

Compass Health Connection

A Look Inside The NEW Patient Portal At Compass Medical

Patient portals are web-based communication tools that allow patients to interact with their healthcare providers and gain access to their own health data.

With the medical industry shifting its focus to patient-centered care and more and more patients seeking health resources online, patient portal use has started to see rapid growth. Not only do online portals support greater patient involvement, but they can help providers increase office efficiency and streamline workflows by moving non-urgent communications online - welcoming the newest frontier in healthcare.

What is a Patient Portal?

Patient portals are web-based communication tools that allow patients to interact with their healthcare providers and gain access to their own health data. Patient portal applications can exist as stand-alone websites, they can integrate with a medical organization's existing website, or they can be added on to a provider's EMR system. Those built on a health information exchange (HIE) platform, such as Compass Medical's NEW Compass Health Connection, present many workflow efficiencies for providers, offer empowering tools for patient engagement and facilitate meaningful and relevant information exchange for healthcare organizations. Tasks such as renewing medications, receiving specific test results and scheduling appointments can all be done at the click of a button through portals.

Targeted Data Mapping

Unlike most Electronic Health Record systems that merely collect and retain data, the new Compass Health Connection portal will act as a sophisticated data repository. By methodically mapping data, it will provide standardized, structured and aggregated data sets ready for the kind of analytics that can

open the doors to greater efficiency, potential ROI, and better patient care. Compass Medical can now use this data, for example, to take a targeted approach to patient engagement, coordinate care transitions and more easily manage patient care at the population level.

Enhancing care

Through Compass Health Connection, both patients and providers can access the most up-to-date patient information in real time. A portal also opens lines of communication and expedites information sharing. Take the case

"Consumers rely on technology to communicate and are looking to their physicians to do the same."

of test results, for example. A portal can eliminate an average of 4.2 phone calls typically required to relay lab results to the patient. This streamlined, more direct communication approach not only ensures faster delivery of information but it can also reduce some of the stress that patients experience as they wait for a call.

Stage 2 Meaningful Use

In order to meet new Meaningful Use Stage 2 guidelines promoting patient engagement, physicians will need to incorporate patient portal technology which will allow patients to gain access to their health data. Under proposed Stage 2 requirements, for example, a patient's clinical visit summary should be available within 3 business days.

Consumers rely on technology to communicate and are looking to their physicians to do the same. Compass Health Connection technology will empower Compass Medical to improve communication, enhance efficiency and streamline workflows, allowing our providers to focus on delivering optimal patient care.



Compass Health Connection Features

Compass Health Connection allows you to manage your personal health information online, anywhere, anytime! In March, patients will be able to:

- View detail information about your upcoming and past appointments
- Review your clinical visit summaries
- Review lab test results

Compass Medical is passionate about bringing patients additional features in the future such as appointment scheduling and refill requests. We will notify patients when additional features become available.

What do I need in order to access Compass Health Connection?

To access Compass Health Connection, you need a working computer or smartphone with:

- Internet access and a working e-mail account that you check regularly
- A current, up to date internet browser
- To download the Healow APP (for smartphone users only)

Who can use Compass Health Connection?

All Compass Patients ages 18 and over with a personal email account can utilize Compass Health Connection.

How do I sign up for Compass Health Connection?

All Compass Medical patients who are eligible need to complete and sign the "Terms and Conditions" Form in your primary care's office.

Compass Health Connection will be available to eligible patients in March 2015!

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Winter
2014/15

COMPASS PULSE



eCW: It's Almost Here!

The widely anticipated arrival of our new electronic healthcare record platform is just around the corner!

After a tremendous amount of planning and preparation, we are almost there! The widely anticipated arrival of our new electronic healthcare record platform via eClinical Works, (eCW) is just around the corner! Most of you are aware that the continually changing healthcare environment has taxed our ability to manage and report from our current electronic healthcare record, and embarking on this switch has been a long process. As 2015 unfolds we anticipate dynamic change as we institute eClinical Works here at Compass Medical.

We chose to switch to eCW because it is a fully unified Electronic Medical Record and Practice Management system with all of the functionality needed to support Compass Medical. eCW is a single platform that will be used to link patient demographics and medical records to insurance, billing, and claims data.

The features of eCW are truly those of the "next-generation EMR" and will help providers give the best medical care possible, better meet the needs of our patients and capture data more effectively. Over time we know that this switch will result in improved workflows, allow more seamless visits and referrals for our patients, enhance data collection to improve preventative quality care for

our patients, and increase communication for our patients and providers! Most importantly this platform will include the roll out of a new integrated patient portal. Initially this electronic portal will allow patients to access their own visit summaries, lab results and ultimately even more of their medical record over time.

Preparing for this new platform has been a long undertaking. Various cross-functional teams of providers, managers, medical assistants and administrative employees have been collaborating for a long time to build and optimize the eCW platform. Tireless efforts on the part of all of these workgroups and teams have been ongoing. "Super Users" or dedicated employees who will receive ongoing training on the platform have been meeting regularly. These select employees will bring their expertise back to their practices and departments to provide local support and use collective feedback to the platform to meet local needs.

While many educational efforts, (demonstrations, training videos, newsletters, etc) have begun, the most intense training on the eCW platform will begin in two stages as we stagger the "Go Live" or implementation process. On February 25th our practices in Braintree and Quincy will begin active

training as they prepare to use the platform prior to all other sites, and will start using eCW on 3/9. While we work with Braintree and Quincy to trouble shoot issues, and learn from best practices, all other practices and departments will train on the system, and then inevitably begin using eCW on 3/23.

Change is exciting, and at Compass we thrive on change. We also know, however, that change can be scary, especially if people feel unclear about expectations. To help lessen this natural angst, we have tried to plan optimally. Each practice and department will have dedicated support to trouble shoot issues in real time with dedicated trainers by their side. We know that initially this change may slow us down as we learn, so we have adjusted our schedules to assure our learning does not impact our patient's visit.

By early spring, we are confident that the results of our hard work will be begin to be realized. Optimization of the eCW platform will be ongoing, but we know this change will allow our patients, providers and our employees to have the best tool for exceptional and well-coordinated care!

THIS ISSUE

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Get heart healthy tips, exercises and recipes from the Cardiovascular Department.

Patient Portal at Compass Medical

Learn more about our new patient portal, Compass Health Connection.

COMPASS
Health Connection
By Compass Medical

MORE PROVIDERS, IN MORE LOCATIONS

Providing the High Quality Comprehensive
Care Your Family Deserves

Amy incorporates a variety of therapeutic modalities and frameworks into her sessions with her clients. Particularly ARC (Attachment, Self-Regulation and Competency), CBT (Cognitive Behavioral Therapy) and DBT (Dialectical Behavior Therapy). Amy has extensive experience treating complex trauma with adolescents, young adults and young adults & their families.



AMY HEATH, LICSW
BEHAVIORAL HEALTH

Nicole graduated in 2014 from the University of New England; Portland, ME with a Master of Science Degree in Physician Assistant Studies. In 2011, Nicole graduated with a Bachelor Degree in Health Sciences from Northeastern University; Boston, MA. She is Board Certified by the National Commission of Certification of Physician Assistants.



NICOLE LALIBERTE, PA-C
MIDDLEBOROUGH UCC

Lynne graduated in 1993 from Duke University; Durham, NC with a Master of Health Science Degree in Physician Assistant Studies. In 1988, Lynne graduated with a Bachelor of Arts Degree from Connecticut College; New London, CT. She is Board Certified by the National Commission of Certification of Physician Assistants.



LYNNE SANDELL-SOMES, PA-C
QUINCY UCC

New Faces of Compass Medical

Meet Compass Medical's Newest Providers.
For full provider details, please visit
www.compassmedical.net

ARE YOU GETTING ENOUGH SLEEP???

Sleep is Important for People of All Ages to Stay in Good Health

Excerpted from the CDC



Sleep: The Reality

How you feel and perform during the day is related to how much sleep you get the night before. If sleepiness interferes with your daily activities, more sleep each night will improve the quality of your waking hours. Yet many adults report experiencing a sleeping problem one or more nights a week.

Insufficient sleep is associated with a number of chronic diseases and conditions—such as diabetes, cardiovascular disease, obesity, and depression—which threaten our nation's health. Not getting enough sleep is associated with the onset of these diseases and also may complicate their management and outcome.

Sufficient sleep is increasingly being recognized as an essential aspect of chronic disease prevention and health promotion.

How much sleep is enough? Sleep needs vary from person to person and change as people age. Consider these sleep guidelines for different age groups:

- Newborns**
16-18 hours
- Preschool-aged Children**
11-12 hours
- School-aged Children**
At least 10 hours
- Teens**
9-10 hours
- Adults (including older adults)**
7-8 hours



Sleep Hygiene

The promotion of regular sleep is known as sleep hygiene. Here are some simple sleep hygiene tips:

Go to bed at the same time each night, and rise at the same time each morning.

Sleep in a quiet, dark, and relaxing environment, which is neither too hot nor too cold.

Make your bed comfortable and use it only for sleeping and not for other activities, such as reading, watching TV, or listening to music.

Remove distractions: all TVs, computers, and other "gadgets" from the bedroom.

Avoid large meals before bedtime. Also, avoid certain foods that may keep you up at night.

Heroes Among Us



Dr. Moskal
and Her
Quick
Thinking
Staff Helped
Save the Life
of a Patient
in October

At Compass Medical. We take pride in providing exceptional medicine and compassionate care to everyone who walks in our doors. While there are many instances daily that we at Compass Medical can point to where we feel we've provided outstanding care to our patients, in late October, something extraordinary happened at Compass Medical Cardiology in Middleborough. A patient was ordered to undergo a stress test, and very shortly after it began, experienced a cardiac arrest. Our quick acting staff caught the patient as he fell and prevented any further injury.

The team in Middleborough - led by Dr. Moskal included Connie Dittmeier, RN; Sandra Ricker, MA; and Deb Pomerleau, Administrative Assistant - responded immediately and professionally. They administered oxygen, performed CPR, and utilized the AED while they awaited the paramedics. The patient was revived and rushed to the hospital, where he underwent a successful cardiac surgery.

Our heartfelt thanks go to Dr. Moskal and her team for a job well done!



Health and Academics

The Academic Success Of America's Youth Is Strongly Linked With Their Health

Health-related factors such as hunger, physical and emotional abuse, and chronic illness can lead to poor school performance. Health-risk behaviors such as early sexual initiation, violence, and physical inactivity are consistently linked to poor grades and test scores and lower educational attainment.

In turn, academic success is an excellent indicator for the overall well-being of youth and a primary predictor and determinant of adult health outcomes. Leading national education organizations recognize the close relationship between health and education, as well as the need to foster health and well-being within the educational environment for all students.

Schools play a critical role in promoting the health and safety of young people and helping them establish lifelong healthy behaviors. Research also has shown that school health programs can reduce the prevalence of health risk behaviors among young people and have a positive effect on academic performance. The CDC analyzes research findings to develop guidelines and strategies for schools to address health risk behaviors among students, and creates tools to help schools implement these guidelines.



MEASLES: HOW TO PROTECT YOUR FAMILY

Measles is a highly contagious disease. Protect your child by making sure they are up to date on vaccinations, including before traveling abroad.

Excerpted from the CDC

Protect your child from measles

Measles is still common in many parts of the world. Unvaccinated travelers who get measles in other countries continue to bring the disease into the United States.

Give your child the best protection against measles with **two** doses of measles-mumps-rubella (MMR) vaccine:

1st dose at
12-15 months

2nd dose at
4-6 years

Traveling abroad with your child?
Infants 6 to 11 months old need 1 dose of measles vaccine before traveling abroad. Children 12 months and older should receive 2 doses before travel. Check with your pediatrician before leaving on your trip to make sure your children are protected.

Measles is a highly contagious disease caused by a virus. While usually rare in the U.S., more than 100 people have been reported to have measles in 2015. Most of these cases are part of a large, ongoing outbreak linked to an amusement park in California.

Measles starts with a fever. Soon after, it causes a cough, runny nose, and red eyes. Then a rash of tiny, red spots breaks out. It starts at the head and spreads to the rest of the body, potentially causing pneumonia, encephalitis (swelling of the brain), and death.

Measles can be serious for young children. The best way to protect against measles is to get the MMR Shot. Doctors recommend that all children get the MMR shot.

HEART HEALTHY TIPS

Tips taken from: "To Your Health" by the American Heart Association, 1st Edition

WHAT TO LOOK FOR WHEN ORDERING OUT

- When ordering food, be assertive and politely ask for what you want. Ask for margarine instead of butter, vegetables without sauces and butter, and dry toast.
- Ask to have gravies, sauces, and salad dressings on the side so you can control how much you eat.
- Ask how the food is prepared, staying away from "fried". Ask for baked, grilled or broiled.
- Watch out for fast foods. Burgers, pizzas, and fries are loaded with fat and calories. Try fresh ingredients such as salads with dressing on the side, stir fried vegetables, or grilled chicken.
- Examine the descriptions of foods for clues about fat and calorie content.
- Portion sizes tend to be on the larger side when eating out. Try taking half your meal home.



HEART HEALTH



Did you know that
February is national
Heart Health month?

Excerpted from the American Heart Association

Every journey begins with one step, whether it's climbing a mountain or preventing heart disease. This February, Compass Medical is offering weekly recipes, exercises and tips for better heart health. Take your first step on the road to a healthy heart with us.

Cardiovascular disease remains a major cause of death and disability in the USA. Some health conditions and lifestyle factors can put people at a higher risk for developing heart disease. You can help prevent heart disease by making healthy choices and managing any medical conditions you may have.

- Eat a healthy diet.
- Maintain a healthy weight.
- Exercise regularly.
- Monitor your blood pressure.
- Don't smoke.
- Limit alcohol use.
- Have your cholesterol checked.
- Manage your diabetes.
- Take your medicine.

Be sure to visit
CompassMedical.net/Heart-Health
throughout the month for weekly
recipes, exercises and tips.

