

Message Date/Time: 8/1/2013 4:59 PM

Read Date/Time: 8/1/2013 4:59 PM

From: Support, Tech

To: "Patients"

Cc:

Subject: OpenNotes is coming to "PATIENT PORTAL" August 12, 2013

Dear "PATIENT,"

We are pleased to announce that starting August 12, 2013, you will be given online access to the health care notes your doctors, nurses or other clinicians write after an appointment or discussion. We call this OpenNotes.

You will be invited to read your notes here on "PATIENT PORTAL" - your secure, confidential patient website. Please read the brief introduction to OpenNotes below, and read our patient FAQ for more information.

What's in the notes?

Each time you have an appointment or discussion with your clinician, he or she describes what happened in a note. Notes often start by listing the symptoms or questions you have. Some also list the medications you take or medications prescribed during a visit, findings of your physical exam (such as blood pressure or how your lungs sound), lab tests ordered, and the overall plan for taking care of you. Notes become a part of your medical record.

Why we are sharing notes with you?

We know from research that patients both like and use OpenNotes. They report that reading notes is a way to better understand and feel more in control of their health care.

When you will see notes, and how it will work?

You will receive a "PATIENT PORTAL" message when a new note is available for you to read. To see your notes, you will select the "RECORDS" button on the left side of the screen, and then select the "NOTES" button.

Privacy and confidentiality

OpenNotes will not change the confidential nature of the notes your clinicians write. Only clinicians involved in your care have access to these notes. Here are steps you can take to help keep your information secure:

1. Remember to keep your "Patient Portal" login name and password private. You can change your password anytime by selecting the "Settings" button.
2. Wherever you look at your "PATIENT PORTAL" account, always exit by selecting "SIGN OUT" when you are done.

What to do if you do not want to see your notes online

You may request not to see your notes online. To do so, email "EMAIL ADDRESS."

To learn more about OpenNotes

Please click the link below to see our Patient FAQ. If your question is not answered, please email "EMAIL ADDRESS." You can also learn more at "THIS HEALTH SYSTEM LINK" or at opennotes.org.

[PATIENT FAQ LINK](#)