

RevolutionPHR Overview and Patient Access Advisory

Empowering Patients with Information

Overview

RevolutionPHR is a power patient engagement tool that allows clinics that operate with RevolutionEHR to provide an EHR-tethered information sharing experience with their patients. *This document will assist the RevolutionEHR customer with best-practices to achieve patient connection to RevolutionPHR, to ultimately maximize the experiences of both the patients and the practice's users.*

RevolutionPHR allows patients to easily access:

- the patient's basic demographics
- the doctor's basic practice information
- appointments in the future and clinical summaries of past encounters
- order status for eyeglasses and contact lenses
- account status and access to billing statements

The most dynamic offering of RevolutionPHR is within the Appointments section, where patients can confirm appointments and take pre-examination interviews that will automatically load into the patient record when the office visit is started. The interview process will map patient answers to questions about eye and vision concerns, lifestyle, and vision correction needs directly into RevolutionEHR.

As it stands in the newest version of RevolutionPHR released on June 8th, 2012, the patient interview is not currently offering patient self-documentation of:

- ROS or PFSH
- Medications
- Allergies
- Contact Lens History

These areas of the record will remain under the "History" section of the encounter, while previous History screens RFV and HPI will now be part of the new "Interview" section of the encounter which will also include a series of eye and vision questionnaire screens.

Patient Access Credentials

Only patients of RevolutionEHR practices will be allowed to access RevolutionPHR. Any RevolutionEHR user can assign patient access credentials in the patient's Demographics section. A patient must be assigned a Username and Password in order to access RevolutionPHR; a patient who does not have assigned login credentials will not be able to establish a Username or Password on the RevolutionPHR site. Also, new patients to the practice will not be able to register on RevolutionPHR to be connected to the practice.

To provide a patient with login credentials, the user must go to the patient’s record and enter the Demographics component. Go to the Login Information accordion slider:



Click the Edit button in the lower right corner and click the Allow Login checkbox. With that action, the patient’s email address will become the default Username. And by checking the Reset Password button, a random Temporary Password will be assigned:



If the “Requires Check” notice arises, the “Check Username” button needs to be clicked to be certain that no other RevolutionPHR patient would have the same Username. Since email addresses are unique, they will not cause conflict unless multiple family members are sharing an email address.

Usernames can be established differently than the patient’s email address. This can be done by using a unique process of establishing one, such as assigning the first five letters of the first name, then a period, then the first three letters of the last name and then a number such as the patient’s house number or birth year. In any case where a Username is established by a RevolutionEHR user, the Check Username button must be used to avoid conflicts.

Click the Update button in the lower right corner to save the Login Information.

Delivering Patient Login Information to the Patient

When a RevolutionEHR user has set the patient's Login Information, the delivery of the credentials must be done with the most careful approach to patient confidentiality. HIPAA regulations do not allow for unsecure delivery of PHR login credentials via standard email. The process of handling the Login Information must assure access only by the patient.

The choices of delivery of credentials are in-person, by telephone conversation, or by standard mail. For each of these methods, these are the recommended protocols.

- * In-person: Document only the patient's random Temporary Password in writing. Give the patient a verbal indication of their Username. At no time should a patient be given an unsecured written document that contains both the Username and Password.

- * By phone: Assure the patient's identity, and then deliver the Username and Temporary Password verbally.

- * Standard mail: Properly address the delivery envelope and consider adding "Confidential" to the exterior. Enclose a document that provides the Username and Password, although for maximum assurance of confidentiality, consider providing the Username in a separate manner such as phone.

- * Using iPads in the office: Clinic staff are allowed to enter the patient's Username and Temporary Password into RevolutionPHR for the patient, in the patient's presence. This allows the patient to document their New Password, and use RevolutionPHR along side a staff member, which should increase their likelihood of understanding the feature and its values.

The determination of delivery of RevolutionPHR access to minors must be very carefully considered. HIPAA laws vary by state but generally are concerned with giving parents or guardians access to a minor's records, especially if the data includes sensitive information about prescriptions that the minor may take (e.g. oral contraceptives that a minor may obtain permissibly without parental consent).

Consider these issues carefully prior to providing parental access to PHR-contained data from a minor's record

- * Many states authorize licensed health care professionals to exercise their discretion regarding whether to disclose or withhold information from the parents or legal guardians about the sensitive services to which the minor has the right to consent.

- * There are roughly a dozen states that expressly restrict parent access to certain types of sensitive information. Please review your state regulations prior to delivering access to parents or guardians of minors.

- * In states where laws expressly permit parental access to sensitive information, parental access is not necessarily automatic although parents must be given access upon request.

RevolutionPHR Access as Experienced by the Patient

"The RevolutionPHR portal can be found at <https://www.revolutionphr.com> for U.S. practices, and at <https://revolutionphr.ca/portal/home.htm> for Canadian practices. Practices can offer the patient the direct-access path via that URL, or the link can be embedded into a practice website."

Upon initial visit, the patient should be instructed to enter the Username and Temporary Password in the upper right corner of the RevolutionPHR screen, followed by clicking the "login" button.



This action will lead to the "Reset Credentials" page on which the patient will re-enter the Username and Temporary Password, and then select a New Password that will need to be confirmed. The restrictions on the New Password require a minimum of six characters, with one capital letter and one digit. For example: Robinhood9

Reset Credentials Please choose a new password.

Username	<input type="text" value="katecath"/>
Temporary Password	<input type="text"/>
New Password	<input type="text"/>
Confirm New Password	<input type="text"/>

New password must be a minimum of 6 characters with one capital letter and one digit.

In the situation when a patient has lost or misplaced their password, RevolutionEHR does not allow the patient to self-select a replacement. The practice must re-visit the patient's Demographic component and generate a new Temporary Password, which should be securely delivered to the patient so this process can be repeated.

