

My Chart: your secure, online health connection

Accessing your health information, reviewing test results, and communicating with your doctor can all be done in a matter of minutes with My Chart. Perham Health patients are encouraged to sign up now to begin utilizing some of the many features it offers.

Sixty-six-year-old Paul Kelly was one of the first patients to sign up for My Chart. "At an appointment here a year and a half ago, I met Dr. Jeffrey Blickenstaff for the first time and was given the opportunity to sign up for My Chart," Kelly recalls.

"Perham Health had just started offering it at the time," he says. "I spend a lot of time at the computer anyway, so I figured it would be a good thing to try. I sat down with nurse Candy Lachowitz at the end of my appointment and she showed me how to sign up, log in, and navigate the website."

The entire sign-up process is quick and easy. Lachowitz explains, "We have each patient choose a username and password, along with a security question. We then connect the account to the patient's email address. The entire process takes just a couple of minutes."

Patients may also register on their own at www.perhamhealth.org. There is no cost to patients to sign up for My Chart. In addition to allowing patients secure online access to their personal health information, proxy access is also available. This type of access allows parents or guardians to log in to their personal account and then connect to information regarding their child.

"At least once a month I use My Chart," Kelly says. "I had two total hip replacements last year. There were a lot of x-rays and blood work related to that. I remember coming to the lab in the morning and by the time I got home my test results were already available online."

Kelly, who says he's always been very involved in his health care, appreciates the convenient access My Chart gives him to his medical information. It has also allowed him to have better communication with his care team. Kelly monitors his two chronic conditions, high cholesterol and high blood pressure, and sends his results to Dr. Blickenstaff through My Chart.

"I remember one time when I started seeing some abnormally high blood pressure data coming from myself. Through a series of emails, Dr. Blickenstaff was able to adjust my prescription through My Chart. I didn't even need to come in to the clinic," Kelly says.

This ability to send messages directly to his care team is one of the features Kelly most appreciates about My Chart. The increased communication is a benefit to both patients and physicians.

"My Chart is a succinct, quick way to relay information between a patient and his or her health care team," Dr. Blickenstaff acknowledges. "Paul uses



Dr. Jeffrey Blickenstaff, nurse Candy Lachowitz, and patient Paul Kelly use MyChart to communicate about Kelly's health care needs. MyChart allows patients to securely review their medical information and receive advice directly from their care team.

5 REASONS

TO SIGN UP FOR MY CHART

1

ACCESS YOUR HEALTH INFORMATION

2

REQUEST APPOINTMENTS

3

ACCESS TEST RESULTS

4

REQUEST PRESCRIPTION RENEWALS

5

MESSAGE YOUR CARE TEAM

SIGN UP

Visit www.perhamhealth.org or any Perham Health Clinic

SIGN IN

Go to www.perhamhealth.org and enter your unique username and password

bullet points in his messages which makes it easy to follow and respond to his needs."

Physicians and nurses work closely together to reply to My Chart messages from patients. The messages are checked on a regular basis and are generally responded to the same day they are received. This saves patients time and, in many cases, eliminates the wait time often incurred with a phone call.

"Patients get a lot of value out of the opportunity to send and receive messages through My Chart. They appreciate getting advice directly from their care team," comments Beth Ulschmid, Perham Health Clinic Director.

My Chart also gives providers the ability to send patients reminders to help them stay on top of their own care. Ulschmid explains, "For example, Paul was sent a My Chart message saying he was due for some preventative care services. He was then able to call and ask for more information."

Kelly mentions how My Chart is also helpful for asking follow-up questions after he's had an appointment at the

clinic. "Several times I've come in for an appointment and on my way home I realized there was something I should have asked about," he says. He also uses My Chart to verify upcoming appointments.

My Chart can be accessed from a home computer, laptop, tablet, or smartphone. This convenient resource is available to all Perham Health patients because of the hospital's relationship with Sanford Health.

"Sanford is the reason this valuable technology is available to smaller hospitals," confirms Ulschmid. "My Chart is accessible from anywhere in the world. One benefit of that is how it provides peace of mind for people who travel. Their medical records are available to them if they require care in a different location."

"When I've been out of town visiting friends, I've asked them if they have the ability to communicate with their physician over the internet. They said 'no.' Options like this are not available everywhere, that's for sure," Kelly adds. "In my experience, My Chart is a very good thing. I am thankful it is available in Perham."



Paul Kelly uses his laptop to log onto his My Chart account. My Chart makes it possible for Kelly to instantly access his health information, review test results, and send messages to his care team.

Interviews boost *patient satisfaction*

Patient satisfaction is on the rise thanks to a new patient interview initiative at Perham Health.

The hospital's Partners in Care Council volunteers are sitting down with patients to learn more about their hospital experience. "We've developed some questions and identified a few Partners in Care Council volunteers who we thought would be good candidates to meet with patients," explains Jill Carlson, Patient and Family-Centered Care Director at Perham Health.

These community volunteers meet with patients or a family member if a patient is unable to respond to the questions. The volunteers also meet together monthly, with a mission to nurture the ideal care experience. Some of the Partners in Care Council volunteers are former Perham Health patients and others are family members of patients. The purpose of the interviews is to improve the patient experience and the quality of care at Perham Health.

Questions asked cover topics such as pain management, sleep quality, and patient involvement in his or her care plan. By asking specific questions, such as 'What types of noises keep you from getting rest?' the hospital is able to better address any noise issues that are brought up.

Prior to meeting with patients, the volunteers are taught how to introduce themselves, how to ask the questions, how to answer questions, and what to do with questions that need an immediate response. In some cases, volunteers are able to alert a nurse to an immediate patient concern.

"We started conducting these interviews last summer. Since then, we've received some extremely helpful feedback from patients. As a result of the interviews, our patient satisfaction numbers are increasing," Carlson reports.

"For example, we have been working on pain management for the last year," she continues. "Gathering more information about the pain



Marlene Fondrick, one of Perham Health's Partners in Care Council volunteers, asks Opal Hegle some questions about her stay at the hospital. Information gathered through the interviews is being used to improve the patient experience and quality of care at Perham Health.

patients experience is very helpful. Patients are realizing during the interviews that they do have pain. As a result, nurses are able to address that pain. Asking these targeted questions increases awareness about pain for both staff and patients."

Noise is another topic the volunteers focus on during the interviews. While Perham Health is working diligently to eliminate any unnecessary noise, the problem remains that many patients still don't sleep well in a hospital setting. Interruptions such as a nurse coming in to change an IV are not conducive to restful sleep, but patients do understand that those are necessary interruptions.

Partners in Care Council volunteers are also trained to observe hand-washing techniques. While they are in a room interviewing a patient, volunteers watch and record people coming in and out of the room and make sure hands are being washed in the room where it is clearly visible to the patient.

At the end of each interview, patients are offered a pillowcase hand-made by volunteers, that they are free to take home with them. Volunteers try to individualize the pillowcases by selecting a unique design and color for each patient. There are even special fabrics used for pediatric patients.

"A lot of patients put them on their pillows right away. It helps them personalize their space and makes it feel a little bit more like home," Carlson says. "The pillowcases are a nice reminder for patients of how much we care."

With help from the community volunteers, the hospital plans to continue conducting the interviews for every inpatient not in isolation. Gathering this valuable information helps Perham Health provide patients with the best possible care experience.



ECRWSS
POSTAL CUSTOMER

Adult Day Services

The care they need. The break you deserve.

Perham Living's adult day services will soon be open to adults who may have challenges with health deterioration, isolation from the community due to health limitations, or memory loss, and provides much-needed respite for their caregivers to run errands, work, go shopping, connect with friends, or simply some quiet time.

Participant benefits:

- A safe, flexible, and fun environment
- Convenient hours
- Enjoyable and engaging activities
- Enhances and maintains independence
- Socialization and entertainment
- Delicious and nutritious meals and snacks
- Transportation (additional fee)



Our adult day services are conveniently located on the Perham Living campus offering opportunities for intergenerational exchanges and activities within the Perham Living community. To tour or for additional information, please call (218) 347-1940 or email information@perhamhealth.org.