



Sending Documents Through MHC

Some files listed in media manager are shared with patients by default. The file types displayed to patients in My Health Connection by default include:

- UCHealth HIPAA [340009]
- HIE Opt In [4100000122]
- HIE Opt Out [4100000121]
- UCHealth Outpatient Consent [340011]
- UCHealth Virtual Visit Telehealth Consent [340017]
- UCHealth ED/UC/INPT/SURG Consent - Old HAR Level [340010]
- Biobank Consented [4100000161]
- DME/Home Health Documents [4100000015]
- Durable Medical Equipment [200019]
- School forms [4100000037]
- Govt Forms/Disability [4100000016]
- Worker's Comp Forms [4100000058]
- ABN Waiver [2002]
- CC IMH Outpatient Consent [5102100010]
- Lab Order [4100000224]

There are two ways to send documents to patients in a My Health Connection message. The first is to send a document that already exists in Epic in Media Manager. When the user clicks on + Add next to Attachment in a patient message,

The screenshot shows the 'Patient Message' interface. On the left, there is a text area with the subject 'Testing' and a toolbar with various editing options. On the right, there is a sidebar with sections for 'Message Type' (set to 'User Message'), 'Dates' (with fields for 'Delay sending until' and 'Notify me if not read by'), 'Options' (with a checkbox for 'Send patient reply to me'), and 'Tasks & Attachments'. In the 'Tasks & Attachments' section, the 'Attachment' field has a red box around its '+ Add' button. Below it, there is a list of attachments: 'patient_refused_photo' with a red 'X' icon, and 'General Questionnaire' with a '+ Add' button. At the bottom of the interface, there are 'Send' and 'Cancel' buttons.

the Media Selector window opens and shows all available files that are in Epic via Media Manager. The user can select any of these items to send to the patient. Files here respect our “confidential” settings and may require the user to break the glass if selected.

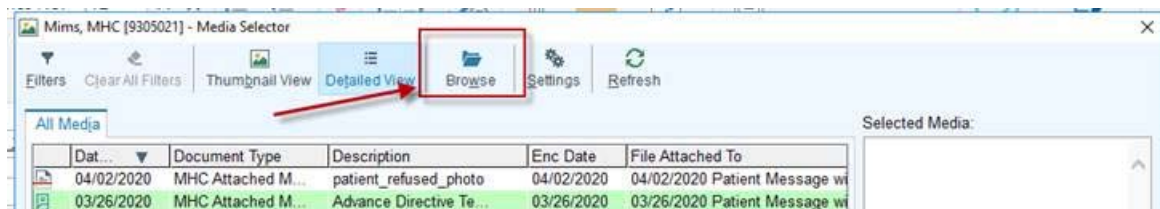
*** Excluded file types: substance abuse, forensic photos, Amendment/Revocation/Restriction, Anesthesia Downtime, Downtime Documentation, Downtime Provider Notes, Employee Health Hepatitis B Vacc Declination e-signature, EMSB



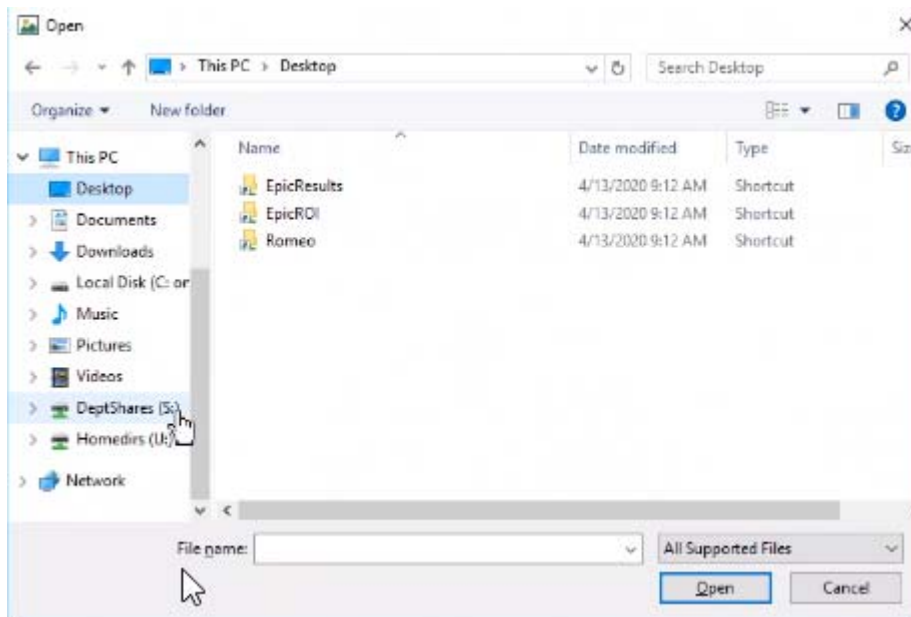
Consent e-signature, EMSB Decline e-signature, EMSB Ineligible e-signature, EMSB Language e-signature, EMSB Received, HIM ROI Authorization, Interim Workflow, Mental Health Consult Notes Non-UCH, Mental Health Hold, Protocol, Records Non-UCH, Research Documentation, Restraint Documentation, Trauma Flow Sheet



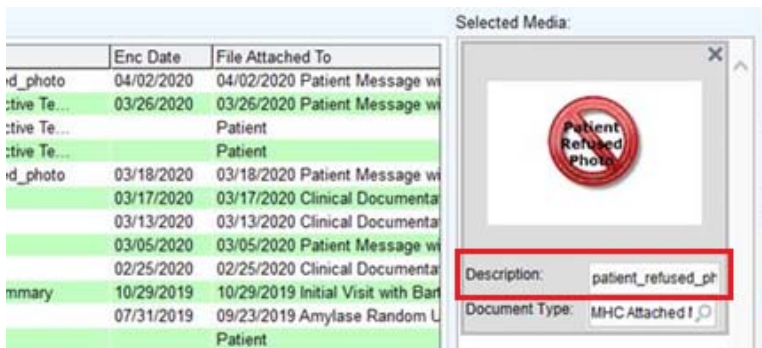
The second option is to add a file via the 'Browse' button.



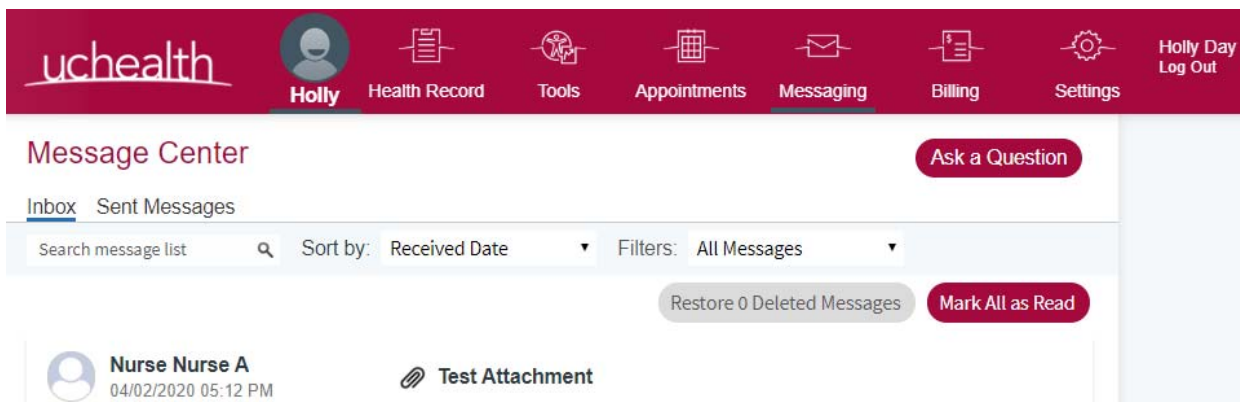
If a user clicks on the Browse Button, it will open the Citrix Network browse window and the user can browse network folder locations similar to importing files in Media Manager.



If a user selects a document from a network location, the document type will default to 'MHC Attached Media' and cannot be changed. The user can edit the description as needed. Be mindful that the description is visible to the patient and in media manager. The selected document will be stored in Media Manager as file type 'MHC Attached Media'. It will not show up on the Media Tab in Chart Review.



When the message is sent, the patient will be notified that they have a new message. Once they log in and navigate to the message, it will appear with a paperclip icon indicating an attached file.



When they open the message, they can click on the attachment to view, download, or print the file. This functionality is available in the mobile app as well as desktop.

