Nursing Home Facility Implementation Overview
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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.
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.
The Nursing Home (NH) Medical Director must complete the DrConnect Administration Security Agreement found online at the DrConnect website. However, if the NH Medical Director is a Cleveland Clinic physician (affiliate), the NH Administrator must sign it instead. The NH Medical Director / Administrator can authorize proxy rights to nursing home care team members granting access into the patient's electronic medical record as your patient receives treatment at Cleveland Clinic.

- Visit https://drconnect.clevelandclinic.org and click the Not Registered? button

Review the DrConnect Sign-up Checklist thoroughly before clicking Next. Please make note of the following important items:

- The Administration Security Agreement must be completed during a single registration session. Cancellation will void current process

- Our system will generate an Account ID specific to your nursing home facility that the NH Medical Director / Administrator will receive via email. This will be used as authorization for any care team member needing proxy DrConnect registration. Please make note of your Account ID at that time

- As the Principal Owner, you will authorize proxy registrations by providing the practice Account ID to your nursing home care team members

The NH Medical Director / Administrator must complete the DrConnect Administration Security Agreement first before others within your care team can sign-up for DrConnect. Once completed you will be assigned an Account ID that will be used as authorization for nursing home care team members needing proxy DrConnect registration.

- Choose Nursing Home Administrator from the drop-down or by clicking the section, and then click the Next button
The NH Medical Director / Administrator must complete all required areas of the DrConnect Administration Security Agreement.

At the bottom be sure to select the check box indicating you are the person identified on this form and then click the Agree button.

Please review the DrConnect Terms and Conditions of Use.

- At the bottom click Agree to continue

The Confidentiality and Use Agreement page will be pre-populated from the DrConnect Administration Security Agreement.

- Complete the required areas

- At the bottom be sure to select the check box indicating you are the person identified on this form and then click the Agree button
When you reach the **User Login Request Form**:

Complete the required fields noted with a red (*) and click **Submit**.

You’ve now completed your DrConnect request for access!

When your account has been created by the DrConnect Customer Support team, a formal letter will be emailed to you within 2-3 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 proxy registrations.

Within this time frame you will also receive an email copy of the approved **Administration Security Agreement** for your Nursing Home Facility.
A Release of Information Form (ROI) will need to be filled out for each patient within your nursing home facility. The ROI form will also need to be signed by each patient.

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

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**.
After the NH Medical Director/Administrator completes the online DrConnect Administration Security Agreement, each nursing home care team member requiring DrConnect access will need to complete the online Confidentiality and Use Agreement and User Login Request Form.

- Visit https://drconnect.clevelandclinic.org and click the Not Registered? button

Review the DrConnect Sign-up Checklist thoroughly before clicking Next. Please make note of the following important items:

- As a nursing home care team member, you must review Terms and Conditions of Use, complete the Confidentiality and Use Agreement, as well as the User Login Request Form

Choose Proxy Users from the drop-down and then click the Next button.

The NH Medical Director/Administrator will receive an Account ID that will be used as authorization for any nursing home care team members needing proxy DrConnect registration.

- Please enter the Account ID provided by your NH Medical Director/Administrator and then click Next
Please review the DrConnect Terms and Conditions of Use.

- At the bottom click Agree to continue

Fill out the required fields on the Confidentiality and Use Agreement page. Any areas that are indicated in green have been pre-populated from your DrConnect nursing home facility account information.

Complete the signature section of the Confidentiality and Use Agreement.

- Be sure to select the check box indicating you are the person identified on this form and then click the Agree button

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.
When you reach the User Login Request Form:

- Complete the required fields noted with a red (*) and click Submit.

You've now completed your DrConnect request for access!

The DrConnect Customer Support team will email a formal letter within 2-3 business days providing you with your User Id and Password for logging into the DrConnect secure site.
Nursing Home Medical Director / Administrator

____ 1. Completed the online DrConnect Administration Security Agreement (refer to page 6 of this manual)
____ 2. Reviewed (for self) the Terms and Conditions of Use (refer to page 6 of this manual)
____ 3. Completed and signed (for self) the Confidentiality and Use Agreement (refer to page 6 of this manual)
____ 4. Completed the DrConnect User Login Request Form (refer to page 7 of this manual)
____ 5. Release of Information (ROI) signed for each existing patient and any new patients
   (refer to pages 8 and 14 for directions, actual document can be found on the DrConnect website)

Nursing Home Care Team Members

____ 1. Each identified nursing home care team member needing proxy access has reviewed the Terms and Conditions of Use and has completed the online Confidentiality and Use Agreement (refer to page 10 of this manual)
____ 2. Identified employee completed the User Login Request Form (refer to page 11 of this manual)

Additional Information

____ 1. Review Nursing Home Facility Implementation Overview Manual
____ 2. Post the DrConnect Customer Support Page (refer to page 15 of this manual) for quick and easy reference
Important Notices and Tips - View important updates the DrConnect team such as navigation tips and new features.

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.

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

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.

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 and Tutorials on the DrConnect Homepage after you have created your account.
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.

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.
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

**Our Address:**  
Cleveland Clinic DrConnect Operations  
Cleveland Clinic Administration Campus  
25900 Science Park Drive / AC220  
Beachwood, OH 44122  
United States
1. **What are all of the documents I need to submit to gain access into DrConnect?**

   Cleveland Clinic’s legal department requests the following contracts/documents be completed and on file for each nursing home:
   - **Nursing Home Medical Directory / Administrator:**
     - DrConnect Administration Security Agreement
     - Confidentiality and Use Agreement
     - User Login Request Form
   - **Nursing Home Care Team Members:**
     - Each identified nursing home care team member will need to complete the Confidentiality and Use Agreement
     - User Login Request Form

2. **Does the Nursing Home Medical Director at each facility have to sign the DrConnect Administration?**

   Yes, the DrConnect Administration Security Agreement must be tied to the facility’s Medical Director in order to comply with the appropriate regulations. However, if the NH Medical Director is a Cleveland Clinic physician (affiliate), a Cleveland Clinic Affiliate or a private practice physician with privileges at a Cleveland Clinic hospital, the facility administrator must sign the contract instead.

3. **Will physicians practicing at multiple nursing homes have access?**

   Physicians that work at multiple facilities will need to complete the DrConnect Administration Security Agreement for each facility at which they see patients. This will ensure that they have access to the appropriate patients at each nursing home.

4. **Is there a limit to the number of nursing home care team members at each nursing home that can request DrConnect access?**

   The number of nursing home care team members identified as having proxy rights at each nursing home is at the discretion of the nursing home’s Medical Director. However, we recommend that access be limited to nursing staff and/or administrative staff in an effort to maintain privacy control over patient information.

5. **Will the nursing home care team member, such as nurse liaisons who visit hospitals, be granted access (i.e. if called to assess a patient at a particular hospital) to DrConnect to review referrals?**

   No, DrConnect may not be used to view referral information. Referral data will remain with AllScripts.

6. **Do nursing home care team members that already have DrConnect access through the Cleveland Clinic lab system need to sign up again?**

   No, the nursing home care team members do not need to sign up again. BUT, a Release of Information (ROI) form must be completed for every nursing home patient that uses Cleveland Clinic facilities or services.

7. **Who is responsible for obtaining the signed Release of Information (ROI) form for each patient? At what point in the process should it be obtained?**

   The nursing home care team is responsible for obtaining the signed ROI form for each patient. Cleveland Clinic hospital staff (including case management) will not be responsible for obtaining the ROI from the patient. The ROI is often signed by the patient upon arrival to the nursing home. However, the ROI may also be completed while the patient is still in the hospital. If the patient is unable to sign the ROI form, a family member with legal documentation must sign the form confirming access.

   There is a restriction if the ROI is signed prior to arriving at the nursing home. This restriction includes:
   - Nursing homes are only permitted to obtain a signature on the ROI after the patient has been confirmed and scheduled for admission to that nursing home or as requested by a case manager for assessment.

8. **Once the identified nursing home staff members have approved DrConnect access, when will we be able to see patient information?**

   Once the Release of Information (ROI) form is signed by the patient, the staff members with DrConnect proxy access will be able to view their entire medical record through DrConnect for 365 days. Information such as inpatient psychiatric medical records will be blocked from view due to privacy regulations.

9. **If one of the nursing home staff members identified as having proxy rights leaves the nursing home, how does access to DrConnect get discontinued?**

   The NH Medical Director / Administrator would have to contact our DrConnect Customer Support desk at 877.224.7367 or via email drconnect@ccf.org and inform our staff member which person needs to be removed from the DrConnect proxy list.
Dr Connect®
Improved Communication; Improved Care

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