

Sending Test Results to Patients:

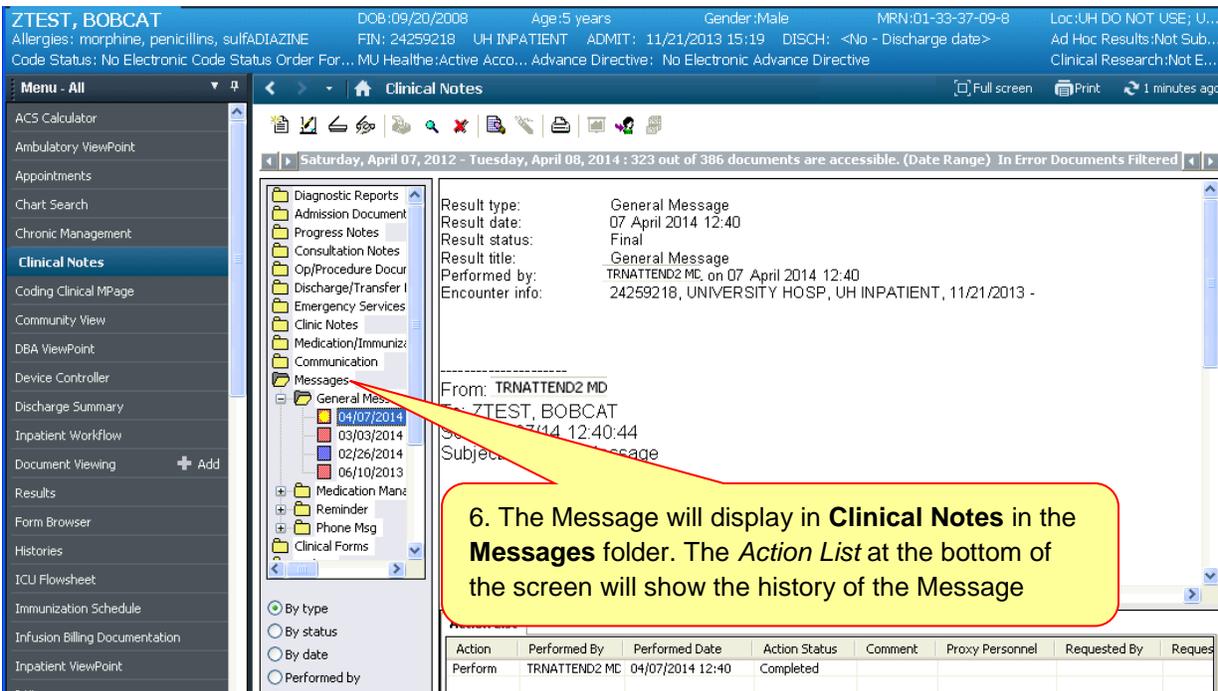
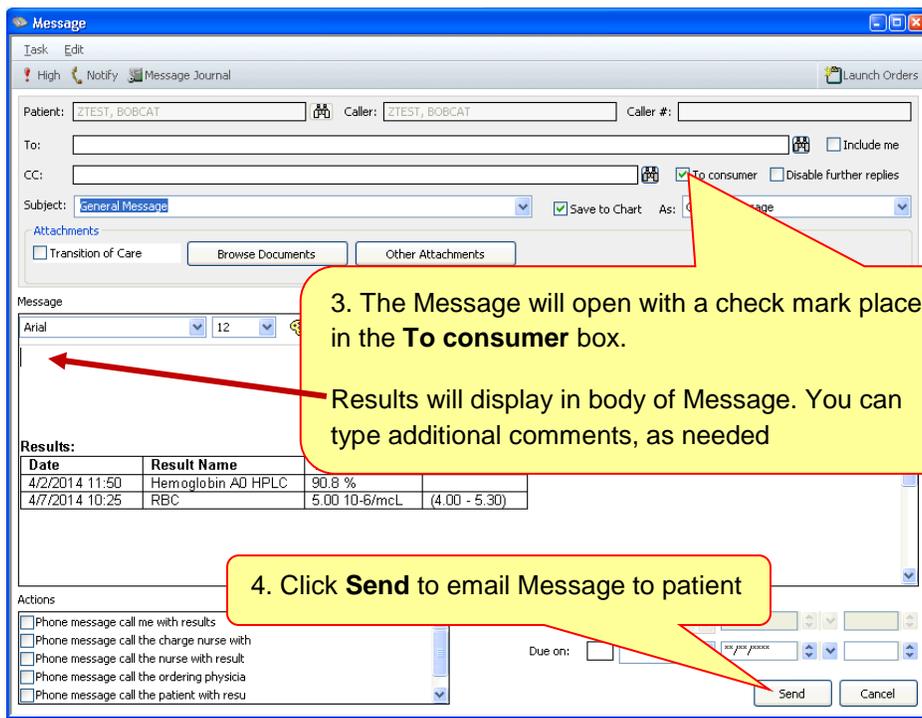
In PowerChart, you can send test results by email to patients who have active MU Healthe accounts. If the patient does not have an MU Healthe account, you can print and mail a letter through the Message Center or the Communicate Button on top tool bar. All three methods will create a document that is part of the medical record. This handout will provide instructions for all three methods.

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Emailing through patient's MU Healthe account:

The screenshot shows the 'Message Center' window for patient 'ZTEST, BOBCAT'. The demographic bar at the top right includes: Age: 5 years, Gender: Male, EMR: 01-33-37-09-8, LOC: UH DO NOT U..., Allergies: morphin..., MU Healthe: Active, DOB: 09/20/2008, FN#: 24259218, and FIN: 24259218. A table below shows test results for Hemoglobin A0 HPLC (90.8%) and RBC (5.00 10-6/m). A yellow callout box with a red arrow points to the 'MU Healthe:Active' text, containing the instruction: '1. After the result is opened in Message Center, confirm the patient's MU Healthe account is active by checking the demographic bar'.

This close-up shows the 'Create' dropdown menu with options: Reminder, Letter, and Consumer Message. The 'Consumer Message' option is highlighted in blue. A yellow callout box with a red arrow points to this option, containing the instruction: '2. Before reviewing the results, click Create, then click Consumer Message'.

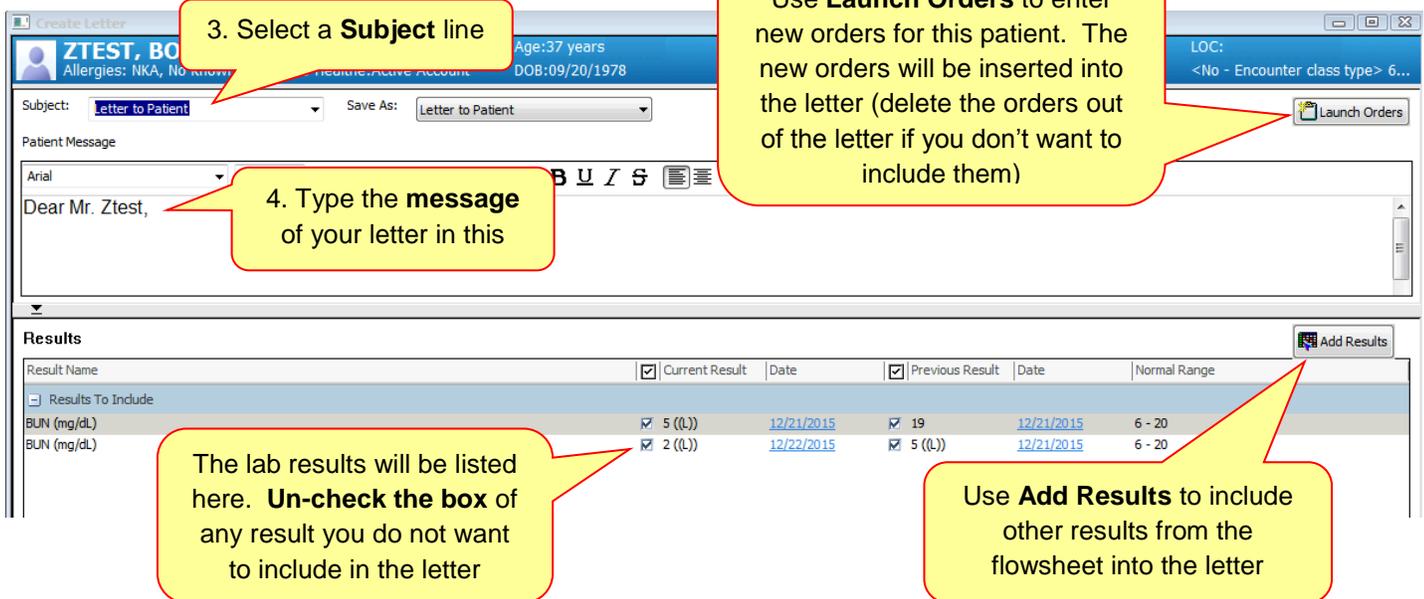
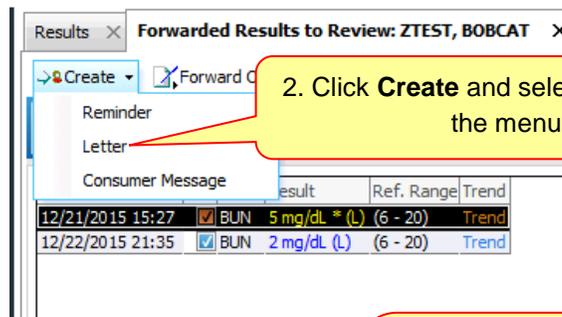
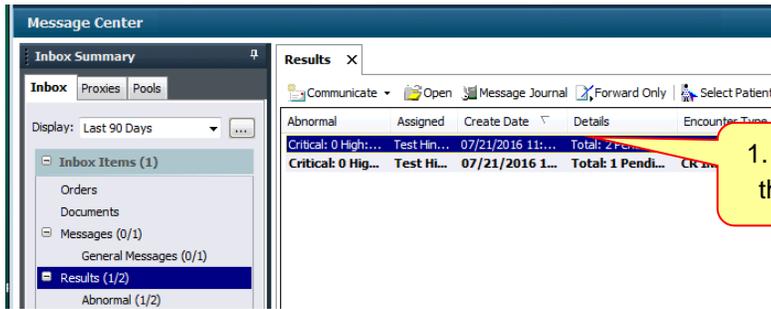


Creating Patient Test Results Letter from Message Center:

Create this letter before you Review the results to avoid an error message.

Special features of the Letter include the ability to:

- Access PowerOrders from the Letter
- Add additional Results to the letter or remove Results from inclusion in the letter
- Print or Preview the Letter
- Forward Letter for printing



5. Decide if you want to **print the letter now or not**

6. If you wish to forward letter for someone else to print and mail, for example the clinic nurse, enter nurse's name in *To:* field

Type any instructions in *Comments* section. These comments will become part of the medical record and can be found in the history panel at the bottom of the document, but will NOT be printed on letter

7. Click **OK** to **sign letter** and **forward** for printing. Notice there is a **Preview** button to view the letter before printing

After the letter is signed, it appears in **Clinical Notes** in the **Communication** folder

The history of the document appears in the *Action List* panel with a record of Actions requested, date/time, Action was Completed, along with the Request Comment

Result Name	Current
HGB (g/dL)	15.0 04/07/2014 09:56

Action	Performed By	Performed Date	Action Status	Requested By	Requested Date	Request Comment
Perform	TRNATTEND2 MD, TRAIN	04/07/2014 09:56	Completed			
Follow-up	TRNNURSECL1 RN, TRAIN	04/07/2014 09:59	Completed	TRNATTEND2 MD, TRAIN	04/07/2014 09:56	Please print and mail to patient.

Creating Patient Test Results Letter from Communicate Button:

From within patient chart, access the *Patient Test Results Letter* by click the **Communicate** button on top tool bar, then clicking **Patient Letter**

The screenshot shows a patient chart for CGMBLUE, CLARK. The top toolbar includes a 'Communicate' button. A dropdown menu is open, showing options: Message, Reminder, Patient Letter, and Provider Letter. A yellow callout box highlights the 'Patient Letter' option. The main content area shows a 'Diagnostic Reports' section with a table of results.

Diagnostic Reports	04/06/2014 11:22
ECG Scanned	ECG Scanned
Polysomnography Report	Polysomnography

The letter will open with the same features described above when creating the letter from the Results section. You can **Launch Orders, Add Results, or type your own results** in the *Patient Message* field.

You can **Preview** the letter, and can **Forward** it to staff with instructions to print and mail to patient

The 'Create Letter' window displays patient information for CGMBLUE, CLARK (Age: 53 years, Gender: Male, EMR: 77-00-10-00-3, LOC: GM FAM MED BLUE). It includes a 'Patient Message' field with a rich text editor, a 'Results' section, and an 'Action Pane' with options for 'Print Now', 'Do Not Print Now', 'Additional Forward Action', and 'Comments'. A yellow callout box highlights the 'Patient Message' field and the 'Action Pane'.