Referring Physician Practice / 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.
A physician in your practice / facility needs to be identified as the Principal Owner and must complete the DrConnect Administration Security Agreement during the DrConnect online registration process. As the Principal Owner, 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](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 practice / facility. The Principal Owner will receive it via email along with User Id and Password once your account has been created. Please make note of your Account ID at that time

- As the Principal Owner, you will authorize proxy registrations by providing the practice / facility Account ID to your staff

The Principal Owner must complete the DrConnect Administration Security Agreement initially 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 any care team member needing proxy DrConnect registration.

- Choose Principal Owner from the drop-down or by clicking the Next button
The Principal Owner **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
- As the Principal Owner, the **Account ID** will be required to authorize proxy registrations for any care team members that will need a DrConnect User ID and Password
- 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 staff proxy registrations.

Within this time frame you will also receive an email copy of the approved Administration Security Agreement for your Practice / Facility.
After the Principal Owner (a designated physician within your practice / facility) completes the online DrConnect Administration Security Agreement, each practice / facility 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 proxy user, you must complete the Confidentiality and Use Agreement as well as the User Login Request Form

Choose Proxy Users from the drop-down or by clicking the section, and then click the Next button.

Your Principal Owner must complete the online DrConnect Administration Security Agreement first before others within your care team can sign-up for DrConnect. Once completed the Principal Owner will receive an Account ID that will be used as authorization for any care team members needing proxy DrConnect registration.

• Please enter the Account ID provided by your Principal Owner 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 practice / 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.
Requesting DrConnect® Access: Physician Practice / Facility Checklist for Requesting DrConnect Access

Principal Owner (designated physician)

___ 1. Completed the DrConnect Administration Security Agreement (refer to page 5 of this manual)
___ 2. Reviewed (for self) the Terms and Conditions of Use (refer to page 5 of this manual)
___ 3. Completed and signed (for self) the Confidentiality and Use Agreement (refer to page 5 of this manual)
___ 4. Completed the User Login Request Form (refer to page 6 of this manual)

Care Team Members

___ 1. Each identified employee needing proxy access has reviewed the Terms and Conditions of Use and has completed the online Confidentiality and Use Agreement (refer to page 8 of this overview)
___ 2. Identified employee completed the User Login Request Form (refer to page 9 of this manual)

Additional Information

___ 2. Reference to the Release of Information forms (refer to page 13 of this manual)
___ 3. Post the DrConnect Customer Support Page (refer to page 14 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.
If your patient’s medical information is not showing up in DrConnect and it should be, please contact DrConnect Customer Support at 877.224.7367 for further assistance. The support team will verify that you are listed properly in the patient’s medical record and grant access.

However if you are not listed in the patient’s medical record, you will then be asked to complete the Release of Information Form, which will also need to be signed by the patient.

- Locate the Practice / Facility Release of Information in the right-hand column of the DrConnect login page

Fill out the form with the patient’s general demographic information and the Referring Physician’s name along with facility where the patient information is being released to.

- Authorization will expire after 185 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 need assistance in getting DrConnect access to patients who were seen at the Cleveland Clinic prior to registering as a DrConnect user, or if you should require help for any other 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 is Cleveland Clinic DrConnect?**
   Cleveland Clinic’s DrConnect® tool is a complimentary, Web-based program specially developed to provide physicians who refer their patients to specialists at Cleveland Clinic secure, close to real-time information about their patients’ treatment progress.

2. **How do I sign-up to become a DrConnect physician?**
   To establish your own DrConnect account, please log onto clevelandclinic.org/drconnect. If you have questions or need help signing up, please call 877.224.7367 or email drconnect@ccf.org.

3. **What computer equipment does DrConnect require?**
   - **Processor:** Pentium 2 (minimum)
   - **Memory:** 256 Mb (minimum)
   - **Hard Disk:** 512 Mb free space (minimum)
   - **Monitor/Resolution:** 17" / 800 x 600
   - **Connection Speed:** 56k dial-up (minimum)
   - **Browser:** Windows: Internet Explorer 9.0, Windows: Mozilla Firefox 24.0, Macintosh: Mozilla Firefox 24.0, Safari 6

4. **What is the time period for viewing my patient’s medical record online through the DrConnect program?**
   The current window is 185 days from the time the patient is seen at the Cleveland Clinic or from the date the ROI form is signed.

5. **Can my care team members get their own DrConnect account?**
   Once a Principal Owner in your practice / facility establishes their DrConnect account with a secure log-in name and password, the Principal Owner may identify care team members to receive security rights under their account to access patient reports.

6. **How is the message triggered to be sent to the DrConnect physician?**
   The patient’s medical record will have the referring physician referenced as a DrConnect physician. Once the encounter is closed, that closing triggers the system to send an email notification letting the DrConnect physicians know that there is new information to be viewed. That is why it is very important that your patients identify you as the referring physician when they come to the Cleveland Clinic (see FAQ #7).

7. **What is the purpose of the DrConnect wallet card?**
   The physician referring their patient to a Cleveland Clinic specialist should give their patient the DrConnect wallet card that lists them as the referring physician. The patient should present this wallet card when checking in at the Cleveland Clinic appointment desk to ensure that their physician is referenced as the referring physician in our system.

8. **What time is the email notification sent each day?**
   At the request of our referring physicians, we only send one email notification each day reminding you to check the “what’s new” information in your account for each of your patient/s. The email is sent at 5:00 a.m.

9. **Can DrConnect physicians respond back to a Cleveland Clinic specialist through their DrConnect account?**
   Not at this time. Eventually we hope that this communication channel would be available to our referring physicians, but for now, please contact the specialist by phone should any questions arise.

10. **Is DrConnect a replacement for physician to physician collaboration?**
   Absolutely not. In fact, our Cleveland Clinic specialists see DrConnect as an enhancement to the relationships that physicians have built or are starting to build with each other. Communicating via the phone is still a necessary part of working with physicians who entrust their patient’s care to specialists at Cleveland Clinic.

11. **Is the DrConnect physician able to see the entire medical record of their patient?**
   Yes, the DrConnect physician is given 185 day access to the entire electronic medical record of only those patients that they have referred to a Cleveland Clinic specialist/s.

12. **Can I get access to patients who were seen at the Cleveland Clinic prior to registering as a DrConnect user?**
   If you would like access to your previous patients, you may contact DrConnect Operations and they will research the patient encounter. If you were identified as the referring physician, you will be given access to their record. If you were not identified as the referring physician (see FAQ #13).

13. **What if my patient does not identify me as the referring physician when they are seen at the Cleveland Clinic?**
   DrConnect will not give you access to patients who did not identify you as the referring physician. If you would like access to these patients, you will need to complete a Release of Information (ROI) request form, and fax it to DrConnect Operations.

14. **How do I contact Cleveland Clinic DrConnect Operations?**
   - **Phone:** 877.224.7367 (877.CCHS.EMR)
   - **Fax:** 216.445.9668
   - **email:** drconnect@ccf.org
   - **URL:** clevelandclinic.org/drconnect