What a Patient or an External Group needs to do to get Access to a Medical Office Online Provider's Patient Records

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Introduction

Medical Office Online is the first service in the history of medical care that allows a medical provider to allow the patient and now, with the patients' permission other physicians caring for the patient or other entities such as the patients' family, insurance company or attorney, access to the patients' medical record.

This **'bipermission'** sharing of patients' medical records requires permission by two authorities, first, the Medical Office Online Provider and second by the patient.

It is Dr. Costello's opinion that over time **'bipermission'** medical record access will 'save' more lives than any individual medical or surgical therapy ever used to treat patients.

Further, it is his opinion that for the first time, real, real-time sharing of patients' medical records will reduce the shared cost of medical care by a minimum of 30%. Individual medical cost is the insured paying medical bills, such as co pays and deductibles. Shared medical cost is the insurance carrier, public or private paying the medical bills. Further, he feels the financial savings will be more significant than e-prescribing and the use of non-accessible EMRs combined.

bi–1 a combining form meaning "twice," "two," used in the formation of compound words: *bifacial; bifarious.*
[Origin: < L, comb. form of *bis;* see TWICE]

permission *–noun*
1.   authorization granted to do something; formal consent: *to ask permission to leave the room.*
[Origin: 1400–50; late ME < L *permissiōn–* (s. of *permissiō*) a yielding, giving leave, equiv. to *permiss(us)* (ptp. of *permittere* to PERMIT) + *–iōn–* –ION]

The Process

For a patient of a Medical Office Online Providers' office wanting to get to their own medical record at the Medical Office Online Providers'' office the process is very easy and straight forward and involves one step..

The process to allow an external group to see patient records at a Medical Office Online providers'' practice requires bipermission access and takes three steps:
Part 1. The External Group signs into Medical Office Online, creating a unique External Group Identification number and unique username and password per user.
Part 2. The Medical Office Online Provider gives access permission in their database to that External Group.
Part 3. The Patient while in the office signs a permit giving permission to the External Group to see their record.

This whole process is about communication between the participants.

| Person	Wanting to do this Action	Follow Steps	On Pages
Patient	Create UN & PW	1-5	3-6
	Update their MOO Info	7-9	6-8
	Create Access to their own record	10-11	9-10
Administrator of External Group	Create UN & PW	1-5	3-6
	Update their MOO Info	7-9	6-8
	Create External Group Identification number	12-14	11-12
	Approve group member access	18-22	15-17
	Create or demote another Administrator	23-28	18-20
	Remove member access	29-33	21-23
Group Member	Create UN & PW	1-5	3-6
	Update their MOO Info	7-9	6-8
	Join group	15-17	13-14

How a Patient or an External Group member creates a Unique Universal Username and Password in the Medical Office Online Universe
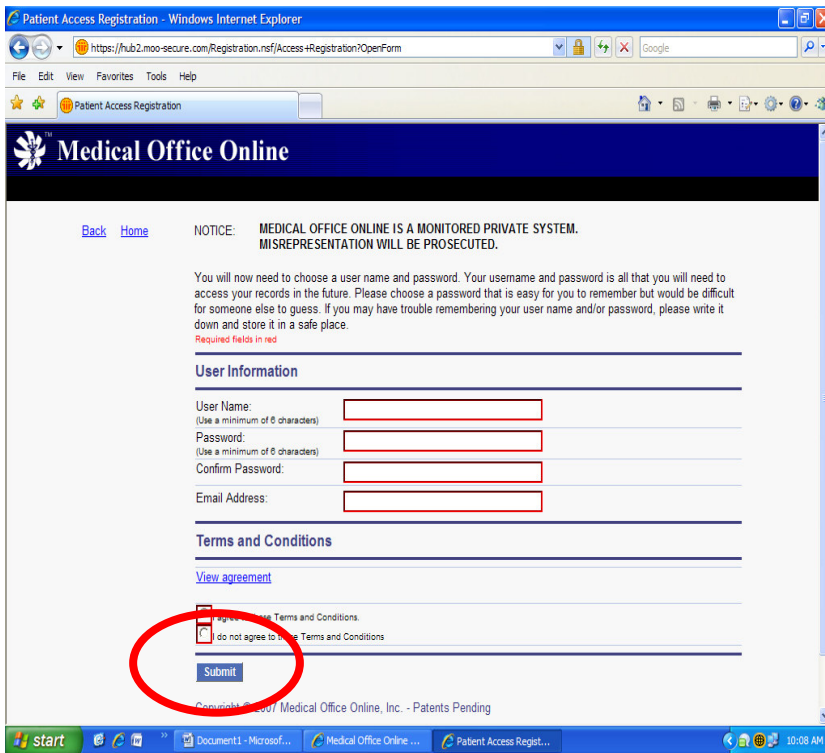

Step 1: Go to the Medical Office Online Public Web site home page (www.medicalofficeonline.com) and click on Sign In.
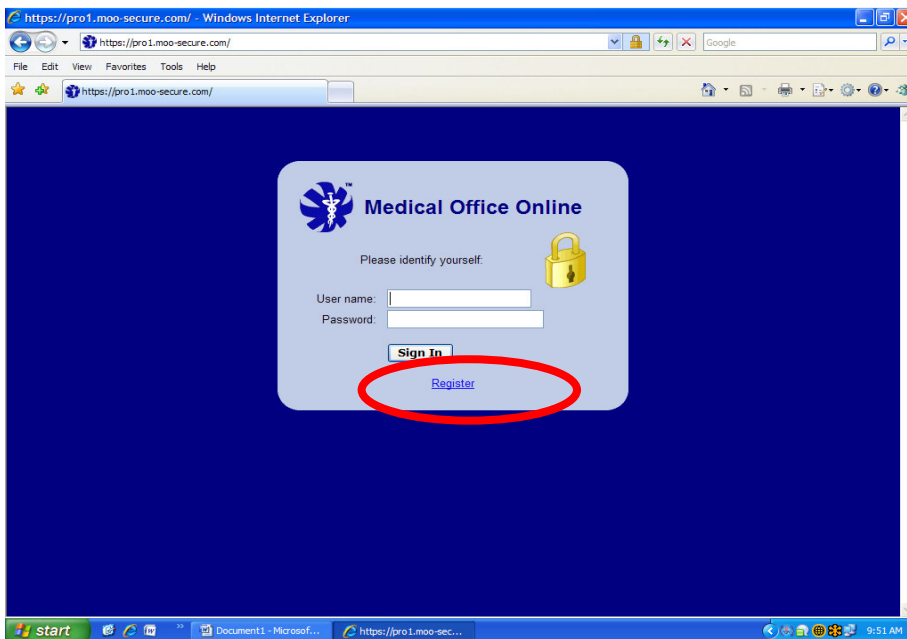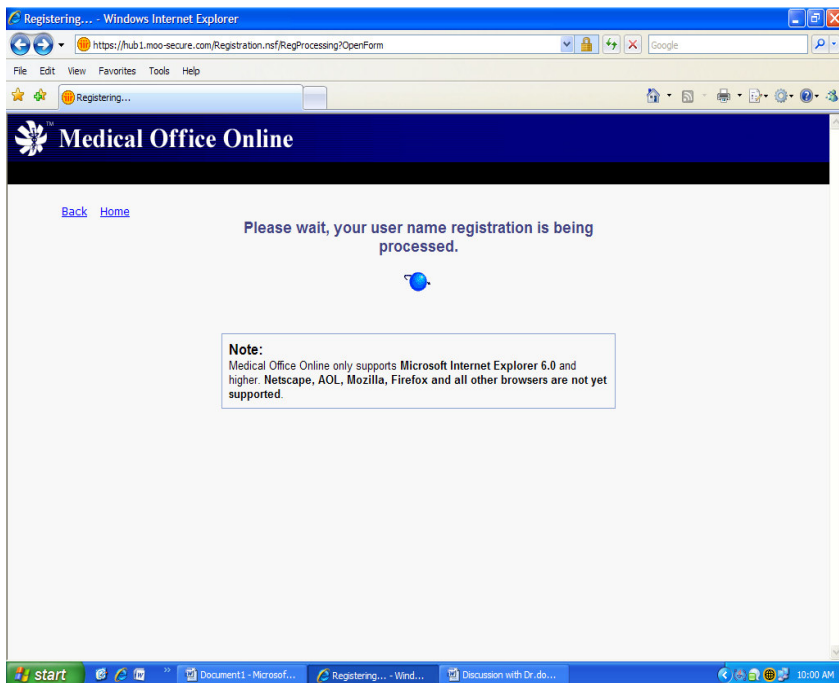

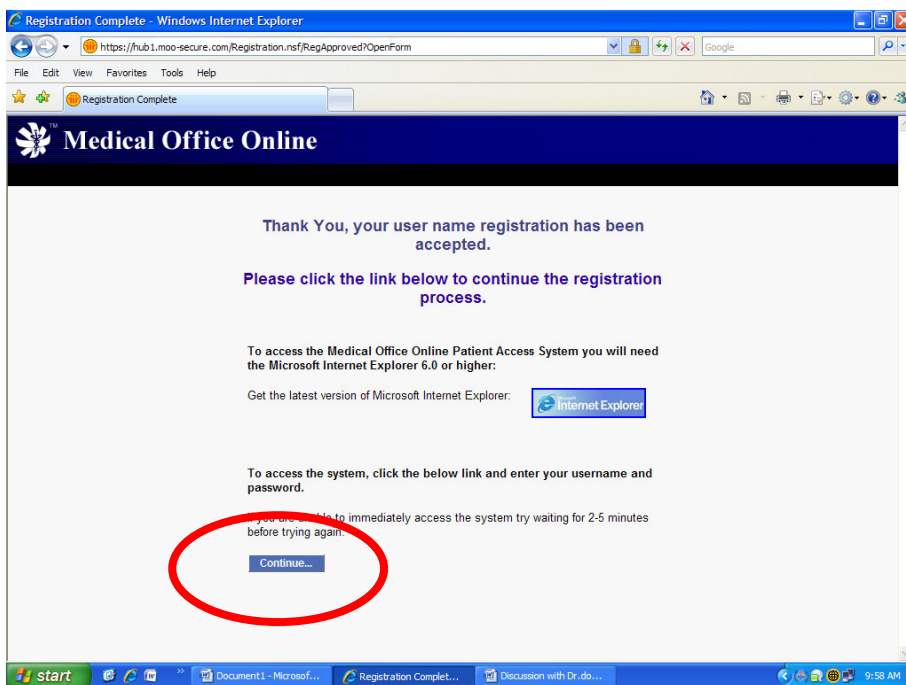**Step 2**: At the Sign In page click on the Register link.
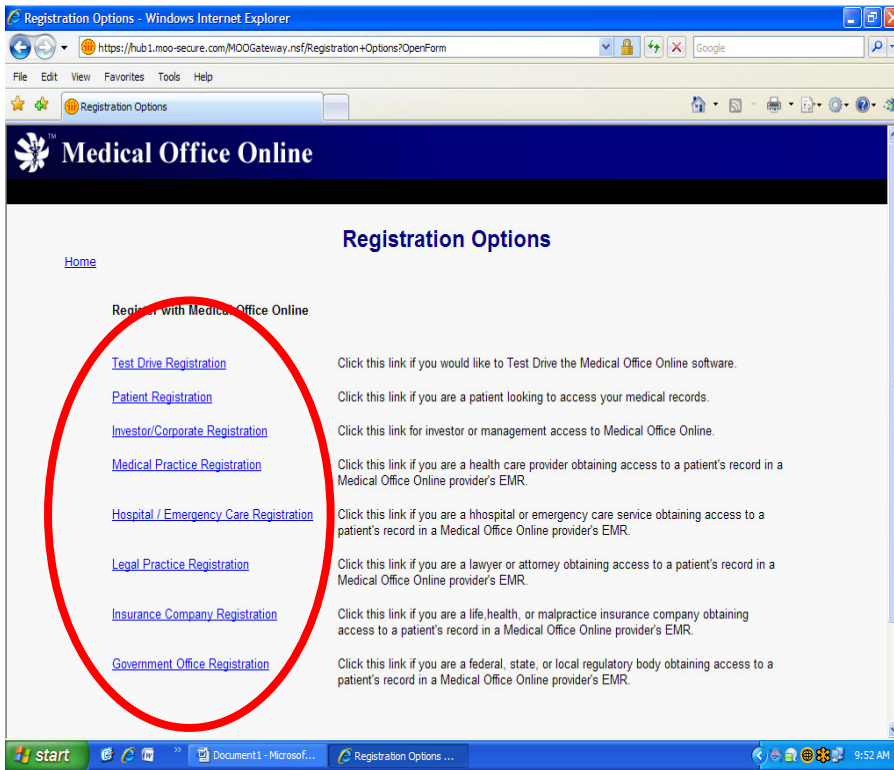
Step 3: From the Registration Options, click on the Appropriate Registration link.


Step 4: On the User name and password registration page fill in the required information. The red boxes are required. Be sure to record your username and password and keep it in a safe place. When completed, click Submit.

Then you wait...

Step 5: When the server has created your user name and password, this screen will be displayed. Click on the Continue action button. You will return back to the Sign In screen.
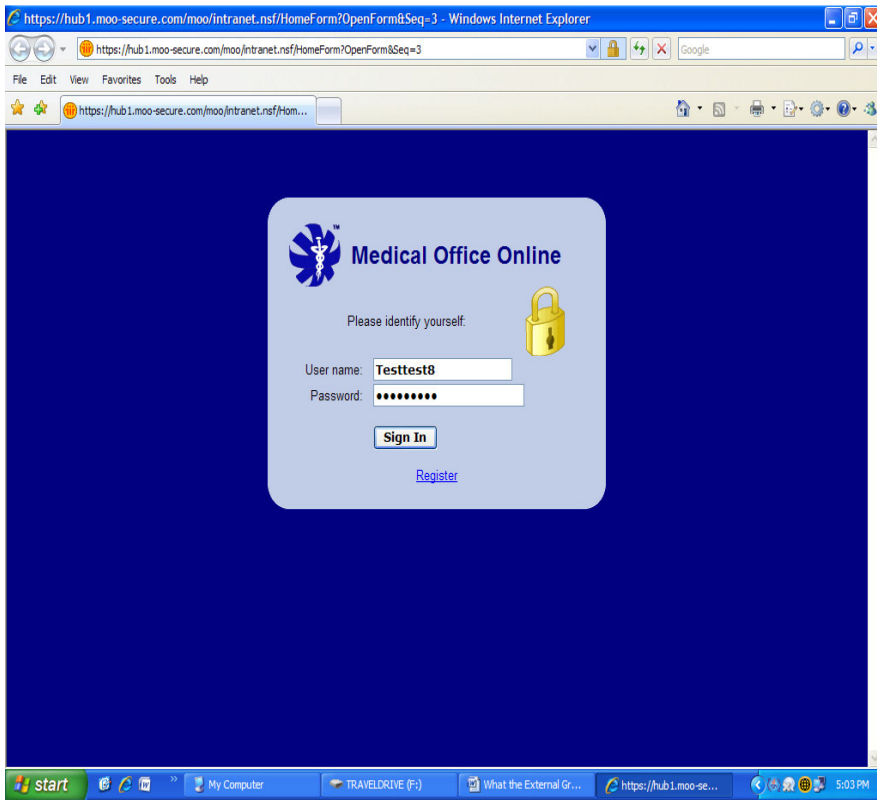
Step 6: Please Sign In with your new unique username and password.
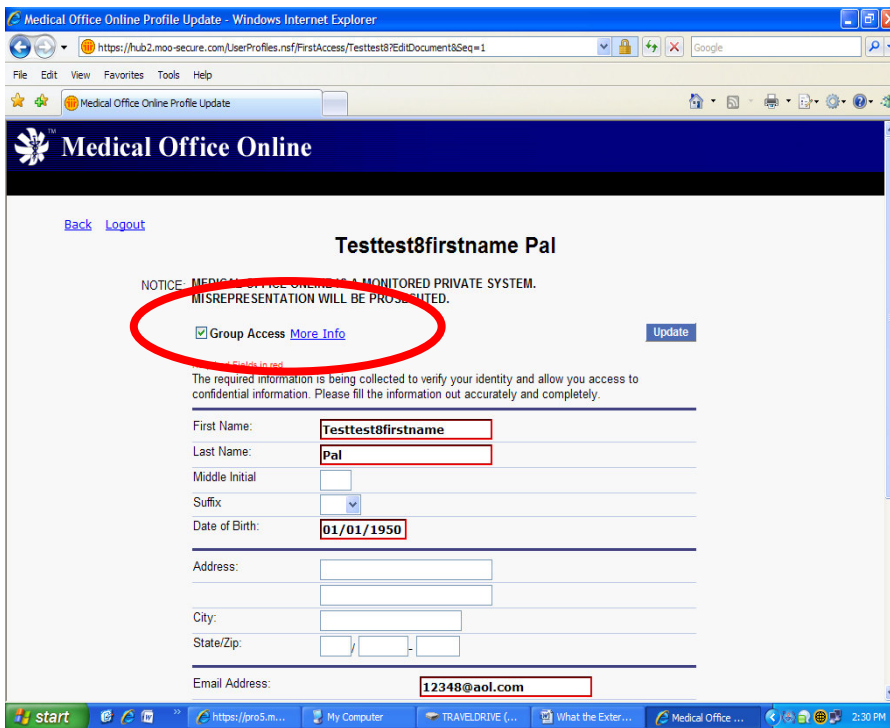
Step 7: Everyone whether a patient or group member, please read the More Info link located next to the Group Access check box.
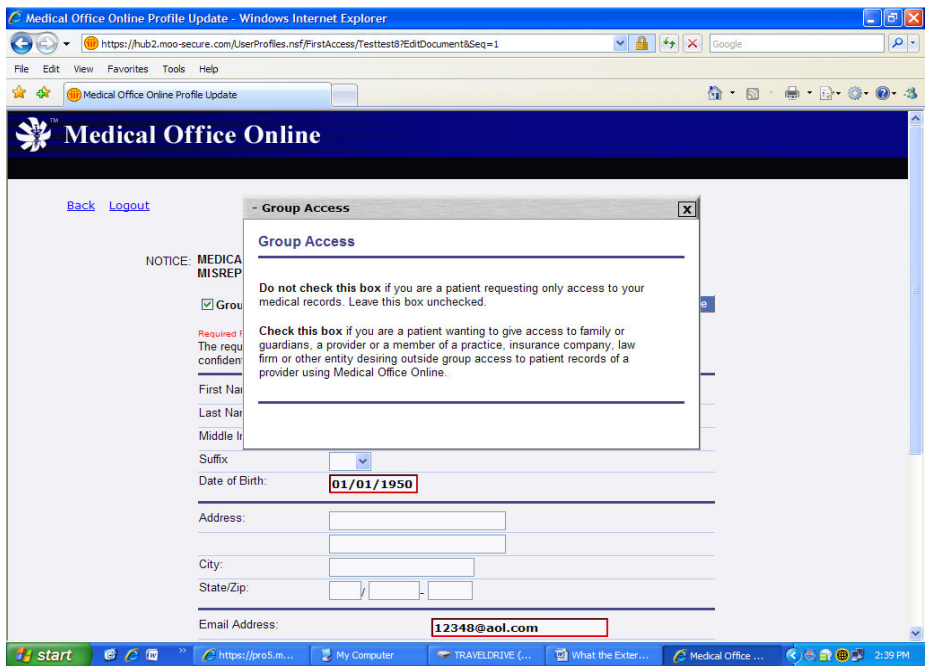
This information will educate you as to whether or not you want to create a solo patient access versus a group access that you can administer.

Step 8: Please check or uncheck the Group Practice box appropriately.

Patients only wanting access for themselves, leave the box unchecked.

If you are a patient wanting to create access for family or guardians, if you are starting an external group or if you are joining an existing group, the box should be checked).
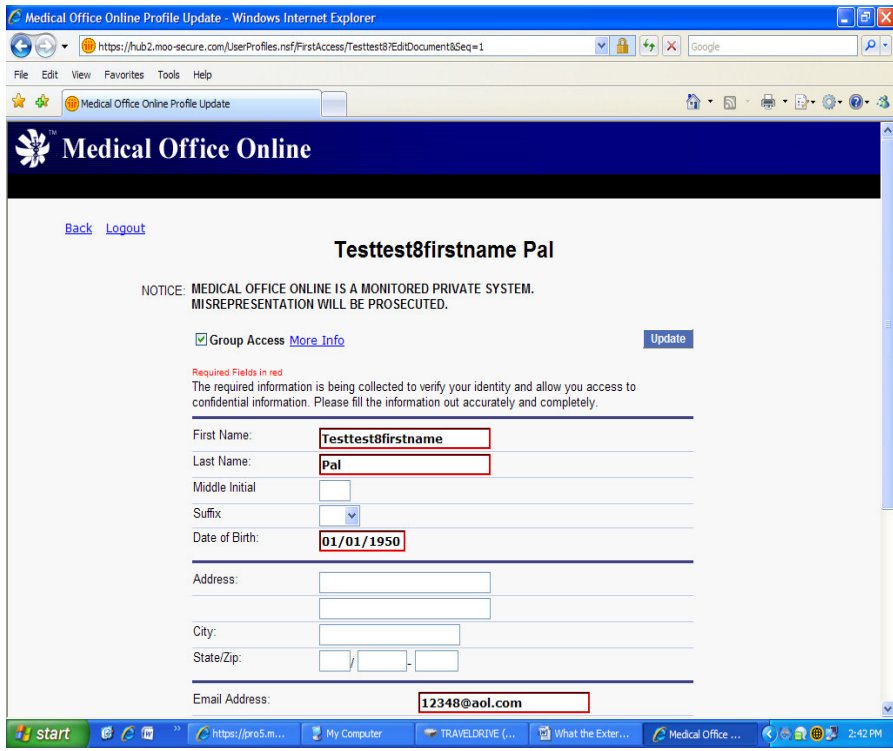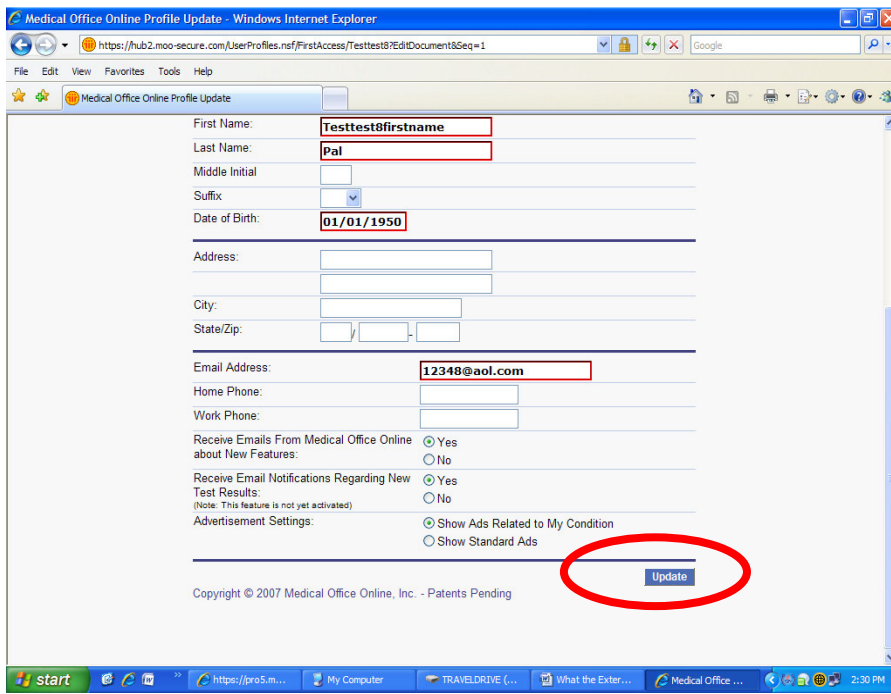
Step 9: Fill in or update the required boxes with appropriate information and when complete, click on Update.

How a Patient Complete access to their medical record
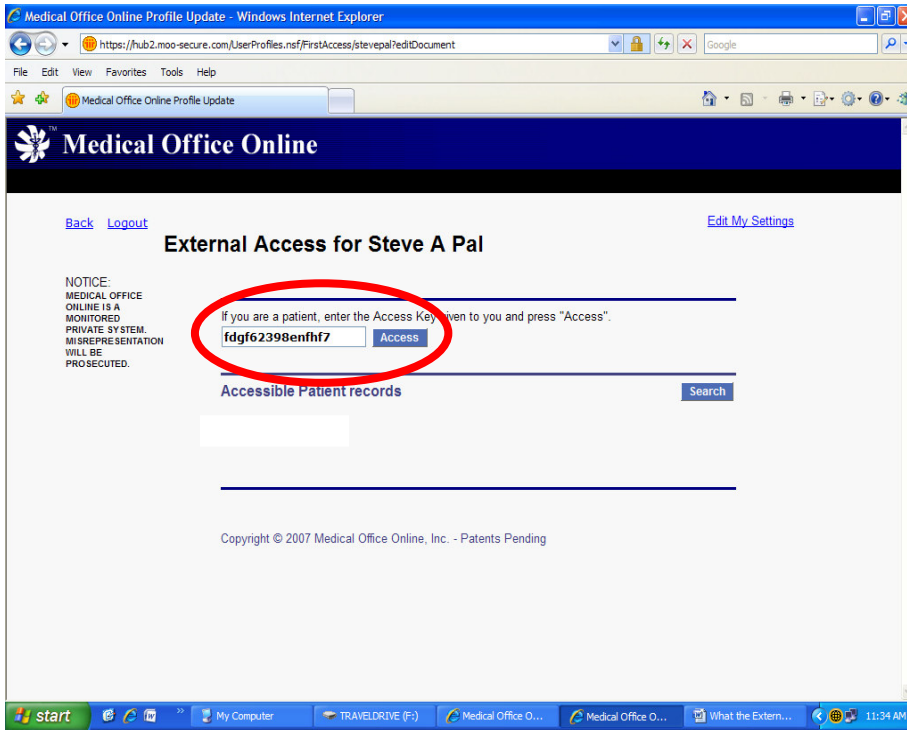
After the patient updates their information, they should be looking at this External Access page.

Step 10: Enter the unique key obtained at your doctors' office. It is found on the discharge paperwork and click on the Access action button.
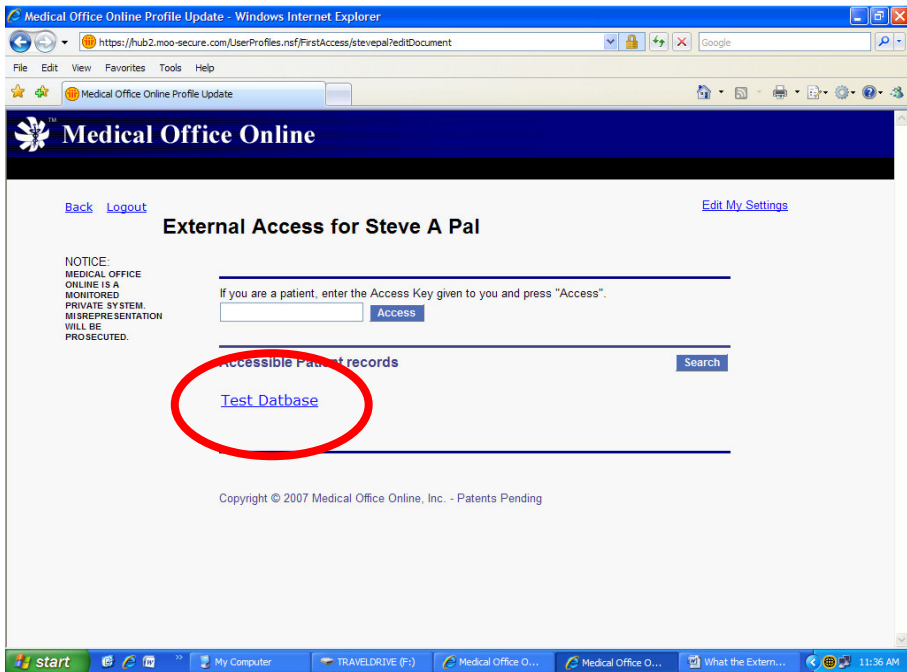
Step 11: When completed the patient will be presented with this page which displays the Practice that has their records. If they click on this link they will be taken to the Medical Office Online Providers' record for themselves.

https://hub2.moo-secure.com/PatientAccess.nsf/MainMenu?OpenForm&PN=000000&AN=PA00001111&KY=testkey

File   Edit   View   Favorites   Tools   Help

Medical Office Online Profile ...   MOO Patient Access Home

Medical Office Online

Outside Access

Practice: ABC Practice   **Steve A Pal**

Main

Demographics and Insurance Information

Appointments

Medical Records, Test Results & Med List

Bill/Accounting Info

Secure Messaging

start   My Computer   TRAVELDRIVE (F:)   Medical Office O...   MOO Patient Acc...   What the Extern...   11:39 AM

How the First Member of an External Group (the Administrator) creates an External Group Identification number for the Group

This is Part 1.

For a non Medical Office Online Provider to create a unique External Group Identification number automatically over the web, please follow Steps 1 to 9 and Steps 12 through 14.
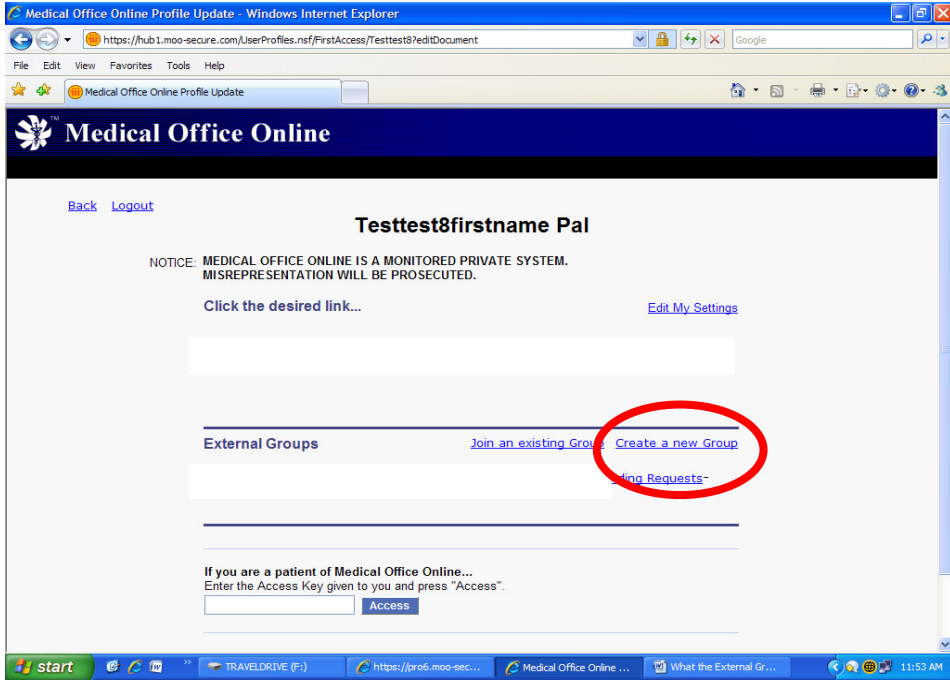
Step 12: After completing Steps 1 to XX, if you are the first member in an External Group, you will be the default Administrator. Click on Create a new Group.
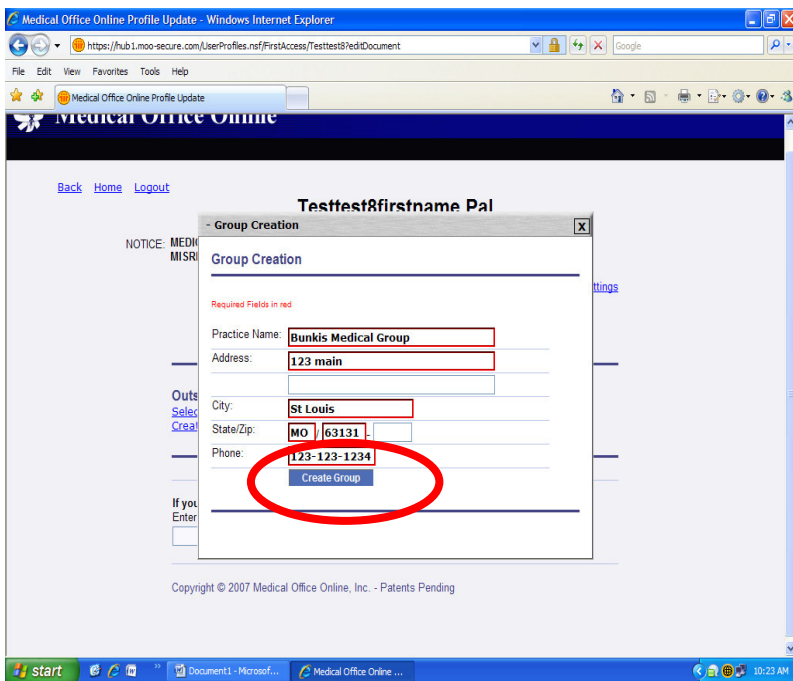
Step 13: Fill in the required information and then click the Create Group action button.
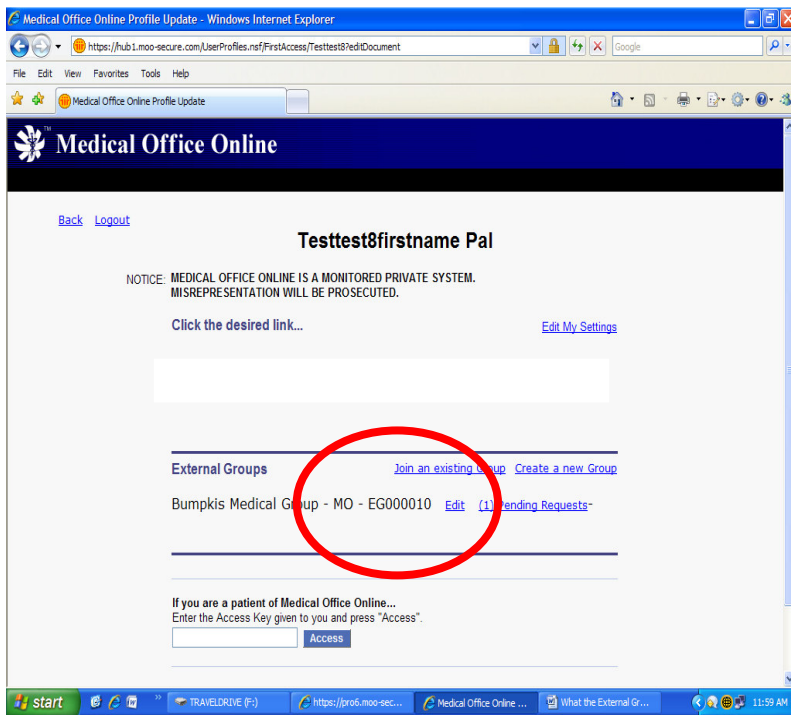
Step 14: You now have an External Group Identification number. This number always starts with EG.

You must call the Practice that has patient records in the Medical Office Online service. Talk to someone you know and trust at that practice and give them the External Group Identification number.

You can do nothing more until that Medical Office Online Provider completes **Part 2** which will give you access into their database.

Part 3 is the final step when the patient in the Medical Office Online Providers' practice signs a permit giving you permission to view their record.

How another member of the External Group joins the Group

To become a group member, the joining group member completes Steps 1 through 9 and Steps 10 through 18. To become a group member, the joining group member must obtain the External Group Identification number from the Administrator of that External Group.
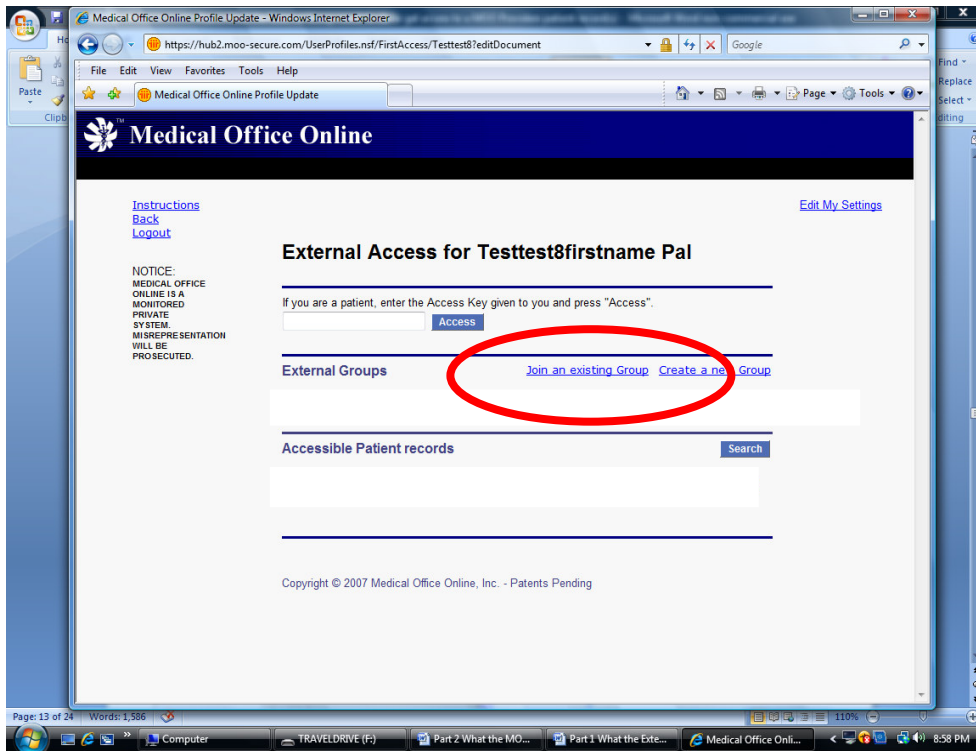
Step 15: When the joining group member has the External Group Identification number, click on the Join an existing Group link.
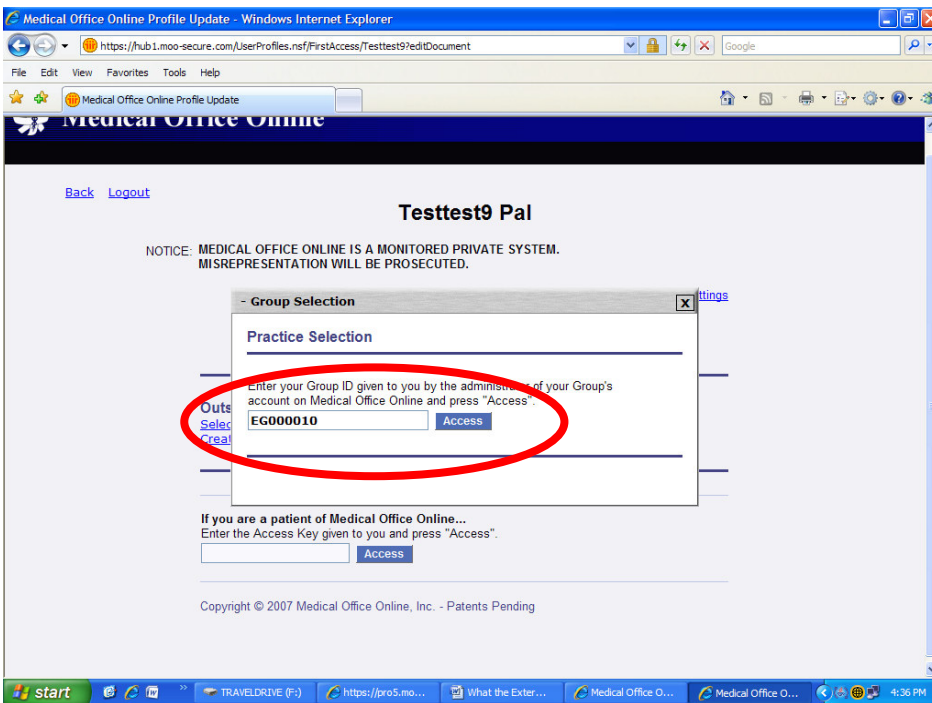
Step 16: Enter the External Group Identification number and click on the Access action button.
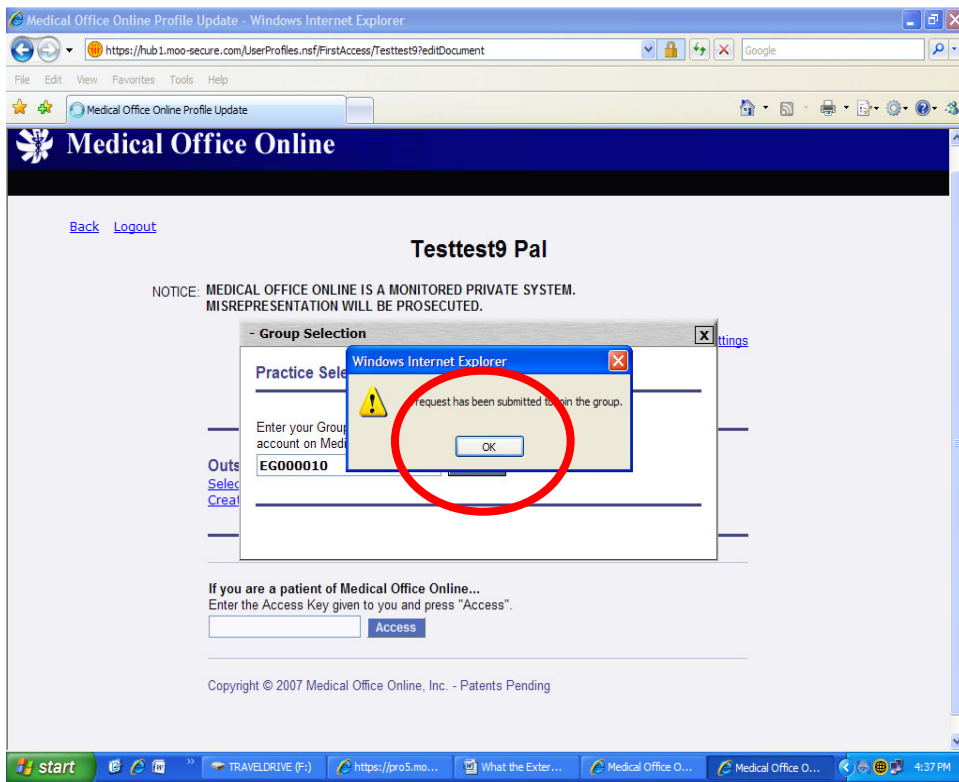
Step 17: Click OK in the pop up window.

On completion of this step a request has been sent to the Administrator of your group asking them to grant you access to your group. You will receive an email confirming the request was made.

You can do nothing more until that External Group Administrator completes their task of granting you access.

For the Administrator to grant a group member access
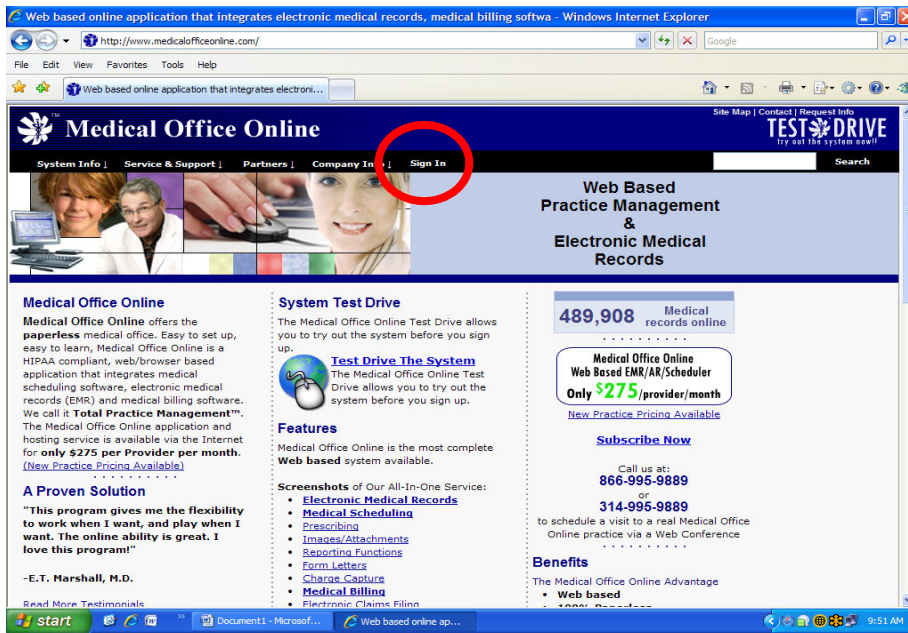
Step 18:   Go to the Medical Office Online Public Web site home page (www.medicalofficeonline.com) and click on Sign In.
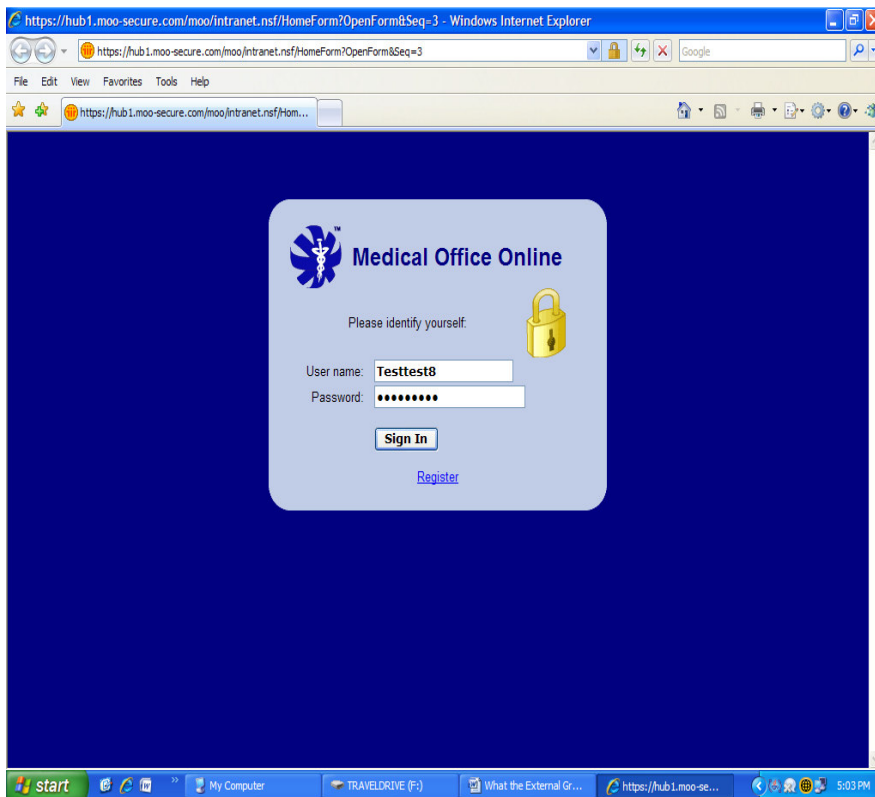

Step 19: Please Sign In with your unique Medical Office Online username and password.
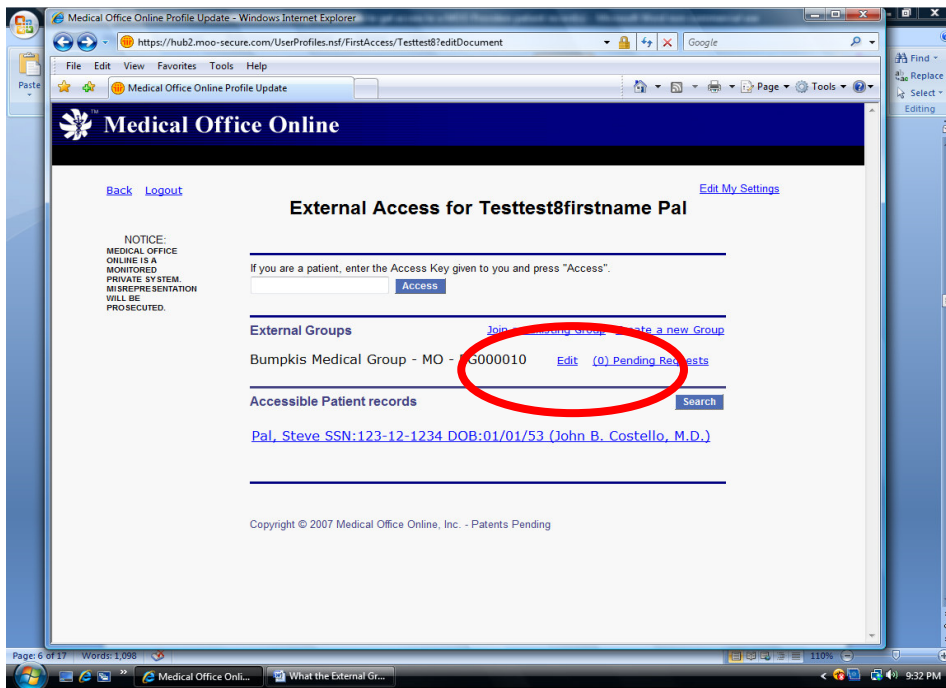
**Step 20:** From your External Access Page click on the Pending Requests lin**k.**
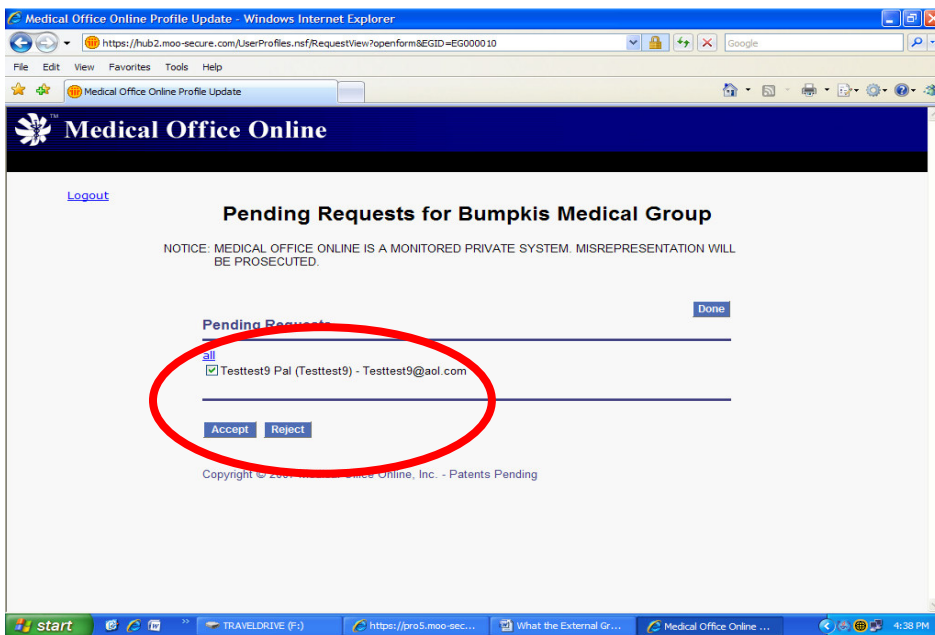
Step 21: Review the requests and then check the requests that are to be allowed. Click the Accept action button to approve the request or the Reject action button to not accept the request.
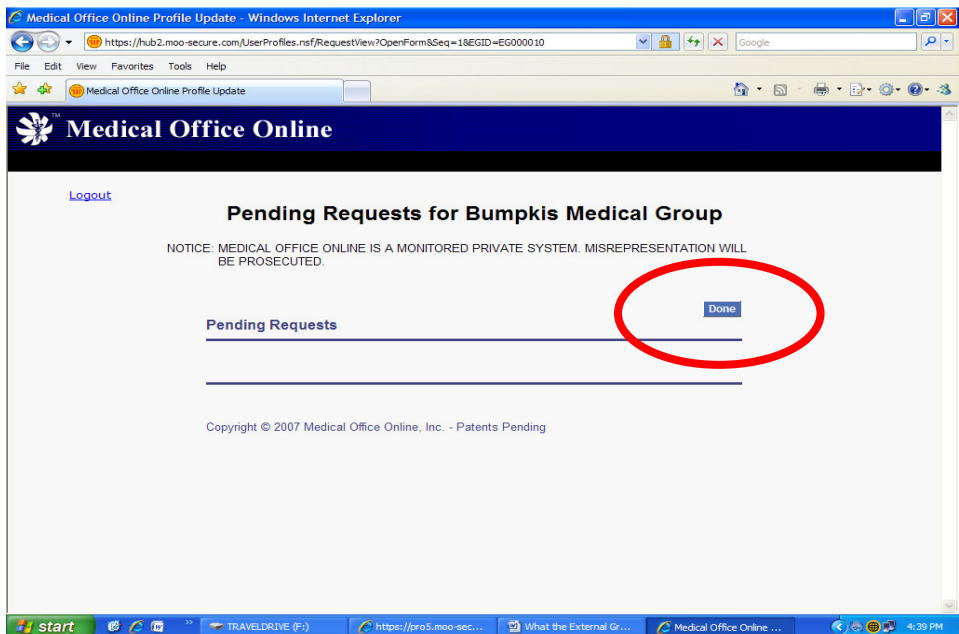
Step 22: The subsequent screen displays no further requests. Click on the Done action button.

On completion of this step an email notification will be sent to yourself, the Administrator, and to the person requesting access that you have approved or denied access their access to your group.

There is nothing more for you to do. The new member can now log in for access to your group.

For the Administrator to add or remove another Administrator

Step 23: Go to the Medical Office Online Public Web site home page (www.medicalofficeonline.com) and click on Sign In.
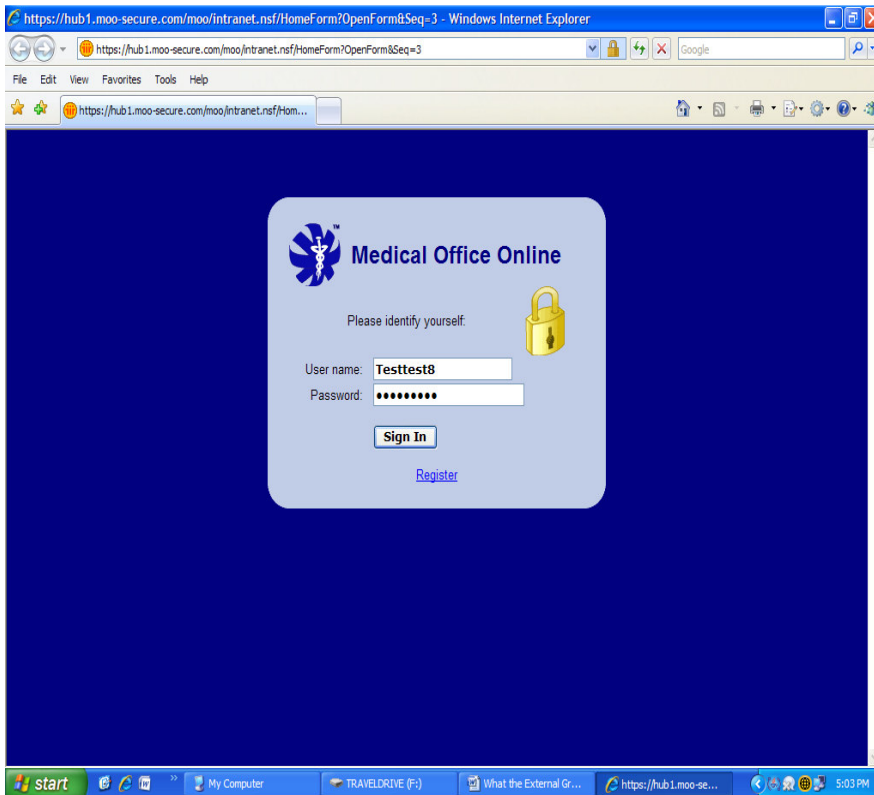
Step 24: Please Sign In with your unique Medical Office Online username and password.
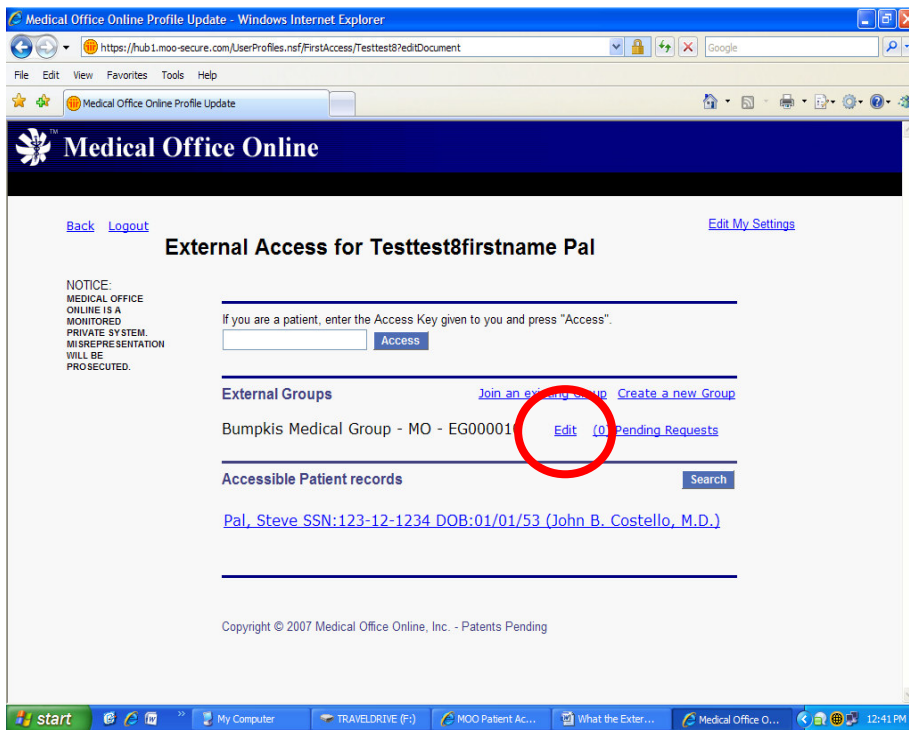
Step 25: From your External Access Page click on the Edit lin**k.**
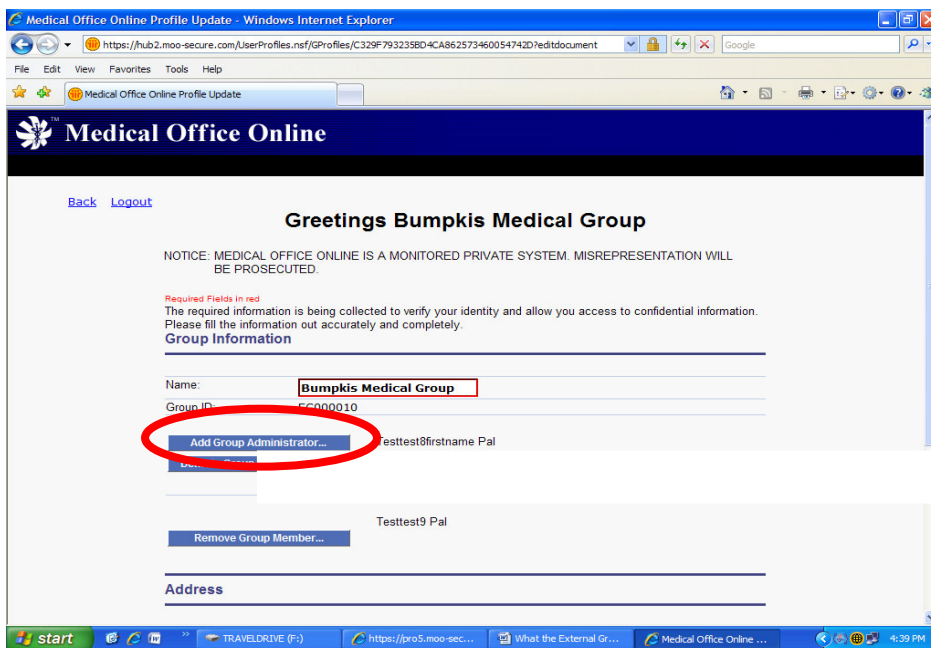
Step 26: To add or remove an Administrator click the Add Group Administrator action button.
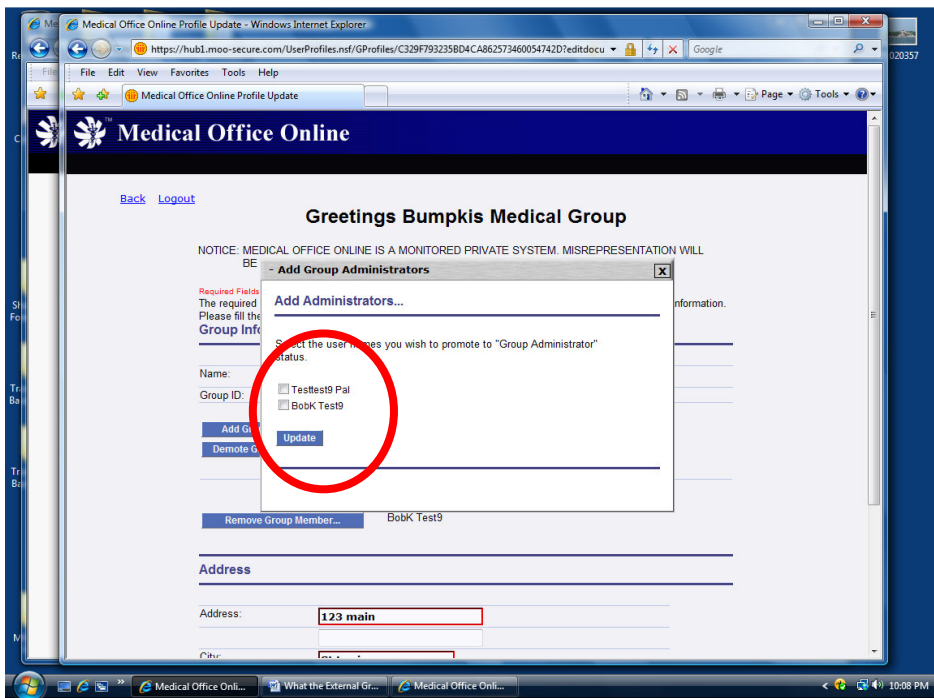
Step 27: Click the appropriate check box and click Update. Then click and close the window.
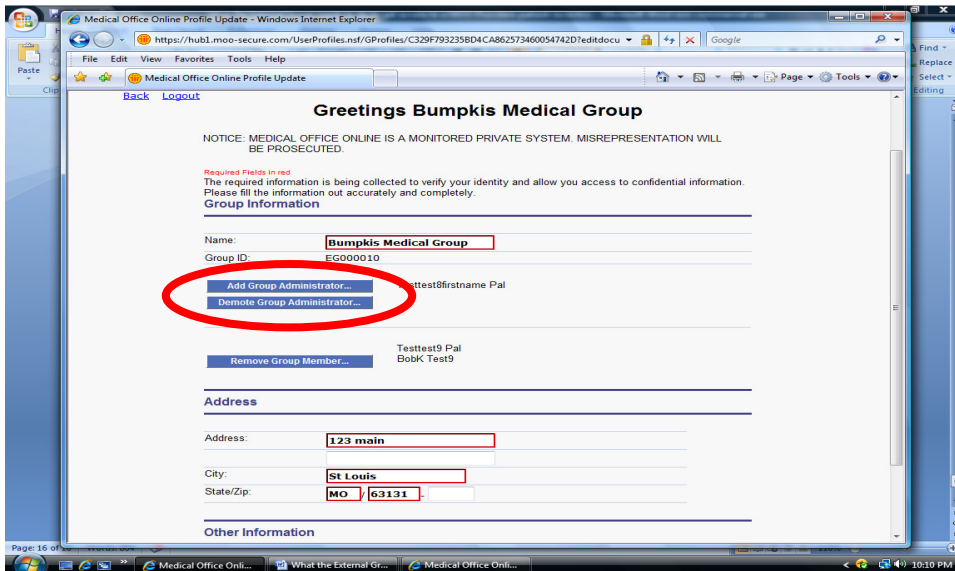
Step 28: To demote an Administrator, click on the Demote Group Administrator action button and do the same.

For the Administrator to remove a group members' access

Step 29: Go to the Medical Office Online Public Web site home page (www.medicalofficeonline.com) and click on Sign In.

Step 30:   Please Sign In with your unique Medical Office Online username and password.

Step 31: From your External Access Page click on the Edit lin**k.**

Step 32: Click on the Remove Group Member action button.

Step 33: Click the appropriate check box and click Update. Then click and close the window.

This is what an External group member will be able to access in a Medical Office Online patient record.

The process of giving External Groups access to a patient's record inside a Medical Office Online Providers database takes two more steps.

Part 2 – The Medical Office Online Provider gives an External Group permission to view records in their database and

Part 3 – The patient needs to sign a permit allowing the External group to view their particular record.

Part 2 and **Part 3** are the bipermission steps.

Thank you for joining the Medical Office Online universe of better healthcare for your patients!