

DrConnect Clinical Implementation Overview



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Introduction

Welcome to DrConnect®

We value the collaborative relationships we share with our doctors and clinical staff colleagues that choose to refer patients to Cleveland Clinic London. Our goal is to continuously enhance your patient referral experience when you or a member of your staff utilises DrConnect.

We pledge to work in close partnership with you to provide high quality, coordinated care that your patients deserve. We invite you to discover how DrConnect can continue to improve the communication and efficiency of our ongoing professional interactions and we look forward to being a part of the care team for the benefit of your patients.

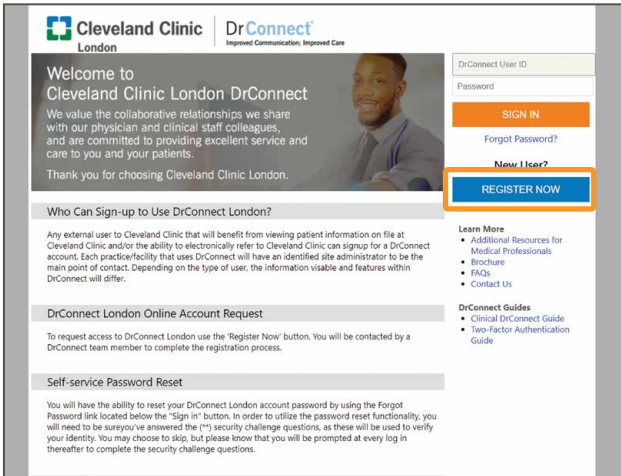
DrConnect Process Flow Diagram

For a brief description on how the DrConnect process flow works, please review the diagram below. Once reviewed, follow the proceeding steps to learn how to create your secure DrConnect account.

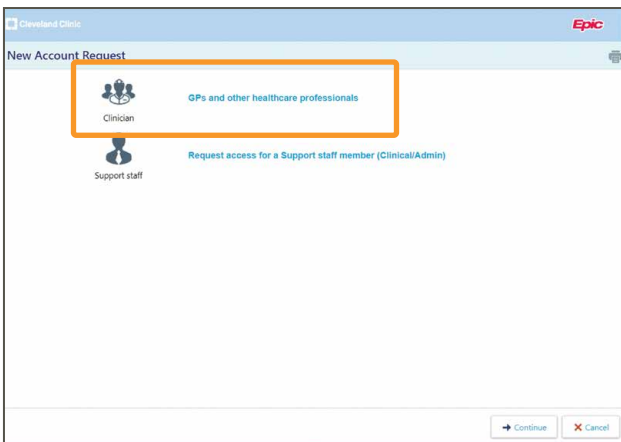


Requesting DrConnect® Access

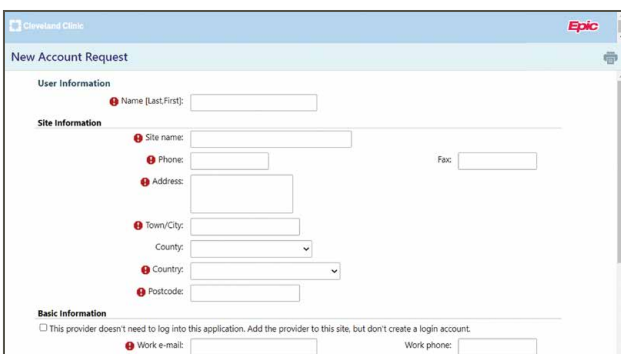
New Account Request



- Visit drconnect.clevelandcliniclondon.uk and click **REGISTER NOW**.



- Choose your appropriate user type.



- Complete the fields in the new user request form.

Important! Please be sure when entering the site information portion of your online request, the details are consistent with your site administrator, or if you are registering for a new site, type NEW.



Requesting DrConnect® Access

New Account Request

The screenshot shows a web form with a highlighted section titled "TERMS AND CONDITIONS OF USE". The text reads: "Welcome to The Cleveland Clinic's Website for DrConnect (DrConnect®). Please read these terms and conditions carefully, as your use of any of our Websites constitutes your acceptance of these terms and conditions. If you do not accept any of the terms and conditions, you will not be able to use our Website." Below this text is a checkbox labeled "I agree to the Terms and Conditions above." which is currently unchecked. To the right of the checkbox is a reCAPTCHA widget. Below the terms section is a field for "Account ID (if NEW site type NEW):" and a "Site Administrator" section with a checkbox "Make this user a site administrator" which is also unchecked.

This screenshot shows the "Site Administrator" section of the form. It contains the same text as the previous screenshot: "A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site. Every site must have at least one administrator." Below this text is a checkbox labeled "Make this user a site administrator" which is unchecked. At the bottom right of the form, there are two buttons: "Submit Request" (with a checkmark icon) and "Cancel" (with an X icon). The "Submit Request" button is highlighted with an orange box.

The screenshot shows the "Confirmation" page of the registration process. The title is "New Account Request - Confirmation". It includes a "Reference #:" field and a message: "Thank you for completing your online registration for DrConnect. Our team will review your application within the next three to five business days, and if necessary, will contact you for additional information." Below this, it states: "Once the review is complete, you will receive a confirmation email that includes the following:" followed by a list: "1. Username" and "2. Password (you will be prompted to create your own password upon logging in)". It also provides contact information for "DrConnect Customer Support": "Phone: 877.224.7367 (877.OCCHS.EMR)" and "Email: drconnect@ccf.org". There is a "Done" button at the bottom right.

- Click to review the **Terms and Conditions**.
- Indicate that you agree with the **Terms and Conditions** via the check box.

- Be sure to review and complete the remaining fields and click the **Submit Request** button when complete.

You've now completed your DrConnect request for access!

When your account has been created by the DrConnect customer support team, you will be emailed within 3-5 business days. You will receive an email with your User ID and a separate email with your temporary password for logging into the DrConnect secure site.

If you need any assistance with the DrConnect website, please contact the DrConnect customer support team by phone at +44 (0)20 3423 7009 or by email at drconnect@ccf.org.

Getting to Know DrConnect®

Available Features

Manage My Clinic (Site Verification) - If you are identified as the DrConnect site manager for your site, you will receive a notification when site verification is due. They will also receive a reminder upon logging in to DrConnect. Clicking **Verify Now** will open the Site Verification tab within Manage My Clinic, where you are able to review all registered users for your practice or facility.

Patient's List Tab - View the patient's list tab to view the entire list of patients you currently have access to.

By clicking this you can view what patients you have new health information on. You can also search by name and medical record number (MRN) in the patient search area.

Chart Review - This will be your main dashboard for viewing the care your patient received while at Cleveland Clinic London.

Radiology Images - Through Chart Review, you will be able to see radiology results including PACs links to see the imaging films and results.

Snap Shot - Clicking on **Snap Shot** brings up several key details about the patient all in one screen. View your patient's:

- Demographics
- Allergies, Medications, and Health History

Place Orders - By clicking **Place Order**, you are able to place electronic requests for things like labs, images, referrals, and multidisciplinary teams (MDT) meetings to take place at Cleveland Clinic London.

View helpful Quick Reference Guides are available on the DrConnect Homepage after you have logged into your DrConnect account.

Getting to Know DrConnect®

DrConnect Customer Support

If you need assistance in getting DrConnect access to patients who were seen at Cleveland Clinic London prior to registering as a DrConnect user, or if you should require help for any other DrConnect related matters please contact customer support.

Cleveland Clinic London DrConnect Operations

Customer support is available during regular business hours, 8 a.m. to 4:30 p.m. (GMT) Monday through Friday.

Phone: +44 (0)20 3423 7009

E-mail: drconnect@ccf.org

