RMH ehealth link

Committed to You . . . Anywhere
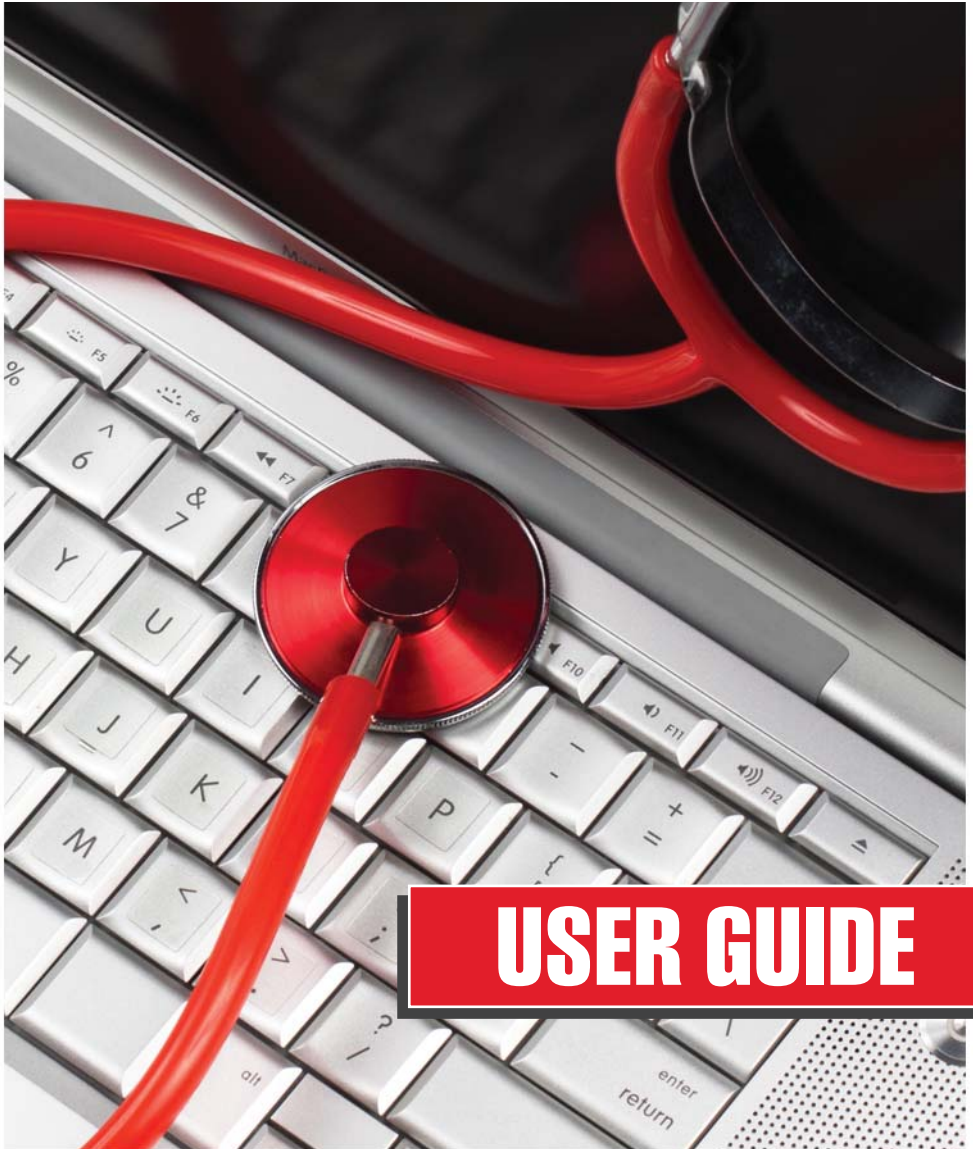
# USER GUIDE

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Introduction

Welcome to the RMH e-healthlink user guide. This guide will direct you through your RMH e-healthlink experience, an online management tool to help you manage your health. If you have further questions regarding your RMH e-healthlink account that are not covered in this document, please contact our support team at 1-877-621-8014, Monday-Friday 7am-7pm CST.
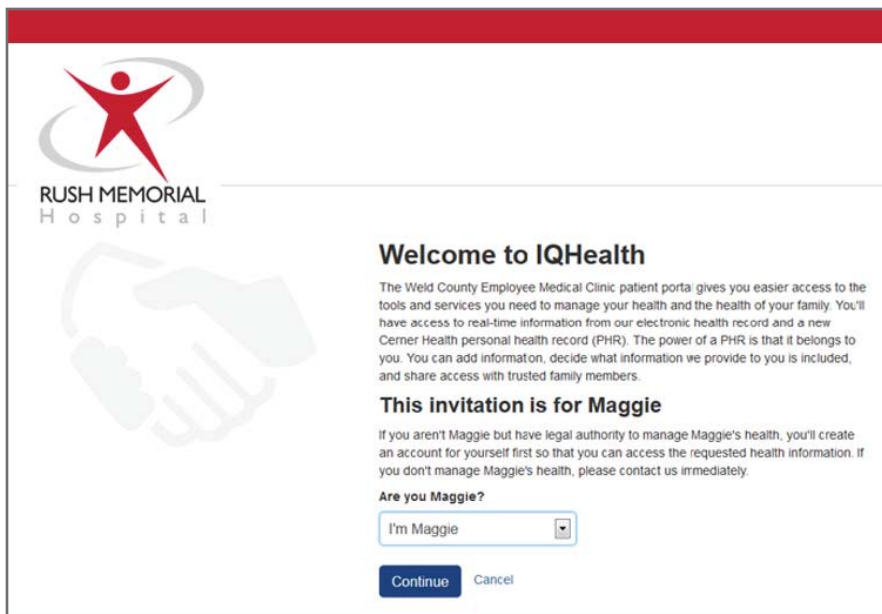
Section 1: Creating an Account

GETTING STARTED

Stop by Rush Memorial Hospital to request access to the portal. They will ask for your email address, a photo I.D., and establish a security question/answer for you to use when claiming your invitation. After you are invited to use the portal by Rush Memorial Hospital, you will receive an email in your email inbox containing instructions.

Step 1: You will receive an invitation from Rush Memorial Hospital. The email includes instructions on how to claim your account, as well as, details about the portal. You will begin the process by clicking on a link within the email.
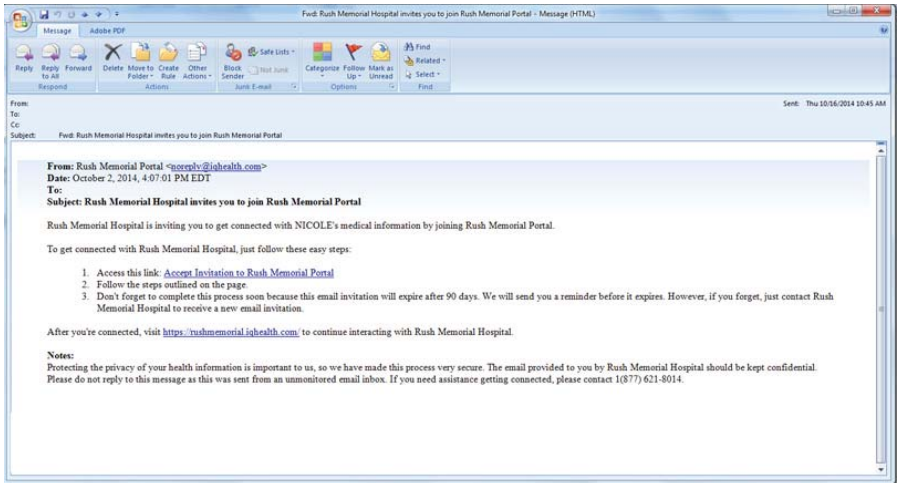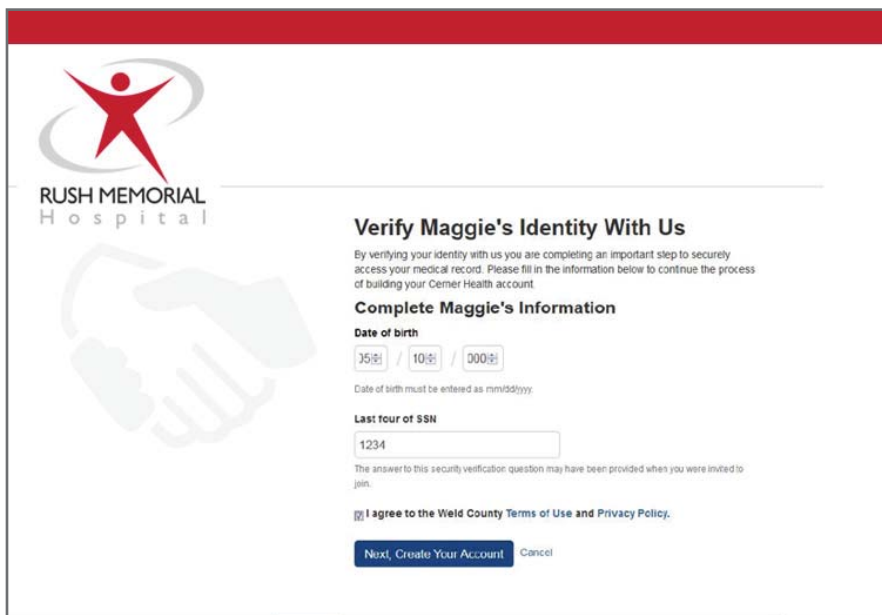
Step 2: Once you have clicked this link, you will be prompted to indicate whether or not you are claiming the invitation for yourself or on behalf of another patient. For example, your child or spouse.

Step 3: Once you have indicated who you are claiming the account for, you will be prompted to enter that patient's date of birth and their security key chosen during sign up.

Step 4: You will now be prompted to create your username and password.

Once you have clicked "create account" you will have access to your medical record.

Section 2: The Homepage

The RMH e-healthlink homepage provides quick and easy access to all of RMH e-healthlink's important features. There are two sections to the homepage: the navigation sections across the top of the page and the quick links located across the bottom.
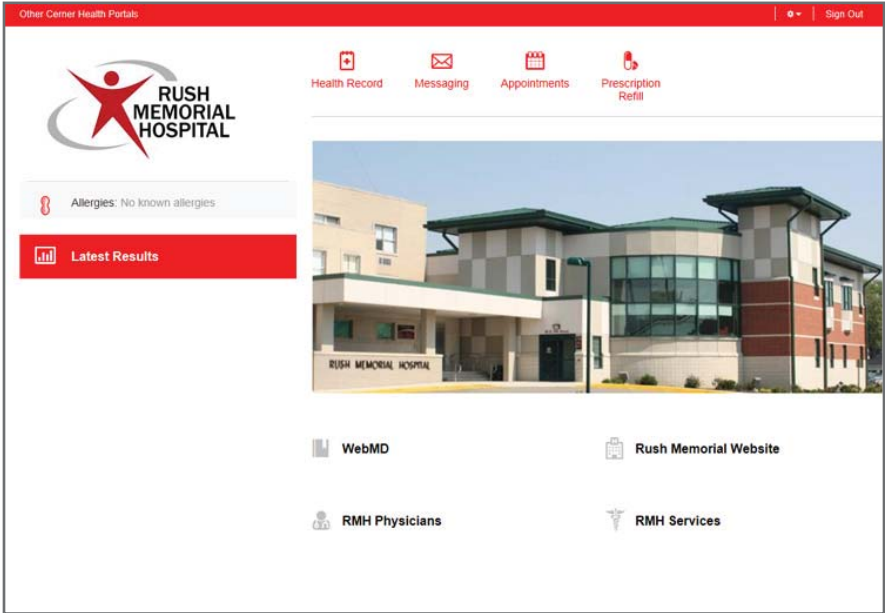
Navigation sections found across the top include:

- **Health Record:** Connects you to your personal health information. Here, you are able to view information such as:
    - Allergies
    - Immunizations
    - Medications
    - Procedures
    - Lab Results
    - Health Issues
    - Health Education

- **Messaging:** Connect to messaging options. In this section, you can view your inbox and view your sent messages. Here, you can also use messaging templates such as Request a Medication Renewal and Send General Message to communicate with your healthcare provider.

- **Appointments:** Connects to appointment and scheduling options. You can use messaging templates such as Request a New Appointment, Reschedule an Appointment, or Cancel an Appointment. You may also be able to view upcoming appointments as well.

Section 3: Health Record

HEALTH PROFILE

The Health Profile section provides a quick view of your:

1. Active Medications
2. Current Allergies
3. Current Health Issues
4. Immunization Record
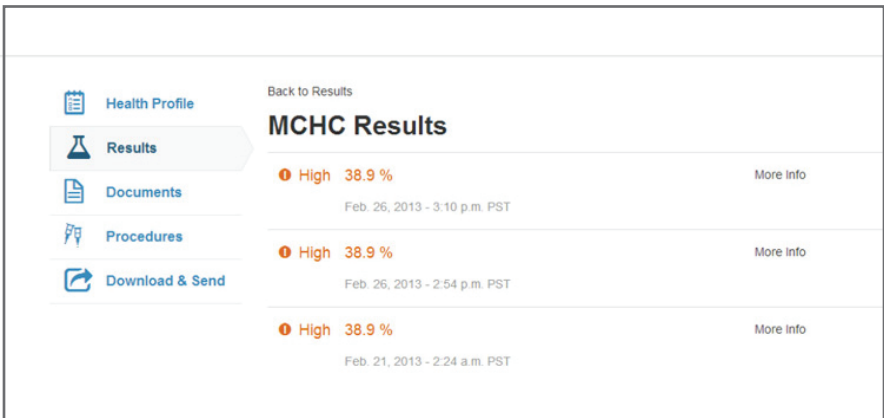
RESULTS

The Results section gives you a view of discrete lab results from the health care organizations electronic medical record. **Please keep in mind that some lab results such as pathology and reference lab, including sensitive nature results such as STD's or HIV, will not appear. All lab results have a delay of 36 hours from the time of results.**

The results are formatted to show you the Name, Result (including Normal Ranges), and Date of the particular result. Normal ranges are established by Rush Memorial Hospital. To find more detail about a lab result, click on the lab result's name.

VIEWING A DOCUMENT

The Documents, or Discharge Information, section gives you a view of the documents in your electronic medical record. This may include: discharge instructions, discharge summaries, clinical notes made by your provider or care team, education content, or other text-based documents. In this documents section, you may view a document or download a document to your personal computer.

DOWNLOAD AND SEND RECORD

This feature allows you to download your health information to share with a different provider or organization.

Step 1: Downloading your record

You will be presented with a list of each of your encounters with your health care organization. Clicking the download icon, located to the right of your visit reason, will allow you to download and save a copy of your information to your personal computer.

Section 4: Messaging

The RMH e-healthlink messaging section allows you to communicate with your health organization through secure messages. These messages are sent through a secure medium, ensuring HIPAA compliance and protection of sensitive information from undesired parties. This section will provide more information on how to navigate the RMH e-healthlink's secure messaging features.

VIEWING NEW MESSAGES

Once logged in, you can view new messages under the Messaging navigation section.

Clicking on the message subject, date, or sender will display the new message.
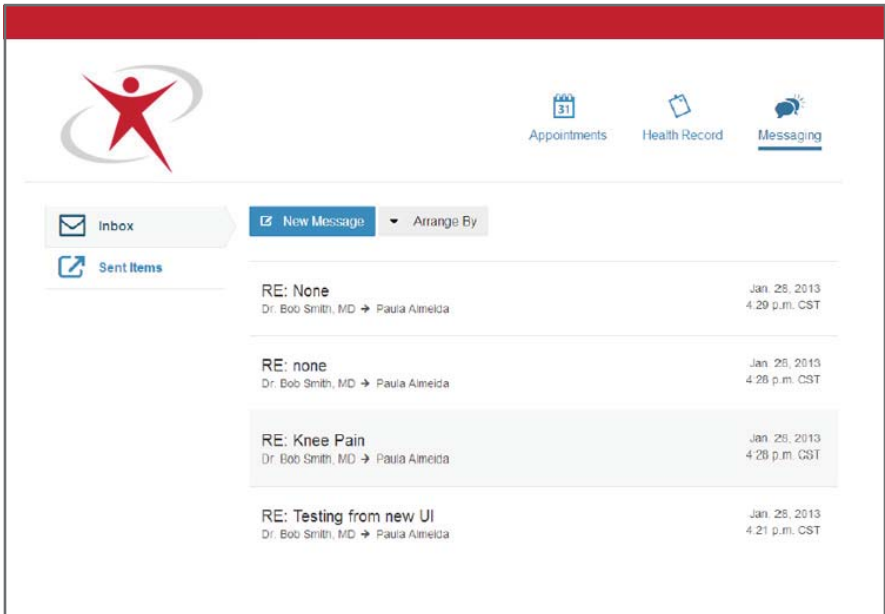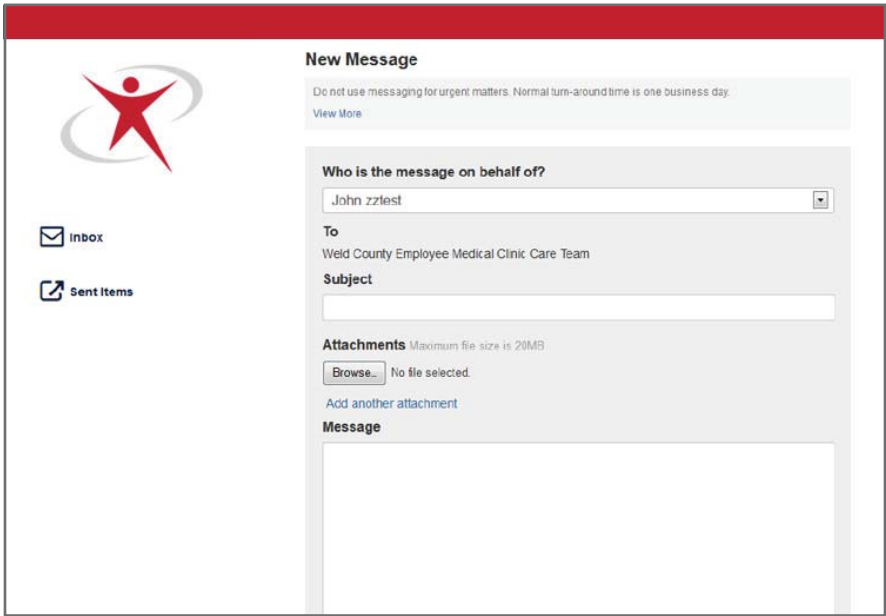
Once a message is opened, you have the option to Reply or Forward the message by clicking on the appropriate links.

MESSAGE ALERTS

RMH e-healthlink will send you a message in your personal email to let you know that a new message has arrived. If you need to update your email address, you can do so by logging into your account, selecting the drop down menu in the top right hand corner that says your name. From there, you can choose "Account Settings" and update which email address your email notifications are sent to.

SENDING A GENERAL MESSAGE

Under the Messaging section, you have the option to send your RMH healthcare provider a message. Upon clicking on the New Message button, a screen will appear giving you the option to type a note to your RMH Healthcare Provider.

VIEW SENT MESSAGES

Under the Messaging section you have the option to view "Sent Messages." The Sent Messages section allows you to review messages you have sent in the past, based on subject, recipient, date, time, and read/unread status. This view also alerts you to the status of your message. Once an RMH healthcare provider has opened your message, the status will change from "Unread" to "Opened".

MESSAGE ATTACHMENTS

In the general message, you will be able to attach images, documents, and other file types to send to your RMH healthcare provider. Click the Browse… button to begin adding a file to your message.

You will be prompted to select a file from anywhere on your computer. As the image is being attached to the message, you will see a small circle that indicates when the image is loaded.

Section 5: Appointments

VIEW UPCOMING APPOINTMENTS

The appointment calendar allows you to access details around future appointments with Rush Memorial Hospital. Links are provided that allow you to take different actions. For example:

1. The calendar icon allows you to quickly add the appointment to your personal calendar.
2. The eye icon allows you to view further details and instructions
3. The "x" icon allows you to cancel the upcoming appointment
4. The printer icon allows you to quickly print a list of your upcoming appointments.
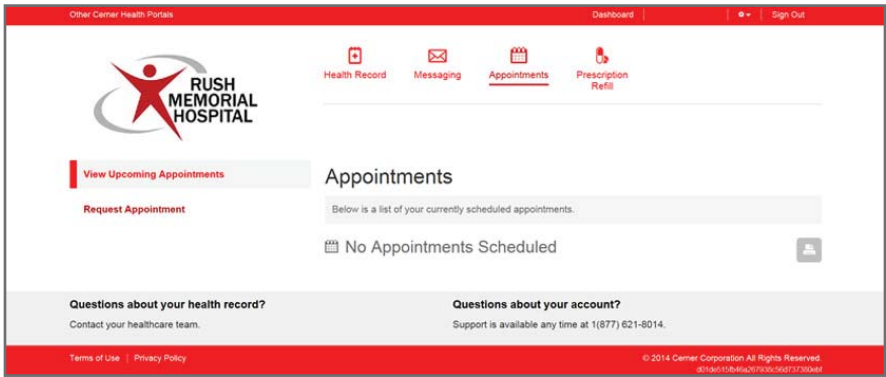
REQUESTING AN APPOINTMENT

Requesting an appointment with your RMH healthcare provider is the quickest way to schedule an appointment. This service allows you to select time slots and pick a time slot that works best for you.
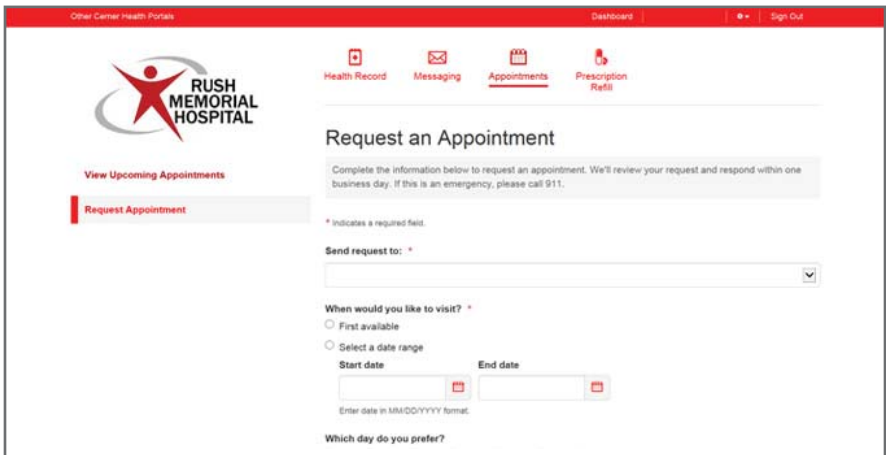
A staff member of RMH will review your request and respond within one business day.