

Effective Date: 01/13/2015

MDLIVE and Care Everywhere

WHO does this affect?

User Role:

- Clinicians

Sutter EHR Application(s):

- EpicCare Ambulatory
- EpicCare Inpatient
- SCC

What is Being Done?

- After a telemedicine visit via **MDLIVE**, a **Summary of Care (SoC)** document will be sent to the patient's chart and display in **Care Everywhere**. This MDLIVE SoC document is intended to convey encounter information to a Sutter Health physician during the patient's follow-up care.

How Does this Affect Me?

- Inside the **Care Everywhere Outside Records** activity, the detailed contents of the MDLIVE SoC can be viewed by clicking **Documents** in the **MDLIVE** row.

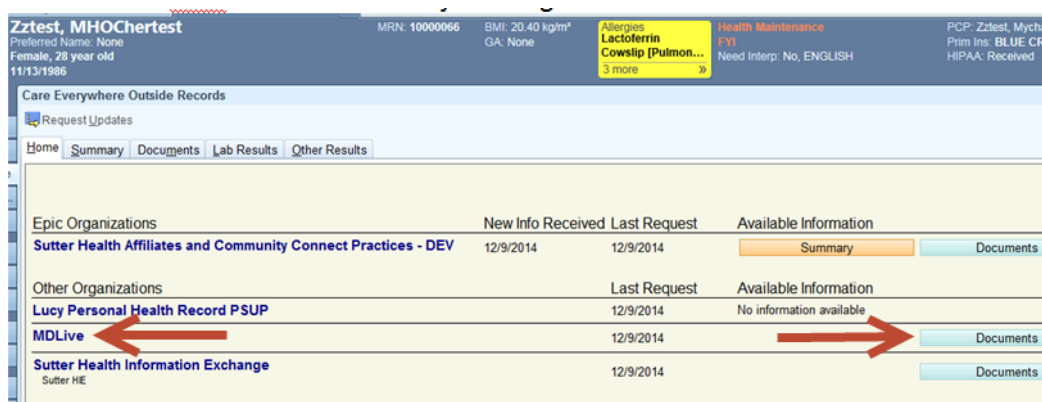


Figure 1 - Clinical Document inside the Care Everywhere activity

- After clicking **Documents**, the user is routed to the Documents tab showing all documents in the patient's chart, including the MDLIVE SoC document(s) to view.

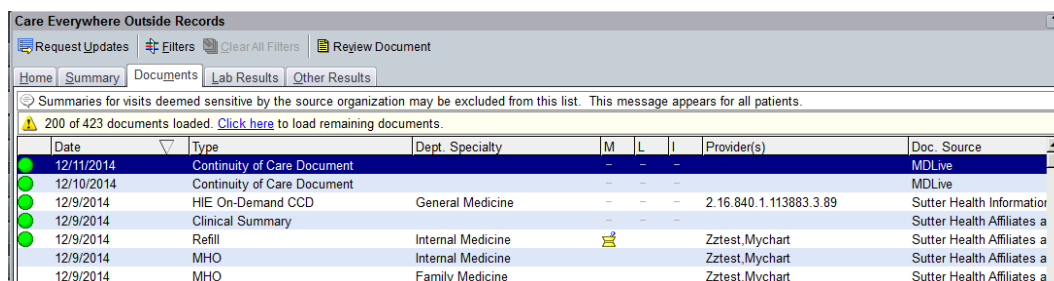


Figure 2 - Continuity of Care Document inside the Documents activity

1. Double-click the row that states MDLIVE under the **Doc.Source**.

Date	Type	Dept. Specialty	M	L	I	Provider(s)	Doc. Source
12/11/2014	Continuity of Care Document		-	-	-		MDLIVE
12/10/2014	Continuity of Care Document		-	-	-		MDLIVE
12/9/2014	HIE On-Demand CCD	General Medicine	-	-	-	2.16.840.1.113883.3.89	Sutter Health Informator
12/9/2014	Clinical Summary		-	-	-		Sutter Health Affiliates a
12/9/2014	Refill	Internal Medicine				Zztest,Mychart	Sutter Health Affiliates a
12/9/2014	MHO	Internal Medicine				Zztest,Mychart	Sutter Health Affiliates a
12/9/2014	MHO	Family Medicine				Zztest,Mychart	Sutter Health Affiliates a

Figure 3 - Double-click on MDLIVE

- Continuity of Care document will appear. This is a similar document to what is currently sent automatically as part of transitions of care, such as a hospital discharge or an ambulatory referral.

Epic Continuity of Care Document - Zztest, MHOChertest (28 y.o. Female) As of Dec. 11, 2014

Patient Demographics

Patient Address	Communication	Language	Race / Ethnicity
465465 Testonee Changes rancho cordova, CA 95742	777-888-1114 (Home) 210-219-7315 (Work) 916-213-8628 (Mobile) katragm@sutterhealth.org	English (Preferred)	White/Caucasian / Cuban

Encounter Details

Date	Type	Department	Care Team	Description
12/11/2014	Orders Only	Sutter Health Default Department SUTTER HEALTH SUTTER HEALTH, CA 99999 555-555-5555		

Active Allergies and Adverse Reactions - as of 12/11/2014

Allergen	Noted Date	Severity	Reactions	Comments
Cowslip	02/24/2013			
Horse Milk	02/24/2013			
Lactoferrin	03/06/2013	Medium	Nausea	Test
Mouse-Derived Products	05/01/2013		Nausea	
Pollen Extract	05/12/2014		Wheezing/Bronchospasm	

Current Medications - as of 12/11/2014

Prescription	Sig.	Disp.	Refills	Start Date	End Date	Status
Glucose Blood (ACTIVE TEST VI)	test			01/01/2003		Active
zolpidem (AMBEN) 5mg Tab	Take 1 Tab by mouth at bedtime as needed.	30 Tab	0	09/23/2014		Active
Guaiacol SOLN	20 Capsule 12 Hour Sustained Release.			05/05/2014		Active
acetaminophen/codeine (TYLENOL #3) 300mg/30mg Tab	1 Tab.			05/27/2013		Active
HYDROcodone/acetaminophen (VICODIN) 5mg/500mg Tab	1-2 Tabs.			01/25/2013		Active

Figure 4 - Report Viewer in SoC

The content of the MDLIVE SoC includes the following patient information:

- Patient Demographics
- Active Allergies
- Medications
- Active Problems
- Resolved Problems
- Encounter Details – Date, Type, Department

The MDLIVE SoC looks similar to other SoCs, but details may be limited.

- Both provider and patient-reported allergies and problems may be included. Only provider-reported medications may be included.
- If the current or most recent encounter is restricted, i.e. a Behavioral Health encounter, the contents of the MDLIVE SoC will not include medications.
- The usual process can be used to reconcile Problems, Allergies, and/or Medications. After clicking one of the links below, for example, the user will be routed to the Reconcile Outside Info activity which may include information from MDLIVE to reconcile.

The screenshot displays a patient's medical record with several sections: Demographics, Family Comments, Allergies, Patient, Problem List, Implants, and Medications. The 'Reconcile Outside Info' window is open, showing a table of medication entries. A red box highlights a specific entry from MDLIVE, and a red arrow points from the 'Medications' link in the main record to this entry.

Start Date	End Date	Source	Update
5/13		Lucy Personal Health Record PSUP	7/2/20
		MDLIVE	12/17
5/27/2013		Sutter Health Affiliates and Community Connect Practices - DEV	6/18/2

Figure 5 - Reconciling outside information (Medications)