Integrating Technology for Healthy Kids

Roseanne Rogers, MD
## Agenda

- Integrated Health Care and Medical Records
- KP.org
- My Doctor Online
- Preventive Care Application
Integrated Health Care and Medical Records

- All providers are able to see the medical records
- We use the information in the medical record to provide patient specific information
- Personalized follow-up email messages to patients are easily sent
## Follow-up email messages to patients

<table>
<thead>
<tr>
<th>Sbv...</th>
<th>ID (both)</th>
<th>Age/Sex</th>
<th>Arrived</th>
<th>Status</th>
<th>Copy MRN</th>
<th>Copy Name</th>
<th>MDRS</th>
<th>CIPS Sched</th>
<th>F/U SM</th>
<th>F/U future SM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11...</td>
<td>47 Y / F</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Select your custom follow-up secure message template:**

- .smnewmemberwelcome
- .smfollowupacute

**Select desired delivery date for future staff message.**

NOTE: a STAFF message (not SECURE message) will be sent to your Patient Reminder folder. This can then be converted to a secure message using the Toolbar’s “Convert to SecMsg” button.

![Future Staff Message Template and Send Date](image)

- Configure F/U SM templates

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May 20, 2013
Follow-up email messages to patients

To: C-Nonlined, CC:validation C-NONLINEC
Regarding: C-Nonlined, C-Validation [110003237781]
Subject: Your Recent Office Visit

Message type: OnlineMsg

Dear Ms. C-Nonlined,

It was my pleasure meeting you the other day. I want to again welcome you to Kaiser Permanente. Please do not hesitate to contact me if you have any other medical question any time.

To stay connected with me between office visits, please visit my personal website:

http://www.kp.org/mydoctor/irenechen

<a href="http://www.kp.org/mydoctor/irenechen"">Here is the link to my home page called My Doctor Online.</a>

On the left hand side column of this page:
1. Under 'E-mail Your Doctor', click on 'Compose Message' to send me an email.
<table>
<thead>
<tr>
<th>KP.org</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients Can View</td>
</tr>
<tr>
<td>• Lab Results</td>
</tr>
<tr>
<td>• Immunizations</td>
</tr>
<tr>
<td>• After Visit Summaries</td>
</tr>
<tr>
<td>Patients Can</td>
</tr>
<tr>
<td>• Refill Medications</td>
</tr>
<tr>
<td>• Book Appointments</td>
</tr>
<tr>
<td>• Email their physicians</td>
</tr>
</tbody>
</table>
Patients can Review their Medical Record

Welcome, Roseanne | Sign off | California - Northern (View another region)

<table>
<thead>
<tr>
<th>My health manager</th>
<th>Health &amp; wellness</th>
<th>Shop health plans</th>
<th>Locate our services</th>
</tr>
</thead>
<tbody>
<tr>
<td>New members: Get started</td>
<td>My medical record</td>
<td>Pharmacy center</td>
<td>Appointment center</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>My coverage &amp; costs</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>My message center</td>
</tr>
</tbody>
</table>

Sign up for e-newsletters
Update your profile to stay informed about health issues.

My message center
Exchange secure e-mail with your doctor’s office in my message center. You also can go there to contact our Member Services and Web manager.

Appointment center
Wondering if you should book a visit? Consult our interactive symptom checker, or go straight to scheduling in the appointment center.

My medical record
View your past visit information, plus get your latest test results, immunizations, health care reminders, and more in my medical record.

Kaiser Permanente
View Medical Record and Book Appointments

My medical record

- Allergies
- Health summary
- Hospital stays & follow-up
- Immunizations
- Ongoing health conditions
- Past visit information
- Preventive health reminders
- Test results

Select the type of appointment the patient needs

- Well Child/School/Camp/Sports Physical
- Injury
- Illness/Other Concern
- Optometry Services

For questions or concerns regarding other reasons not listed, dial 408-871-9440 to reach an advice nurse.
Patients can Email their Physician

Use this form to e-mail your doctor. If your doctor is out of the office and you need help before his or her return, please call the office.

You should receive a response within 2 business days (Monday through Friday, except on holidays, weekends, and times when your doctors indicate they are away from the office). A reply to your nonurgent question will result in a notification being sent to the e-mail address listed in your e-mail profile.

For help with prescription refills or appointments, please go directly to the:

- Pharmacy center (refills, questions about your medications)
- Appointment center (Internal Medicine, Ob/Gyn, Pediatrics, or Family Practice departments)

All e-mails and attachments you send and receive through your secure Kaiser Permanente mailbox will become part of your permanent medical record. To see the entire list of doctors you can e-mail, please click on a doctor name below.

Important note for teens and parents of teens: Parents and teens can read one another’s e-mails to the teen’s doctors and providers. If there’s an issue you’d like to keep strictly confidential, call the doctor’s office instead of e-mailing.

From: Roseanne L Rogers

To the office of: (please select)

-PCP-

Subject:

Message:
Patients Can Review Messages from their Physician

Inbox

From my doctor

Help with e-mailing my doctor

You are viewing information for ROSE ANNE ROGERS

Is someone missing from your list?

<table>
<thead>
<tr>
<th>Subject</th>
<th>From</th>
<th>Received</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
My Doctor Online

- Connect to KP.org
- Review Physician Information
- Review Health Topics
- Utilize Classes and Tools available through Kaiser
Mobile My Doctor Online
Colds and Flu in Children

Overview

The common cold is caused by a large number of viruses that may occur at any time of the year. Influenza (flu) is a viral infection caused by the influenza A or B virus and occurs mainly in the winter. They are both contagious respiratory illnesses.

Colds and flu are common. In most cases, your child may begin to feel better within a week, but symptoms can last up to 3 weeks.

Yellow or green mucus is common with a cold, but it does not mean that your child needs to take antibiotics.

- Antibiotics will not help your child’s cold, flu, or chest cold.
- Antibiotics only kill bacteria, but colds and flu are caused by viruses.
- Taking antibiotics when they are not needed can be harmful. It increases your child’s chances of becoming infected by bacteria that have become resistant to antibiotic medications.
<table>
<thead>
<tr>
<th><strong>Health Tools and Classes</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classes and Coaching</strong></td>
<td>Take control with health and wellness classes, individual counseling and support group resources.</td>
</tr>
<tr>
<td><strong>Living Healthy</strong></td>
<td>Change your habits and embrace a healthy lifestyle for life.</td>
</tr>
<tr>
<td><strong>Infants and Toddlers</strong></td>
<td>Monitor your infant or toddler’s health month by month and learn the basics of caring for your baby at every stage.</td>
</tr>
<tr>
<td><strong>Children</strong></td>
<td>Track your child’s health or monitor their wellness with a variety of interactive programs, newsletters and videos.</td>
</tr>
<tr>
<td><strong>Teens</strong></td>
<td>Get your questions answered about relationships, sexual activity and STDs.</td>
</tr>
<tr>
<td><strong>Parenting</strong></td>
<td>Keep your family healthy and safe through every stage of your children’s growth.</td>
</tr>
<tr>
<td><strong>Newsletters</strong></td>
<td>Sign up for one or more of our online newsletters, each customized with information for your child’s specific age and stage.</td>
</tr>
<tr>
<td><strong>Videos and Podcasts</strong></td>
<td>Listen to health tips and guided imagery audio programs or tune in to videos and watch your health improve.</td>
</tr>
<tr>
<td><strong>Interactive Programs</strong></td>
<td>Learn more about your health with these self-directed programs, animated guides and easy-to-use calculators.</td>
</tr>
<tr>
<td><strong>Prepare for Your Procedure - Emmi</strong></td>
<td>Understand what will happen before, during and after a medical procedure with these interactive programs.</td>
</tr>
<tr>
<td><strong>Personal Logs and Diaries</strong></td>
<td>Track your health or progress with these logs, questionnaires and action plans.</td>
</tr>
</tbody>
</table>
Patient Interactive Tools

Click on the appropriate topic to play the video
Preventive Care Application

- Alerts for Preventive Health Screenings
- Appointment Reminders
- View your Doctor and Locations
- Seasonal Health Tips
Preventive Care

Bone Density Test
Due: October 21, 2012
This test measures the density of...

BMI Check
Due: October 21, 2012
BMI or Body Mass Index is a ratio...

View All
Complete list including up-to-date preventive services prompts for you

Blood Pressure Control
Due: October 21, 2012
If you have been diagnosed with hi...

Mammogram
Due: October 21, 2012
Last Date Received: October 12, 2011
This test uses an X-ray machine to take a picture of a woman's breast tissue. It can detect lumps or masses that are too small to be detected by a breast exam. Mammograms are recommended for women 40 to 75 years every 1 to 2 years. If you are due for this service, please call us to book an appointment.

Share

For other appointment needs or to speak with an advice nurse, please call (866) 454-8855
Appointments

Fred (You)
MRN 10000002
3 Appointments

Thursday, October 11
5:30 PM
Pezhman Zadeh, MD
San Jose Medical Center, Neurology

Friday, October 12
5:30 PM
Emily Hensaring, MD
Redwood City Medical Center, Head And Neck Sur...

Thursday, November 1
3:30 PM
Rahul Parikh, MD
Walnut Creek Medical Center, Medicine

Ali
MRN 1054056
14 Appointments

Friday, October 12
5:30 PM
Emily Hensaring, MD
Redwood City Medical Center, Head And Neck Sur...

Thursday, November 1
3:30 PM
Rahul Parikh, MD
Walnut Creek Medical Center, Medicine
Seasonal Health Tips

Get a good night’s sleep
Sleep is a basic human need, like food and...

Eat Well This Summer
Summer’s here! Take advantage of seasonal...

Get Outside and Exercise
Summer’s here. Get outside and get your hear...

Keep Allergies at Bay
Spring allergies? We can help!

Safe and Healthy Travel
Summer is a great time to travel! Be prepared.

Plan for Allergy Season
Plan ahead to control the symptoms of springti...

Put Some Spring in your Step
Spring arrives on March 20th, 2012.

Celebrate Healthy Relationships All

Eat Well This Winter
Sent: January 13, 2012

Do you want to eat healthy during chilly winter months? Fresh, locally grown fruits and vegetables are readily available this season, and they can be a colorful and nutritious part of delicious winter meals.

Check out your local farmers’ markets
Shop your local farmers’ markets for affordable, seasonal ingredients. Making time on a Saturday or Sunday morning can be a

What about whooping cough? Is vaccination important?
If you or your child has not received a vaccine to protect against whooping cough (pertussis), you should talk to your doctor about scheduling these immunizations as soon as possible. Whooping cough is highly contagious and expected to be very common this season. It’s important to protect yourself and your family.

Share This by E-mail

Call Us: KP Flu Hotline

Visit: Cold, Flu and Cough Website

Last updated on September 28, 2011
Integrating Technology for Healthy Kids

Integrated between clinicians and for the patient

Able to connect to care on the go

Personalized reminders and access to care
A Look to the Future
Questions?