

# staff to patient talking points

## How do we refer to my.UCLAhealth.org when talking to patients?

- UCLA Health is implementing an electronic health record (EHR) that brings together in one place all patient health information currently stored in different systems and on paper charts.
- The patient portal is called **my.UCLAhealth.org**.

## What are the benefits of my.UCLAhealth.org for patients?

- **my.UCLAhealth.org** offers patients personalized and secure access to portions of their health information, making it easy for them to take charge of their own health and healthcare.
- **my.UCLAhealth.org** connects patients directly to their care providers, enabling them to manage their appointments, ask non-urgent medical questions, and request prescription refills through a secure, encrypted system.

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

- Users can request, cancel and keep track of future and past appointments.
- Users 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 may 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, users can view test results, messages from their care providers, and key medical information 24/7.

## 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. **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.

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

- Patient 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 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.

## If patients have questions, who should they contact?

- Patients can go to the FAQ section of **my.UCLAhealth.org** or can e-mail [myuclahealth@mednet.ucla.edu](mailto:myuclahealth@mednet.ucla.edu).
- Help with setting up the account is available to patients 24/7 by calling (855) 364-7052.