

Cerner Flash

Ambulatory: HealthLife Portal- Revenue Cycle Field Updates **November 9, 2023**

Patient Portal Registration Field Updates Overview

Updates effective today:

1. Add Patient Conversation:

- Users will have the ability to offer the HealthLife Patient Portal and send an invite when using the **Add Patient** conversation.
 - i. **Prior to this update:** The Access Offered field was required, but the corresponding fields did not display when Yes was chosen and users could not send the invite from this window.

2. For Teen Patients (13-17 Years of Age):

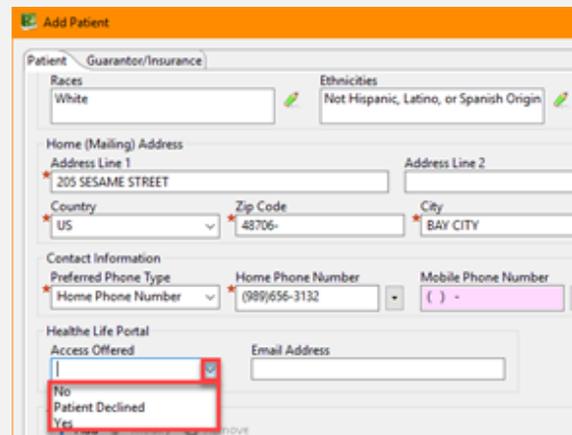
- A new pop-up will be present when users choose **Send** in the **Send Invite** dropdown. This is to guide users to enter the correct email address, depending on who needs an invite- the Teen Patient or the Authorized Representative (usually the parent or guardian).

Positions Impacted: All Ambulatory Front Desk positions.

More information on providing portal access and Authorized Reps: [Cerner HealthLife- Access & Eligibility Grid](#)

Update 1: Add Patient Conversation- HealthLife Portal Section

- 1) When using the **Add Patient** conversation, the **HealthLife Portal** section is available, but not required.
- 2) When needed, staff can send a portal invite following the standard workflow.



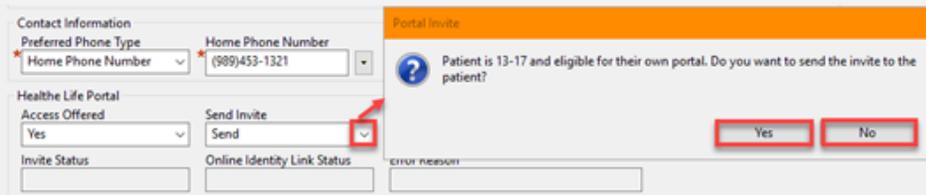
The screenshot shows the 'Add Patient' form with the following fields:

- Races:** White
- Ethnicities:** Not Hispanic, Latino, or Spanish Origin
- Home (Mailing) Address:**
 - Address Line 1: 205 SESAME STREET
 - Address Line 2: (empty)
 - Country: US
 - Zip Code: 48706-
 - City: BAY CITY
- Contact Information:**
 - Preferred Phone Type: Home Phone Number
 - Home Phone Number: (989)656-3132
 - Mobile Phone Number: () -
- HealthLife Portal:**
 - Access Offered: (dropdown menu highlighted with a red box, showing 'No Patient Declined' and 'Yes')
 - Email Address: (empty field)

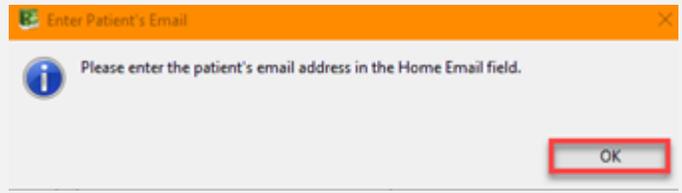
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Update 2: Portal Invite Dialog Box for Teen Patients 13-17 Years of Age

- 1) In the **Send Invite** dropdown, select **Send** to send the invite. The **Portal Invite** dialog box will display.
- 2) The pop-up reads: ***“Patient is 13-17 years old and eligible for their own portal. Do you want to send the invite to the patient?”***



- 3) If **Yes**: A prompt will generate guiding the user to ***“Please enter the patient’s email address in the Home Email field”***.



- 4) If **No**: A prompt will generate guiding the user to utilize the Authorized Rep workflow, stating ***“To offer portal access to the patient/guardian, add an Authorized Rep below.”***
- 5) Click **OK** to continue and enter the appropriate information in the **Authorized Representative** section.

