my **UCLA** health

physician to patients talking points

my.UCLAhealth.org is a powerful tool for enhancing communication between patients and physicians and connecting patients to their care. It helps patients stay up-to-date on their current health issues, and its electronic communication features help clinicians deliver care more effectively and in less time than with telephone calls and paper handouts.

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 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 call 9-1-1 or go to the nearest hospital.

• Physicians can customize CareConnect so specific medical information may or may not be displayed with **my.UCLAhealth.org**.

• 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 is the expected response time to my.UCLAhealth.org messages for the clinic?

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

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.

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 electronic health record in "waves" through early 2014. It 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 electronic health record.

If patients have questions, whom should they contact?

• Patients can go to the FAQ section of **my.uclahealth.org** or can e-mail myuclahealth@mednet.ucla.edu.

• Help with setting up an account is available to patients 24/7 by calling (855) 364-7052.

UCLA Health | it begins with U

my.UCLAhealth.org

information for physicians

Why should I encourage patients to use my.UCLAhealth.org?

Increased Patient Satisfaction

- Patients who communicate with their physicians online believe their physicians are more attentive, spend more time with them, are more thorough and are better prepared for the visit.[1]

- In a 2008 consumer survey, more than 70 percent of patients indicated that they are interested in online access to their medical records, e-mail access to their physician, and online scheduling tools.[2]

- 73 percent of Advanced HealthCare providers agree that access to websites like **my.UCLAhealth.org** improves patient satisfaction, and 72 percent agree that it improves patient/ provider communication.

- Patients want access to their test results. Through their **my.UCLAhealth.org** account, they will have access online to view and trend approved results. *(Imaging and certain sensitive tests are not released to **my.UCLAhealth.org**.)*

HIPPA-Compliant Communication

Patients will be able to send secure messages to you through their **my.UCLAhealth.org** account and your responses will be permanently available to them to reference at any time. In addition, the entire exchange is automatically documented in the patient's chart.

Increased Efficiency to Save You Time

- Messages are already documented in the patient's official medical record so there's no need to copy and paste from your e-mail.

- Online prescription renewals sent through **my.UCLAhealth.org** already have the patient's selected pharmacy and previous prescription ready for your review. This will save an average of four minutes compared to a phone-initiated renewal.[3]

- Utilizing SmartTexts and Krames patient education material allows you to respond quickly to frequently asked medical advice questions.

Message Volume Reduction

- As with phone calls, a teamwork approach is utilized by **my.UCLAhealth.org** to engage the right people to answer a patient's questions. Messages go to a practice support InBasket pool to be triaged so only messages that need to be addressed by a physician fall into your InBasket.

- The average patient sends a message every four to five months. These messages typically replace phone calls and eliminate phone tag.[4]

- In a 2003 study of patient portal messages:

  - 69 percent of messages were for clinical symptoms (65 percent of those were following up on an existing condition).

  - 53 percent involved a medication issue.

  - 24 percent were regarding labs or imaging tests.

No messages during this study were considered frivolous or inappropriate.[5]

How can I tell if a patient has activated his or her my.UCLAhealth.org account?

- You can tell if a patient's account is active by checking the patient header in CareConnect:

Active: Patient has registered his or her account

Pending: Activation code has been issued, but the patient has not registered

Declined: Patient explicitly declined an activation code

Inactive: An activation code has not been generated or the patient account was deactivated

[1] GHC-Puget Sound (2004)
[2] Deloitte Center for Health Solutions, "2008 Survey of Health Care Consumers," (2008)
[3] Cleveland Clinic (2006)
[4] GHC-Madison (2004) & Geisinger (2006)
[5] Kaiser Permanente (2003)