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Introduction to Health Current

Health Current is the health information exchange (HIE) that helps partners transform care by bringing together communities and information across Arizona.

More complete information is more meaningful and leads to better care and better outcomes. It makes healthcare transformation possible. That’s why we’ve worked for more than ten years to become Arizona’s primary resource for information technology and exchange, integrating information with the delivery of care to improve the health and wellbeing of individuals and communities. As we’ve grown, our core goal has remained the same: help providers use information technology to improve people’s lives.

Health Current’s participants include:

- **Accountable Care Organizations (ACOs)** – including behavioral and crisis health networks and long-term care facilities.
- **Behavioral Health Providers** – including behavioral and crisis health networks and long-term care facilities;
- **FQHC’s & Community Health Centers & Providers** – including solo and group practices, clinics and community health centers;
- **Health Plans** – including all Medicaid (AHCCCS) plans;
- **Hospitals & Health Systems** – from the state’s largest hospitals and health systems to critical access hospitals and rural hospitals;
- **Reference Labs & Imaging Centers** – including the state’s two largest reference labs;
- **State & Local Government** – including state and county government, correctional facilities and first responders;

User Access Roles

A user will be given one of the roles listed below in the Provider Portal. The role given will depend on the type of organization a user is associated with and their job responsibilities within that organization.

- **Mirth Results Provider** – Allows access to view and download patient records within the Provider Portal
- **Direct Delegate** – Add-on to any user account allowing secure direct mail within the Provider Portal, also known as Web Mail
- **Behavioral Health Provider** – Access given to Crisis Portal containing 42 CFR Part 2 Data under federal law
- **Payor User** – Access for health insurance plan users
How to Log-in
You can access Health Current’s Provider Portal through any modern web browser. We officially support IE9+, Mozilla Firefox 3.5, Safari 3+, and Google Chrome.

Begin by typing the URL below in your browser’s address bar.

![Login Page](https://portal.healthcurrent.org)

**Figure 1.0**

Upon initial login, users will need to enter the username and password provided by Health Current.

![Login Page](https://portal.healthcurrent.org)

**Figure 1.1**
Users will then be prompted to change their password, following the guidelines provided in Figure 1.2.

![Password Change](image)

**Patient Look Up**
When looking up a patient’s record, the user will click on either ‘My Patient,’ or ‘All Patients’ depending if the patient has an existing relationship with the organization. Using the ‘All Patients’ radio button will require additional identifiers to search for the patient’s record.

**My Patients**
During the implementation phase, each organization will be asked to provide their patient panel. This will allow the patient record to be associated by patient group with the organization, requiring less identifiers when searching for a patient record.

Note: There are no asterisks by the demographic fields. If an organization has not provided Health Current with a patient group/panel, users will be forced to use the ‘All Patients’ search.
Once you have entered patient demographic information, click ‘Submit’.

**All Patients**

If a new patient presents, a user will be able to select the ‘All Patients’ radio button allowing the user to look up patient records using additional unique identifiers.

A “Search Reason” is one of the required fields when using the “All Patient” look-up. Users must select one of the choices from the drop-down list. Most often, the search reason will be ‘Treatment’, however there are other options depending on the type of organization and circumstance.
Once the required fields have been filled out, click ‘submit’ for a list of matching patients.

Figure 2.4

If the demographic information entered by the user matches a patient record within Health Current, a list of unique patients will display. Select the correct patient record, by clicking on the patient’s name.

Figure 2.5
Patient Notification
Arizona is an opt-out state and under the Arizona HIO law, patient consent is not required to share a patient’s physical health and general behavioral health information through the HIE. However, providers are required to notify patients of their right to opt out of having their information shared through the HIE.

This patient notification process includes three steps:

1. Distribute the Notice of Health Information Practices (HIO Notice) to patients when you begin to participate in the HIE.

2. Obtain a signature from each patient acknowledging receipt of the HIO Notice. This signature can be obtained on any form, including the health care provider’s HIPAA Notice of Privacy Practices or conditions of admission or treatment, but it must mention the HIO Notice. (See FAQs document for sample language.)

3. Provide the Opt Out Change Form to any patient who wants to opt out or the Opt Back In Change Form to change a previous decision regarding opting out.

Opt-out / Opt-Back-In
If a patient has Opted Out of participating in the HIE, the message in the screen shot below will appear indicating the patient has declined access to their data – meaning the patient information would not be available for viewing.

If a patient changes their mind and would like to have their information available in the HIE, a patient will need to fill out an Opt-Back In Change Form and return it to their provider. The provider office will need to fax the form via secure fax (602) 324-5596 or (520) 300-8397 to Health Current.

![Figure 2.6](image-url)
Patient Summary

The Summary sub-tab page consists of a grid of patient-care history referred to as clinical sections. The number in parentheses next to each section header indicates the number of data items in that section. You can view clinical messages and download files that pertain to the patient whose data you are viewing.

Initially, when the patient summary loads, you will notice there is an icon stating, “Data Limited to Last 30 Days” in the upper right-hand corner.

Show Additional Data

To view additional data, you can choose to show data in previous 30 day increments, or show all data.
The patient’s record has now been displayed in its entirety in the screenshot below, if multiple clinical sections are assigned to the same box in the grid, the clinical section names appear in tabs at the top of the box. Click a tab to view the data for that clinical section.

Figure 3.3

If there is not enough room at the top of a multi-tab grid section for all of the tabs to be displayed, a ‘More’ drop-down tab appears at the right of the grid.

Click on ‘More’, and select a clinical section from the drop-down list to view the data.

Figure 3.4
How to View a Result

You can get more detail about the data items in any of the clinical sections in two ways. First, if you hover over an item with your mouse cursor, a small pop-up appears with a brief overview of the result. See below - Figure 3.5.

If you would like to see even more data, the second method is to click on any report/result name. This opens a large pop-up window with all the data for the report/result. The format is customized for the data type.

Figure 3.5

Figure 3.6
Where appropriate, these pop-up windows also have links to other related data, such as the links for ‘View Condition Details’ and ‘View Result Details’ as shown in the example below. These links take you to other pop-up windows showing additional data and these other pop-ups include a back to ... button so you can return to the original pop-up window.

![Figure 3.7]

**Status flags**
These flags reflect values in the incoming clinical messages, and are shown in the first column on the My Results and Organization Results list pages and in various other places. They can only be changed by a new clinical message with an update to the value.

- ! = Abnormal (which can be high or low as indicated by the arrow icons on the detail page)
- = Critical (which can be high or low as indicated by the arrow icons on the detail page)
- ! = Severe (which can be high or low as indicated by the arrow icons on the detail page)
- = Preliminary
- = Emergency
- = Confidential
The Laboratories pop-up displays results from laboratory tests.

Laboratory result items with values that fall outside the normal range are flagged with an icon symbol. These flags indicate the direction in which the value is out of range (general, low or high) and the severity of the amount by which the value is out of range (abnormal, critical or severe).

The flagged icon symbols are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Abnormal</th>
<th>Critical</th>
<th>Severe</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>![general]</td>
<td>![critical]</td>
<td>![severe]</td>
</tr>
<tr>
<td>Low</td>
<td>![low]</td>
<td>![critical]</td>
<td>![severe]</td>
</tr>
<tr>
<td>High</td>
<td>![high]</td>
<td>![critical]</td>
<td>![severe]</td>
</tr>
</tbody>
</table>

![Figure 3.8](image)

**Downloading a Report**

The following actions are available using buttons at the top of the Laboratories pop-up window.

- **Download Report** – opens a system file open/save dialog allowing you to download a report in PDF form of the clinical data in this pop-up

- **Share** – opens a Search for Recipients and Send section at the top of the pop-up window where you can select a Recipient and Destination to send this clinical item to using Direct-Secure Messaging. Recipients are configured as those with a NPI number.

- **Send to Me** – if your Send To Me configuration has already been established, clicking this button queues this clinical item to be sent to the configured Direct-Secure Messaging address.
Patient Actions Box
Using the ‘Patient Actions’ box on the ‘Summary’ tab allows the user to send a summary of the patient’s record to other providers and/or download a summary for their organization’s records in both machine and human readable format.

Download CCD
The Download a Continuity of Care Document (CCD) dialog opens in which you specify a date range for a summary file to be downloaded as a CCD. If you choose not to enter the date fields, all patient data will be downloaded.
The CCD will open in XML format.

**Download CCDA CCD**

The Download a Consolidated Clinical Document Architecture (CCDA) CCD dialog opens in which you specify a date range for a summary file to be downloaded as a CCDA CCD.

The CCDA CCD will open in XML format.
Download Summary PDF

The Download Summary PDF dialog opens in which you specify a date range to download.

Figure 4.5

A summary file of the patient's data will download to your computer in PDF format.

Figure 4.6

Selecting Multiple Documents

On the patient summary tab, look for the open check boxes next to the clinical items.

Select the check boxes of the items you wish to download or share.

Figure 4.7
Click on the “Download Selected Items as PDF” or “Share Selected Clinical Items” link under the Patient Actions box on the left hand side. You can now upload PDF to Practice EMR or share with participating providers.

Share Summary
Select ‘Share Summary’ action to share the entire patient summary, i.e., all the clinical data items shown in the summary view. ‘Share’ can only be used for users configured as providers.

Enter the desired provider in the Recipient field. Start typing the name or alias for the provider or provider group and the drop-down list will be populated with entries that match what you have typed. The more you type the further you will narrow down the list. When you see the name you want you can select it from the list.
Once you have selected ‘Share Now’, you will receive a notification if message was sent successfully to the provider’s ‘Direct-Secure Inbox’.

**Figure 4.11**

**Send Summary to Me**
Using the ‘Send Summary to Me’ function will automatically route a patient summary to your ‘Direct-Secure Inbox’, if configured. ‘Send to Me’ can only be used for users configured as providers.

**Figure 4.12**

You will receive a notification if message was sent successfully.

**Figure 4.13**
Configure Layout

The Configure Layout dialog on which you can select and arrange the clinical sections that appear on a Patient Summary Page.

The layout is specific to the user’s ID and will remain the same for each patient record looked up following the new configuration.
How to Filter Results
Click on any of the headers within a clinical section to filter chronologically, alphabetically by report, or source.

![Figure 5.0](image)

Resizing the Work Area
On the left border of the work area there is a small rectangle with a left-pointing arrow. When the work area is crowded with data, you may want to click this rectangle to expand the work area to the full width of the screen, pushing the actions panel out of view.

![Figure 5.1](image)

The arrow in the rectangle now points right; click the arrow again to return the work area to its original size and restore the actions panel to the screen.

![Figure 5.2](image)
More Patient Information
Below the demographic, contact, and address information is a tabbed area containing even more data about the patient.

- **Other Information** – the patient's birthplace, marital status, citizenship, religion, driver's license, race, ethnicity, time of death, and a list section for languages known
- **Advance Directives** – If available, legal instructions regarding the patient's care if the patient is incapacitated (a.k.a. living will, personal directive)
- **Consent** – permission given/denied to view the patient's medical data on the Patients tab
- **Facilities** – healthcare facilities or primary data sources associated with the patient
- **Insurance Info** – the patient's insurance information provided by participating organizations
- **Next of Kin** – the patient's closest relative
- **Patient Aliases** – an alternate identifier (e.g., billing account number, lab identification number, medical record number) for the patient
- **Providers** – identifying information for the patient's care provider(s)
- **Support Persons** – individuals who provide transportation, physical assistance, and other support to the patient
Patient Groups

The last tab within the portal is the 'Patient Groups' tab. Patient Groups allows an organization to view the groups to which the patient belongs. Patient groups may also be associated with provider groups.

PMP Data

Health Current is integrated with the PMP (Prescription Monitoring Program). This means that HIE participants who are connected to the HIE portal have a simple set up process to access the PMP. If you are a licensed provider and registered with the State Board of Pharmacy, your user credentials can be configured to access PMP data in the HIE portal. However, unlike the State Board of Pharmacy website, delegates will be unable to access PMP data through the HIE portal. This will allow you to view prescribed medications for the past two years.

The first section within the PMP Data is the list of prescribed medications.
In the second section of the PMP Data is the list of prescribing Providers.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zipcode</th>
<th>DEA</th>
</tr>
</thead>
<tbody>
<tr>
<td>TESTPREScriBER, ALICE</td>
<td>1111 FAKE ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67203</td>
<td>BR111111</td>
</tr>
<tr>
<td>TESTPREScriBER, BOB</td>
<td>8888 NOWHERE ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67203</td>
<td>XR111111</td>
</tr>
<tr>
<td>TESTPREScriBER, CAROL</td>
<td>2910 HIGH ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67203</td>
<td>XC555555</td>
</tr>
<tr>
<td>TESTPREScriBER, DAVE</td>
<td>890 NO PLACE ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67203</td>
<td>XD666666</td>
</tr>
<tr>
<td>TESTPREScriBER, EVE</td>
<td>10110 TEST ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67204</td>
<td>XE888888</td>
</tr>
</tbody>
</table>

In the third section within PMP Data is the list of Pharmacies that have filled the prescribed medications.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zipcode</th>
<th>DEA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alice's PHARMACY</td>
<td>1111 FAKE ST SEC A</td>
<td>WICHITA</td>
<td>KS</td>
<td>67202</td>
<td>ZZ1234567</td>
</tr>
<tr>
<td>Bob's PHARMACY</td>
<td>1234 NOT-A-REAL-PLACE DR</td>
<td>WICHITA</td>
<td>KS</td>
<td>67202</td>
<td>ZZ111111</td>
</tr>
<tr>
<td>Carol's PHARMACY CHAIN</td>
<td>2nd NOWHERE ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67206</td>
<td>ZC2222222</td>
</tr>
<tr>
<td>Dave's PHARMACY CHAIN</td>
<td>7th TEST ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67212</td>
<td>ZD0000000</td>
</tr>
</tbody>
</table>

**WebMail**

Users will be notified of a new direct message via the email address provided during implementation. (i.e. Outlook, Gmail, etc.)
By clicking on the URL within the email, the user will be able to login directly to WebMail using the same username and password as the Health Current’s Provider Portal. If user is already logged into the provider portal, the username and password will not be required.

Users with a ‘Direct-Secure Inbox’ provided by Health Current will see a ‘Web Mail’ link in the top left-side of the Health Current Provider Portal. Any new notifications will be highlighted in red.

Once the ‘Web Mail’ link has been selected, the Direct-Secure Inbox will display. To view a clinical message, click on the ‘Subject’ line.

Once the message is opened, on the right-hand side a link to the PDF will be available for viewing.
Once the PDF is displayed, you can then decide whether you’d like to print, save or attach to your Electronic Medical Record (EMR) into the patient’s chart.

![Image](image_url)

**Figure 6.3**

**Clearing out Direct Mail in HIE**

It is important that Users make a habit of going through the Direct Secure Mail Inbox and deleting unnecessary notifications to free up space through the HIE.

Once logged on to the Health Current Portal, you will want to access Web Mail. You can do this by clicking on Web Mail in the upper left-hand corner of the Portal.

Choose the direct messages to be deleted, this can be one at a time of multiple at one time. Highlight the message to be deleted by clicking on the subject line, followed by click on the Delete icon on the top toolbar.
Once all messages have been deleted from the inbox, you will also want to delete the messages from the Trash folder. Click on the Trash icon in the left menu options.

Once in the trash folder, utilize the Select drop-down menu to select All.

Once all messages are selected, click Delete at the top of the toolbar.

Forgot Password
In the event a password is forgotten, you can reset your password by selecting the Forgot Password link on the Health Current HIE Portal login page.
Enter in your Username and select Submit. If registered, an email will be sent to the registered email address.

Once the email has arrived, you will want to click on the link to be able to reset your password.

A window will open allowing you to create a new password. Follow the password criteria and select Change.
Once password has successfully been changed, you will be redirected to the Portal login page. You can then enter your username and newly created password.

If you have officially locked yourself out, you will need to contact Support by using either the email address or phone number at the end of this guide.

Questions?
Please let us know if you have any questions, either by phone: 602-688-7200 or email HIESupport@healthcurrent.org.