

Dynamic
Health IT

“Healthcare Interoperability & Certification Solutions”



Portal User Documentation

ConnectEHR Enterprise

Portal User Documentation

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Introduction

ConnectEHR offers a customizable Patient Portal which is administered through ConnectEHR's web-based user interface (see 2015 ConnectEHR User Documentation for more information). ConnectEHR and the Patient Portal are certified through the Office of the National Coordinator for Health Information Technology Health IT Certification Program (ONC).

This document describes how to navigate the Patient Portal as a patient or authorized representative (AR).

Patient Portal Features

ConnectEHR's Patient Portal enables patients to have rapid access to medical information. The Portal is a website in which patients (and their authorized representatives, if applicable) can access clinical documents, results, resources, and interact with providers. **Portal administrators can set up an AR for any patient (for example, a parent or guardian who wishes to access the portal account of one or more patients who are minors). An AR's account can also be automatically deactivated when a patient reaches the age specified by a healthcare organization. See the ConnectEHR Administrator and User Documentation for more information.**

Within a given healthcare organization, patients may have medical information spread across multiple practices. The Portal will consolidate information from multiple practices (within the same organization) into a single login.

The Portal site allows users to:

- View and download clinical documents
- Transmit clinical documents over DIRECT protocol (a secure pathway that functions like email)
- Request amendments to clinical documents if an inaccuracy is discovered
- Grant access to authorized representatives (for example, parental/guardian access to minor patient records)
- Send and receive Secure Messages with healthcare providers
- View an audit log for patient and AR to monitor Portal account activity
- View Lab and Radiology results (if licensed)

Portal Users: Patients and Authorized Representatives

Portal users are primarily patients whose information appears in the Portal, but the Portal can also be accessed by authorized representatives (ARs). Using a separate username and password, ARs are able to access information in the Portal for one or more patients to whom they are linked. However, this access is conditional on that patient's age being below the limit set in Configuration (if a limit is set).

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AR accounts are assigned by a healthcare organization using ConnectEHR and can be automatically assigned or an activation email can be sent to the AR's email address of choice. **ConnectEHR has a license feature allowing one AR to be linked to multiple patients.**

Setting up a Portal account

While activating a Patient Portal account through email is common, it is not necessary for the portal user to have an email address. There are two methods of Portal activation that may be available, depending on organizational preferences:

1. **Manual activation:** Staff member provides the patient a username/password
2. **Welcome email activation:** The patient will receive an email with a link to activating their account

In either case, the patient will be provided with a unique Portal ID. The patient will be required to provide this ID if they need to reset their Patient Portal account password in the future; therefore, it is important that the patient make a note of their Portal ID and keep it in a safe place.

Manual Activation

A staff member administering the Patient Portal can activate the patient's account and provide them with a username and password, or only a username and Portal ID. Often, the patient can choose their credentials, which a staff member may enter for them, to login before leaving the healthcare facility.

Welcome Email Activation

Welcome emails can be generated automatically when medical information becomes available, provided a patient email address is on file and included with the patient data supplied to the Patient Portal via HL7 or CCD. Welcome emails can also be sent manually by staff members. Patients may receive multiple welcome emails until they activate an account, depending on how the healthcare organization has chosen to configure their interactions with patients.

The Welcome email contains the Portal ID and a link the patient can click through to activate their Portal account.

Please note that welcome emails and other email communications from the Portal may inadvertently end up in Junk/Spam folder based on local settings, so the patient should check that folder if a message does not arrive in a timely manner.

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Subject: A Patient Portal account has been created for you at ConnectEHR

Dear Isabella,

A Patient Portal account has been created for you at ConnectEHR.

Please use the following link to activate your Patient Portal account:

<http://www.dynamicpatientportal.com:4433/Activation.aspx?client=101250>

Your Patient Portal ID is 101250. This number will be required if you need to reset your Patient Portal account password in the future.

Contact your helpdesk at 212-555-1212 if you have any questions.

Thank you!

ConnectEHR Patient Portal



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User Confirmation Screen

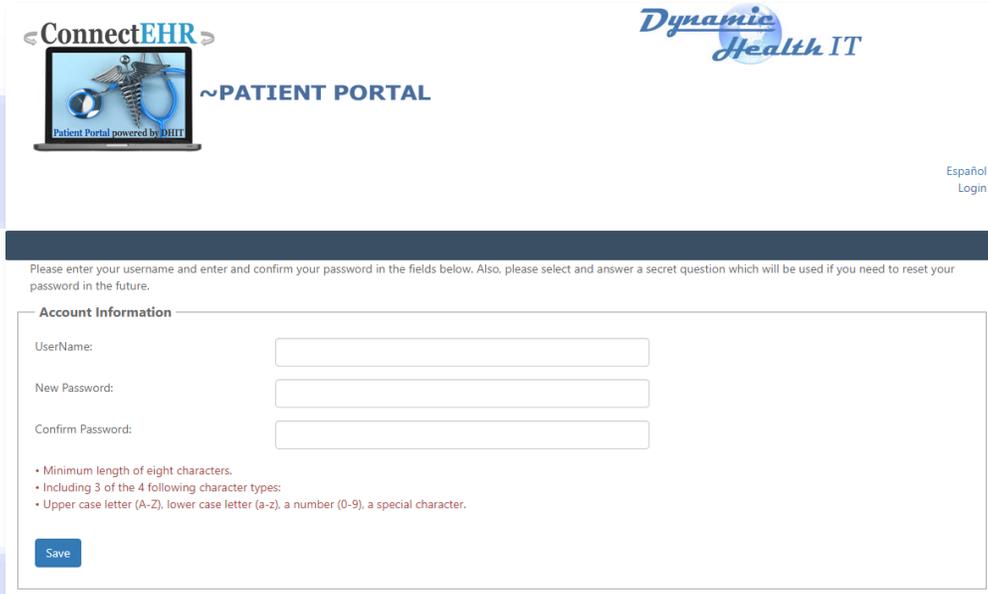
The link in the welcome email from ConnectEHR to the patient directs the patient to the User Confirmation Screen. This screen will be displayed whether the user is the Patient or the Authorized Representative. Note that if the user is an Authorized Representative, they should enter their own first and last initials but the Patient's date of birth.



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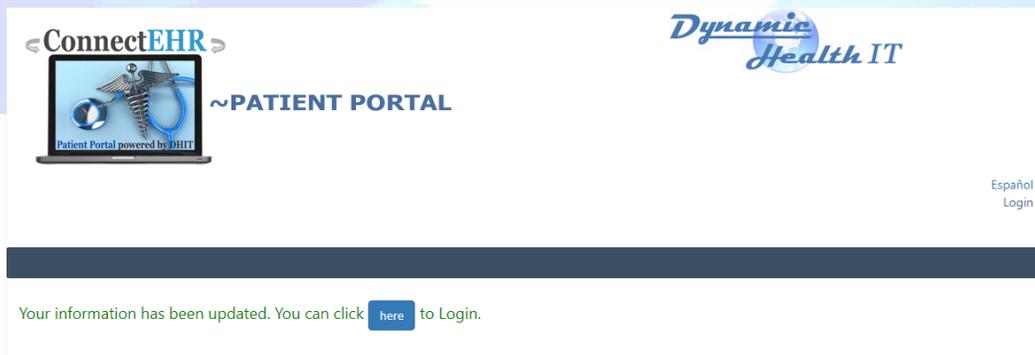
Setup Username and Password

On the Account Information screen, pictured below, the patient can create a username and password which adhere to the criteria listed:



The screenshot shows the 'Account Information' section of the ConnectEHR Patient Portal. At the top left is the 'ConnectEHR' logo with a stethoscope icon and the text 'Patient Portal powered by DHIT'. At the top right is the 'Dynamic Health IT' logo. Below the logos is the text '~PATIENT PORTAL'. In the top right corner, there is a link for 'Español Login'. The main content area contains the following text: 'Please enter your username and enter and confirm your password in the fields below. Also, please select and answer a secret question which will be used if you need to reset your password in the future.' Below this is a form with three input fields: 'UserName:', 'New Password:', and 'Confirm Password:'. Under the 'New Password' field, there are three bullet points: '• Minimum length of eight characters.', '• Including 3 of the 4 following character types:', and '• Upper case letter (A-Z), lower case letter (a-z), a number (0-9), a special character.' At the bottom left of the form is a blue 'Save' button.

Once the patient or authorized representative completes these fields and selects the 'Save' button, they receive the following message:



The screenshot shows the confirmation message on the ConnectEHR Patient Portal. At the top left is the 'ConnectEHR' logo with a stethoscope icon and the text 'Patient Portal powered by DHIT'. At the top right is the 'Dynamic Health IT' logo. Below the logos is the text '~PATIENT PORTAL'. In the top right corner, there is a link for 'Español Login'. The main content area contains the following text: 'Your information has been updated. You can click [here](#) to Login.'

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Portal Login

On the Patient Portal Login screen the user may enter their username and password to access the system:

ConnectEHR

Dynamic Health IT

PATIENT PORTAL

Patient Portal powered by DHIT

Español

Login

By using the Patient Portal, you acknowledge and confirm that you are the patient or authorized representative who has the authority and legal right to access your personal health records.
[Print Disclaimer](#)

I agree to these terms. (You must check the box to login)

Patient Username:

Patient Password:

[Forgot Username](#)

[Forgot Password](#)

If the provider is using a disclaimer, it will appear in the text above the username and password fields. In addition to entering their credentials, the user will need to agree to the terms by clicking the checkbox. The user has the option to print out a paper copy of the disclaimer by clicking the 'Print Disclaimer' link.

In the event that the user has forgotten their username or password there are links on this page to reset the username or password.

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Forgot Username

Clicking the 'Forgot Username' link on the Portal Login screen will lead the user to the form below. In order for the user to reset their password, they must enter their Portal ID, first initial, last initial and the patient date of birth (AR users should not enter their own DOB, but instead enter the DOB for the patient to which their account is linked):



Forgot UserName

Patient Portal ID:

First Initial of your First name:

First Initial of your Last name:

Patient Date Of Birth:

Once the user has entered the above information they may click the 'Submit' button. They will then be prompted the following message:

If the information provided is accurate, you should receive an email. For assistance, please contact support.

If the information on the Forgot Username screen has been entered correctly, the patient will receive the email below. The email will provide them with a new username to login to their patient portal.

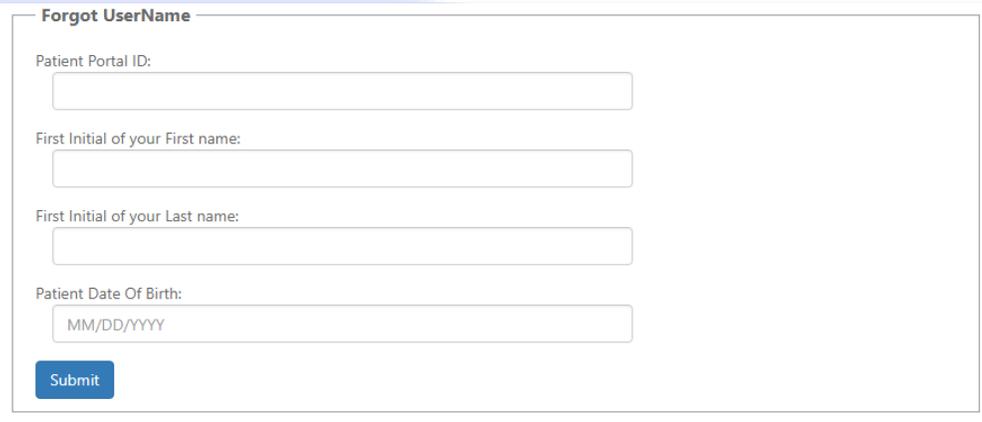
Dear Kaitlyn,

You have requested your username for DHIT Patient Portal.
Please return to DHIT Patient Portal and log in using the following information.
Username: mgrant

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Forgot Password

Clicking the 'Forgot Password' link from the Portal login screen will display the form below. In order to receive a reset email, the patient must enter their Portal ID, first initial, last initial and date of birth (AR users should not enter their own DOB, but instead enter the DOB for the patient to which their account is linked):



Forgot Username

Patient Portal ID:

First Initial of your First name:

First Initial of your Last name:

Patient Date Of Birth:

After clicking the 'Submit' button the user will receive this message:

If the information provided is accurate, you should receive an email. For assistance, please contact support.

If accurate information has been entered on the Forgot Password screen the patient will receive the email below. Clicking the link in the email will navigate the patient to reset their password.

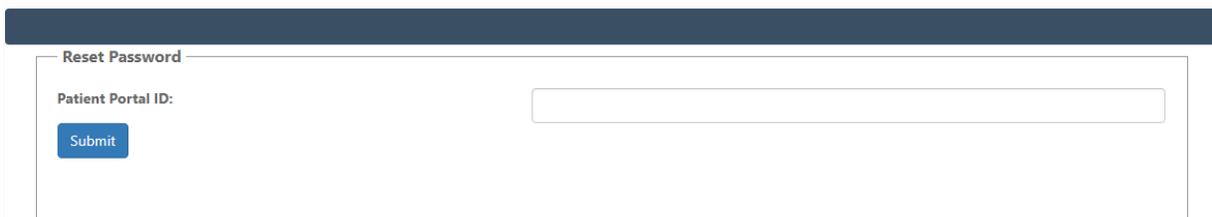
Dear Isabella,

You recently requested a password reset for your Patient Portal account. To create a new password, click on the link below.
<https://www.dynamicpatientportal.com:4433/ResetPassword.aspx>

If you did not make this request, please ignore this email.

Thank you,
ConnectEHR Patient Portal

First, the patient will be required to enter their Patient Portal ID on the screen below:



Reset Password

Patient Portal ID:

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Next they will be asked to enter their username on the screen below:

Reset Password

Patient Portal ID:

[Submit](#)

For security reasons, we would like to confirm your identity. So, please enter your username which you have chosen while registering.

Security Information

Patient Username:

[Submit](#)

If the user provides the correct Portal ID and Patient Username they will then be allowed to reset their password on the screen shown below:

Reset Password

Patient Portal ID:

[Submit](#)

You are now authenticated to change your password. Please change your password below.

Password Information

New Password:

Confirm Password:

[Submit](#)

- Minimum length of eight characters.
- Including 3 of the 4 following character types:
- Upper case letter (A-Z), lower case letter (a-z), a number (0-9), a special character.

After entering the new password the patient can then click the 'Submit' button. The new password will be saved and the user will be sent to the password reset confirmation screen.

Congratulations.
You have successfully changed your password. Now you can [Login](#).

On this screen the user should click the blue Login link to return to the Patient Portal Login screen.

Authorized Representative Login

Your Patient Portal license may include the functionality to attach multiple patients to a single Authorized Representative (AR). The AR Login screen is shown below:

ConnectEHR
PATIENT PORTAL

Dynamic Health IT

Español Logout |

Welcome to ConnectEHR Patient Portal

Select the Patient

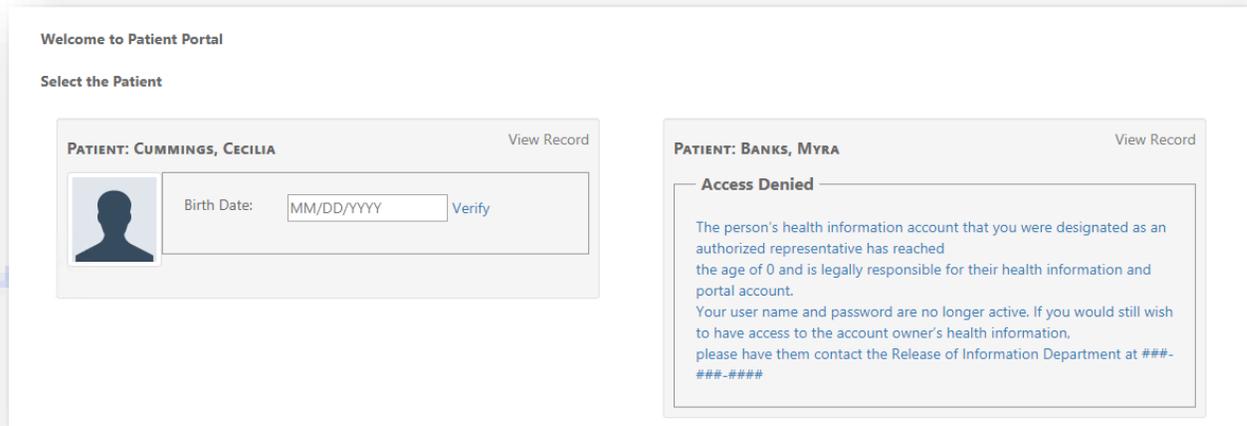
PATIENT: CUMMINGS, CECILIA [View Record](#)

 Birth Date: [Verify](#)

1. After the AR successfully logs into the Patient Portal using their credentials, they are directed to a page which displays Patient Cards for any Patients they are linked to. Depending on the Portal Settings for the practice, the AR will be denied or allowed access on a per Patient basis. If an AR is allowed access for the Patient, the Patient Card will indicate the Last Name, First Name and a placeholder profile picture.
2. **Birth Date** – The AR must enter the patient’s DOB in the MM/DD/YYYY format, (e.g. 02/03/1966) to verify access.
3. **Verify** – Once the AR has entered the Patient’s DOB, clicking Verify will validate the format of the DOB and confirm that it matches the actual patient DOB.
 - a. Incorrect Format – if the format of the DOB is incorrect or the Birth Date textbox is empty when the AR clicks Verify, the AR will be shown an error message stating, “Enter a valid birthdate in (MM/DD/YYYY) format”.
 - b. Verify Click Limit – to maintain security standards, the AR will have (4) attempts to correctly verify the DOB of the Patient in order to view that Patient’s record.
 - i. For each failed attempt, the AR will be shown an error message, “Verification Failed, Retry or Contact the Administrator.”
 - ii. After the 4th failed attempt, the AR will be prevented from attempting any further verification attempts until up to 10 minutes have passed. The error message the AR will see is, “Too many failed verification attempts. Please wait a few minutes or contact an administrator.”
 - c. Verification Success – Once an AR successfully verifies the linked Patient, the AR will be able to view the Patient’s record and access Patient Portal features.
4. **View Record** – After successful verification, future logins will require clicking “View Record” to view the Patient’s record and access Patient Portal features.

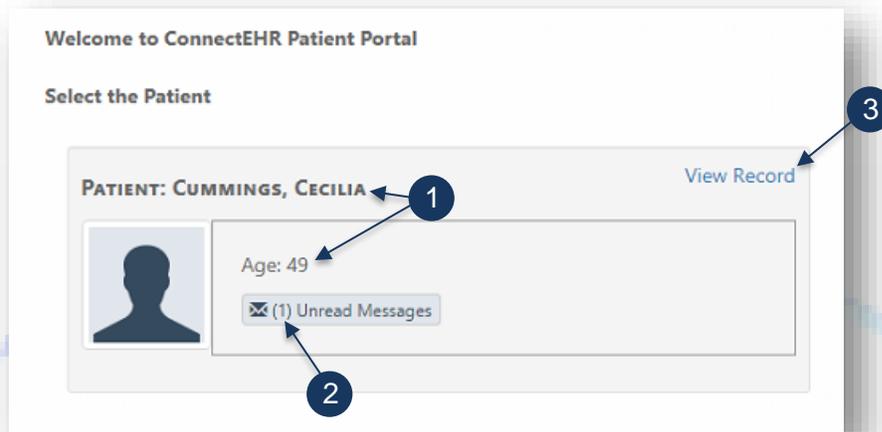
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In some instances, the AR may be denied access to a patient record:



1. If an AR is linked to a Patient but denied access to view that Patient's record then "Access Denied" will be displayed as well as a clear notification on the reason why. Administrators should review the age restriction settings under [Practice Admin > Practice Configuration > Portal Settings](#) as well as the access settings on the [Edit User](#) page.
 - a. [Portal Settings – Age restrictions](#)
 - i. [Minimum Age to Access System](#) – Patient has to be this age or older to be allowed access to view their records on the Portal.
 - ii. [Portal Blocks AR Login when Patient Reaches this Age](#) – when a Patient becomes this age, AR's will be denied access to the Patient's record.
 - iii. [Enable Access Age Range](#) – activating this checkbox will disable the "Minimum Age to Access System" practice setting and allow for a Minimum and Maximum Access Age Range to be set. Any Patient that is in between these Minimum and Maximum Age ranges will be denied access to view their records.
 - b. [Edit User – Access options](#)
 - i. [Override Patient Account Access](#) – will override the "Minimum Age to Access System" practice setting so a Patient can view their records.
 - ii. [Confirmed Access Waiver](#) – will allow, on a per AR basis, viewing of a Patient's records by an AR by overriding the practice level setting "Portal Blocks AR Login when Patient Reached this Age"
2. [View Record: Access Denied](#) – The View Record option will display but will not be functional until the AR is allowed access to view the Patient's record.

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1. Patient Card – After the AR successfully verifies the Patient, this default Patient Card view will show with the Patient’s Last Name, First Name and Age indicated in years.
2. Unread Secure Messages Counter – Displays the total number of unread messages for the Authorized Representative.
3. View Record – clicking View Record will redirect the AR to the Patient Medical Information page which allows the AR to view the Patient’s data and access Patient Portal features.

Portal navigation

The Portal header and navigation bar is displayed at the top of every page:



My Account

The 'My Account' link takes the user to a page that will allow them to change their password, account email and view their DIRECT address book (please see My Account section for more detail).

Logout

Users can log out at any time using the Logout link.

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Navigation Bar

The menu options in the grey navigation bar will vary by provider and are explained in the sections that follow.

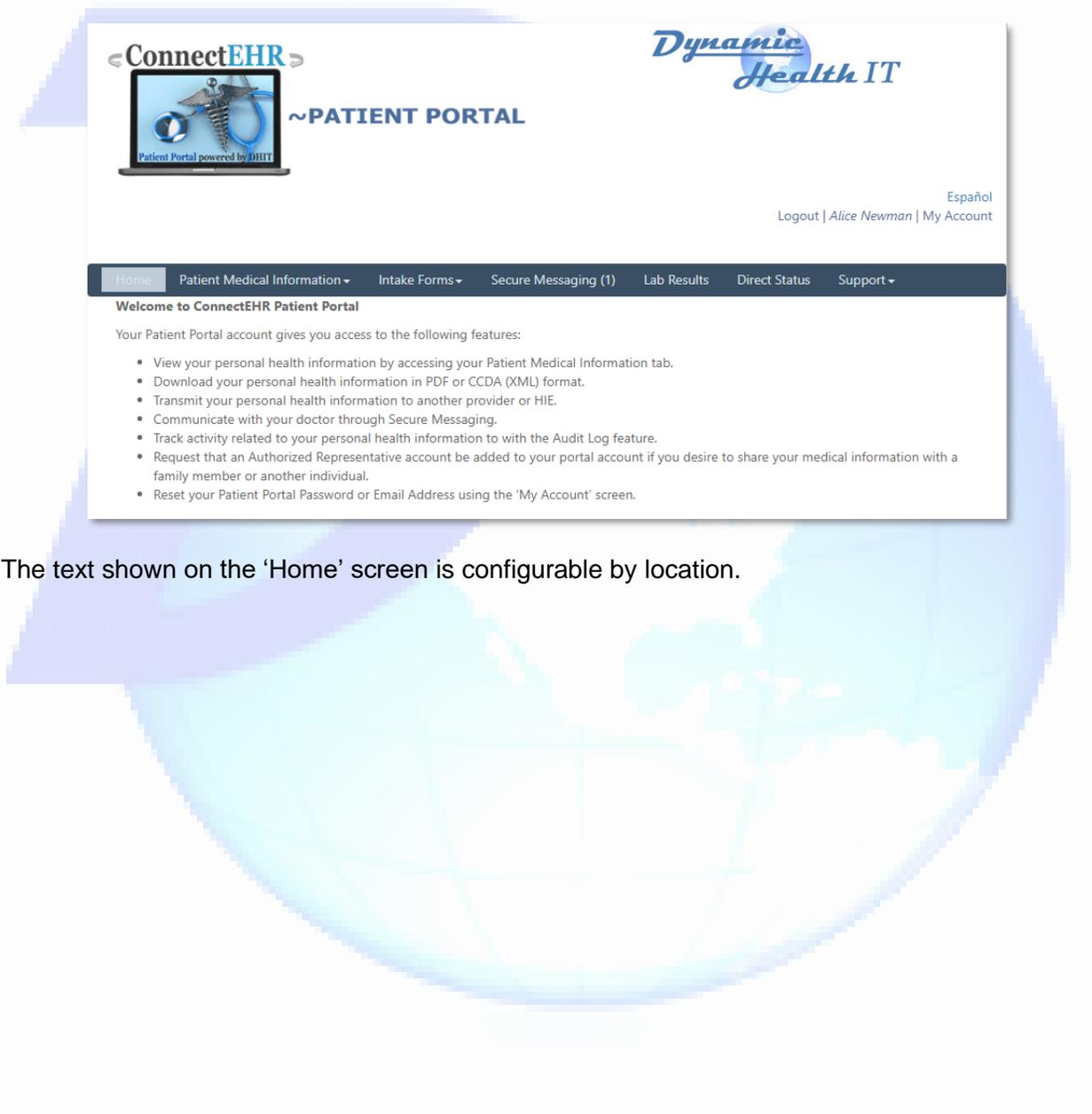


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Home

The landing page for the Portal will vary, depending on which page the provider has chosen to display after login.

Displayed below is the Portal 'Home' page, reachable through the link farthest to the left on the blue navigation menu. This page provides a description of the basic Portal features.



The text shown on the 'Home' screen is configurable by location.

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Patient Medical Information

Some providers may choose to display the Patient Medical Information page first immediately after login. The page will provide a complete list of clinical documents available in the portal, which contain essential health information current as of the time the document was posted to the portal.

Health Summary History

If more than five documents are present in any section, page numbers will appear, allowing the user to view additional document history. If there are no documents of a certain type, that section will be empty.

Patient Consolidated CCDA			
Health Summary	Date/Time	Practice Name	Confidential Status
Health Summary document	11/26/2018 1:31:39 PM	Practice One	
Health Summary document	11/26/2018 1:31:39 PM	Practice One	

Care/Referral Summaries		
Care/Referral Summaries		Confidential Status
Care/Referral Summaries	8/30/2018 6:48:06 PM	Practice One
Care/Referral Summaries	8/30/2018 6:48:06 PM	Practice One

Patient Care Plan		
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Patient Discharge Summaries		
Patient Discharge Summaries		
Patient Discharge Summaries	10/10/2018 12:47:07 PM	Practice One
Patient Discharge Summaries	10/10/2018 12:47:07 PM	Practice One

Patient Referral Note		
Patient Referral Note		
Patient Referral Note	5/30/2018 2:44:30 PM	Practice One
Patient Referral Note	5/30/2018 2:44:30 PM	Practice One

Patient Clinical Summaries		
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For an inpatient setting, this page contains six sections, corresponding to six clinical document types. These documents use the same structure and provide an overall picture of patient health, but serve different purposes:

- **Patient Consolidated CCDA (Health Summary):** These are made available within a reasonable period of time after a hospital discharge (or when made available to an ambulatory provider).
- **Care/Referral Summaries:** These health summaries are made available when a patient is referred or transitions to a new care setting.
- **Patient Care Plan:** These documents become available after an office visit.
- **Patient Discharge Summaries:** These documents are created when a patient is discharged from the hospital.
- **Patient Referral Note:** These documents are generated when a patient transitions to another setting of care or provider of care or a provider refers their patient.
- **Patient Clinical Summaries:** <Need description>

For an ambulatory setting, this page contains only four sections. Discharge Summaries and Referral Notes are omitted.

Health Summary Document

Depending on the Patient Portal's configuration, the Health Summary Document will be shown in either Dynamic or Standard format.

Dynamic Format

Patients can customize their Health Summary view by dragging and dropping the various sections, or by navigating the Table of Contents on the right side of the screen.

This screen also allows the Patient to download and transmit CCDA documents.

- To save a PDF copy of the human readable document to their local computer, the Patient must select 'Download PDF' button.
- To send the document to a provider, the Patient must select the 'Send to Your Doctor via Direct' button. This will open the Send Health Summary page, pictured in the next section.
- To send the document via email, the Patient must select the 'Send via Email' button.
- To request an amendment, the Patient must scroll to the bottom and select 'Request Amendment' button.

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- To save the XML coded document to their local computer, the Patient must scroll to the bottom and select 'Download XML' button.

Download PDF Send to Your Doctor Via Direct Send via Email

Health Summary Patient Alice Jones Newman
 Previous Name Alicia
 D.O.B. May 1, 1970 Sex ♀ Female
 Patient Detail

You can arrange the document to your preferences. Move sections by dragging them. Hide by closing. Use the TOC to review.

Code	Name	CodeSystem	Date	Narrative
36643-5	Chest X-Ray	LOINC	2015-06-23	Get a Chest X-Ray done on 6/23/2015 showing the Lower Respiratory Tract Structure.
93010	EKG	CPT	2015-06-23	Get an EKG done on 6/23/2015.
284215	Clindamycin 300mg	RXNORM	2015-06-23	Take Clindamycin 300mg three times a day as needed if pain does not subside
11429006	Consultation	SNOMED-CT	2015-07-01	Schedule follow on visit with Neighborhood Physicians Practice on 7/1/2015
24357-6	Urinalysis macro (dipstick) panel	LOINC	2015-06-29	

Assessments

1. The patient was found to have fever and Dr Davis is suspecting Anemia based on the patient history. So Dr Davis asked the patient to closely monitor the temperature and blood pressure and get admitted to Community Health Hospitals if the fever does not subside within a day

Encounters/encounter diagnoses

Encounter Name	Encounter Code	Diagnosis Code	Diagnosis Name	Diagnosis CodeSystem	Date of Diagnosis	Service Delivery Location
Office outpatient visit	99213	386661006	Fever - Finding	SNOMED-CT	2015-06-22	2472, Rocky place

Download XML Request Amendment

Standard Format

The Health Summary is shown in a static format with all sections expanded. The same options (Download PDF, Send to Your Doctor Via Direct, Send via Email, Download XML, and Request Amendment) are available as in the Dynamic Format.

Download PDF Send to Your Doctor Via Direct Send via Email

Health Summary	
Patient	Alice Jones Newman
Previous name	Alicia
Date of Birth	May 1, 1970
Preferred Language	en-US
Race	White
More Granular Race	White European
Contact Info	Home: 1357, Amber Dr, Beaverton, OR 97006, USA Cell tel: 5557771234 Home tel: 5557231544
Document Id	20171025221857 2.16.840.1.113883.19.5.99999.1
Document Created:	October 25, 2017, 22:18:57 -0500
Care provision	Fever from June 22, 2015, 10:00 to June 22, 2015, 10:30
Performer	Dr Albert Davis, Dr of Neighborhood Physicians Practice
Contact Info	2472, Rocky Place Beaverton, OR 97006 555-555-1002
Author	Dr Albert Davis, Neighborhood Physicians Practice
Privacy Markings	Dr Albert Davis, Neighborhood Physicians Practice
Office Contact Information	Tracy Davis 2472 Rocky place Beaverton, OR 97006 555-555-1002

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...

Send to Doctor via DIRECT

This screen also allows the user to send a clinical document to a clinician if they know that clinician's DIRECT address. A DIRECT address is a secure email address used by Physicians,

Goals Section

Goals	Planned DateTime
Get rid of intermittent fever that is occurring every few weeks.	2015-06-22
Need to gain more energy to do regular activities	2015-06-22

Reason For Referral

Ms Alice Newman is being referred to Community Health Hospitals Inpatient facility because of the high fever noticed and suspected Anemia.

Medical Equipment

1. Cardiac resynchronization therapy implantable pacemaker (01)00643169007222(17)160128(21)BLC200461H FDA

Assessments

1. The patient was found to have fever and Dr Davis is suspecting Anemia based on the patient history. So Dr Davis asked the patient to closely monitor the temperature and blood pressure and get admitted to Community Health Hospitals if the fever does not subside within a day

Download XML

Request Amendment

hospitals and other providers. If you check 'Add to address book,' the Direct Address entered will be added to your Direct Address Book, displayed at the bottom of the page.

The chosen clinical document can be sent as an XML or PDF document type.

Send Health Summary

Send your health summary to your Primary or Referring Physician using his or her Direct Address. If you do not know your Physician's Direct Address, please contact your Physician's office.

Enter Direct Address :

Nickname :

Send XML

Send PDF

Add to address book

My Address Book :

Direct Address

Practice2Clinician@direct.connectehr.net

Nickname

Test

XML Code

PDF

Send

Send

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Send via Email

This option allows the user to send a clinical document to a regular email address.

NOTE: This allows the user to send PHI (Protected Health Information) over unsecured channels. It is advisable to use caution when exercising this option if you are concerned about protecting the confidentiality of your medical information.

Send Health Summary

Send your health summary via an unencrypted email.
Email provides a convenient but unsecure transfer format.

Enter Email Address :

Send XML

Send PDF

Intake Forms

Patients can select the Intake Forms option to populate their intake forms electronically, rather than on paper in the provider's office. Selecting the Intake Forms header option leads to a page where patients can provide answers to questions that are often asked on a provider's intake form in the categories of Medical Family History, Surgical History, Hospitalization History, OB or GYN History, Allergies, Medications, and Social History and Screen.

Note: Intake form entries are saved automatically as they are entered. When an answer is updated, a green bar with the text "Status: Saved" will appear at the top of the screen.

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Home Patient Medical Information Intake Forms Secure Messaging (1) Lab Results Direct Status Support

Status: Saved.

Medical Family History	Allergies/Hay Fever	Father	Hepatitis	Self
Surgical History	Anemia	Mother	Kidney Disease	Father
Hospitalization History	Arthritis	Self	Urinary Problems	Nothing selected
OB OR GYN HISTORY	Lung Disorder	Nothing selected	Migraines	Nothing selected
Allergies	Asthma/COPD	Sibling	Reflux/Peptic Ulcer Disease	Nothing selected
Medications	Bleeding Disorder	Nothing selected	Seizures	Nothing selected
Social History and Screen	Cancer	Nothing selected	Spine/Back Problems	Nothing selected
	Depression	Nothing selected	Thyroid Disease	Uncle
	Mental Illness	Nothing selected	Alcohol/Drug Dependency	Nothing selected
	Diabetes	Nothing selected	Elevated Cholesterol	Nothing selected
	Heart Disease	Nothing selected	Stroke	Nothing selected
	Heart Attack	Nothing selected	Heart Murmur	Nothing selected
	High Blood Pressure	Nothing selected	Other	



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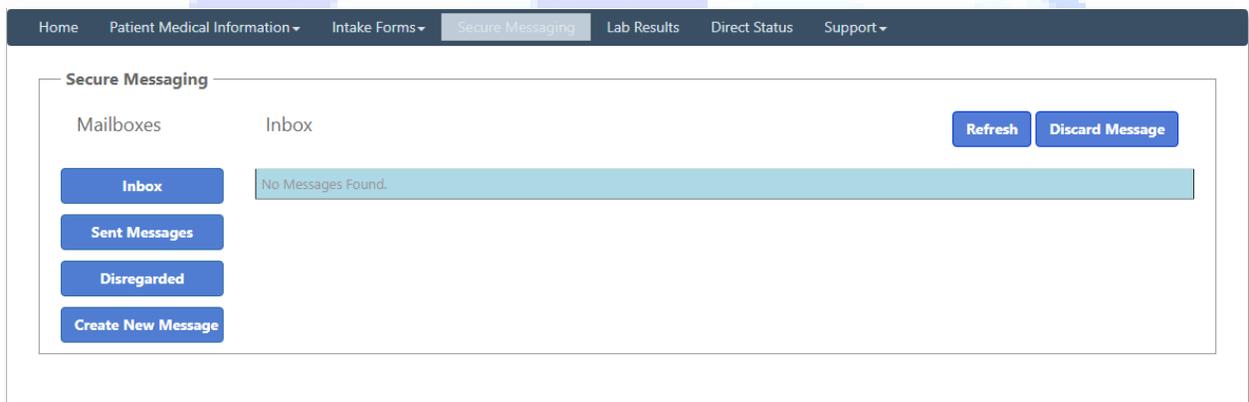
Secure Messaging

Secure Messaging is a secure method of communication between patient and provider. Depending on the provider, this option may or may not be available in the Portal.

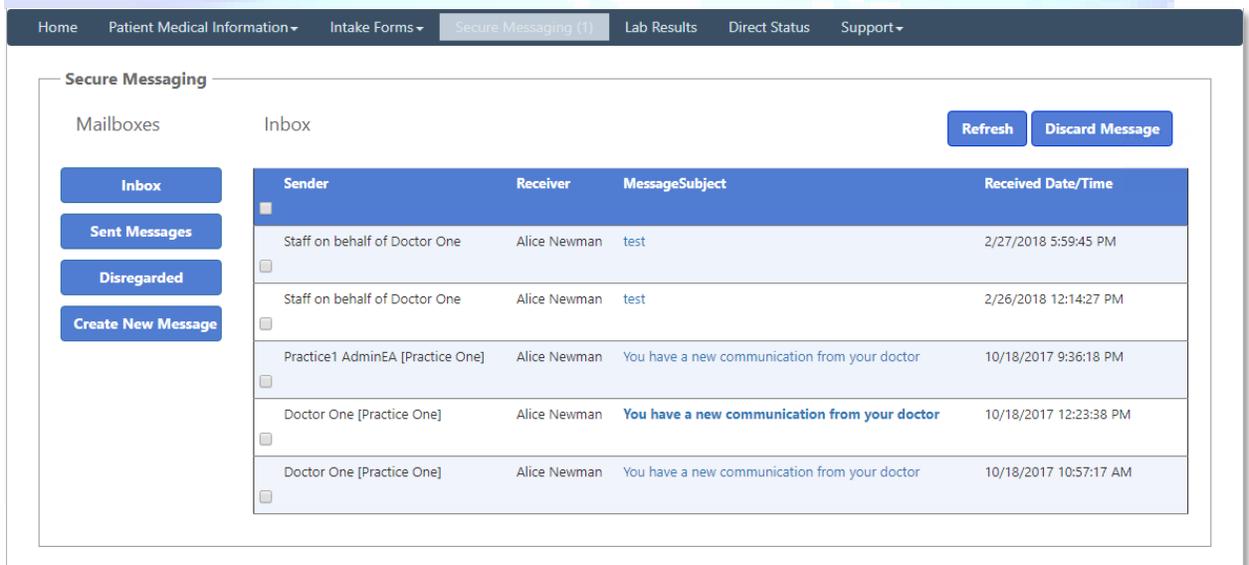
Occasionally, a Patient may receive a message from a Secure Message Operator on behalf of the Patient's doctor. In this case, the Sender will appear in the Patient's Inbox as "Staff on behalf of <doctor's name>." An example of this is shown in the second screenshot below.

Selecting the 'Secure Messaging' button on the blue toolbar opens the Patient's message Inbox. Patients can check messages from clinicians in the Inbox.

If the patient has no messages within the last 30 days, they will see the following screen (the system will automatically delete messages after 30 days):



If the patient does have messages, they will be displayed in reverse chronological order as below:



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From the Inbox, you can do the following:

- Select the message's blue Subject line to open the message.
- Select 'Create New Message' from the Secure Messaging menu to send a new message.
- Select 'Sent Messages' from the Secure Messaging menu directs the Patient to the Sent Messages page.
- Mark the message's checkbox and select 'Discard Message' to remove the message from your Inbox into the Disregarded section.



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Secure Messaging: Create Message

Selecting the 'Create Message' button allows the Patient to send a new message to a clinician. The "To" field will contain all clinicians who have previously sent messages to the patient. To send a message, the Patient must fill in the Subject and text fields of the message and select 'Send'. To return to the Inbox, the Patient must select 'Discard Message' at the top of the screen.

The screenshot shows the 'Create New Message' form. At the top, there is a navigation bar with links: Home, Patient Medical Information, Intake Forms, Secure Messaging (1), Lab Results, Direct Status, and Support. Below the navigation bar, the form is titled 'Create New Message'. It contains a 'To:' dropdown menu with 'Doctor One [Practice One]' selected, a 'Subject:' text input field with 'Test Secure Message', and a large text area containing 'This is a test.'. A 'Discard Message' link is located to the right of the text area. At the bottom left, there is a blue 'Send' button.

Secure Messaging: Sent Messages

The 'Sent Messages' button allows the Patient to view messages that they have sent to clinicians. Marking a message's checkbox and selecting 'Disregard Message' removes the message from the Sent Messages page to the Disregarded section. Selecting the blue Subject line opens the message. Other buttons function as they do in the Inbox.

The screenshot shows the 'Sent Messages' page. At the top, there is a navigation bar with links: Home, Patient Medical Information, Intake Forms, Secure Messaging (1), Lab Results, Direct Status, and Support. Below the navigation bar, the page is titled 'Secure Messaging'. On the left, there is a 'Mailboxes' sidebar with buttons for 'Inbox', 'Sent Messages', 'Disregarded', and 'Create New Message'. The main content area is titled 'Sent Messages' and contains a table with a 'Discard Message' button in the top right corner. The table has four columns: Sender, Receiver, MessageSubject, and Received Date/Time. There is one message listed with a checkbox on the left.

Sender	Receiver	MessageSubject	Received Date/Time
<input type="checkbox"/> Alice Newman	Doctor One [Practice One]	Test Secure Message	2/7/2018 3:13:32 PM

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Direct Status

Direct Messaging is a secure method of communication similar to email that allows the patient to send their clinical documents from the Portal to a health provider if they know the provider's Direct Status

Direct Messaging is a secure method of communication similar to email that allows the patient to send their clinical documents from the Portal to a health provider if they know the provider's DIRECT address. DIRECT works similarly to email but is a highly secure way to transmit health information and is used by Physicians, hospitals and other providers.

Please note that DIRECT is a specialized method of sending health information:

- Any address used must be a DIRECT address. Standard email addresses (such as @gmail.com) will not work below.
- DIRECT addresses are separate from the email you may have for our provider.
- Your intended provider may not currently have a DIRECT address.

Once a clinical document is sent, the patient can see the current status of any sent message on the 'Direct Status' page.

The screenshot shows the 'ConnectEHR' Patient Portal interface. The header includes the 'ConnectEHR' logo and 'Dynamic Health IT' branding. The navigation bar contains links for Home, Patient Medical Information, Secure Messaging, Direct Status, and Support. The 'Direct Status' section displays a table with the following data:

Date	From / To	Status
3/2/2017 11:10:36 AM	From: administrator@direct.connectehr.net To: direct-ambulatory@transport-testing.nist.gov	Message queued

Your message status may be queued for a period of time until it receives a final status

- **Sent:** Message successfully delivered
- **Error:** Message not delivered, with reason provided

Portal User Documentation

Support: Audit Log

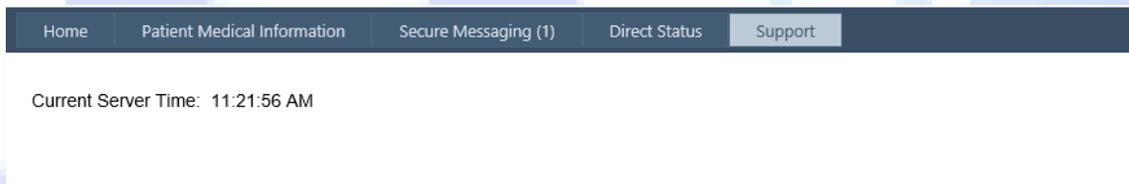
Selecting the Audit Log menu item under the 'Support' button on the blue toolbar opens a record of Patient and Authorized Representative activity. The Audit Log lists Patient actions, such as logging in and out of the portal, viewing documents, downloading documents, etc. When the page loads, the Audit Log displays the twenty most recent actions. Page navigation is provided at the bottom of each page. Log entries are displayed in reverse chronological order with the most recent actions displayed on the first page.

Support: Help

Selecting the Help menu item under the 'Support' button on the blue toolbar opens a page with text provided by your healthcare organization. This may include contact information or other troubleshooting resources.

Support: Server Time Check

Select this option under support to view the current time on the server where the Portal is running. Server time display is required for 2015 ONC Certification.



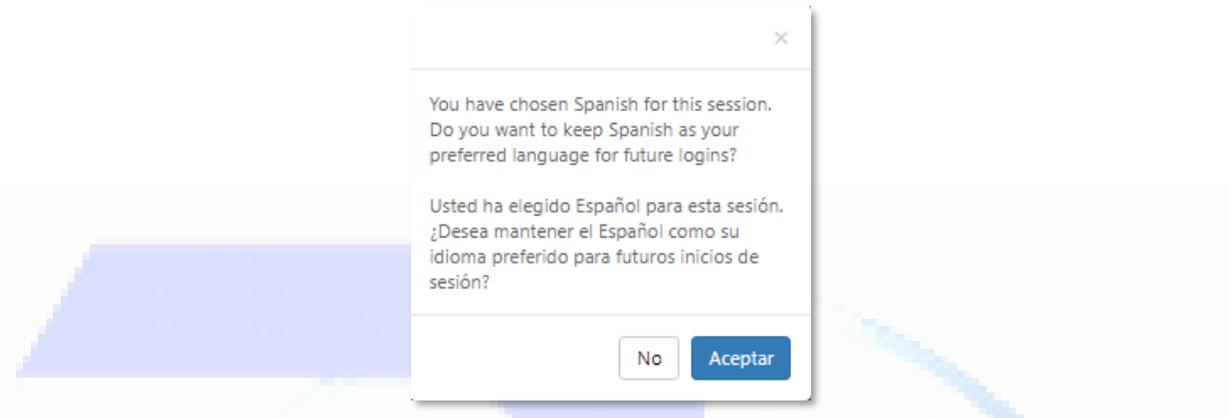
Spanish Language Feature (optional)

If the Spanish Language Feature is enabled in the Patient Portal configuration, patients who prefer to view the Portal in Spanish may do so by selecting Español in the top right corner above My Account.



Selecting this option will show a confirmation dialog in both English and Spanish. The patient may select 'No' to keep using the Portal in English, or 'Aceptar' to switch to Spanish.

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Selecting the 'Aceptar' button will change all non-image text in the Patient Portal to Spanish. The patient may switch back to English by selecting English in the top right corner above the 'Mi Cuenta' link.

