



## Patient Portal-Instructions Overview

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## Connect to Providers in Monterey County

Call or visit your physician's office and request an invitation to join CCHC. If you have a visit at a participating hospital organization and provide your email address at registration, you will receive an invitation following your stay.

## Already a Member?

### Login to your CCHC Patient Portal

- Go to Portal at: [www.centralcoasthealthconnect.org](http://www.centralcoasthealthconnect.org)
- Click Access Your Medical Records to login

**CCHC**  
CENTRAL COAST HEALTH CONNECT

English

Search CCHC

Access Your Medical Records

Creating Connections for Better Health  
CCHC – a community Health Information Exchange in Monterey County

Ensuring Monterey County patients and physicians have **secure, instant access** to vital **medical information**, enabling high-quality care.

**Partner Organizations**

Central Coast Health Connect has been created through a collaboration between these hospital organizations:

Community Hospital of the Monterey Peninsula  
Montage Health

**Natividad**  
Inspiring healthy lives.

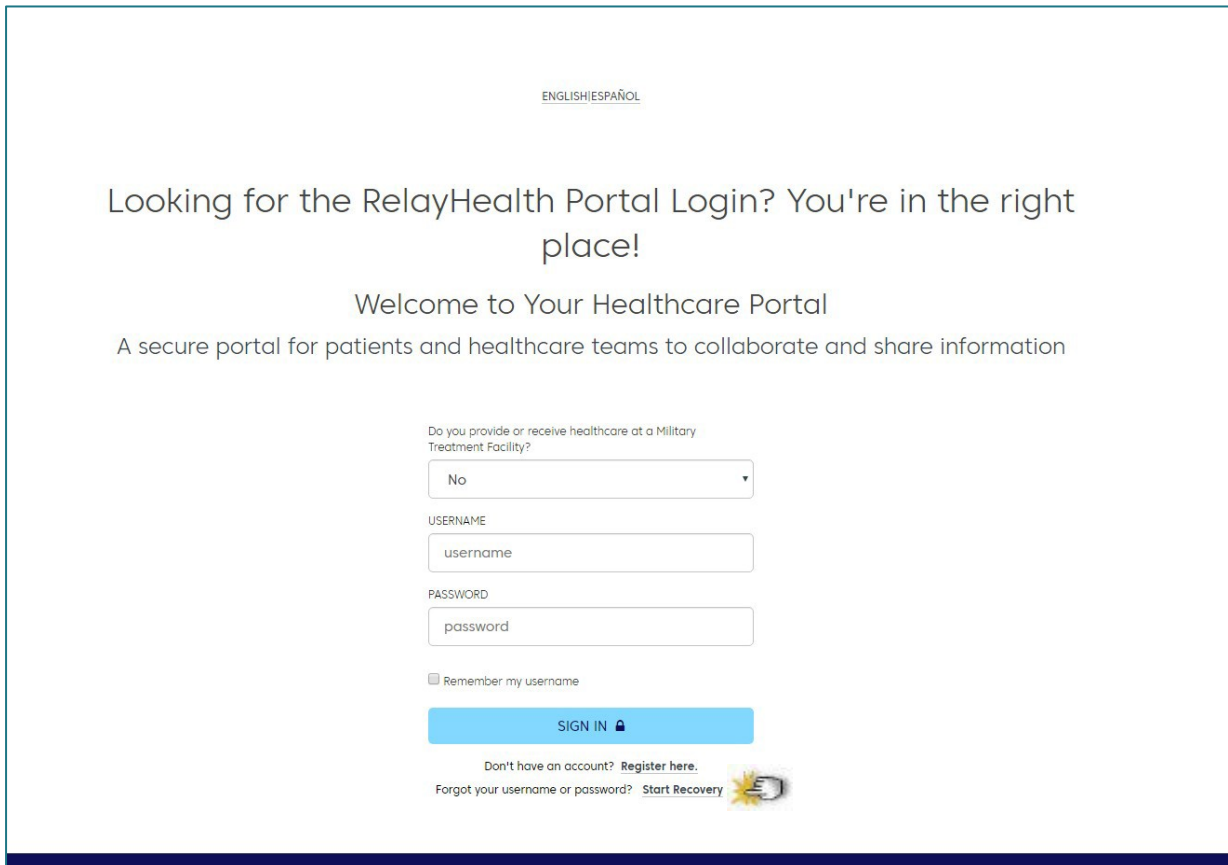
Salinas Valley Memorial Healthcare System

## Forgot your password?

### Follow steps below

#### Option 1:

1. Click Start Recovery



The screenshot shows the RelayHealth Portal login page. At the top, there is a language selector for "ENGLISH/ESPAÑOL". The main heading reads "Looking for the RelayHealth Portal Login? You're in the right place!". Below this, it says "Welcome to Your Healthcare Portal" and "A secure portal for patients and healthcare teams to collaborate and share information". The login form includes a dropdown menu for "Do you provide or receive healthcare at a Military Treatment Facility?" with "No" selected. Below that are input fields for "USERNAME" (containing "username") and "PASSWORD" (containing "password"). There is a checkbox for "Remember my username" which is unchecked. A blue "SIGN IN" button with a lock icon is present. At the bottom, there are links for "Don't have an account? Register here." and "Forgot your username or password? Start Recovery" with a small icon of a hand holding a key.

2. Email will arrive within minutes with the username and instructions on resetting password **(Please note if you do not see the email in your inbox within 3 minutes, please check your junk/spam folder)**

#### Option 2:

1. Contact Change HealthCare Customer Support at 1-866-735-2963. The CCHC Help Desk does not have access to patient's account username and password.

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If you would like to discuss the options listed above in more detail, please contact the CCHC Help Desk. Our agents are available Monday-Friday 8:30am-5pm PST.

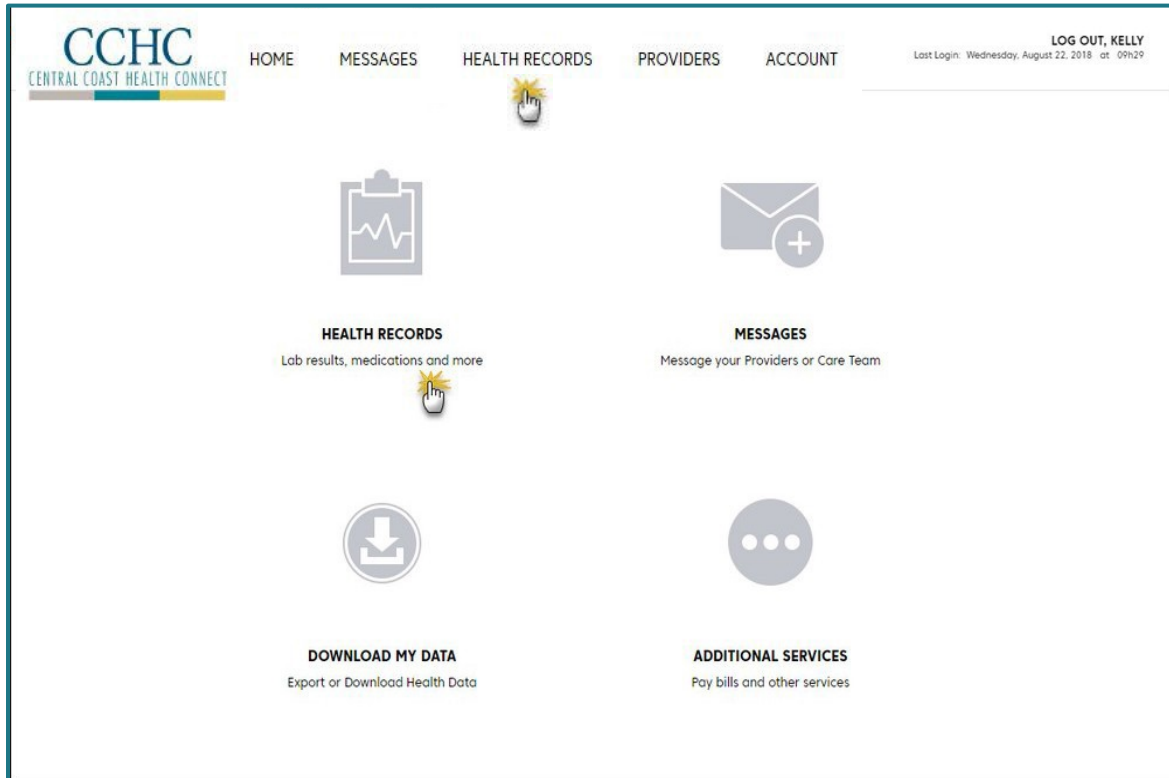
Phone: (831) 644-7494

Email: [cchc-help@centralcoasthealthconnect.org](mailto:cchc-help@centralcoasthealthconnect.org)

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## Dashboard

From the home page, patients may go directly to their test results by clicking the Health Records icon.



## Health Records

While patients may enter data into individual sections/pages using the + ADD button, Health Records also includes an Update Wizard, which guides patients through updating one or more sections of the health record. Using the wizard, patients can enter data directly into their health records including:

- Personal information (demographics, health plan coverage, etc.)
- Medication, food, and environmental allergies
- Problems
- Current and past medications
- Family health history
- Immunization records
- Health habits
- Other health considerations including surgeries, procedures, and tests
- Continuity of Care Documents (CCDs) or other documents (located under Documents), such as scanned lab results

## Data Source

Several areas of the solution update the patient's Health Record. For example, medication information added to the patient's health record updates the Medications & Allergies screen. The screen's Source column indicates who added the information to the record (e.g., Physician or patient). Source data displays as appropriate throughout the PHR, including the Problems & Procedures tab, Results tab, etc.

Kelly Martin Print Health Records

**Medications**  Current medications only + Add

Drug ^	Directions	Last Modified Date ↕	Status ↕	Source ↕
<i>Albuterol Sulfate</i> Oral Tablet ER 12HR 4 MG	as needed	Oct 19, 2015	Taking	Provider
<b>Keflex</b> ( <i>Cephalexin Monohydrate</i> ) Oral Capsule 250 MG	1 capsule orally 4 times a day	Oct 19, 2015	Taking	Provider
<b>Lexapro</b> ( <i>Escitalopram Oxalate</i> ) Oral Tablet 5 MG	2 tablets orally daily	Nov 24, 2015	Taking	Provider
<b>Lipitor</b> ( <i>Atorvastatin Calcium</i> ) Oral Tablet 10 MG	1 tablet orally daily	Feb 12, 2014	Taking	Provider
<b>Synthroid</b> ( <i>Levothyroxine Sodium</i> ) Oral Tablet 137 MCG	1 tablet orally every morning on an empty stomach	Apr 21, 2014	Taking	Provider

**Allergies - Medication** + Add

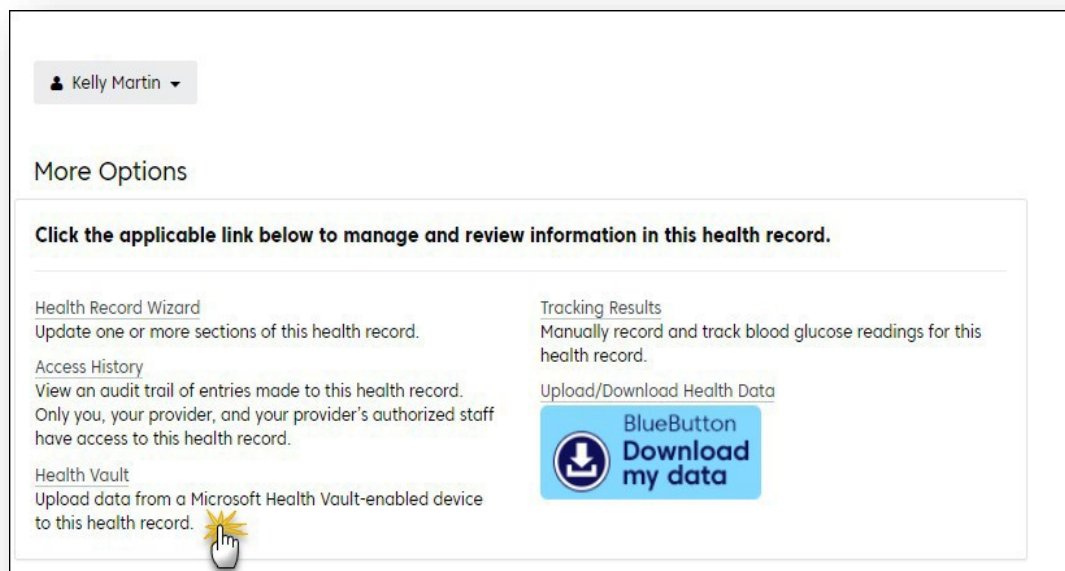
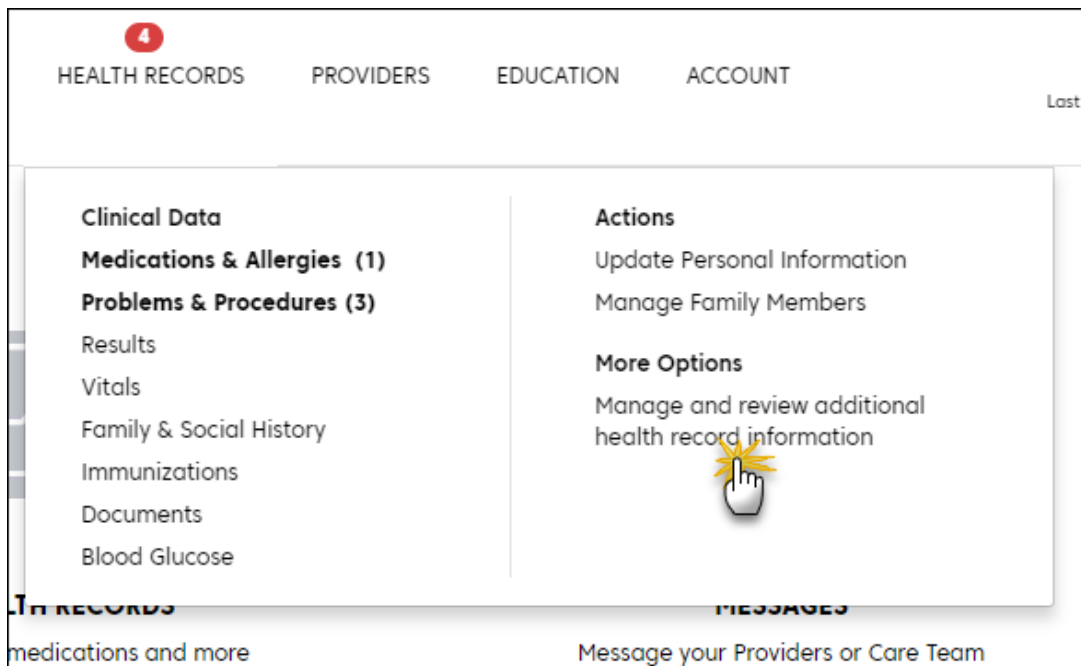
Allergy	Reactions	First Occurrence	Status	Source
Ampicillin	Rash/Hives	Mar 10, 2004	Active	Provider

Patients who add family members to their accounts also manage the family member's health record in this area. The solution provides options for family member accounts that allow primary account holders to transfer a family member's health record to the family member or allow shared access to the family member's health record between the primary account holder and the dependent.

## Import Your Health Data

### Microsoft HealthVault™ Integration

This allows patients to synchronize with HealthVault-enabled devices to import glucose data directly into the health record. This data, which can be viewed in chart or graph format, is then accessible by the patient and his or her providers. This feature is available from 'More Options', located on the Health Records pop-out menu.



## Tracking Results


Patients may manually enter and track blood glucose levels by selecting **Tracking Results**. For quick navigation, patients also have the option to select **Blood Glucose** from the Health Records pop-in to go directly to this section of their health record to add new entries.

**Blood Glucose ( mg/dl )**

No Results Specified

 [+ Add Blood Glucose Data](#)

**Add Blood Glucose Data**

**Date \***    
**mm/dd/yyyy**

**Time**   AM  PM  
Example: 10:30 AM

**Value \***   mg/dL  mmol/L

**Context**  ▼

**Type \***  ▼

**Comparison to Normal**  ▼

**Channel** RelayHealth

**Source** Kelly Martin






**Comments**

**SAVE** **CANCEL**

## Blue Button for Exporting Health Data

The Patient Portal provides a simple workflow that allows patients to export or download a summary of their health data to a Continuity of Care (CCD) file via the [Blue Button](#). The **Blue Button** provides simplified access to health record data for Veterans who receive care from VA resources as well as non-VA providers.

### Key Features

- **Top Navigation Bar** – Displays across the top of the Patient Portal screens. (Home, Messages, Health Records, Providers, Education, and Accounts)
- **Pop-Out Menu** – Navigates patients to Clinical Data, Personal Information, Manage Family Members and Additional Services pages (e.g., Microsoft HealthVault, Health Wizard, Access History, Upload and Download Health Data).
- **Dropdowns**  – Allow patients to review data entered by their provider (read-only) or update data that they have personally entered themselves.
- **Add button**  – Allows patients to enter health information into the different sections of the health record.
- **Notification Icons**  - Alert patients of new messages and changes to their health records since the last time they logged in.
- **Family Members** – Display in a drop-down list underneath the primary account holder.
- **Print Health Record**  – Printing is available from the Clinical Data screens, making it easy for patients to share their up-to-date health information with a provider who may not have access to their online health record.
- **Sortable Columns**  – Enables patients to reorganize health data in the order in which they would like to see it.
- **Type Ahead** – Suggests entries from the database. Patient may also manually type the entry if they choose.
- **Health Records Navigation Notification** – Assists patients in locating their health information. Patients may dismiss this notification permanently if they choose.

## Health Records – Clinical Data

This pop-out menu navigates patients to secondary menus for patients to manage their health record or those of their dependent family members. Patients have the option of adding information they think is relevant that their doctor may not have, such as information about over-the-counter medications, drug allergies, and family health history.

**Access the rest of your health information by clicking 'Health Records' in the top menu.**

Got it, do not show this message anymore.

## Clinical Data – Medications & Allergies

This page allows patients to view provider-entered medications and drug allergies as well as data that they have entered into this section of the health record. Displaying the source of a health record entry gives the practice the ability to evaluate the data's clinical relevance when reviewing a patient's record. Source data displays as appropriate throughout the patient's health record, including the Medications and Allergies tab, Problems and Procedures tab, and Results tab, etc.

## Adding Medications

When the patient selects the Medications & Allergies, a list of the patient's Active Medications (or a confirmation note that the patient has no active medications) displays. This is the default view. The Medication list displays in alphabetical order by Drug name. Sorting options are also available.

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Patients who choose to toggle the view to all Medications and Allergies may uncheck the 'Current Medications only' checkbox.

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## Add a New Medication

- Click the **+Add** button, located at the top of the Medications & Allergies section of the Clinical Data tab.
- **Begin typing the medication name** into the Medication field. The solution renders suggested medications as the patient types.
- Enter medication **Directions** (optional) if desired.
- **Currently Taking** (defaults to “Yes”) displays the current medications the patient is taking. Selecting “No” hides the medication from the active list.
- Enter a medication **Start Date** (optional) or select the calendar icon to automatically populate a date.
- Click **Save** to save the medication to the patient health record, or **Cancel** to return to the Medications & Allergies tab without saving the entry.

### Add Medication


\* Required Information

**Patient**  
Kelly Martin

**Medication\***  
aspirin

**Directions**

**Currently Taking**  
 Yes  No

**Start Date**  
MM/DD/YYYY  

Show more ▾

## Editing a Medication

- Click the drop-down next to the applicable medication to display the available options.
- The drop-down gives the patient the option to edit the medication details and/or view the associated drug information, such as directions on how to use the medications and its possible side effects.

Kelly Martin PRINT HEALTH RECORDS

**Medications** Current medications only + ADD

Drug ^	Directions	Last Modified Date ^	Status ^	Source ^
<b>Acetaminophen Extra</b> <b>Strength</b> (Acetaminophen) Oral Liquid 500 MG/15ML		Aug 22, 2018	Taking	Patient
Albuterol Sulfate Oral Tablet ER 12HR 4 MG	as needed	Oct 19, 2015	Taking	
<b>FML Liquifilm</b> (Fluorometholone)	Instill 1 drop into both eyes as need	May 12, 2016	Taking	Patient

Dropdown menu for Acetaminophen Extra:

- Edit
- Drug Info**
- Send a renewal request message

**Drug Information** ✕

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**Generic Name**  
ACETAMINOPHEN (a-seat-a-MIN-oh-fen)

**Common Uses**  
This medicine is an analgesic and antipyretic used to treat pain, headache, and fever. It may also be used to relieve pain in certain kinds of arthritic conditions. This medicine may also be used to treat other conditions as determined by your doctor.

**Before Using This Medicine**

**How to Use This Medicine**

**Cautions**

**Possible Side Effects**

**Overdose**

**Additional Information**

CLOSE
PRINT

Medication entered into the patient's health record by the provider is not accessible for the patient to modify. Patients will be able to view this information only.

## Clinical Data

### Problems and Procedures

This page displays the problems, procedures, and surgeries recorded for the patient. Clicking the drop-down in one of these sections displays the available options the patient may take if any. Similar to the Medications & Allergies page, patients can only update data that they have entered into their health record. Source data displays as appropriate throughout the patient's health records.

The screenshot shows the CCHC patient portal interface. At the top, there are navigation links: HOME, MESSAGES, HEALTH RECORDS, PROVIDERS, ACCOUNT, and LOG OUT, KELLY. The user's name, Kelly Martin, is displayed. A dropdown menu is open, showing options for Clinical Data (Medications & Allergies, Problems & Procedures, Results, Vitals, Family & Social History, Immunizations, Documents, Blood Glucose), Actions (Update Personal Information, Manage Family Members), and More Options (Manage and review additional health record information). The 'Problems & Procedures' option is circled in purple. Below the menu, there is a 'PRINT HEALTH RECORDS' button and a checked checkbox for 'Active problems only'. A table titled 'Problems' displays the following data:

Problems	First Occurrence	Status	Source
Gallbladder and bile duct calculi (disorder)	Aug 2018	Active	Provider
Persistent cough after viral respiratory infection (disorder)	Aug 2018	Active	Provider
Psoriasis-eczema overlap condition (disorder)	Aug 2018	Active	Provider
Diverticulitis of colon (disorder)	Jun 2018	Active	Provider
Insomnia with sleep apnea (disorder)	Jun 2018	Active	Provider

This tab will show a list of active Problems, Procedures, and Surgeries displays by default. Patients who choose to toggle the view to all Problems, Procedures and Surgeries may uncheck the 'Active problems only' checkbox.

### Clinical Data – Results

This page displays the most recent laboratory, radiology, or transcription results recorded for the selected patient within the past six months. Patients have the option to add results to the displayed list using the +Add button or click the drop down to review the result's detail.

The screenshot shows the CCHC patient portal interface. At the top, there are navigation links: HOME, MESSAGES, HEALTH RECORDS, PROVIDERS, ACCOUNT, and LOG OUT, KELLY. The user's name, Kelly Martin, is displayed. A dropdown menu is open, showing options for Clinical Data (Medications & Allergies, Problems & Procedures, Results, Vitals, Family & Social History, Immunizations, Documents, Blood Glucose), Actions (Update Personal Information, Manage Family Members), and More Options (Manage and review additional health record information). The 'Results' option is circled in purple. Below the menu, there is a 'PRINT HEALTH RECORDS' button and a '+ ADD' button. A table titled 'Results' displays the following data:

Type	Test code	Source
BREAST BIOPSY		
HEMOGRAM PLATELETS		
CBC With Differential/Platelet	NOV 2009	
Cholesterol/Lipids Panel	Sep 2007	Patient

## Clinical Data - Vitals

Patients may add vital signs and accompanying notes to their own health record or to their dependent's health record. Patient-entered data is modifiable by the patient; however, patients may not edit data added to the health record by other sources (e.g., provider, staff member, CCD upload, etc). Giving patients the ability to add health information into the portal, empowers them to take part in their own healthcare as well as the healthcare of their dependents.

The screenshot shows the CCHC patient portal interface. At the top, there is a navigation bar with links for HOME, MESSAGES, HEALTH RECORDS, PROVIDERS, and ACCOUNT. The user is logged in as Kelly Martin. The main content area shows the 'Vitals' section with a table of recorded vitals:

Date	Height [ft. in]	Weight [lb]
Jun 17, 2016 1:39 PM	5' 8"	135
Oct 15, 2012 7:23 AM	5' 8"	135
Mar 11, 2011 9:33 AM	5' 8"	135

Below the table, a note states: "Body Mass Index (BMI) is calculated based on height and weight. Values in red indicate abnormal values." A dropdown menu is open, showing options under 'Clinical Data' (Medications & Allergies, Problems & Procedures, Results, **Vitals**, Family & Social History, Immunizations, Documents, Blood Glucose), 'Actions' (Update Personal Information, Manage Family Members), and 'More Options' (Manage and review additional health record information). The 'Vitals' option is circled in purple.

## Clinical Data - Family and Social History

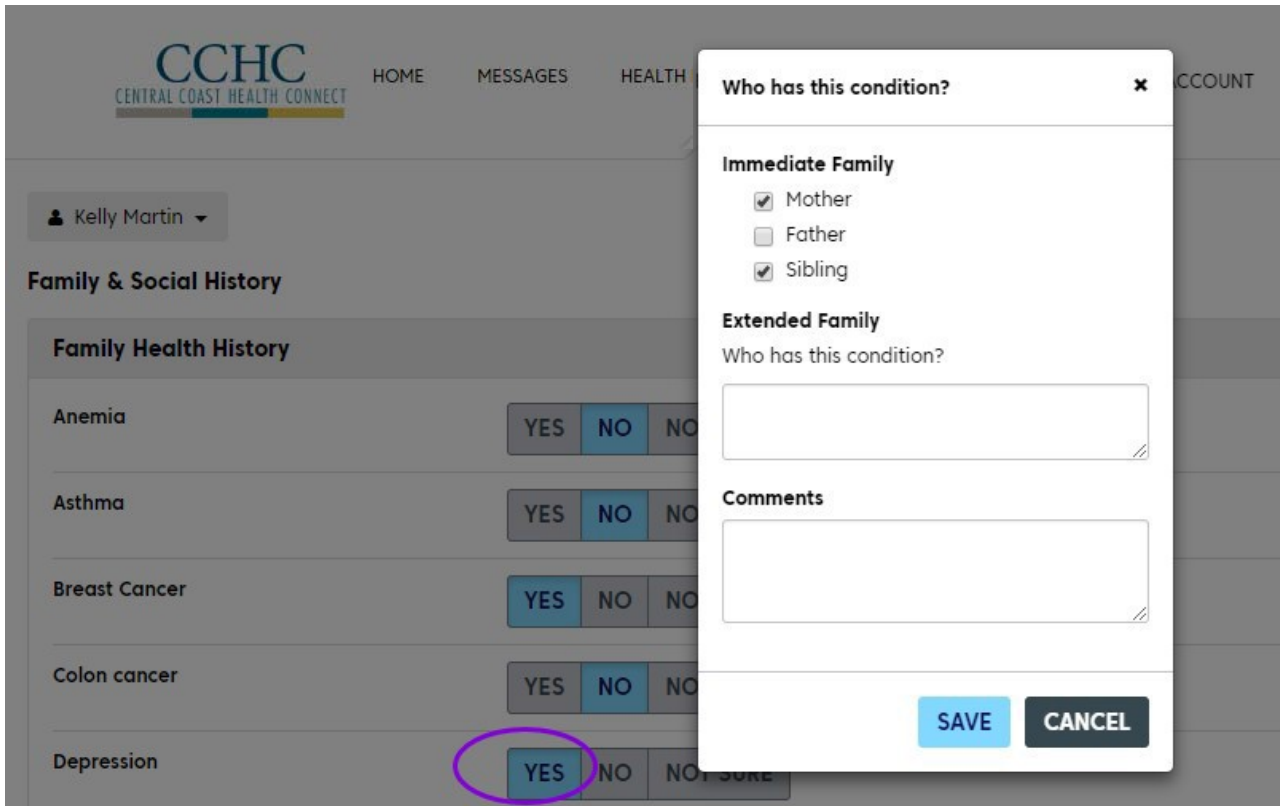
Family medical and social history is a record of health information about a patient and his or her close relatives. Families may have many factors in common, including their genes, environment, and lifestyle. Together, these factors can give clues to medical conditions that may run in a family. By noticing patterns of disorders among relatives you, as the health care provider, can determine whether your patient and or his or her dependents may be at an increased risk of developing a particular condition. Patients may add this information easily into the family and social history tab, as needed, providing you with a better picture of potential risk factors to the patient's health.

The screenshot shows the CCHC patient portal interface. The user is logged in as Kelly Martin. The main content area shows the 'Family & Social History' section with a table of family health history:

Family Health History	YES	NO	NOT SURE	Notes
Anemia	YES			
Asthma	YES			
Breast Cancer	YES	NO	NOT SURE	Mother, Aunt
Colon cancer	YES	NO	NOT SURE	
Depression	YES	NO	NOT SURE	
Diabetes	YES	NO	NOT SURE	
Emphysema/COPD	YES	NO	NOT SURE	
Glaucoma	YES	NO	NOT SURE	
Heart disease	YES	NO	NOT SURE	Father

A dropdown menu is open, showing options under 'Clinical Data' (Medications & Allergies, Problems & Procedures, Results, Vitals, **Family & Social History**, Immunizations, Documents, Blood Glucose), 'Actions' (Update Personal Information, Manage Family Members), and 'More Options' (Manage and review additional health record information). The 'Family & Social History' option is circled in purple.

Sections of this screen appear in folders that expand or collapse based on user navigation.



Tobacco Use	Expand/Collapse
Alcohol and Substance Use	
Diet	
Exercise	
Stress	

## Clinical Data - Immunizations

Patients can print the immunization records themselves, along with other healthcare-related information. As with the other clinical data pages, only information patients entered themselves can be modified. All other information is read-only.

The screenshot shows the CCHC patient portal interface. At the top, there is a navigation bar with the CCHC logo and links for HOME, MESSAGES, HEALTH RECORDS, PROVIDERS, and ACCOUNT. The user's name, Kelly Martin, is displayed in the top right corner. On the left side, there is a user profile dropdown and a list of menu items under 'Immunizations', including 'Immunization/Vaccination', 'Influenza, seasonal, injectable', and others. A purple box highlights the 'Immunizations' menu item, which is also circled in purple. To the right of this box, there are sections for 'Clinical Data' (Medications & Allergies, Problems & Procedures, Results, Vitals, Family & Social History, Immunizations, Documents, Blood Glucose) and 'Actions' (Update Personal Information, Manage Family Members). Below these are 'More Options' and 'Source/Provider' filters.

## Clinical Data - Documents

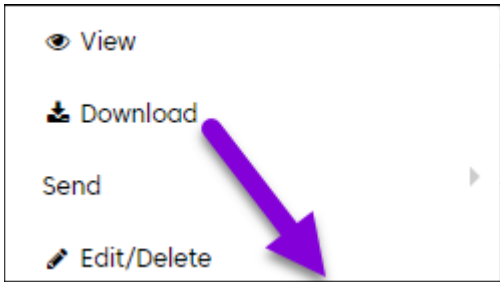
### View

This page gives patients the ability to view their full Continuity of Care Document (CCD) in addition to other healthcare-related information, such as scanned lab results. The CCD viewer allows for downloading in XML or PDF formats.

The screenshot shows the CCHC patient portal interface for viewing health record documents. The navigation bar is similar to the previous screenshot, but the user's name is 'LOG OUT, KELLY' and the last login is 'Wednesday, August 22, 2018 at 11h22'. On the left, there is a 'Health Record Documents' section with a 'Date filter' dropdown. A purple box highlights the 'Documents' menu item in the 'Clinical Data' section. To the right, there is a 'PRINT HEALTH RECORDS' button and an '+ ADD' button. Below these are several rows of document entries, each with a 'Service Date' dropdown. The entries include 'Care Summary Document' files with their respective dates and times.

Document	Provider	Service Date
Care Summary Document Jack martin HealthRecord 6/8/2018.xml		Jun 8, 2018
Care Summary Document Jack martin HealthRecord 6/8/2018.txt	Kelly Martin	Jun 8, 2018 10:53 AM PDT
Care Summary Document June Martin HealthRecord 6/8/2018.xml	Kelly Martin	Jun 8, 2018 10:53 AM PDT
Care Summary Document June Martin HealthRecord 6/8/2018.txt	Kelly Martin	Jun 8, 2018 10:53 AM PDT
Care Summary Document Larrv Martin HealthRecord 12/27/2017.xml	Kelly Martin	Dec 27, 2017 10:54 AM PST

## Download



### Select File Format For Download

To save this document to your computer, select a format and click download. Of the two formats, PDF is readable on any computer and XML might be more usable for your provider.

**For your personal security:** Please do not download to a public computer.

\* Required Information

**File Format \***

- Select File Format -

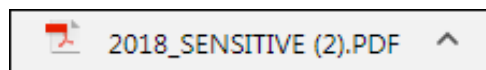
- Select File Format -

XML

PDF

DOWNLOAD CANCEL

Note: Any patient data that the user downloads from the portal is automatically marked as "sensitive." This indicates that the file contains Protected Health Information (PHI).



## Personal Information

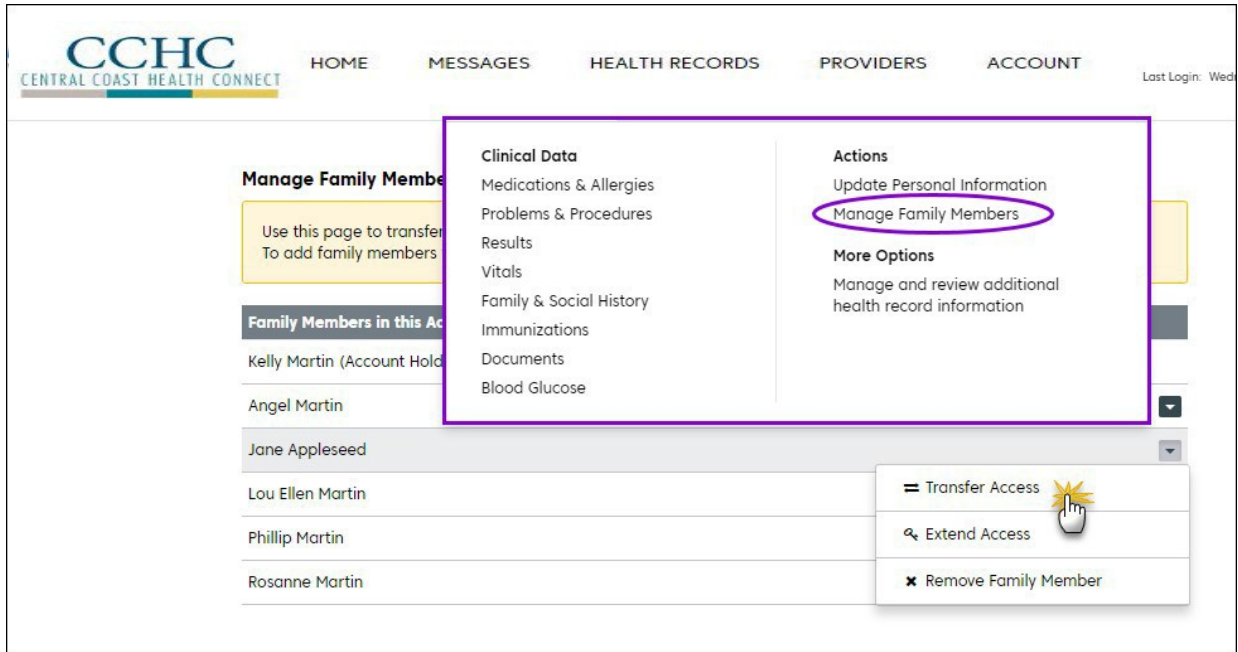
From this screen, patients may add or update their demographics, health plan coverage, and contact information, if they choose. Sections expand or collapse based on the patient's navigation through the various content folders.

The screenshot shows the CCHC patient portal interface. At the top, there is a navigation bar with links for HOME, MESSAGES, HEALTH RECORDS, PROVIDERS, and ACCOUNT. The user's name, Kelly Martin, is displayed in the top left. The main content area is titled 'Enter/Modify Your Personal Information' and features a yellow 'Required Information' banner. Below this, several sections are listed: Personal Information, Contact, Emergency Contact, Current Care Provider, Previous Providers, Health Insurance and Guarantor, Employment, and Health Considerations. A dropdown menu is open over the 'Personal Information' section, showing options like Clinical Data, Medications & Allergies, Problems & Procedures, Results, Vitals, Family & Social History, Immunizations, Documents, and Blood Glucose. On the right side of the dropdown, there is an 'Actions' section with 'Update Personal Information' circled in purple, and a 'More Options' section with 'Manage and review additional health record information'.

This is a detailed view of the 'Enter/Modify Your Personal Information' form. It includes a yellow 'Required Information' banner at the top. The form is organized into sections: Personal Information, Contact, Emergency Contact, Current Care Provider, Previous Providers, Health Insurance and Guarantor, Employment, and Health Considerations. The 'Personal Information' section is expanded, showing input fields for First Name (Stephen), Last Name (Martin), Relationship (Spouse), and Phone Number ((415) 556-3434). There are 'SAVE' and 'CANCEL' buttons at the bottom of the form.

## Manage Family Members

This screen allows a primary account holder to:



## Transfer Access

You can transfer the dependent patient's account information to the dependent for purposes of beginning a new account. Dependent patients must be **under the age of 10** to register with Change Healthcare and access their information. The solution notifies the family member (at the supplied email address, provided by the primary account holder) of the account transfer activity and invites him or her to register for a Patient Portal account. Once the family member registers, his or her health record data, provider relationship data, and messages will be populated into the new account automatically. There is no need for the family member to manually copy any existing data. The primary account holder also has the option of archiving the dependent patient's health record to date. Archived information is accessible from the Documents tab.

## Extend Access

You can extend access of the dependent patient's health record, messages, and provider relationship data directly to this individual. The primary account holder retains the dependent's information in his or her account. The solution sends a registration email (to the email address supplied by the primary account holder), allowing the dependent patient to register for a separate account. Once registered, the dependent (now a primary account holder) can view or download his or her health records as needed. Provider responses to the patient's messages are viewable by both the patient and the primary account holder.

## Remove Access

Remove access permanently severs the dependent patient's health record from the primary account holder's account. In this scenario, the primary account holder no longer has access to the dependent's health information.

## More Options

This section includes an Update Wizard, which guides patients through updating one or more sections of the health record. Using the wizard, patients can enter data directly into their health record. In addition, patients may access their historical health information, track results related to blood glucose readings and store this information in their health record. Patients who use a Microsoft HealthVault-enabled glucose meter can synchronize this data directly into their health record. Health information (e.g., Continuity of Care Document) is accessible for the patient to upload or download.

The screenshot displays the CCHC patient portal interface. At the top, the CCHC logo and navigation links (HOME, MESSAGES, HEALTH RECORDS, PROVIDERS, ACCOUNT) are visible. The user's name, Kelly Martin, is shown in the top left. A central menu is highlighted with a purple border, containing two columns: 'Clinical Data' and 'Actions'. The 'More Options' link in the 'Actions' column is circled in purple. Below the menu, there are sections for 'Health Record Wizard', 'Access History', and 'Health Vault', each with a brief description. A 'BlueButton Download my data' button is located at the bottom right of the highlighted area.

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HOME MESSAGES HEALTH RECORDS PROVIDERS ACCOUNT Last Login: Wedn

Kelly Martin

**More Options**

**Click the applicable link**

Health Record Wizard  
Update one or more sections of your health record.

Access History  
View an audit trail of entries made to this health record. Only you, your provider, and your provider's authorized staff have access to this health record.

Health Vault  
Upload data from a Microsoft Health Vault-enabled device to this health record.

**Clinical Data**

- Medications & Allergies
- Problems & Procedures
- Results
- Vitals
- Family & Social History
- Immunizations
- Documents
- Blood Glucose

**Actions**

- Update Personal Information
- Manage Family Members
- More Options**
- Manage and review additional health record information

Upload/Download Health Data

**BlueButton**  
Download my data

## Upload/Download Health Data

Any patient data that the user downloads from the portal is automatically marked as "sensitive." This indicates that the file contains Protected Health Information (PHI). The example below depicts downloading patient data via the **Blue Button** from the Patient Portal. In this scenario, the "SENSITIVE" label displays in the downloadable file name.

**CCHC**  
CENTRAL COAST HEALTH CONNECT

Kelly Martin ▾ [PRINT HEALTH RECORDS](#)

### Upload or Download Health Data

**Upload Health Data**

**Download Health Data**

The CCD that Change Healthcare creates is constrained by the HITSP C32 standard and includes Medications, Allergies, Problems, Procedures, Immunizations and Results. [Learn more about 'Blue Button'](#)

**Please choose a download format:**

XML  PDF

 BlueButton  
Download my data