

# PHYSICIAN UPDATE:

## St. Jude Introduces: St. Joseph Health Hub



June 16, 2014

St. Jude Medical Center will go live on June 17, with the first phase of St. Joseph Health's new personal hub for acute patients only. ED patients will not be targeted during this first phase. The initial phase offers patients access to a limited portion of their inpatient clinical data and is not a substitute for Follow My Health, the portal used by St. Jude Heritage Medical Group patients.

The hub - named the St. Joseph Health Hub - is a secure, online tool for patients that is part of a system-wide strategy to increase patient access to health information, promote transparency and to meet Meaningful Use (MU), Stage 2 (Electronic Health Record) requirements. To meet MU 2, St. Jude patients must log in.

Patients will be invited to participate in the St. Joseph Health Hub during the admission process by admitting staff and will be provided with a personal identification number (PIN) for access. Participation is completely voluntary.

### Phase One Includes:

- Admitting and discharge dates, as well as attending physician's name
- Continuity of care document (Care Discharge Summary)
- General lab results, such as CBC and BMP. Any specialized labs will not display.
- Active medications prescribed at discharge
- Blood pressure, height and weight
- Conditions, such as active allergies and reported problems
- History of vaccinations and procedures

While this first phase will offer patients limited information, the next phase, scheduled to launch at the end of the year, will merge with Follow My Health and offer patients access to their inpatient and outpatient medical information. If you have any questions or concerns, please contact **Sally Ordorica, Manager, Admitting, ext. 5388.**

Please see back for frequently asked questions.

# Frequently Asked Questions For Patients

## **Q: I was invited to be part of the St. Joseph Health Hub. What is this?**

A: The hub is a secure, online tool that allows inpatients (only at this time) to access certain areas of their electronic medical records. Patients will be able to review:

- Admitting and discharge dates, as well as attending physician's name
- Continuity of care document (Care Discharge Summary)
- General lab results, such as CBC and BMP. Any specialized labs will not display.
- Active medications prescribed at discharge
- Blood pressure, height and weight
- Conditions, such as active allergies and reported problems
- History of vaccinations and procedures

## **Q: How do I access my information in the hub?**

A: When you were admitted to the hospital and expressed an interest in signing up for the hub, we asked for your email address. An invitation will be emailed to the address you provided along with instructions on how to complete the process and view your health information.

## **Q: My doctor is with St. Jude Heritage Medical Group and I can already view my health information in Follow My Health. Does the hub replace Follow My Health?**

A: No. Follow My Health is still your connection to your SJHMG physician. The hub is the first phase of our integrated patient portal that will eventually link to Follow My Health. This will happen later this year.

## **Q: Will my email address be sold to third parties or used by the hospital to market their services?**

A: No. Your email will only be used to send your initial invitation to the hub. Your email will not be sold or used by the hospital for marketing purposes.

## **Q: Who has access to my health information in the hub?**

A: Your health information is only available to the individual with the correct email and PIN/password.

## **Q: Is my information safe?**

A: Yes. The hub is encrypted and meets all federal HIPAA requirements.

## **Q: I'm not sure I want to sign up for this. Can I think about it and sign up later?**

A: Yes. You will need to visit the Admitting Department to pick up your PIN.

## **Q: Is there a phone number I can call if I have questions about the hub?**

A: Yes. Please call (866) 412-0356 and someone will be happy to assist you.