



ABOUT RELAY HEALTH SERVICE

What is the Relay Clinical service?

RelayClinical is a Web-based service through which patients and providers (physicians and their authorized staff) can communicate securely. This service provides an interactive Web site where patients can initiate a webVisit® consultation, receive preventive care reminders, send a note to the provider's office, request prescription renewals and refills, request lab or test results, request referrals, and request appointments. In addition, the service provides Pre-Registration options and Patient Education materials if your provider or practice has enabled these services. Patients may also use this service to securely store and manage their Personal Health Record information including problems, allergies, immunizations, hospitalizations, lab and other test results, and their family health history.

Is this service secure?

This service uses a high level of security to protect the privacy and confidentiality of healthcare information transmitted through its provider-patient messaging service. Unlike e-mail, which relies on multiple file servers distributed across the Internet, we use a single, centrally managed, secure database for all provider-patient communications. The service delivers all messages to a Web browser using 128-bit, secure-socket layer encryption. Only you, your provider, and your provider's authorized staff can read these messages. To prevent others from viewing your private information, you should always log out after using this service.

What type of software is necessary to use the RelayClinical service?

Accessing the service requires only a connection to the Internet and a Web browser. You can run this service using either a PC or a Macintosh computer, and supported browsers include:

- Microsoft Internet Explorer 7, 8, and 9
- Mozilla Firefox 16
- Safari 6 on Mac OS

What if I use a popup blocker?

If you use any of the following, you may be using a popup blocker:

- Internet Explorer on Windows XP with Service Pack 2 (SP2) or later
- A third-party Internet Explorer toolbar, such as the MSN, Yahoo! or Google toolbars
- Mozilla Firefox

If you are using a popup blocker, you will need to explicitly allow the service to display popups (often called "whitelisting"). Please review documentation for the product you are using to determine how to add "app.relayhealth.com" to your whitelist. For reference, the

following links explain how to use whitelisting in various products. Please note that these links are independent of the RelayClinical service and may have moved since this page was published.

[Internet Explorer with Windows XP Service Pack 2](#)

[Google Toolbar](#)

[Yahoo! Toolbar](#)

[MSN Toolbar](#)

Firefox: Select **Tools|Options**. Click **Content**, then click the **Exceptions...** button to the right of "Block pop-up windows" and add **app.relayhealth.com** to the list of allowed sites.

I turned off the popup blocker, but sometimes the popup gets 'stuck' behind the main browser window.

If you are using Firefox, there is one additional step to take. Go to **Tools|Options**. Click the **Content** icon. Next to the Enable JavaScript checkbox (which should be checked), click the **Advanced** button. In the Advanced JavaScript Settings window, check **Raise or lower windows**, and then click **OK**.

How is the RelayClinical service different from regular e-mail?

RelayClinical messages differ from regular e-mail because they transmit securely and confidentially. Messages employ clinical guidelines and algorithms to support the interaction between you and your provider(s). All RelayClinical messages provide an audit trail, enabling you and your provider to view the entire message history.

How will I know if I have a message waiting for me at this site?

You will not receive a RelayClinical e-mail address. Rather, you check your messages by signing in to your password-protected Home page. When a message is delivered to your personal inbox, the service immediately sends an e-mail to your preferred e-mail address (the e-mail address you provided when registering) notifying you of a waiting message and providing a convenient link to this service.

Why am I seeing some pages in Spanish and some in English?

You can view most RelayClinical pages in Spanish. To set Spanish as your preferred language, visit the **Account** tab and click **Edit** on the Preferred Language line under Account Information. Select **Spanish** from the drop down list, and click **Save**. The RelayClinical service does not provide translation services. Please confirm directly with your provider that he or she accepts messages in Spanish. When you have selected Spanish as your preferred language, you can view all sections of the service, except webVisits, in Spanish.

GENERAL TIPS

How do I change my User ID?

You can change your User ID at any time by clicking the **Change Your User ID** link on your Home page. Enter your new preferred User ID (there are no special restrictions on

format at this time), and click Save. Use the new User ID the next time you sign in to this service.

How do I change my password?

You can change your password at any time by clicking the **Change Your Password** link on your Home page. Enter your current password, your new preferred password, and then re-enter the new password for verification. Click Save. Use the new password the next time you sign in to this service.

Are there any restrictions on passwords?

Yes. Having a strong password helps to protect your data. You can specify a password between 6 and 32 characters (letters, numbers, or symbols). The password may not include a space or greater/less than symbols (< >). Additionally, do not use your first name, last name, User ID, security question answer, a common word, or a previously used password.

How do I change my Security Questions?

You can change your Security Questions at any time by clicking the **Change Your Security Questions** link on your Home page. Enter your password for verification, then select three security questions and answers. Click Save. The service uses these security questions to complete the Recover My Password workflow through the "I forgot my User ID or Password" link on the login page. If you previously did not have three security questions answered, the service will prompt you to answer three questions on your login to the application.

My family member and I want to share access to his or her health record. How can we both access and update his or her health record?

Jupiter Medical Center's policy is for each patient to create their own account.

How do I discontinue my in the RelayClinical service?

You will find the option to cancel your membership in the Account section. By doing so, you will no longer be able to message your provider. Your provider and authorized staff can still view a "snapshot" of your medical information at the time you deactivate your relationship but will not be able to message you using this service.

COMMUNICATING WITH HOSPITAL

Why do I need to find my provider and link my account to my provider's account?

Before you can set up secure communications with your provider, you must request that your account be linked to your provider's account. This step allows your provider's office to verify that you are a patient within the practice. It also allows you to link your account to more than one provider, and manage these relationships through a single online account.

How do I find my provider and link my account?

On the Find A Doctor page, enter the ZIP Code in Jupiter Medical Center of 33458 and select search.

What if I'm stuck setting up my account or linking to my provider?

No problem, we're here to help. Please call Customer Support at 1-866-735-2963 (1-866-RELAY-ME) for assistance.

How old do I have to be to have a RelayClinical Account?

The minimum age for an account is 13 years old. However, your doctor's practice may have policies in place that do not allow for online messaging with minors. Contact your doctor's practice to confirm that he or she will accept an online messaging relationship. Jupiter Medical Center's policy currently does not allow a parent or guardian to create a separate account for a minor child.

WORKING WITH MESSAGES

How do I request lab or test results?

On the vertical navigation bar on your **Home** page, click **Lab/Test Results** to start a Lab/Test Results Request message. Address your message by selecting the appropriate patient and provider names and click **Next**. Click **Add Tests** to select tests from a list or enter one into the **Other** text box. Click **Save**, enter any comments, then click **Send**. The service provides confirmation of successful message transmission as well as the expected response time from your provider's office. The service delivers the response from the provider's office to your RelayClinical inbox.

How do I request a referral to another provider?

On the vertical navigation bar on your **Home** page, click **Referrals** to start a Referral Request message. Address your message by selecting the appropriate patient and provider names. Click **Next**, then complete the required fields for the referral request. You may request a referral to a specific provider, or your provider may choose a specialist for you. Click **Next** and confirm (or change) your health plan information. Click **Send**. RelayClinical provides confirmation of successful message transmission as well as the expected response time from your provider's office. RelayClinical delivers the response from the provider's office to your personal inbox.

PERSONAL HEALTH RECORD

What is the advantage of keeping my Personal Health Record up to date?

Entering your health record is not required; however, keeping accurate records of your health conditions, health habits, medications, allergies, immunizations, and family health history supplies helpful information to your provider while he or she is messaging with you or adding clinical data to your record. Up-to-date information in your health record is

also very important in terms of prescribed medications, because the information you provide is taken into account when your provider creates an electronic prescription for you. The RelayClinical service provides a convenient update feature, which quickly moves through the sections of the health record. On your **Health Records** page, click **Start the Update Wizard**.

How often should I/can I use the Update Wizard?

You can use the Update Wizard as often as you like! We encourage you to review your health record content at least once a year to confirm that the information it contains is still accurate, and to add any new information you would like to keep a record of (such as a flu shot you received at a local pharmacy or a change in your family medical history).

Who will be able to view/change my health records?

You, your provider, and your provider's authorized staff have access to your Personal Health Record. If you request a referral, your provider may optionally send your Personal Health Record to an authorized referral specialist. You can see who has accessed your medical information at any time by clicking the Access History link on the vertical navigation bar of the **Health Records** section. Your provider can modify your health record to include entries such as a recent diagnosis, a recently prescribed medication, or a recent lab or test result.

How can I be sure my Health Record is private?

This service uses a high level of security to protect the privacy and confidentiality of healthcare information transmitted through its provider-patient messaging service. All users – patients, providers, and the provider's authorized staff must sign in to the service with a unique User ID and password.

We recognize that many patients have concerns about sharing information among providers. Although sharing information among your healthcare team allows for better-coordinated and safer care, you have the option to restrict access to your health record using the **Public / Private** options under the **My Providers** tab. Using these options, you can hide or share provider relationship and/or PHR data added by that provider practice. For example, you can designate the relationship with a provider as 'private.' If you enable this designation, other providers who access your record will not see the 'private' provider nor any health record information identified as generated by that provider's practice. Alternatively, you can designate just the health record data from certain provider practices as private so that other providers are unable to view those entries.

Privacy or consent agreements you may have in place with your provider's practice and certain patient safety and workflow issues take precedence over the Public / Private settings in the RelayClinical service. For example, if a patient has consented directly with a provider's practice to share health record information with other providers, providers may use the Share Patient Record flow to share that patient record regardless of the patient privacy settings. Other exceptions to the Public / Private settings exist. For example, to ensure proper drug interaction warnings display, medication data downloaded from a Pharmacy Benefit Manager (PBM) is not included in data privacy settings. Providers must have patient consent in order to download medication history information, so patients can contact provider offices directly if they desire to update these

consents. Also, if you have two or more providers in the same practice with whom you have online relationships, each of these providers will be able to view your data, regardless of the privacy settings. Finally, historical data does not always have source information and cannot always be shielded by the privacy policy at this time.

Remember, having access to your complete medical information allows your providers to provide safer and more informed care. Please give careful thought to the Public / Private settings in this service if you choose to use them. Additionally, please contact your provider's practice directly to update privacy or consent agreements, if necessary.

How can I tell if someone has viewed my health record?

Under your Health Records tab, click Access History in the left navigation panel. The pop-in includes PHR, Account, and Document tabs. Under each tab, you can see who viewed or updated your health record data in the course of maintaining your health records or in the course of providing health services in your doctor's practice.

Why does my provider send a request to update my health record?

Your provider may request an update to your health record in order to maintain your most recent health and personal demographic information such as personal and emergency contact phone numbers, allergies, immunizations, etc. You will receive a message from your provider with a link to the health record Update Wizard and a status of 'Needs Review' for each section. You can easily move through the wizard to review and provide updates to each section of your health record. Your provider will see the last date/time that you updated your health record each time he or she responds to a message or webVisit or when your provider creates a new electronic prescription and access that data as needed.

Can I record other vitals in my health record?

Yes. Click the Vital Signs tab in your health record and click the +New link. You will have the option to enter common vital signs like height, weight, blood pressure, temperature, etc.

Important Phone Numbers:

- **Who do I call if the information in my PHR is not mine?**
Call the Jupiter Medical Center Privacy Officer 561-263-5999
- **Who do I call if I have questions about the results/reports in my PHR?**
We cannot be responsible for interpreting results, please contact your healthcare provider for information on this.
Technical Issues (this includes user id and password resets and training to maneuver around system) 1-866-735-2963
- **General Questions about Medical Records release of information (561) 263-7476**
between the hours of 8:30 a.m. and 4 p.m., Monday-Friday. Please allow 24 hours for response time.