



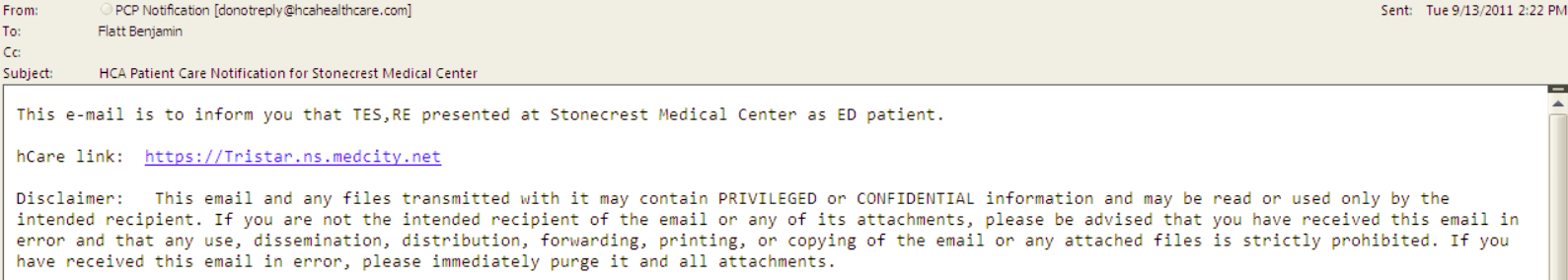
Primary Care Physician Notification

Primary Care Physician Notification Overview

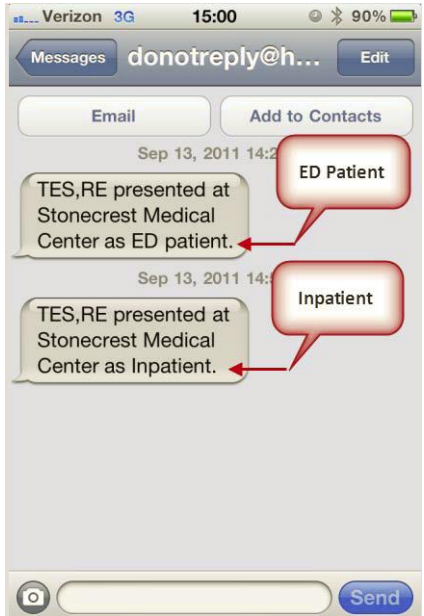
- Notification for Physicians when they have a patient present at an HCA facility.
 - Please note: Patient must identify their Primary Family Physician during the Registration/Admission process for notification to be sent.
- SCOPE: Referring Primary Care Physicians only!
- Information will be sent as a HIPAA Compliant message, first three letters of last name and first two letters of the first name:
- Message can be sent via email and/or SMS Text Message

PCP Notification Examples

- Email Notification Example:



- Text Message Example:



Overview Continued

- PCP Notification is to be used in conjunction with established solutions.
 - hCare Access
 - hCare Portal
- When the physician receives a notification, it is expected they will access the hCare Portal via hCare Access to monitor and track their patients treatment.
- Access is granted by completing the “PCP Request” website providing their email address and/or cell phone number and provider.
- Office Coordinators/Physician Designates can also be added to the distribution list as requested.

PCP Notifications FAQ's

- Are notifications sent for all patient types?
 - Only inpatient and ER
- Can attending and/or admitting physicians receive these notifications?
 - This notification is currently only for Primary Care Providers who are not the patient's attending/admitting physician
- How are the notifications delivered?
 - The PCP can request to receive messages to both an e-mail address and a text. In addition, an e-mail can be sent to up to 2 additional designates. The PCP can elect to turn off text messages at any time.

PCP Notifications FAQ's Continued

- What happens when the provider selects the link in the e-mail?
 - The link will launch our hCare Access system. Once you are connected to our network, you can use hCare Portal or Meditech's PCI to review the patient's clinical data. hCare Access only works outside the HCA network, i.e. your office or home.
- How does the provider find the patient?
 - If the patient isn't on your list in hCare Portal:
 - Select the **Patient Search** tab
 - Enter the 3 letters for the last name and 3 letters for first name, and select **Search for Visits** button. Available patients meeting this criteria will appear with their admission date/time.
 - Highlight the patient and select the **Add to Patient List** button. Patient will be added to your patient list.
- What is the enrollment process?
 - The PCP can contact our division service desk at 866-561-6599. The facility's physician support coordinator will enroll the user and provide any additional application training.

PCP Notifications FAQ's Continued

- Are Apple products supported?
 - Yes, our remote hCare Access system, uses a Citrix platform and is available on MAC and iPad devices.
- Can the message content be changed?
 - This is a standard message received by our software and has a limited number of characters allowed.
- Who should the provider contact if a notification was not received or if they have additional questions?
 - Please ask them to contact their local Physician Support Coordinator by calling 866-561-6599.