



San Francisco Health Network Patient Portal

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MYSFHEALTH Background

- History:
 - Development began in effort to meet meaningful use (MU) of the electronic health record (EHR)
 - Significant planning required to evaluate best approach for San Francisco Health Network (SFHN) population
- Numerous benefits to patients:
 - **Improve care experience of patients of the SFHN**
 - Provide patients for a new opportunity to engage in their own health
 - Provide health education
 - Provide SFHN patients with technology already available at other health organizations
 - Allow for research opportunities

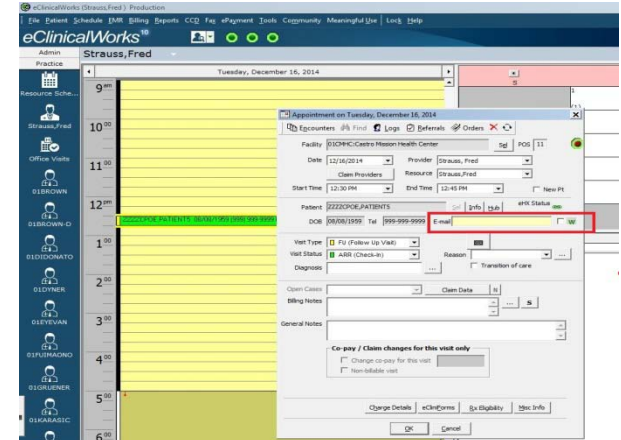
MYSFHEALTH

- An accessible, secure website for patients or their adult proxies to:
 - View/download important parts of hospital & clinic health records
 - Access *Healthwise*– online resource for patient education (validated for patients with limited health literacy)

MYSFHEALTH Enrollment



Behavioral Health



Inpatient Care

Ambulatory Care

Registration Email Sent

Patient Creates Portal Account

mysfhealth.org



Sign into
MYSFHEALTH Account

 User ID

 *****

Login

[Can't access your account?](#)

Access to Inpatient and Ambulatory Care Records

Welcome to **MYSFHEALTH!**

MYSFHEALTH is a free and secure website. It gives you easy access to your health information from San Francisco Health Network hospitals and clinics.

****For all emergencies, call 911 immediately.****

Inpatient records

Medical Records

Please click on **Clinical Summary Document** below to review your personal health information.

[ClinicalSummaryDocument](#)

Admission: 12/02/14 08:00 AM | Discharge: 01/01/01 12:00 AM | Facility: City and County of San Francisco

[View](#) | [Download \(as CCDA\)](#) | [Download \(in Readable format\)](#) | [Accessed Logs](#)

Link Accounts

You could link other personal/family member's **MYSF HEALTH** portal account and access them all at one place!

Add

Linked Accounts

PATIENT2 ZZZZCPOE 64 yrs, Male (Self)

SFDPH Ambulatory

[Go to Account](#)

MedlinePlus

Ambulatory records

Inpatient Portal

- Discharge Medication List
- Allergies
- Discharge Instructions
- Problem List (Diagnoses)
- Vital Signs (last 5 sets)
- Laboratory Results

PROBLEM LIST

Problem List current as of 01/30/2015

Pneumonia	ACTV	01/30/2015
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DISCHARGE MEDICATIONS

Discharge Med Rec Performed on: 01/30/2015 at 15:24

metFORMIN [1,000 mg Tablet]: 1 Tab Oral BID

Lisinopril [40 mg Tablet]: 1 Tab Oral daily

Hydrochlorothiazide [25 mg Tablet]: 1 Tab Oral daily

Azithromycin [500 mg Tablet]: 1 Tab Oral daily

amLODIPine [5 mg Tablet]: 1 Tab Oral daily

DISCHARGE INSTRUCTIONS

Reason for Hospital Admission

Infection in the lung (also called pneumonia)

Treatment Received

You received IV antibiotics to treat the infection and oxygen to help you breathe better. Continue to take your antibiotics after discharge until they are complete.

If you have questions or concerns after you leave the hospital, please call your primary care clinic or our Hospital Discharge Help Line at 415-206-2524.

Follow-Up Visits:

THE FOLLOWING APPOINTMENTS ARE SCHEDULED:

When: 2/17/15 at 3pm

Clinic: GENERAL MEDICINE CLINIC @SFGH

Provider: Dr. Jain

Address: 1001 POTRERO AVE OUTPATIENT ENTRANCE 1M

Address: SAN FRANCISCO CA 94110

Phone: (415) 206-8492

When: 2/20/15 at 10AM

Clinic: DIABETES

Address: OUTPATIENT ENTRANCE 1M

Address: SAN FRANCISCO GENERAL HOSPITAL

Phone: (415) 206-8492

Ambulatory Care Portal

The screenshot displays the Ambulatory Care Portal interface. On the left is a sidebar menu with the following items: "EXPAND ALL", "Dashboard", "Medical records" (with a sub-menu including "Lab / Diagnostic R...", "Visit Summary", "Personal Health Record", "PHR-View", and "Immunization History"), "My Account", "Education", and "My Devices". The main content area features a greeting "Hi Sylvia," followed by a message about MYSFHEALTH being a free and secure website for San Francisco Health Network. A warning states: "**For all emergencies, call 911 immediately.**" Below this is a "medical records" section with a "Request PHR" button and a note: "Personal Health Record can be requested by clicking on the Request PHR on the right side". At the bottom left of the main area is a "View Medical Records" button with a right-pointing arrow icon.

health portal
Powered by eClinicalWorks

EXPAND ALL

Dashboard

Medical records

Lab / Diagnostic R...

Visit Summary

Personal Health Record

PHR-View

Immunization History

My Account

Education

My Devices

Hi Sylvia,

MYSFHEALTH is a free and secure website. It gives you easy access to your health information from San Francisco Health Ne

****For all emergencies, call 911 immediately.****

medical records


Personal Health Record can be requested by clicking on the Request PHR on the right side

Request PHR


View Medical Records

- Diagnoses From Visit
- Chronic Conditions
- Medications & Allergies
- Immunizations
- Vital Signs
- Diagnostic Results, except as CA law restricts

Patient Education

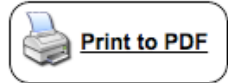

Powered by eClinicalWorks

EXPAND ALL

- Dashboard
- Medical records
- My Account
- Education 
 - Patient Education
 - Knowledge Base
- My Devices

[<<Patient Education List](#)

Learning About Low Blood Sugar (Hypoglycemia) in Diabetes



What is low blood sugar (hypoglycemia)?

Hypoglycemia means that your blood sugar is low and your body (especially your brain) is not getting enough fuel. If you have diabetes, your blood sugar can go too low if you take too much diabetes medicine (insulin or pills). It can also go too low if you miss a meal. And it can happen if you exercise too hard without eating enough food. Some medicines used to treat other health problems can cause low blood sugar too.

What are the symptoms?

Symptoms of low blood sugar can start quickly. It may take just 10 to 15 minutes. If you have had diabetes for many years, you may not realize that your blood sugar is low until it drops very low.

Make better health decisions



MYSFHHEALTH Successes

- High level of enthusiasm and interest
- Belief that access is important to health
- Strong interest in using higher level portal functions
- Enhanced interactions with greater care team
- Initial feedback among early users is extremely positive

MYSFHEALTH Successes

- Inpatient Care/ SFGH
 - 210 patients provided an email address
 - 91 created a portal account
 - 43% of those who provided an email address initially later created a portal account
- Ambulatory Care
 - 1281 patients provided an email address
 - 339 created a portal account
 - 26% of those who provided an email address initially later created a portal account

MYSFHHEALTH Challenges

- Operational
 - Integration into existing workflows difficult
 - Significant investment in training volunteers/staff
 - Multiple competing priorities in both clinical settings
 - Barriers exists to creating portal accounts even after email address provided
- Patient Barriers
 - Limited English or computer proficiency
 - Limited/no internet access
 - Lack of phone number makes enrollment completely prohibitive
 - Patients in the hospital too sick to engage
 - Fear/distrust regarding security
- Technical
 - Interoperability
 - Not a true enterprise patient portal
 - Will not function as a health exchange

MYSFHEALTH Strategies

Operational



- Trials of different integration strategies
- Role for consultant

Patient Barriers



- Consent to designate an adult proxy
- Community partnerships (e.g. SF Public Library)
- Spanish language version

Technical



- Weekly technical meetings with portal vendor
- Frequent testing
- New build to address ongoing issues
- Call center
- Integrated EMR

MYSFHEALTH Future

- Spanish version of clinic portal
- Follow-up appointment requests
- Secure messaging with care team
- Internet interventions/ digital health tools targeted at SFHN population
- Linkage to community resources

Learn more about MYSFHEALTH

Home

LEARN ABOUT: MYSFHEALTH



FOR PATIENTS, CLIENTS, AND FAMILIES ▾ FOR STAFF AND PROVIDERS



Welcome to the SF Health Network



The SF Health Network is the city's largest health system. Our work includes primary care for all ages, de www.sfhealthnetwork.org esting, skilled nursing & rehabilitation, and behavioral health. UCSF physicians provide research and teaching expertise. Our birth center at San Francisco General Hospital and Trauma Center was recently called the safest place to have a baby in California by the *New York Times*.