



**CHI St. Joseph  
Health**

***Patient Portal Ambassador  
Volunteer Program***

# *My HEALTH Portal*

The Patient Portal is a **Meaningful Use** item that will allow patients to view a portion of their medical record, for example their labs, home medications, patient conditions, and patient demographics as entered in Meditech. *(There are also other features, that over time, will be evaluated and made available to our patients, but initially the information will be minimal.)*

# My HEALTH Portal

- SJ Patient Portal – Go LIVE since **June 10, 2014**
- Our current **Meaningful Use Measure** for Patient Portal is that we **MUST** have **more than 50%** of our patients have access and **5%** login.
- **Process A:** Email will be gathered during Registration and users will be set up during their inpatient stay.
- **Process B:** Nursing will follow up with patients that are missed at Registration. *(this will require additional work on your part)*
- **Process C:** Volunteer will assist inpatient with initial portal sign-up and login.
- **Process D.** Patients that do not get signed up during their inpatient stay will receive Patient Portal information in their discharge packet.
- **Options:** A patient or a person specified by the patient may be set up as the portal account user.

# My HEALTH Portal

(SPECIFIED Individual for a Patient's Portal Account)

- A patient may have a **SPECIFIED individual** or proxy for their Portal Account. *examples: (1) A parent would be the Specified Portal User for their child. (2) A caregiver could be the Specified Portal User for an elderly patient that does not have an email address.*
- The patient or legal guardian will need to complete a Proxy form to allow this access. These forms can be found on PHIL:

**Hospital Chart Forms**  
(BARCODED)

Proxy Access to Patient Portal

Proxy Access to Patient Portal - PARENTAL

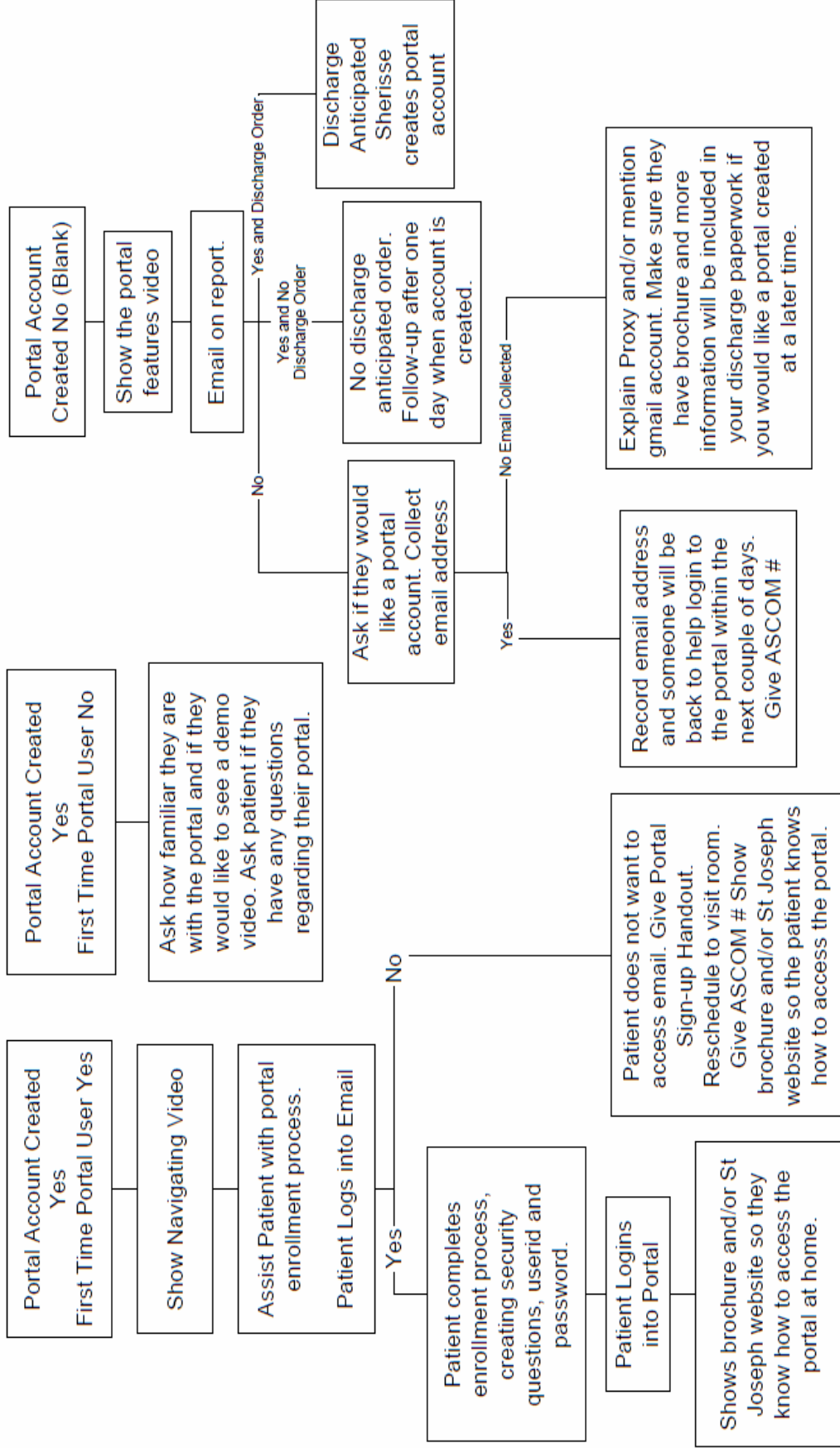
- The set up of the Specified Portal User or Proxy is done through the same Health Portal routine.

# *Portal Ambassador Workflow*

## **Beginning of Shift**

- Sign-out Laptop assigned to Portal Ambassador
- Pick up new patient work list from printer (located at Information Desk)
- Pickup assigned ASCOM phone (pending)
- Visit inpatients listed on report to assist with portal login  
*Laptop: located in Auxiliary office on first floor.*

# Portal Ambassador Workflow



# Portal Ambassador Workflow

## (Portal Worklist)

- The **Portal Ambassador Worklist Report** will print at the information desk

### (Detail on Report)

**Section 1:** Room location and patient name, write email if collected by Portal Ambassador

**Section 2:** If portal is active and indicates patient anticipated discharge

**Section 3:** Shows active user and first time user and email address

| Portal Ambassador Worklist         |      |               |                     |                     |            |                  |           |                  |       | Page: 2 |
|------------------------------------|------|---------------|---------------------|---------------------|------------|------------------|-----------|------------------|-------|---------|
| Location                           | Room | Bed           | Name                | Med Rec Num         | Admit Date | Portal           | Discharge | Visited          | Video |         |
| Portal Ambassador Collected Email: |      |               | <b>Section 1</b>    |                     |            |                  | Proxy:    | <b>Section 2</b> |       |         |
| BSE                                | 321  | P             | <b>Patient Name</b> | M000888066          | 01/12/15   | Yes              | Ordered   |                  |       |         |
| Portal User Info Active: Yes       |      | 1st Time: Yes | <b>Portal User</b>  | SHALL2014@GMAIL.COM | Comments   | <b>Section 3</b> |           |                  |       |         |

# Portal Ambassador

## (Suggested Scripting)

I am here to show you a quick demo of your patient portal.

**A1: Patient reply:** Yes, I have a portal.

Yes, Portal account created (email given to Reg/Nurse)

- Show portal “navigation” video
- Assist patient with enrollment process
- Patient log into personal email ( via volunteer device)
- Patient completes enrollment process, creating security questions, user id and password.
- Patient logs into portal with new user id and password
- Accept terms and conditions
- Give portal brochure
- Give St. Joseph website and how to access the portal ( Four different portals)

**A1: Patient reply:** NO, I don’t have a portal account.

NO, email address

- Show portal “features” video
- Ask if they would like a portal account
- Explain proxy form and or mention [gmail](#)
- Collect proxy email – Repeat enrollment process
- Inform patient information will be included in your discharge paperwork for later enrollment
- Leave Medical Records dept. number for FAQs



# Portal Ambassador

*(Suggested Scripting)*

**A1: Patient reply:** Yes, I have a portal.  
No, I don't want to sign-up

- Give portal sign-up handout
- Reschedule portal demo
- Show portal brochure
- Demo St. Joseph website so the patient knows how to access the portal

# *Portal Ambassador Workflow*

## **Visiting Patients**

- When entering a room, always knock first.
- Come in and introduce yourself. “Hi, my name is \_\_\_\_\_ (use first name). I am a volunteer at CHI St. Joseph Health.”
- Follow suggested scripting.
- Use your AIDET Training.
- Remember, you are dealing with people who are sick or in pain. If they seem rude or put out by your being there, don’t get your feelings hurt.

# *Portal Ambassador Workflow*

## **Before you leave the patient, always say:**

- “Thank you for taking the time to visit with me today. Is there anything I can do for you before I go?”
- Relay all requests through the patient’s nurse. Tell the patient you will let their nurse know. Go to the nurses station near the patient’s room to find their nurse.

# *Portal Ambassador Workflow*

## **Infection Control**

- Before you touch a patient or their surroundings, use the hand sanitizer. Hand sanitizers are located in every patient room and conveniently throughout the hospital.
- Follow proper Infection Control signage on the patient's door. You may visit rooms that require you to wear gloves only. If you are required to wear a mask and/or gown, do not visit these rooms.
  - Use hand sanitizer before and after putting on gloves. Do not wear same pair of gloves for the care of more than one patient. Gloves are available in all patient rooms.
  - Remove gloves before exiting the patient's room and throw away in the waste basket . Then use hand sanitizer.
  - Before you exit the room, use the hand sanitizer.
    - This must be done for every patient you visit. Hand sanitizer before and after each patient.
  - Clean laptop before and after each patient visit using required wipes for laptops. Then, use hand sanitizer to clean your hands after cleaning the laptop.

# *Portal Ambassador Workflow*

## **End Of Shift**

- Fax work list to portal fax queue (*Portal fax 6333 – use fax machine at the last nurses station after visiting last patient*)
- Fax proxy form to fax queue (*Portal fax 6333*)
- Log patient work list in daily binder (*Auxiliary office*)
  
- Return Laptop (sign-out), connect to charge and lock in Auxiliary office  
*Make sure laptop has been cleaned!*