

Vermont Blueprint Patient Registry

Integrated Health Record – Consent View

Frequently Asked Questions (FAQs)

Purpose

On June 17th, the Blueprint Registry will be updated with the latest version of the Covisint DocSite application (2013.2). The application update is needed to keep the product current and to provide the Integrated Health Record (IHR) and 'Consent View' to the Vermont community.

This FAQ was created to address specific questions that may be asked regarding this update.

1. Will the DocSite login screen change?

The login screen will be updated to a new look and feel. Users will now login to a portal where they will have the option of logging onto DocSite or ProviderLink (if they are a ProviderLink User). Users are highly encouraged to attend one of the training sessions where the new login screen will be demonstrated.

2. Will I still use the same login name and password?

Usernames will now have the following format: '*vtexistingusername*', so users will keep their existing username and add a 'vt' onto the front of it.

So as an example, if user Mary Smith's username is msmith, it will change to vtmsmith.

Temporary passwords will be sent in an email along with the new usernames and the URL (this will stay the same) to the portal. When Users login for the first time, they will be prompted to change their password.

3. Is the Vermont Covisint DocSite link (URL) changing?

No, you will continue to use the same links (URLs) to access the Blueprint Registry.
(<https://vermontblueprint.net> and <https://vermontblueprint.net/VermontDemo>)

4. Why is DocSite being updated?

Covisint DocSite is being upgraded to the latest version of the application. This upgrade will incorporate a new calculated measure and provide a foundation for future enhancements. In addition, this upgrade provides Integrated Health Record (IHR) functionality. For a patient who has given their written consent, the IHR provides the ability for an authorized User to view data for a patient at other Community Providers or Programs across the state of Vermont.

Vermont Blueprint Patient Registry

Integrated Health Record – Consent View

Frequently Asked Questions (FAQs)

5. What does ‘Consent View’ mean?

Vermont legislative policy exists that requires ‘Patient Consent’ in order for Users to access data for a patient from outside their organization. The provider is required to get written ‘Patient Consent’ to view this data. See scenario examples at the end of this document.

6. How do I get Consent training?

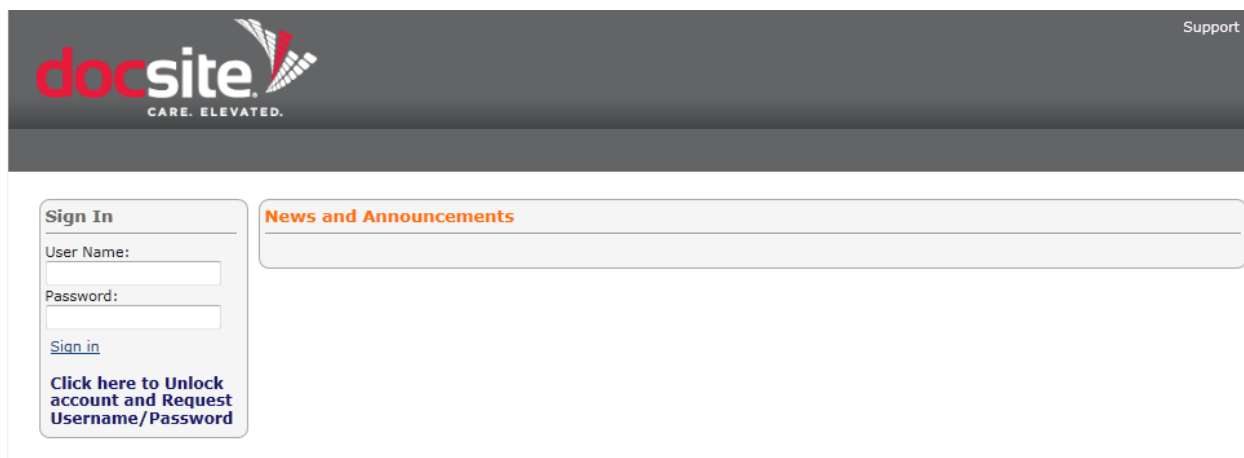
Go to www.vitl.net/training to request consent training

7. What will change in the application?

In general, DocSite will have the same look and feel, however there will be some changes to the login screen and the screen navigation. Below are some additional items that will be changing, such as:

- New Username and Password will be sent to you in an email before the new system goes live
- Login screen
- User Portal
- Ability to access DocSite and Provider Link from the User Portal
- Changes to ‘Search All’ from main search wizard
- Patient Searches
- Consent Screen – Permit or Deny Consent
- Outreach Reporting with Community View will not be available

Current User Login:

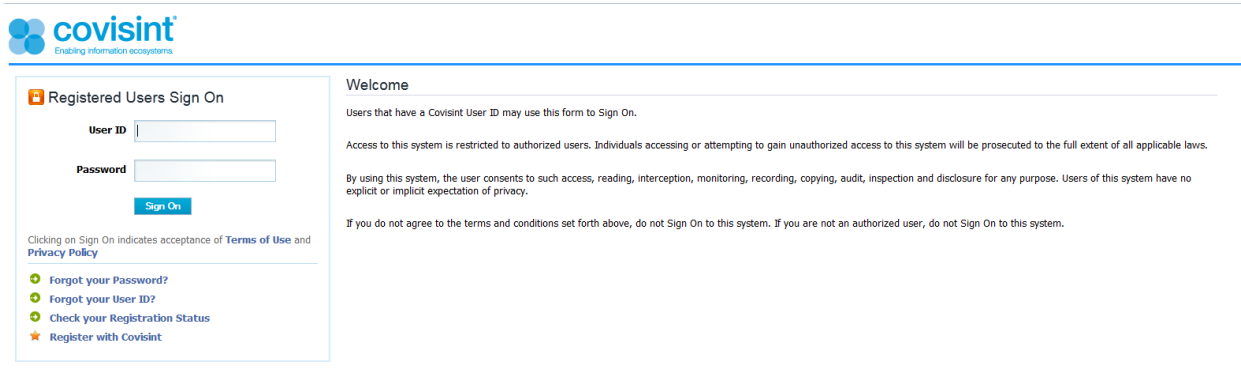


The screenshot shows the DocSite login interface. At the top is a dark header with the 'docsite' logo (red text, white graphic) and the tagline 'CARE. ELEVATED.' on the left, and a 'Support' link on the right. Below the header is a white content area. On the left is a 'Sign In' box with fields for 'User Name:' and 'Password:', a 'Sign in' link, and a link to 'Click here to Unlock account and Request Username/Password'. To the right of the sign-in box is a 'News and Announcements' section with a red header and a large empty box for content.

Contact Nancy Wise at nancy.wise@covisint.com (802) 430-4318 or Neva-Jean Bullett at neva-jean.bullett@covisint.com (802) 681-8676 for support

Vermont Blueprint Patient Registry Integrated Health Record – Consent View Frequently Asked Questions (FAQs)

Upgrade Sample User Login:



The screenshot shows the 'Registered Users Sign On' page of the Covisint system. On the left, there is a sign-on form with fields for 'User ID' and 'Password', a 'Sign On' button, and links for 'Forgot your Password?', 'Forgot your User ID?', 'Check your Registration Status', and 'Register with Covisint'. A note states that clicking 'Sign On' indicates acceptance of the Terms of Use and Privacy Policy. On the right, a 'Welcome' message informs users that access is restricted to authorized users and that unauthorized access is prosecuted. It also states that by using the system, the user consents to various monitoring and disclosure practices, and that users should not sign on if they do not agree to the terms or are not authorized.

8. What will not change?

Your data that has been part of the Blueprint Registry -- such as patient demographics, measure answers, conditions and the associated measure sets, saved reports from the filter wizard, and performance and outreach reports -- will not change.

9. When is the upgrade scheduled?

The upgrade is scheduled for Monday, June 17th. The DocSite application will not be be **unavailable starting Saturday, June 15th at 6 AM and become re-available on Monday, June 17th at 6 AM.** As the release date draws closer, a notice will be sent out with the specifics regarding the downtime, system availability, and updates.

10. What do I need to do?

- Complete necessary work prior to the scheduled downtime, as current users will not be able to access DocSite during the scheduled upgrade
- Users will be required to attend a training session prior to the upgrade
- Update your email in DocSite so Covisint can send you your new username and password. If you need help with where to do this, please contact Nancy.wise@covisint.com or neva-jean.bullett@covisint.com

Contact Nancy Wise at nancy.wise@covisint.com (802) 430-4318 or Neva-Jean Bullett at neva-jean.bullett@covisint.com (802) 681-8676 for support

Vermont Blueprint Patient Registry

Integrated Health Record – Consent View

Frequently Asked Questions (FAQs)

11. How will my data be impacted?

There will be no changes to your patient demographic or clinical data, regardless of whether it is provided via manual data entry or electronic feed. An extensive quality assurance process will be completed by Covisint prior to the June 17 upgrade.

12. Will training or education sessions be held?

A schedule of live Webinar sessions (available at <https://portal.covisint.com/web/supporthc/vbh>) will be provided where an instructor will lead the learner through the new interface and training materials, addressing user questions as the session proceeds.

Alternatively, an independent learning website (<https://portal.covisint.com/web/supporthc/vbh>) is being established to allow you to view a recorded webinar which will identify the changes you will see and experience as part of the Covisint DocSite upgrade. This will allow you to view the material as your schedule permits.

As always, Nancy Wise (Nancy.wise@covisint.com) and Neva-Jean Bullett (neva-jean.bullett@covisint.com) will also be available, if your questions are not addressed in the recorded webinar or FAQs.

13. How will I know about the training sessions?

A notice will be sent out to all Blueprint partners with the instructions, schedule, and available training materials.

14. Will the changes occur across all DocSite practices?

Yes. The upgrade is to the Covisint DocSite application and all Vermont practices will be affected by this change.

Vermont Blueprint Patient Registry

Integrated Health Record – Consent View

Frequently Asked Questions (FAQs)

15. Does a participating DocSite practice have to make any changes to accommodate the DocSite update?

No, DocSite practices will not need to make any changes to accommodate the upgrade; however, you may wish to update some processes to take advantage of the new navigation and other enhancements available in DocSite 2013.2. These will be highlighted in the training sessions.

16. How often will there be changes to the DocSite Application (such as this event)?

These application updates occur on an as-needed basis or as the Vermont Blueprint for Health expands their use of the Covisint DocSite application and other Covisint products. All updates to the DocSite Application are communicated to Blueprint partners well in advanced to avoid any inconveniences.

17. Who should I contact with problems, questions or concerns?

You may contact Nancy Wise at nancy.wise@covisint.com (802) 430-4318 or Neva-Jean Bullett at neva-jean.bullett@covisint.com (802) 681-8676 for support

18. Sample Consent View Scenarios

Use Case 1: Consent View – Community Providers

Scenario for Use Case 1:

- Dr. Joe's primary site is the Community Provider1/Clinic 1
- Dr. Joe logs into Community Provider1/Clinic1
- Dr. Joe searches for Patient P1
 - Patient P1 is one of Dr. Joe's patients
- Dr. Joe clicks on Patient P1
- Dr. Joe is presented with Consent Choice
 - If he selects – No, he will see only Patient P1 data from Community Provider 1
 - If he selects – Yes, he will see Patient P1 data from ALL Community Providers and Programs across the state of Vermont

Contact Nancy Wise at nancy.wise@covisint.com (802) 430-4318 or Neva-Jean Bullett at neva-jean.bullett@covisint.com (802) 681-8676 for support

Vermont Blueprint Patient Registry

Integrated Health Record – Consent View

Frequently Asked Questions (FAQs)

Use Case 2: Consent View: Programs and Community Providers

Scenario for Use Case 2:

- CC1 belongs to Program and logs in
- CC1 enters P1 patient data and searches for Patient P1 that belongs to Program
- CC1 clicks on Patient P1
- CC1 is presented with Consent Choice
 - If CC1 selects – No, they will see only P1 data from Program
 - If CC1 selects – Yes, they will see P1 data from **ALL** Community Providers and Programs across the state of Vermont.

Use Case 3: Consent View: Super Users (SU)

Scenario for Use Case 3:

- SU has multiple primary sites = Community Provider1 to Community ProviderX
- SU logs in and searches for Patient P1
- SU clicks on Patient P1
- SU presented with Consent Choice
 - If the SU selects – No, they will see only patient P1 data from Community Provider 1 – X
 - If the SU selects – Yes, they will see patient P1 data from **ALL** Community Providers and Programs across the state of Vermont