User Reference Guide

Hill Physicians Medical Group

Steve McClanahan
Physician Services Manager
T 510.428.7828
F 510.654-6340
steve.mcclanahan@relayhealth.com

Customer Support
24 Hours / Day
T 866.735.2963 (866.RELAY-ME)
F 510.428.6341
support@relayhealth.com

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Logging In to RelayHealth

QUICK TOUR

If you would like to take a self guided tour of the RelayHealth suite of online services you may do so from our web site

1. Go to www.relayhealth.com
2. Under the "Take a Tour" title at the bottom of the page, select "Healthcare Professionals Quick Tour" and select the version that suits your screen resolution (small version typically works best).
3. Guide yourself through the areas of the "Quick Tour" that you are interested in.

Registration

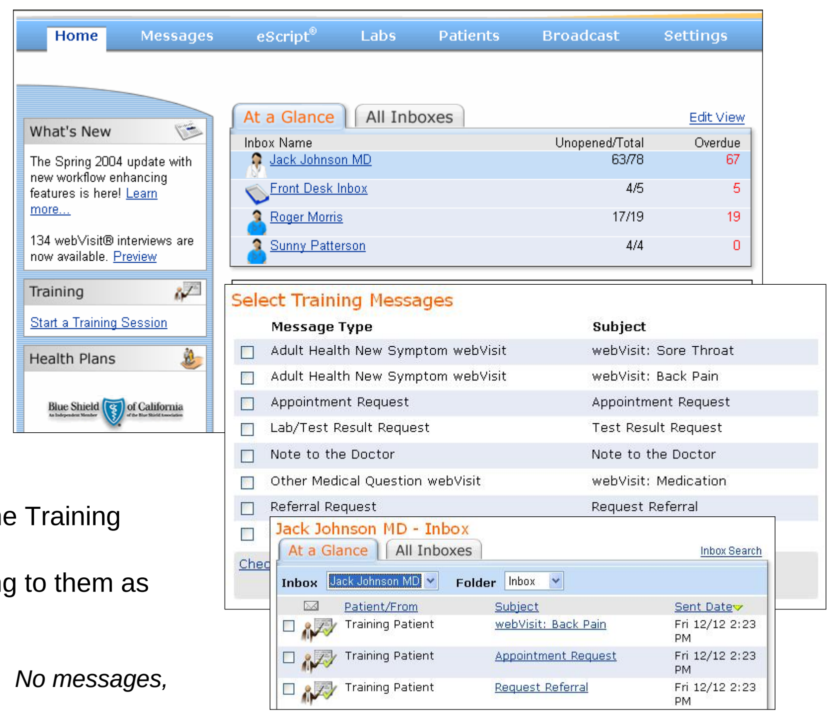
1. Sign into www.relayhealth.com
   Sign In Name: ______________________
   Temporary Password: ________________
2. Accept the Terms of Use.

If you have any problems using your Sign-In Name or Password, contact Customer Support at 1-866-RELAY-ME (866-735-2963)

Self-Training

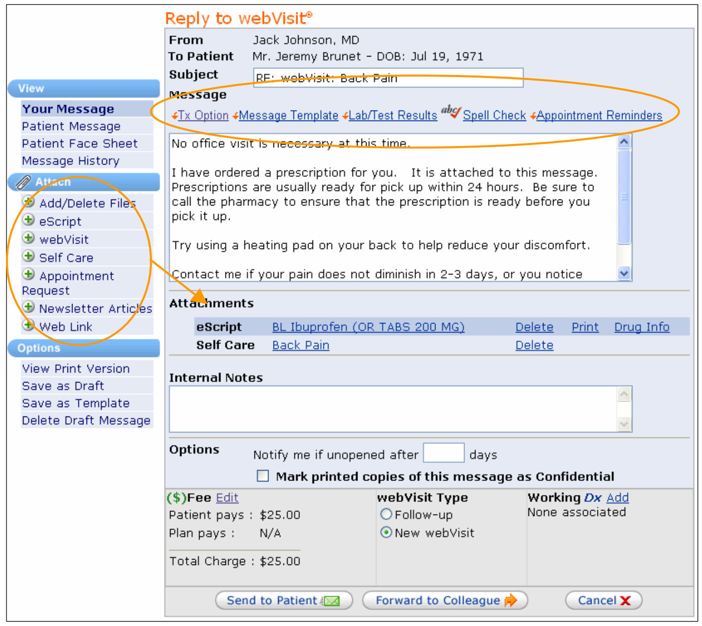
This training feature will enable you to practice with the various message types offered through this service. You will select the messages with which you would like to practice. The training messages you have selected will then be delivered to your Inbox. Each training message will have instructions on how to reply and make use of the features in the message reply screen.

1. From the left-hand side of your Home page click **Start a Training Session**.
2. Check the boxes next to the Training Messages you would like to work with and click **Next**.
3. Proceed to your Inbox where you will see the Training Messages from the Training Patient.
4. Open the messages and practice responding to them as you would any patient.



These messages are designed for training purposes only. No messages, notifications, or prescriptions will actually be sent.

Messaging Patients and Colleagues



Responding to Patient Messages

Patients may communicate with you using a clinically structured message called a webVisit®, which uses a set of questions based on chief complaint, or they may send you a standard message (e.g., a Brief Note to the Doctor, Brief Note to the Office, etc.)

1. From your Inbox, click the subject line of the message you would like to open
2. Review the information.
3. Click **Reply**.
4. Type a response in the message text box (or use the Message Text Shortcuts described below.)
5. Add Attachments (listed below.)
6. Click **Fee Edit** to attach or waive a charge for this message (webVisits only.)
7. Click **Working Dx** to search for and enter an ICD-9 code.
8. Click **Send to Patient** or **Forward to Colleague**.

Message Text Shortcuts

RelayHealth's has developed several Message Text Shortcuts to help you save time while creating the message you will send to the patient. Select the applicable shortcut to add preset message text to the body of your message. You will then always have the ability to edit the text before sending to the patient.

- **Tx Option** – Both general and specific treatment options for designated symptoms.
- **Message Template** – Customized messages from your office (flu shot hours, cancellation policy, etc).
- **Lab/Test Results** – Template lab test result messages in patient friendly language.
- **Spell Check** – No explanation needed.
- **Appointment Reminder** – Set appointment reminders for the system to generate prior to patients appt.

Attachments

RelayHealth's message template allows you to create a robust message with clinical content, prescriptions, and or recommended reading to the patient. Since messages are never deleted, the patient may review the message, with the attached content and information at any time.

- **Add/Delete Files** – Add or delete files from your computer (gif, jpeg, doc, pdf, etc).
- **eScript** – Prescriptions can be attached for the patient to send to their pharmacy of choice.
- **webVisit** – Request that a patient go through an online consultation to gather more information regarding their symptoms.
- **Self Care** – Built in health education information provided by Krames.
- **Appointment Request** – Prompt a patient to make an appointment to come into the office.
- **Newsletter Articles** – Topical reading/information for patients.
- **Web Link** – Save a list of web sites you commonly refer patients to so that you may include them in a message (see page 25.)

Prescribing with eScript®

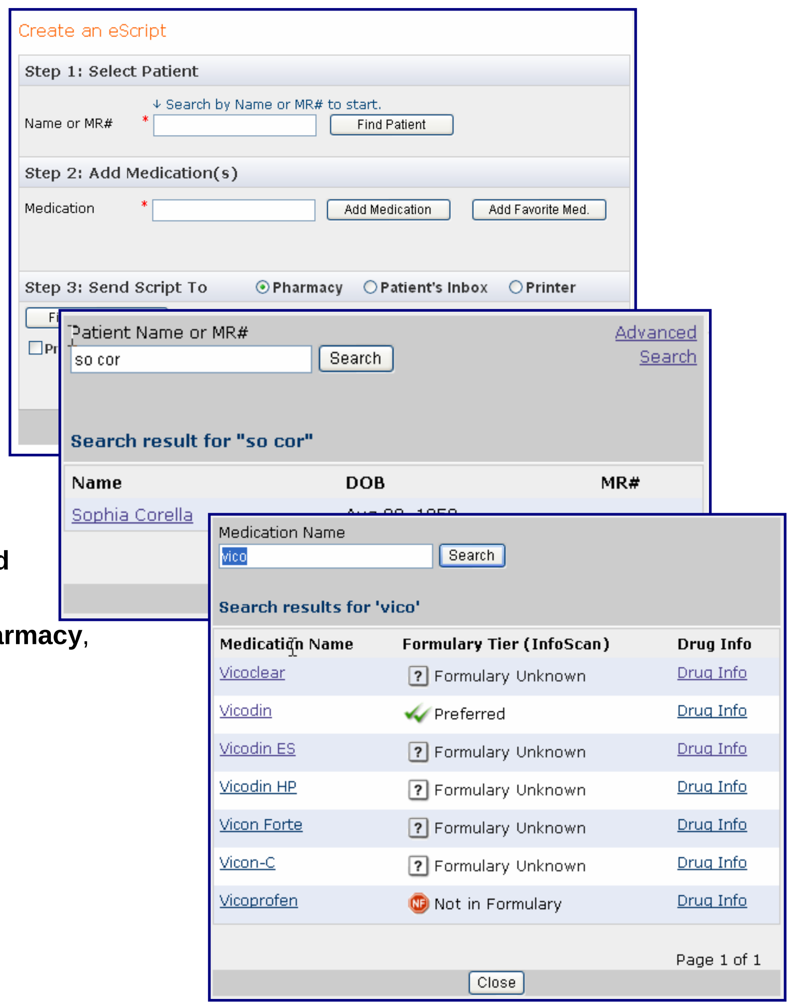
Staff members with prescribing rights and approved providers can prescribe medications electronically using eScript. eScripts are faxed directly from our server to the patient's pharmacy, saving you valuable time. Additionally, patients who are registered with RelayHealth will receive a message which will alert them that a prescription has been faxed and which pharmacy it was sent to. You may alternately select the option which allows the patient to deliver the prescription to the pharmacy of their choice via RelayHealth. Patients who are not registered with RelayHealth will not receive a message, however, eScripts may still be faxed to a pharmacy of your choice. Staff members can also create prescriptions and route them to physicians for approval establishing an efficient renewal process.

Signing In

1. Go to www.relayhealth.com.
2. Sign in as a physician or staff member (with prescribing rights.)

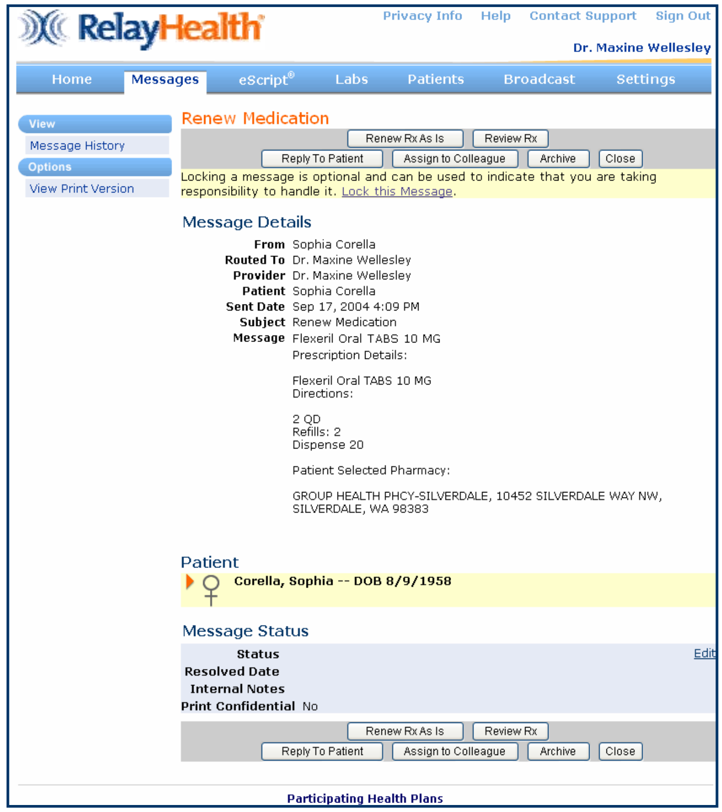
Initiating New Prescriptions using eScript®

1. Click on **eScript®** in the global navigation bar at the top of the page.
2. To search for a patient, enter their name and click **Find Patient**.
3. To search for a medication, enter a drug name and click **Add Medication**. You may also click on **Add Favorite Med.** to search for a medication you have recently prescribed.
    a. Click on the name of the medication to select it.
    b. Select the strength and form.
    c. Fill in the quantity and SIG.
    d. Click on **Save** or **Save and Add Another**.
4. To select a delivery option, click on **Pharmacy**, **Patient's Inbox** or **Printer**.
5. Click **Send Rx.**



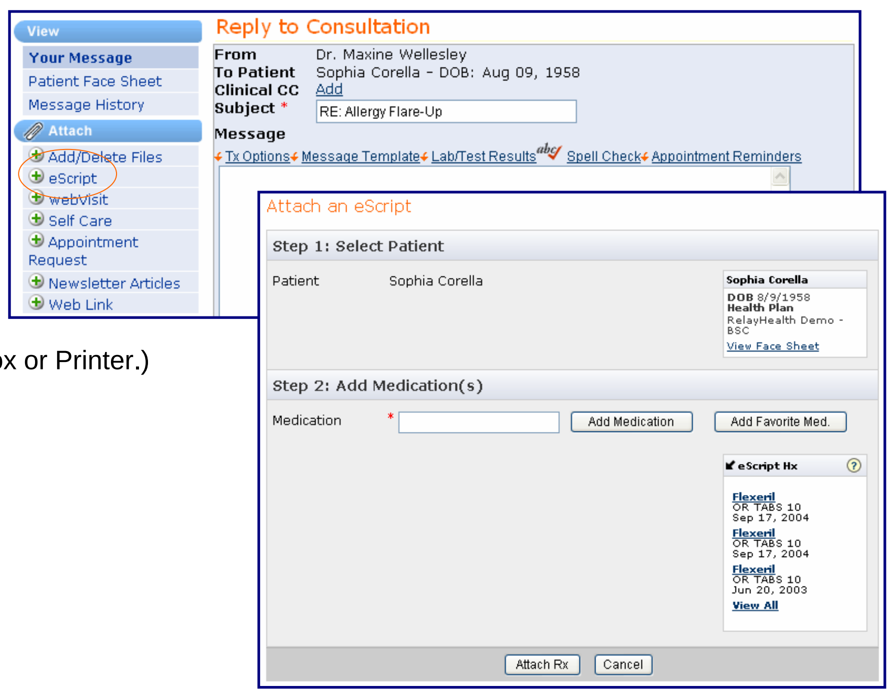
Processing Renewal Requests from Patients

1. From the patient's message, click **Renew Rx As Is**, **Review Rx**, **Reply to Patient**, **Assign to Colleague**, **Archive**, or **Close**.
2. Review strength and form, quantity, SIG and refills.
3. Click on **Renew Rx As Is** to send the prescription.
4. After the prescription is sent, you have the option to send a message to the patient.



Attaching eScripts to Patient Messages

1. From the patient's message, click **Reply to Patient**.
2. Under Attach in the left navigation bar, click **eScript**.
3. Search for the medication.
4. Enter strength and form, quantity and SIG.
5. Select the correct delivery information (Pharmacy, Patient's Inbox or Printer.)
6. Click **Send Rx.**



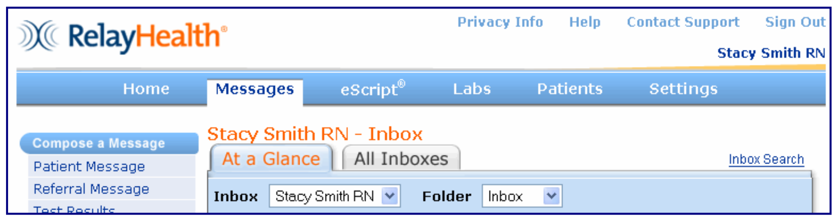
Colleague Referrals

The Hill Physicians Electronic Referral Service uses the RelayHealth online communication service to generate and resend referral messages with a few simple clicks. The referral message is sent electronically or automatically faxed to any Hill Physicians provider listed in the directory depending on how the specialist wishes to receive it.

Signing In

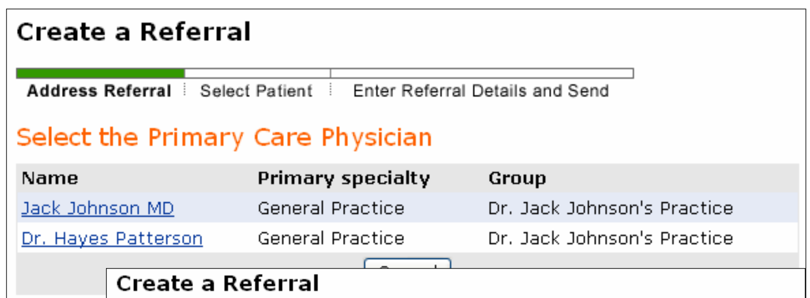
1. Go to www.relayhealth.com.
2. Sign as a physician or staff member.

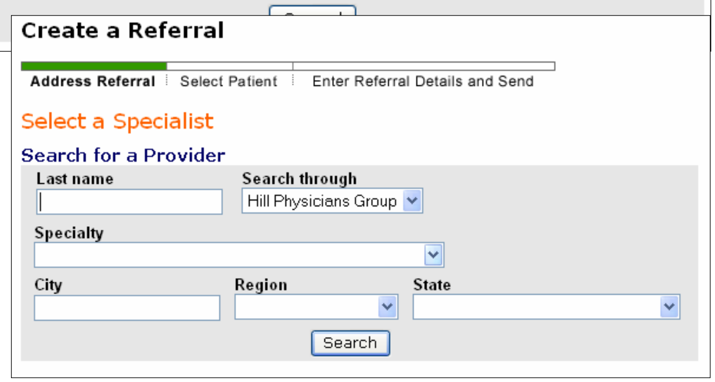
Addressing the Referral



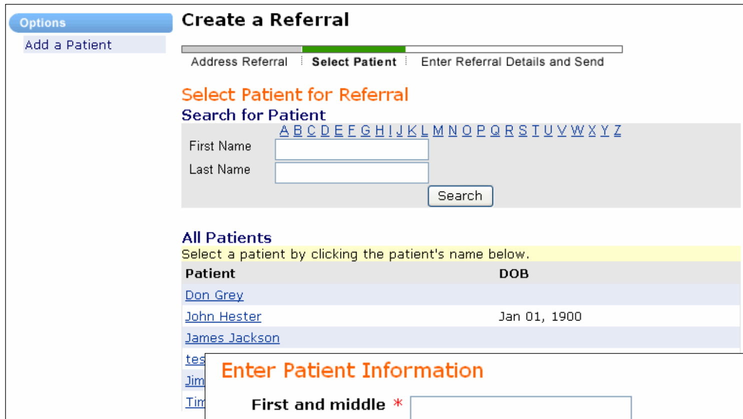
1. Click **Messages** on the top navigation bar to enter your Inbox.
2. Click **Referral Message** on the left navigation bar.
3. Select the Referring Primary Care Provider from the Quick Pick list of your group members by clicking the name of the provider.
4. Select a Specialist from the Quick Pick list by clicking the name or use the Search fields look up a specialist by name, specialty, city or state.

   Note: The icon indicates that the provider receives the referral online and the icon indicates that the provider receives the referral by fax.

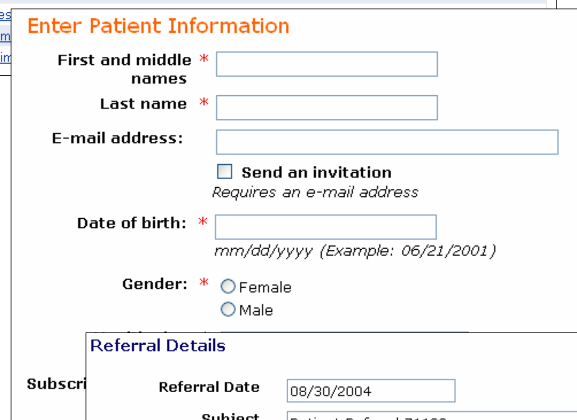




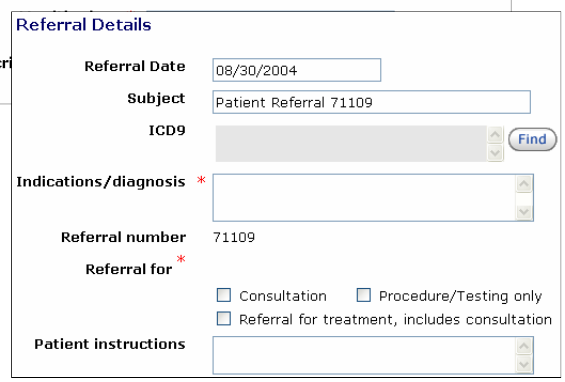
Selecting the Patient



1. Select a patient from your patients list by typing the first or last name in the search field and clicking search. To view the entire list of search results click **more** located in the bottom right corner. Click the patient's name.
2. If the patient does not appear in the search click **Add a Patient** under Options on the left-navigation bar. The * indicates required information. Once a patient is entered they will be saved for easy selection in the future. It is advisable to enter the patient's date of birth to differentiate patients with the same name.



Entering Referral Details



1. Enter the referral details including diagnosis and type of referral.
2. Click Send to send the referral to the specialist or Add Attachments to include attachments to the message. Your referral is now sent and a copy has been filed in the Sent folder accessible from the left navigation bar on your Messages page.
3. Once the referral is sent you will have the option to:
   - Print the referral for your records
   - Refer another patient
   - Refer the same patient to another specialist
   - Return to your Inbox

Creating Referral Messages to Groups

1. Click **New Referral Message** under Quick Links on the left side of the Home page to begin a new referral message or click your name in the My Inbox section of your Home page or click **Messages** on the top navigation bar to enter your Inbox then click **Referral Message** under Compose Options on the left navigation bar.

2. Select a Primary Care Provider from the Quick Pick list of your group members by clicking the name of the provider.

3. Click **Send to Group** under Options on the left navigation bar.

4. Select a Specialist Group from the Quick Pick list by clicking the name or use the Search fields look up a specialist group by name, specialty, city or state.

5. Click a provider in the group to receive the referral. Although you are selecting a provider's name, the referral will be addressed to that provider or any available provider in the group.

6. Select a patient from your patients list by typing the first or last name in the search field and clicking search. To view the entire list of search results click more located in the bottom right corner. Click the patient's name.

7. If the patient does not appear in the search click **Add a Patient** under Options on the left-navigation bar. The * indicates required information. Once a patient is entered they will be saved for easy selection in the future.

8. Enter the referral details including diagnosis and type of referral.

9. Click **Send** to send the referral to the specialist or **Add Attachments** to include attachments to the message. Your referral is now sent and a copy has been filed in the Sent folder accessible from the left navigation bar on your Messages page.

Resending a Referral Message

This allows you to send another exact copy of a referral, update a previous referral and send it, or create a new referral for the same patient based on a previous referral.

1. Click **New Referral Message** under Quick Links on the left-side of the Home page, or click your name in the My Inbox section of your Home page or click **Messages** on the top navigation bar.

2. Click **Resend a Referral** under Compose Options on the left navigation bar.

3. Enter information in the search fields to pull up the referral you would like to resend and click **Search**. You can search by the patient's last name or provider referred from or referred to, practice or group, referral number or sent date.

4. Click the subject line of the referral to open it.

5. There are three options on the left navigation bar once you open the referral:
    a. Resend As-Is (only available if previously sent by fax)
    b. Update and Resend
    c. New Referral Based on This One

Troubleshooting Tips

Can't find a provider

- If a provider does not appear in the search results, type less information into the search and try again. If the provider is still not appearing in the search results and is a Hill Physicians network provider, please contact customer service at 866-RELAY-ME.

Provider does not have a fax number

- If you select a provider and receive an error message that the provider does not have a fax number at the location selected, please contact customer service with the name of the provider, the provider's location and the fax number.

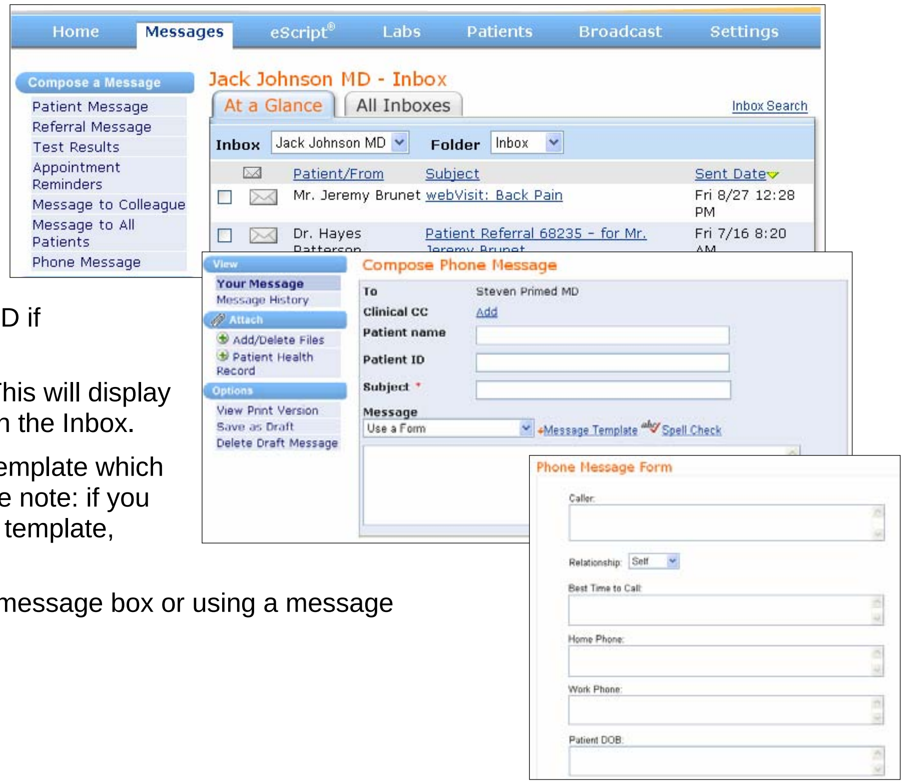
Provider fax fails or provider fax number is incorrectly listed

- If a provider's referral fails because the fax number is incorrectly listed, you can change the fax number for the referral and resend it. You will also need to contact customer service to have the fax number permanently changed. If you notice in advance that the fax number is incorrect, please contact customer service to have it changed.

Using Phone Messages

Creating a Phone Message

1. Click **Messages** on the top navigation bar.
2. Click **Phone Message** on the left navigation bar.
3. Click on the first letter of the provider's last name to select the provider.
4. Enter the patient's name and Patient ID if necessary.
5. Set the priority to high, if necessary. This will display an exclamation next to the message in the Inbox.
6. Enter a subject or select a message template which will be used as the subject line. Please note: if you enter a subject and select a message template, both will appear in the subject line.
7. Enter the message by typing into the message box or using a message template.
8. Click **Send to Doctor**.

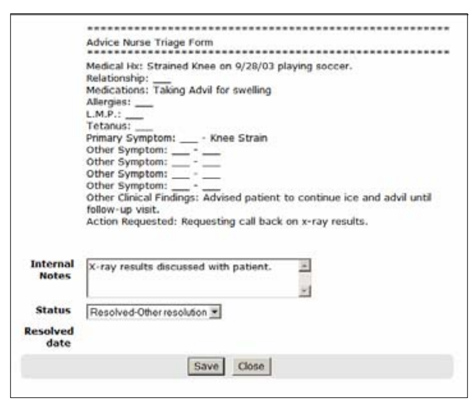


Using Message Forms (Message Templates)

1. After addressing the message, click the dropdown arrow next to Use a Form to select a structured message template you would like to use or click Message Template to select a customized message form.
2. Tab between fields and enter the appropriate information. Some fields have a dropdown list. Select an item by typing the first letter.
3. Click **Next** to complete your Message Form.
4. Review your message and edit if desired.
5. Click **Send to Doctor**.

Receiving a Phone Message

1. In the Inbox, Phone Messages will be displayed with a Phone Icon.
2. Click the subject line of the message to open.
3. Read the message and respond to the patient.
4. Enter notes as desired in the Internal Notes field.
5. Select the Status dropdown and set a resolution status.
6. Click **Save** and return to the Inbox.



7. Check the box next to the phone message in the Inbox.
8. Click **Print** to Print the Message, if desired.
9. Click **Archive** to move the message to your archive folder. Note: if you archive messages as they are resolved, you will know which messages are outstanding.

Searching for a Phone Message

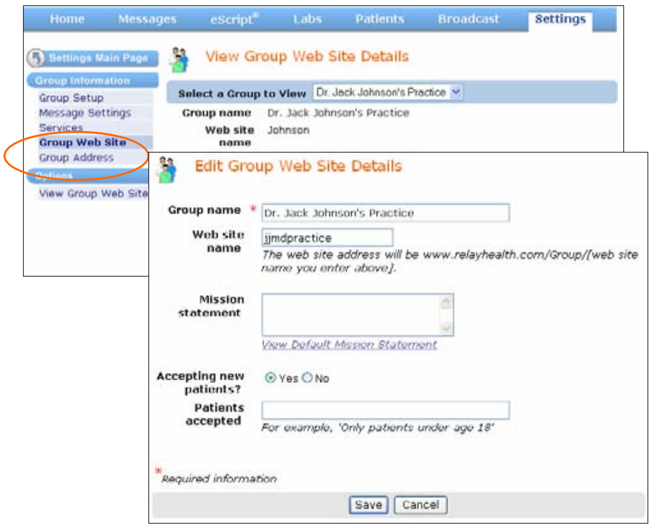
1. Click **Messages** on the top navigation bar.
2. Click **Phone Message Search** on the left navigation bar.
3. Enter the last name of the patient or the Patient ID and click **Search**.
4. Click the subject line to read the message.

Customizing the Group Web Site

The RelayHealth service provides your group with a free Web site. This Web site will be accessible to existing and potential patients and will help them to contact the group through this system.

Updating the Group Web Page

1. Click **Settings** on the top navigation bar.
2. Click **Go**, next to your practice name under Groups.
3. Select Group Web Site from the left navigation bar.
4. Click **Edit** while in the View Group Web Site Details page.

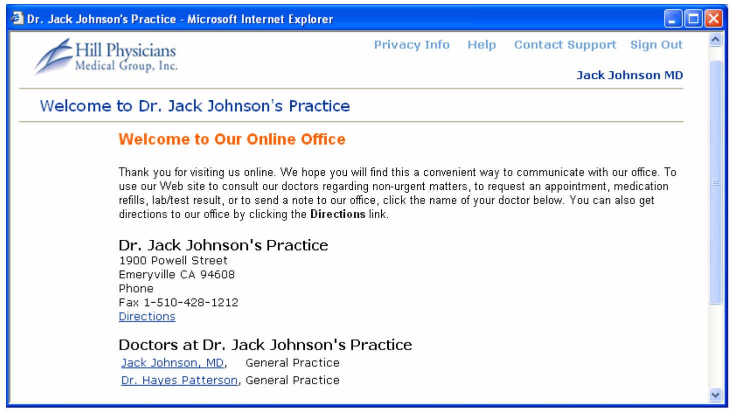


Available Fields

1. Group name: Your Practice Name
2. Web site name: The group web site address will be www.relayhealth.com/Group/[web site name]
3. Mission statement: The opening message you would like your patients to see on your group web site (your welcome message or Mission Statement.) (the default statement is shown below)
4. Accepting new patients: Yes/No
5. Patients accepted: Clarification of the type of patients you accept

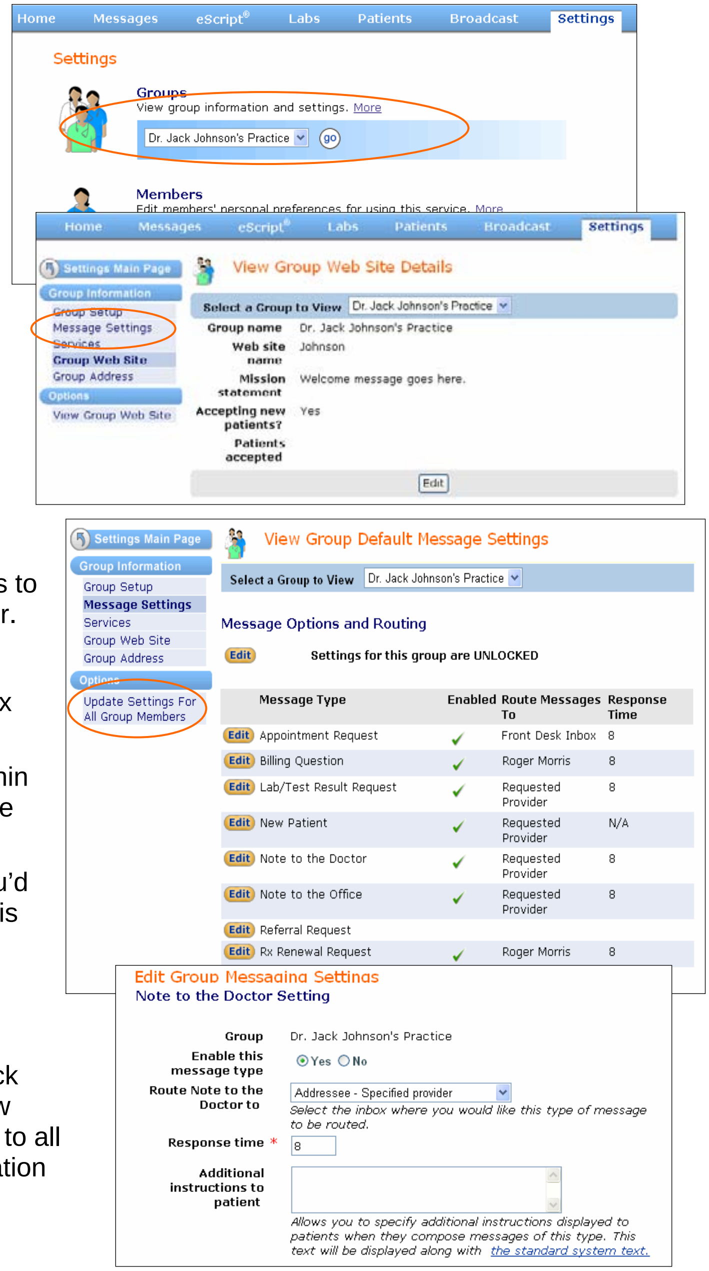
Viewing the Group Web Page

1. To view the group web page, click **View Group Web Site** from the left navigation bar or go to: www.relayhealth.com/Group/[web site name].



Configuring Group Message Settings

The group message settings act as the default message settings for providers that will join the group in the future. Changing these setting does not automatically update the message settings for all the current providers in the group. In order to apply these settings for all current providers in the group, make sure to perform step number 11 below after establishing all the message settings.



1. From your Home page, click **Settings** on the top navigation bar.
2. Under Groups, select the appropriate group from the drop-down menu, and click **Go**.
3. Under the Group Information menu on the left navigation bar, click **Message Settings**.
4. Under Message Options and Routing, click the **Edit** button next to the message type (e.g. Appointment Request). If you don't see the Edit button next to the message type, you don't have the administrative rights to alter routing and options. See your group administrator.
5. Answer Yes or No to Enable this message type.
6. Under Route to, indicate which group member or Inbox will receive incoming messages of this type.
7. Under Response Time, enter the number of hours within which responses to this type of patient message will be sent.
8. Optional: Enter additional instructions to patients if you'd like to include information to help patients compose this type of message.
9. Click **Save**.
10. Repeat for each message type.
11. Once all message settings have been established, click **Update Settings for All Group Members** on the View Group Message Settings page to apply these settings to all current providers in the group. Then read the confirmation message and click **Confirm**.

Registering New Users

You must be both a registered member and designated group administrator within RelayHealth to complete the setup of your service. By default, the provider and/or staff member who created the group is the designated group administrator. Others can be assigned the role of group administrator by this provider or staff member.

Hill Providers

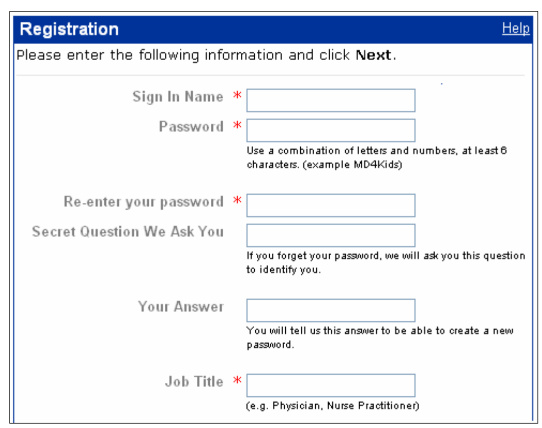
Hill Providers have been pre-registered by HPMG and RelayHealth. Contact RelayHealth customer support at 1-866-RELAY-ME to get your username and password.

Mid-Level Practitioners (NP's, PA's, etc.)

1. Go to www.hillphysicians.com/relayhealth.htm.
2. Click on **Getting Started** from the left navigation bar.
3. Click on **provider registration form**.
   a. Complete registration and click **Next**.
   b. Review Provider Terms of Use and click **Agree**.
4. Your RelayHealth Home page will open. If the Welcome to the What's New Quick Tour pop-up screen appears, you can take the tour or click the Close button.
5. Contact your practice manager or designated group administrator to have them invite you to your practice group.

Staff Members

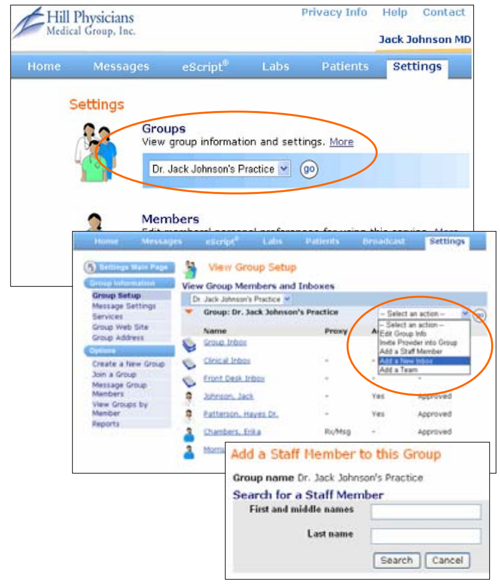
1. Go to www.hillphysicians.com/relayhealth.htm.
2. Click on s**taff registration form**
   a. Complete the registration page and click **Next**.
   b. Review Staff Terms Of Use and click **Agree**.
3. Your RelayHealth Home page will open. If the Welcome to the What's New Quick Tour pop-up screen appears, you can take the tour or click **Close**.
4. Contact your practice manager or designated group administrator to have them invite you to your practice group.



Adding New Staff and Configuring Member Settings

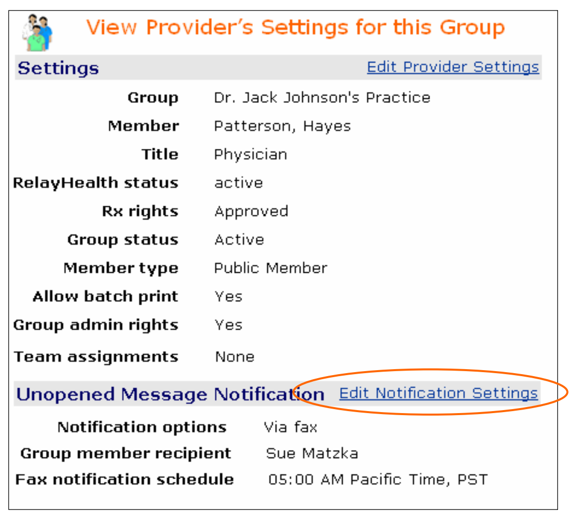
Adding Users to Your Group

1. From your top tool bar, click Settings.
2. Select the name of your group and click **Go**.
3. Select **Add a Staff Member** from the drop-down menu and click **Go**.
4. Type in the name of the staff you would like to add to your group and click **Search**.
5. Find the appropriate staff from the search results and click the **Add** link.
6. Confirm your selection.



Establishing Member Rights and Message Notifications

The Group Settings area shows the basic setup of your group including which providers and staff may share patient information, answer each other's messages, and prescribe medication. Once a user is added to your group, a group administrator may change these settings.



Modifying Member Privileges

1. From your Home page, click **Settings** on the top navigation bar.
2. Select the name of the group member that you would like to modify settings for from the drop-down menu.
3. To modify the Member Settings, click **Edit Provider (or Staff) Settings**.
4. Indicate whether the provider is granted Admin Rights, Rx Proxy, or Batch Print and click **Save**.

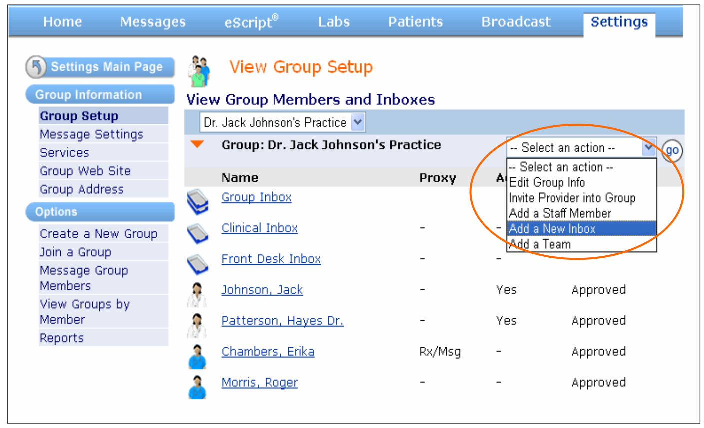
Modifying Message Notification Settings

1. From your Home page, click **Settings** on the top navigation bar.
2. Select the name of the group member that you would like to modify settings for from the drop-down menu.
3. To modify Unopened Message Notification click **Edit Notification Settings**.
4. Under Unopened Message Notification, select No notifications, Via e-mail or Via fax.
5. Click **Save**.
6. Verify your changes on the View Staff Member's/Provider's Settings for this Group page, and click **Close**.
7. Repeat the steps in Establishing Member Rights and Setting Notifications for Member Inboxes for all members.

Creating and Configuring Custom Inboxes

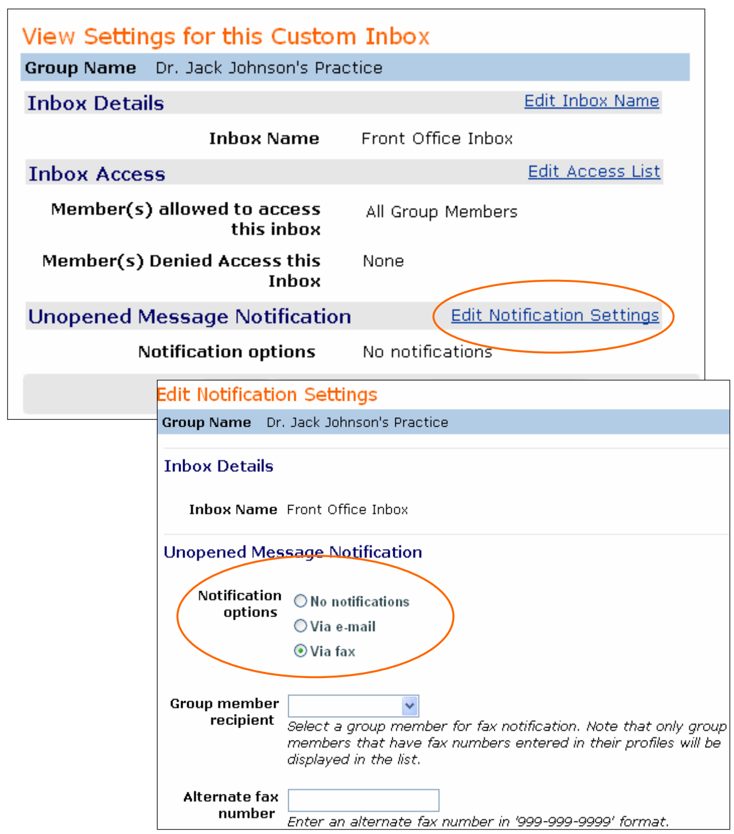
Creating a Custom Inbox

1. From your Home page, click **Settings** on the top navigation bar.
2. In the Groups section, select the appropriate group from the pull-down menu, and click **Go**.
3. From the right-hand pull-down menu that says Select an Action, choose Add a New Inbox and click **Go**.
4. Enter the name of the new custom Inbox.



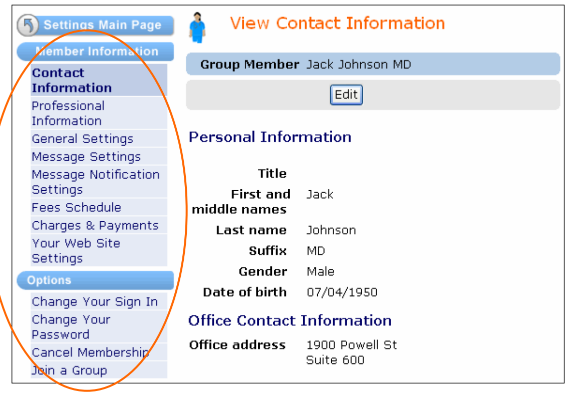
Configuring Inbox Settings

1. From your Home page, click **Settings** on the top navigation bar.
2. Click on the name of the custom Inbox.
3. Under Unopened Message Notification near the bottom of the page, click **Edit Notification Settings**.
4. Under Unopened Message Notification, select No notifications, Via e-mail, or Via fax.
5. Indicate the name of any other members who should receive notification for this Inbox.
6. Select the times for notification schedule.
7. Click **Save**, then **Close**.
8. Repeat for all custom Inboxes.



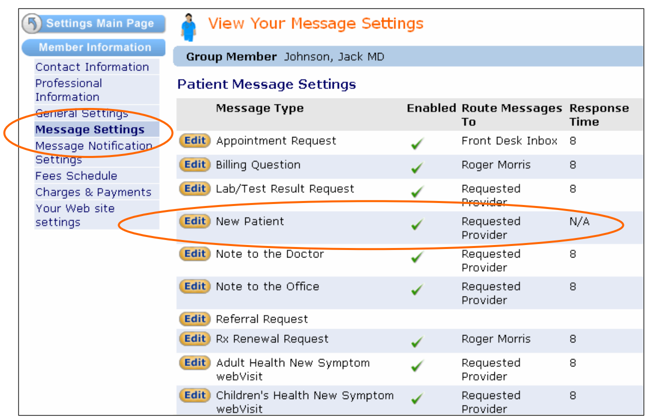
Configuring Provider Information and Message Settings

Editing Provider Information



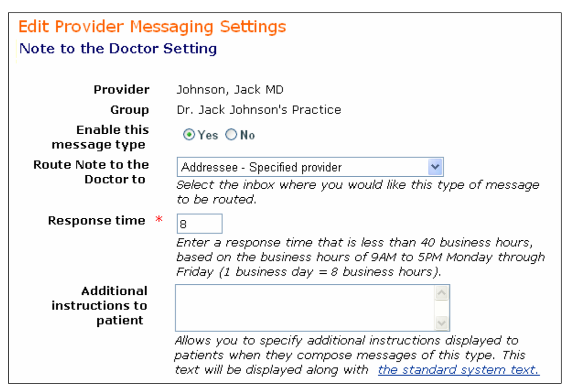
1. From your Home page, click **Settings** on the top navigation bar.
2. In the Members section, select the appropriate name from the pull-down menu and click **Go**.
3. To make changes to the physician information, click on the links from the left navigation bar and then click **Edit**.

Editing Provider Message Settings



You can allow patients to send your practice clinical messages (webVisits, prescription renewal requests) or administrative messages (appointment requests, billing questions).

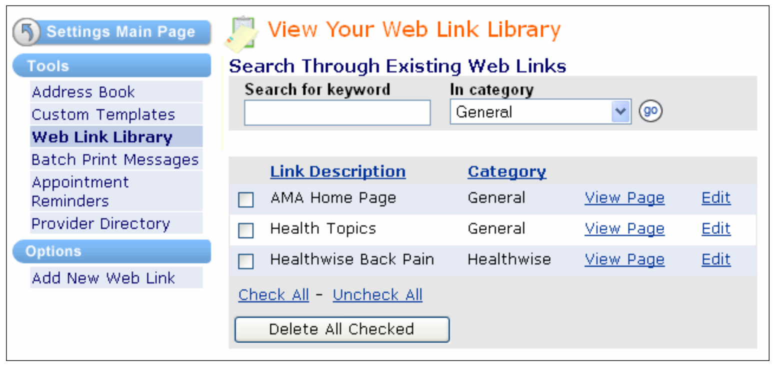
1. From your Home page, click **Settings** on the top navigation bar.
2. Under Groups, select the appropriate group from the pull-down menu, and click **Go**.
3. Under the Group Information menu on the left navigation bar, click **Message Settings**.
4. Under Message Options and Routing, click the **Edit** button next to the message type (e.g. Appointment Request). *Note: If you don't see the Edit button next to the message type, you don't have the administrative rights to alter routing and options. See your group administrator.*
5. Answer Yes or No to Enable this message type.
6. Under Route to, indicate which group member or Inbox will receive incoming messages of this type.
7. Under Response Time, enter the number of hours within which responses to this type of patient message will be sent.
8. Optional: Enter additional instructions to patients if you'd like to include information to help patients compose this type of message.
9. Click **Save**.



Building the Web Link Library

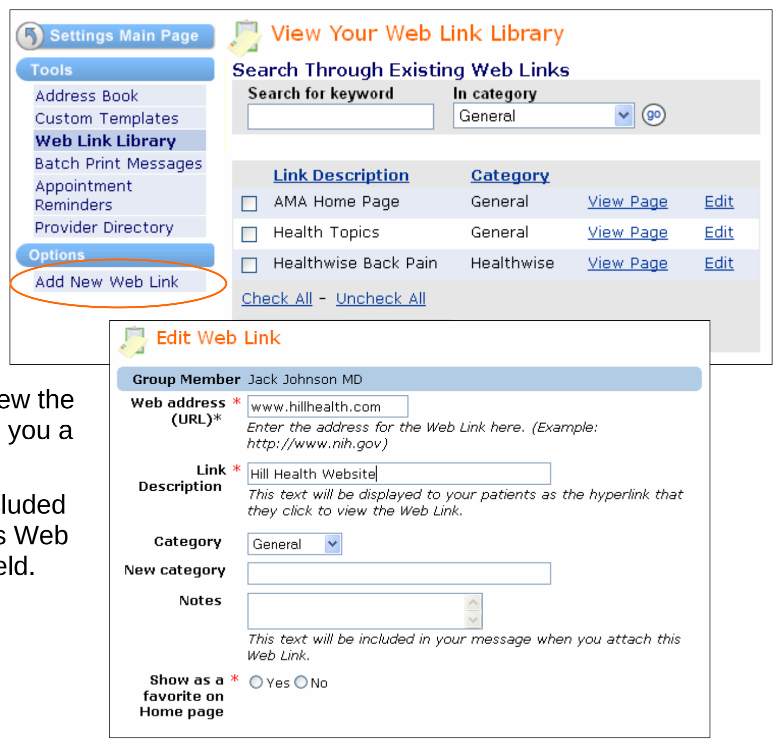
Your Web Link Library allows you to store and manage links to information on the Internet that you can attach to messages.

Signing In and Navigating to your Web Link Library



1. Go to www.relayhealth.com and enter your username and password.
2. Select the Settings link from the horizontal toolbar.
3. Under Productivity Tools, select Web Link Library from the drop down menu and click **Go**.

Adding a New Web Link



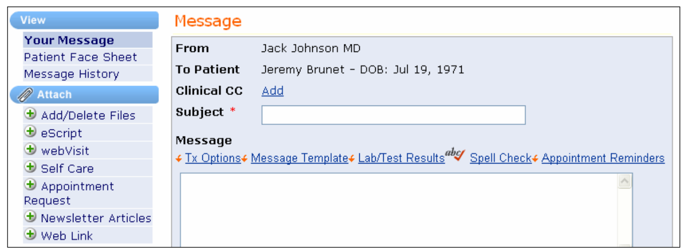
1. Click **Add New Web Link** from the Options menu on the left hand side of the page.
2. Enter a description of the link in the Link Description field. This description will appear as the title of this document in your Web Link library (e.g., Hill Health Sore Throat Information.)
3. Indicate whether or not you would like to include this Web Link as a favorite on your home page. This will allow all visitors to your RelayHealth web site to view the Web Links of your choice without sending you a message first.
4. To add some standard text that will be included in your message text when you attach this Web Link to a message, enter it in the Notes field.
5. Click **Save**.

Entering a Web Link from the Healthwise Library

1. Open a new browser window and go to www.hillhealth.com.
2. Select the Topics A-Z button from the horizontal menu. Navigate to the Healthwise topic you would like.
3. Copy the web address from the browser window.
4. Return to the RelayHealth Edit Web Link page and paste the web address in the Web Address (URL) field.

Attaching a Web Link to a RelayHealth Message

To attach a link to a message, select Web Link from the Attach menu on the left hand side of the new message template.

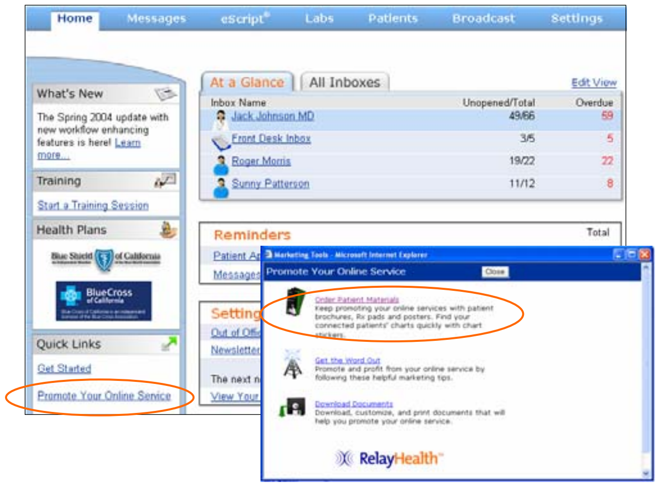


Ordering Marketing Materials

Many practices have told us that RelayHealth becomes a more powerful tool as patient adoption increases. As more of your patients register for the RelayHealth service, the benefits and efficiency opportunities will become clear. To continue promoting your online services with patient brochures, RelayHealth will provide you with posters, brochures, and RelayHealth Rx pads.

Ordering Standard RelayHealth Materials

1. Log into RelayHealth and click **Promote Your Online Service** from the lower left hand side of your **Home** page
2. Select **Order Patient Materials** to order posters, patient brochures, Rx pads, and chart stickers.
3. Fill out the quantity of materials and enter the recipient's name from your practice
4. Shipments take 3-4 days.



Standard RelayHealth Marketing Material Examples

Poster – Online Office

Poster – webVisit®

Brochure

Rx Pad

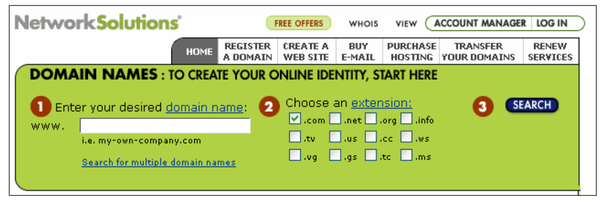
Ordering Custom Materials

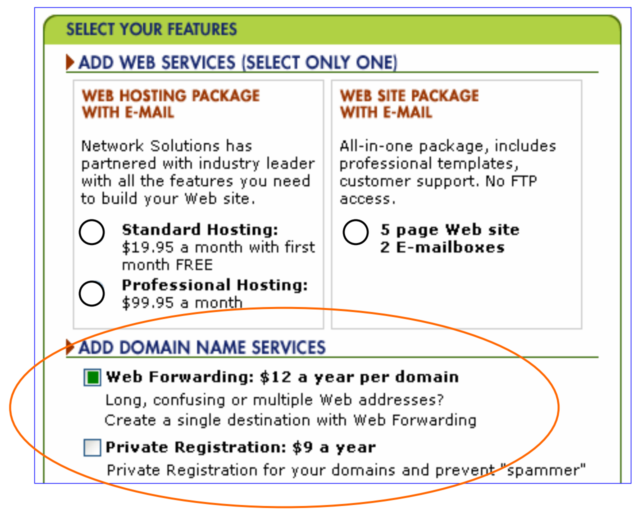
RelayHealth can also customize your materials with your own URL and text. For custom marketing material requests contact Customer Support at 1-866-RELAY-ME or support@relayhealth.com.

Registering a Custom Web Address

Purchasing a Domain Name

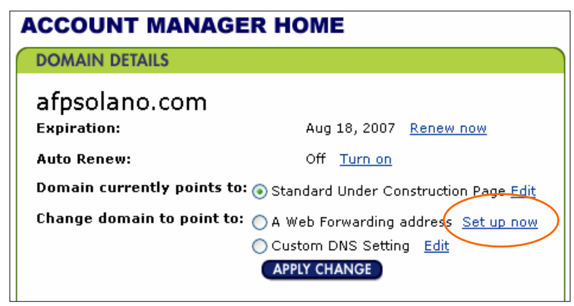
1. Go to www.networksolutions.com to select your domain name.
    a. Type in your desired domain name (for example, if you want your web site to be [www.myweb site.com](http://www.mywebsite.com), you would type in mywebsite.)
    b. Select the desired extension (e.g., .com, .net, etc.)
    c. Click **Search**.
2. If the domain name you selected is not available, click **Back** from your browser menu and try another domain name.
3. If the domain name you selected is available, click **Continue**.
4. From the next screen DO NOT select any Web Services, but DO select "Web Forwarding" from the Add Domain Name Services and then click **Continue**.
5. From the next screen, select the terms for your domain name (a minimum of 3 years is recommended) then click **Proceed to Purchase** to complete your transaction. You will be instructed to create an account. Make note of your username and password once this is complete.





Forwarding your URL to your RelayHealth Web Site

Once you have an account and have Web Forwarding Services, you can set up your new URL to be forwarded to your RelayHealth web site from the Account Manager page at the Network Solutions site.



1. Under Domain Details, click **Set up Now** next to Change domain to point to: A Web Forwarding address.
2. Type in your RelayHealth Web Address: example: www.relayhealth.com/Group/[web site name] (See "Customizing the Group Web site.")
3. Select the check box next to Mask Destination URL and click **Save**.

Your domain name should take 24-48 hours to start forwarding your URL to your RelayHealth web site.

If you have any problems or questions when going through this process, contact Steve McClanahan at (510) 428-7828 or via e-mail at steve.mcclanahan@relayhealth.com.

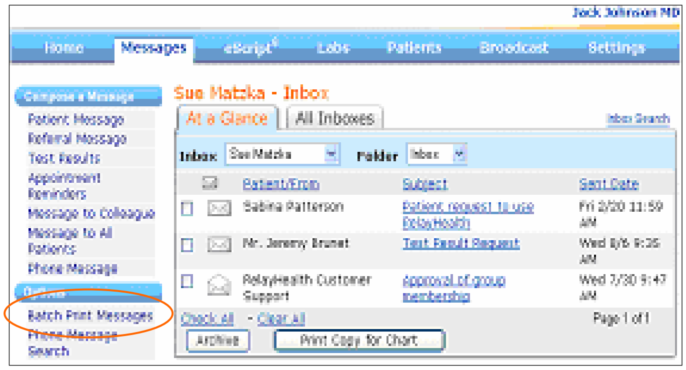
Batch Printing Messages

Running a Batch Print Message Report

If have the need to print or view batches of messages, you can do so through the built in Batch Print Engine. Follow the below steps to run and print your report.

Navigating the Batch Print Report

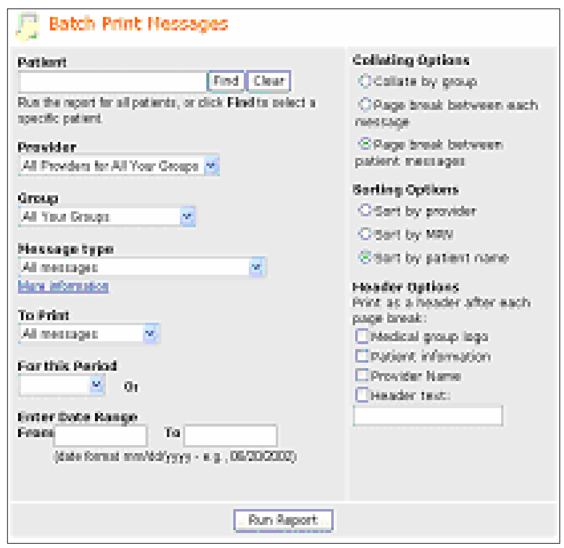
1. Select **Messages** from the top navigation bar.
2. Under Options on the left side navigation bar select **Batch Print Messages**.



Defining Your Batch Print Report Criteria

From the Batch Print Messages screen you have several options that will filter and organize your message report.

1. Filters
   a. Provider – Select from either a single provider in your group or all providers in your group.
   b. Group – Select to retrieve messages for either a single group or all groups you work with.
   c. Message Type – Select either the specific type of messages you would like to retrieve (Appointments, Referrals, eScripts, webVisits, etc.) or select All Messages.
   d. Date – Define the time period for the messages.
   e. Use the predefined periods (Today, Last Week, etc…)
   f. Or enter a custom date range needed.

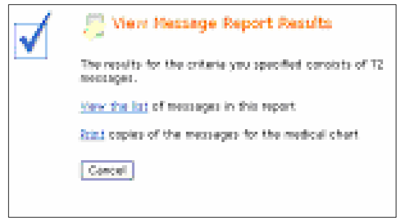


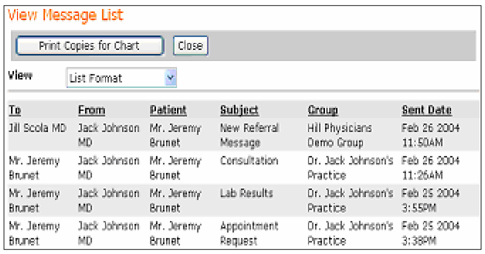
2. Organizing the Report
   a. Collate – Collate by group or add page breaks between each message or group of patient messages.
   b. Sorting – Choose to sort by Provider, MRN, or Patient.
   c. Header – Select the header to print at each page break (Med Group, Patient Info, Provider or Custom Text.)

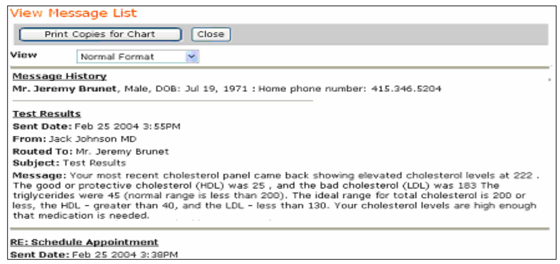
3. Once the options have been selected and your Batch Print Report has been defined, select **Run Report**.

Viewing and Printing the Batch Print Report

You can review your report results before you send them to the printer. Switch between Normal and Compressed views by selecting from the View dropdown list.







Patient Enrollment Talking Points

Directing Patients to RelayHealth

When a patient calls the office to schedule an appointment

a. Did you know that you can now request an appointment online?
b. Have you considered consulting us online with regard to this symptom? Your health plan may even cover this online consultation.
c. Update your automated phone service or "hold" message to include information about communicating with your office online.

As you bring a patient back to the examining room

a. Have you heard about our new web site?
b. Did you know that you can communicate with our office online?

While the patient is waiting in the reception area

a. When the patient checks in at the desk, collect his/her e-mail address and send them an invitation to register via RelayHealth.
b. Set the home page on the reception area computer (if you have one) to your RelayHealth home page.
c. Make sure that RelayHealth brochures and posters are visible and accessible to patients in the reception area.

If the patient calls to refill a prescription or is given a new prescription

a. Did you know that you can now request prescription refills and renewals online?
b. Remind patients to go to RelayHealth to request refills or renewals instead of calling the pharmacy – this will reduce the number of fax backs you get each day from the pharmacies.

While a patient calls to speak to someone at your office

a. Did you know that we are now available online to answer questions?
b. Forward the message to the appropriate person using the "phone message" feature.

As a patient leaves the office after an appointment

a. Provide patient with a business card with your web site address and ask them to send you a message in a few days to let you know how they are doing. You can also advise them to use RelayHealth to schedule their next appointment.
b. Ask the patient to go to you web site or to RelayHealth if they have any questions about medications they were prescribed or have any follow up questions for the clinician.

Patient Enrollment Tips

Many practices have told us that RelayHealth becomes a more powerful tool as patient adoption increases. Following are some tips for you to employ to increase the number of patients registered with your practice.

#1 Customize your Practice Web site

Did you know that RelayHealth can serve as your Practice Web site? You can easily customize the RelayHealth service with information about your clinicians, practice, office policies, or links to useful health information. You can also purchase a URL or Domain Name which can "point" to your RelayHealth home page. Then, all you need to do is direct patients to your web site, where they can easily register or sign in to use the service!

#2 Collect E-mail Addresses

If you're not doing so already, begin collecting e-mail addresses from your patients on their registration forms or as they sign in at the desk for their appointments. You can use the "invite a patient" feature from the Quick Links section of your home page to send them an invitation to register with RelayHealth.

#3 Update Your Phone Greeting or Hold Message

When patients call your office, let them know that you're also available online! Update your phone greeting or voice mail to advise patients that you are available online to schedule appointments, send lab results or answer their questions. They can avoid having to wait on hold, and can eliminate more phone calls to your office.

#4 Post RelayHealth Brochures

Be sure to post these in areas where patients are sure to see them in reception areas, at the appointment desk, in exam rooms and the check-out area.

#5 Update Marketing Materials

Why not list your web site address on your business cards, appointment cards, letterhead or billing statement?

#6 Use the RelayHealth Rx Pads

RelayHealth can provide you with a set of prescription pads, which you can use to instruct patients to register for RelayHealth and send you a message at the conclusion of their exam.

#7 Conduct a RelayRace

Set some milestones for the number of patients who have registered for RelayHealth and plan an office celebration (pizza or ice cream?) when you achieve your goals.

#8 Send a Letter To Your Patients

Send a notice to your patients and invite them to register for RelayHealth. Hill Physicians can help by providing a sample letter and may be able to send a letter to your Hill Physicians members on your behalf!

#9 Send Test Results Online

If a patient has some in-house lab work done, record their e-mail address and ask if they'd like to receive their results online. When the results come in, pre-register the patient and send their test results via RelayHealth.

#10 Talk It Up!

Whenever you have an opportunity – when patients call, on their way to the exam room, as they check in, or during their appointment, or on their way out – let them know you're available online and how to find you!

Frequently Asked Questions

General Questions

Who is RelayHealth?

RelayHealth is Hill Physicians' chosen partner to provide secure online communication services to providers and patients. The company was founded in 1999, and is based in Emeryville, CA. In addition to their online communication services, RelayHealth provides Hill Physicians with training, implementation, account management and support services.

Why RelayHealth?

Hill Physicians chose RelayHealth above other similar online messaging services because of their unique business model, which closely aligns them with major health plans and allows providers to be reimbursed for webVisits. We are committed to a partnership with RelayHealth, which will allow us to participate in the evolution of their product to better serve our physicians and patients.

What online services are available through RelayHealth?

eScript®
Transmits prescriptions to any pharmacy and permits online prescription renewal with automatic drug interaction checking and formulary compliance.

Appointment Requests
Allows patients to request, reschedule or cancel appointments online. Includes automated electronic appointment reminders.

Lab Result Requests
Allows patients to request and retrieve lab results online.

webVisit®
An online medical consultation platform, which guides patients through an interactive clinical interview and submits a brief summary of the patient's complaints and symptoms to the physician for evaluation and response.

Phone Messages
Record and electronically route phone messages within your practice.

eReferrals
Transmit patient referrals and communicate with other care team members via secure message or fax.

Practice Web site
Automatically generated, fully customizable web site.

Broadcast Messages
Electronically transmit preventative care reminders and patient education newsletters to targeted patient groups.

How much does the RelayHealth service cost for providers?

There is no cost to the provider to sign up for or utilize RelayHealth. Hill Physicians Medical Group is underwriting the cost of this initiative for all participating physicians.

How much does the RelayHealth service cost for patients?

There is no cost to the patient to sign up for or utilize the administrative messages (appt, lab request, Rx, etc.) with RelayHealth. The only time a patient may incur a charge is when they complete a webVisit and the physician decides to charge them. Prior to completing the webVisit, the patient is made aware of the potential fee (copay or out of pocket) and has to agree to the fee prior to sending the webVisit to the doctor.

WebVisit Charging and Billing

How will I know when to bill for a webVisit®?

The best way to determine if you have any webVisits to bill to Hill Physicians is to run a charge report for each physician in your group on a regular basis. This will help you to identify billable webVisits that have not yet been processed for payment. To do this, sign in to RelayHealth and click Settings. Select the provider's name from the Members category. Then click Charges and Payments from the menu on the left hand side of the page. Enter the report type and the date range you would like to view then click Run Report. You can use this report to enter charges in your billing system for reimbursable webVisits. Do this for each provider who has activated webVisits for his or her patients.

What CPT code do I use?

The webVisit code which was approved by the AMA in January 2004 is 0074T. Please use this CPT code when submitting a webVisit claim to Hill Physicians for reimbursement.

How do I know if I can bill Hill Physicians for a webVisit?

The webVisit charge report that you will be running on a regular basis will include a breakdown of what the health plan is responsible for and what the patient pays. A real-time eligibility check is performed before each patient initiates a webVisit, so if the patient has a benefit for webVisits, this information will appear on your charge report. Blue Shield, Blue Cross and Health Net currently offer a covered benefit for their HMO members.

What is the reimbursement for a webVisit?

WebVisits reimburse at a rate of $25, including the patient's co-payment.

How do I collect the copay from the patient?

RelayHealth collects the patient's co-payment at the point of service through a credit card transaction. This mechanism is also used to collect payment from patients who pay for webVisits out-of-pocket. RelayHealth will also bill the health plan when appropriate for non-Hill Physicians patients and reimburse you directly. RelayHealth will send a check and reimbursement report to the provider on a monthly basis for all fees that were collected on that provider's behalf.

What if the patient ends up coming in for an office visit?

If the provider prefers that the patient come into the office for an examination, he or she can waive the webVisit fees before responding to the patient. If this is done, no charge will be generated when the provider sends a reply to the patient advising him to schedule an appointment. When the patient is seen in the office, you may bill for a regular office visit.

Glossary

Administrative Patient Messages:
Appointment Request, Billing Question, New Patient, and Note To Office message types.

Admin Rights:
Administrative rights, assigned to the group administrator, enable the users to change message routing, set message fees, approve new group members, and set access levels for other group members.

Appointment Request:
A message with structured fields enabling a patient to enter preferred appointment times. A patient may also request to cancel or reschedule existing appointments. When replying with the final appointment time, automatic appointment reminder messages can be enabled.

Approve/Decline Patient Request to Use RelayHealth:
Patients must request permission to communicate with their provider online; providers approve or decline a patient's request to message them online. Both providers and patients can deactivate their online relationship at any time.

Batch Print:
Enables providers or staff to print patient messages by date, provider name, patient name, medical record number, and/or message type.

Billing Question:
A patient-initiated text message regarding billing questions.

Broadcast Tools:
Preventive Care, Online Newsletter, and Self Care Library features designed for patient education.

Charging:
RelayHealth enables providers to charge a fee for webVisit online consultations, if desired. If a fee applies, the patient is advised and their credit card is charged when they open the provider's reply message. Each time a patient is charged, RelayHealth retains a small transaction fee. RelayHealth processes payments and remits a monthly check for fees collected on behalf of the provider. Fees can be administered for four message types: webVisit – New consultation; webVisit – Follow-up consultation; webVisit – Respond to patient reply;

Clinical Patient Messages:
webVisit, Note to Doctor, Rx Renewal Request, Lab/Test Result Request, and Referral Request message types.

Colleague Messages:
Message to Colleague and Refer Patient to Colleague message types.

Customizable Message Features:
Waiting Message Notification and Special Instructions can be applied to RelayHealth messages.

eScript:
Enables providers and designated staff members to prescribe medications to patients online. Prescriptions are entered through RelayHealth, which faxes orders directly to the patient's pharmacy of choice. Staff members may prepare prescriptions or patient renewal requests and route them to a provider for approval, or they may authorize the prescriptions under appropriate protocols. An eScript may be attached to a provider's reply to a patient message, or may be initiated by the practice. eScript automatically displays health plan formulary information and drug interaction alerts to help ensure medical safety.

Group Administrator:
By default, the provider and/or staff member who created the group are designated group administrators. Others can be assigned the role of group administrator by this provider or staff member. The group administrator receives administrative rights, which enable them to assigned to change message routing, set message fees, approve new group members, and set access levels for other group members.

Inbox Access:
There are group, team, and user levels of Inbox access, all of which can be customized for each Inbox to ensure maximum cross-coverage and confidentiality.

Lab/Test Result Request:
A patient-initiated text message requesting test results. provider or staff can reply using a convenient test results template, which populates standard result information such as test names, ranges, and values.

Message Proxy:
Granted by the group administrator or a provider with administrative rights, message proxy enables Staff members to send messages directly to the patient on behalf of the provider. Without message proxy rights, a staff member cannot send a message directly to the patient—they can prepare a message, but a provider must send it to the patient.

Message to Colleague:
A text message practice members send to other practice members or outside colleagues who use RelayHealth.

New Patient:
A system message generated each time a patient requests an online relationship with a provider. Provider or staff subsequently approve or decline online communications with the patient.

Note to Doctor:
A basic patient-authored free-text message. When responding, provider or staff can elect to use an array of RelayHealth clinical tools.

Note to Office:
A patient-initiated text message designed for change-of-address, insurance information, or similar questions.

Online Newsletters:
Patient education newsletters which can automatically be sent to all patients. Providers or a designated staff member can enable the standard RelayHealth Online Newsletter, which is published monthly by specialty, or create their own newsletter by selecting articles from an extensive library. In either case, office update information can be added to each newsletter.

Phone Message:
A text message practice members can send to other practice members to record a phone message.

Preventive Care:
Patient education that can be sent to specific patient groups based on age and gender.

Provider Web Site:
RelayHealth providers receive an automatically generated practice Web site. The Web site can be easily edited to include helpful information like office location, hours, contact information, and the provider's picture.

Refer Patient to Colleague:
A structured provider message automatically populated with patient information for convenient referrals.

Referral Request:
A structured patient-initiated message requesting a referral to a specialist.

Rx Proxy:
Granted by the group administrator or a provider with administrative rights, Rx Proxy enables staff members to send prescriptions on behalf of a provider.

Rx Renewal Request:
A text message containing prescription information for medication a patient would like to renew. Once authorized, RelayHealth automatically faxes renewals directly to the patient's pharmacy of choice.

Self Care Library:
An extensive library of award-winning self care information which can be made available to patients by enabling this feature.

Special instructions:
Custom instructions to the patient that can be added to each message type.

Waiting Message Notification:
Fax or e-mail alerts that notify members whenever a RelayHealth message is delivered to a corresponding Inbox.

webVisit:
An interactive patient interview corresponding to the patient's chief complaint. Patient responses are delivered to providers in a succinct electronic message highlighting pertinent information. Some payors reimburse for the webVisit consultation. webVisit categories include:

Adult Health New Symptom webVisit: For routine, non-urgent adult medical issues
Children's Health New webVisit: Designed for pediatric symptoms
Women's Health New Symptom webVisit: Specific to gynecological and pregnancy-related symptoms
Men's Health New Symptom webVisit: Addresses male health concerns
Ongoing Symptom webVisit: Collects relevant information on chronic conditions
Other Medical Question webVisit: Used when the patient cannot find their specific chief complaint in the list of available webVisits.

Appendix

Administrator Checklist

1. Physicians are registered
   a. Physicians have signed in and accepted the Terms of Use
   b. Office Hours are updated (so patients can see when making an appt request)
   c. Messages are enabled and routed as appropriate
   d. Message Notifications are set (fax/e-mail)
2. Mid-Level Clinicians are registered
   a. Clinicians have signed in and accepted the Terms of Use
   b. Office Hours are updated (so patients can see when making an appt request)
   c. Messages are enabled and routed as appropriate
   d. Message Notifications are set (fax/e-mail)
3. Staff is Registered
4. Custom Inboxes are Created (Front Office, Back Office, Etc)
5. Staff/Physicians have practiced with training messages.
6. Marketing Materials have been ordered and are displayed in office

Message Workflow Scenarios

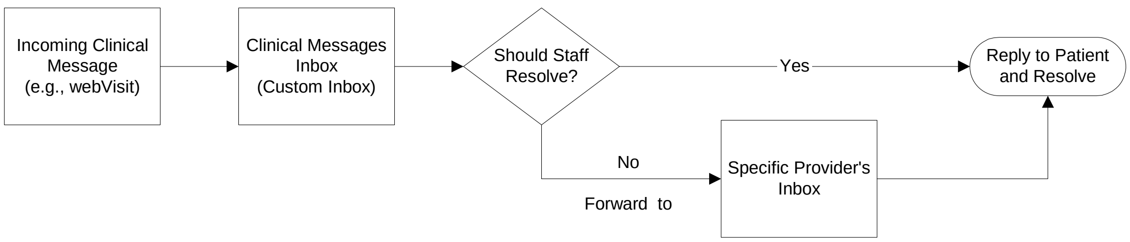
In most practices, staff members handle many patient matters. Messages of a clinical nature are often triaged by nurses or medical assistants, while administrative issues are typically handled by office staff. You can leverage RelayHealth's message routing features to establish similar workflow for your online patient messages.

If, for example, scheduling is typically handled by the receptionist, you can automatically route all appointment requests to the receptionist's personal inbox. If multiple staff members deal with a specific type of patient message—say medication renewals—you can create a custom inbox to which these messages are delivered.

Here are some common workflows medical practices developed to efficiently manage their RelayHealth messages:

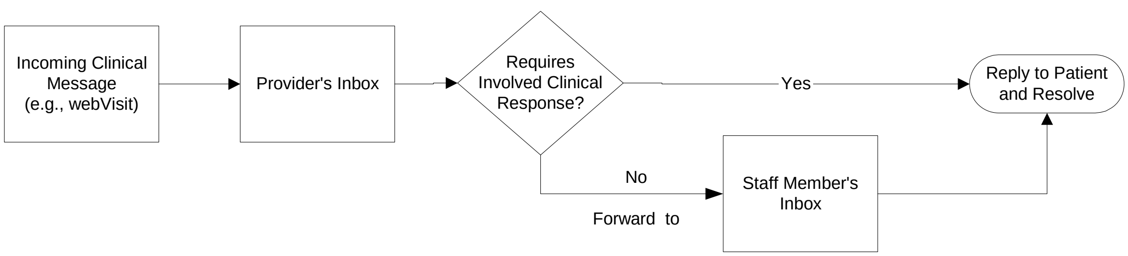
Clinical Message - Staff Triage Model

A patient sends a clinical message to the practice. The message is routed to a Clinical Messages Inbox—a custom inbox managed by the nurses and medical assistants. If the message can be resolved by a staff member, the staff member replies to the patient message. If the message requires a more involved clinical response, the staff member forwards the message to the patient's provider.



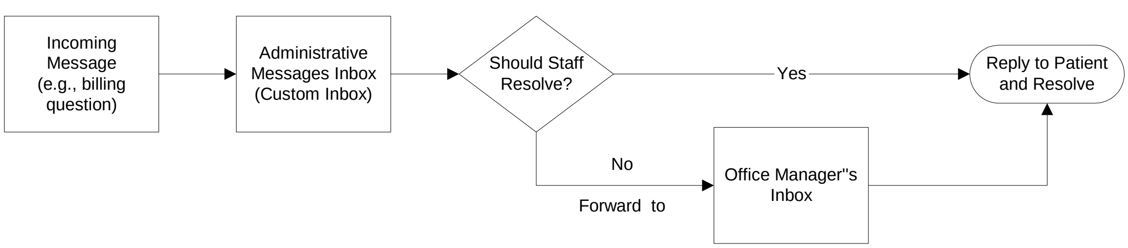
Clinical Message – Direct-to-Provider Model

A patient sends a clinical message to the practice. The message is delivered to the provider's personal inbox. If the message requires an involved clinical response, the provider replies to the patient themselves. If the message can be resolved by a staff member, the provider forwards the message to the appropriate staff employee.



Administrative Message - Staff Triage Model

A patient sends an administrative message, such as a billing question, to the practice. The message is routed to the Administrative Messages Inbox—a custom inbox managed by the group's office staff. If the message can be resolved by a staff member, the staff member replies to the patient message. If the message requires a more involved response, the staff member forwards the message to the office manager.



RelayHealth Secure Messaging Overview

This overview will introduce you to the features of the RelayHealth messaging service. Here we'll define the various RelayHealth features—including the webVisit® and eScript®; take a look at how charging works; and review security features and inbox access.

It's always important to remember that the RelayHealth service is designed to address non-urgent medical questions—like medication refill requests or referrals—from established patients. It is never appropriate for emergency or other time-critical issues, a statement communicated to patients frequently as they use the service.

Patients may send your practice clinical messages (webVisits, prescription renewal requests) or administrative messages (appointment requests, billing questions). Your practice may charge for responses to clinical messages if your medical organization allows it. You may customize certain aspects of a message, such as adding instructions to patients on how and when to use a particular message type, or have the service notify you when you have messages waiting in an Inbox.

Clinical Patient Messages

webVisit: An interactive patient interview based upon the patient's chief complaint. Answers are presented in a succinct message highlighting pertinent information.

Note to Doctor: A basic text message from a patient that can be replied to with an array of clinical tools.

Rx Renewal Request: A structured message containing the prescription information for a medication a patient would like to renew. Renewal authorizations are faxed directly to the patient's pharmacy of choice.

Lab/Test Result Request: A structured message from a patient requesting test results. Providers or staff can reply with a convenient test results template containing standard results information such as test names, ranges, and values.

Administrative Patient Messages

Appointment Request: A message providing structured fields in which the patient enters preferred appointment times. Patients may also use this message type to request to cancel or reschedule existing appointments. The practice can quickly and easily initialize automatic appointment reminder messages when replying with the appointment time.

Billing Question: A text message from a patient regarding billing questions.

New Patient: A system message generated when a patient initially requests to communicate online with their provider. This message allows the provider or staff to approve or decline patient access to the service.

Note to Office: A text message from a patient concerning change of address, insurance updates, or other administrative matters or questions.

Colleague Messages

Message to Colleague: A text message practice members can send to other practice members or outside colleagues who use RelayHealth.

Refer Patient to Colleague: A structured message that automatically incorporates patient information for convenient referrals.

Phone Messages

Phone Message: A text message practice members can send to other practice members to record a phone message. Phone message Templates are also included for your convenience.

Notes