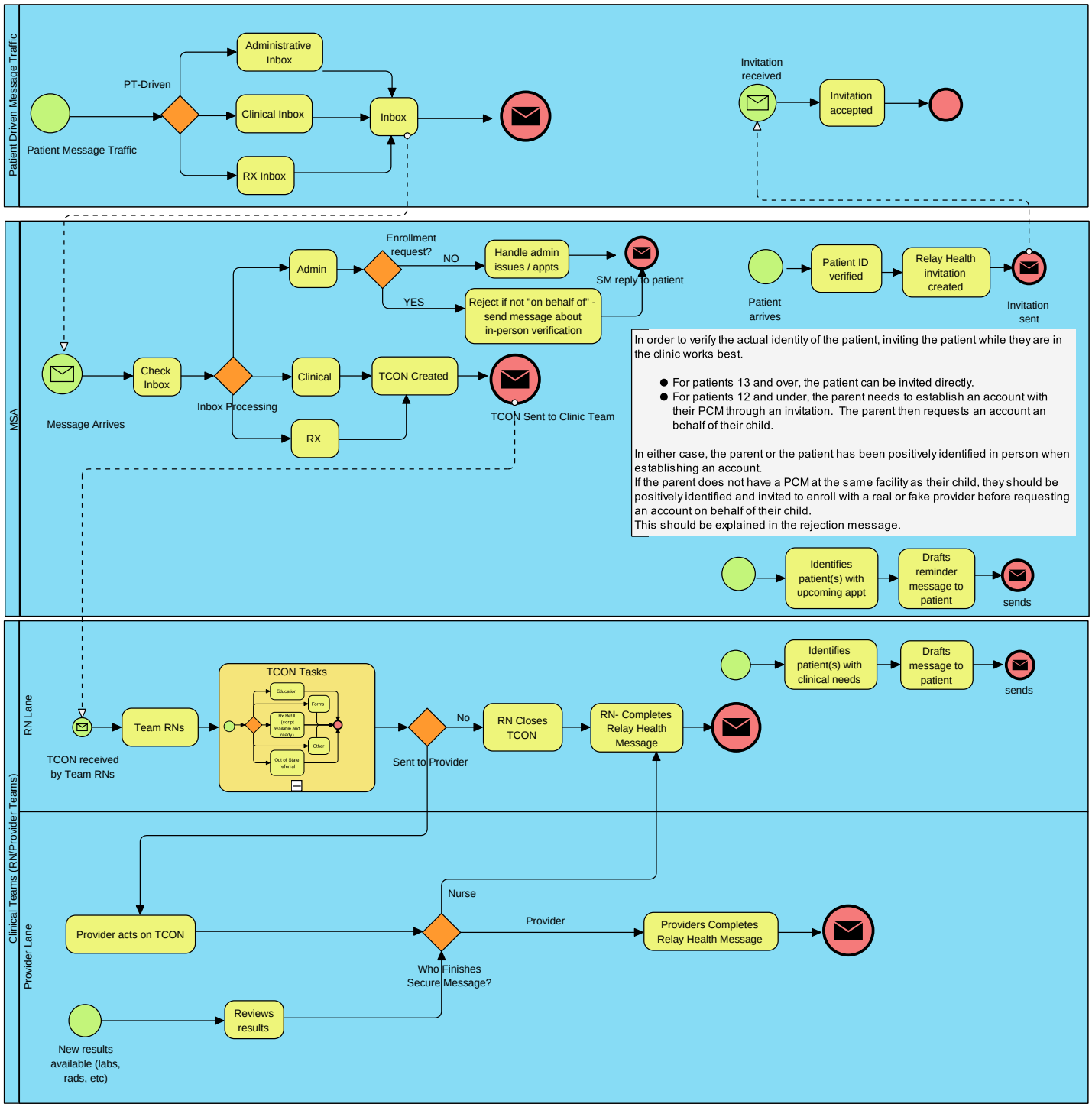
Patient Driven Message Traffic
Patient Message Traffic
PT-Driven
Administrative Inbox
Clinical Inbox
RX Inbox
Inbox
Invitation received
Invitation accepted
MSA
Message Arrives
Check Inbox
Inbox Processing
Admin
Clinical
RX
TCON Created
TCON Sent to Clinic Team
Enrollment request?
NO
YES
Handle admin issues / appts
SM reply to patient
Reject if not "on behalf of" - send message about in-person verification
Patient arrives
Patient ID verified
Relay Health invitation created
Invitation sent
In order to verify the actual identity of the patient, inviting the patient while they are in the clinic works best.
For patients 13 and over, the patient can be invited directly.
For patients 12 and under, the parent needs to establish an account with their PCM through an invitation. The parent then requests an account an behalf of their child.
In either case, the parent or the patient has been positively identified in person when establishing an account.
If the parent does not have a PCM at the same facility as their child, they should be positively identified and invited to enroll with a real or fake provider before requesting an account on behalf of their child.
This should be explained in the rejection message.
Identifies patient(s) with upcoming appt
Drafts reminder message to patient
sends
Clinical Teams (RN/Provider Teams)
RN Lane
TCON received by Team RNs
Team RNs
TCON Tasks
Education
Forms
Rx Refill (script available and ready)
Other
Out of State referral
Sent to Provider
No
RN Closes TCON
RN- Completes Relay Health Message
Identifies patient(s) with clinical needs
Drafts message to patient
sends
Provider Lane
Provider acts on TCON
Nurse
Provider
Who Finishes Secure Message?
Providers Completes Relay Health Message
New results available (labs, rads, etc)
Reviews results