



**PATIENT PORTAL CHANGES  
OCT & NOV 2022**

DOING WHAT'S BEST.



# PORTAL BACKGROUND

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# WHAT IS A PATIENT PORTAL?

- Secure online website for patients to utilize through their healthcare-related organizations
- Patient's have 24/7 access to personal health records
- Patient uses unique username and password
- Provides online communication between healthcare providers and patients

# PATIENT PORTAL CONTENTS

**What information is made available to the patient within their portal?**

- Problem List
- Procedure List
- Allergy List
- Medication List
- Immunization List
- Lab Results
- Radiology Results
- Upcoming Appointments
- Visit Summaries and Other Documents
- Message Inbox (*To send clinic/provider secure messages*)

# PATIENT PORTAL BACKGROUND

- Since 2013, MMG practices have been using the Syntellis patient portal if they have a McLaren supported EMR. This has been the main portal in use since that time.
- In Dec 2019, the Cerner HealtheLife Portal was introduced in the Lansing region.
- As the Cerner EMR rollouts continued in 2020 and beyond, the Cerner HealtheLife patient portal was made available to each region, and clinics were able to invite new patients to the new portal.
- However, the Syntellis portal was also still available for current patients to continue using.
- This meant offices supported and used two patient portals after they transitioned to Cerner.



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**SYNTELLIS**  
**RETIREMENT**  
**PLAN**

Effective

November 1st



# SYNTELLIS RETIREMENT PLAN

Effective Date: **Tuesday, November 1<sup>st</sup>**.

- McLaren has made the decision to retire the Syntellis patient portal in order to streamline the portal services we offer for our patients.
- The Syntellis portal will be retired **ONLY** for regions on Cerner, so that Cerner HealthLife is the only patient portal in use.
- Regions not yet live on Cerner will continue to use Syntellis if that's what they use today.

# SYNTELLIS RETIREMENT PLAN, FAQs

## What are the impacts to this change for our patients?

- Beginning **November 1st**, patients will no longer receive updated health information in their Syntellis portal after a visit.
- Patients will need to sign up for the Cerner HealthLife portal in order to continue to receive new health information after a visit to one of our facilities.
- If a patient has a current Syntellis account, that does not go away. Patients will still have access to their historical information in their Syntellis portal until further notice.
  - *Note: It is possible/acceptable for a patient to have a Syntellis account and a HealthLife account. There may be patients who cross regions for services. (I.e.- Port Huron ambulatory office (Syntellis) and Macomb Hospital (Cerner)).*

# SYNTELLIS SECURE MESSAGING

- The Secure Messaging functionality will remain on until November 1<sup>st</sup>.
- This means offices will still need to continue to check their Syntellis message inboxes until the end date.



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**NEW CERNER**  
**HEALTHLIFE**  
**CAPABILITIES**

Effective October  
3<sup>rd</sup>



# NEW CERNER HEALTHELIFE CAPABILITIES

Effective Date: **Monday, Oct 3<sup>rd</sup>** :

1. Self-Enrollment for the Cerner HealtheLife portal will be available.
2. Minors (ages 13 and up) can have a Cerner HealtheLife portal account.
3. An Authorized Representative can gain access to a patient's Cerner HealtheLife portal account.

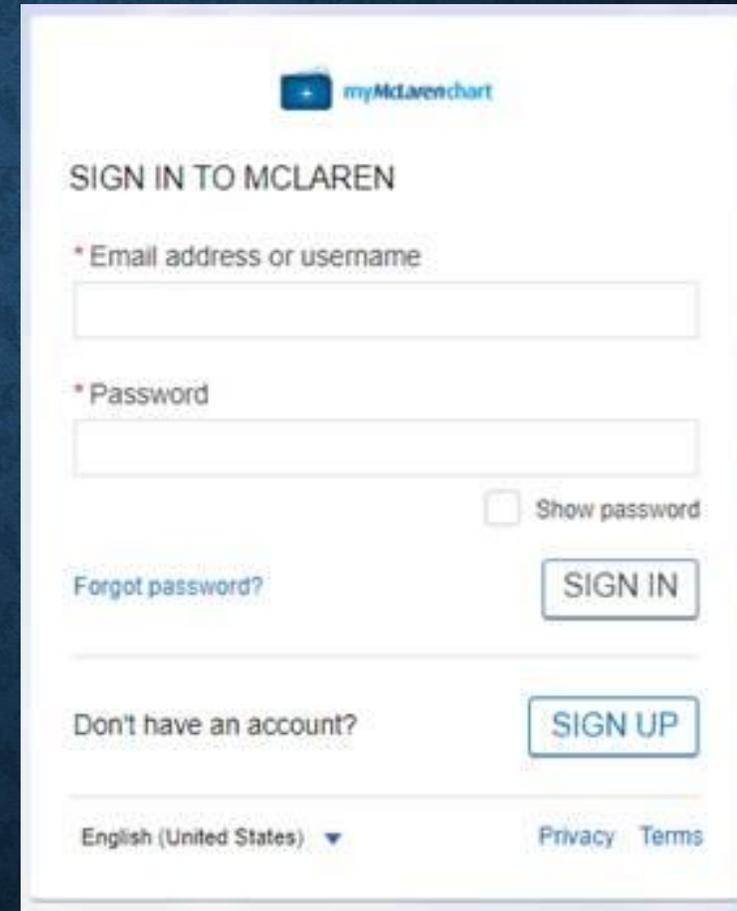
# SELF ENROLLMENT

- Prior to this change, a patient could only gain access to the patient portal if sent an invitation by a staff member.
- Now, patients will be able to access the Cerner HealtheLife portal website and sign up for an account on their own.
- In order to register, the patient must provide either:
  - Their Cerner MRN Number
  - Their Email Address (*the email must be already associated to their chart in Cerner*)

# CERNER HEALTHELIFE SIGN IN PAGE

Click below to access the  
Cerner HealthLife Sign-In  
Page:

[McLaren Sign- In Page](#)



The screenshot shows the McLaren Sign-In page. At the top, there is a logo for "myMcLarenChart" with a blue square icon containing a white plus sign. Below the logo, the text "SIGN IN TO MCLAREN" is displayed. There are two input fields: the first is labeled "\* Email address or username" and the second is labeled "\* Password". To the right of the password field is a checkbox labeled "Show password". Below the input fields, there are two buttons: "SIGN IN" and "SIGN UP". To the left of the "SIGN IN" button is a link labeled "Forgot password?". To the left of the "SIGN UP" button is a link labeled "Don't have an account?". At the bottom left, there is a dropdown menu labeled "English (United States)" with a downward arrow. At the bottom right, there are links for "Privacy" and "Terms".

# SELF ENROLLMENT

## How does this change impact the clinics?

- Clinics may see an influx of support calls from patients who are trying to self enroll.
- Patients may not know their Cerner MRN number.
- Patients may not have given their email address during a previous visit, so their email is not currently associated to their chart in Cerner.
- If a patient is calling for assistance and is struggling with the self-registration process, it's recommended to assist by sending them an invite instead.

# SELF ENROLLMENT

## Duplicate Charts in Cerner

- If a patient is calling for assistance with their Cerner portal, and you notice a duplicate MRN please make sure to open a chart merge ticket in the IT Service Portal.

# CERNER HEALTHELIFE PATIENT PORTAL SUPPORT

- As more patients join the Cerner HealthLife portal, clinics may see an increase in calls from patients who need technical assistance with the portal (such as, claiming their invite, logging in, or resetting their password).
- Clinics can assist patients by verifying the invite went out successfully by checking in the registration. If an invite errored, the Status will show Error.
- For any other support needs, the clinics will need to refer the patient to call the Cerner HealthLife Patient Portal Support Line.
- This number is available on the HealthLife brochure (marketing materials).

# CERNER HEALTHELIFE PORTAL SUPPORT LINE

For Technical Support with the Cerner HealtheLife Patient Portal, patients should call:

**877-621-8014**

# MARKETING MATERIALS

The following marketing materials are available on the McLaren forms website for ordering:

1. HealthLife Bi-Fold Brochure: MHCC- 501-2

2. HealthLife Poster: MM-307

The McLaren Medical Group Forms Committee regulates the various ways printing can be done on forms. Some forms have customizable options, others are preset. If the drop-down menu for printing options is locked, that form can only be printed in that specific format. If you would like to request a change to a form please email Kimberly Ross at [Kimberly.r.ross@mclaren.org](mailto:Kimberly.r.ross@mclaren.org).

#### Form Details

Order ID	62203
Form Number	MHCC-501-2
Form Description	My McLaren Chart Brochure Bi-Fold
Form Location	0
Revision Date	6/2021
Misc Information	ds; bleed; bi-fold; scored and fold



# CERNER HEALTHELIFE: TEEN ENROLLMENT

Effective Date: **Monday, October 3<sup>rd</sup>**

- Cerner HealthLife enrollment will be available for patients age 13 and up.
- The registration conversations in Cerner will be updated to include the portal fields when on a chart for somebody age 13 and up.
- The invite process for a teen is the same workflow as for an adult.
  - Select **Yes** under the **Access Offered** field.
  - Enter the teen's email address.
  - Select a Challenge Question and Answer.
  - Send the invite.

# CERNER HEALTHELIFE: MINORS (BIRTH TO 12 YEARS)

Effective Date: **Monday, October 3<sup>rd</sup>**

- **Authorized Representative Definition:** An individual who is authorized to access another patient's portal account.
- Cerner HealthLife enrollment will be available for patients' birth to 12 years old if using an authorized representative(s).
- For patients' birth to 12, the Authorized Representative provides their first name, last name, date of birth, sex, and email address and an invite is sent to them.
- The invite workflow for an Authorized Representative is different.

# AUTHORIZED REPRESENTATIVE

- The HealthLife portal section in registration now includes an Authorized Representative section and organizer.
- This section needs to be completed for each person who will manage a patient's care (parent, guardian, family member, spouse, etc.).

Authorized Representatives

Authorized Representative Organizer:

SSN	MRN	Sex	Birth Date	Last Name	First Name	Street Address	Street Address 2	Street Address 3	Street Address 4	City	Zipcode	Country	County	State	Home Phone Number

Relationship Type	Relationship to Person	Person's Relationship to

# OTHER AUTHORIZED REPRESENTATIVE SCENARIOS

- **Other Authorized Representative requests such as spouses, caregivers, guardians, etc. are still pending Compliance review and vetting of process approval.**

# AUTH REP FAQs

## What happens if an Authorized Rep is also a portal account owner themselves?

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

- The view is controlled by a drop down in the upper right corner of the screen.
- The mother here is zztest, portalone and the child is zztest, baby.
- The mother can toggle between the two records.
- If the mother has more than one child, multiple names will display in the drop down.



# AUTH REP FAQs

## What happens when a minor turns 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:





MARKETING &  
PATIENT  
COMMUNICATION

DOING WHAT'S BEST.



# MARKETING & PATIENT COMMUNICATION

**How will patients be notified of the Syntellis change?**

**How will patients obtain a HealtheLife account?**

- Current Syntellis patients will be sent a marketing communication (via email) explaining the upcoming changes with the Syntellis retirement, along with instructions on how to self-enroll for the Cerner HealtheLife portal.
- The McLaren Medical Records websites will be updated accordingly to account for all the changes with the portal.

# CLINIC PREPAREDNESS

## What should the clinics do to prepare for these changes?

1. Ensure all staff members are aware of the changes outlined in this presentation.
2. Ensure Cerner HealtheLife marketing materials are available on-hand.
3. Ensure staff monitor Syntellis messaging inboxes until **October 17<sup>th</sup>**.
4. Ensure staff are familiar with the new registration/invite workflows.
  1. Minors
  2. Authorized Representatives
  3. Self-Enrollment
5. Ensure staff know how to provide patients with the Cerner HealtheLife Support line when needed (*patients cannot log in, needs password reset, etc.*).

# JOB AID FOR CERNER HEALTHELIFE PORTAL

- Click the link to access the Job Aid for portal education:

[AMB Job Aid\\_Cerner Healthelife Portal](#)