Priority Consult
Care Coordinator Forum
Wednesday, June 10 and Thursday, June 11, 2009
Minutes

Attendees:

Rachel Elliott, Client Liaison, Priority Consult, 513-569-5203, relliott@priorityconsult.com
Bobbie Ryan, RN, Care Coordinator, Mayfield Clinic & Spine Institute, 513-569-5237, bryan@mayfieldclinic.com
Katrina Clement, Administrative Assistant, Priority Consult, 513-569-5363, kclement@priorityconsult.com
Sylvia Fields, RN, BSN, Cabell Huntington Hospital Back & Spine Center, Huntington, WV
Diana France, RN, Illinois Neurological Institute – Physicians, LLC, Peoria, IL
Marsha Sams - Kentucky Neuroscience and Orthopedics Institute, Lexington, KY
Joe Adams, Sanford Spine Center, Sioux Falls, SD
Amber Castle, Sanford Spine Center, Sioux Falls, SD
Beth Bourdreaux, Thibodaux Medical Center, Thibodaux, LA
Debra Vasquez, RN, Tallahassee Memorial Neurosurgery Center, Tallahassee, FL
Lori Mueller, RN, West Virginia University Hospitals Morgantown, WV
Leslie Crossley, RN, West Virginia University Spine Center, Morgantown, WV

On-Line History Form for Priority Consult
Presented by: Rachel Elliott, Client Liaison, Priority Consult

Introduction:

Rachel welcomed the group and made introductions. Attendees introduced themselves and gave a brief description of how long they have used Priority Consult.

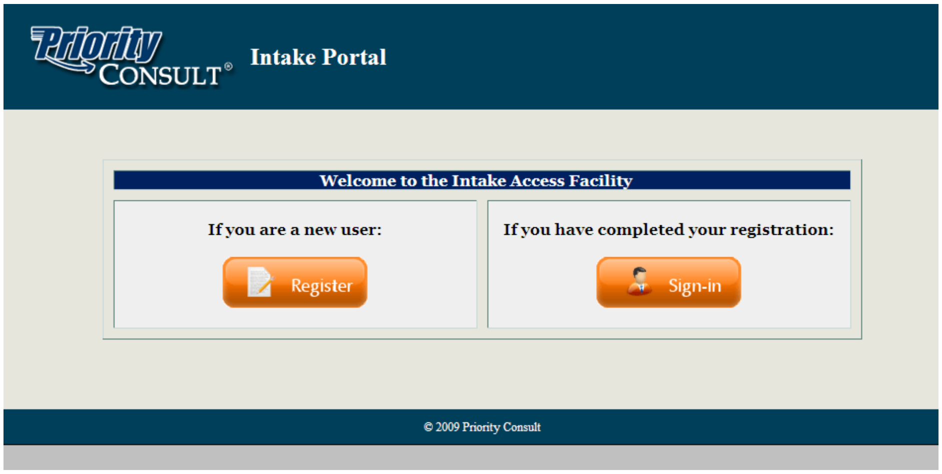
Concept Description:

Rachel began by explaining the concept of the on-line history form, which is to give patients another contact point to give their information. Rachel explained that this online piece is just the first step in a more complete online communication piece.

Priority Consult Software:

Rachel opened the link to the on-line patient history and began to explain the process from a patient perspective.

http://www.newpatienthistory.com/



The patient first enters their registration information.

Once this portion of the form is filled out the patient will see the screen below.

Priority CONSULT®

Intake User Registration Success

You have successfully completed the registration.

Sign In here to start accessing the intake form.
Your username will be kclement@mayfieldclinic.com.
Use the nominated password you entered in the registration form.

An email is sent to the patient at the email address provide as well as creates an entry in the Intake pending queue.

Priority Consult Intake Registration Confirmation
Priority Consult Registration to: kclement
Sent by: newuser@priorityconsult.net

Priority CONSULT®

Katrina Clement, this is to confirm your registration.

You just completed your registration for the Priority Consult Intake data entry facility.

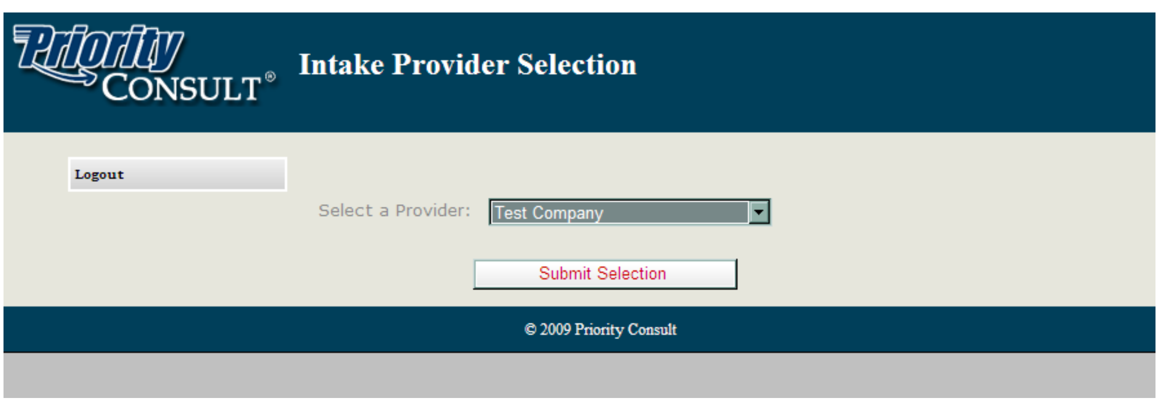
In order to access the Priority Consult Intake form, click the link below or copy and paste it onto your browser.

http://www.newpatienthistory.com/

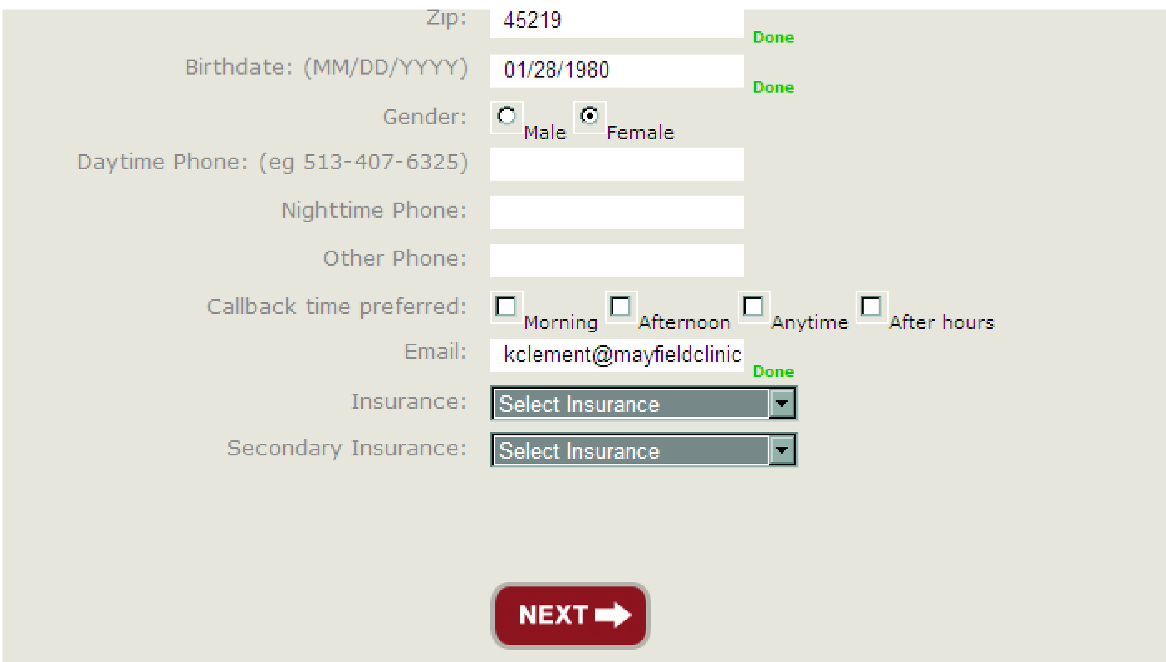
This is a system generated email, do not reply to this message.

The patient is then taken to the log in screen where they are asked to log in using the email and password provided at registration.

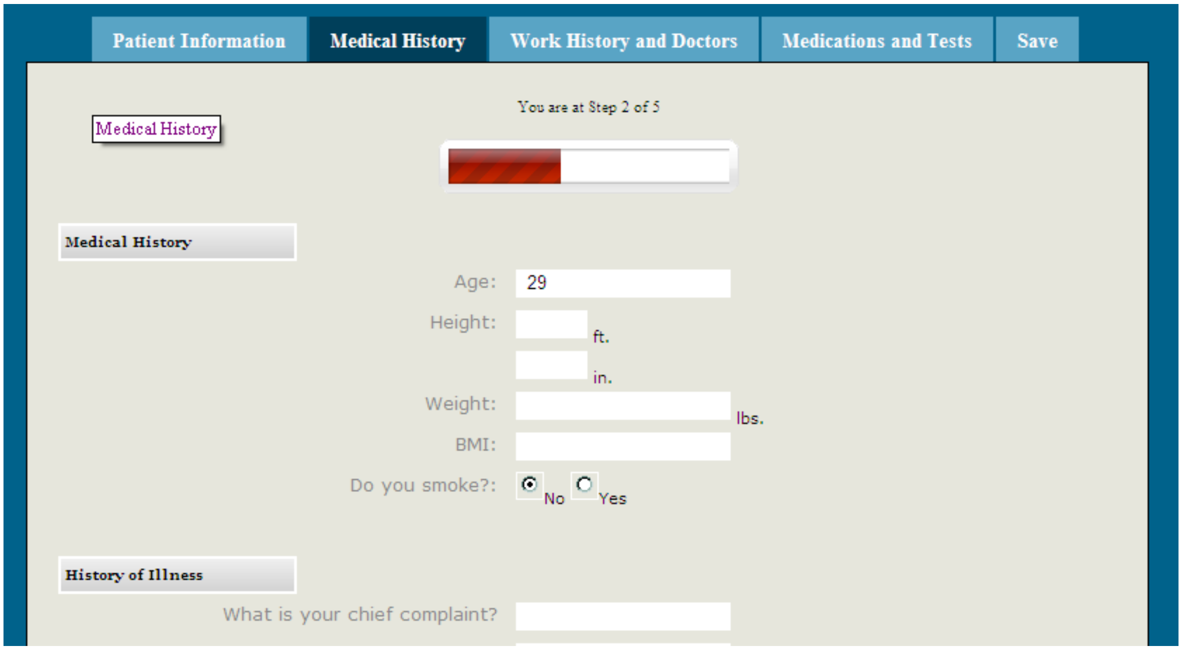
The patient is taken to a screen where they are asked to pick their provider.



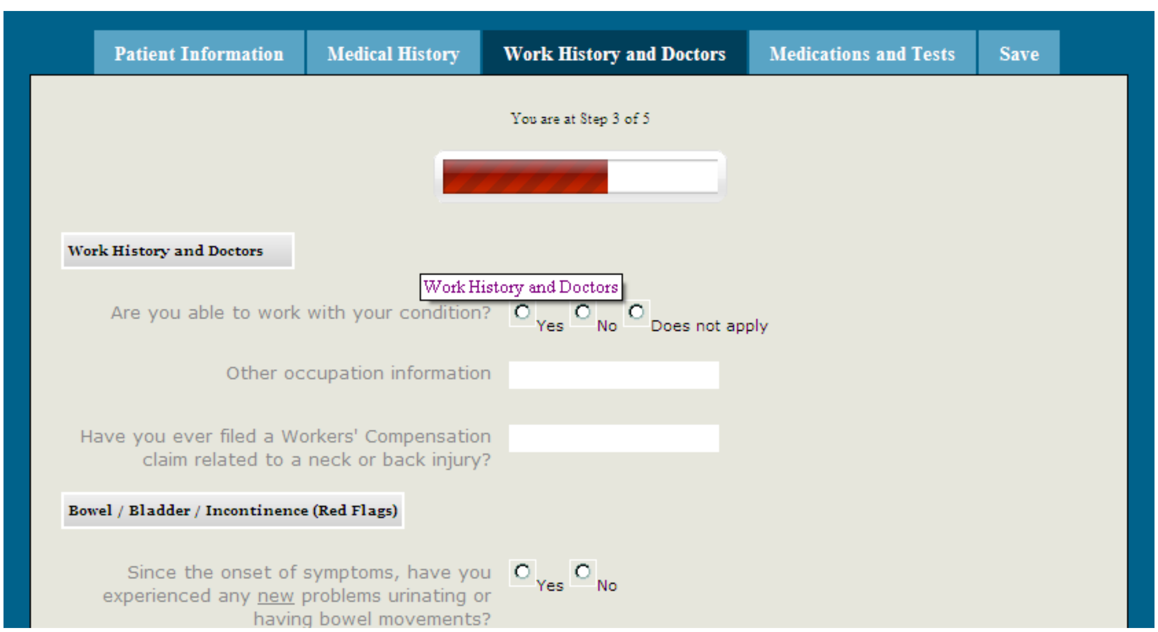
They are then asked for contact information.



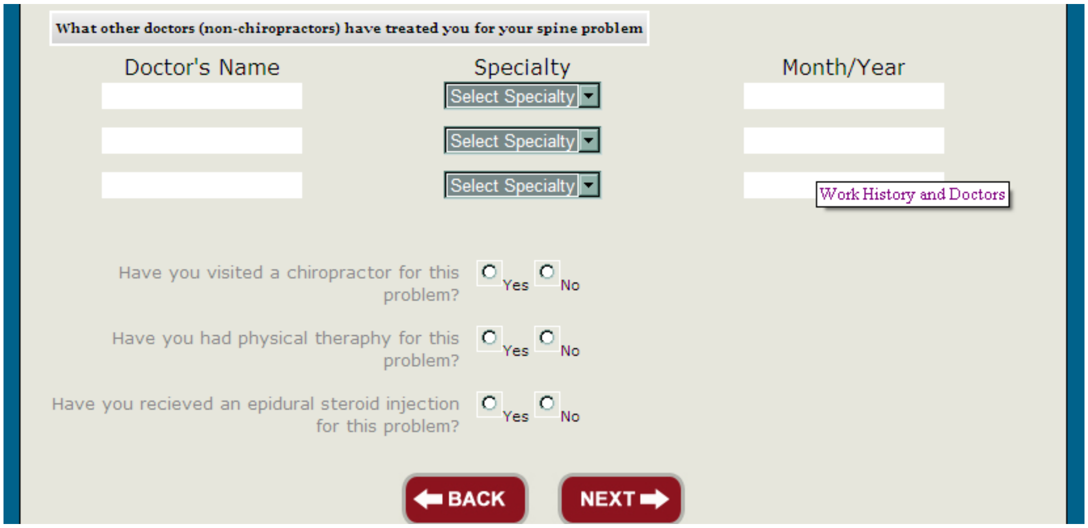
After entering contact information the patient then begins entering their medical history. This section mimics the medical history section on the medical history form in the Lotus Notes version.



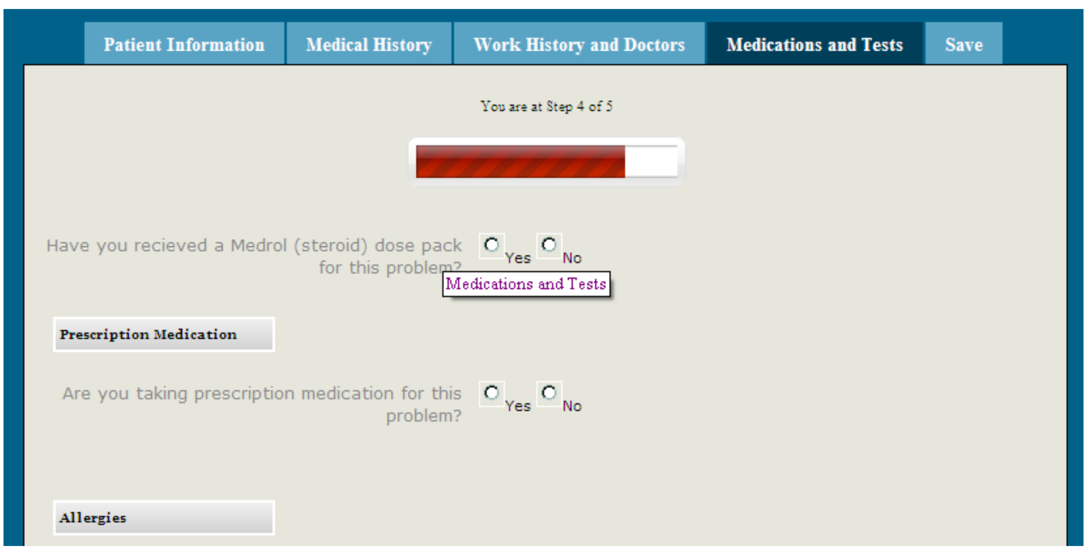
Once complete the patient moves on to Work History and Doctors.



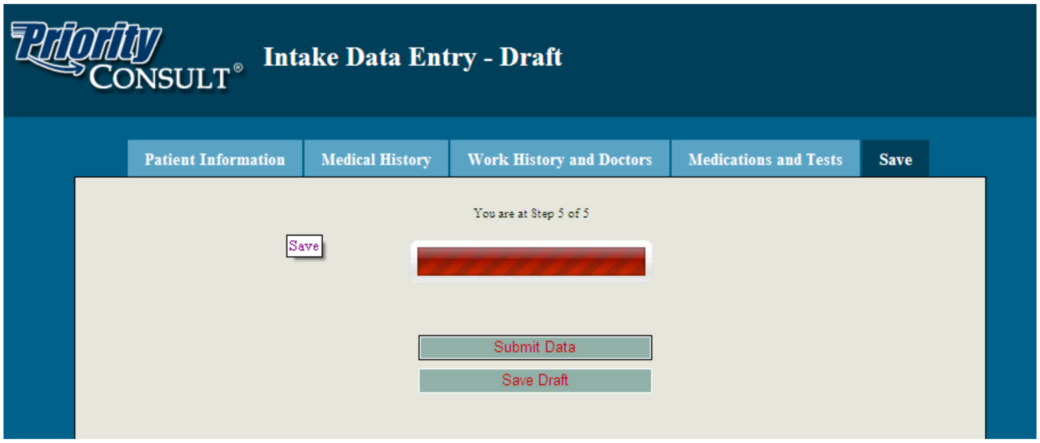
As illustrated below the patient is able to toggle back and forth between screens to check accuracy and to make changes.



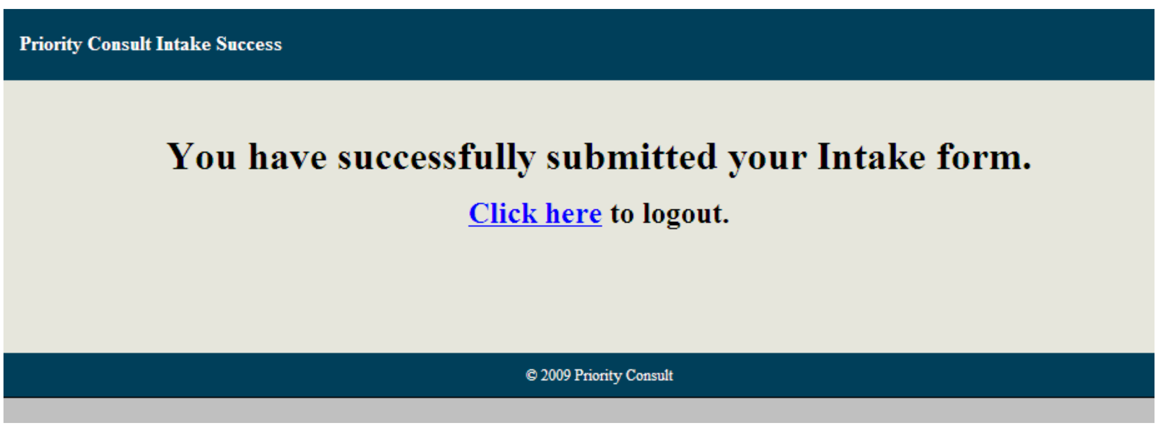
The next section is Medications and Tests.



Finally the patient may submit the history form.



After submitting the form the patient is taken to the confirmation screen and asked to logout. The patient can feel confident if using a public computer that the information remains secure.



The information then can be opened in the Intake Pending queue for a coordinator to call the patient and confirm the information and make any changes and or corrections needed. The coordinator can then explain the process in detail to the patient and answer any questions they may have.

Closing Questions:

How will the patient know how to access the on-line history form?

The patient will be directed by website, marketing and referring physicians, basically the same way that patients know to call the phone number to talk to a live person. Each client can determine what works best for them and we can assist in directing patient traffic accordingly.

Will the page "time-out"?

Yes. The page time out is a security measure set up to make sure that PHI is protected.

When will the on-line history form be made available to patient?

The on-line history form is in development stage now and will begin testing in the next few weeks. Please contact us if you would like to participate in the development and testing.

Next Meeting Date:

Wednesday, July 8, 2009 11:00 AM EST
Thursday, July 9, 2009 11:00 AM EST