

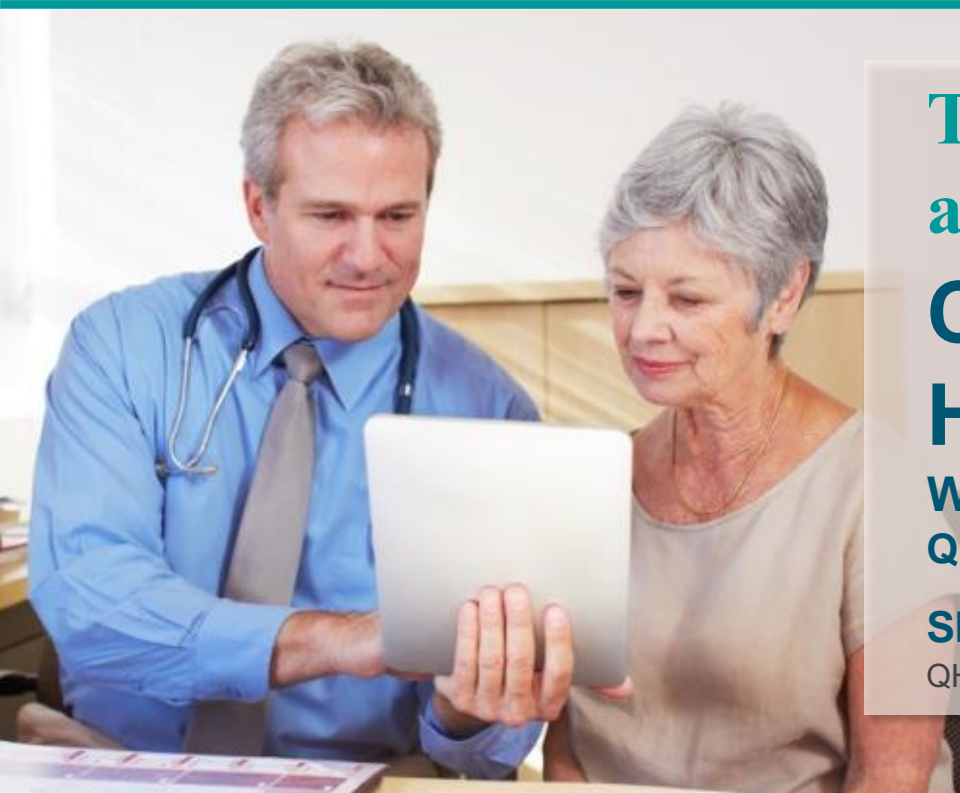


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**TEFT – Testing Experience  
and Functional Tools**

## **Colorado's Personal Health Record (PHR)**

**Western Slope Focus Group Meeting  
Quarter Two Focus Group – June 2017**

**Sherri Corey**

QHN Senior Clinical Account Manager

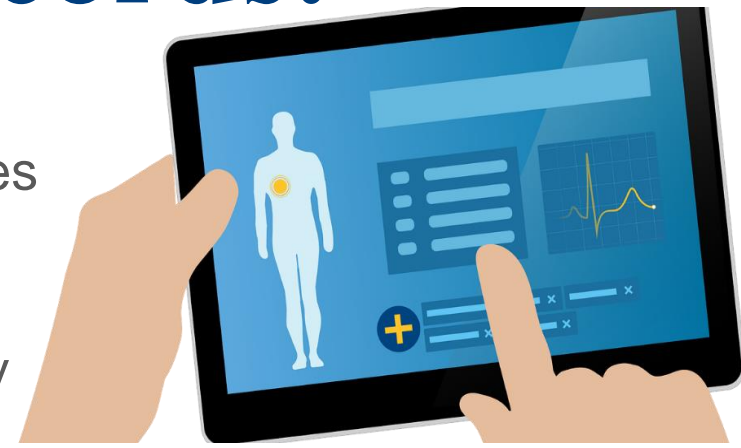


# What is a Personal Health Record?

A personal health record (PHR) is an electronic application used by clients to maintain and manage their health information in a private, secure, and confidential environment.

# Personal Health Records:

- ◆ Are managed by the client
- ◆ Include information from a variety of sources including healthcare providers and clients themselves.
- ◆ Can help clients securely and confidentially store and monitor health information.
- ◆ Are separate from, and do not replace, the legal record of any health care provider.
- ◆ Are different from portals because they are not tied to one doctor or group of doctors.



## Health Information included in the Colorado PHR: Client Demographics

- ◆ Client Name and Medicaid ID
- ◆ Client Address
- ◆ Client Phone Number
- ◆ Client Date of Birth
- ◆ Client Gender



## Health Information included in the Colorado PHR: Clinical & Non-Clinical Data

- ◆ Patient's provider(s) name
- ◆ Patient admit date
- ◆ Patient discharge date
- ◆ Patient encounter location
- ◆ Attending provider's name
- ◆ Current ULTC100 assessment
- ◆ Current client service plan

## How Does Client Access the PHR?

### Log In

User name or email

Betty.Boop

Password

••••••••

Log In

Forgot [user name](#) or [password?](#)

- ◆ Client must have access to a smart phone, tablet or computer. (could be via a friend/family member/proxy)
- ◆ Client must have access to the internet.
- ◆ Client must have a email address, or be willing to create one with help for the purposes of this pilot.



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# Live PHR Demo: Patient Perspective



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# Inside the Personal Health Record Home Screen

Health First  
COLORADO

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Menu



Home



Calendar



My Health

Home



BETTY Middle BOOP

[View Full Profile](#)

MY ADDRESS

1243 ROAD ST APT 402  
DENVER, 80206

MY PHONE

(333) 999-6454

MY EMAIL ADDRESS

(A primary email has not been set)

## SERVICE INFORMATION

MY PRIMARY CARE DOCTOR





FRONT RANGE PRIMARY CARE PARTN

## UPCOMING EVENTS





[View all Calendar Events](#)

Name	Description	Location	Start Time	End Time	Action
Test Massage Appointment	First appointment, need to arrive 15 min before appointment time to fill out paperwork.	Tech Center	06/01/2017 01:00 PM	06/01/2017 02:00 PM	<a href="#">Details</a>
PHR Demo Test Appt			06/05/2017 02:30 PM	06/05/2017 03:00 PM	<a href="#">Details</a>

I would like to...

-  [View my Profile](#)
-  [View my Events](#)
-  [View my Attachments](#)
-  [Manage my Preferences](#)

Help & Support

-  [Submit Feedback](#)
-  [FAQ](#)
-  [Training Resources](#)
-  [LTSS Help Desk](#)





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# Inside the Personal Health Record

## My Profile



 Betty.Boop ▾ (On behalf of: BOOP, BETTY)



Menu



Home



Calendar



My Health

### My Profile



**BETTY Middle BOOP**

FULL NAME

DATE OF BIRTH

03/28/1927

GENDER

Male

#### Contact Information

ADDRESS

1243 ROAD ST APT 402  
DENVER, 80206

COUNTY

DENVER

PHONE #

(333) 999-6454

EMAIL ADDRESS

(A primary email has not been set)

#### Service Information

MEDICARE #

MEDICAID #

D444444

PRIMARY CARE PROVIDER

FRONT RANGE PRIMARY CARE PARTN

TRANSPORTATION

--

#### Login Information


LOGIN NAME

Betty.Boop

LOGIN EMAIL ADDRESS


hculwell@corhio.org

#### I would like to...

 [Go Home](#)

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# Inside the Personal Health Record Calendar



Betty.Boop (On behalf of: BOOP, BETTY)



Menu



Home



Calendar



My Health

Calendar

[+ Add Event](#) [Export](#)

Today May, 2017 Day Week **Month**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	Test dr appt	24	Test 3	26	27
28	29	30	31	Test Massage	01	03
04	PHR Demo Test Appt	06	07	08	09	10

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# Inside the Personal Health Record

## What can the Calendar do?

- ◆ Client can add upcoming appointments when scheduling at their doctors office
- ◆ Client can view upcoming appointments before they occur; view in the Calendar or on the home screen. Client can use personal calendar to receive PHR calendar alerts.
- ◆ Prevent future scheduling conflicts, saving the client time and transportation hassles



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Upcoming Events

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# Inside the Personal Health Record

## Upcoming events



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Home



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MY PRIMARY CARE DOCTOR

FRONT RANGE PRIMARY CARE PARTN

### UPCOMING EVENTS

[View all Calendar Events](#)

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- [View my Events](#)
- [View my Attachments](#)
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My Health

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# Inside the Personal Health Record

## My Health



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Menu



Home



Calendar



My Health

My Health

Person-Centered Plan



Assessment



Hospital Encounters




Unit Of Services




Attachments



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[Online Help Center](#)



# Inside the Personal Health Record

## Person Centered Plan



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Menu



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< My Health

My Person-Centered Plan

### Choice Statements

- ☒ Client has been informed that he/she has the right to choose between institutional services or Home and Community Based Services.

### Program Area

- ☒ Client has been offered enrollment for the following Home and community Based Service.

(HCBS) waiver programs:

Community Mental health Supports (CMHS)

- ☒ Client has been offered services and/or placement in the following programs.

### HCBS Waiver - Service Plan

- ☒ Client has been informed that the Services outlined in the service plan shall be consistent with the needs identified in the functional needs assessment (ULTC 100.2)

### Contingency Plan

My contingency plan is:

Deleted to de-identify

### Personal Goal

My personal goal(s) for this year is:

Deleted to de-identify

### HCBS Provider & Service

HCBS Provider	HCBS Procedure Code	HCBS Service Description
SRDA	S5161	Electronic Monitoring





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Assessment

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# Inside the Personal Health Record Assessment



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Menu



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Assessment

## Activities Of Daily Living

### I. Bathing

Score: 2

**Score Description:**

the client requires hands on help or standby assistance throughout bathing activities in order to maintain safety, adequate hygiene and skin integrity

Comment: --

Change to previous assessment? No

### II. Dressing

Score: 1

**Score Description:**

the client can dress and undress, with or without assistive devices, but may be need to be reminded or supervised to do so on some days

Comment: --

Change to previous assessment? No

### III. Toileting

Score: 0

**Score Description:**

The client is independent in completing activity safely

Comment: --

Change to previous assessment? No



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Clinical Encounter Data

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# Inside the Personal Health Record

## Clinical Encounter Data



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Menu



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My Health

< My Health

Hospital Encounters

### Hospital Encounters

HOSPITAL VISITS

Admit Date	Discharge Date	Provider's Name	Location Name
04/08/2017	04/11/2017	House Greg	University of Colorado Hospital

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# Inside the Personal Health Record

## Units of Service



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Menu



Home



Calendar



My Health

My Health

Unit Of Services

### Unit Of Services

#### UNIT OF SERVICES

Waiver Service	Procedure Code	Procedure Code Description	Prior Authorization Type	Unit Type	Authorized Units	Units Used	Units Remaining
Acupuncture	97814	Acupunct w/stimul addl 15m	Spinal Cord Injury	15 Minutes	192	0	192
Homemaker	S5130	Homemaker service, NOS;	Spinal Cord Injury	15 Minutes	2912	0	2912
Massage	97124	P T--- EACH 15 MIN MASSAGE	Spinal Cord Injury	15 Minutes	192	0	192
Non-Waiver Service	E1399	MISCELLANEOUS DURABLE MEDICAL EQUIPMENT,	SUPPLY (DME)	1 Purchase	1	0	1
Non-Waiver Service	K0739	Repairs/svc Dme non-oxygen eq	SUPPLY (DME)	1 Purchase	4	2	2
Wheelchair Van, Band 2 ( 11-20 miles)	A0130	NON-EMERGENCY TRANS.WHEELCHAIR VAN	Spinal Cord Injury	1 Way Trip	208	0	208

#### \*Disclaimer\*

The information provided [in this portal] regarding available units of service may not reflect your current available service unit totals or the total amount of units used. As a result, you as the beneficiary end-user client should not solely rely on the service unit information displayed in this pilot portal. Prior to making any decisions on services based on availability of service units, please consult with your Case Manager directly to get accurate and up to date information as to your current available and or used service units. CORHIO does not accept any responsibility or liability for the accuracy, content, completeness, or reliability of the information contained herein.

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# Inside the Personal Health Record

## My Attachments



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Menu



Home



Calendar



My Health

< My Health

My Attachments

### General

Filter all columns:

File Name	Comments	Created Date	Created By	Action
<a href="#">TEST PHR DOCUMENT FOR UPLOAD.docx</a>	Test Attachment	06/01/2017	BETTY BOOP	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 1 of 1 entries

I would like to...

[Upload File](#)

[View my Profile](#)

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
[Online Help Center](#)



# Inside the Personal Health Record

## Navigation Bar

### I would like to...

 [View my Profile](#)

 [View my Calendar](#)

### Help & Support

[Submit Feedback](#)

[Feedback List](#)

[Online Help Center](#)

- ◆ Navigation Bar on the right of the screen allows for easy navigation around the PHR.
- ◆ Help & Support:
- ◆ Clients can submit feedback and ask questions regarding the PHR.
- ◆ Online Help Center:
- ◆ Clients can access the Colorado Department of Health Care Policy and Financing and CORHIO's websites for more information.
- ◆ Web-based training will also be viewable once they are recorded and ready for clients.

# Next Steps in the PHR Arena of TEFT

- ◆ QHN/HCPF work with SEPs/Care Managers to identify 40 clients that want to participate in this initial pilot phase of the PHR.
- ◆ Have interested clients answer survey questions and sign Consent to participate in remainder of TEFT – through March 2018. Web-based trainings for Care Managers and Clients on June 14<sup>th</sup>, 15<sup>th</sup> and 16<sup>th</sup> (as needed)
- ◆ QHN/HCPF continue PHR development for the next pilot phase



# Questions & Discussion



Sherri Corey

[scorey@qualityhealthnetwork.org](mailto:scorey@qualityhealthnetwork.org)

QHN Senior Clinical Account Manager

Office Phone: 970-248-0033