

# Physician Practice Connections—Patient Centered Medical Home

## ELEMENT 9A: Availability of interactive Web site

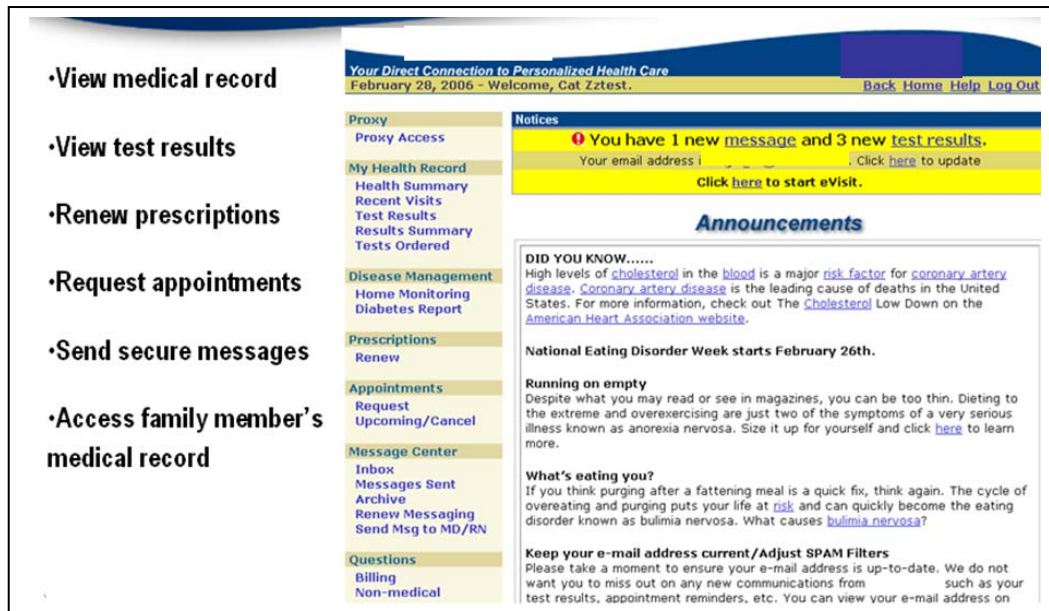
1 pt

**SOME**  
Electronic Systems

The practice maximizes electronic communication with patients via the Web to support patient access and self-management.

A practice that maintains a Web site is considered “advanced”; it meets the requirements of this element when it includes interactive functions such as patients’ ability to request appointments, prescription refills, referrals and test results, and see sections of their medical record. A Web site may include the ability to enter data into a personal health record. Partial credit is given if the site includes any of these functions.

### EXAMPLE \* Documentation



The screenshot shows a patient portal interface. On the left, a list of features is provided: View medical record, View test results, Renew prescriptions, Request appointments, Send secure messages, and Access family member's medical record. The main content area includes a navigation menu with categories like Proxy, My Health Record, Disease Management, Prescriptions, Appointments, Message Center, and Questions. A yellow notification banner states: "You have 1 new message and 3 new test results." Below this is an "Announcements" section with text about cholesterol, National Eating Disorder Week, and running on empty.

\*This is an example and is not an endorsement of a specific software or format.

### ADDITIONAL RESOURCES

American College of Physicians PCMH page: [http://www.acponline.org/running\\_practice/pcmh/](http://www.acponline.org/running_practice/pcmh/)

American Academy of Family Physicians PCMH page: <http://www.aafp.org/online/en/home/membership/initiatives/pcmh.html>

American Academy of Pediatrics Medical Home Resource page: <http://www.medicalhomeinfo.org/tools/providerindex.html>

American Osteopathic Association Home page: <http://www.osteopathic.org/index.cfm>

NCQA's PPC-PCMH Home Page: [www.ncqa.org/ppcpcmh.aspx](http://www.ncqa.org/ppcpcmh.aspx)

ORDER PPC-PCMH Standards and Survey Tool: [www.ncqa.org/ppcpubs.aspx](http://www.ncqa.org/ppcpubs.aspx)

NCQA Customer Support: [customersupport@ncqa.org](mailto:customersupport@ncqa.org)

## Physician Practice Connections—Patient Centered Medical Home

### ELEMENT 9B: Electronic patient identification

2 pts

**SOME**  
Electronic Systems

**The practice maximizes use of electronic communication capability with e-mails that notify patients about specific needs and clinical alerts.**

A practice must demonstrate that it can communicate with its patients through e-mails to inform them about the need for care that requires clinical review or action; preventive care; specific tests; follow-up visits; or additional information on a particular medication or disease/case management support. NCQA expects practices to identify their patients who would benefit from such e-mail messages. The practice earns partial credit if it identifies patients who need e-mail communication but does not communicate with patients through e-mails.

#### EXAMPLE \* Documentation

006		DM Bronze Report (Monthly Refresh)						
MRN	Sex	BirthDate	Gly6Months	LDL12Months	AstAlt12Months	BP12Months	Weight12Months	FootExam12Months
	M		No	Yes	Not On Med	Yes	No	Yes
	M		Yes	Yes	Yes	Yes	Yes	Yes
	M		Yes	Yes	Not On Med	Yes	Yes	Yes
	M		Yes	Yes	No	Yes	Yes	No
	M		No	No	No	No	No	No
	M		No	Yes	Yes	Yes	Yes	No
	M		Yes	Yes	Not On Med	Yes	Yes	Yes
	M		Yes	Yes	Yes	Yes	Yes	No
	M		Yes	Yes	Yes	Yes	Yes	Yes
	M		Yes	Yes	Not On Med	Yes	Yes	No
	M		Yes	Yes	Yes	Yes	Yes	Yes
	M		Yes	Yes	Not On Med	Yes	Yes	Yes
	M		Yes	Yes	Not On Med	Yes	Yes	Yes

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## Physician Practice Connections—Patient Centered Medical Home

### ELEMENT 9C: Electronic care management support

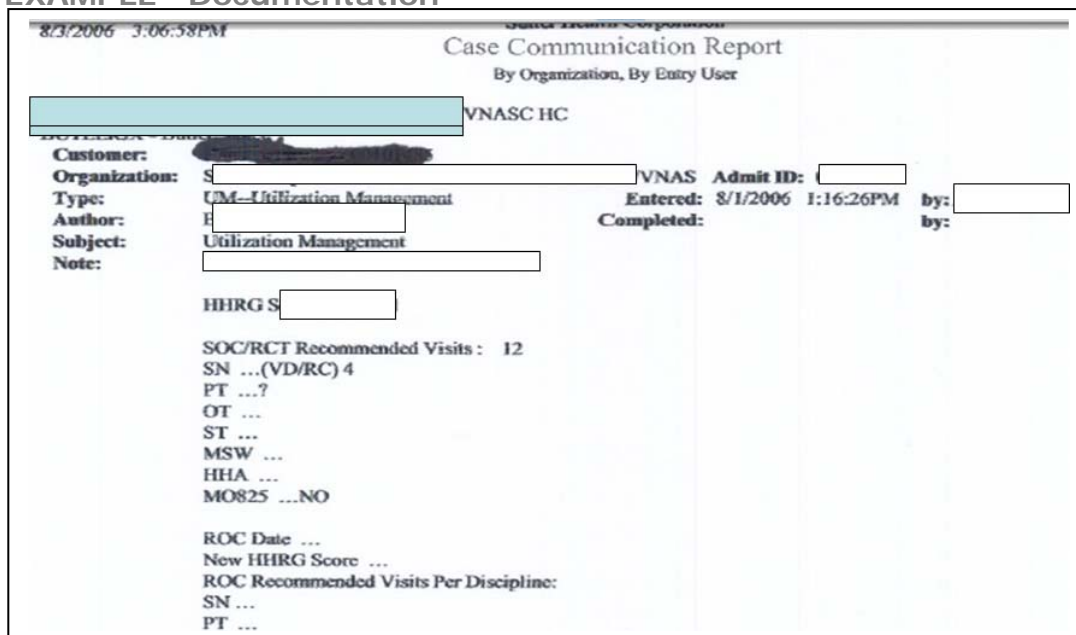
1 pt

**SOME**  
Electronic Systems

The practice maximizes use of electronic communication among the care management team to support the care management process for patients with one of the three identified clinically important conditions.

This element awards credit to practices that use electronic communication to manage patients (e.g., exchanges between case management staff about patients, Web-based educational models for patient self-management).

#### EXAMPLE\* Documentation



8/1/2006 1:16:26PM

Case Communication Report  
By Organization, By Entry User

VNAS HC

Customer: [Redacted]  
 Organization: S [Redacted] VNAS Admit ID: [Redacted]  
 Type: UM—Utilization Management Entered: 8/1/2006 1:16:26PM by: [Redacted]  
 Author: E [Redacted] Completed: [Redacted] by: [Redacted]  
 Subject: Utilization Management  
 Note: [Redacted]

HHRG S [Redacted]

SOC/RCT Recommended Visits : 12  
 SN ...(VD/RC) 4  
 PT ...?  
 OT ...  
 ST ...  
 MSW ...  
 HHA ...  
 MO825 ...NO

ROC Date ...  
 New HHRG Score ...  
 ROC Recommended Visits Per Discipline:  
 SN ...  
 PT ...

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