Electronically Embedded:

Librarians and the Electronic Medical Record

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Terminology

- Electronic Medical Records (EMRs)
  - Controlled by & restricted to the clinician/health care system
- Personal Health Records (PHRs)
  - Controlled by the patient
- Integrated Health Record (IHR)
  - A combination of the EMR & PHR

Drivers for EMR Implementation

- Money (especially reimbursement from Medicare)
- Government Regulations
- Patient Safety
- Coordination of Care
- Patient Satisfaction

Statement on the PCMH: President Obama

"I support the concept of a patient-centered medical home, and as part of my health care plan, I will encourage and provide appropriate payment for providers who implement the medical home model, including physician-directed, interdisciplinary teams, care management and care coordination programs, quality assurance mechanisms, and health IT systems which collectively will help to improve care." *President Barack Obama*

Patient-Centered Care/Medical Home Model

- Goal: Right care – right place – right time –every time by the right member of the team.
- Goal: Knowledgeable, activated patient engaged in self management
- Goal: Highly Functional Team, with each member working to the top of his/her licensure

www.planetree.org

PATIENT-CENTERED CARE PRINCIPLE #5:
Empower Veterans through Information and Education

- In order to make good health-care decisions and enhance safe care, veterans and families need to be knowledgeable and informed.
- Veterans are educated in self-care, **receive information on their diagnosis and treatment plan**, and understand any variation from recommended clinical guidelines.
- Veterans have access to their electronic medical record, and may contribute to documentation in their records.
- Veterans are provided decision support to understand treatment choices, **including appropriate library/media resources, computer services and other technology**.
- **Health literacy** and cultural competency are considered in all education and communications to assure that learning occurs.

Opportunities for Librarians

- Excellence in clinical care and evidence-based practice ***requires*** access to knowledge-based resources

- If **team** members are to work to the top of their licensure, they must turn tasks over to more qualified personnel

Librarian!

Opportunities for Librarians

- Patients need appropriate consumer health resources to self-manage
- Health literacy issues

- Patient access to understandable health information can be facilitated by Librarians' consumer health information services (Information Therapy)

Information Rx

http://nnlm.gov/hip/infoRx/

NN/LM Home | About Us | Contact Us | Feedback | Site Map | Help | BOOKMARK

NN/LM National Network of Libraries of Medicine
nnlm.gov

Search: Google™ Custom Search | Google Search

Home | Member Services | Provide Outreach | Resource Sharing & Document Delivery | Health Information on the Web | Funding | Training & Educational Opportunities

Health Sciences Libraries
Information Rx Tool Kit

Welcome to the
Information Rx Tool Kit!

Information Rx is a free program offered by the National Library of Medicine and the American College of Physicians Foundation to assist physicians in referring their patients to MedlinePlus.

The Tool Kit is an online guide to help health sciences librarians promote Information Rx to physicians, patients and their families, and to other libraries and community groups.

Click here to get started

The Website Your Doctor Prescribes

MedlinePlus®
Trusted Health Information for You

Success Stories...

Success Stories
Share your success stories and outreach ideas.

Advantages of Evidence-Based Resources on the EMR toolbar

- Providers' ability to answer clinical questions at the point of care enhances quality & cost-effective care
- Patient Education materials can be reviewed and discussed during the patient's visit, enhancing understanding & satisfaction

Information **Overload**

JMLA January 2013: "The Value of Library and Information Services in Patient Care: Results of a Multisite Study"

Table 8

Physical location you conducted or requested your search for information*

Location	Overall (n=14,046)		Physicians (n=5,078)		Residents (n=2,005)		Nurses (n=5,984)	
Office	7,154	(51%)	3,972	(78%)	841	(42%)	1,729	(29%)
Patient care unit	7,002	(50%)	1,711	(34%)	1,170	(58%)	3,806	(64%)
Home	4,578	(33%)	2,124	(42%)	1,047	(52%)	1,096	(18%)
Library	1,868	(13%)	563	(11%)	499	(25%)	651	(11%)
Other	490	(4%)	182	(4%)	58	(3%)	196	(3%)

* Respondents were able to select all that applied, so column percent does not equal 100.

JMLA January 2013: "The Value of Library and Information Services in Patient Care: Results of a Multisite Study"

Table 9
Access to the information resource used*

Access point	Overall (n=14,544)		Physicians (n=5,230)		Residents (n=2,047)		Nurses (n=6,249)	
On your institution's intranet	7,565	(52%)	2,534	(48%)	1,248	(61%)	3,292	(53%)
On your institution's library website	7,258	(50%)	3,131	(60%)	1,471	(72%)	2,122	(34%)
Search engine such as Google	5,357	(37%)	1,984	(38%)	806	(39%)	2,169	(35%)
Personal/departmental subscription	3,623	(25%)	1,869	(36%)	546	(27%)	960	(15%)
In your institution's library	2,762	(19%)	1,099	(21%)	532	(26%)	896	(14%)
Via patient's electronic medical record	2,558	(18%)	933	(18%)	329	(16%)	1,082	(17%)
Mobile device	2,297	(16%)	1,051	(20%)	632	(31%)	477	(8%)
Asked librarian or library staff	2,043	(14%)	798	(15%)	255	(12%)	773	(12%)
Asked colleague	1,344	(9%)	364	(7%)	142	(7%)	720	(12%)

* Respondents were able to check all that applied, so column percent does not equal 100.

SEA Currents

Newsletter of the NN/LM Southeastern/Atlantic Region

GO

Categories

- Advocacy
- Employment
- For The Region
- Funding
- NLM/NIH News
- Outreach
- Technology

Pages

- SEA Currents Archives: 2001-2005
- Upcoming Events in Our Region

Archives

- March 2013

« Online Class:Super Searcher: Enhancing Your Online Search Super Powers - February 11, 2013-March 17, 201
NN/LM Disaster Communication Summit in Chicago »

Breaking an Electronic Health Record System: a sandbox workshop – 4 CE MLA

Instructor: PJ Grier, Outreach and Access Coordinator, SE/A RML

Dates: Upon request throughout 2013

Note:
This is the second class in the NN/LM SE/A Health Information Technology (HIT) series, and is held in-person. Prior to attending this class, students should have a working knowledge of national healthcare policies underlying the institutional adoption of EHRs. Students are encouraged to gain this knowledge on their own, through the Office of the National Coordinator or to enroll in the first class of the series, entitled "*Informatics for librarians: peeling the onion*."

Abstract

The overall objective of this course is to give librarians an opportunity to "touch and feel" the functionality of a certified electronic health record system (EHR-S) in a "safe harbor" environment. Because many clinical health sciences librarians are currently excluded from accessing their institutional electronic health record system (EHR-S) on an operational, day-to-day basis, this class provides that opportunity, albeit in a "practice" environment.

com Micros... Outlook - jm_schneider@m...

Safety Tools

New Reply Delete Archive Junk Sweep Move to Categories ...

National Network of Libraries of Medicine

Southeastern Atlantic Region

New SEA Currents posting!

This is to let you know that a new SEA Currents article has become available. You can find this article online here.

For simplicity's sake, we've posted the article below:

Electronic Health Record (EHR) information resources on the NET

By PJ Grier, Outreach and Access Coordinator, NN/LM, SE/A Region

Do you want quick access to published literature on EHRs? If you answered yes, then there is a readily available PubMed search accessible from the main landing page under *Topic Specific Queries.* Tweak the search with limits as needed, run it, and if satisfied, insert it into your NCBI account as a "named" *saved search* for future use. Though not a MeSH heading, a suggestion is to incorporate the term "app" to the search to yield results that include mobile, clinical, and consumer "app" technologies.

Due to institutional adoptions of EHRs, you may need to keep current with news of the latest trends. Below is a generalized list of resources culled from the Internet. The list is updated frequently as it is also used in the NN/LM SE/A

VA's Computerized Patient Record System (CPRS)

VistA CPRS in use by: Doctor,Beth (SLCacct)

File Edit View Tools Help

CPRSPATIENT,TEN
000-89-9863 Aug 21,1949 (55)

ANC Mar 19,01 14:00
Provider: CPRSDOCTOR,TWO

HBPC / CPRSdoctor,Five

Flag | Remote Data | Postings AD

Active Problems

- Unspecified Fall (ICD-9-CM E888.9)
- Urinary Retention
- Ventral Hernia Nec (ICD-9-CM 553.2
- Hyponatremia (ICD-9-CM 276.1)
- Depression
- Low Back Pain
- Hypertension

Allergies / Adverse Reactions

- Ibuprofen
- Topamax 15mg Capsule
- Garlic Oil

Postings

Allergies
Hbpc Dnr Feb 04,2004
Hbpc Dnr Jun 12,2003
Hbpc Dnr Nov 13,2002
Hbpc Advance Directives Implementation

Active Medications

Artificial Tears Methylcellulose	Active
Lubricating (pf) Oph Oint	Active
Calcium 500mg/Vitamin D 200unt Tab	Active
Docusate Na 100mg Cap	Active
Tamsulosin Hcl 0.4mg Cap	Active
Potassium Chloride 10meq Sa Tab	Active
Cyanocobalamin 1000mcg Tab	Active
Salmeterol 50mcg/Blstr Po Inhl Diskus 60	Suspended
Mirtazapine 30mg Tab	Active
Furosemide 40mg Tab	Active
Sennosides 8.6mg Tab	Active
Non-VA Magnesium Oxide 420mg Tab	Active

Clinical Reminders — Due Date

No data found

Recent Lab Results

No data found

Vitals

T	99.7 F	Feb 07,2004 17:26	(37.6 C)
P	69	Feb 07,2004 17:26	
R	18	Nov 18,2003 10:57	
BP	125/69	Feb 07,2004 17:26	
HT	68 in	Nov 18,2003 10:57	(172.7 cm)
WT	217 lb	Nov 18,2003 10:57	(98.6 kg)
PN	6	Feb 07,2004 17:26	

Appointments/Visits/Admissions

No data found

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

VA's Computerized Patient Record System

VistA CPRS in use by: Schneider,Janet M (vistaserver.tampa.med.va.gov)

File Edit View Action Options Tools Help

ZZDEMO,CHUCK
000-00-3333 May 02,1977 (28)

Visit Not Selected
Current Provider Not Selected

Primary Care Team Unassigned

Flag | Remote Data | Postings WAD

Last 50 Signed Notes

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- Jan 26,06 INFORMED I
- Jan 24,06 MOVE! INITI
- Jan 24,06 NURSING N
- Jan 19,06 DIABETES E
- Jan 18,06 ADMINISTR

Addendum to: DIABETES EDUCATION NOTE Mar 15,2006@14:31 SCHNEIDER,JANET M Change...
Vst: 01/10/06 BRO MOVE RN

Mr. Zzdemo visited the Patients' Library after Diabetes class. He expressed great concern with lifestyle changes and ability to monitor blood glucose. Checked video "Diabetes home video guide: skills for self-care" out to him; encouraged him to take notes and list questions for next clinic visit. Referred him to web sites My HealtheVet and American Diabetes Association. Also gave handout on how to set goals and make action plans to make small incremental steps to make lifestyle changes. Confirmed that he had telephone number for Diabetes Educator.

Templates
Reminders
Encounter
New Note

<No encounter information entered>

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

VistA CPRS in use by: Schneider,Janet M (vista.tampa.med.va.gov)

File Edit View Tools Help

- Accessories
- Documents
- Imaging
- Medical Library/Clinical Resources
  - Medical Dictionary
  - Micromedex
  - UpToDate
  - Visual Dx
- Patient Education
- Patient Safety
- Primary Care Almanac
- Programs
- Secure Messaging
- Service Tools
- Graphing... Ctrl+G
- Lab Test Information...
- Options...

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Primary Care Team Unassigned

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Active Problems
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- Depression
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- $ Chf (ICD-9-CM
- Other Follow-

Postings
Advance Directive Discussion

Active Medication
Non-VA Multivita

linical Reminders	Due Date
llergy File Entry Required	DUE NOW
lu Shot (2011-2012)	DUE NOW
'neumococcal Vaccination	DUE NOW
OBACCO USE SCREEN F 09	Sep 26,08
Alcohol Use Screen (AUDIT-C)	Sep 27,08
Depression Screening	DUE NOW
Non-VA Medication Update	DUE NOW
Fall Screen	DUE NOW
Geriatric (IADL) Functional Screen	DUE NOW
Geriatric (Katz) Functional Screen	DUE NOW

Recent Lab Results
No Orders Found.

Vitals

T	98.3 F	Mar 18,2009 15:02	(36.8 C)	
P	68	Mar 18,2009 15:02		
R	20	Mar 18,2009 15:02		
BP	140/72	Mar 18,2009 15:02		CUFF-AUTOMATED
HT	68 in	Mar 18,2009 15:02	(172.7 cm)	
WT	164 lb	Mar 18,2009 15:02	(74.4 kg)	ACTUAL
PN	7	Feb 01,2010 11:28		

Appointments/Visits/Admissions
No data found

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

VistA CPRS in use by: Schneider, Janet M. (vista.tampa.med.va.gov)

File Edit View Tools Help

- Accessories
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- Patient Safety
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Active Problems
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PN	7	Feb 01,2010 11:28		

Appointments/Visits/Admissions
- No data found

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

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VistA CPRS in use by: Schneider,Janet M (vista.tampa.med.va.gov)

File Edit View Tools Help

- Accessories
- Documents
- Imaging
- Medical Library/Clinical Resources
- Patient Education
- Patient Safety
- Primary Care Almanac
- Programs
  - BCMA
  - Event Capture Interface
  - GroupNotes
  - iMedConsent
  - IO
  - My HealtheVet
  - NAVpro
  - ROES3
  - VIC Issuer
  - VistA
  - Vitals
- Secure Messaging
- Service Tools
- Graphing... Ctrl+G
- Lab Test Information...
- Options...

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Primary Care Team Unassigned

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Active Problems
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- Other Follow-U

Postings
Advance Directive Discussion

Active Medications
Non-VA Multivitan

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	DUE NOW

Recent Lab Results
No Orders Found.

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PN	7	Feb 01,2010 11:28	

Appointments/Visits/Admissions
No data found

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

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My Health, My Care: 24/7 Online Access to VA

www.myhealth.va.gov

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Search All VA Web Pages
Search
» Open Advanced Search

Home | Veteran Services | Business | About VA | Media Room | Locations | Contact Us | Related Links

My healthevet

My HealtheVet is the VA's Personal Health Record. It was designed for Veterans, active duty Servicemembers, their dependents and caregivers. My HealtheVet helps you partner with your health care team. It provides you opportunities and tools to make informed decisions.

All users who have a My HealtheVet account are able to view their self-entered information. If you are a Veteran enrolled at a VA facility and have an *upgraded account, you may be able to view:

- Information you self-entered into My HealtheVet
- Parts of your official VA health record (as it becomes available)
- Your **Department of Defense (DoD) Military Service Information**

In the past year, more features have been added that allow you to view VA appointments and check lab results. The most popular feature is still online prescription refills. You can also view your prescription history. If you have an upgraded account, you may also send a non-urgent Secure Message to participating members of your VA health care team. Secure Messaging is safe and secure, because the messages you send and receive are all kept within My HealtheVet.

Already a Member?

Go to My HealtheVet Enter Here

Go to the main My HealtheVet home page to start managing your health care online.

Not Registered?

Register Today! Start Here

First Time Registration?

If you are already enrolled at a VA facility, be sure to check the 'VA Patient' option and include your full name, including middle name if applicable, your date of birth, SSN and gender.

Blue Button Download My Data

Learn what the Blue Button can do for you

Labs, appointments, prescriptions, and other medical records are part of the Blue Button. Did you know the newest feature includes Military Occupational Specialty codes that can assist Veterans in linking military occupations

Suicide Prevention Hotline

If you are in crisis call:
1-800-273-TALK (8255)

eBenefits
My Gateway To Benefit Information
www.ebenefits.va.gov

In-Person Authentication (IPA)

United States Department of Veterans Affairs

VA Home

My healthevet

May 2010 Women's Health Month

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search: GO

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY

VA BENEFITS | EVENTS + PROGRAMS | VA HONORS VETERANS | GET INVOLVED | NEWS

- News
- VA News
- **In The Spotlight**
  - In The Spotlight
  - In The Spotlight Archive

In-Person Authentication

In-Person Authentication (IPA) is a process used to verify a My HealtheVet (MHV) user's identity. Registered MHV users who are VA patients that have completed the IPA process will be able to view the names of their VA prescriptions.

Before In Person Authentication can occur, several requirements must be met:

- The user must be registered as a VA patient in their MHV account
- The user must view the MHV Orientation Video
- The user must download, read and sign the VA Form, 10-5345a-MHV (PDF)
- The user must present a form of government issued photo identification to a qualified VA staff member at their VA facility to be physically proofed

VA medical facilities currently use a manual process to allow VA patients access to paper copies of their medical records. Completing the In-Person Authentication process is the first step in providing on-line access to copies of key portions of VA medical records. Initially, once IPA has been completed, medication names will be available. In the future, other portions of your VA electronic medical record will become accessible on-line through your MHV account as part of your Personal Health Record. Notices will be posted to our website as each portion of the medical record becomes available on-line.

MHV Orientation Video

High-Speed Connection	*Low-Speed Connection*

Member Login

User ID:

Password:

Login

Forgot User ID?
Forgot Password?
First time My HealtheVet user?
Register today!
REGISTER

Related Links

- House Committee on Veterans' Affairs

Select Date Range

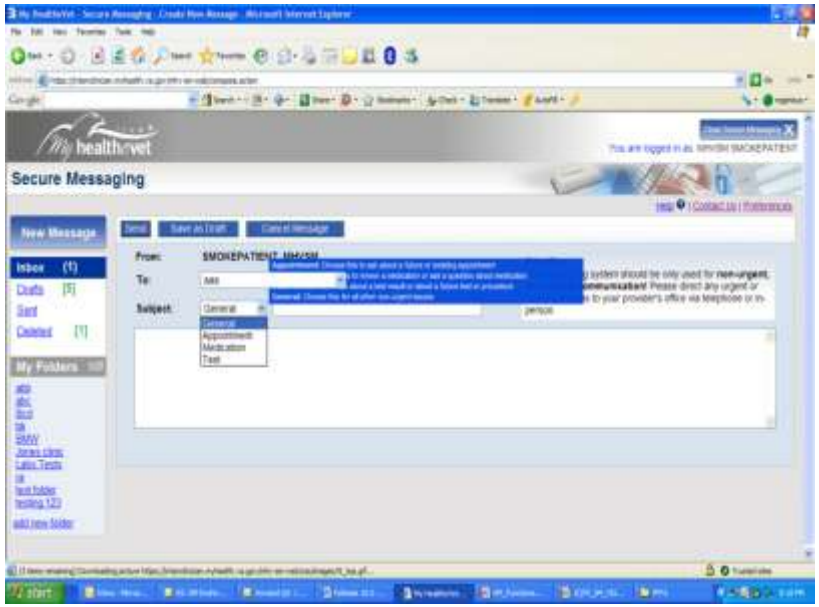
- ○ 3 Months
- ◉ 6 Months
- ○ 1 Year
- ○ Select Date Range Start Date: Jul 22 2012
  Jan 22 2013

Select Types of Information

- ○ Self Reported Information only
- ○ VA and DoD Information only
- ○ All Types of Information
- ◉ Select one or more types of information

SELF REPORTED INFORMATION	VA HEALTH INFORMATION
☐ Activity Journal, Self Reported	☐ VA Admissions and Discharges *
☐ Allergies, Self Reported	☐ VA Allergies *
☐ Family Health History, Self Reported	☐ VA Appointments * (future)
☐ Food Journal, Self Reported	☐ VA Appointments * (limited to past 2 years)
☐ Health Care Providers, Self Reported	☐ VA Demographics *
☐ Health Insurance, Self Reported	☐ VA Electrocardiogram (EKG) *
☐ Immunizations, Self Reported	☐ VA Immunizations *
☐ Labs and Tests, Self Reported	☐ VA Laboratory Results: Chemistry/Hematology/Microbiology *
☐ Medical Events, Self Reported	☐ VA Medication History
☐ Medications and Supplements, Self Reported	☐ VA Notes *
☐ Military Health History, Self Reported	☐ VA Pathology Reports: Surgical Pathology/Cytology/Electron Microscopy *
☐ Treatment Facility, Self Reported	☐ VA Problem List *
☐ Vitals And Readings, Self Reported	☐ VA Radiology *

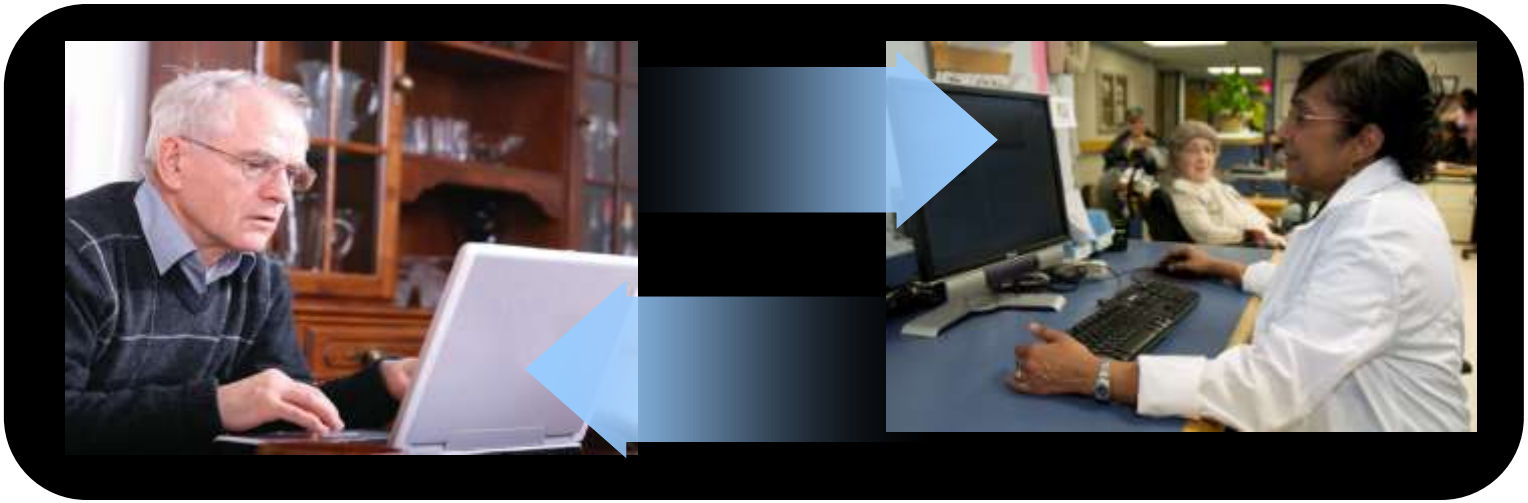
Secure Messaging Overview



Secure Messaging is a new *e*Health clinical service that includes an online tool for secure electronic communication between patients and their health care teams.

- Only for non-urgent communication
- Patients can request appointments, prescription renewals, ask health or administrative questions, etc.
- Health care team responds within 3 business days
- Patients and care team receive notifications of new Secure Messages via e-mail
- Patients must be In-Person Authenticated (IPA) to participate

Secure Messaging	E-mail
Can only be sent to other Secure Messaging participants	Can be sent to anyone with an e-mail address
Messages are non-reputable because authorship is guaranteed	Message authorship can be denied because authorship can be faked
Allows for triaging of messages prior to clinician involvement	Designed to have messages read by the addressee only
Messages can be made part of the patient's VA electronic health record	Totally separate from patient health records
Launched from My Health*e*Vet and Computerized Patient Record System (CPRS); requires no special software	Requires the launch of a separate application or browser instance
Does not require the users to have e-mail service	Requires users to have e-mail service
Automated escalation process to facilitate timely responses	By default, messages can sit in an Inbox indefinitely
Self-contained within the My Health*e*Vet system which resides behind VA firewalls	Requires an e-mail server that is usually shared with other systems



- Increased patient satisfaction
- Improved self-management
- Improved accessibility
- Minimize “telephone tag”
- Provides patients with a sense of “personal touch”

- Improved patient-provider collaboration
- Communicate with patients between visits
- Increased opportunity for information sharing

United States Department of Veterans Affairs

VA Home

My healthevet

March 2010

Foot Health Month!

Nutrition Month!

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search: GO

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY | SECURE MESSAGING

LEARN ABOUT | WHAT'S NEW? | COMING SOON

In the Spotlight

Talk With Your Healthcare Provider

MARCH 2010

When you visit your healthcare provider, you may find they have many patients to see. As a result, your visit may be shorter than you might like. Do not despair! There are ways to make the most of every visit. If you work as partners, you and your healthcare provider can come away from each visit feeling more satisfied. One way to improve your visit is for you to come prepared. Another way to improve your visit is to speak up. Be involved in your healthcare and do things to make your visits helpful. Read More »

Healthy Eating for Diabetics

Healthy eating starts by using the plate method to ensure a balanced meal. You can add low starch vegetables. You can eat more fiber. You can control the amount of carbohydrate you eat each day. Read More »

How to Prevent Diabetic Foot Problems

If you are a diabetic, it is important to practice good foot care. Did you know that diabetes is a leading cause of foot problems? Make foot care an important part of your healthcare.

Read More »

We Thank You for Your Service

- Prescription Refill
- Emergency Contacts
- Providers & Physicians
- Vitals & Readings
- Military Health History
- Medical Library
- VA Honors Veterans

Virtual Tour

Get a peek at the many features you can find on My HealtheVet . You can view it online or save it to your PC.

Download (ZIP 4.8Mb) »

Watch the tour now »

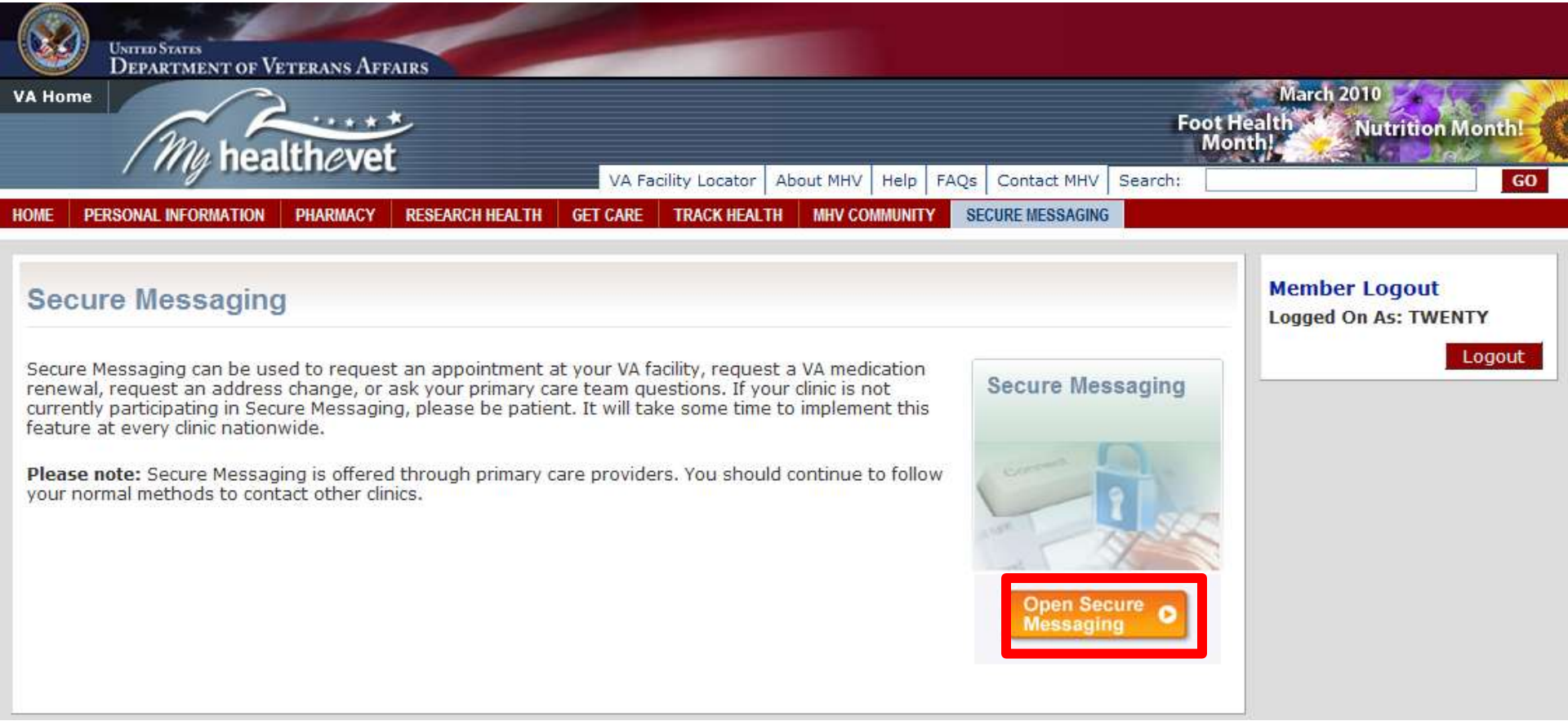
Member Logout

Logged On As:
TWENTY

Logout

Quick Links

- VA National Suicide Prevention Hotline
  If you are in crisis call: 1-800-273-TALK (8255)
- In-Person Authentication
- Flu Information
- My HealtheVet Learning Center
- VA Mental Health Services
- View the MHV Virtual Tour (Best viewed with Flash 8.0)
- Rx Refill Guide
- Rx Refill


United States
Department of Veterans Affairs
VA Home
My healthevet
March 2010
Foot Health Month!
Nutrition Month!
VA Facility Locator
About MHV
Help
FAQs
Contact MHV
Search:
GO
HOME
PERSONAL INFORMATION
PHARMACY
RESEARCH HEALTH
GET CARE
TRACK HEALTH
MHV COMMUNITY
SECURE MESSAGING
Secure Messaging
Secure Messaging can be used to request an appointment at your VA facility, request a VA medication renewal, request an address change, or ask your primary care team questions. If your clinic is not currently participating in Secure Messaging, please be patient. It will take some time to implement this feature at every clinic nationwide.
Please note: Secure Messaging is offered through primary care providers. You should continue to follow your normal methods to contact other clinics.
Secure Messaging
Open Secure Messaging
Member Logout
Logged On As: TWENTY
Logout

Veteran's Inbox

My healthevet

Close Secure Messaging

You are logged in as: TWENTY MHVNTEPATIENT

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (0)

Drafts [0]

Sent

Deleted

My Folders edit

Completed

add new folder

Inbox

Delete Selected | Move Selected to ... | Move

Messages 0 to 0 of 0

From	Subject	Date
	No Messages Found	

Select: All, None, Read, Unread

Messages 0 to 0 of 0

My healthevet

Close Secure Messaging X

You are logged in as: TWENTY MHVNTEPATIENT

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (0)

Drafts [0]

Sent

Deleted

My Folders edit

Completed

add new folder

Send | Save as Draft | Cancel Message

From: MHVNTEPATIENT, TWENTY

To: MHVNTETRIAGE1

- MHVNTETRIAGE1
- MHVNTETRIAGE2
- MHVNTETRIAGE3
- MHVNTETRIAGE4
- MHVNTETRIAGE5

Subject:

Compose

Attention
This messaging system should be only used for **non-urgent, non-critical communication!** Please direct any urgent or critical concerns to your provider's office via telephone or in-person.

Use a Predefined Message? -- Select a Message Format -- Apply

My healthevet

Close Secure Messaging X

You are logged in as: TWENTY MHVNTEPATIENT

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (0)

Drafts [0]

Sent

Deleted

My Folders edit

Completed

add new folder

Send | Save as Draft | Cancel Message

From: MHVNTEPATIENT, TWENTY

To: MHVNTETRIAGE1

Subject:

Compose Message:

Attention

This messaging system should be only used for **non-urgent, non-critical communication!** Please direct any urgent or critical concerns to your provider's office via telephone or in person.

Use a Predefined Message? -- Select a Message Format -- Apply

- Select a Message Format --
Administrative Question
Appointment Request
Change of Address Request
Health Information Question
Lab or Test Results Question
Medication Prescription Question

My healthevet

Close Secure Messaging X

You are logged in as: TWENTY MHVNTEPATIENT

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (0)

Drafts [0]

Sent

Deleted

My Folders edit

Completed

add new folder

Send | Save as Draft | Cancel Message

From: MHVNTEPATIENT, TWENTY

To: MHVNTETRIAGE1

Subject: Schedule Routine Appointment

Attention
This messaging system should be only used for **non-urgent, non-critical communication!** Please direct any urgent or critical concerns to your provider's office via telephone or in-person.

Compose Message: Use a Predefined Message? Appointment Request Apply

```
Please note that we need 3 business days to respond to secure messaging

[ ] I received a recall letter/post card/phone CALL TO schedule a follow up appointment

[ ] I am due FOR an appointment

[ ] Other (please enter information here INCLUDING NAME AND LOCATION OF clinic

Please let us know IF you would prefer a morning OR afternoon appointment.  IF possible, we will try TO
give you
```

My healthevet

Close Secure Messaging X

You are logged in as: TWENTY MHVNTEPATIENT

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (0)

Drafts [0]

Sent

Deleted

My Folders edit

Completed

add new folder

Send | Save as Draft | Cancel Message

From: MHVNTEPATIENT, TWENTY

To: MHVNTETRIAGE1

Subject: Schedule Appointment

Attention
This messaging system should be only used for **non-urgent, non-critical communication!** Please direct any urgent or critical concerns to your provider's office via telephone or in-person.

Compose Message:

Use a Predefined Message? -- Select a Message Format -- Apply

```
Can you please schedule an appointment with my doctor on May 1st at 11am?

Thank you,
Twenty MHVNTEPatient
```

Veteran's Inbox

My healthevet

Close Secure Messaging

You are logged in as: TWENTY MHVNTEPATIENT

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (1)

Drafts [0]

Sent

Deleted

My Folders edit

Completed

add new folder

Inbox

Delete Selected | Move Selected to ... | Move

Messages 1 to 1 of 1

From	Subject	Date
MHVPERFSMDOCTOR, ALFRED ONE	Schedule Appointment	05/04/2010 03:13 PM

Select: All, None, Read, Unread

Messages 1 to 1 of 1

My healthevet

Close Secure Messaging X

You are logged in as: TWENTY MHVNTEPATIENT

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (0)

Drafts [0]

Sent

Deleted

My Folders edit

Completed

add new folder

Reply | Move Selected to ... | Move | Delete Message | Close

Sent: 05/04/2010 03:13 PM
From: MHVPERFSMDOCTOR, ALFRED ONE
To: MHVNTEPATIENT, TWENTY
Message ID#: 1388677
Subject: Schedule Appointment

Your appointment has been scheduled for May 1, 2010 at 11:15am EST with Dr. MHVPERFSMDoctor at the Martinsburg VA Medical Center.

Previous Messages in Thread

------Original Message----------
Sent: 05/04/2010 03:08 PM
From: MHVNTEPATIENT, TWENTY
To: MHVNTETRIAGE1
Subject: Schedule Appointment

Can you please schedule an appointment with my doctor on May 1st at 11am?

Thank you,
Twenty MHVNTEPatient

My healthevet

Close Secure Messaging X

You are logged in as: TWENTY MHVNTEPATIENT

Secure Messaging

Help

New Message

Inbox (0)

Drafts [0]

Sent

Deleted

My Folders edit

Completed

add new folder

Preferences

New Message Notification

Receive email notification of the arrival of new messages.

Email:

ME@MYIPA.COM

Notify Me:

None

None
All messages
Once daily

Apply

Participation Status

Press Button to Opt out of Secure Messaging.

Opt Out of Secure Messaging

VistA CPRS in use by: Schneider, Janet M. (vista.tampa.med.va.gov)

File Edit View Tools Help

- Accessories
- Documents
- Imaging
- Medical Library/Clinical Resources
- Patient Education
- Patient Safety
- Primary Care Almanac
- Programs
- Secure Messaging
- Service Tools
- Graphing... Ctrl+G
- Lab Test Information...
- Options...

ZZDELETED,U
000-00-2121

ted
ot Selected

Primary Care Team Unassigned

Flag | VistaWeb | Remote Data | Postings D

Active Problems
* Anxiety Disord
Fitting And Ad
Coronary Arter
Depression
* Cough
$ Chf (ICD-9-CM
Other Follow-U

ons

Postings
Advance Directive Discussion

Active Medications
Non-VA Multivitan

ical Reminders	Due Date
llergy File Entry Required	DUE NOW
lu Shot (2011-2012)	DUE NOW
neumococcal Vaccination	DUE NOW
OBACCO USE SCREEN FY09	Sep 26,08
Alcohol Use Screen (AUDIT-C)	Sep 27,08
Depression Screening	DUE NOW
Non-VA Medication Update	DUE NOW
Fall Screen	DUE NOW
Geriatric (IADL) Functional Screen	DUE NOW
Geriatric (Katz) Functional Screen	DUE NOW

Recent Lab Results
No Orders Found.

Vitals

T	98.3 F	Mar 18,2009 15:02	(36.8 C)	
P	68	Mar 18,2009 15:02		
R	20	Mar 18,2009 15:02		
BP	140/72	Mar 18,2009 15:02		CUFF-AUTOMATED
HT	68 in	Mar 18,2009 15:02	(172.7 cm)	
WT	164 lb	Mar 18,2009 15:02	(74.4 kg)	ACTUAL
PN	7	Feb 01,2010 11:28		

Appointments/Visits/Admissions
No data found

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

start | 5 Microsoft... | http://larch.... | Amazon.com... | CPRS - Patie... | Microsoft Po... | 11:58 AM

Secure Message Notification - Message (Plain Text)

Message

Reply | Reply to All | Forward | Delete | Move to Folder | Create Rule | Other Actions | Block Sender | Safe Lists | Not Junk | Categorize | Follow Up | Mark as Unread | Find | Related | Select | Send to OneNote

Respond | Actions | Junk E-mail | Options | Find | OneNote

From: MHV@va.gov

Sent: Tue 4/20/2010 7:38 PM

To:

Cc:

Subject: Secure Message Notification

You have one or more new Secure Messages waiting to be read. Please access Secure Messaging through the CPRS Tools menu to read the message(s). To change the frequency of this notification, access Secure Messaging, click on Preferences and under New Message Notification, select another option from the Notify Me: dropdown menu.

Go to https://perfsmclinician.myhealth.va.gov/mhv-sm-web/loginClinicianIntegration.action?station=658&DUZ=50246 to log into Secure Messaging. If you have problems opening the URL by clicking on it, copy and paste the entire link into your web browser's address window.

Please do not reply to this message.

My HealtheVet - Secure Messaging - Inbox - Windows Internet Explorer provided by James A. Haley Veterans Hospital

http://smclinician.myhealth.va.gov/mhv-sm-web/login.jsp;jsessionid=3GTJPhGXkTCQq3J1QG0Jp1slhLqd2q1CSnHxsJ1knLgJy

File Edit View Favorites Tools Help Links Alexa Customize Links Free Hotmail Google Marker Microsoft RefGrab-It bookmarklet

Amazon.com: Wish List | My HealtheVet - Secure ...

My healthevet

Close Secure Messaging X

Secure Messaging

Please log in using your Network ID and password

Username:

Password:

Login

Done Trusted sites 100%

start 5 Microsoft ... http://larch.c... My HealtheVe... CPRS - Patien... Microsoft Po... 11:58 AM

My healthevet

Close Secure Messaging

You are logged in as: ALFRED ONE MHVPERFSMDOCTOR

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (7)

Escalated [0]

Drafts [0]

Sent

Completed

Deleted

My Folders edit

add new folder

Inbox

Display: All Apply

Delete Selected | Move Selected to ... | Move

Messages 1 to 7 of 7

From	To	Subject	Date	Assigned	Status
MHVNTEPATIENT, TWENTY	MHVNTETRIAGE1	Schedule Appointment	05/04/2010 03:08 PM		
MHVNTEPATIENT, EIGHTEEN	MHVNTETRIAGE1	Request Lab Results	05/04/2010 03:06 PM		
MHVNTEPATIENT, SEVENTEEN	MHVNTETRIAGE1	Lab Results	05/04/2010 03:04 PM		
MHVNTEPATIENT, SIXTEEN	MHVNTETRIAGE1	Medication Renewal	05/04/2010 03:02 PM		
MHVNTEPATIENT, FOURTEEN	MHVNTETRIAGE1	What's Up Doc?!	05/04/2010 03:00 PM		
MHVNTEPATIENT, ELEVEN	MHVNTETRIAGE1	TUMS?	05/04/2010 02:58 PM		
MHVNTEPATIENT, NINE	MHVNTETRIAGE1	Chest Pains	05/04/2010 02:55 PM		

Select: All, None, Read, Unread

Messages 1 to 7 of 7

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (6)

Escalated [0]

Drafts [0]

Sent

Completed

Deleted

My Folders edit

add new folder

Reply | Move Selected to ... | Move | Save as CPRS Progress Note | Delete Message | Close

Next Message

Sent: 05/04/2010 03:08 PM
From: MHVNTEPATIENT, TWENTY *[SSN: 0020]*
To: MHVNTETRIAGE1
Message ID#: 1388668
Subject: Schedule Appointment

Can you please schedule an appointment with my doctor on May 1st at 11am?

Thank you,
Twenty MHVNTEPatient

Previous Messages in Thread

Internal Healthcare Team Communications

Assign to:

Select Assignee

Message Status:

Enter a Comment:

Submit

THIS INFORMATION IS NOT INCLUDED IN MESSAGES SENT TO PATIENTS

Previous Comments:

Secure Messaging

New Message

Inbox (6)

Escalated [0]

Drafts [0]

Sent

Completed

Deleted

My Folders edit

add new folder

Send | Cancel Message

From: MHVPERFSMDOCTOR, ALFRED ONE (MHVNTETRIAGE1)

To: MHVNTEPATIENT, TWENTY *[SSN: 0020]*

Message ID#: 1388667

Subject: Schedule Appointment

Compose Reply:

Use a Predefined Message? -- Select a Message Format -- Apply

Your appointment has been scheduled for May 1, 2010 at 11:15am EST with Dr. MHVPERFSMDoctor at the Martinsburg VA Medical Center.

Previous Messages in Thread

------Original Message----------
Sent: 05/04/2010 03:08 PM
From: MHVNTEPATIENT, TWENTY *[SSN: 0020]*
To: MHVNTETRIAGE1
Subject: Schedule Appointment

Can you please schedule an appointment with my doctor on May 1st at 11am?

Thank you,
Twenty MHVNTEPatient

Internal Healthcare Team Communications

Assigned to:

Message Status:

THIS INFORMATION IS NOT INCLUDED IN MESSAGES SENT TO PATIENTS

Previous Comments:

Secure Messaging

New Message
Inbox (6)
Escalated [0]
Drafts [0]
Sent
Completed
Deleted
My Folders edit
add new folder

Send | Cancel Message

From: MHVPERFSMDOCTOR, ALFRED ONE (MH
To: MH
Message ID#: 138
Subject: Sc

Compose Reply

Select a Message Format -- Apply

Your appointm
Martinsburg V

MHVPERFSMDoctor at the

Previous Messa

------Original Mess
Sent: 05/04/2010 0
From: MHVNTEPA
To: MHVNTETRIAC
Subject: Schedule

Can you please sc

Thank you,
Twenty MHVNTEPatient

Finish Message Options

You have replied to a message that has not been assigned. This message has been automatically assigned to you. You may choose to assign it to a different member of your triage team, or leave it assigned to you.

Assign To: MHVPERFSMDOCTOR, ALFRED ONE

Would you like to change the status of this message to Complete?
(•) Yes ( ) No

Save Message as a CPRS Progress Note?
( ) Yes (•) No

Enter any comments below for the Healthcare Team (not included in messages sent to patient)

Done | Cancel

Internal Healthcare Team Communications

Assigned to:
MHVPERFSMDOCTOR, ALFRED ONE

Message Status:

THIS INFORMATION IS NOT INCLUDED IN MESSAGES SENT TO PATIENTS

Previous Comments:

Secure Messaging

New Message

Inbox (0)
Escalated [0]
Drafts [0]
Sent
Completed
Deleted

My Folders edit
add new folder

Save Message as a CPRS Progress Note

Create CPRS Progress Note

Patient Name:
MHVNTEPATIENT, EIGHTEEN

Facility:
SALEM VAMC

Date:
05/04/2010 03:29 PM

Message Content to Save as a CPRS Progress Note:

------Original Message----------
Sent: 05/04/2010 03:06 PM
From: MHVNTEPATIENT, EIGHTEEN
To: MHVNTETRIAGE1
Subject: Request Lab Results

What are the results from my blood work from yesterday? Please explain levels.

Thanks,
Eighteen MHVNTEPatient

------Original Message----------
Sent: 05/04/2010 03:28 PM
From: MHVPERFSMDOCTOR, BERNICE TWO
To: MHVNTEPATIENT, EIGHTEEN
Subject: Request Lab Results

Explain levels.

Save as CPRS Progress Note | Cancel

VistA CPRS in use by:

File Edit View Action Options Tools Vista Apps Help

MHVZZVISNTWENTY,TEST 666-66-2000 Jan 01,2001 (9) | Visit Not Selected Provider: | Primary Care Team Unassigned | MHV Flag VistaWeb Remote Data | No Postings

Last 200 Signed Notes

- All signed notes
  - Psychiatry - Attending
  - Secure Messaging

Visit: 04/20/10 SECURE MESSAGING, SECURE MESSAGING,

Date	Title	Author	Location
Apr 20,10	SECURE MESSAGING		SECURE MESSAGING
Jan 06,10	SECURE MESSAGING		SECURE MESSAGING

```
 LOCAL TITLE: SECURE MESSAGING
STANDARD TITLE: MHV DIALOG NOTE
DATE OF NOTE: APR 20, 2010@16:34:06  ENTRY DATE: APR 20, 2010@09:34:10
      AUTHOR:                        EXP COSIGNER:
     URGENCY:                              STATUS: COMPLETED

------Original Message-----------------------
Sent:  04/20/2010 11:30 AM
From:  MHVZZVISNTWENTY, TEST
To:            Primary Care_Portland
Subject:  Prescription

Hey Doc:  Can you please renew my prescription?

Your patient.

------Original Message-----------------------
Sent:  04/20/2010 11:32 AM
From:
To:  MHVZZVISNTWENTY, TEST
Subject:  Prescription

Your prescription has been renewed.  It should arrive in 7-10 days.

Your Doctor



/es/
CHIEF HEALTH INFORMATICS OFFICER/ATTENDING PSYCHIATRIST
Signed: 04/20/2010 09:34
```

SAMPLE CPRS PROGRESS NOTE

/ Templates | Encounter | New Note

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

Press F5 to minimize and lock CPRS | 27.90xR3

Blogs for Rounding/Morning Report/e-Journal Clubs

The Krafty Librarian

Every librarian needs a bag of tricks

Home About Contact Publications and Presentations Search

Annual Meeting Apps Databases Educational Opportunities Comments Email Subscription

Emerging Technology and Hospital Libraries

Thursday #medlibs will discuss the 2013 Horizon Report- Higher Education edition, "a decade-long research project designed to identify and describe emerging technologies likely to have an impact on learning, teaching, and creative inquiry in higher education."

When we are talking higher education it is barely just a hop, skip, and a jump to think of how all of it will impact libraries in higher education. While academic libraries will see the impact quicker, hospital libraries aren't immune to the changes. Because what is considered trending technology by medical students will be common place when they enter their residency programs in the hospitals and will be outdated when they are staff physicians.

So what kind of technology does the Horizon Report list and what will be talking about on #medlibs?

Happening in one year or less according Horizon:
(I say it is happening now)

- Massively Open Online Courses (MOOCs)
- Tablet Computing

Happening 2-3 years:

- Big Data and Learning Analytics
- Game Based Learning

Happening 4-5 years:

Comments:

KraftyLibrarian on Read QxMD: Another Journal App for Your iPad

Xango on Web Tools For Searching Biomedical Literature

@LibMarketing on Libraries are Horrible at Marketing

Molly on Read QxMD: Another Journal App for Your iPad

K.Clement on Read QxMD: Another Journal App for Your iPad

Archived Posts:

Select Month

Categories:

Select Category

Krafty Twitter Feed

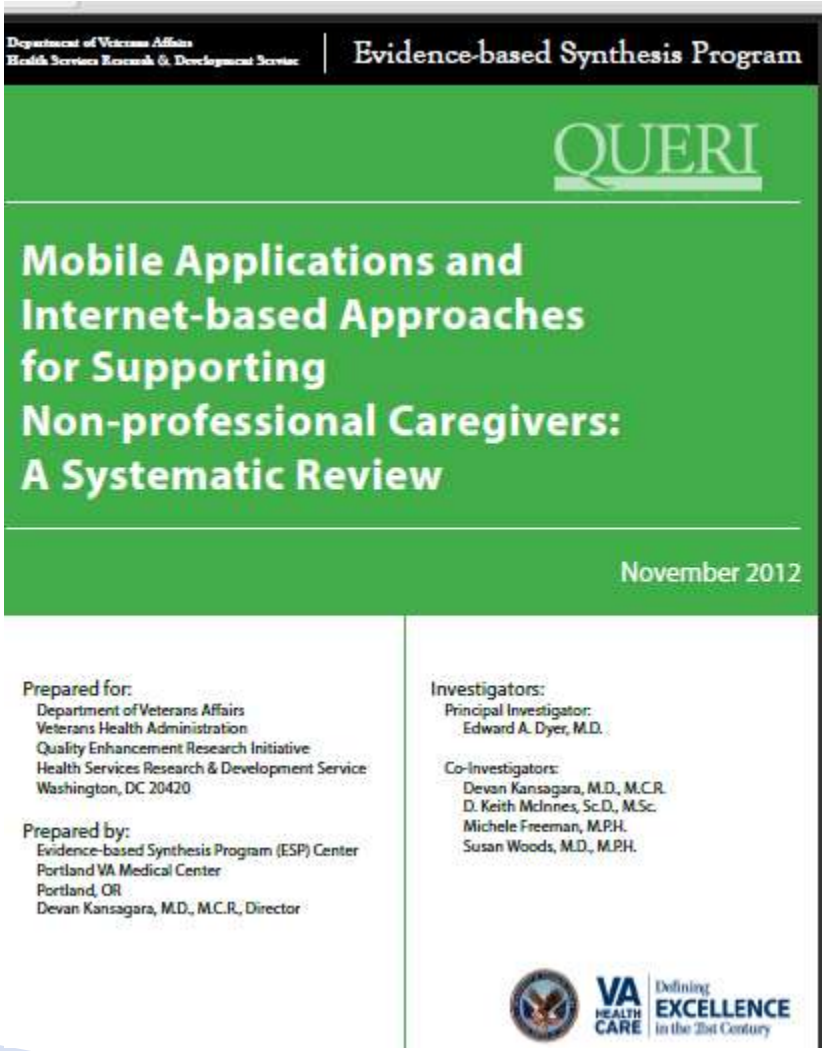
No public Twitter messages.

Recommendations

Video Clip: Dr. Eric Topal

http://www.youtube.com/watch?v=0B-jUOOrtks

http://www.hsrd.research.va.gov/publications/esp/mobile_apps.cfm



Department of Veterans Affairs
Health Services Research & Development Service | Evidence-based Synthesis Program

QUERI

Mobile Applications and Internet-based Approaches for Supporting Non-professional Caregivers: A Systematic Review

November 2012

Prepared for:
Department of Veterans Affairs
Veterans Health Administration
Quality Enhancement Research Initiative
Health Services Research & Development Service
Washington, DC 20420

Prepared by:
Evidence-based Synthesis Program (ESP) Center
Portland VA Medical Center
Portland, OR
Devan Kansagara, M.D., M.C.R., Director

Investigators:
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Edward A. Dyer, M.D.

Co-Investigators:
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D. Keith McInnes, Sc.D., M.Sc.
Michele Freeman, M.P.H.
Susan Woods, M.D., M.P.H.

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

Challenges For Librarians:

- Visibility
- Professional recognition
- Changing customer expectations
- IT/Privacy issues
- Funding
- Proving Value

Resourceress Extraordinaire
February 15, 2013
1:30 p.m.
to
3:30 p.m.
Bldg 2
Room 3C451
formerly B332

Key Points

- Link library resources within the EMR
- Set up the ability for clinicians to send consults/alerts/information requests to Librarians via the EMR
- Participate in a secure messaging feature to an integrated health record
- Find other electronic means: know the technology and communication mediums

Key Points

- Find the key issues (e.g. patient-centered care) that can gain you a place at the table
- Cultivate an influential physician champion
- Brand your services & resources
- Know what others are doing

“If you don’t like change, you’ll like irrelevance even less.”

-Secretary Eric K. Shinseki
Department of Veterans Affairs

Questions?

References

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- Hannigan GG. **Personalized information service for clinicians: Users like it.** *Evidence Based Library & Information Practice*. 2008;3(3):83-85.
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- Huwe TK. Using apps to extend the library's brand. Computers in Libraries, 2013 Mar; 33 (2): 27-9.

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- AHRQ Patient Centered Medical Home Resource Center http://www.pcmh.ahrq.gov/portal/server.pt/community/pcmh__home/1483

- Joint Principles of the Patient-Centered Medical Home http://www.aafp.org/online/etc/medialib/aafp_org/documents/policy/fed/jointprinciplespcmh0207.Par.0001.File.dat/022107medicalhome.pdf