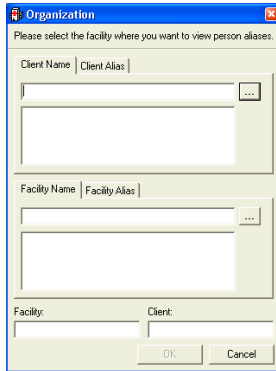


## Registering a Patient for MU Healthe – Inpatient Version

MU Healthe accounts should be requested by the patient themselves and the patient registered directly. Please **do not register** a patient by request of an MU Healthe member or other person unless they are the legal guardian or have power of attorney and can prove it with paperwork.

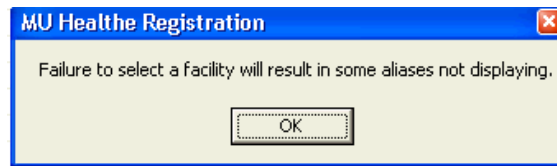
### Registering a Patient from Within the Patient Chart

1. Open PowerChart to the desired patient chart.
2. Click the drop down arrow by the PM Conversation button on your toolbar.
3. Select **Create MU Healthe Acct** from the menu.
4. You may receive the Organization pop up box. If you do click **Cancel** and then **OK** on the MU Healthe Registration window.



The Organization dialog box is titled "Organization" and contains the following fields and controls:

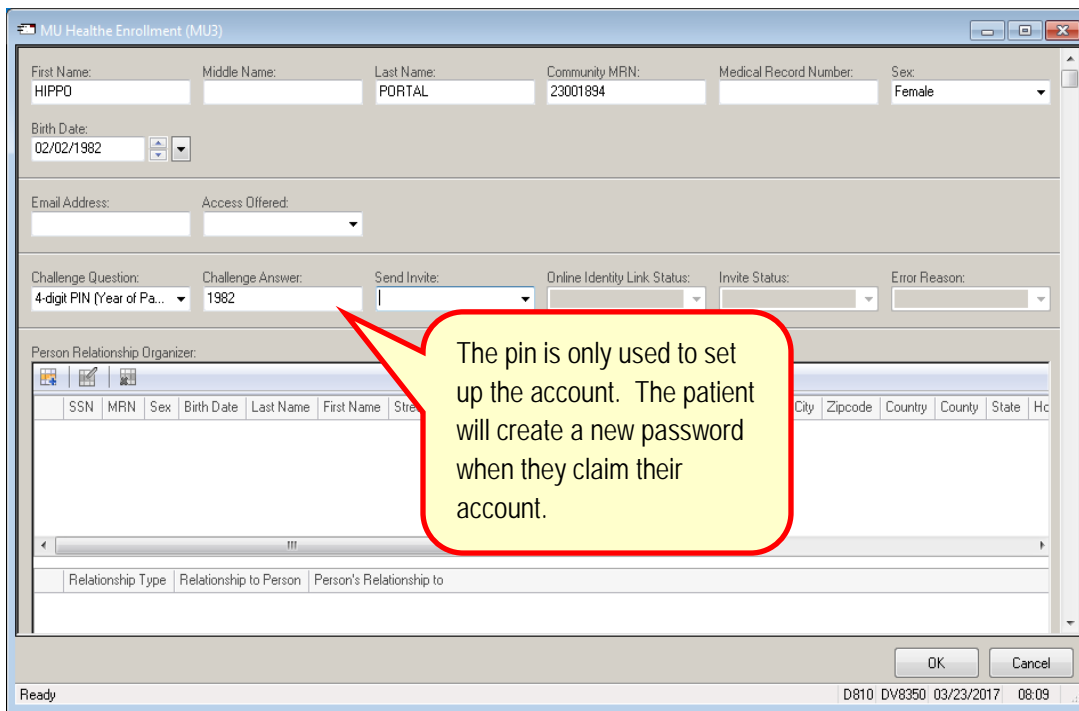
- Client Name | Client Alias: Two text input fields with a search icon (three dots) to the right.
- Facility Name | Facility Alias: Two text input fields with a search icon (three dots) to the right.
- Facility: A text input field.
- Client: A text input field.
- Buttons: "OK" and "Cancel" buttons at the bottom right.



The MU Healthe Registration dialog box is titled "MU Healthe Registration" and contains the following text and controls:

- Text: "Failure to select a facility will result in some aliases not displaying."
- Button: "OK" button at the bottom center.

5. When the MU Healthe Registration window appears, some data such as the first and last name of the patient, birth date, and sex will be pre-populated. Enter and/or verify the **patient's e-mail address** and their **four digit year of birth** and click **OK**. If the patient declines the opportunity to set up an account select **Not Interested** from the drop down.



The MU Healthe Enrollment (MU3) window displays the following information and controls:

- First Name: HIPPO
- Middle Name: [Empty]
- Last Name: PORTAL
- Community MRN: 23001894
- Medical Record Number: [Empty]
- Sex: Female
- Birth Date: 02/02/1982
- Email Address: [Empty]
- Access Offered: [Empty]
- Challenge Question: 4-digit PIN (Year of Pa...)
- Challenge Answer: 1982
- Send Invite: [Empty]
- Online Identity Link Status: [Empty]
- Invite Status: [Empty]
- Error Reason: [Empty]
- Person Relationship Organizer: A table with columns for SSN, MRN, Sex, Birth Date, Last Name, First Name, Street, City, Zipcode, Country, County, State, and Hc.
- Buttons: "OK" and "Cancel" buttons at the bottom right.

A red callout box points to the Challenge Answer field with the text: "The pin is only used to set up the account. The patient will create a new password when they claim their account."

- Another field is **Access Offered** which reflects when a patient has been offered access to the patient portal. Reports analyze to determine whether a patient has met the measure for Access Offered. The three options are: **No, Patient Refused, Yes.**
  - If the patient does want to receive an invitation to create and account, **Access Offered** should be set to **Yes** and **Send Invite** should be set to **Send**.
- Additional statuses have been added to the portal account status field in the banner bar in PowerChart and Message Center.
  - **Active Account:** Invitation sent and patient had claimed their account.
  - **Invitation Sent:** Invitation sent but patient has not claimed their account.
  - **Invite Error:** Invitation had been attempted but encountered an error.
  - **Active Account SE:** Patient has created their own account using self-enrollment.
  - **Sending Invite:** Invitation has been attempted but is still sending.
  - **Offered, Not Invited:** Staff selected "Yes" from Access Offered field but did not send invitation.
  - **Not Offered:** Staff selected "No" from Access Offered field.
  - **Patient Declined:** Staff selected "Patient Declined" from the Access Offered field.
  - **Never Invited:** Invitation has never been sent to patient.

6. There are three additional fields under the MU Healthe Registration conversation that are read-only:

- **Online Identity Link Status:**
  - Remains blank until the patient claims the invitation and the Federated Principal alias is created, at which point, the list displays a value of Active. This value is used to indicate whether the link has been made between the person and the HealtheLife account.
  - A federated principal alias is created when a user creates and account. Users need a federated principal alias to use sensitive messaging and Substitutable Medical Apps, Reusable Technology (SMART) application.
- **Invite Status:**
  - Reflects whether an invitation has been sent for that patient or authorized representative.
  - Includes the following values:
    - **Sent:** Displayed when an invitation has successfully been sent to the email address in the conversation.
    - **Sending:** Displayed when the invitation script is in process.
    - **Self-enrolled:** Displayed when the person self-enrolled and has a messaging alias and a Federated Principal alias.
    - **Error:** Displayed when invitation failed during the send process.

**Claiming the Invitation** – After sending the invitation, please assist the patient in **accessing his/her e-mail account on MyStation** so they can accept the invitation. This will then allow the patient to view, download and/or transmit information via the portal.

**MU Healthe Help Desk** – If the patient experiences technical problems they can call the MU Healthe Help Desk at (877) 621-8014 toll free. Help desk support is available 24 hours a day seven days per week.