

Creating a Meaningful Patient Portal Experience

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Crozer-Keystone Health System

- Serving Pennsylvania's Delaware County
- 5 hospitals, 8 outpatient centers
- Network of primary, women's health and specialty care providers
- ~ 70 Provider office locations

Our Patient Portal Journey...

- Began in 2008 with a team comprised of clinicians, office staff, legal, marketing, IT, and Operations.
- Goals:
 - Simple, easy to use
 - Informational
 - Meaningful for patients and staff

Benefits of a Patient Portal

- Enhance patient-provider communication
- Empower patients
- Improve accuracy
- Reduce practice costs
- Support care between visits
- Improve patient outcomes



myCKHealth Patient Portal

- Portal Pilot – Launched in March 2009
 - 25 Providers
 - 2,000 Patients registered & verified
- Network Launch – June 2011



GO PORTAL!

mykhealth - Crozer Keystone Health System - Windows Internet Explorer

https://med.health.crozer.org/Portal/default.aspx

File Edit View Favorites Tools Help

mykhealth - Crozer Keystone Health System

Log in | Register

CROZER KEYSTONE

HEALTH SYSTEM


Home | Patient Services | Update Chart | Resources | About Us | Contact Us

Welcome to **mykhealth.crozer.org!**

For more information on other services in the Crozer Keystone Health System, please also visit www.crozer.org

Join our Clinic

We are currently accepting new patients!



Start today by creating an account online.


Log in

User ID or Email

Password

Log In

I forgot my password



Welcome

Welcome to the Crozer Keystone Health System! We are located in Delaware County, Pennsylvania and strive to offer our patients convenient, high-quality care. One of the ways we do this is by offering our patients online health services through our website.

These services include medical record access and more. If you are interested in learning about our innovative services, please contact the Crozer Keystone Health System at crozer@crozer.org or 1-800-CRHEALTH.

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Dana Internet 100%

[Log in](#) | [Register](#)

[Home](#) | [Health Information](#) | [About CKHN](#) | [FAQ & Terms of Use](#)

Log in

User ID or Email

Password

[I forgot my password](#)

Welcome to myCKHealth Patient Portal!



Welcome to the myCKHealth Patient Portal. This website includes services such as appointment scheduling, medical record access, medication refills, and more. To access these services, begin by logging in to the portal and clicking the **Contact My Doctor's Office** tab from the top of the page. Then select your Provider's office from the list. Here you will find all of the patient services available. We use industry standard 128-bit encryption so you can be sure your information is safe.

Your Provider is part of the Crozer Keystone Health Network which is located in Delaware County, PA. We strive to offer our patients convenient, high-quality care. One of the ways we do this is by offering our patients online health services through our website.

A robust physician network is essential to meet our mission to help build a healthy community in which to live, work and raise our families. The Crozer-Keystone Health Network (CKHN) is the largest primary care and specialty physician network in Delaware County. With 270 physicians who practice in locations throughout the county, CKHN offers an array of specialty and subspecialty services, including family practice, gynecologic oncology, internal medicine, obstetrics and gynecology, pediatrics, reproductive endocrinology, sports medicine, and multiple surgical subspecialties.

If you are interested in learning more about our health system, please visit www.crozer.org.

Join our Network

You will need to sign the **Patient Portal Consent Form** before gaining access to the portal.

Please call your Provider's office for more information.



Add To Your Favorites!

Click here to add myCKHealth.crozer.org to your favorite sites!

[Home](#) | [Health Information](#) | [About CKHN](#) | [FAQ & Terms of Use](#)
For technical difficulties please email us at myckhealth@crozer.org



[ABOUT SSL CERTIFICATES](#)

Meaningful Use: Stage 1

Theme: Data capturing and sharing

- Electronically capture health information in a standardized format
- Track key clinical conditions
- Communicating information for care coordination
- Reporting of clinical quality measures and public health information
- **Engage patients and their families in their care**

Stage 1: Patient Electronic Access

- Menu Measure
- Objective: Provide patients with timely electronic access to their health information
- Measure: At least 10% of patients seen by the Provider are provided timely electronic access to their health information (lab results, problem list, medication lists, and allergies)

Pin Generator CKHS: BABY TEST

Create/Reset Chart Access PIN

This form creates a patient portal PIN for the patient.

If this is the first PIN issued to the patient, you must print the PIN Handout and give to the patient.

A PIN is unnecessary if an email icon exists in the Banner or next box.

If that is the case, then you do not have to give the patient this PIN.

Activation Status:

PIN:

PRINT PIN HANDOUT

New PINs will be saved when this document is signed. Prior PINs:

Pin Generator Form v1.4



First Time Portal Users:

Did you receive your confirmation e-mail?

[Log in](#) now with the account information provided in your Welcome Handout!

New Patients

If you are a new patient and have an upcoming appointment, please download, print and complete our [New Patient Registration Form](#) to bring to your upcoming appointment.

Please also read our [Primary Care Patient Brochure](#).

Add To Your Favorites!

[Click here to add myCKHealth.crozer.org to your favorite sites!](#)

Important Note:

You must be a patient of a participating Crozer-Keystone Health Network physician to use myCKHealth. To join the myCKHealth Patient Portal, please visit or contact your Provider's office to get started.

Welcome to myCKHealth Patient Portal!



The myCKHealth Patient Portal is a safe, secure site that will allow you to do the following online to communicate with your Crozer-Keystone Health Network Provider and office staff:

- [Request an appointment](#)
- [Send a Secure Message](#)
- [Request a medication refill](#)
- [Request a referral](#)
- [Send Blood Glucose Readings](#)
- [Send Blood Pressure Readings](#)
- [Pay your CKHN Bill](#)
- [View parts of your Medical Record](#)

Log In:

User ID or Email

Password

[I forgot my password.](#)

UpToDate® for Patients

UpToDate®

Patient Info from UpToDate®

Answer your medical questions with UpToDate, the source doctors trust.



The myCKHealth Patient Portal launches new sections and an improved view on the [My Medical Record](#) page!

Personal Information

Care Team

Allergies

[Home](#)

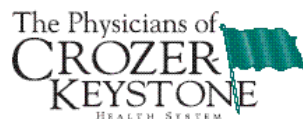
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myCKHealth Participating Providers



Crozer-Keystone Health Network includes both primary and specialty care physicians and midwives located at sites throughout Delaware County, who are committed to improving the health of our patients by focusing on wellness and interventions to lessen the complications of disease.

Click on a specialty listed below to find out more about physicians and midwives who are currently participating on the myCKHealth Patient Portal.

If you are a new patient and have an upcoming appointment, [please click here to download, print and complete our New Patient Registration Form](#) to bring to your upcoming appointment.

[Center for Breast Health](#)

[Family Practice](#)

[Endocrinology Associates](#)

[Fox Chase - CKHS Cancer Partnership: Thoracic Surgery](#)

[Gastroenterology Associates](#)

[General Surgery](#)

[HAN Infectious Disease & Travel Medicine](#)

[Healthplex Sports Medicine Physicians](#)

[HAN Cardiovascular Group](#)

[Internal Medicine](#)

[Neurology](#)

[Neurosurgical Practice Associates](#)

[Women's Health, Obstetrics & Gynecology](#)

Home

Participating Providers

Patient Forms

Health Library

About CKHN

Patient Forms

We thank you for choosing Crozer-Keystone Health System for your healthcare needs and look forward to seeing you at your upcoming office appointment.

In order to expedite the new patient registration process, ***please print out, complete and bring*** the following form(s) to your first appointment.

In addition, please bring any test results as well as your insurance card, pharmacy information, current prescription bottles/slips and supplements, photo ID, co-payment, and referral (if needed).



Available Forms: [Adobe® Reader®](#) and [Internet Explorer 9 or higher](#) is required to view and print the form(s)

[CKHS Patient Privacy Practice Notice](#) (PDF)

[New Patient Registration & Consent Form](#) (PDF)

[Patient Information Brochure](#) (PDF)

[Report of Accident Related Injury](#) (PDF)

[CKHN Medical Records Request](#) (PDF) or visit: <http://www.rrsmedical.com/ckhn/>

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Health Encyclopedia

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Library

[Diseases & Conditions](#)
Tap into this interactive encyclopedia for instant access to information on more than 835 diseases and conditions.

[Tests & Procedures](#)
Information on more than 370 topics, featuring illustrations designed to clarify complex anatomy and procedures.

[Drug Reference](#)
This comprehensive drug reference answers your medication questions: 33,000 prescriptions, over-the-counter products, and neutraceuticals.

[Healthy Recipes](#)
Try our delicious, nutritious recipes--from soups and appetizers to main courses to desserts.

[Herbs, Vitamins & Supplements](#)
Discover medically validated uses for vitamins, minerals, amino acids, and other substances used as nutritional supplements.

[Wellness Library](#)
1,700 articles on common diseases and conditions, plus fitness, nutrition, safety, workplace issues, and parenting.

[News Center](#)
Stay current with our weekday newswire, which tracks the latest health and medical developments. Or, check its archive, searchable by topic for articles during the past 12 months.

[Nutrition Facts](#)
From carbohydrates to calorie counts, get the facts on just about everything you eat and drink.

[Prevention Guidelines](#)
Find out which screening tests and immunizations are recommended for most people, by age group and gender. Use these guidelines when discussing a disease prevention plan with your health care provider. You may need a plan that is different, depending on your situation.

Stage 2: Patient Electronic Access

- Objective: Provide patients with the ability to view, download and transmit their health information
- Measure 1: More than 50% of patients seen by the Provider are provided timely access to their health information
- Measure 2: More than 5% of patients seen by the Provider view, download, or transmit to a third party their health information

User

Accounts

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[Roles](#)

Content

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Accounts

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Last Name

contains

Search

[Advanced search](#)

No records were found that matched your search.

[Add Manually](#)

[Add from Chart](#)

Stage 2: Use Secure Electronic Messaging

- Objective: Use secure electronic messaging to communicate with patients on relevant health information
- Measure: More than 5% of patients seen by the Provider sent a secure electronic message



zzzPortal Registration - CKHS: zramona zzztest

Portal Registration

Admin Only: Patient discharged from Patient Portal? Yes

Patient declined portal registration: not interested (03/18/2015)

1. Is the patient, patient authorized representative or parent/legal guardian interested in registering? Yes No

2. Who will manage/use the portal account? Patient Patient Authorized Representative Parent/Guardian of Patient 0-9 y/o Parent/Guardian of Patient 10 y/o or older w/special medical needs

3. Provide patient with the Portal Terms & Conditions of Use to review, sign, & scan. **Print T+C**

4. Enter patient's e-mail address (non-work, not shared):

5. Verify e-mail address by repeating back.

6 **Send Flag to Portal Team**

7. Provide patient with the Welcome Handout. Highlight 'Account Info' section. **Print Welcome Handout**

Patient Portal - FM Registration Form, Last Updated 02/12/2015

Prev Form (Ctrl+PgUp)

Next Form (Ctrl+PgDn)

Close

Add Account

Cancel

Save

Account Information

Status: Require user to verify an email address change

Receive newsletter

* User ID:

* E-mail address:

Alternate e-mail address:

* First name:

* Last name:

Description:

Password Information

* Password:

* Re-type password:

User must change password at next login.

zzzPortal Registration - CKHS: zramona zzztest

Portal Registration

Admin Only: Patient discharged from Patient Portal? Yes

Patient declined portal registration: no e-mail (07/29/2015)

1. Is the patient, patient authorized representative or parent/legal guardian interested in registering? Yes No

2. Provide reason for decline: no e-mail

Centricity EMR - Alice Vuong @ Crozer Keystone Health Network (ckemr01) - 7/29/2015 2:28 PM - [Chart]

Go Actions Options Help

Desktop Chart Appts Reg Reports New View Print Help EXIT

zramona zzztest Home Loc: G14-SF SocSecNo: Home: None Work: None Cell: None
65 Years Old Female (DOB: 01/31/1950) PCP: None Insurance: AARP A001 (STD) Lang: EDC:

Find Pt. Protocols Graph Handouts

Summary History Problems Medications Alerts/Flags Flowsheet Orders Documents

Centricity EMR - Alice Vuong @ Crozer Keystone Health Network (ckemr01) - 7/29/2015 2:33 PM - [Chart]

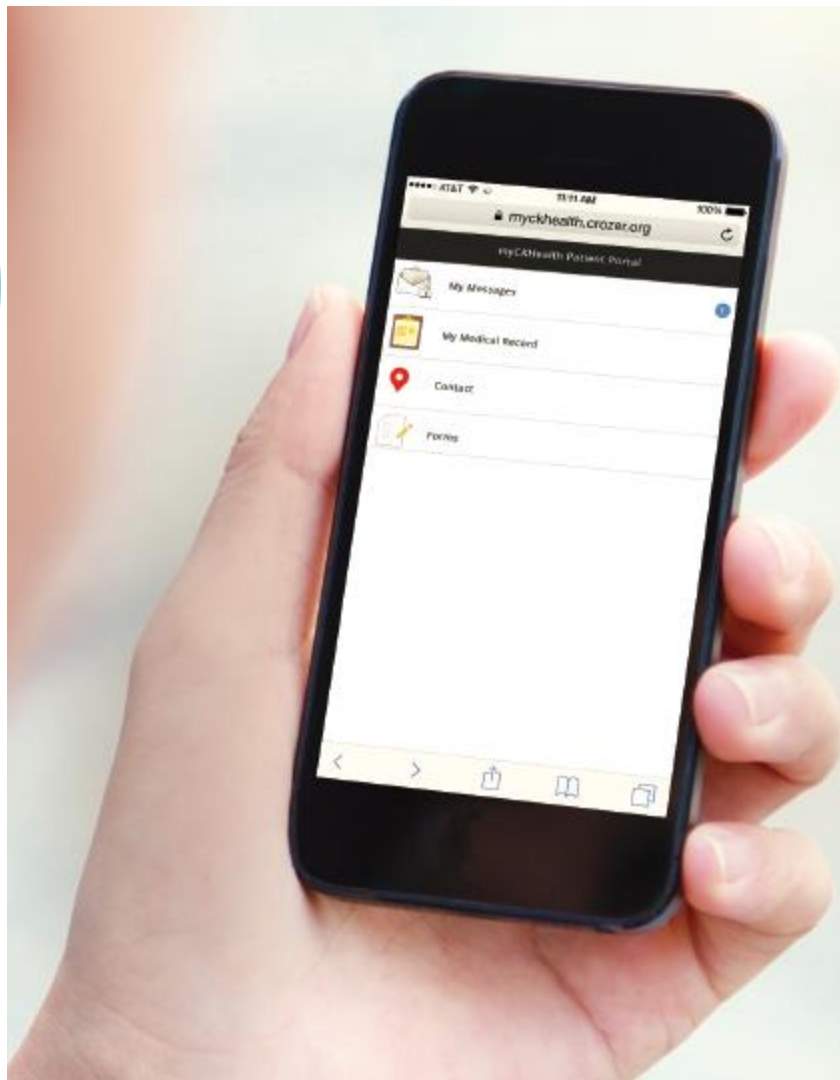
Go Actions Options Help

Desktop Chart Appts Reg Reports New View Print Help EXIT

PATIENT ZZZTESTING X Home Loc: TESTING SocSecNo: 933-33-3333 Home: (610) 497-7520 Work: None Cell: None
41 Years Old Female (DOB: 01/01/1974) PCP: None Insurance: AMERIHEALTH ADMINISTRATORS A226 (PPO) Lang: English EDC:

Find Pt. Protocols Graph Handouts

Summary History Problems Medications Alerts/Flags Flowsheet Orders Documents



MYCKHEALTH IS NOW MOBILE-FRIENDLY

YOU CAN NOW CONNECT TO OUR
PATIENT PORTAL USING YOUR
SMARTPHONE OR TABLET

Questions?

- Contact Information:
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 - P: 610-447-6906



Enjoy your time in NYC!!

**2015 FALL
CHUG Conference**

The New York Marriott Marquis
in Times Square

New York City

October 1 – October 3, 2015