



**Beneficiary Onboarding and Ongoing Usage Training
RelayHealth Personal Health Record (PHR) through
Minnesota Department of Human Services**

Overview:

Thank you for participating in the initial demonstration rollout of the RelayHealth Personal Health Record (PHR)! We appreciate your willingness to help us apply technology for the benefit of recipients of LTSS services from Minnesota Department of Human Services (DHS).

This training document describes the process that Beneficiaries will use for initial one-time registration and for ongoing use of the RelayHealth Personal Health record from Minnesota DHS Personal Health Record (PHR). The process for legal or authorized representatives of Beneficiaries using the PHR on behalf of beneficiaries is covered in a separate document.

The section footers in this document identify:

- Beneficiary One-Time Registration – for a Beneficiary using the PHR on his/her own behalf
- Beneficiary Ongoing PHR Usage - for a Beneficiary using the PHR on his/her own behalf

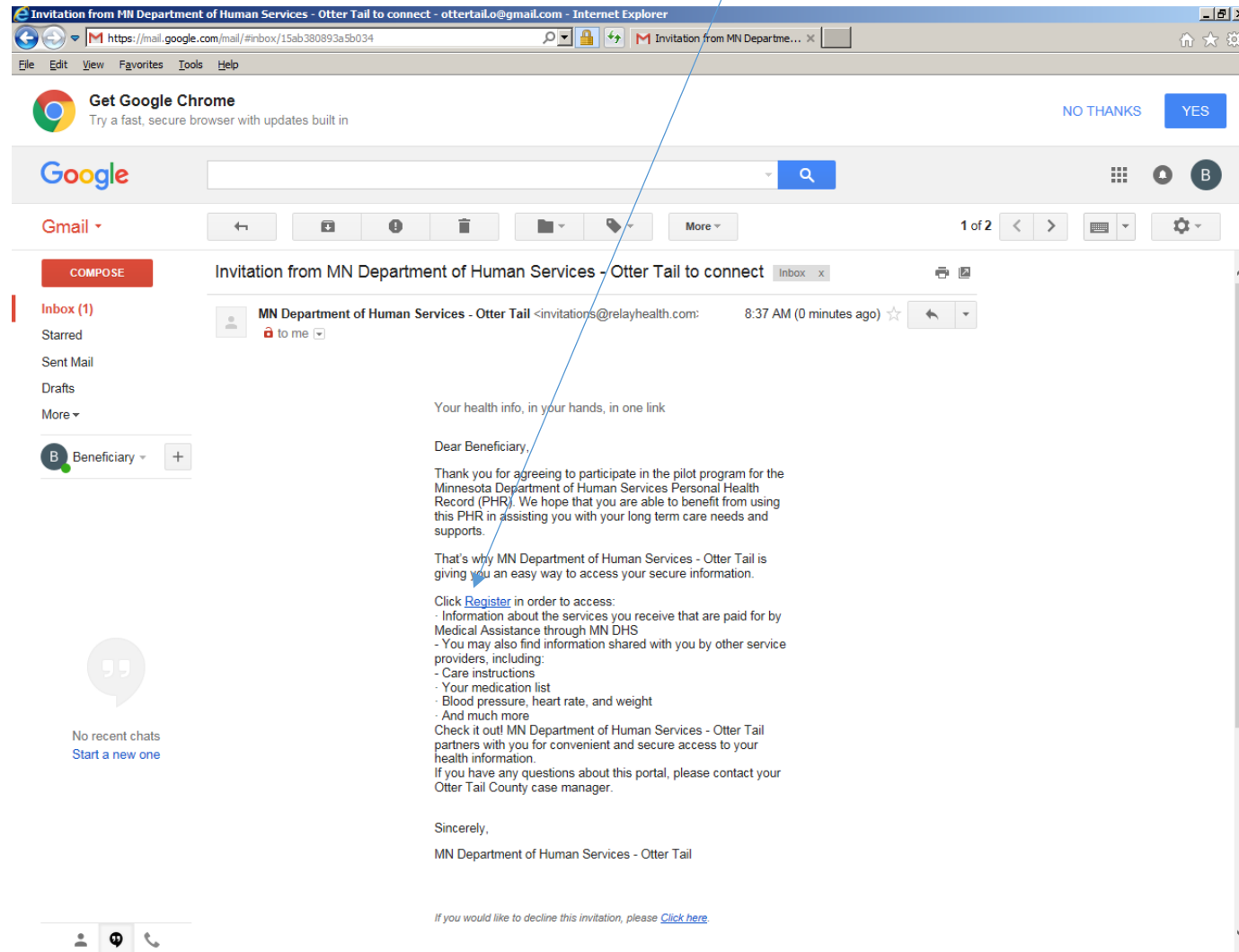
NOTE (1): For use of the DHS Personal Health Record from a smartphone or other mobile device - There is not an app for this – the system works in Safari (iPhone) or any other browser on the smartphone or mobile device. Navigation is different due to the smaller screen size on the smartphone or mobile device compared to a computer screen. This is explained on the last page of this document.

Note (2) – September 2017: after this training document was produced in May 2017, the organization names in the PHR were changed:

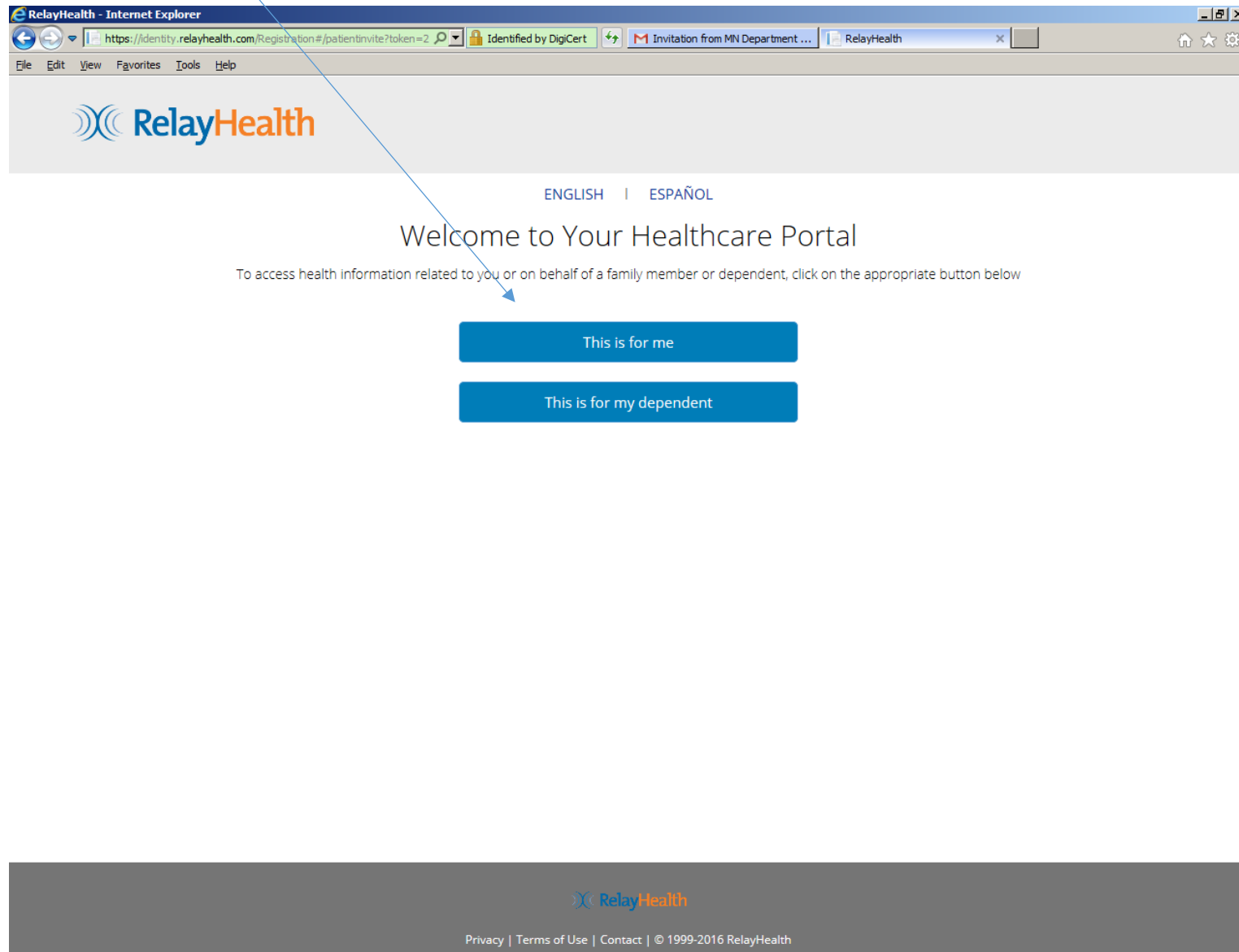
- from *MN Department of Human Services – Otter Tail* to *Otter Tail County*
- from *MN Department of Human Services* to *Minnesota Department of Human Services*

There is no change to the usage and views illustrated in the following pages; only the organization names are now different than what is shown in this document.

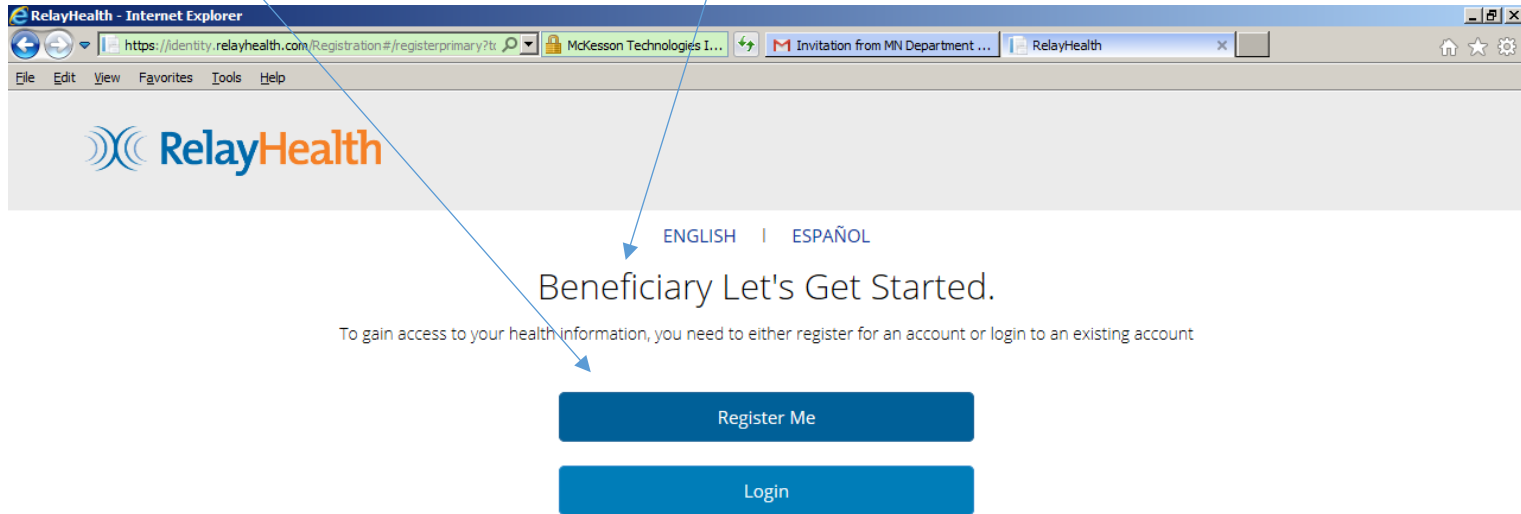
This Section identifies the process for registering a Beneficiary of Long-Term Services and Supports (LTSS) who will use the RelayHealth PHR on his/her own behalf. This is a one-time process that does not need to be repeated. The Beneficiary will receive an email message that contains a hyperlink to begin the registration process. This is an example of how the message appears in Gmail. It may appear slightly different in other email systems. The Beneficiary clicks on the REGISTER link to begin registration.



Beneficiary clicks “This is for me”

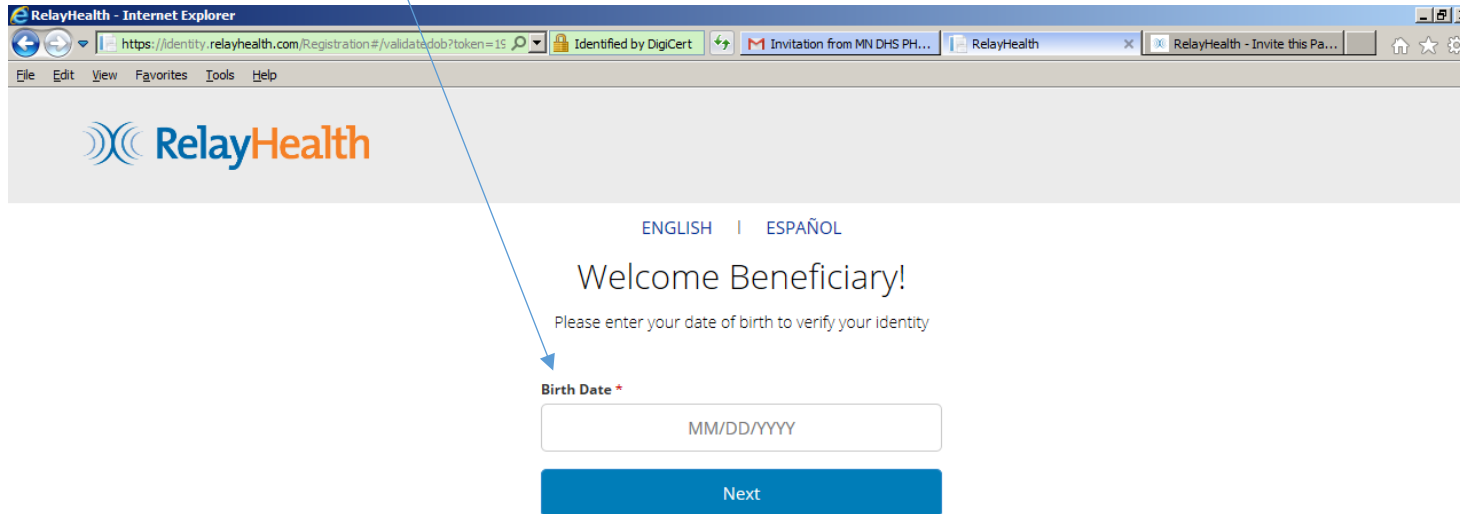


Beneficiary clicks “Register Me”. In this illustration, “Beneficiary” is the beneficiary’s first name.



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Beneficiary enters his/her Birth Date to verify identity. Contact the Otter Tail County Case Manager if an error message is displayed. This means that the Birth Date entered does not match with Department of Human Services records.



Do not change the information on this screen. If it is not correct, contact the Case Manager. If necessary, the Case Manager will make the changes at the Department of Human Services.

Beneficiary clicks confirmation of Terms of Use and Privacy Policy, then clicks NEXT.

RelayHealth - Internet Explorer
https://identity.relayhealth.com/Registration#/demographics?tok
McKesson Technologies I...
Invitation from MIN Department ...
RelayHealth

RelayHealth

ENGLISH | ESPAÑOL

Welcome Beneficiary

This information was populated by the healthcare provider or facility that invited you. You will be able to edit it after you are registered under the 'Health Records' section of the portal.

First Name * Beneficiary

Last Name * Ottertail-O

Administrative Sex *
 Male Female

Country of Residence *
United States

Street Address *
1200 Lincoln Avenue

Town of City * Fergus Falls

State/Province * Minnesota

Zip Code * 56537

I have read and agree to the [Terms of Use](#) and I consent to collection, use, and disclosure of my personal information as described in the [Privacy Policy](#).

Next



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Beneficiary clicks NEXT to continue with registration.

RelayHealth - Internet Explorer

https://identity.relayhealth.com/Registration#/dob?token=22817704

Identified by DigiCert

Invitation from MN Department ...

RelayHealth

File Edit View Favorites Tools Help

RelayHealth

ENGLISH | ESPAÑOL

Welcome Beneficiary

This information was populated by the healthcare provider or facility that invited you. You can use a different email address and mobile number than what we have below.

Email *

Date of Birth *

Inviting Provider or Facility Name *

Primary Contact Number

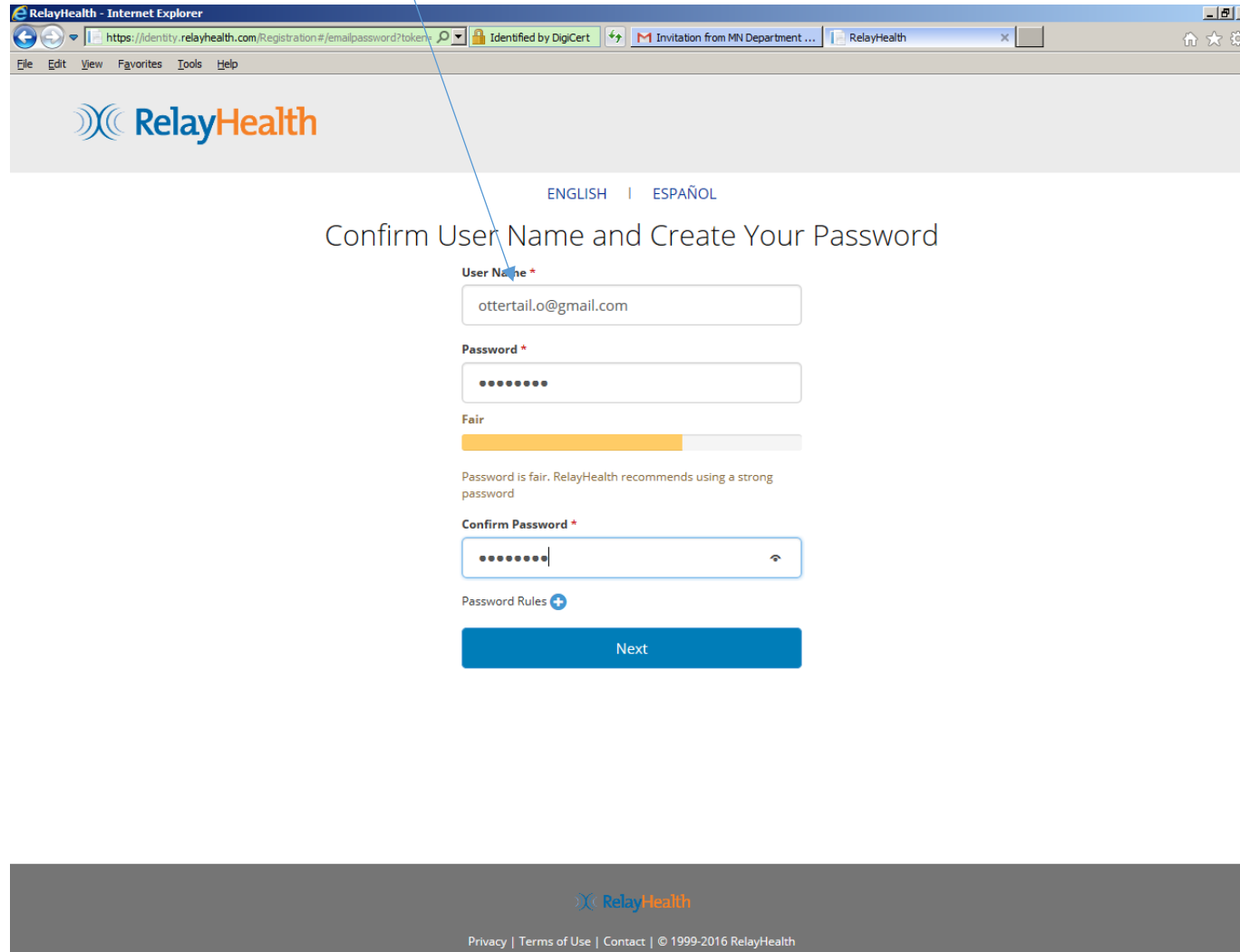
 x

Next



Privacy | Terms of Use | Contact | © 1999-2016 RelayHealth

Beneficiary confirms User Name and creates a Password. User name defaults to email address; although it can be changed as desired by the Beneficiary, we recommend using email address to minimize possible confusion.



Beneficiary selects security questions and enters answers to be used to validate identity if Beneficiary forgets Username and/or Password. Beneficiary clicks LOGIN to complete the registration process.

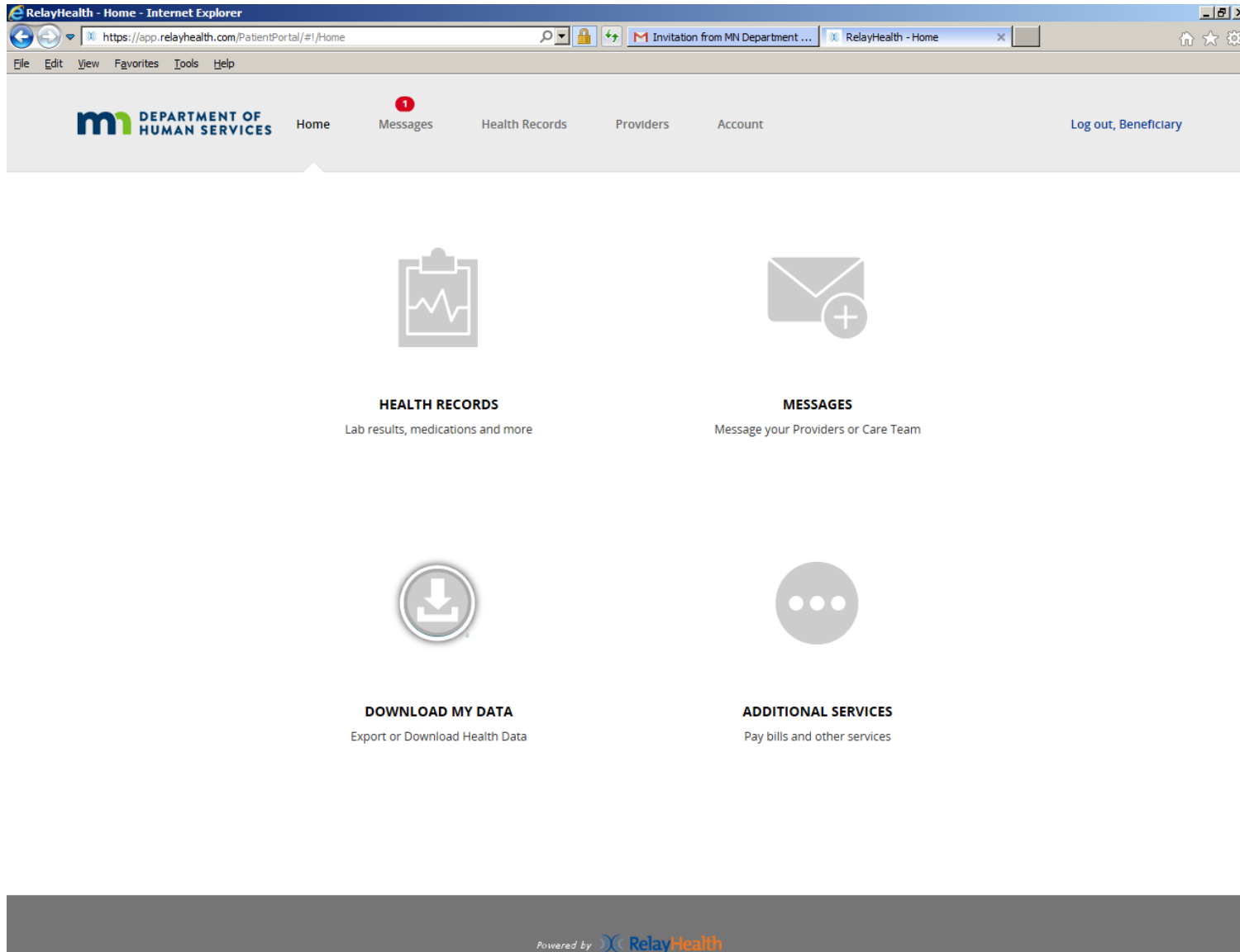
The screenshot shows a web browser window titled "RelayHealth - Internet Explorer". The address bar displays "https://identity.relayhealth.com/Registration#/securityquestions". The page features the RelayHealth logo at the top left and language options "ENGLISH | ESPAÑOL" at the top center. The main heading is "We Take Security Seriously" with the subtext "Please set up the following security questions". There are three security questions, each with a dropdown menu and an answer field:

- Question 1 ***: "What street did you grow up on?" (dropdown) and "Answer 1" (text field).
- Question 2 ***: "What is the name of your first employer (the company name)?" (dropdown) and "Answer 2" (text field).
- Question 3 ***: "What was the make and model of your first car?" (dropdown) and "Answer 3" (text field).

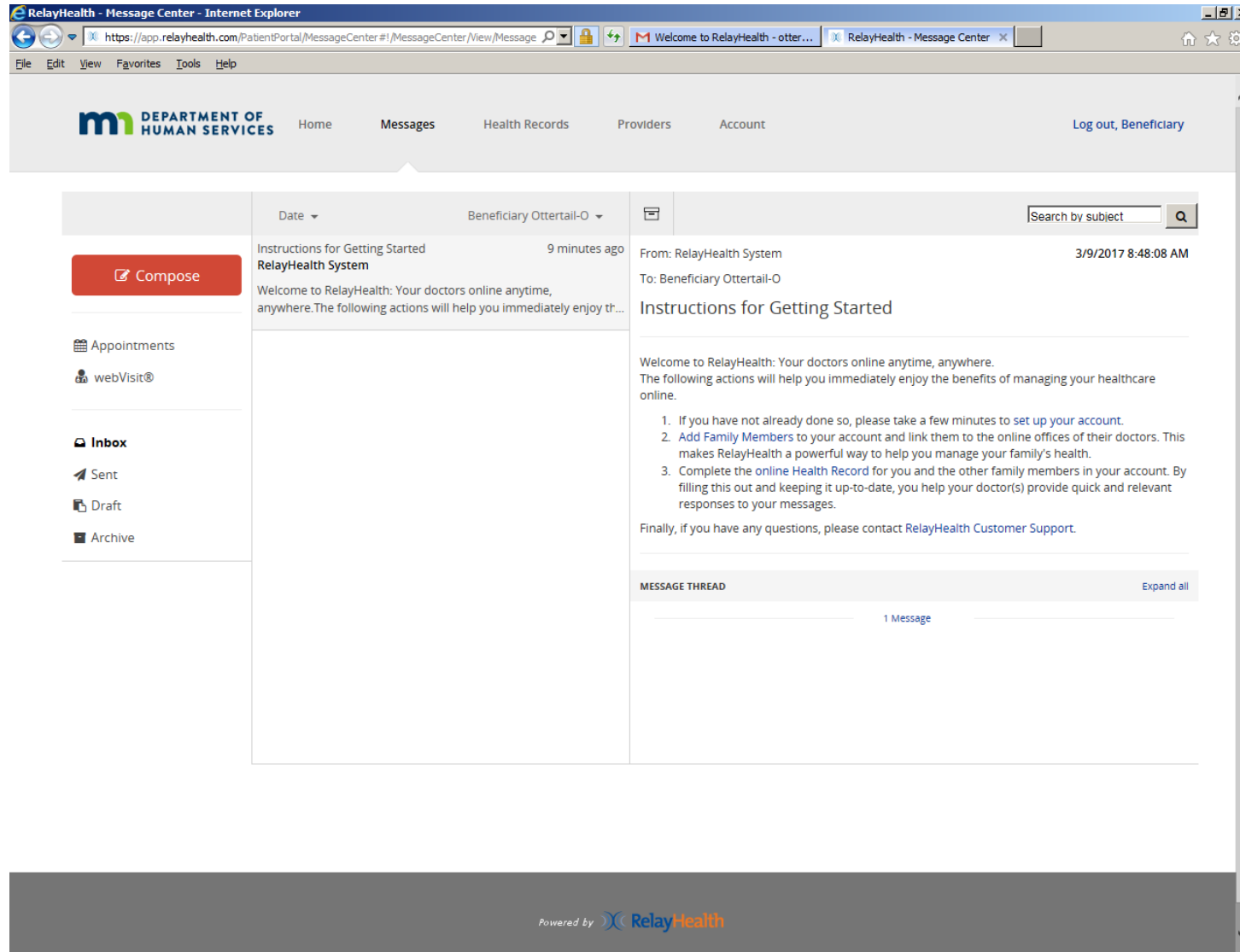
At the bottom of the form is a blue "Login" button. A blue arrow points from the text above to the "Login" button.

•

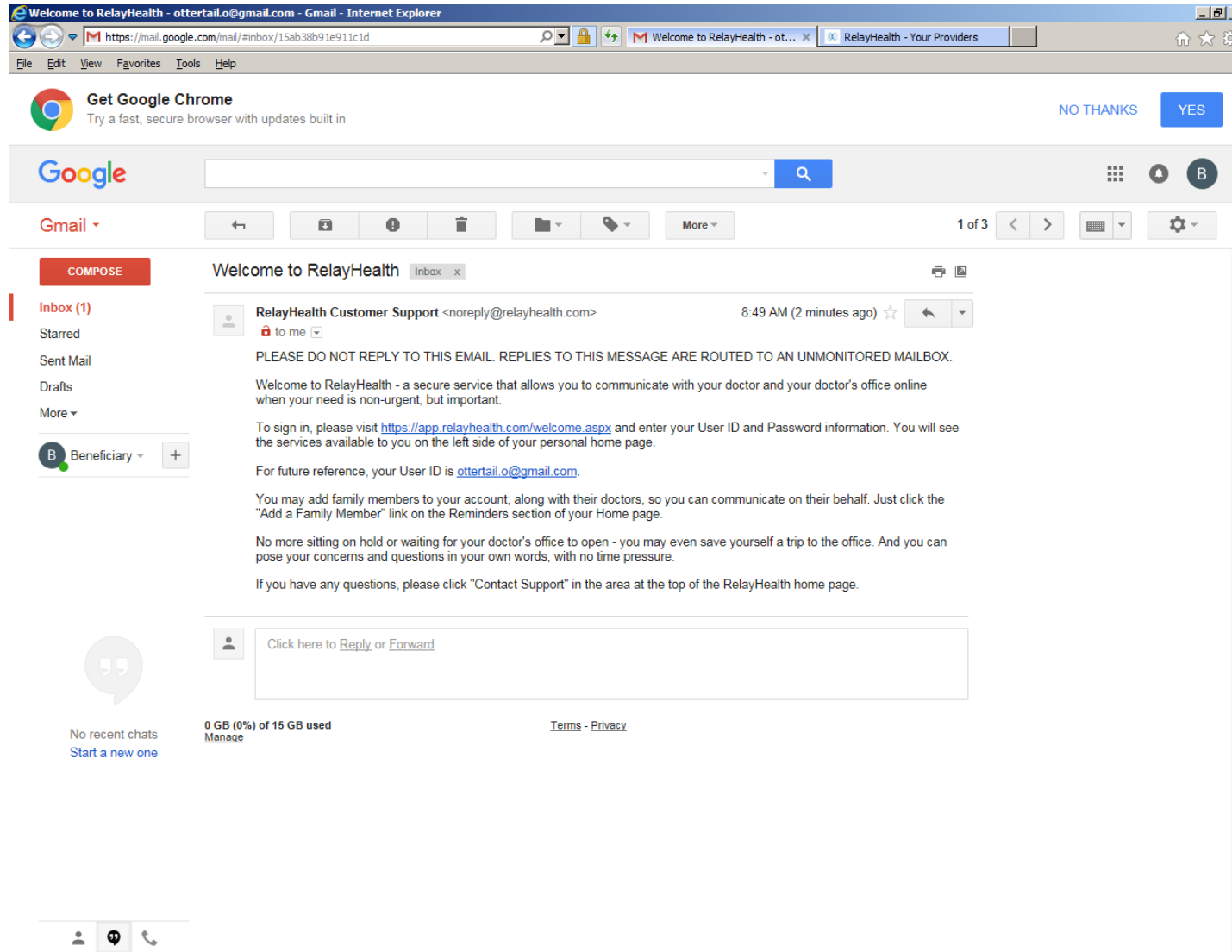
Beneficiary's PHR Home page is displayed. The remaining pages will explain the major functions in the RelayHealth PHR portal.



Now that registration is complete, click on MESSAGES in the gray area to see the Beneficiary's automatic "getting started" message within the PHR. The Beneficiary's ongoing use of the PHR is explained in the next section of this document.



This is a sample of the message that the beneficiary receives in his/her email when the registration process is complete.

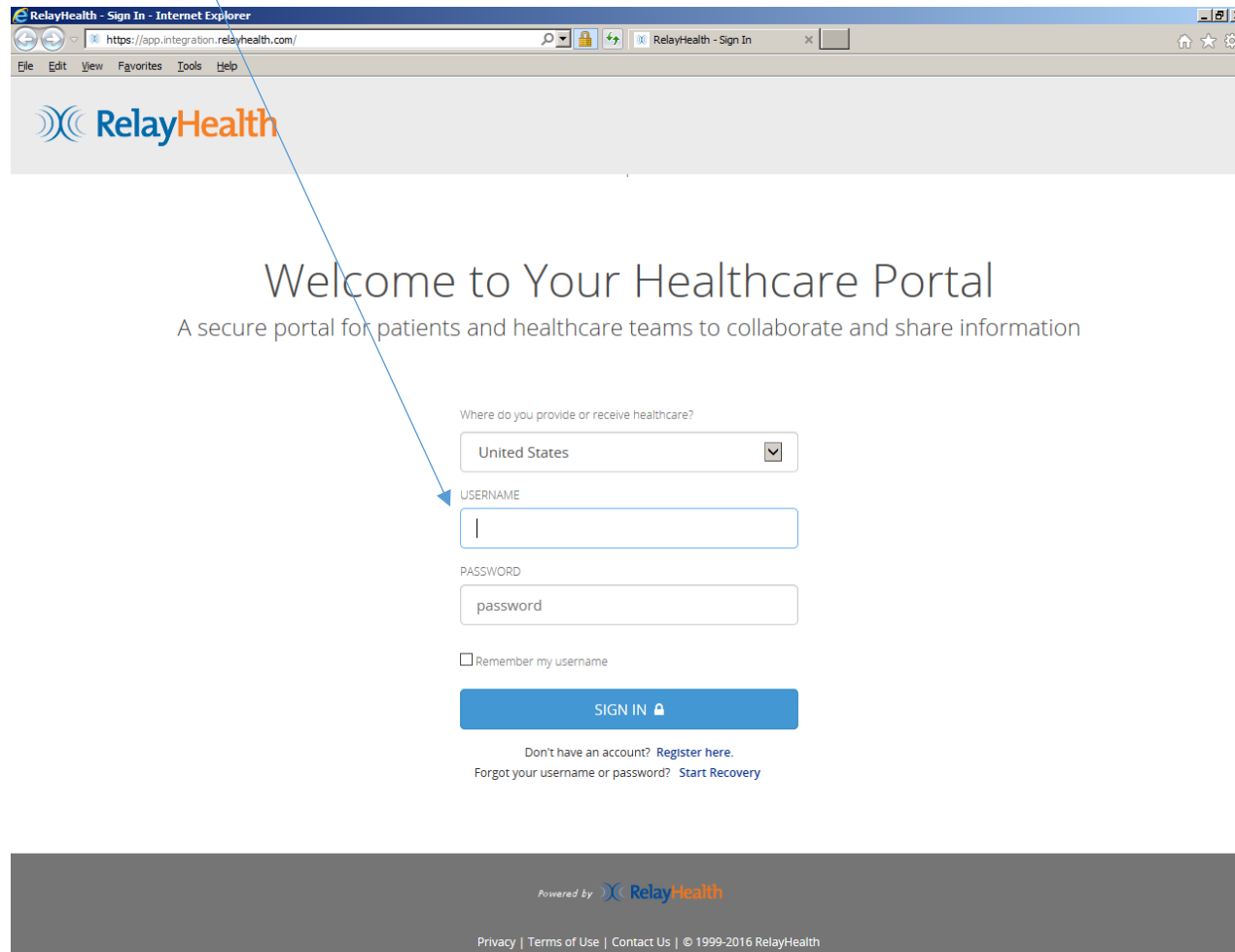


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This section explains how a Beneficiary can use the RelayHealth PHR when registration is complete. A Beneficiary will have his/her own account with no other family members.

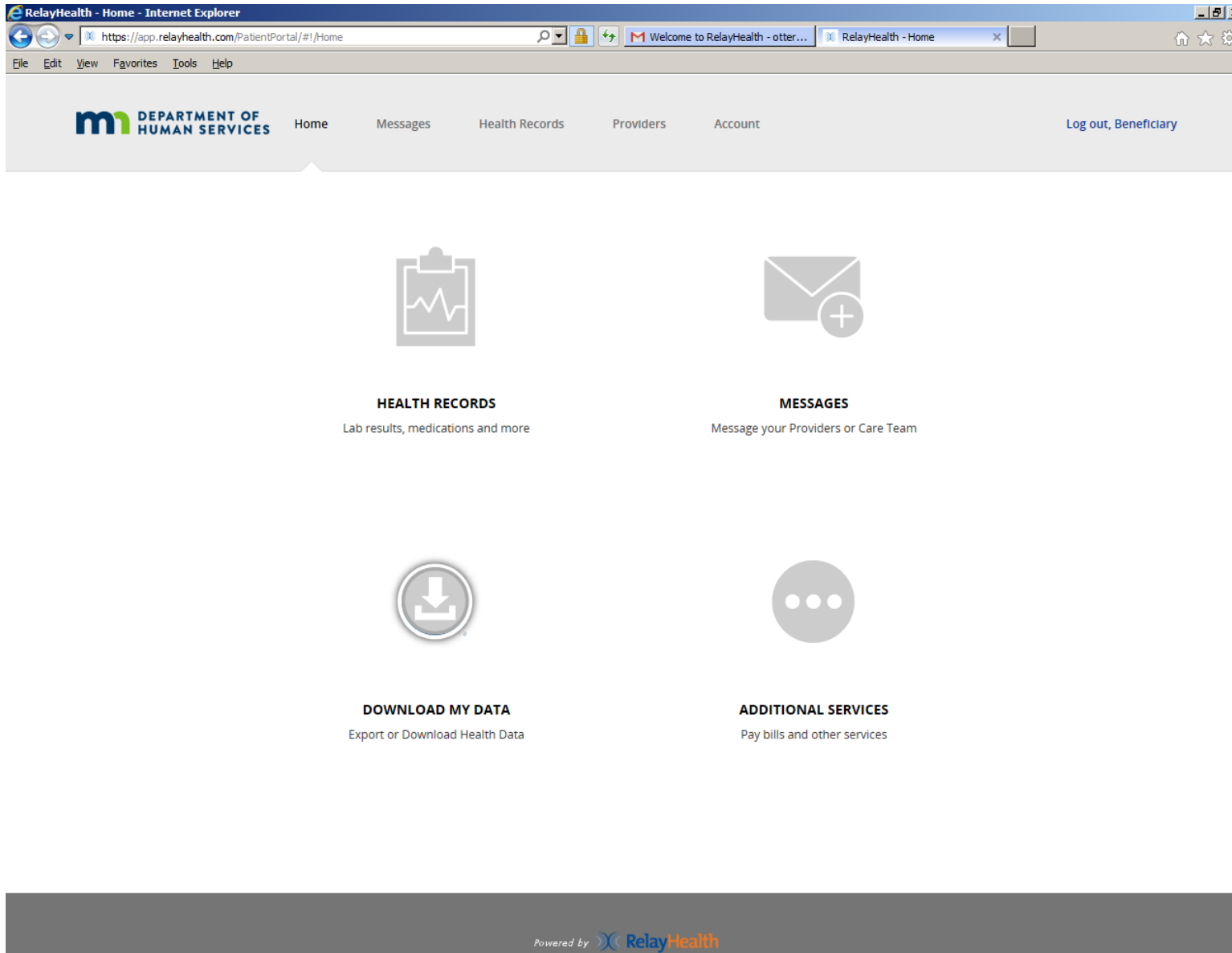
Usage by a legal or other designated representative using the PHR on behalf of a beneficiary is explained in a different document.

The Beneficiary logs in with the Username and Password that he/she set up in the registration process.



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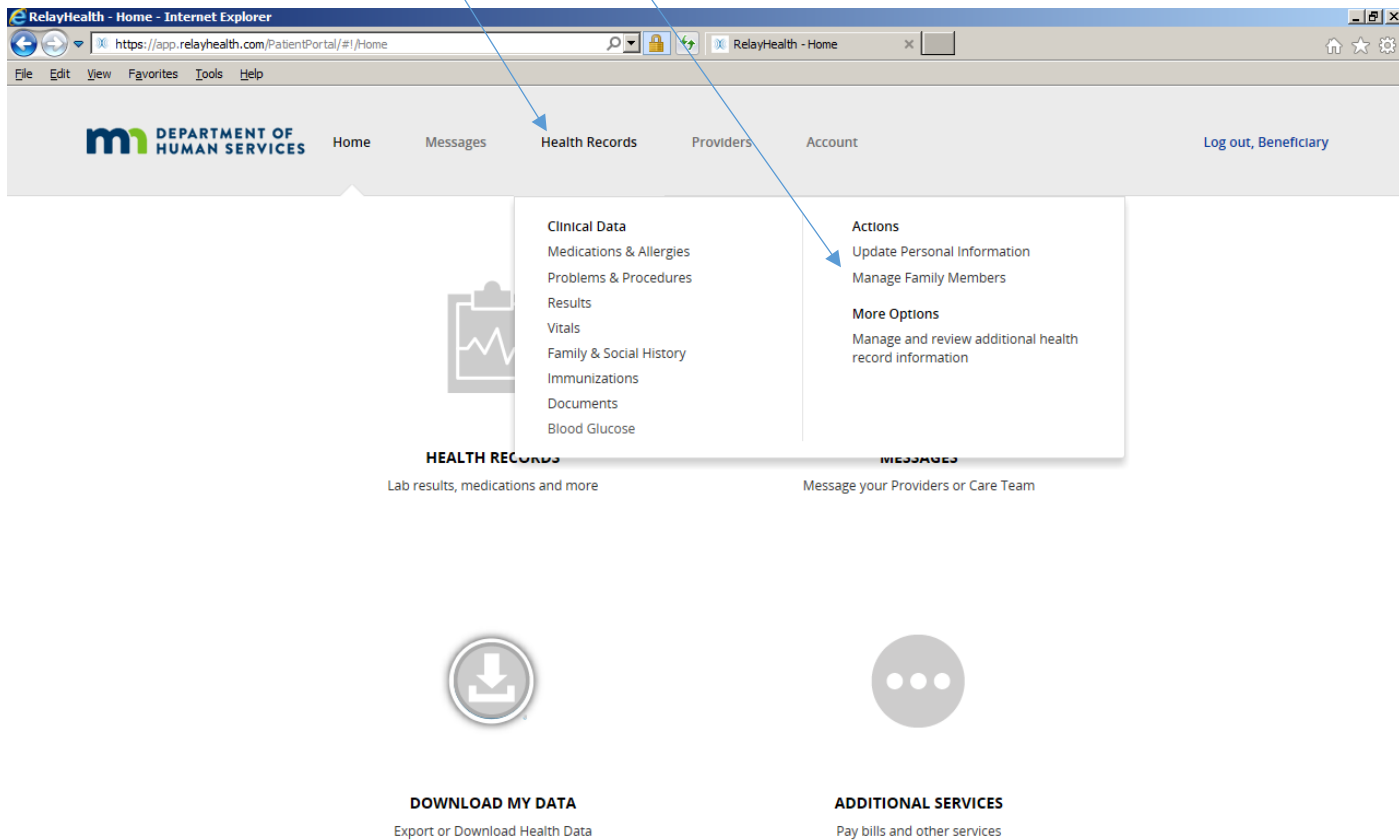
This is the main screen for the RelayHealth Personal Health Record (PHR).



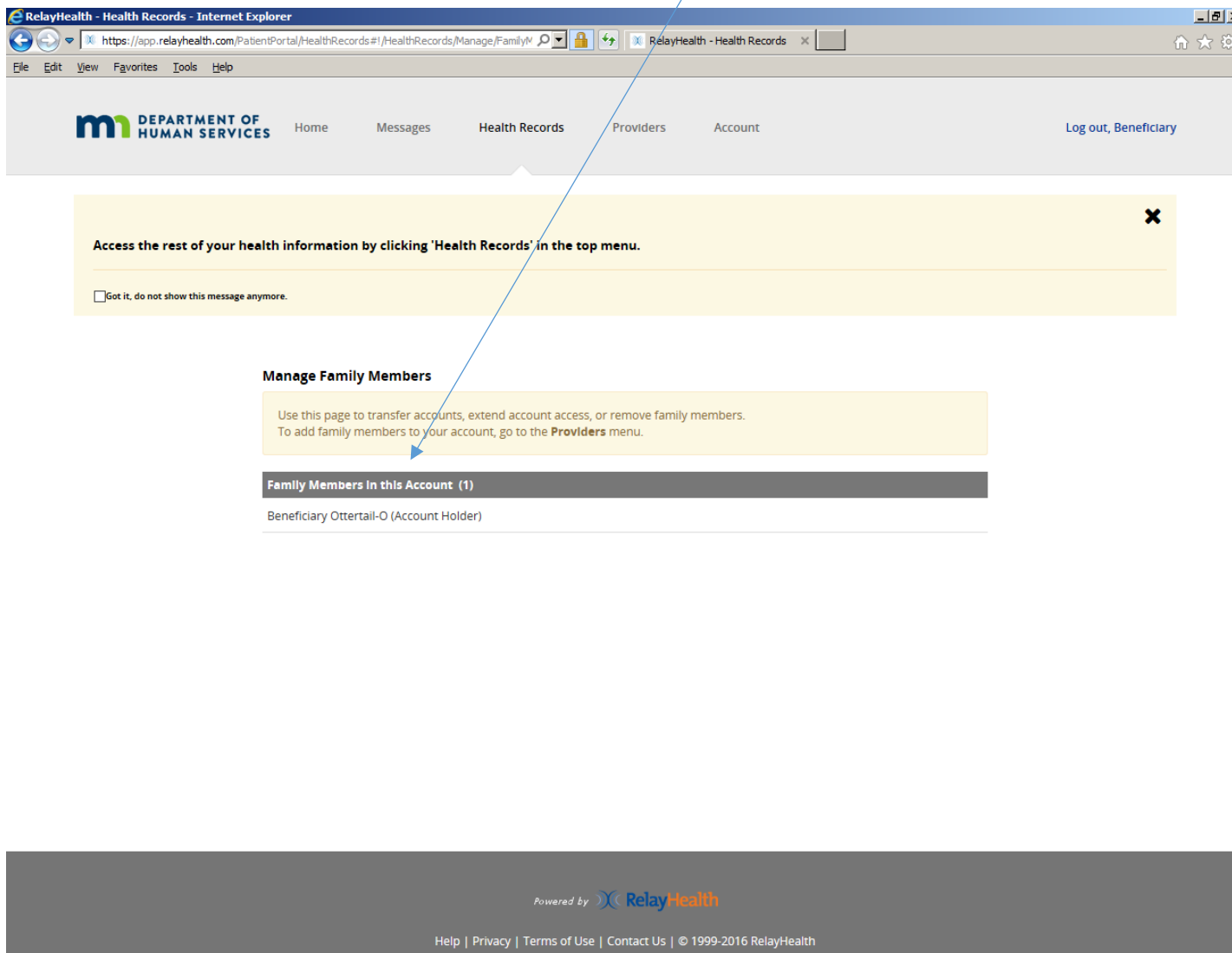
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As noted previously, a beneficiary will have his/her own account with no other family members.

To illustrate this, click on HEALTH RECORDS, then MANAGE FAMILY MEMBERS to get the next screen.

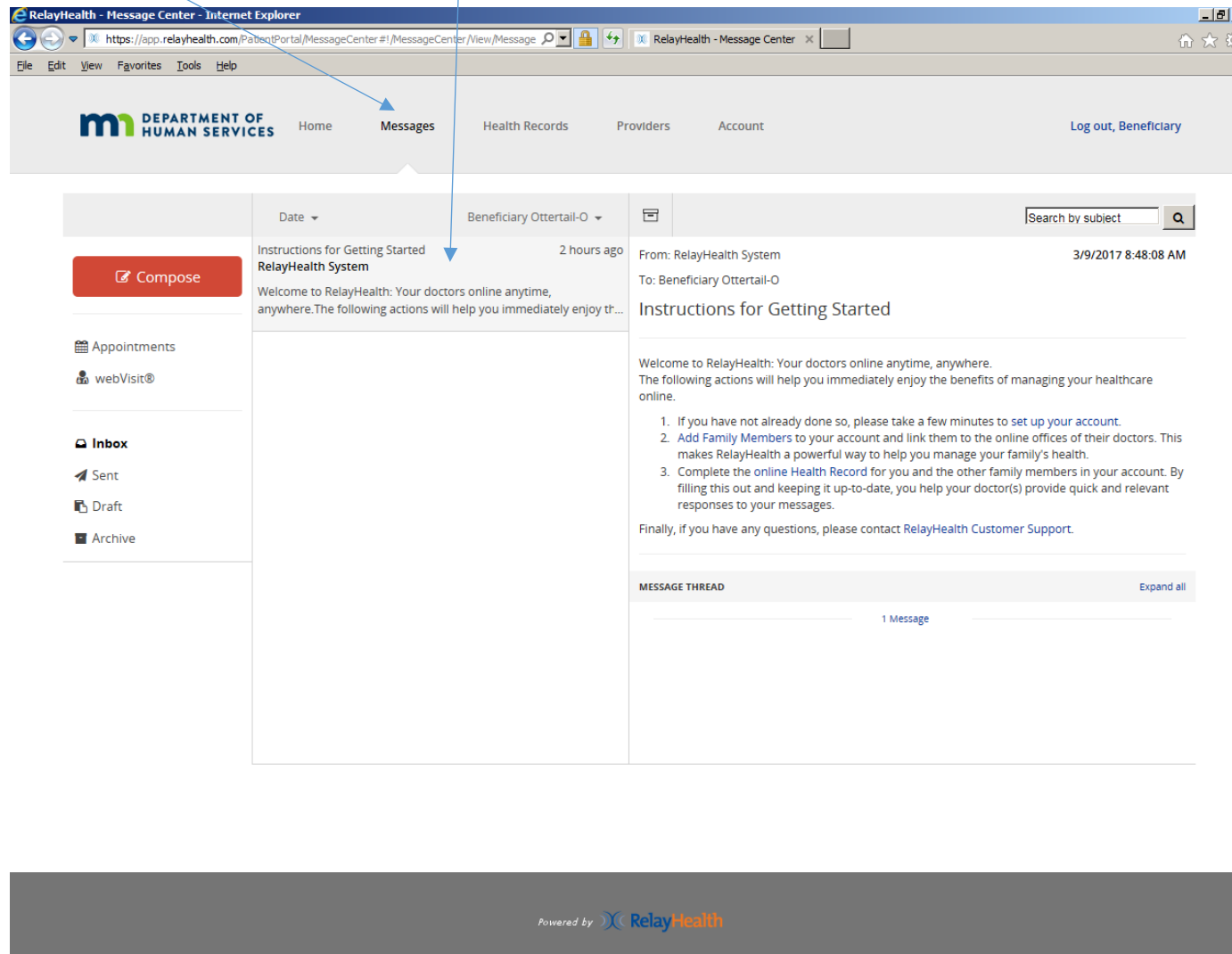


This shows the Beneficiary as the ACCOUNT HOLDER. A Beneficiary acting on his/her own behalf will not see additional family members.



MESSAGES: These are similar in concept to email, however they exist completely within the PHR.

Click on MESSAGES, then click on a message to display it in the viewing pane.

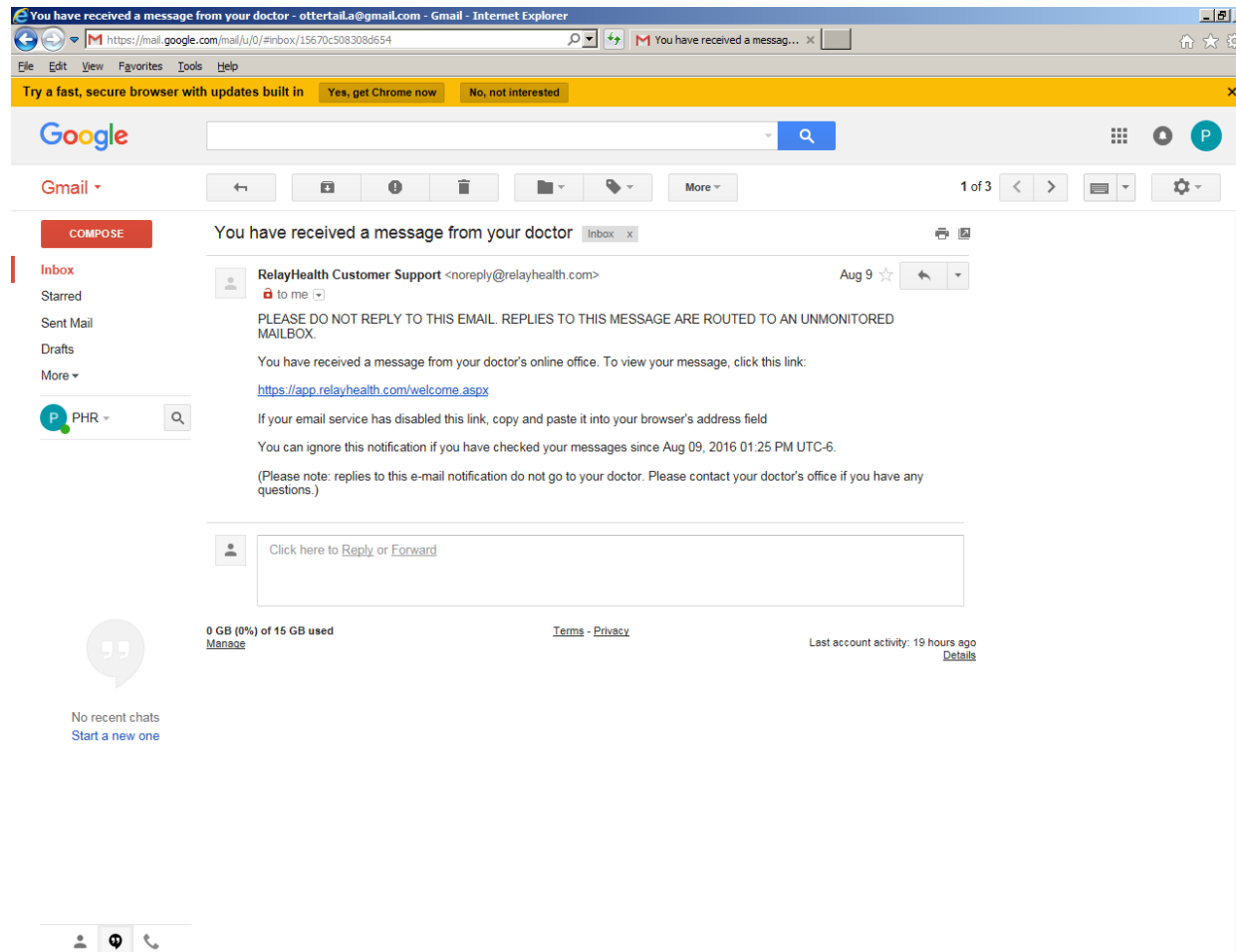


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Q: How to know there is a new message, for example from the Case Manager, if not logged into the PHR?

A: The message from the Case Manager within the PHR also triggered the message below to the Beneficiary's regular email address. The sample below shows how the message appears in Gmail, and it may appear slightly differently in other email systems.

Note that there is no individual Protected Health Information or Personal Identifying Information in this message in order to ensure that the Beneficiary's privacy is protected.



November 2017

Click on the REPLY icon to reply to a message.

The screenshot shows the RelayHealth Message Center interface in Internet Explorer. The browser address bar shows the URL: <https://app.relayhealth.com/PatientPortal/MessageCenter#!/MessageCenter/View/Message>. The page header includes the MN Department of Human Services logo and navigation links: Home, Messages, Health Records, Providers, Account, and Log out, Beneficiary.

The main content area is divided into three sections:

- Left Sidebar:** Contains navigation options: Compose (with a red button), Appointments, webVisit®, Inbox, Sent, Draft, and Archive.
- Message List:** A table with columns for Date and Beneficiary. It lists three messages:
 - Sample message from case manager (a few seconds ago) from Joe Kalaidis for MN Department of Human Services - Otter Tail / MN Department of Human Services - Otter Tail. Content: "This is a sample message from the case manager."
 - Instructions for Getting Started (2 hours ago) for RelayHealth System. Content: "Welcome to RelayHealth: Your doctors online anytime, anywhere. The following actions will help you immediately enjoy th..."
 - A third message is partially visible.
- Message Detail View:** Shows the selected message from Joe Kalaidis, dated 3/9/2017 10:58:25 AM. The subject is "Sample message from case manager". The content is "This is a sample message from the case manager." Below the message is a "MESSAGE THREAD" section with "1 Message" and an "Expand all" link.

A blue arrow points from the text "Click on the REPLY icon to reply to a message." to the reply icon (a curved arrow) located above the message detail view.

At the bottom of the page, there is a footer that says "Powered by RelayHealth".

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Enter REPLY message text, then click SEND.

The screenshot shows the RelayHealth Message Center interface in Internet Explorer. The browser address bar shows the URL: <https://app.relayhealth.com/PatientPortal/MessageCenter#/MessageCenter/View/Message>. The page header includes the MN Department of Human Services logo and navigation links: Home, Messages, Health Records, Providers, Account, and Log out, Beneficiary.

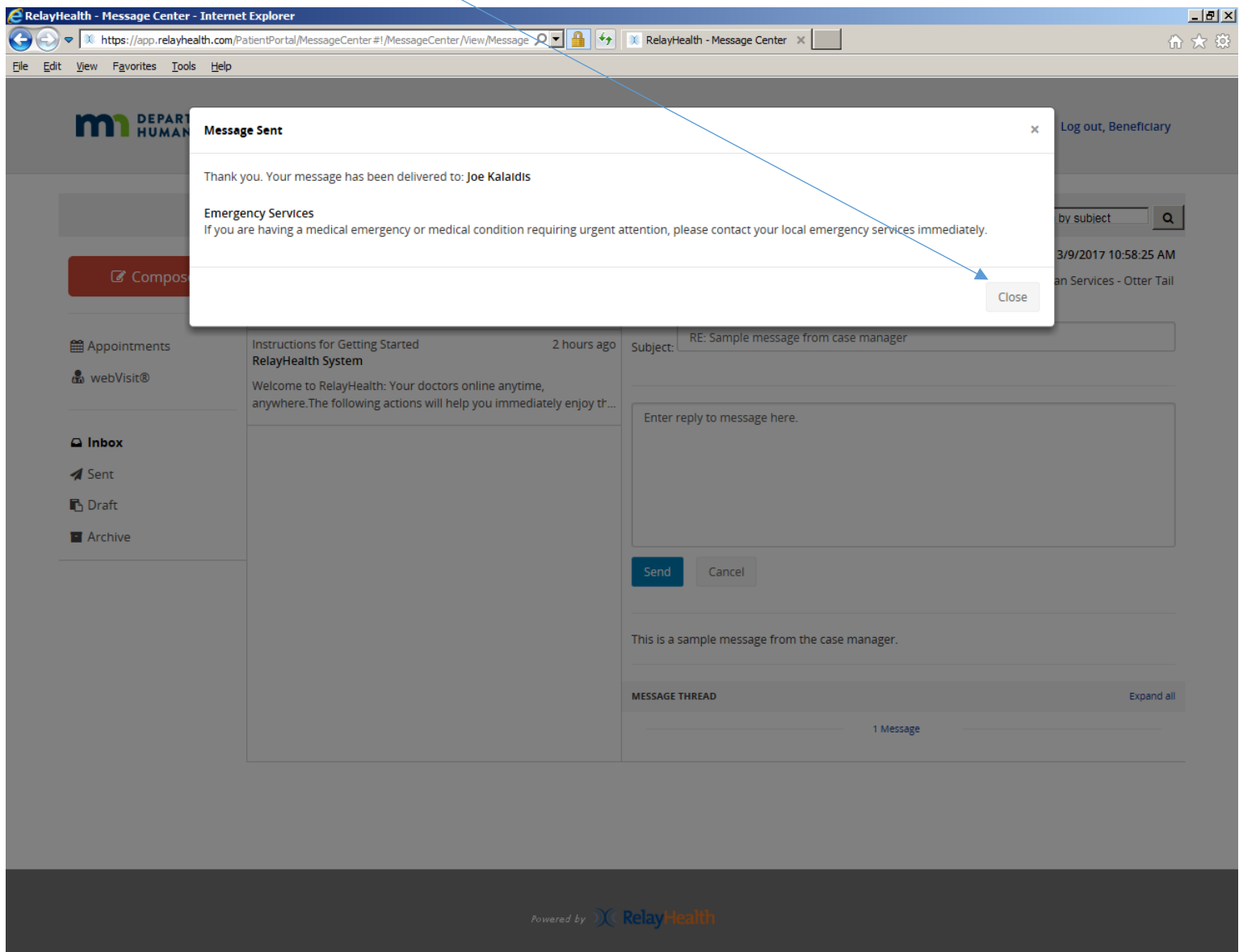
The main content area is divided into three columns. The left column contains a sidebar with a red 'Compose' button and links for 'Appointments', 'webVisit®', 'Inbox', 'Sent', 'Draft', and 'Archive'. The middle column displays a list of messages. The selected message is from Joe Kalaidis for MN Department of Human Services - Otter Tail, dated 2 minutes ago. The message text reads: "This is a sample message from the case manager." Below this, there is a message titled "Instructions for Getting Started RelayHealth System" dated 2 hours ago, with the text: "Welcome to RelayHealth: Your doctors online anytime, anywhere. The following actions will help you immediately enjoy th...".

The right column shows the details of the selected message. It includes a search bar labeled "Search by subject" and a "Q" icon. The message header shows: "From: Joe Kalaidis 3/9/2017 10:58:25 AM", "For: MN Department of Human Services - Otter Tail at MN Department of Human Services - Otter Tail", and "To: Beneficiary Ottertail-O". The subject line is "Subject: RE: Sample message from case manager". Below the subject line is a large text input field with the placeholder text "Enter reply to message here.". Underneath the input field are "Send" and "Cancel" buttons. Below the buttons, the message content is repeated: "This is a sample message from the case manager." At the bottom of the right column, there is a "MESSAGE THREAD" section with an "Expand all" link and a count of "1 Message".

At the bottom of the page, there is a footer that reads "Powered by RelayHealth".

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Confirmation that message was sent. Click CLOSE to return to messages.



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Click SENT to show message in SENT items.

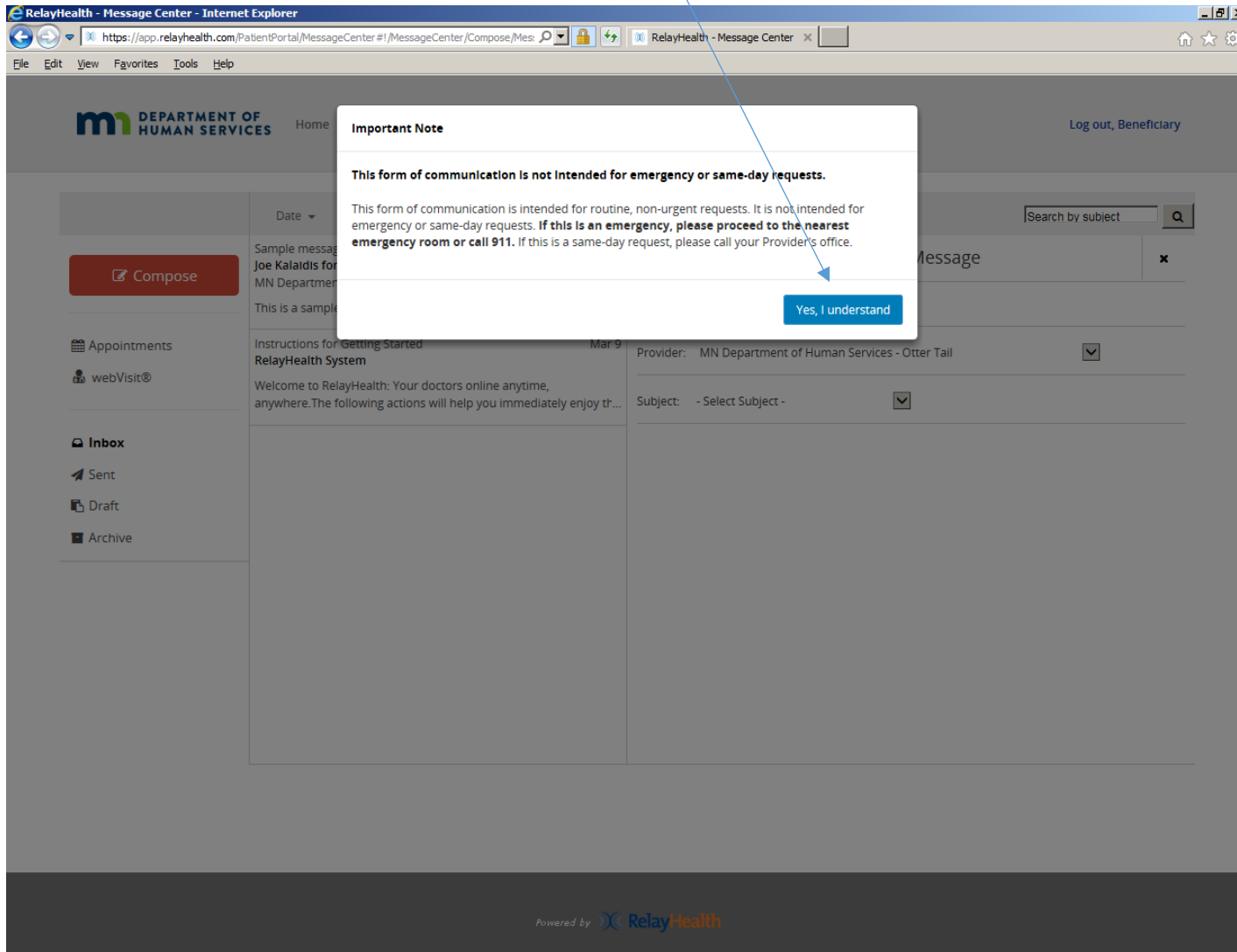
The screenshot shows the RelayHealth Message Center interface in Internet Explorer. The browser address bar shows the URL: https://app.relayhealth.com/PatientPortal/MessageCenter#/MessageCenter/View/Message. The page header includes the MN Department of Human Services logo and navigation links for Home, Messages, Health Records, Providers, and Account. A 'Log out, Beneficiary' link is also present. The main content area is divided into three sections: a left sidebar with navigation options (Compose, Appointments, webVisit®, Inbox, Sent, Draft, Archive), a central message preview area, and a right-hand message details area. The 'Sent' folder is selected in the sidebar. The message preview shows a subject line 'RE: Sample message from case manager' and a 'Compose' button. The message details area shows the sender as 'Beneficiary Ottertail-O', the recipient as 'Joe Kalaidis', and the date as '3/9/2017 11:01:42 AM'. The subject line is 'RE: Sample message from case manager'. Below the subject line, there is a 'MESSAGE THREAD' section with a link to 'Expand all' and a note that there are '2 Messages'.

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Click COMPOSE to create a new message. Select the PROVIDER from the dropdown list.

The screenshot shows the RelayHealth Message Center interface in Internet Explorer. The browser address bar displays the URL: <https://app.relayhealth.com/PatientPortal/MessageCenter#/MessageCenter/Compose/Mes>. The page header includes the MN Department of Human Services logo and navigation links: Home, Messages, Health Records, Providers, Account, and Log out, Beneficiary. The main content area is divided into three sections. On the left is a sidebar with a red 'Compose' button and links for Appointments, webVisit®, Inbox, Sent, Draft, and Archive. The middle section is a message list table with columns for Date and Beneficiary (Ottertail-O). The first message is dated Mar 9 and from Joe Kalaidis. The second message is dated Mar 9 and from the RelayHealth System. On the right is a 'New Message' form. The 'Patient' dropdown is set to Beneficiary Ottertail-O. The 'Provider' dropdown is open, showing options: '- Select Provider -', 'MN Department of Human Services - Otter Tail', and 'Ms. Jody Lien CCM at MN Department of Human Services - Otter Tail'. A search box for the subject is also present.

This screen displays when PROVIDER is selected. Click YES, I UNDERSTAND to proceed.



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Select SUBJECT type from the dropdown list.

The screenshot shows the RelayHealth Message Center interface in Internet Explorer. The browser address bar shows the URL: <https://app.relayhealth.com/PatientPortal/MessageCenter#!/MessageCenter/Compose/Mes>. The page header includes the logo for the Minnesota Department of Human Services and navigation links for Home, Messages, Health Records, Providers, Account, and Log out, Beneficiary. The main content area is divided into a message list on the left and a 'New Message' form on the right. The message list has columns for Date and Beneficiary. The 'New Message' form includes a 'Send' button, a search box for the subject, and dropdown menus for Patient (Beneficiary Ottertail-O) and Provider (MN Department of Human Services - Otter Tail). The Subject field is currently open, showing a dropdown menu with the following options: '- Select Subject -', 'Message Office Staff', and 'Update Address or Insurance Info'. A blue arrow points from the text 'Select SUBJECT type from the dropdown list.' to the subject dropdown menu.

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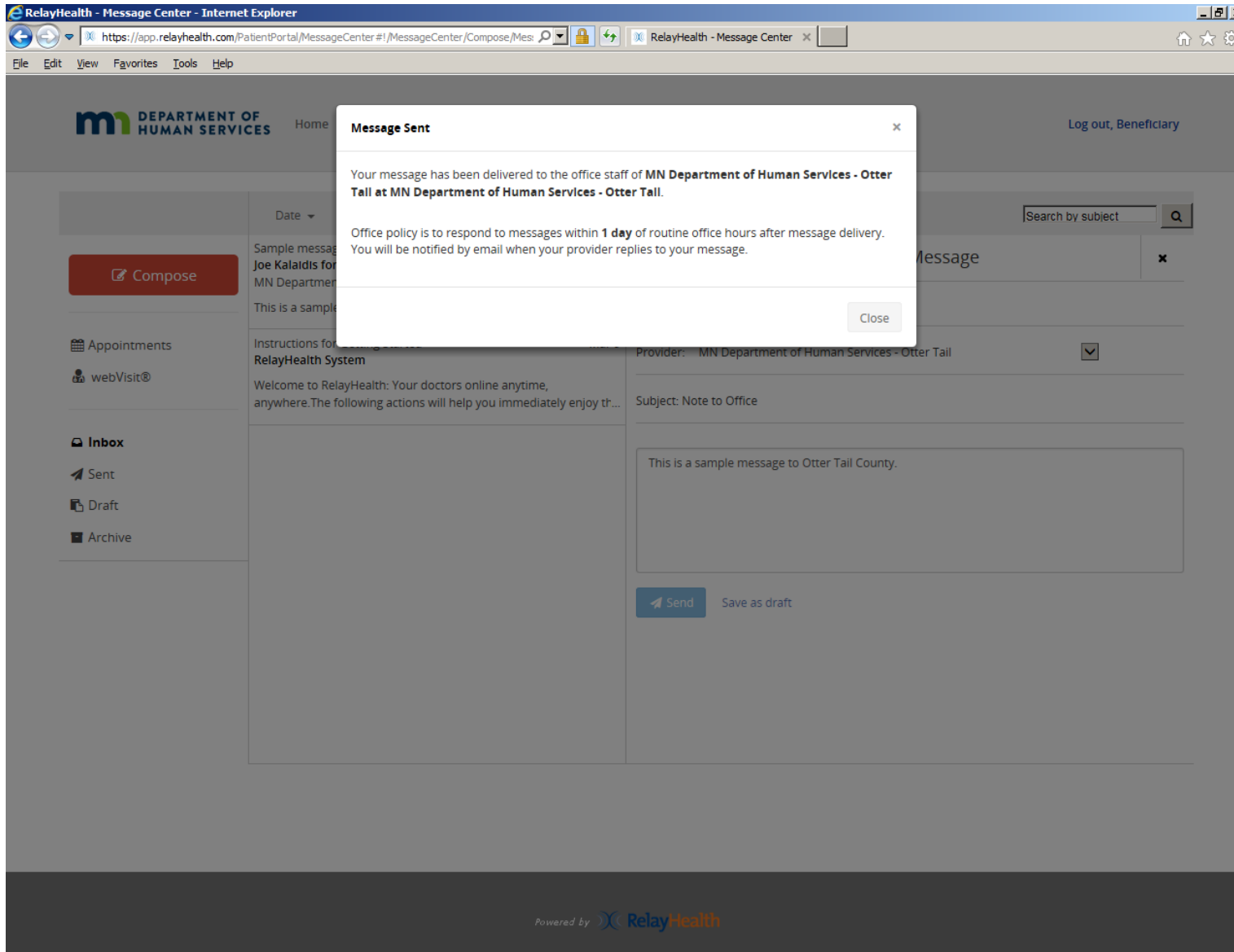
Enter message text, then click SEND.

The screenshot shows the RelayHealth Message Center interface in Internet Explorer. The browser address bar displays <https://app.relayhealth.com/PatientPortal/MessageCenter#/MessageCenter/Compose/Mes>. The navigation bar includes the MN Department of Human Services logo and links for Home, Messages, Health Records, Providers, Account, and Log out, Beneficiary. The main content area is divided into a left sidebar and a right pane. The sidebar contains a 'Compose' button (highlighted with a red box), 'Appointments', 'webVisit®', 'Inbox', 'Sent', 'Draft', and 'Archive'. The right pane shows a 'New Message' form with fields for Patient (Beneficiary Ottertail-O), Provider (MN Department of Human Services - Otter Tail), and Subject (Note to Office). A text input field contains the text 'This is a sample message to Otter Tail County|'. Below the input field are 'Send' and 'Save as draft' buttons. A search box is located at the top right of the message list area. Blue arrows from the text 'Enter message text, then click SEND.' point to the 'Compose' button and the text input field.



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Confirmation that message was sent.



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Message in SENT items.

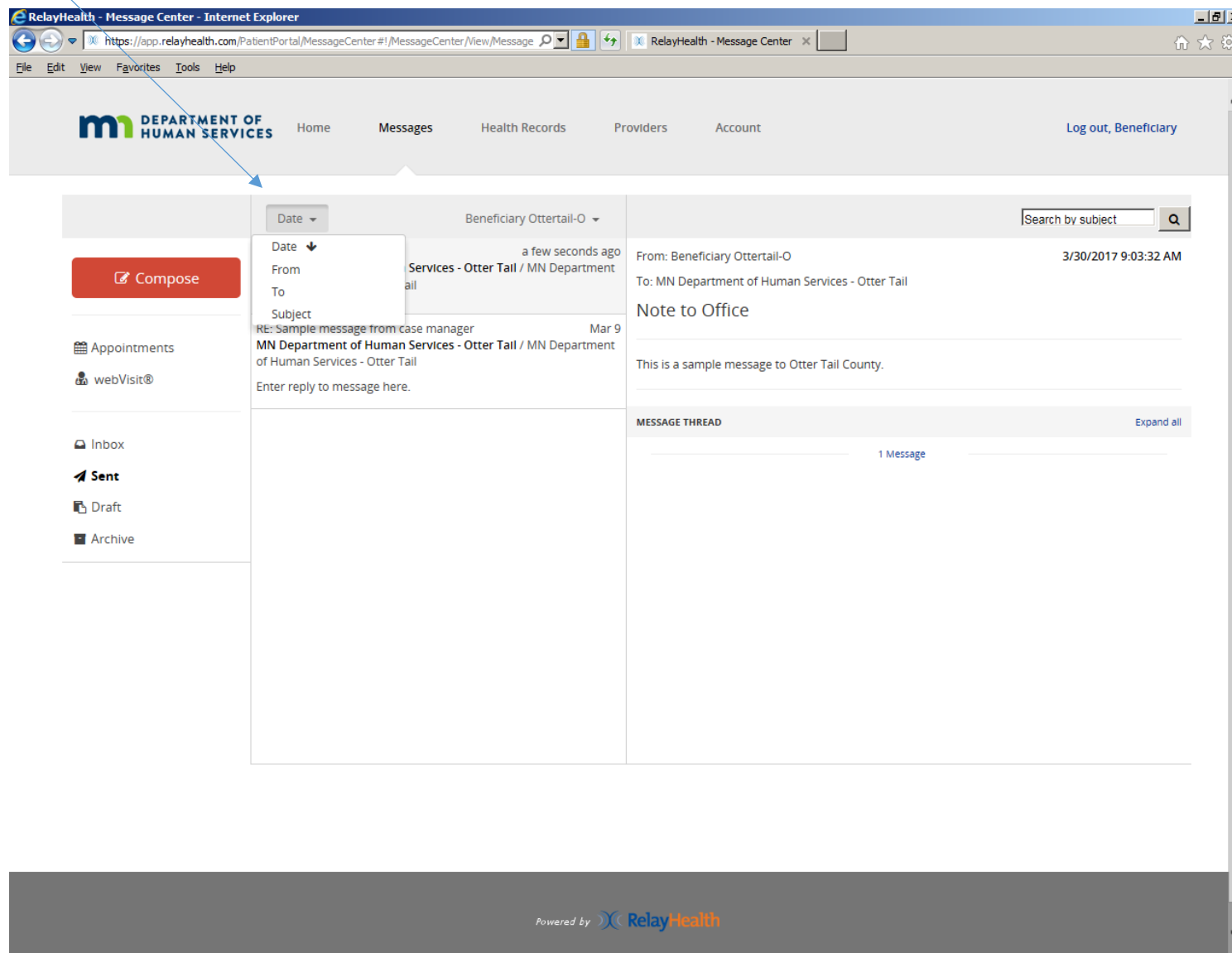
The screenshot shows the RelayHealth Message Center interface in Internet Explorer. The browser address bar displays the URL: <https://app.relayhealth.com/PatientPortal/MessageCenter#/MessageCenter/View/Message>. The page header includes the MN Department of Human Services logo and navigation links for Home, Messages, Health Records, Providers, and Account. A 'Log out, Beneficiary' link is also present.

The main content area is divided into three sections:

- Left Sidebar:** Contains navigation options: Compose (highlighted in red), Appointments, webVisit®, Inbox, **Sent** (highlighted with a blue arrow), Draft, and Archive.
- Message List:** Shows a list of messages. The selected message is: "Note to Office" from "Beneficiary Ottertail-O" (a few seconds ago). The sender is "MN Department of Human Services - Otter Tail / MN Department of Human Services - Otter Tail". Below it is a message from "Mar 9" with the subject "RE: Sample message from case manager" and the body text "Enter reply to message here.".
- Message View:** Displays the details of the selected message. The "From" field is "Beneficiary Ottertail-O" and the "To" field is "MN Department of Human Services - Otter Tail". The date and time are "3/30/2017 9:03:32 AM". The subject is "Note to Office". The body text reads: "This is a sample message to Otter Tail County." Below the message body is a "MESSAGE THREAD" section with an "Expand all" link and a count of "1 Message".

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Click if desired to change how messages are sorted in this view.



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Click on this icon to ARCHIVE the message to remove it from this view if desired. Note that messages can be saved as “archive” but they are never deleted from the RelayHealth PHR.

RelayHealth - Message Center - Internet Explorer

https://app.relayhealth.com/PatientPortal/MessageCenter/View/Message

File Edit View Favorites Tools Help

m DEPARTMENT OF HUMAN SERVICES Home Messages Health Records Providers Account Log out, Beneficiary

Date	Beneficiary Ottertail-O	Archive
Mar 9	Sample message from case manager Joe Kalaidis for MN Department of Human Services - Otter Tail / MN Department of Human Services - Otter Tail This is a sample message from the case manager.	
Mar 9	Instructions for Getting Started RelayHealth System Welcome to RelayHealth: Your doctors online anytime, anywhere. The following actions will help you immediately enjoy th...	

Compose

Appointments

webVisit®

Inbox

Sent

Draft

Archive

From: RelayHealth System 3/9/2017 7:48:08 AM

To: Beneficiary Ottertail-O

Instructions for Getting Started

Welcome to RelayHealth: Your doctors online anytime, anywhere. The following actions will help you immediately enjoy the benefits of managing your healthcare online.

1. If you have not already done so, please take a few minutes to [set up your account](#).
2. [Add Family Members](#) to your account and link them to the online offices of their doctors. This makes RelayHealth a powerful way to help you manage your family's health.
3. Complete the [online Health Record](#) for you and the other family members in your account. By filling this out and keeping it up-to-date, you help your doctor(s) provide quick and relevant responses to your messages.

Finally, if you have any questions, please contact [RelayHealth Customer Support](#).

MESSAGE THREAD Expand all

1 Message

Powered by RelayHealth

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PROVIDERS:

Click on PROVIDERS to see this screen, which lists all provider organizations contributing to the Beneficiary's Personal Health Record. Click on PRIVACY PREFERENCES to get the next screen.

RelayHealth - Your Providers - Internet Explorer

https://app.relayhealth.com/PatientPortal/Providers#/Providers

DEPARTMENT OF HUMAN SERVICES

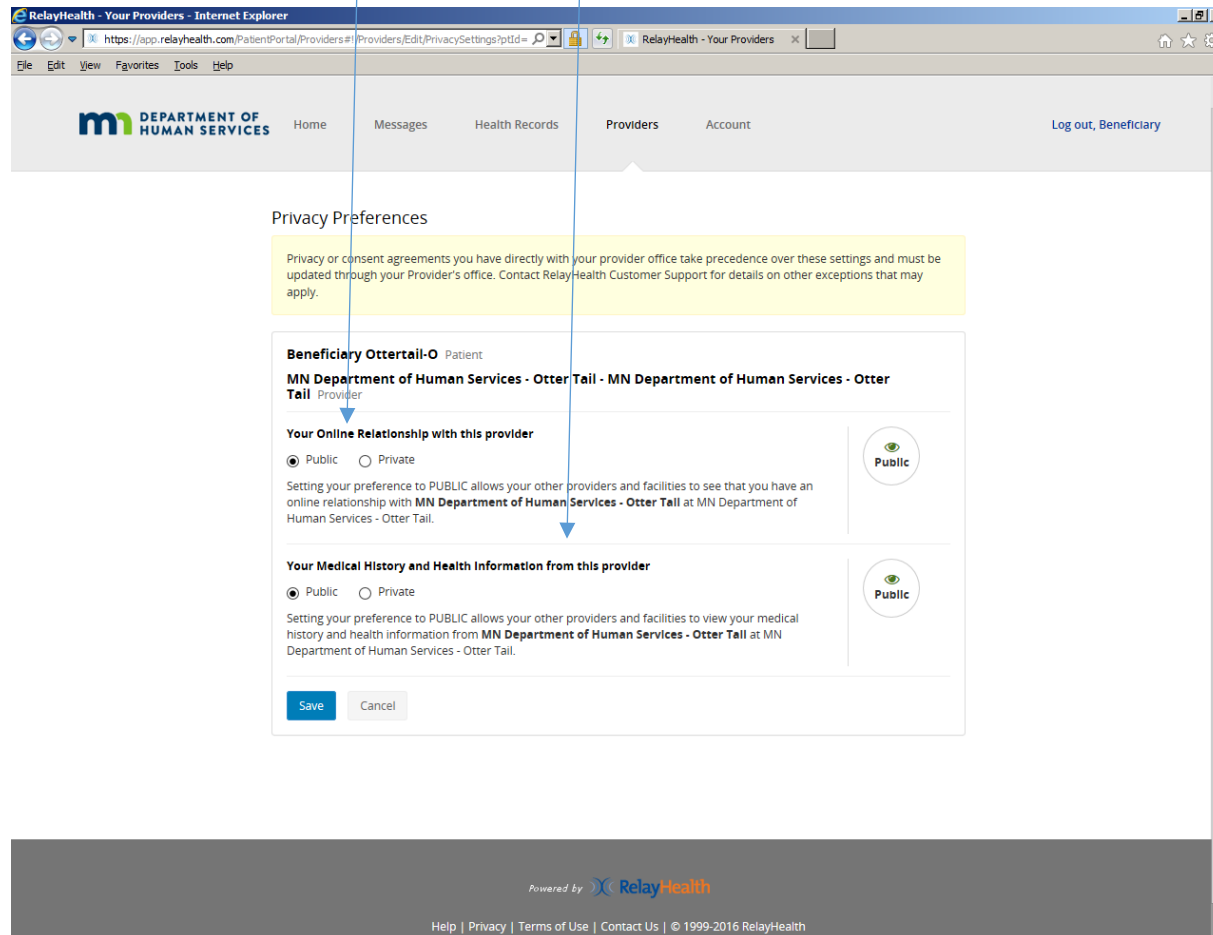
Home Messages Health Records **Providers** Account Log out, Beneficiary

Beneficiary Otttertail-O + Add Family Member

Beneficiary Otttertail-O's Providers + Add Provider or Facility for Beneficiary Otttertail-O

Provider or Facility	Status	Privacy Preferences	
MN Department of Human Services - Otter Tail	Approved	Public - Public	Remove
Ms. Jody Lien CCM	Approved	Public - Public	Remove
MN Department of Human Services - Otter Tail			

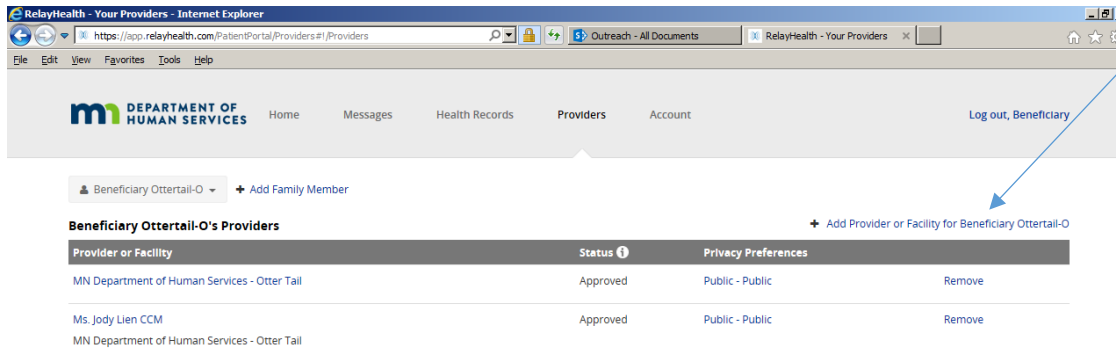
Privacy Preferences: The first setting identifies whether or not your other providers or staff can see that there is a relationship with this provider or organization. The second setting identifies whether your other providers or staff can view medical history and health information from this provider or organization. The standard or default settings are PUBLIC-PUBLIC. Please note that “PUBLIC” means “SHARED”, not that it is available to anyone over the internet, but that it is available only to your other providers and staff in this Personal Health Record. PUBLIC-PUBLIC provides full access to the PHR (including documents) for all provider organizations contributing to the Beneficiary’s PHR record. Click to change the preference if desired. Please note that if the beneficiary uploads any document to the PHR, any of your providers or staff members will be able see the document regardless of the privacy preferences.



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To add a relationship with another Fergus Falls provider organization that is participating in this demonstration project, click on ADD PROVIDER OR FACILITY to get the next screen. In addition to Otter Tail County, participants include:

- Fergus Falls Community Behavioral Health Hospital
- Lake Region Healthcare
- Lakeland Mental Health Center
- LB Homes
- PioneerCare
- Productive Alternatives.



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Enter all or part of provider organization name, then click SEARCH. Zip code also can be used if desired but is not required. The example below shows a search for Lake Region Healthcare.

RelayHealth - Your Providers - Internet Explorer

https://app.relayhealth.com/PatientPortal/Providers#1/Providers/Add/ProviderOrFacility?ptid=...

DEPARTMENT OF HUMAN SERVICES

Home Messages Health Records Providers Account Log out, Beneficiary

Add Provider or Facility for Beneficiary Ottertail-O

At least one field is required. Enter the full or partial name or ZIP code for your Provider. If your Facility allows connecting directly with the Facility, you may enter the Facility name.

Your Provider or Facility may not have registered for RelayHealth yet, or may have decided to be listed as Private, and will therefore not show up in the search results. If you cannot locate your Provider or Facility in the search, please reach out to them directly for additional information.

Search for Provider or Facility

Lake Region

Zip Code

Searches within 50 miles of this Zip Code

[Advanced Search](#)

Search Cancel

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Click SELECT for desired Provider organization. Note that since zip code was left blank in this search, other organizations containing “Lake Region” in their names that are outside the local area also are displayed. This is because the RelayHealth Personal Health Record is a portal with other client organizations nationwide.

RelayHealth - Your Providers - Internet Explorer

https://app.relayhealth.com/PatientPortal/Providers#!/Providers/Add/ProviderOrFacility?ptt:...

Add Provider or Facility for Beneficiary Ottertail-O

At least one field is required. Enter the full or partial name or ZIP code for your Provider. If your Facility allows connecting directly with the Facility, you may enter the Facility name.

Your Provider or Facility may not have registered for RelayHealth yet, or may have decided to be listed as Private, and will therefore not show up in the search results. If you cannot locate your Provider or Facility in the search, please reach out to them directly for additional information.

Search for Provider or Facility

Lake Region

Zip Code

Searches within 50 miles of this Zip Code

[Advanced Search >](#)

Your search found 3 results

Name and Specialty	Address	
Lake Cumberland Regional Hospital - LPT, LPT Other Specialty	Lake Cumberland Regional Hospital - LPT 305 Langdon Street Somerset, KY 42501 (606) 679-7441	<input type="button" value="Select"/>
Lake Region Healthcare	Lake Region Healthcare 712 Cascade Street Fergus Falls, MN 56537	<input type="button" value="Select"/>
Lakeland Regional Health - Medical Center	Lakeland Regional Health - Medical Center 1324 Lakeland Hills Blvd Lakeland, FL 33805 (863) 687-1100	<input type="button" value="Select"/>

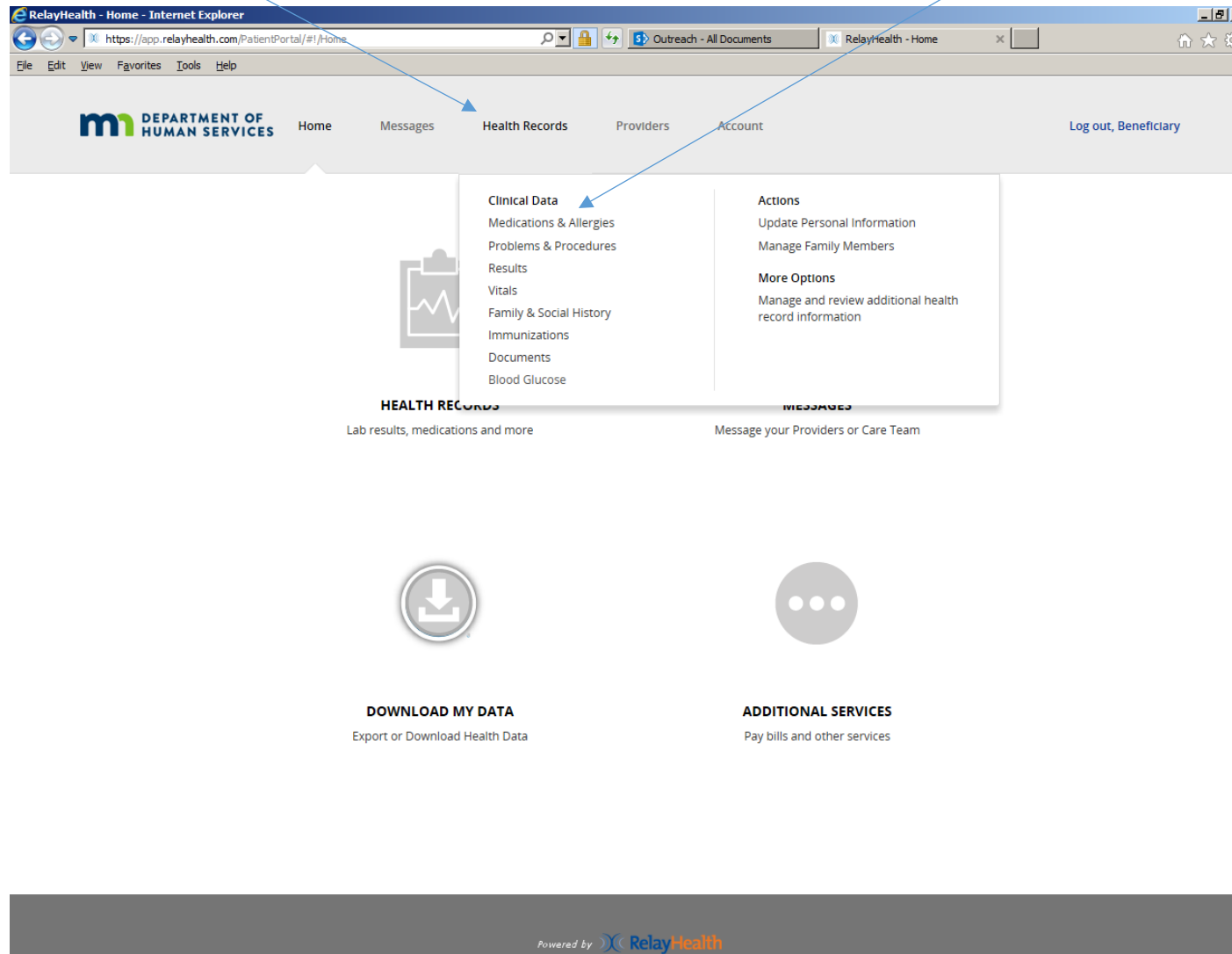
The added provider now shows in the list. Note that STATUS is PENDING confirmation by the Provider organization.

The screenshot shows the RelayHealth Patient Portal interface. At the top, there is a navigation bar with the Department of Human Services logo and links for Home, Messages, Health Records, Providers, and Account. A 'Log out, Beneficiary' link is also present. Below the navigation bar, there is a dropdown menu for the beneficiary 'Beneficiary Ottertail-O' and a '+ Add Family Member' button. A green notification banner states: 'A request to add Lake Region Healthcare to Your Providers has been sent and you will be notified once the request is accepted.' Below this, the 'Beneficiary Ottertail-O's Providers' section is displayed, featuring a table with columns for 'Provider or Facility', 'Status', and 'Privacy Preferences'. The table lists three providers: 'Lake Region Healthcare' (Pending), 'MN Department of Human Services - Otter Tail' (Approved), and 'Ms. Jody Lien CCM' (Approved). A '+ Add Provider or Facility for Beneficiary Ottertail-O' button is located to the right of the table. The footer of the page includes the RelayHealth logo and copyright information: 'Help | Privacy | Terms of Use | Contact Us | © 1999-2016 RelayHealth'.

Provider or Facility	Status	Privacy Preferences
Lake Region Healthcare	Pending	Public - Public Remove
MN Department of Human Services - Otter Tail	Approved	Public - Public Remove
Ms. Jody Lien CCM MN Department of Human Services - Otter Tail	Approved	Public - Public Remove

HEALTH RECORDS:

Click HEALTH RECORDS, then click on the desired section of Health Records. For example, click on MEDICATION & ALLERGIES to get the next screen.



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This screen shows how Medications and Allergies appear. Click ADD to enter new entries. Click on the other sections of HEALTH RECORDS to get similar views.

The screenshot shows the RelayHealth Health Records interface in Internet Explorer. The browser address bar shows the URL: <https://app.relayhealth.com/PatientPortal/HealthRecords#/HealthRecords/View/Medication:>. The page header includes the Department of Human Services logo and navigation links: Home, Messages, Health Records, Providers, Account, and Log out, Beneficiary. A dropdown menu shows the beneficiary name: Beneficiary Ottertail-O. A 'Print Health Records' button is visible in the top right.

The main content area is divided into three sections:

- Medications:** Includes a checkbox for 'Current medications only' and an '+ Add' button. Below is a table with columns: Drug, Directions, Last Modified Date, Status, and Source. One entry is shown: Aspirin Adult Low Strength (Aspirin), Oral Tablet Chewable 81 MG, Last Modified Date: Mar 30, 2017, Status: Taking, Source: Patient.
- Allergies - Medication:** Includes an '+ Add' button. Below is a table with columns: Allergy, Reactions, First Occurrence, Status, and Source. A message states: 'No allergies specified. You may confirm this Patient has no known medication allergies'.
- Allergies - Environmental or Food:** Includes an '+ Add' button. Below is a table with columns: Allergy, Reaction, First Occurrence, Status, and Source. A message states: 'No allergies specified. You may confirm this Patient has no known environmental or food allergies'.

The footer contains the text: 'Powered by Relay-Health' and 'Help | Privacy | Terms of Use | Contact Us | © 1999-2016 RelayHealth'.

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Click DOCUMENTS to get the next screen.

RelayHealth - Home - Internet Explorer
https://app.relayhealth.com/PatientPortal/#1/Home

File Edit View Favorites Tools Help

DEPARTMENT OF HUMAN SERVICES

Home Messages Health Records Providers Account Log out, Beneficiary

Clinical Data
Medications & Allergies
Problems & Procedures
Results
Vitals
Family & Social History
Immunizations
Documents
Blood Glucose

Actions
Update Personal Information
Manage Family Members

More Options
Manage and review additional health record information

HEALTH RECORDS
Lab results, medications and more

MESSAGES
Message your Providers or Care Team

DOWNLOAD MY DATA
Export or Download Health Data

ADDITIONAL SERVICES
Pay bills and other services

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This is a list DOCUMENTS. The first example shown (DHS Profile Page) will be loaded automatically by the Department of Human Services. Other documents can be added (uploaded) by Beneficiaries. Click on VIEW within the dropdown box to view the document.

The screenshot shows the RelayHealth Health Records interface. At the top, there is a navigation bar with the Department of Human Services logo and links for Home, Messages, Health Records, Providers, and Account. A 'Log out, Beneficiary' link is also present. Below the navigation bar, there is a dropdown menu for the beneficiary name, currently set to 'Beneficiary Ottertail-O'. A 'Print Health Records' button is located to the right. The main section is titled 'Health Record Documents' and includes a 'Date filter' dropdown set to 'Select Option'. Below this is a table of documents with columns for Document, Source, Date Processed, and Service Date. The first document is 'Care Summary Document' with source 'Beneficiary Ottertail-O' and date 'May 1, 2017 9:22 AM UTC-6'. A dropdown menu is open for this document, showing options: View, Download, Send, and Edit/Delete. The second document is 'Care Summary Document' with source 'Beneficiary Ottertail-O' and date 'Mar 31, 2017 7:44 AM UTC-6'. The third document is 'Care Summary Document' with source 'Beneficiary Ottertail-O' and date 'Mar 31, 2017 7:30 AM UTC-6'. A footer at the bottom contains the RelayHealth logo and copyright information.

Document	Source	Date Processed	Service Date
Care Summary Document SAMPLE PHR Profile Page 3-22-17.pdf	Beneficiary Ottertail-O	May 1, 2017 9:22 AM UTC-6	
Care Summary Document Advanced Directive sample form.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:44 AM UTC-6	
Care Summary Document EWServiceAgreementLettersRecipient.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:30 AM UTC-6	

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This is a sample of the new DHS Profile page.

mn DEPARTMENT OF HUMAN SERVICES

Long Term Services and Supports Profile Page

NOTE: This summary is provided by the MN Department of Human Services for informational purposes only. Please contact your Case Manager if you have questions about this information.

Data matches DHS systems as of June 10, 2016.

<u>Beneficiary Information</u> Name: James L. Gibson Address: 1524 Oak Avenue Apt #25 St. Paul, MN 55164-1234 Date of Birth: 04/06/1950 Age: 66 Gender: Male Primary Language: Not Available Phone Number: 444-444-1212 Authorized Rep. : Lisa R. Gibson	<u>LTSS Program</u> Program: Medical Assistance (MA) Begin Date: 01/01/2017 End Date: 12/31/2017 Waiver: Community Access for Disability Inclusion (CADI) Begin Date: 03/01/2017 End Date: 12/31/2017 Annually Required Eligibility Reassessment Date: 11/01/2017
<u>Case Manager</u> Name: Mary Jones Employer: Otter Tail County Phone Number: 555-555-1212	<u>Financial Worker</u> Name: John Smith Employer: Otter Tail County Phone Number: 555-555-1215

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Click on the dropdown box to see the functions available for the document. For example, click **DOWNLOAD** to save a copy of the document to the Beneficiary's computer.

The screenshot shows the RelayHealth Health Records interface in Internet Explorer. The browser address bar shows the URL: https://app.relayhealth.com/PatientPortal/HealthRecords#!/HealthRecords/View/Documents. The page header includes the Michigan Department of Human Services logo and navigation links: Home, Messages, Health Records, Providers, Account, and Log out, Beneficiary. Below the header, there is a dropdown menu for the beneficiary name: Beneficiary Ottertail-O. A 'Print Health Records' button is visible on the right. The main content area is titled 'Health Record Documents' and includes a 'Date filter' dropdown set to 'Select Option'. Below this is a table with the following columns: Document, Source, Date Processed, and Service Date. Two rows of documents are listed, both from 'Beneficiary Ottertail-O' and dated 'Mar 31, 2017'. A dropdown menu is open over the 'Service Date' column of the second row, showing options: View, Download, Send, and Edit/Delete. A blue arrow points from the text above to the 'Download' option in the dropdown menu.

Document	Source	Date Processed	Service Date
Care Summary Document EWServiceAgreementLettersRecipient.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:30 AM UTC-6	
Care Summary Document Long Term Services and Supports Profile Page JamesL.Gibson.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:28 AM UTC-6	

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Documents can be sorted in ascending or descending order in different ways by clicking on the desired column header in the list. In this example, all documents were added (uploaded) by the Beneficiary, as shown in SOURCE. Documents added by DHS and other Provider organizations are identified accordingly.

The screenshot shows the RelayHealth Health Records interface. At the top, there is a navigation bar with the Department of Human Services logo and links for Home, Messages, Health Records, Providers, and Account. A user is logged in as Beneficiary Ottertail-O. Below the navigation bar, there is a section for Health Record Documents with a date filter dropdown set to 'Select Option'. A table lists two documents, both from the Beneficiary Ottertail-O source, processed on Mar 31, 2017. Blue arrows from the text above point to the 'Source', 'Date Processed', and 'Service Date' column headers in the table.

Document	Source	Date Processed	Service Date
Care Summary Document EWSserviceAgreementLettersRecipient.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:30 AM UTC-6	
Care Summary Document Lone Term Services and Supports Profile Page JamesL.Gibson.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:28 AM UTC-6	

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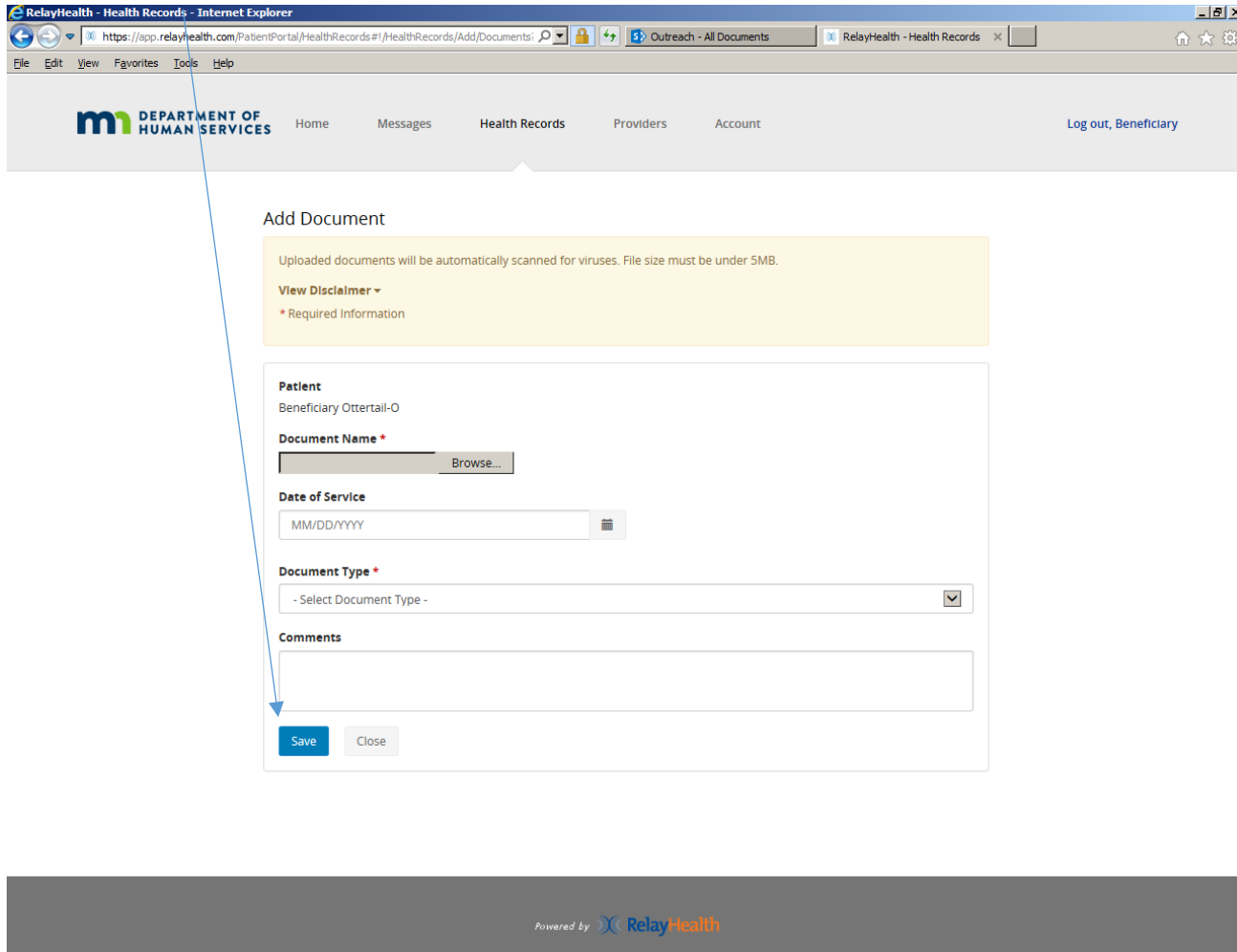
To add a document, click ADD to get the next screen.

The screenshot shows the RelayHealth Health Records interface. At the top, there is a navigation bar with the Department of Human Services logo and links for Home, Messages, Health Records, Providers, and Account. A 'Log out, Beneficiary' link is also present. Below the navigation bar, there is a dropdown menu for the beneficiary name, 'Beneficiary Ottertail-O', and a 'Print Health Records' button. The main section is titled 'Health Record Documents' and includes a 'Date filter' dropdown set to 'Select Option'. Below this is a table of documents with columns for Document, Source, Date Processed, and Service Date. Two documents are listed, both from 'Beneficiary Ottertail-O' and dated 'Mar 31, 2017'. A blue arrow points from the text above to the '+ Add' button in the top right corner of the document list.

Document	Source	Date Processed	Service Date
Care Summary Document EWServiceAgreementLettersRecipient.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:30 AM UTC-6	
Care Summary Document Long Term Services and Supports Profile Page JamesL.Gibson.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:28 AM UTC-6	

Adding (uploading) a Document – continued:

1. DOCUMENT NAME: click BROWSE to identify the document to be added from your computer.
2. DATE OF SERVICE: this is optional.
3. DOCUMENT TYPE: Select from the dropdown list.
4. COMMENTS: this is optional.
5. Click SAVE.



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The new document now appears on the list, along with a confirmation that the document was added.

The screenshot shows the RelayHealth Health Records interface. At the top, there is a navigation bar with the Department of Human Services logo and links for Home, Messages, Health Records, Providers, and Account. A user is logged in as Beneficiary Ottertail-O. A green confirmation message states: "You have successfully added Advanced Directive sample form.pdf." Below this, the "Health Record Documents" section features a date filter dropdown set to "Select Option" and an "+ Add" button. A table lists the documents:

Document	Source	Date Processed	Service Date
Care Summary Document Advanced Directive sample form.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:44 AM UTC-6	
Care Summary Document EWSserviceAgreementLettersRecipient.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:30 AM UTC-6	
Care Summary Document Long Term Services and Supports Profile Page_JamesL.Gibson.pdf	Beneficiary Ottertail-O	Mar 31, 2017 7:28 AM UTC-6	

At the bottom of the page, it is noted as "Powered by RelayHealth" with links for Help, Privacy, Terms of Use, and Contact Us, and a copyright notice for 1999-2016 RelayHealth.

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Click PRINT HEALTH RECORDS to view the entire record.

RelayHealth - Health Records - Internet Explorer

https://app.relayhealth.com/PatientPortal/HealthRecords#/HealthRecords/View/Documents

File Edit View Favorites Tools Help

mi DEPARTMENT OF HUMAN SERVICES Home Messages Health Records Providers Account Log out, Beneficiary

Beneficiary Otttertail-O

Print Health Records

Health Record Documents Add

Date filter: Select Option

Document	Source	Date Processed	Service Date
Care Summary Document Advanced Directive sample form.pdf	Beneficiary Otttertail-O	Mar 31, 2017 7:44 AM UTC-6	
Care Summary Document EWServiceAgreementLettersRecipient.pdf	Beneficiary Otttertail-O	Mar 31, 2017 7:30 AM UTC-6	
Care Summary Document Long Term Services and Supports Profile Page JamesL.Gibson.pdf	Beneficiary Otttertail-O	Mar 31, 2017 7:28 AM UTC-6	

Page 1 of 4 pages of the complete record. Click PRINT if desired for a printed copy. Note HEALTH CONSIDERATIONS. In this example, LIVING WILL and ADVANCE DIRECTIVE are both yes. In this scenario, it is helpful if the Beneficiary also adds (uploads) these documents.

RelayHealth - Patient Health Record - Internet Explorer
https://app.relayhealth.com/Patients/PHR/PatientPrintHealthRecord.aspx?ptid=114231307

Print Close

Page 1 | 2 | 3 | 4 |

Beneficiary Ottertail-O - DOB Jan 1, 1950 - Male Printed: Mar 31, 2017

Personal Information Last Updated: Never

Beneficiary Ottertail-O 1200 Lincoln Avenue Fergus Falls, Minnesota, 56537 United States Home: 952-486-1201 Mobile: Fax: Email: ottertail.o@gmail.com Alternate Email:	Height: Weight: (lbs) Administrative Sex: Male Marital/Relationship Status: Number of Children: MRN: Last Office Visit: Last Visit Complaint:	Birth Date: Jan 1, 1950 Death Date: Birth Place: Race: Ethnicity: Former or Maiden Name:
--	--	---

Emergency Contact **Employer** **Health Considerations**

Relationship: Phone Numbers:	Organization: Occupation: Work Phone Number:	Living Will: Yes Advance Directive: Yes Organ Donor Program: Unspecified Religious Beliefs Influencing Medical Treatment: Unspecified
---------------------------------	--	---

Primary Health Plan **Previous Physicians**

Not Available	None Reported
---------------	---------------

Medical Information

Problems Last updated: Never None Reported	Allergies Last updated: Never None Reported	Immunizations Last updated: Never None Reported
---	--	--

Medications **Family Health History**

Last updated: Mar 30, 2017 Aspirin Adult Low Strength - Oral Tablet Chewable 81 MG	Last updated: Never None Reported
---	--------------------------------------

Surgeries, Procedures, Tests **Health Record Files**

Last updated: Never None Reported 0	Last updated: Mar 31, 2017 Long Term Services and Supports Profile Page_JamesLGibson.pdf EWSserviceAgreementLettersRecipient.pdf Advanced Directive sample form.pdf
---	---

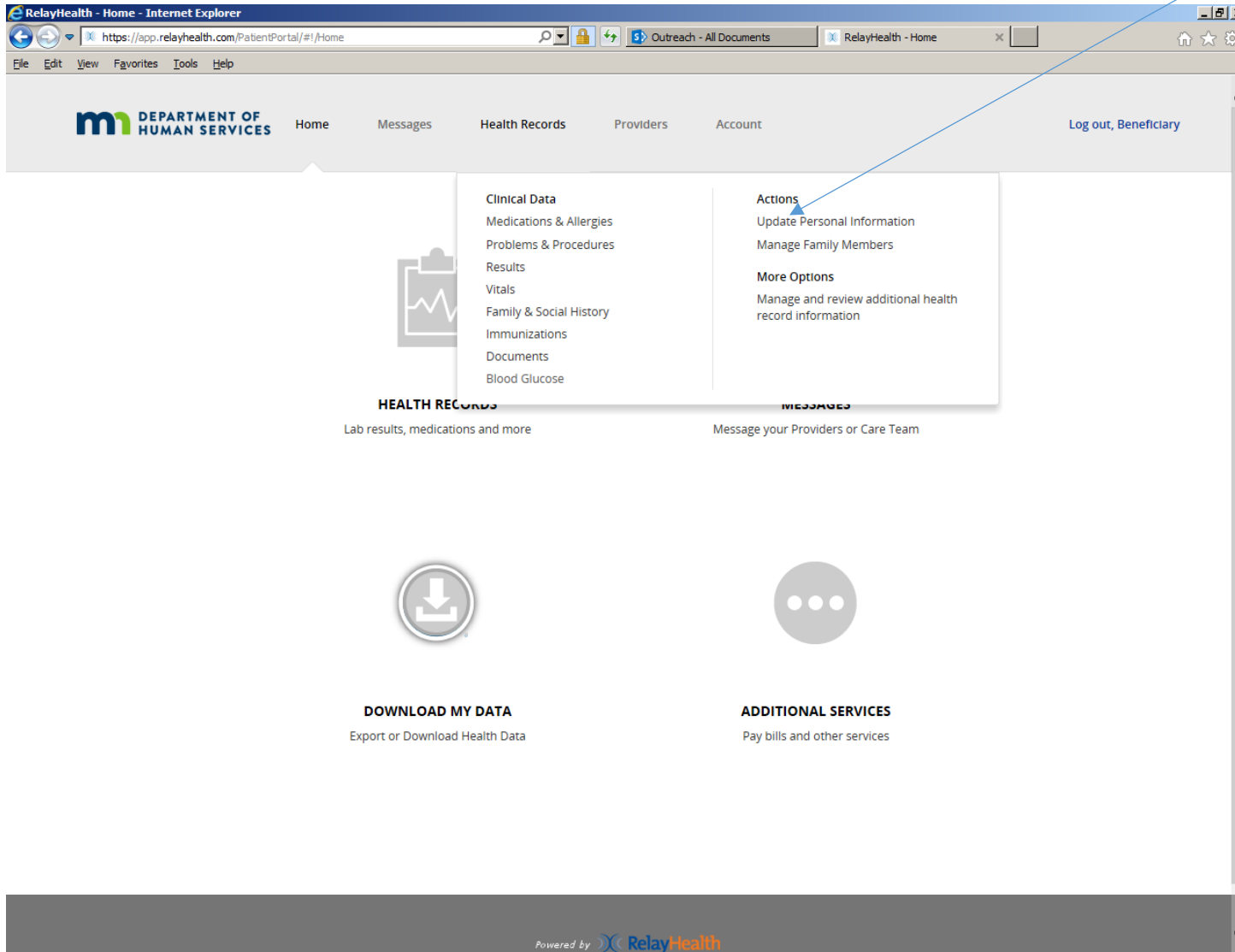
Personal Information Files

Last updated: Never None Reported

Health Habits Last Updated: Never

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To update personal information (for example Living Will and Advanced Directive), click on HEALTH RECORDS, then click UPDATE PERSONAL INFORMATION.



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Click on the desired section to add or edit information. Continuing the example from above, click on HEALTH CONSIDERATIONS to update Living Will and/or Advance Directive. Do not update name, address, zip code, date of birth, or gender (“Administrative Sex”). If these items need to be changed, please contact your Otter Tail County Case Manager.

The screenshot displays the 'Enter/Modify Your Personal Information' form in a web browser. The form is organized into several sections:

- Personal Information:** Includes fields for Title, First Name, Middle Name, Last Name, Former / Birth Name, Date of Birth (with month, day, and year dropdowns), Date of Death (with month, day, and year dropdowns), Administrative Sex (dropdown), Gender Identity (text input), Height (feet and inches inputs), and Weight (pounds and kilograms inputs).
- Preferred Language:** A dropdown menu.
- Race:** A dropdown menu.
- Ethnicity:** A dropdown menu.
- Marital/Relationship Status:** A dropdown menu.
- Number of Children:** A text input field.
- Place of Birth:** A text input field.
- Contact:** A section containing 'Emergency Contact', 'Current Care Provider', and 'Previous Providers'.
- Health Insurance and Guarantor:** A section containing 'Employment' and 'Health Considerations'.

A blue arrow points from the 'HEALTH CONSIDERATIONS' section in the text above to the 'Health Considerations' section in the form below.

Update HEALTH CONSIDERATIONS below.

RelayHealth - Health Records - Internet Explorer

https://app.relayhealth.com/PatientPortal/HealthRecords#/HealthRecords/Edit/PersonalInf

Outreach - All Documents | RelayHealth - Health Records

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m DEPARTMENT OF HUMAN SERVICES Home Messages **Health Records** Providers Account [Log out, Beneficiary](#)

Beneficiary Otttertail-O

Enter/Modify Your Personal Information

* Required Information

- Personal Information
- Contact
- Emergency Contact
- Current Care Provider
- Previous Providers
- Health Insurance and Guarantor
- Employment
- Health Considerations**

This optional information may be useful to your doctor in determining appropriate health care for you.

Do you have a living will?
 Yes No Unspecified

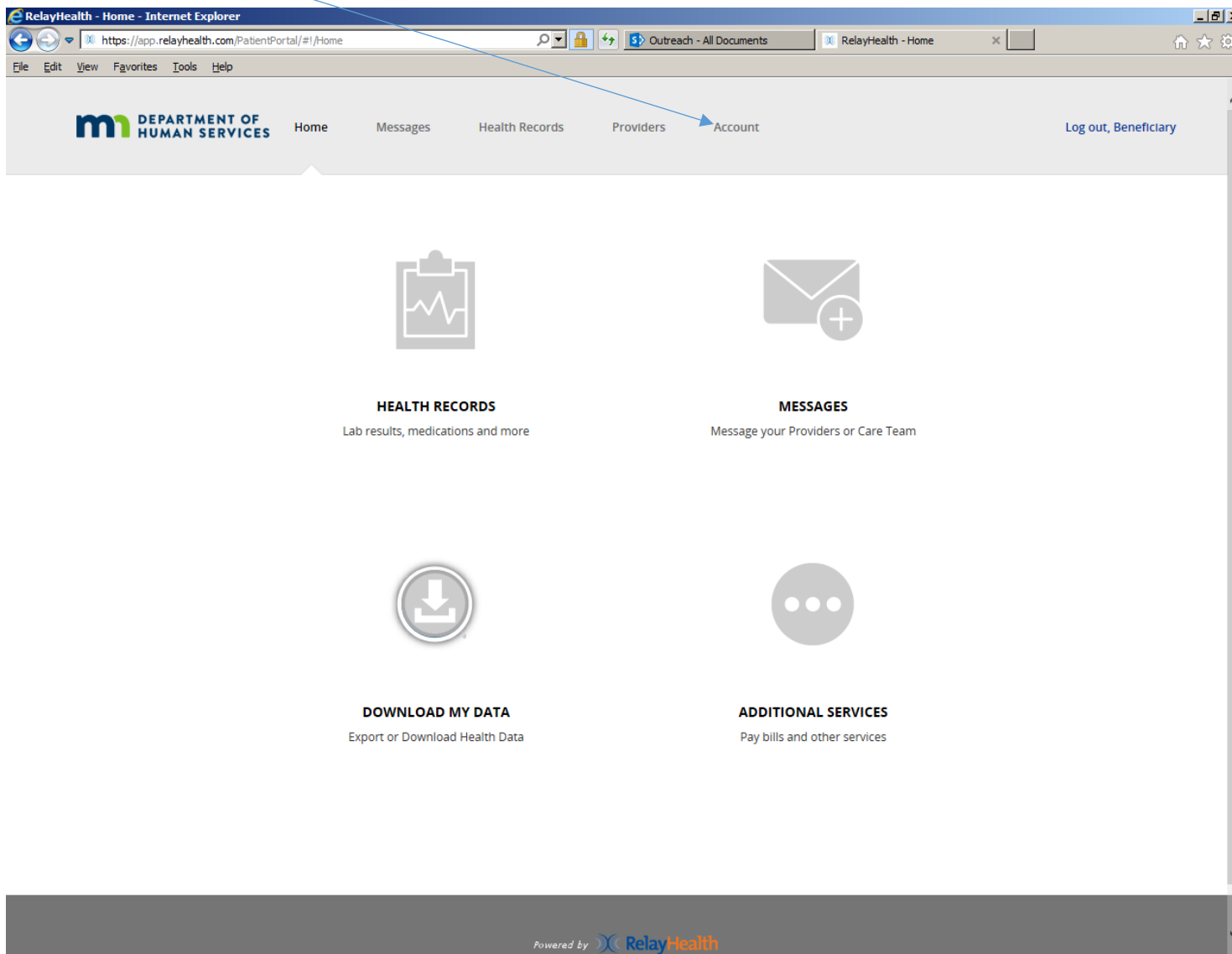
Do you have an Advance Healthcare Directive
 Yes No Unspecified

Are you part of an Organ Donor program?
 Yes No Unspecified

Do you have any personal or religious beliefs that could influence your health care?
 Yes No Unspecified

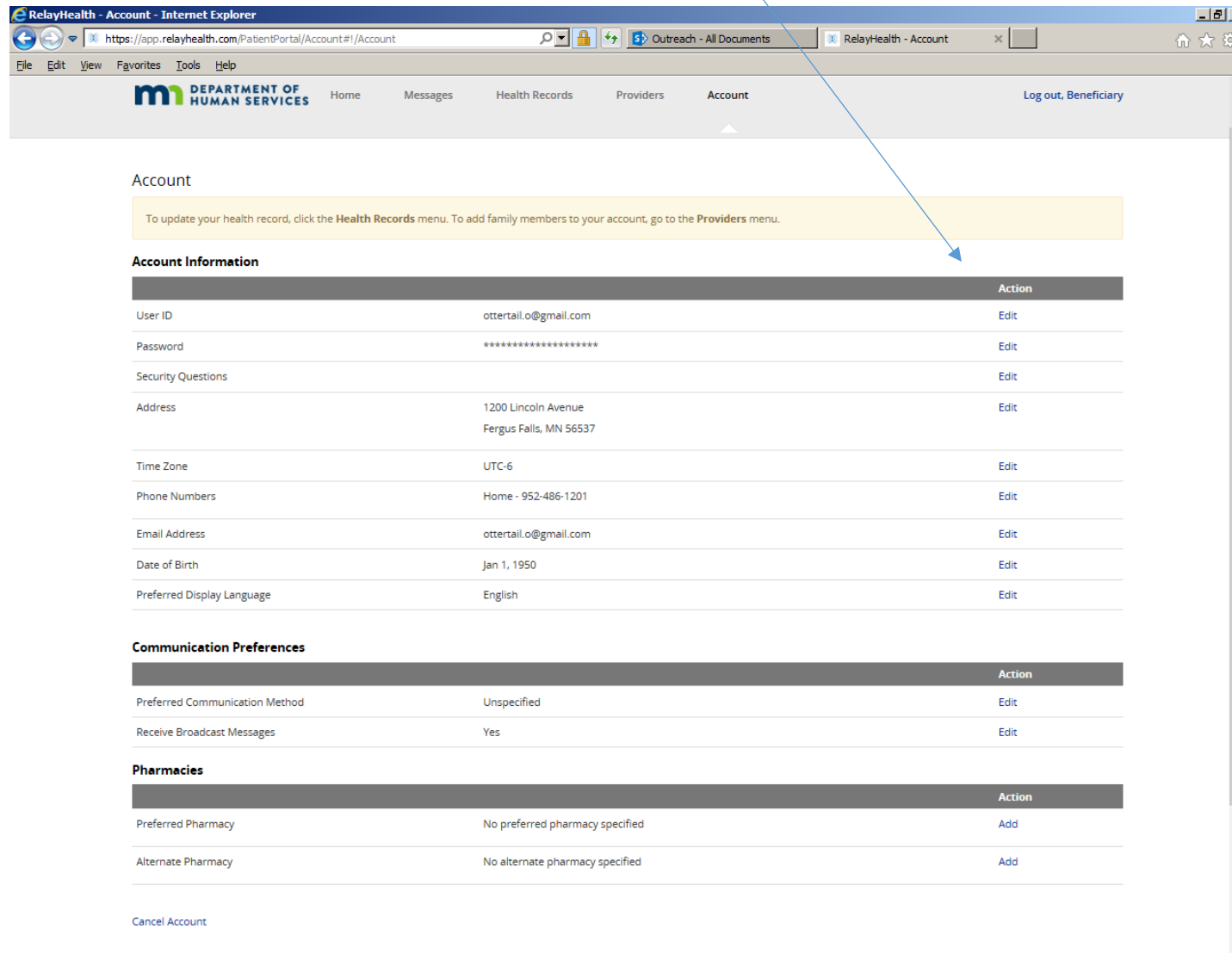
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Click ACCOUNT to get the next screen.



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This screen provides the ability to update basic account information, including user ID, password and security questions, and language preference. Currently, only English and Spanish are options for language. Click EDIT and update as needed. Do not update address or date of birth; contact the Otter Tail County Case Manager if those items need to be changed.



RelayHealth - Account - Internet Explorer

https://app.relayhealth.com/PatientPortal/Account#/Account

Outreach - All Documents | RelayHealth - Account

File Edit View Favorites Tools Help

m DEPARTMENT OF HUMAN SERVICES Home Messages Health Records Providers **Account** Log out, Beneficiary

Account

To update your health record, click the **Health Records** menu. To add family members to your account, go to the **Providers** menu.

Account Information

		Action
User ID	ottertail.o@gmail.com	Edit
Password	*****	Edit
Security Questions		Edit
Address	1200 Lincoln Avenue Fergus Falls, MN 56537	Edit
Time Zone	UTC-6	Edit
Phone Numbers	Home - 952-486-1201	Edit
Email Address	ottertail.o@gmail.com	Edit
Date of Birth	Jan 1, 1950	Edit
Preferred Display Language	English	Edit

Communication Preferences

		Action
Preferred Communication Method	Unspecified	Edit
Receive Broadcast Messages	Yes	Edit

Pharmacies

		Action
Preferred Pharmacy	No preferred pharmacy specified	Add
Alternate Pharmacy	No alternate pharmacy specified	Add

[Cancel Account](#)

NOTE: For use of the DHS Personal Health Record from a smartphone or other mobile device - There is not an app for this – the system works in Safari (iPhone) or any other browser on the smartphone or mobile device. Navigation is different due to the smaller screen size on the smartphone or mobile device compared to a computer screen.

In the illustration below, the three lines in the upper right are known as the “Hamburger” menu. Click on it to get to the functions documented above, all of which work with a smartphone. When an item of Health Records is selected, you will be prompted to rotate the phone sideways for landscape view. Use the Hamburger menu to navigate to other pages/sections of the PHR website.

