

Message Center

Message Center Preferences

There are a variety of **Message Center Preferences** that can be set by the user that pertain to the patient portal messaging functionality.

To Access Message Center Preferences:	Task Edit View Patient Chart Links Notifications Inbox Help	
1) Click Message Center	Suspend Scharge Entry Scharge Entry Scharge Entry Scharge Color Manage Configuration	
a. Select Inbox from the Toolbar.	Message Center Manage Post of Office Manage Posts	
b. Select Manage Preferences from the Menu.	Inbox Summary Messages Manage Preferences	
2) In the Behavior Prefs tab, select the appropriate section from the left pane.	Configuration Behavior Prefs Manage Pools Manage Proxy FYI Result General Messaging	
a. General Tab b. Message Tab	Message Image: After completing/deleting an item move Reminder/Letter Image: After completing/deleting an item move Consult Request Image: After completing/deleting an item move	
General Tab		
When Sending a Consumer Message or Reminder:		
Description: The preference sends a Notify Receipt for Consumer Messages or Reminders.	When Sending a Consumer Message or Reminder	
System Default: None	Request Receipt: On Not Onesed withindays	
User Options: Users can choose to update the Not Opened interval, and where the read Notify Receipt message gets routed.	Send receipt to sender Send to the following:	
• Ex: a provider can set the Notify Receipt to route to their Clinic Pool.		
Default Inbox to Load Upon Login		
Description: The preference determines what tab of the Message Center displays "face up" when the user accesses Message Center. This also determines what inbox messages will be sent <i>from</i> when the user sends a message within the Message Center→ Communicate button. System Default: My Inbox User Options:	Default Inbox to Load Upon Logi Select From Pools My Inbox Select From Pools Select From Proxies	
Select from PoolsSelect from Proxies (not relevant)		
Default Pool	Default Pool:	
Description: The preference determines what Pool is set by default when accessing the Pools tab of Message Center.	MAC AMB Family Medicine Lakeshore Clinical MAC AMB Family Medicine Lakeshore Clinical MAC AMB Family Medicine Lakewood Clinical MAC AMB Family Medicine Romeo Plank Clinical	
System Default: None	MAC AMB Family Medicine Silvan Clinical MAC AMB General and Vascular Surgery Clinical	
 If no default is set, the most recent Pool the user has opted into shows by default. 	MAC AMB Heart Failure Clinic Clinical MAC AMB Heart Rhythm Treatment Center Clinical MAC AMB Internal Medicine Clinton Twp Clinical	
User Options: Users can set any Pool they're opted into as default.		

Message Tab

Encounter Creation

Description: The preference allows for a default organization to be set when creating in-between visit encounters. There is also an option for users to specify which locations (up to 5) the user typically works at if they work at multiple locations and can't set a default.

System Default: None

User Options:

- 1. Set any location as the Default Organization.
- 2. Choose a Top 5 list if the user can't set a default (because they work in more than one location).
 - <u>Note:</u> Users should not select the "Ask me for an organization only once per session" if the user works in more than one location.

Ask me for an organization only once per session		
Default Organization:		
McLaren Grand Ledge Family Health Center	~	
All Available Organizations:		l Typically Work At (limit 5):
Bath Lansing Rheumatology Lab Bay Hospital Professional CNT tabelia Citizens for Health Inc CNT Medilodge CNT Safe Health PC Central Hospital Professional Central Wound Care DaVits Dialysis Dewitt Health Center Family Medicine Diabetes Nutrition and Education Center Digestive Health	Add -> <- Remove	McLaren Grand Ledge Family Health Center McLaren Greater Lansing Cardio Group Grand Ledge McLaren Greater Lansing Family Medicine McLaren Greater Lansing Family Practice Clinic McLaren Greater Lansing Primary Care - Okemos

When Generating Consumer Messages From Results

Description: The preference pertains only to result messages that are sent to a Consumer. It sends a Notify Receipt based on the options shown below.

System Default: None

User Options: Users can choose the Request Receipt checkbox and update the Not Opened interval, and where the read Notify Receipt message gets routed.

• Ex: a provider can set the Notify Receipt to route to their Clinic Pool.

When Generating Consumer Message From Results	
E hequest heceipt.	
On not opened in days	✓ 1 ^{^days}
Send receipt to sender	
○ Send to the following:	
	<i>ф</i>