

Indian Health Service

PHR 2015 Vs. 2023

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Objective

- Provide an overview and the value of the IHS Centralized Interoperability Suite (CIS)
 - Applications within CIS
 - Cover Patient Health Record efforts at Cass Lake to include Building a team
 - Identifying resources, challenges.
- Business Office considerations
- Registration – knowledge by all staff at facility
- Benefits of Sharing and Workflow

History

In 2015, IHS introduced The Network in an effort to meet Meaningful Use measures. The Network consisted of applications to enhance RPMS. The applications consisted of the Personal Health Record, Direct Messaging, Master Patient Index, and Health Information Exchange.

Meaningful Use measures were met, however full utilization of the Health Information Exchange never occurred.

With 21st Century Cures Act, further enhancements were required to meet Interoperability measures. As a result, IHS enhanced The Network and changed the name to The IHS Centralized Interoperability Suite (CIS) with focus being on the Health Information Exchange.

What is Interoperability?

The ability of two or more systems to exchange health information and use the information once it is received.

What is the Value of Interoperability?

- Improve patient care and outcomes
 - Facilitate coordination of care
 - Promote informed decision making
 - Reduce medical errors and adverse events
- Reduce costs
 - Increase efficiency and effectiveness
- Improve patient experience
 - Enable patient engagement in their healthcare
 - Promote communication on behalf of the patient

What Applications are in the Centralized Interoperability Suite

- **Personal Health Record**
- **RPMS Direct Messaging**
 - No significant changes to Direct or PHR since roll out in 2015.
- **Health Information Exchange (HIE)/Four Directions Hub**

IHS will refer to their Health Information Exchange as the Four Directions Hub (4DH). 4DH is used interchangeably to define both the organization that is responsible for managing the exchange of the data (the noun) and the process by which the data can be exchanged (the verb).

Cass Lake Service Unit



PERSONAL HEALTH RECORD

The Indian Health Service Personal Health Record (PHR) allows patients to access their own health information from the privacy of their own personal computer or mobile device.

Personal Health Care Benefits

- Improve Patient Engagement: Much of what your patients do for their health happens outside clinical settings. When your patients can track their health over time and have information and tools to manage their health, they can be more engaged in their health and health care.
- Coordinate and Combine Information from
Multiple Providers
- Help to Ensure Patient Information is Available
- Reduce Administrative Costs: With PHR, patients can look up their own information via the portal.

Personal Health Record Onboarding

- Register to use PHR on the IHS website at:

<https://phr.ihs.gov/phr/PHRLogin>

- As part of the registration process, patients must verify their identity at an Indian Health Service, tribal, or urban health care facility.
- Facility Personal Health Record Registrar will link their IHS Health Record to the PHR.
- Patient will then access link above to access PHR.

What is a PHR Registrar

Each I HS facility should assign PHR Registrars to link patients PHR account to their I HS record.

PHR Registrars responsibilities are:

- * To verify registered PHR user's (patients) identity
- * Process PHR applications, which include matching and linking patient records with their I HS medical record
- * Process request PHR access for emancipated minors.
- * Update/Change PHR User passwords upon request
- * Unlink or inactivate PHR Users from their I HS Medical Record
- * Respond to PHR User help requests

Rollout Ideas

- ❖ Flyers
- ❖ Refill stuffers
- ❖ Welcome Packets
- ❖ Staff Orientation
- ❖ Mass Staff enrollment/reactivation
- ❖ “At the Door”
- ❖ Laminated QR-codes



Register to see your health information

Scan QR Code or visit <https://phr.ihs.gov>



View vitals, lab results, radiology reports, upcoming appointments, medication list, immunization record, request medication refills and more!

How to Register:

1. Scan Code or Visit <https://phr.ihs.gov>
2. Click on **Register to use PHR** and answer all following questions.
3. To finish your registration, bring proof of identify such as a Driver's License, Tribal I.D., or other form of I.D. to Medical Records/HIM and they will link you to your PHR account.

How to sign up for your PHR

Indian Health Service Personal Health Record

What is the Personal Health Record?
The Indian Health Service Personal Health Record (PHR) can help you access your health information. You can track medications and lab results, contact your health care provider, and much more - all from the privacy of your personal computer and mobile device.

Who can use the Personal Health Record?
Any patient within the Indian Health System can register to use the PHR. As part of the registration process, patients must verify their identity at an Indian Health Service, tribal, or health care facility.

When should I use the Personal Health Record?
The PHR is a tool that provides you with timely access to your health information. It is not a substitute for meeting with your health provider. If you are experiencing a medical emergency, call 911 or go immediately to the closest emergency room.

PHR Login
Fields marked with an asterisk (*) are Required.
Username*
Password*
 [Forgot Username or Password?](#)

Register to use PHR

Step 1: Create a PHR account

Step 1: Create a PHR account

1. Go to <https://phr.ihs.gov> in your web browser.
2. Click the button labeled "Register to use PHR."
3. Choose a username and password that you can remember.
4. You will be asked to enter some information about yourself. When you are finished, you will get a message asking you to go to your hospital or clinic to finish the registration process.

Step 2: Meet your PHR Registrar

Step 2: Meet your PHR Registrar

You will need to meet with Medical Records personnel to activate your account. Please bring a photo ID to verify your identity.



Step 3: Login to PHR

Step 3: Login to the PHR

After you talk with the PHR registrar, your PHR account will be ready.

1. Go to <https://phr.ihs.gov>.
2. Enter your username and password.
3. Select the health record you would like to view.
4. You can now view your health information.

For more information, visit the Indian Health Service at <http://www.ihs.gov>

The Personal Health Record (PHR) is a website where you can view your health information. Your PHR is at:

<https://phr.ihs.gov>



You need to have access to the Internet or a data connection to use the PHR. You also need to sign up for your PHR.

What can you do with PHR?

- View upcoming appointments.
- View your lab results.
- View a list of your medications.
- Refill your medications.
- Learn about your medications.
- View a record of your immunizations.
- Keep track of your health issues.
- View clinical notes.
- Save a copy of your health information.
- Send an e-mail message to your health care team.
- Make sure the information in your medical record is correct.
- Share your health information with a caregiver or family member.
- Add a personal e-mail address to your account to receive notifications of new messages in your PHR.

Is your health information safe?

Yes, your health information is secure. Be cautious when viewing or downloading your health information to a public computer. Always log out when you are finished looking at your PHR.

Cass Lake Indian Health Service

For more information about your Personal Health Record or to sign up contact the Medical Records Department at 1-218-335-3318

Or

1-888-257-8067

And ask for the Medical Records Department

PHR

Personal Health Record



<https://phr.ihs.gov>

Personal Health Record

Available for patients age 18 and older

Allows you to see:

- *Medications and Medication Refills
- *Immunizations
- *Clinical Notes
- * Lab Results
- * Radiology Reports
- *Future Appointments
- *Hospitalizations

Personal Health Record

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Allows you to see:

- *Medications and Medication Refills
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Visit Information
Appointments List
Clinical Notes
Encounters
Health Issues
Imaging Results
Immunizations
Medications
Medical Equipment
My Goals
My Info
Procedures
Test Results
Vital Signs
Messaging
Email My Data
My Messages (0)
Other
For More Information
Download My Data

Create Your Account



Indian Health Service

Personal Health Record



Step 1: Create Your Account

* Indicates Required Field.

Username*

Your username must:

- be 6-12 characters long
- only contain letters and numbers
- be unique
- NOT contain spaces

NOTICE: Your username is not case-sensitive.

Password*

Your password must:

- be 8-15 characters long
- have at least one capital letter and lower case letter
- have at least one number
- have at least one special character (eg. \$,!,#)
- NOT contain spaces
- NOT be the same as username

NOTICE: Your password is case-sensitive.

Confirm Password*

Next >>

Cancel

Security Questions



Indian Health Service

Personal Health Record



Step 2: Your Security Questions and Answers

* Indicates Required Field. If you forget your Username or Password, PHR Administrator will ask you these security questions to confirm your identity. Be sure to select questions and answers you will remember.

Security Question #1*

Security Answer #1*

Security Question #2*

Security Answer #2*

Security Question #3*

Security Answer #3*

<< Previous

Next >>

Cancel

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Security Question #1*

Security Answer #1*

Security Question #2*

Security Answer #2*

Security Question #3*

Security Answer #3*

----- Select -----

- Who is your favorite actor, musician or artist?
- Who is your favorite teacher?
- What is the name of your pet?
- What is your favorite food?
- In what city were you born?
- What is the name of your favorite childhood friend?
- What is your mother's middle name?
- What town was your father born in?
- Who was your childhood hero?
- What was the make of your first car?

----- Select -----

Security Answer

Personal Information



Indian Health Service **Personal Health Record** 

Step 3: Enter Your Information

* Indicates Required Field. You do not need to give us any not required data. But the more you give us, the better we can match your PHR account with your medical record.

Title	<input type="text" value="----- Select -----"/>	Street Address*	<input type="text" value="Street Address"/>
First Name*	<input type="text" value="First Name"/>	Address Line 2	<input type="text" value="Address Line 2"/>
Middle Name	<input type="text" value="Middle Name"/>	Address Line 3	<input type="text" value="Address Line 3"/>
Last Name*	<input type="text" value="Last Name"/>	City*	<input type="text" value="City"/>
Suffix	<input type="text" value="----- Select -----"/>	State*	<input type="text" value="----- Select -----"/>
Other Name(Alias)	<input type="text" value="Other Name"/>	Zip/Postal Code (11111-1111)*	<input type="text" value="Zip/Postal Code"/>
Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female	Country*	<input type="text" value="United States"/>
Date of Birth (mm/dd/yyyy)*	<input type="text" value="Date of Birth"/>	Email	<input type="text" value="Email Address"/>
Marital Status	<input type="text" value="----- Select -----"/>	Home Phone (111)111-1111	<input type="text" value="(111)111-1111"/>
Mother's Maiden Name	<input type="text" value="Mother's Maiden Name"/>	Work Phone	<input type="text" value="(111)111-1111"/>
		Mobile Phone	<input type="text" value="(111)111-1111"/>

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Privacy Policy Statement



Indian Health Service

Personal Health Record



IHS Privacy Policy

Please read and accept the IHS Privacy Policy that follows. If you have accepted it in the past, you must do so again because it may have changed. Click the Accept button to continue.

IHS.gov Privacy Policy Statement

Information Automatically Collected and Stored:

The Office of Management and Budget Memo [M-10-22, Guidance for Online Use of Web Measurement and Customization Technologies](#) [PDF - 103KB] allows Federal agencies to use session and persistent cookies.

When you visit any website, its server may generate a piece of text known as a "cookie" to place on your computer. The cookie allows the server to "remember" specific information about your visit while you are connected. The cookie makes it easier for you to use the dynamic features of Web pages.

Cookies from IHS web pages only collect information about your browser's visit to the site; they **do not** collect personal information about you. Personal information will never be collected from you without your permission and will be clearly identified on IHS.gov websites where that information is necessary.

Accept

Cancel

Terms and Conditions



Indian Health Service

Personal Health Record



IHS Terms and Conditions

Please read and accept the IHS Terms and Conditions that follows. If you have accepted it in the past, you must do so again because it may have changed. Click the Accept button to continue.

Indian Health Service Office of Information Technology Agreement to the Personal Health Record Terms and Conditions

Terms and Conditions Summary

The Indian Health Service (IHS) created an online website called the Personal Health Record (PHR). The PHR website is where you can view your health information. You can use it to send secure email messages to your health care team.

To access the PHR, you will need to create a username and password. You will enter your username and password every time you want to look at your PHR. You will have five chances to enter the correct username and password or you will be locked out. When you are done using the PHR you must log out. This prevents someone from getting into your account. You will be logged out of the PHR after 10 minutes of no activity.

The information in the PHR is to help you make better healthcare decisions. It is not intended to replace the advice of your doctor. Contact your medical facility if you see errors in your PHR.

The PHR account may be made on a patient's behalf (such as by a parent or guardian). You must

Accept

Cancel

Confirmation & Next Steps

Final Step: Confirm Your Information

Verify your information below and click the Register button to complete the PHR Registration. If you need to modify any information before submitting, click the edit links in the Account Details or Personal Details sections.

Information entered on this page is for your account only. This information is not transmitted to your official Indian health system medical record. To update your official medical record, contact the appropriate office at your Indian health system medical facility.

Account Details

Edit Account Details

Username [PHRTTest]

Password [REDACTED]

Edit Account Security Questions

Who is your favorite teacher? [Teacher]

What is your favorite food? [Food]

What is the name of your pet? [Pet]

Personal Details

Edit Personal Details

Full Name PHR Training Test

Address 111 Anywhere DR
Albuquerque, NM 87109

Gender Male

Date of Birth 07/03/1968

Marital Status

Email

Health Record Number

Home Phone (505)555-5555

Mobile Phone

Work Phone

Register

Cancel



Indian Health Service

Personal Health Record



Your Application Has Been Sent

The Next Steps

Before you can see your medical records in PHR, you must verify your identity in person. To do this, please follow the steps below:

- Step 1:** Visit your local Indian Health System facility
- Step 2:** Bring one form of identification with you (see examples below).
- Step 3:** Show identification to the PHR Registration Clerk at the Indian Health System facility.



Example Forms of Identification:

- Driver's License
- Tribal Identification Card
- Employment Identification Card/Badge
- Military Identification Card
- Passport

If you have questions about this process, please contact your Indian Health System facility.

Back to Login Page

Identity Verification & Account Linking



- PHR Registrar verifies patient identity
- Links RPMS Record to the PHR account
- Assists patient with accessing account.



Patient Log-in



Indian Health Service **Personal Health Record**



What is the Personal Health Record?

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Who can use the Personal Health Record?

Any patient within the Indian Health System can register to use the PHR. As part of the registration process, patients must verify their identity at an Indian Health Service, tribal, or urban health care facility.



When should I use the Personal Health Record?

The PHR is a tool that provides you with timely access to your health information. It is not a substitute for meeting with your health provider. If you are experiencing a medical emergency, call 911 or go immediately to the closest emergency room.

[Register to use PHR](#)

PHR Login

* Indicates Required Field.

Username*

Password*

[Forgot Username or Password?](#)

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Patient's Landing Page

Hello chrislamr

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Indian Health Service

Personal Health Record



My Health Records

Choose a health care facility by clicking on a Facility Name below to view your health information.

The Visit Date is the most recent day you had an appointment.

The Last Updated Date is when new information was added. This may be after your last visit date.

Click on the disk icon to download a file that has your health information for that visit. This can be shared with another health care provider.

Outpatient Visits

Facility Name	Visit Date	Last Updated	Save
Ciha Hospital	06/25/2010	05/7/2016 21:41:17	

My Account Information

[View my activity log](#)

[Update my PHR profile settings and change my password](#)

[Manage my Accounts](#)

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Patient's Landing Page



My Health Records

At login, this page displays your most recent visits in the last 90 days, if any (maximum of five [5] visits).

Search Visits by Date Range

Select **Visits** and enter a **Start Date** and **End Date** to search the visits within a specific date range.

Note: Visit date ranges greater than 1 year, including All Visits, may take several minutes to complete or time out. For best results, please limit all searches to a 90 day maximum date range.

Looking to Refill a Prescription?

Refills for prescriptions that were initially filled at an IHS facility can be requested by opening the most recent update to the **Outpatient Visit** to the prescribing facility. This is indicated by “<--- Medication Refill” next to the **Facility Name**, below. Note that prescription refills depend on a number of factors, and this does not guarantee that a refill is available at this time.

Visits:

Last 5 (in Date Range)

Start Date:

05/09/2023

End Date:

08/07/2023

Search Visits

Outpatient Visits

Facility Name (click link below to view health information)	Visit Date	Last Updated	Download File	Download PDF
Cass Lake Hospital <--- Medication Refill (if available)	07/25/2023	07/25/2023 22:17:58	XML	
Cass Lake Hospital	07/25/2023	07/25/2023 22:17:56	XML	
Cass Lake Hospital	07/17/2023	07/18/2023 22:23:17	XML	
Cass Lake Hospital	05/19/2023	07/12/2023 21:57:45	XML	

Appointments List



MARY GRANT [Home](#) | [Help](#) | [Sign Out](#)

My health information from: 2013 DEMO HOSPITAL: Last Updated: March 25, 2015, 11:47:43, CST Hello Demo User

Appointments List

- My Info
- Medications
- Health Issues
- Test Results
- Immunizations
- Vital Signs
- My Messages
- Procedures
- Hospital Admissions
- For More Information
- Download My Data

Upcoming Tests

Date	Test
6/8/2015	URINALYSIS- OIT
6/8/2015	LIPID PANEL - OIT [24331-1]
6/8/2015	HA1c w/eAG
6/8/2015	GLUCOSE [2339-0]
5/29/2015	CBC W/AUTO DIFF- OIT [57021-8]

Upcoming Appointments

Visit Date and Time	Specialist	Location
6/15/2015	SEVEN,HENRY L MD	90001 1ST AVE, WASHINGTON, DISTRICT OF COLUMBIA 20000
4/2/2015	SEVEN,HENRY L MD	90001 1ST AVE, WASHINGTON, DISTRICT OF COLUMBIA 20000

Past and Future Referrals

Date Time	Specialist	Location and Reason for Referral
4/2/2015	2013 DEMO CLINIC	201 Demo Ave NE, Albuquerque, NM 87109, (505)555-5555; Depressive disorder
12/5/2014	JONES,BARNEY	3522 N. 3RD AVENUE, PHOENIX, AZ 85013, 602-266-8463; Hypothyroidism
5/30/2014	ALBUQUERQUE HOSPITAL	801 Vassar Drive NE, Albuquerque, NM 87106, (505)248-4065; Cardiac chest pain

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Appointments List



MARY GRANT [Home](#) | [Help](#) | [Sign Out](#)

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6/8/2015	HA1c w/eAG
6/8/2015	GLUCOSE [2339-0]
5/29/2015	CBC W/AUTO DIFF- OIT [57021-8]

Upcoming Appointments

Visit Date and Time	Specialist	Location
6/15/2015	SEVEN,HENRY L MD	90001 1ST AVE, WASHINGTON, DISTRICT OF COLUMBIA 20000
4/2/2015	SEVEN,HENRY L MD	90001 1ST AVE, WASHINGTON, DISTRICT OF COLUMBIA 20000

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- Visit Information**
- Appointments List**
- Clinical Notes
- Encounters
- Health Issues
- Imaging Results
- Immunizations
- Medications
- Medical Equipment
- My Goals
- My Info
- Procedures
- Test Results
- Vital Signs
- Messaging**
- Email My Data
- My Messages (0)
- Other**
- For More Information
- Download My Data

Business Office

Patient Registration PHR Documentation

Registration – BPRM

Steps to take:

- Scheduling
- PHR Documentation
- Log into Scheduling Package
- Select a patient
- Select PHR ACCESS > far right bottom tab

BPRM

DEMO,PATIENT BOY  SSN: XXX-XX-1111 [View](#) Eligibility Status: CHS & DIRECT [View](#) B4: NO
DOB: 01/01/2004 (13y 5m) MALE IRI: 909891 Active Insurance: NO Service: NO
Last Updated: 10/31/2016 GROOMS,PAULINE PCP: MISZKOWICZ,STEVEN Veteran: YES

Profile | [Benefits](#) | [Appointments](#) | [ADJ](#) | [Record Request](#) Errors **1** [View](#)

Demographics | [Family](#) | [Tribal](#) | [Names & HRN](#) | [Document Summary](#) | [Legal Documents](#) | [Veteran](#) | [Migrant/Homeless](#) | [Notes*](#) | [Errors/Warnings](#)

Personal Detail [Change](#) | [Personal Detail](#) | [Languages](#)

Ethnicity	HISPANIC OR LATINO - SELF IDENTIFICATION	Employment	U.S. AIR FORCE,ACTIVE MILITARY DUTY
Civiliation/Generation	MILITARY	Original Residence	
Primary Language	ENGLISH	Place of Birth	ASHLAND,WISCONSIN
Preferred Language	ENGLISH	Race	AMERICAN INDIAN OR ALASKA NATIVE
Marital Status	SINGLE	English Proficiency	VERY WELL

Address [View History](#) [Change](#) | [Address](#) | [Internet Access](#) | [PHR Access](#)

P.O. BOX 13 Home Phone: 715-779-5000

PHR Access

PHR Access

PHR Access Date

PHR Handout

PHR Access	PHR Access Date
------------	-----------------

PHR Handout Date	
10/07/2016	Remove

Once patient is given a pamphlet registration would enter date when patient received it in Section PHR HAND OUT>far right on above diagram.

Once the client meets with the HIM PHR Registrar that completes the PHR Application. After this has been completed Patient Registration will then enter in Registration package PHR Access and date received access and save entry.

DEMO,PATIENT BOY 

01/01/2004 (13y 5m) MALE

SSN XXX-XX-1111 [Show](#)

HRN 909093

Last Updated 10/31/2016 (GROO

....

PHR Access

PHR Access

YES

PHR Access Date

6/8/2017

PHR Handout

6/8/2017

PHR Access PHR Access Date

PHR Handout Date

10/07/2016

[Remove](#)

Awareness:

- Involving Registration in the release and implementation of the Patient Health Record at Cass Lake has created a stronger team base. Patient Registration should be involved as they are the first contact with the patient. Who better to give information to get the ball rolling.
- Marketing the PHR service will involve everyone within the Facility at some point. If patients ask questions, we should all be prepared to discuss, at some level, this service of our facility.
- Promoting the service in a positive and helpful manner will increase our patient's involvement in the provision of their own care. We can offer a greater understanding of both needs and fulfillment of those needs.

SUMMARY

- We showed how PHR can improve patient care and outcomes by:
 - Facilitating coordination of care;
 - Promoting informed decision making;
 - Reducing medical errors and adverse events with patient review of the visit.
- We want to improve patient experience
 - Enable patient engagement in their healthcare
 - Promote communication on behalf of the patient

Use of PHR will:

- We have provided an overview of the Patient Health Record (PHR) efforts at Cass Lake to include
 - Building a team
 - Identifying resources, challenges
- Business Office considerations
 - Registration – need for knowledge by all staff at facility
- Benefits of Sharing and Workflow
- All for the benefit of the Patient's we serve

Questions?



