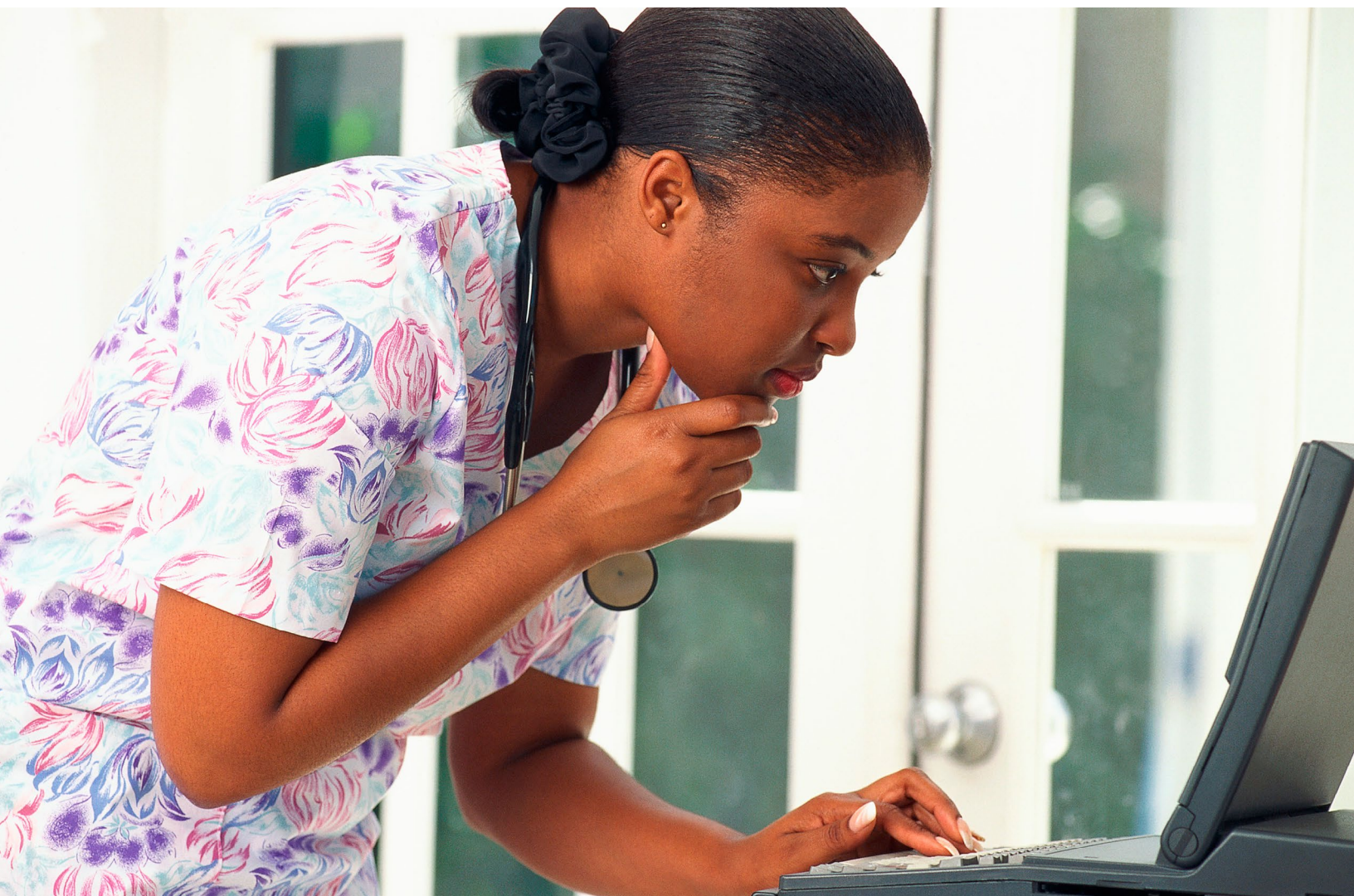


# Nursing Home Facility Implementation Overview



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# Introduction

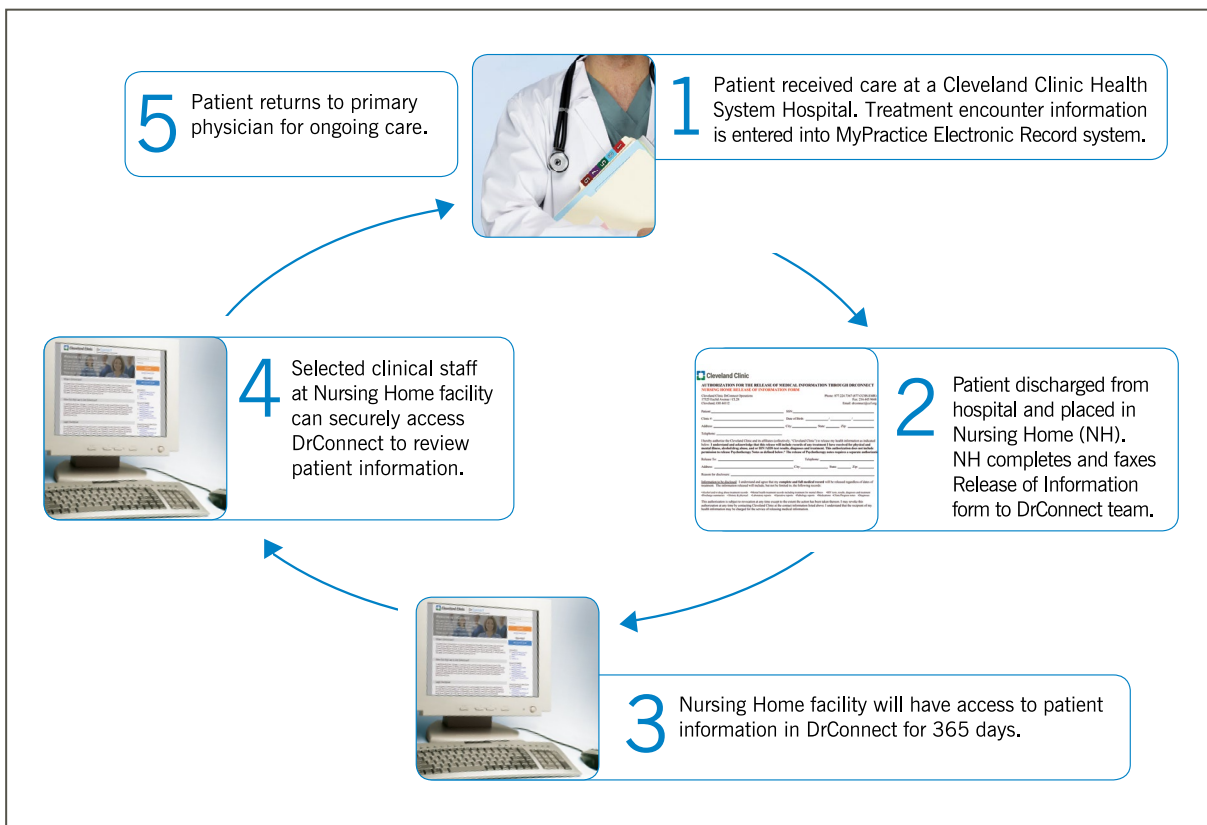
## Welcome to DrConnect®

We value the collaborative relationships we share with our physician and clinical staff colleagues that choose to refer patients to Cleveland Clinic. Our goal is to continuously enhance your patient referral experience when you or a member of your staff utilizes DrConnect.

We pledge to work in close partnership with you to provide high quality, coordinated care that your patients deserve. We invite you to discover how DrConnect can continue to improve the communication and efficiency of our ongoing professional interactions and we look forward to being a part of the care team for the benefit of your patients.

### DrConnect Process Flow Diagram

For a brief description on how the DrConnect process flow works, please review the diagram below. Once reviewed, follow the proceeding steps to learn how to create your secure DrConnect account.



# Requesting DrConnect<sup>®</sup> Access: Nursing Home Facility

## Which Employees are Appropriate?

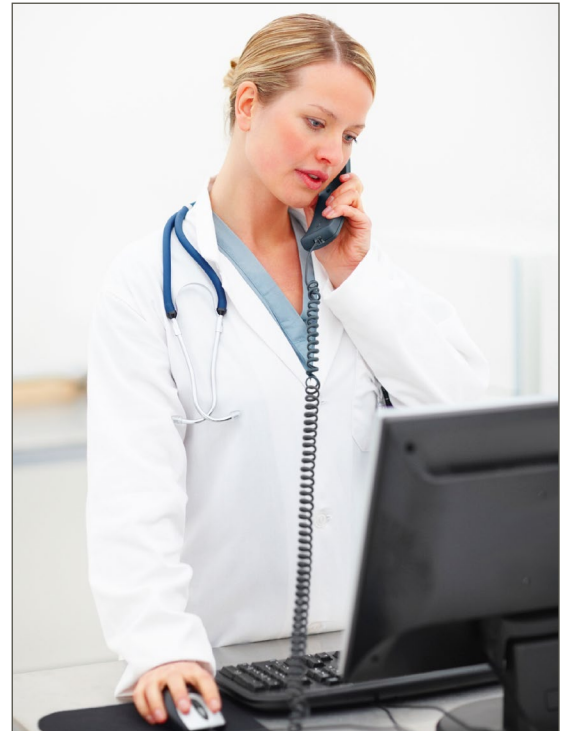
In an effort to safely and effectively manage the access requests to Cleveland Clinic's EMR system, our DrConnect management team advises that only those personnel needing patient health information to assist in the clinical management of the patient's care request a DrConnect log in.

Which employees are most appropriate to request and receive access to DrConnect should be determined by your facility's Medical Director / Administrator. The decision should be based solely on the employees need to receive patient health information in order to make key clinical decisions about the patient's ongoing healthcare needs.

Our recommendations are the following personnel:

- Nursing Directors
- Nurse Practitioners and Physician Assistants
- Nursing Supervisors and Shift Managers
- Nursing Home Administrators
- Admissions Personnel
- Medical Records Personnel

We will not be able to grant DrConnect access for operational, financial, or marketing personnel at your facility. If you have further questions regarding personnel that you would like to request have access to Cleveland Clinic's DrConnect service, please contact our DrConnect Customer Support at 877.224.7367 or email [drconnect@ccf.org](mailto:drconnect@ccf.org).





# Requesting DrConnect® Access: Nursing Home Facility

## Nursing Home Medical Director / Administrator New Account Request

A physician in your practice / facility needs to be identified as the Nursing Home (NH) Medical Director and must read and agree to the **DrConnect Terms and Conditions of Use** that includes a link to the **DrConnect Administration Security Agreement** during the registration process.

As the Nursing Home Administrator, you are also able to identify the care team members that you want to have proxy rights. Designating proxy rights enables your care team members to have access into the patient's electronic medical record as your patient receives treatment at Cleveland Clinic.

- Visit <https://drconnect.clevelandclinic.org> and click the **REGISTER NOW** button.

- Choose **Post-Acute Care Provider** from the "New Account Request" list.

- Complete the **New Account Request for Post-Acute Care Provider** form. All required fields on the noted with an asterix (\*).

# Requesting DrConnect® Access: Nursing Home Facility

## Nursing Home Medical Director / Administrator New Account Request

Country: [dropdown]  
Country: [dropdown]  
User Information: [Work e-mail] [Work phone]  
Which Cleveland Clinic location will your organization share the greatest patient population? [dropdown]  
Other: Preferred DrConnect User ID: [text]  
Comments: [text]  
**Terms and Conditions:** ALL ENTITIES REQUESTING ACCESS TO DRCONNECT MUST AGREE TO THE TERMS AND CONDITIONS OF THE DRCONNECT SECURITY ADMINISTRATION AGREEMENT CONTAINED IN THE LINK BELOW.  
DrConnect Security Agreement ("Agreement") [link]  
☐ I agree to the Terms and Conditions above.  
Verification: ☐ I'm not a robot

**Terms and Conditions:** ALL ENTITIES REQUESTING ACCESS TO DRCONNECT MUST AGREE TO THE TERMS AND CONDITIONS OF THE DRCONNECT SECURITY ADMINISTRATION AGREEMENT CONTAINED IN THE LINK BELOW.  
DrConnect Security Agreement ("Agreement") [link]  
☐ I agree to the Terms and Conditions above.  
Verification: ☐ I'm not a robot

Account ID (if NEW site type NEW): [text]  
Site Administrator: A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.  
☐ Make this user a site administrator  
[Submit Request] [Cancel]

Account ID (if NEW site type NEW): [text]  
Site Administrator: A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.  
☐ Make this user a site administrator  
[Submit Request] [Cancel]

Cleveland Clinic  
New Account Request - Confirmation  
Reference #: [text]  
Thank you for completing your online registration for DrConnect. Our team will review your application within the next three to five business days, and if necessary, will contact you for additional information.  
Once the review is complete, you will receive a confirmation email that includes the following:  
1. Username  
2. Password (you will be prompted to create your own password upon logging in)  
If you have any questions or need any additional information, please contact DrConnect customer support.  
DrConnect Customer Support  
Phone: 877.224.7367 (877.CCHG.EMR)  
Email: [drconnect@ccf.org](mailto:drconnect@ccf.org)  
[OK]

- Review the **DrConnect Terms and Conditions of Use**.

- You **must** scroll to the end of the DrConnect Terms and Conditions to access the **DrConnect Administration Security Agreement**. Click the link to review. (Note: the agreement will open into a separate window)

- Once reviewed, be sure to select the **check box** "I agree to the Terms and Conditions above."

**Important!** As the Nursing Home (NH) Medical Director, the **Account ID** will be required to authorize all clinical staff (and proxy) registrations for any care team members within your facility that will need a DrConnect User ID and Password.

- If you're setting up a new site, please type **New** in this field. The Nursing Home (NH) Medical Director will receive the **Account ID** via email along with User Id and Password once your account has been created. Please make note of your **Account ID** at that time.

If you are the **Site Administrator** for your facility, please be sure to check the box "Make this user a site administrator."

Access can be adjusted at any time after the account has been created. To modify, login to your DrConnect account, and click **Manage My Clinic** link found within the top "Admin" section.

- Be sure to review and complete the remaining fields and click the **Submit Request** button when complete.

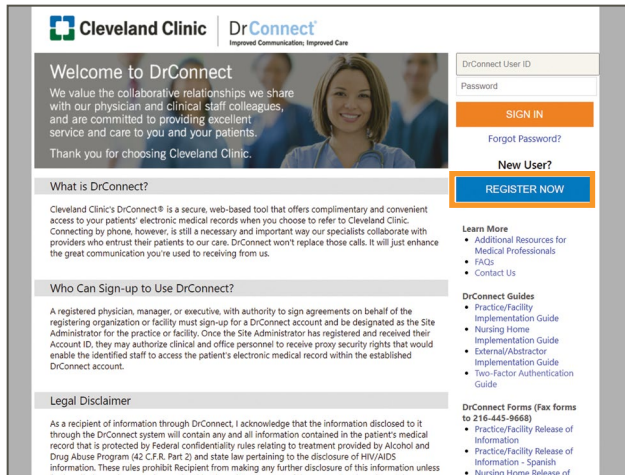
You've now completed your DrConnect request for access!

When your account has been created by the DrConnect Customer Support team, you will be emailed within 3-5 business days, providing you with your User Id and Password for logging into the DrConnect secure site.

**Important!** Please note your **Account ID** will also be included in this email. Please keep it as it will be needed to authorize care team members (and proxy staff) registrations.

# Requesting DrConnect® Access: Nursing Home Facility

## Nursing Home Care Team Members New Account Request



**Cleveland Clinic** **DrConnect®**  
Improved Communication, Improved Care

**Welcome to DrConnect**  
We value the collaborative relationships we share with our physician and clinical staff colleagues, and are committed to providing excellent service and care to you and your patients. Thank you for choosing Cleveland Clinic.

**What is DrConnect?**  
Cleveland Clinic's DrConnect® is a secure, web-based tool that offers complimentary and convenient access to your patients' electronic medical records when you choose to refer to Cleveland Clinic. Connecting by phone, however, is still a necessary and important way our specialists collaborate with providers who entrust their patients to our care. DrConnect won't replace those calls. It will just enhance the great communication you're used to receiving from us.

**Who Can Sign-up to Use DrConnect?**  
A registered physician, manager, or executive, with authority to sign agreements on behalf of the registering organization or facility must sign-up for a DrConnect account and be designated as the Site Administrator for the practice or facility. Once the Site Administrator has registered and received their Account ID, they may authorize clinical and office personnel to receive proxy security rights that would enable the identified staff to access the patient's electronic medical record within the established DrConnect account.

**Legal Disclaimer**  
As a recipient of information through DrConnect, I acknowledge that the information disclosed to it through the DrConnect system will contain any and all information contained in the patient's medical record that is protected by Federal confidentiality rules relating to treatment provided by Alcohol and Drug Abuse Program (42 C.F.R. Part 2) and state law pertaining to the disclosure of HIV/AIDS information. These rules prohibit Recipient from making any further disclosure of this information unless...

**DrConnect User ID**  
Password  
**SIGN IN**  
Forgot Password?  
**New User?**  
**REGISTER NOW**

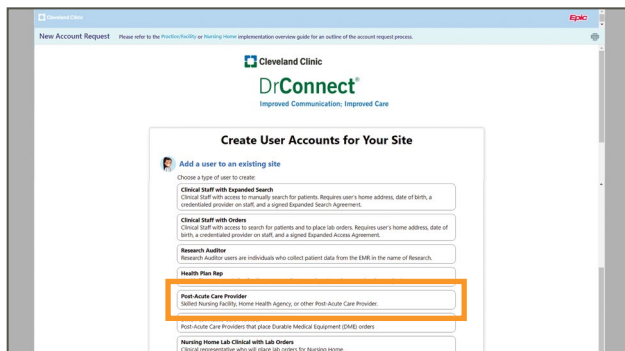
**Learn More**  
• Additional Resources for Medical Professionals  
• FAQs  
• Contact Us

**DrConnect Guides**  
• Practice/Facility Implementation Guide  
• Nursing Home Implementation Guide  
• External/Abstractor Implementation Guide  
• Two-Factor Authentication Guide

**DrConnect Forms (Fax forms to 216-445-9668)**  
• Practice/Facility Release of Information  
• Practice/Facility Release of Information - Spanish  
• Nursing Home Release of Information

After the NH Medical Director / Administrator reads and agrees to the **DrConnect Terms and Conditions of Use** and the **DrConnect Administration Security Agreement**, each nursing home care team member requiring DrConnect access will need to complete an online request and have their own DrConnect account.

- Visit <https://drconnect.clevelandclinic.org> and click the **REGISTER NOW** button.



**New Account Request** Please refer to the [Practice/Facility or Nursing Home implementation overview guide](#) for an outline of the account request process.

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Improved Communication, Improved Care

**Create User Accounts for Your Site**

**Add a user to an existing site**

Choose a type of user to create:

**Clinical Staff with Expanded Search**  
Clinical staff with access to expanded search for patients. Requires user's home address, date of birth, a credentialing provider on staff, and a signed Expanded Access Agreement.

**Clinical Staff with Orders**  
Clinical staff with access to search for patients and to place lab orders. Requires user's home address, date of birth, a credentialing provider on staff, and a signed Expanded Access Agreement.

**Research Auditor**  
Research Auditor users are individuals who collect patient data from the EHR in the name of Research.

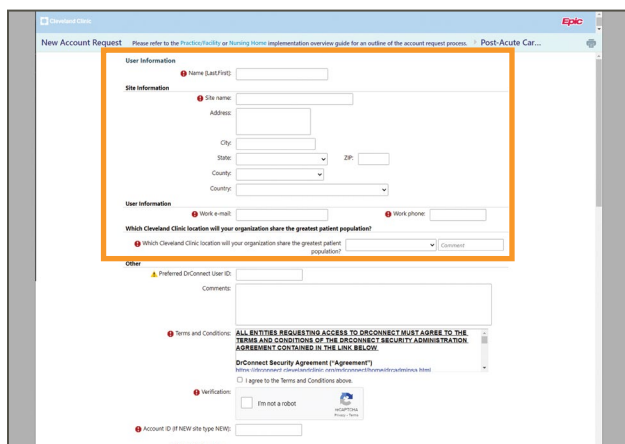
**Health Plan Rep**  
Health Plan Rep users are individuals who collect patient data from the EHR in the name of Research.

**Post-Acute Care Provider**  
Select Nursing Facility, Home Health Agency, or other Post-Acute Care Provider.

**Post-Acute Care Provider that place Portable Medical Equipment (PME) orders**  
Post-Acute Care Providers that place Portable Medical Equipment (PME) orders.

**Nursing Home Lab Clinical with Lab Orders**  
Clinical representative who will place lab orders for Nursing Home.

- Choose **Post-Acute Care Provider** from the “New Account Request” page list.



**New Account Request** Please refer to the [Practice/Facility or Nursing Home implementation overview guide](#) for an outline of the account request process. **Post-Acute Care...**

**User Information**

**Site Information**

**User Information**

**Which Cleveland Clinic location will your organization share the greatest patient population?**

**Other**

**Comments**

**Terms and Conditions**

**DrConnect Security Agreement ("Agreement")**

**Verification**

**Account ID (if NEW site type NEW)**

**Site Administrator**

- Complete **New Account Request for Post-Acute Care Provider** form. All required fields on the noted with an asterisk (\*).

Please be sure when entering the Site Information portion of the online request, that the details are consistent with your NH Medical Director/Administrator. This will help the DrConnect Customer Support team in setting up your account.

# Requesting DrConnect® Access: Nursing Home Facility

## Nursing Home Care Team Members New Account Request

This screenshot shows the 'Terms and Conditions' section of the DrConnect registration form. The section is highlighted with an orange box. It contains the text: 'ALL ENTITIES REQUESTING ACCESS TO DRCONNECT MUST AGREE TO THE TERMS AND CONDITIONS OF THE DRCONNECT SECURITY ADMINISTRATION AGREEMENT CONTAINED IN THE LINK BELOW.' Below this, there is a link to the 'DrConnect Security Agreement ("Agreement")' and a checkbox labeled 'I agree to the Terms and Conditions above.'.

This screenshot shows the 'I agree to the Terms and Conditions above.' checkbox highlighted with an orange box. The checkbox is currently unchecked. Below the checkbox is a link to the 'DrConnect Security Agreement' and a 'Submit Request' button.

This screenshot shows the 'Account ID (if NEW site type NEW)' field highlighted with an orange box. The field is currently empty. Below the field is a 'Submit Request' button and a 'Cancel' button.

This screenshot shows the 'New Account Request - Confirmation' screen. It contains a 'Reference #' and a 'Thank you for completing your online registration for DrConnect. Our team will review your application within the next three to five business days, and if necessary, will contact you for additional information.' Below this, there is a list of items to be included in the confirmation email: 1. Username, 2. Password (you will be prompted to create your own password upon logging in). It also includes contact information for DrConnect Customer Support: Phone: 877.224.7367 (877/CCHS-EMR), Email: drconnect@ccf.org.

- Review the **DrConnect Terms and Conditions of Use**.

- You **must** scroll to the end of the DrConnect Terms and Conditions to access the **DrConnect Administration Security Agreement**. Click the link to review. *(Note: the agreement will open into a separate window)*

- Once reviewed, be sure to select the **check box** "I agree to the Terms and Conditions above."

**Important!** You will need to enter the **Account ID** provided by your NH Medical Director / Administrator in order to complete the DrConnect account request.

- Be sure to review and complete the remaining fields and click the **Submit Request** button when complete.

You've now completed your DrConnect request for access!

When your account has been created by the DrConnect Customer Support team, you will be emailed within 3-5 business days, providing you with your User Id and Password for logging into the DrConnect secure site.

If you need any assistance with the DrConnect site, please contact the DrConnect Customer Support team by phone at 877.224.7367 (877/CCHS-EMR) or by email at drconnect@ccf.org.



# Getting to Know DrConnect®

## Available Features

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**Manage My Clinic (Site Verification)** - Company Manager or Nursing Home Administrator will receive a notification when site verification is due. They will also receive a reminder upon logging in to DrConnect. Clicking **Verify Now** will open the Site Verification tab within Manage My Clinic, where you are able to review all registered users for your practice or facility.

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**Important Notices and Tips** - View important updates the DrConnect team such as navigation tips and new features.

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**Patient's List Tab** - View the patient's list tab to view the entire list of patients you currently have access to.

By clicking this you can view what patients you have new health information on. You can also search by name and MRN in the patient search area.

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**Chart Review** - This will be your main dashboard for viewing the care your patient received while at the Cleveland Clinic.

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**Radiology Images** - You are able to view the radiology images as well as the reports for the patients you refer to Cleveland Clinic. This functionality provides you with access into 4 years-worth of your patient's radiology images as long as your patient had their imaging done at one of our Cleveland Clinic locations.

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**Snap Shot** - Clicking on Snap Shot brings up several key details about the patient all in one screen. View your patient's:

- Demographics
- Health Maintenance
- Allergies, Medications, and Health History

View helpful Quick Reference Guides are available on the **DrConnect Homepage** after you have logged into your DrConnect account.

# Getting to Know DrConnect®

## Release of Information Form Use

**Cleveland Clinic** | **DrConnect®**  
Improved Communication, Improved Care

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**Legal Disclaimer**  
As a recipient of information through DrConnect, I acknowledge that the information disclosed to it through the DrConnect system will contain any and all information contained in the patient's medical record that is protected by Federal confidentiality rules relating to treatment provided by Alcohol and Drug Abuse Program (42 C.F.R. Part 2) and state law pertaining to the disclosure of HIV/AIDS information. These rules prohibit Recipient from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 C.F.R. Part 2 relating to the disclosure of alcohol and drug abuse program information or state law pertaining to disclosure of HIV/AIDS information.  
A general authorization for the release of medical or other information is NOT sufficient for these purposes. The Release rules restrict release of the information to release in accordance with these rules.

**DrConnect User ID**  
**Password**  
**SIGN IN**  
[Forgot Password?](#)  
**New User?**  
**REGISTER NOW**

**Learn More**  
• Additional Resources for Medical Professionals  
• FAQs  
• Contact Us

**DrConnect Guides**  
• Practice/Facility Implementation Guide  
• Nursing Home Implementation Guide  
• External/Abstractor Implementation Guide  
• Two-Factor Authentication Guide

**DrConnect Forms (Fax forms to 216-445-9668)**  
• Practice/Facility Release of Information  
• Practice/Facility Release of Information - Spanish  
• Nursing Home Release of Information  
• Home Health Release of Information  
• DrConnect Research Request  
• Expanded Search Agreement

A Release of Information Form (ROI) will need to be filled out for each patient within the nursing home facility. The form will also need to be signed by the patient.

- Locate the **Nursing Home Release of Information** in the right-hand column of the DrConnect login page.

**Cleveland Clinic**

**AUTHORIZATION FOR THE RELEASE OF MEDICAL INFORMATION THROUGH DRCONNECT  
NURSING HOME RELEASE OF INFORMATION FORM**

Cleveland Clinic DrConnect Operations Phone: 877.224.7367 (877.CCHS.EMR)  
17325 Euclid Avenue / CL28 Fax: 216.445.9668  
Cleveland, OH 44112 Email: [drconnect@ccf.org](mailto:drconnect@ccf.org)

Patient: \_\_\_\_\_ SSN: \_\_\_\_\_  
Clinic #: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_

I hereby authorize the Cleveland Clinic and its affiliates (collectively, "Cleveland Clinic") to release my health information as indicated below. I understand and acknowledge that this release will include records of any treatment I have received for physical and mental illness, alcohol/drug abuse, and/or HIV/AIDS test results, diagnoses and treatment. This authorization does not include permission to release Psychotherapy Notes as defined below.\* The release of Psychotherapy notes requires a separate authorization.

Release To: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Reason for disclosure: \_\_\_\_\_

**Information to be disclosed:** I understand and agree that my complete and full medical record will be released regardless of dates of treatment. The information released will include, but not be limited to, the following records:  
• Alcohol and/or drug abuse treatment records • Mental health treatment records including treatment for mental illness • HIV test, results, diagnosis and treatment  
• Discharge summaries • History & physical • Laboratory reports • Operative reports • Pathology reports • Medications • Clinic/Progress notes • Diagnoses

This authorization is subject to revocation at any time except to the extent the action has been taken thereon. I may revoke this authorization at any time by contacting Cleveland Clinic at the contact information listed above. I understand that the recipient of my health information may be charged for the service of releasing medical information.

Fill out the form with the patient's general demographic information, along with the NH Medical Director / Administrator's name and the nursing home facility of where the patient information is being release to.

- Authorization will expire after 365 days from the date written on the form.
- If someone other than the patient signs the ROI, legal documentation must be submitted along with the ROI form to confirm consent.

Fax all completed forms to the DrConnect Customer Support team: [216.445.9668](tel:216.445.9668)

# Getting to Know DrConnect<sup>®</sup>

## DrConnect Customer Support

If you require assistance with DrConnect related matters please contact customer support. Cleveland Clinic DrConnect customer support is available during regular business hours, 8 a.m. to 5 p.m. (EST) Monday through Friday.

Cleveland Clinic DrConnect Operations

**Phone:** 877.224.7367 (877/CCHS-EMR)

**Fax:** 216.445.9668

**E-mail:** [drconnect@ccf.org](mailto:drconnect@ccf.org)

