my **UCLA** health

manager to staff talking points

What is my.UCLAhealth.org?

- **my.UCLAhealth.org** is a powerful tool that enables patients to communicate with their care team and better manage their care.

What my.UCLAhealth.org functions will be available to patients at first?

- Patients can request, cancel and keep track of future and past appointments.

- Patients can see select test results online at their convenience. Normal results will be released within 24 hours; abnormal results will be available in **my.UCLAhealth.org** within three business days.

- Users can review their medical histories, immunization records, allergies, medications and after-visit summaries online.

- Users can message their providers concerning non-urgent medical matters. If users think they have a medical or psychiatric emergency, they should immediately call 9-1-1 or go to the nearest hospital.

- Whether they're at work, on the road or at home, patients can view test results, messages from their care providers and key medical information 24/7.

What are the benefits of my.UCLAhealth.org for the practice?

- **my.UCLAhealth.org** helps practices and providers deliver care more effectively and in less time than with telephone calls and paper handouts.

- **Reduced call volume** – We should see a decrease in patient calls, which allows our physicians to prioritize tasks. With **my.UCLAhealth.org**, messages are triaged by staff and handled when convenient, responses are permanently available to the patient, and the interaction is automatically documented in the patient's chart.

- **Improved communication** – Secure messaging between patient and practices via InBasket for non-urgent medical advice and prescription refill requests reduces the probability of transcription or communication errors.

- **Increased patient satisfaction** – A secured digital portal for communication is more convenient and efficient for

physicians and patients. In a 2008 consumer survey, more than 70 percent of patients indicated that they were interested in online access to their medical records, e-mail access to their physician, and online scheduling tools.[1]

What is the expected response time to my.UCLAhealth.org messages for the practice?

- UCLA Health expects patient messages sent via **my.UCLAhealth.org** to be addressed within two business days.

What's been done to protect patients' medical information in my.UCLAhealth.org?

- Patients' health information is safe from unauthorized access because **my.UCLAhealth.org** is password-protected and delivered via an encrypted connection. The same laws that protect privacy with paper charts and other electronic systems apply to the electronic health record (EHR).

Why is my.UCLAhealth.org not available for the entire health system yet?

- UCLA Health is rolling out **my.UCLAhealth.org** along with the new EHR in "waves" through early 2014. **my.UCLAhealth.org** is only offered at practices that have gone live with the new system.

- Patients who have a **my.UCLAhealth.org** account will only be able to send/receive messages and request appointments with practices that are fully functional on the new EHR.

How is proxy access to my.UCLAhealth.org handled?

- Parents will be able to access **my.UCLAhealth.org** for their children until age 12. After age 12, that access will be terminated due to privacy laws.

- Patients ages 12 to 17 will not have access to **my.UCLAhealth.org** at our initial go-live on June 6, 2013. Work continues on developing a policy to allow access to this age group and their parents.

- Access will be granted for consenting adults or when one holds a power of attorney.

[1]Deloitte Center for Health Solutions, "2008 Survey of Health Care Consumers," (2008)

UCLA Health

it begins with U

my.UCLAhealth.org