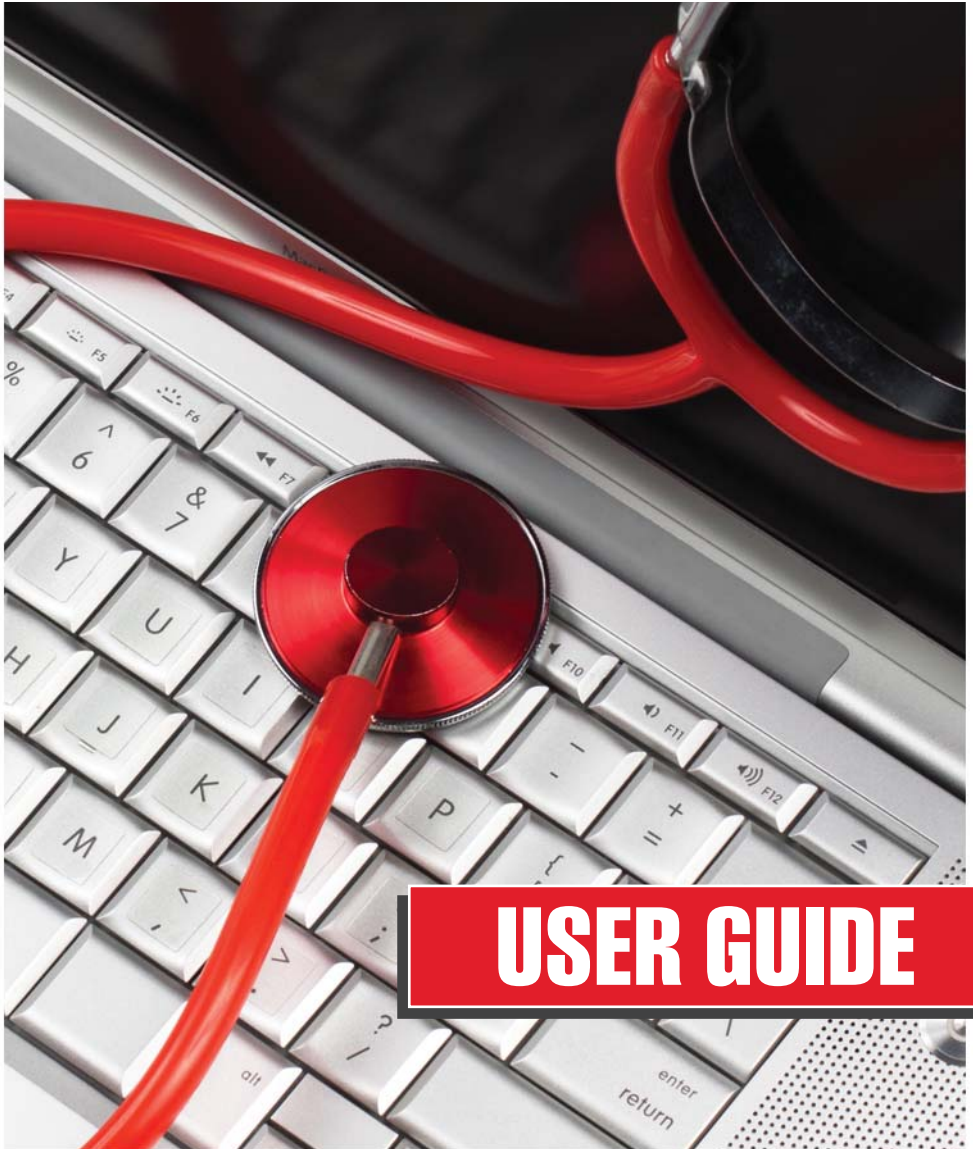


# RMH *e*health link

*Committed to You . . . Anywhere*



**USER GUIDE**

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# Introduction

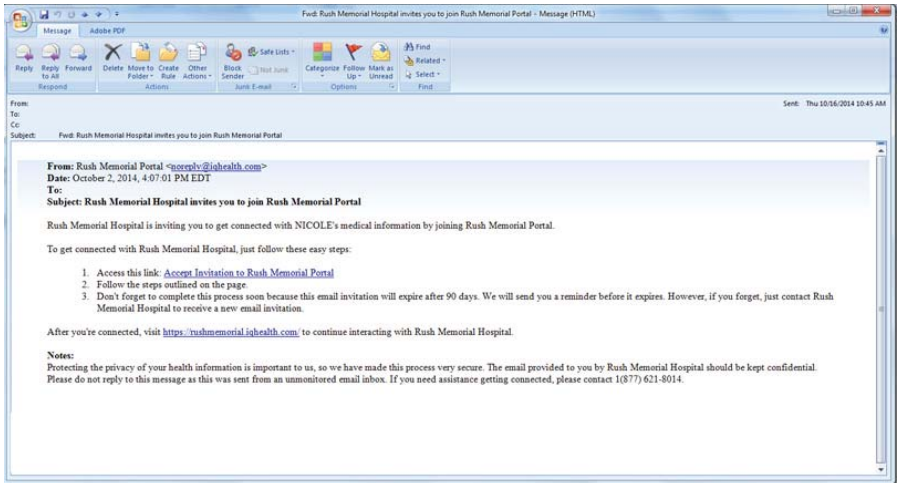
Welcome to the RMH e-healthlink user guide. This guide will direct you through your RMH e-healthlink experience, an online management tool to help you manage your health. If you have further questions regarding your RMH e-healthlink account that are not covered in this document, please contact our support team at 1-877-621-8014, Monday-Friday 7am-7pm CST.

## Section 1: Creating an Account

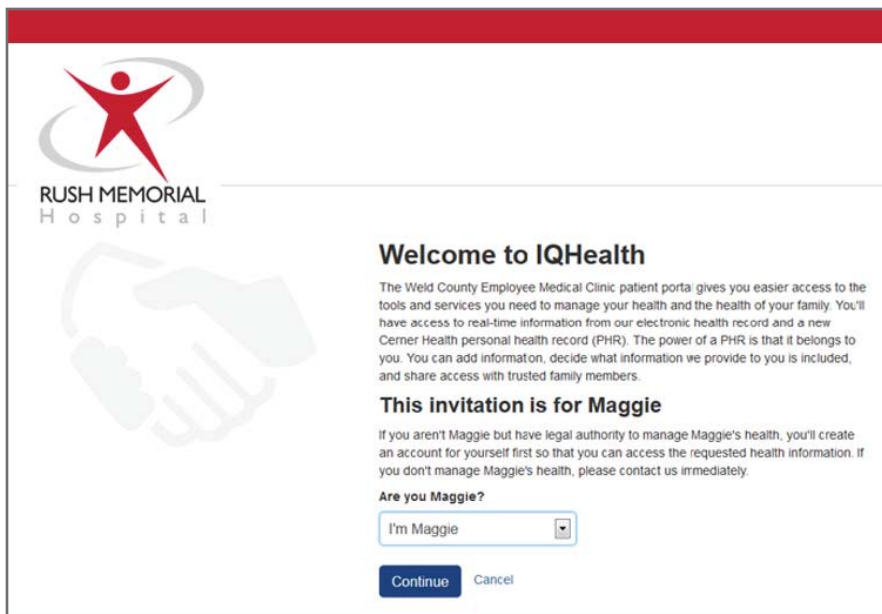
### GETTING STARTED

Stop by Rush Memorial Hospital to request access to the portal. They will ask for your email address, a photo I.D., and establish a security question/answer for you to use when claiming your invitation. After you are invited to use the portal by Rush Memorial Hospital, you will receive an email in your email inbox containing instructions.

**Step 1:** You will receive an invitation from Rush Memorial Hospital. The email includes instructions on how to claim your account, as well as, details about the portal. You will begin the process by clicking on a link within the email.

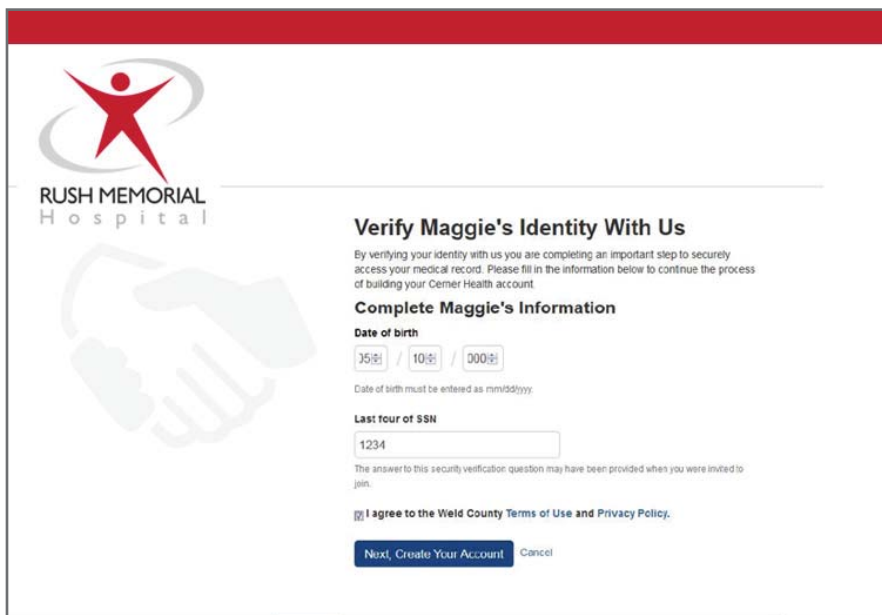


**Step 2:** Once you have clicked this link, you will be prompted to indicate whether or not you are claiming the invitation for yourself or on behalf of another patient. For example, your child or spouse.



The screenshot shows the IQHealth welcome page for Maggie. On the left is the Rush Memorial Hospital logo, which features a red stylized human figure with arms raised, surrounded by a grey circular swoosh. Below the logo, the text "RUSH MEMORIAL Hospital" is displayed. A large, light grey watermark of two hands shaking is visible in the background. The main heading is "Welcome to IQHealth". Below this, a paragraph explains that the Weld County Employee Medical Clinic patient portal provides easier access to tools and services for managing health. It mentions access to real-time information from the electronic health record and a new Cerner Health personal health record (PHR). The text states that the power of a PHR is that it belongs to you, and you can add information, decide what information is included, and share access with trusted family members. The next section is titled "This invitation is for Maggie". It explains that if the user isn't Maggie but has legal authority to manage her health, they should create an account for themselves first to access the requested health information. Below this, a question asks "Are you Maggie?". There is a dropdown menu with "I'm Maggie" selected. At the bottom, there are two buttons: "Continue" (highlighted in blue) and "Cancel".

**Step 3:** Once you have indicated who you are claiming the account for, you will be prompted to enter that patient's date of birth and their security key chosen during sign up.



The screenshot shows the IQHealth identity verification page for Maggie. It features the same Rush Memorial Hospital logo and watermark as the previous screen. The main heading is "Verify Maggie's Identity With Us". Below this, a paragraph explains that verifying identity is an important step to securely access medical records and to continue building a Cerner Health account. The next section is titled "Complete Maggie's Information". It asks for the "Date of birth" and provides three input fields: "35", "10", and "0000". Below these fields, a note states "Date of birth must be entered as mm/dd/yyyy". The next section asks for the "Last four of SSN" and has an input field containing "1234". Below this, a note states "The answer to this security verification question may have been provided when you were invited to join." At the bottom, there is a checkbox labeled "I agree to the Weld County Terms of Use and Privacy Policy." which is checked. Below the checkbox are two buttons: "Next, Create Your Account" (highlighted in blue) and "Cancel".

**Step 4:** You will now be prompted to create your username and password.

The screenshot shows a web form for creating a Cerner Health account. The form is divided into two main sections: a registration form on the left and a Terms of Use agreement on the right.

**Registration Form Fields:**

- First Name:** Text input field containing "Jessica".
- Last Name:** Text input field containing "Howard".
- Email:** Text input field.
- Confirm Email:** Text input field.
- Date of Birth:** Date picker showing "January 1, 1980".
- Gender:** Dropdown menu set to "Male".
- Why do we need your birthday and gender?:** Text label.
- Username:** Text input field.
- Your URL:** Text label with the value "https://cernerhealth.com/username".
- Password:** Text input field.
- Confirm Password:** Text input field.
- Security Question:** Dropdown menu.
- Answer:** Text input field.
- Agreement:** A checkbox labeled "I agree to the Cerner Health Terms of Use and Privacy Policy." is checked.
- Create Account:** A green button.

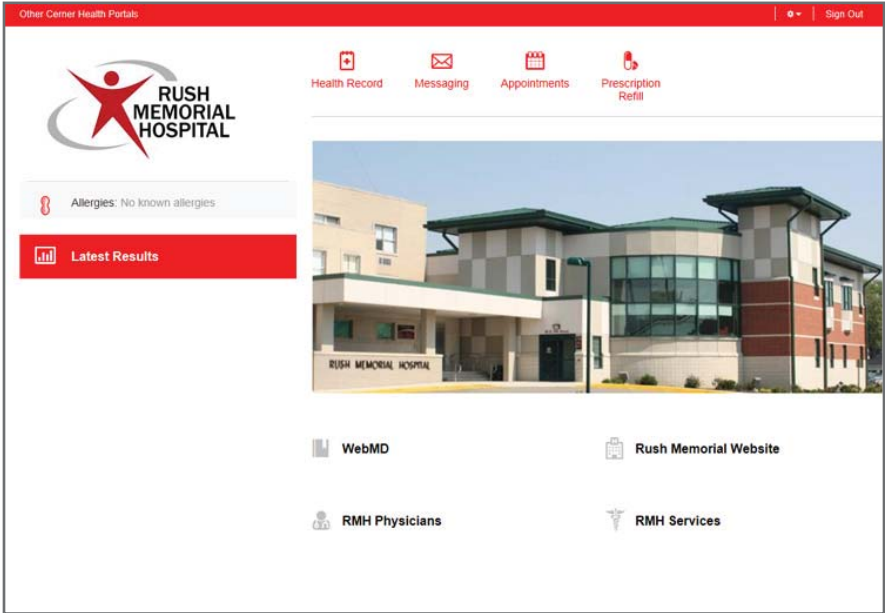
**Terms of Use Section:**

- Section Header:** "Terms of Use".
- Document Title:** "Cerner Health Terms of Use".
- Effective Date:** "Effective: 25 February 2012".
- Text:** "Cerner Health is offered to you by Cerner Corporation ("Cerner"). Your use of Cerner Health is governed by these terms of use ("Terms"). If you do not agree to these Terms, you may not establish or use a Cerner Health account. By using or accessing Cerner Health you agree to be bound by these Terms."
- Section Header:** "Creating and Accessing Your Account".
- Text:** "You must be at least 18 years old to establish a Cerner Health account. You may establish an account only if:"
- Text:** "You are invited to join by: (i) your healthcare provider, (ii) the sponsor of your health benefit plan, (iii) the sponsor of your wellness program, or (iv) another organization authorized by Cerner to connect you to Cerner Health, or"
- Text:** "You are a participant a contest or competition which uses a Cerner Health Identity to manage access to the contest or competition."
- Text:** "You may not permit any other person to access your Cerner Health account using your user name and password. The security of your password and the use of your account is your responsibility. If you learn or suspect that your user name or password has been wrongfully used or disclosed, you should promptly notify us and immediately reset your password."

Once you have clicked "create account" you will have access to your medical record.

## Section 2: The Homepage

The RMH e-healthlink homepage provides quick and easy access to all of RMH e-healthlink's important features. There are two sections to the homepage: the navigation sections across the top of the page and the quick links located across the bottom.



**Navigation sections found across the top include:**

- **Health Record:** Connects you to your personal health information. Here, you are able to view information such as:
  - Allergies
  - Immunizations
  - Medications
  - Procedures
  - Lab Results
  - Health Issues
  - Health Education
- **Messaging:** Connect to messaging options. In this section, you can view your inbox and view your sent messages. Here, you can also use messaging templates such as Request a Medication Renewal and Send General Message to communicate with your healthcare provider.

- **Appointments:** Connects to appointment and scheduling options. You can use messaging templates such as Request a New Appointment, Reschedule an Appointment, or Cancel an Appointment. You may also be able to view upcoming appointments as well.

## Section 3: Health Record

### HEALTH PROFILE

The Health Profile section provides a quick view of your:

1. Active Medications
2. Current Allergies
3. Current Health Issues
4. Immunization Record

The information provided below reflects the information in the electronic medical record. Medications and Allergies show only current information; they do not display past medications or allergies. If you believe any data is incorrect, please notify the office at (970) 304-6590.

**Current Medications** [Learn More](#)

Medication	Date Started On
metoprolol tartrate 50 mg oral tablet Dose: 1 tab(s) Frequency: bid Route: po	June 12, 2014
lisinopril 20 mg oral tablet Dose: 1 tab(s) Frequency: daily Route: po	June 12, 2014

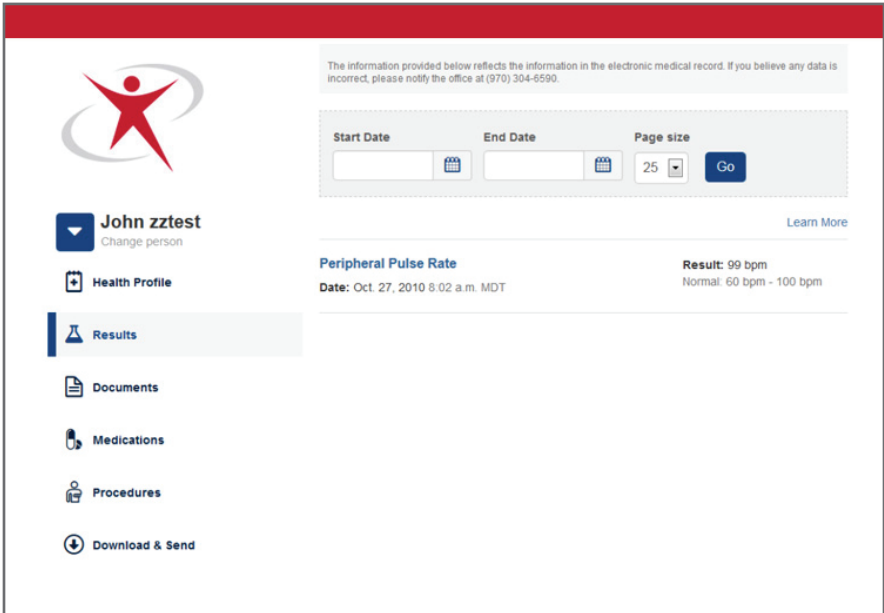
**Immunizations**

Immunization	Date Received
Hep A	Aug. 2, 2010
Hep B	Aug. 2, 2010

**Current Allergies**

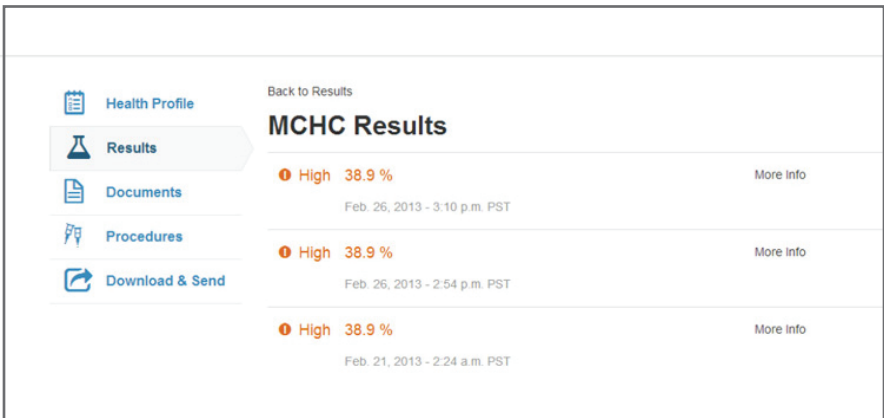
## RESULTS

The Results section gives you a view of discrete lab results from the health care organizations electronic medical record. **Please keep in mind that some lab results such as pathology and reference lab, including sensitive nature results such as STD's or HIV, will not appear. All lab results have a delay of 36 hours from the time of results.**



The screenshot shows a patient's lab results page. At the top left is a red star logo. Below it is the patient's name "John zztest" with a "Change person" link. A navigation menu on the left includes "Health Profile", "Results" (highlighted), "Documents", "Medications", "Procedures", and "Download & Send". At the top right, there is a disclaimer: "The information provided below reflects the information in the electronic medical record. If you believe any data is incorrect, please notify the office at (970) 304-6590." Below this is a search filter with "Start Date", "End Date", and "Page size" (set to 25) and a "Go" button. The main content area shows a "Peripheral Pulse Rate" result: "Result: 99 bpm" and "Normal: 60 bpm - 100 bpm". The date is "Date: Oct. 27, 2010 8:02 a.m. MDT". A "Learn More" link is also present.

The results are formatted to show you the Name, Result (including Normal Ranges), and Date of the particular result. Normal ranges are established by Rush Memorial Hospital. To find more detail about a lab result, click on the lab result's name.



The screenshot shows a patient's MCHC Results page. At the top left is a navigation menu with "Health Profile", "Results" (highlighted), "Documents", "Procedures", and "Download & Send". Below the menu is a "Back to Results" link. The main heading is "MCHC Results". There are three results listed, each with a "High" status and a "More Info" link:

Result	Date	More Info
High 38.9 %	Feb. 26, 2013 - 3:10 p.m. PST	More Info
High 38.9 %	Feb. 26, 2013 - 2:54 p.m. PST	More Info
High 38.9 %	Feb. 21, 2013 - 2:24 a.m. PST	More Info



## VIEWING A DOCUMENT

The Documents, or Discharge Information, section gives you a view of the documents in your electronic medical record. This may include: discharge instructions, discharge summaries, clinical notes made by your provider or care team, education content, or other text-based documents. In this documents section, you may view a document or download a document to your personal computer.

## DOWNLOAD AND SEND RECORD

This feature allows you to download your health information to share with a different provider or organization.

### Step 1: Downloading your record

You will be presented with a list of each of your encounters with your health care organization. Clicking the download icon, located to the right of your visit reason, will allow you to download and save a copy of your information to your personal computer.

The screenshot displays a patient's electronic medical record (EMR) interface. On the left is a navigation menu with icons and labels for: Health Profile, Results, Documents, Medications, Procedures, and Download & Send (which is highlighted with a blue bar). The main content area features a red star logo at the top left. A warning message states: "The information provided below is in the electronic medical record. If you believe any data is incorrect, please notify the office." Below this are three summary sections: "Health Record Summary" (with a description and a download icon), "Record Summary" (with a download icon), and "Visit Care Summaries" (with a description and a download icon). The "Outpatient" section shows a "Visit Date: June 13, 2014" and also has a download icon.

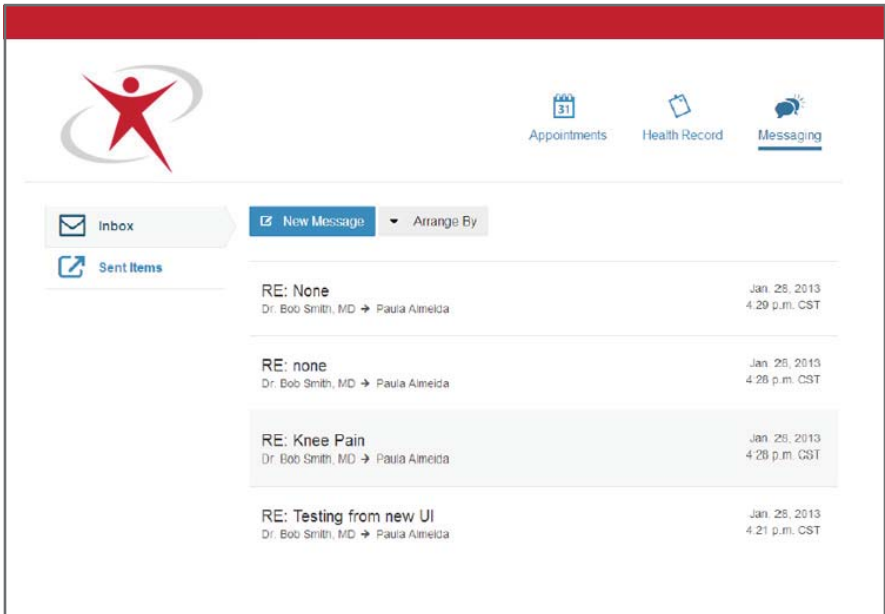
## Section 4: Messaging

The RMH e-healthlink messaging section allows you to communicate with your health organization through secure messages. These messages are sent through a secure medium, ensuring HIPAA compliance and protection of sensitive information from undesired parties. This section will provide more information on how to navigate the RMH e-healthlink's secure messaging features.

### VIEWING NEW MESSAGES

Once logged in, you can view new messages under the Messaging navigation section.

Clicking on the message subject, date, or sender will display the new message.



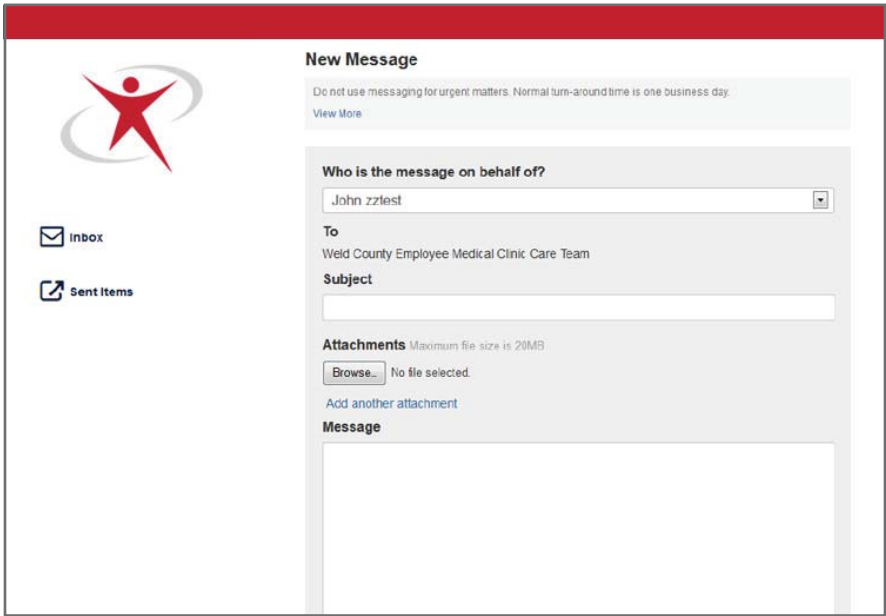
Once a message is opened, you have the option to Reply or Forward the message by clicking on the appropriate links.

### MESSAGE ALERTS

RMH e-healthlink will send you a message in your personal email to let you know that a new message has arrived. If you need to update your email address, you can do so by logging into your account, selecting the drop down menu in the top right hand corner that says your name. From there, you can choose "Account Settings" and update which email address your email notifications are sent to.

## SENDING A GENERAL MESSAGE

Under the Messaging section, you have the option to send your RMH healthcare provider a message. Upon clicking on the New Message button, a screen will appear giving you the option to type a note to your RMH Healthcare Provider.



**New Message**

Do not use messaging for urgent matters. Normal turn-around time is one business day.  
[View More](#)

**Who is the message on behalf of?**  
John zzlest

**To**  
Weld County Employee Medical Clinic Care Team

**Subject**

**Attachments** Maximum file size is 20MB  
 No file selected.  
[Add another attachment](#)

**Message**

## VIEW SENT MESSAGES

Under the Messaging section you have the option to view “Sent Messages.” The Sent Messages section allows you to review messages you have sent in the past, based on subject, recipient, date, time, and read/unread status. This view also alerts you to the status of your message. Once an RMH healthcare provider has opened your message, the status will change from “Unread” to “Opened”.

## MESSAGE ATTACHMENTS

In the general message, you will be able to attach images, documents, and other file types to send to your RMH healthcare provider. Click the Browse... button to begin adding a file to your message.

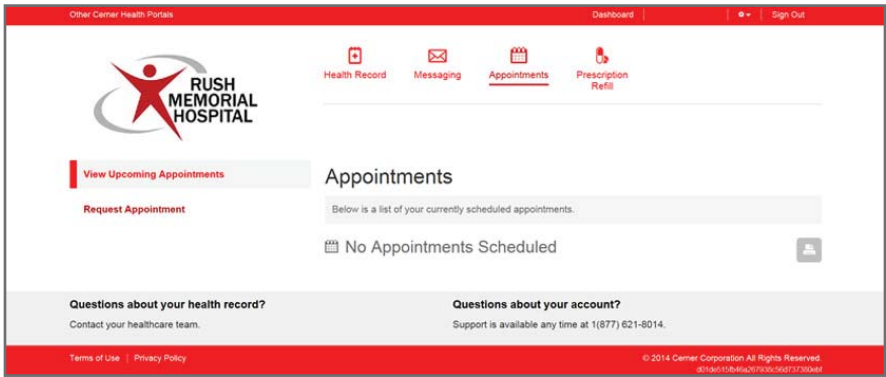
You will be prompted to select a file from anywhere on your computer. As the image is being attached to the message, you will see a small circle that indicates when the image is loaded.

# Section 5: Appointments

## VIEW UPCOMING APPOINTMENTS

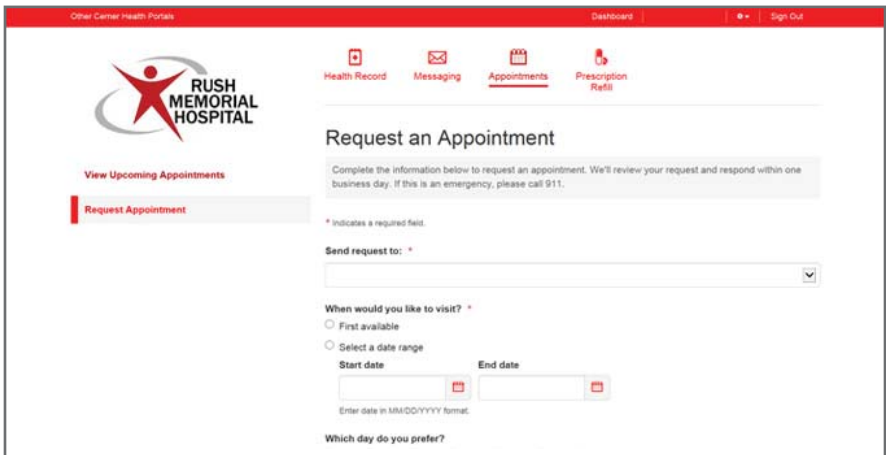
The appointment calendar allows you to access details around future appointments with Rush Memorial Hospital. Links are provided that allow you to take different actions. For example:

1. The calendar icon allows you to quickly add the appointment to your personal calendar.
2. The eye icon allows you to view further details and instructions
3. The “x” icon allows you to cancel the upcoming appointment
4. The printer icon allows you to quickly print a list of your upcoming appointments.



## REQUESTING AN APPOINTMENT

Requesting an appointment with your RMH healthcare provider is the quickest way to schedule an appointment. This service allows you to select time slots and pick a time slot that works best for you.



A staff member of RMH will review your request and respond within one business day.