

Indiana University Health Center



- Indiana University's portal – OneStart
- CAS (central authentication system) log-in

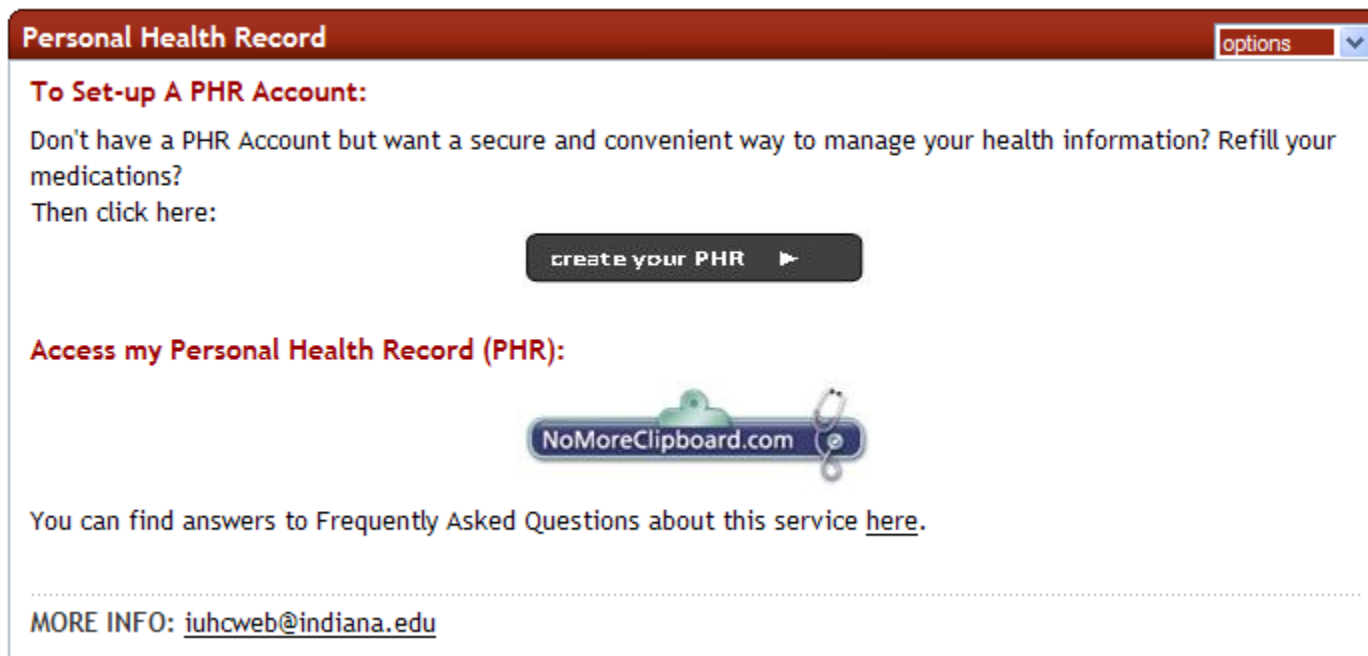
The screenshot displays the Indiana University OneStart portal. At the top, the IU logo and "INDIANA UNIVERSITY" are visible. Below this is the "OneStart" logo and a navigation bar with tabs for "Campus", "Services", "Notifications (0)", "My Groups", and "My Zone". On the left, a sidebar menu includes "Campus Home", "Schools & Departments", "Maps", and "Health Center" (which is highlighted with a green box). Below the sidebar is a "Group Quick Links" section with a list of links: EPIC Training Environment, HRMS (Training), OneStart Support, Travel Testing Group Page, Workflow CNV, Workflow REG, Workflow SND, Workflow STG, Workflow Training, and Workflow UNT.

The main content area features two panels:

- Personal Health Record**: This panel includes a sub-header "To Set-up A PHR Account:" followed by the text "Don't have a PHR Account but want a secure and convenient way to manage your health information? Refill your medications? Then click here:" and a button labeled "create your PHR". Below this is another sub-header "Access my Personal Health Record (PHR):" with a button for "NoMoreClipboard.com" and a link to "Frequently Asked Questions about this service here". At the bottom of this panel is the text "MORE INFO: iuhcweb@indiana.edu".
- Health Center Appointment**: This panel has a sub-header "Health Center Services" and a button labeled "make an appointment". Below the button, it says "Schedule a new appointment at the IU Health Center." followed by a "NOTE: For appointment cancellations, you must call (812) 855-7688." and "The Health Center has improved its online scheduler. Please refer to the [FAQ](#) for more detailed information about the changes." At the bottom of this panel is the text "MORE INFO: iuhcweb@indiana.edu".

Personal Health Record

- Feb 23, 2009 IUHC launched PHR for students at the Bloomington campus.
- NoMoreClipboard.com PHR



The screenshot shows a web browser window titled "Personal Health Record" with an "options" dropdown menu in the top right corner. The main content area has a white background and contains the following text and elements:

- To Set-up A PHR Account:**
- Text: "Don't have a PHR Account but want a secure and convenient way to manage your health information? Refill your medications?"
- Text: "Then click here:"
- A dark grey button with the text "create your PHR" and a right-pointing arrow.
- Access my Personal Health Record (PHR):**
- A blue button with a white border, containing the text "NoMoreClipboard.com" and a stethoscope icon.
- Text: "You can find answers to Frequently Asked Questions about this service [here](#)."
- A horizontal dotted line.
- Text: "MORE INFO: iuhcweb@indiana.edu"

- Easily share medical information
- Create a secure password-protected PHR which will include their:
 - Medications
 - Allergies
 - Current and Past Medical Conditions
- Complete pre-appointment forms which will be transmitted into their electronic health record (EHR) before they arrive for their appointment.
 - This saves patients from having to arrive early to complete forms.
- The forms go directly into our EHR's, WorkFlow.com, indexing queue.



Online Appointment Scheduling for Students

The screenshot shows a web browser window titled "Health Center Appointment" with an "options" dropdown menu in the top right corner. Below the title bar, the page content is titled "Health Center Services". A prominent dark button with the text "make an appointment" and a right-pointing arrow is centered on the page. Below the button, the text reads "Schedule a new appointment at the IU Health Center." followed by a "NOTE: For appointment cancellations, you must call (812) 855-7688." Further down, it states "The Health Center has improved its online scheduler. Please refer to the [FAQ](#) for more detailed information about the changes." At the bottom, separated by a dotted line, is the text "MORE INFO: iuhcweb@indiana.edu".

Health Center Appointment options ▾

Health Center Services

make an appointment ▶

Schedule a new appointment at the IU Health Center.
NOTE: For appointment cancellations, you must call (812) 855-7688.

The Health Center has improved its online scheduler.
Please refer to the [FAQ](#) for more detailed information about the changes.

MORE INFO: iuhcweb@indiana.edu

- Schedule their own appointments (live with our Practice Management System (PMS), Medicat.
- Most common/routine appointment reasons in these clinics are available for online scheduling:
 - Medical Clinic
 - Women’s Clinic
 - Immunization Clinic

- Screen out patients who should *call* for an appointment.
- User forced to close window before proceeding.

*for emergencies,
call*

9-1-1

if you...

- ◆ *need an appointment within the next hour,*
- ◆ *need to schedule multiple appointments,*
- ◆ *are enrolled in the Intensive English Program, or*
- ◆ *are a minor, under 18 years of age*

...call

(812) 855-7688

- Demographics are pulled from the PMS.
- Changes to this screen will also update demographics in our PMS.



HEALTH CENTER

Bloomington

Online Sched

Step 1	Step 2	Step 3	Step 4	Step 5
Info	Reason	Appointment	Confirm	Finished

Please update your contact information.

If you feel the information displayed is in serious error, please logout and contact the Health Center at (812) 855-7688.

First Name:

Last Name:

Local Address:

Phone:

Email:

Next

- select Category (Clinic)
- select Reason for Visit



Step 1	Step 2	Step 3	Step 4	Step 5
Info	Reason	Appointment	Confirm	Finished

What would you like to be seen for?

* If you do not see your reason listed or need to be seen for multiple reasons, please make your appointment by contacting the Health Center at (812) 855-7688.

First, select a Category...

- General Health Concern
- Immunizations & Shots
- Women's Health Concern

Then, select a Reason...*

- Allergy Symptoms
- Ear Ache
- Flu Or Cold-like Symptom
- Headache
- HIV Test (Men)
- Insomnia
- Male Sexual Health
- Men's Urinary Infection
- Smoking Cessation
- Thyroid Problem

[Back](#) [Next](#)



- Select a specific provider
- or Select “Any Provider” to search schedules in that Clinic



Step 1

Step 2

Step 3

Step 4

Step 5

Info

Reason

Appointment

Confirm

Finished

Who would you like to see?

Select a Provider...

Select a provider... ▼

Select a provider...

- Any Provider
- David Burkhart, MD
- Mark Ciancone, MD
- Bobbi Delp, NP
- Karlyn Doty, NP
- Cathy Fulton, NP
- Bruce Garber, NP
- William Havens, PA
- Judy Klein, M.D.
- Carla McGee, NP
- Mark Moseman, MD
- Beth Rupp, M.D.



- If patient has selected “Any Provider”, the application automatically searches for the schedule of the least busy provider.
- Select the week on the calendar.
- Select the day of the week and time.



Step 1	Step 2	Step 3	Step 4	Step 5
Info	Reason	Appointment	Confirm	Finished

When can you be seen?

< Feb 2010 >

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	Week of Feb 8		26	27	
28	1	2	3	4	5	6

**Schedule for:
David Burkhart,
MD**

Color Codes

Available

Unavailable

[Back](#) [Provider](#)

	Mon	Tue	Wed	Thu	Fri
8:00A			Available		
8:12A			Available		
8:24A			Available		Available
8:36A			Available		Available
8:48A			Available		Available
9:00A			Available		Available
9:12A			Available		Available
9:24A			Available		Available
9:36A			Available		Available
9:48A			Available		Available
10:00A			Available		Available
10:12A			Available		Available
10:24A			Available	Available	Available
10:36A			Available	Available	Available
10:48A			Available	Available	Available
11:00A			Available	Available	Available
11:12A			Available	Available	Available
11:24A			Available	Available	Available

- Click “Confirm” - a confirmation email will automatically be sent with an iCal attachment (add to calendar).



Step 1	Step 2	Step 3	Step 4	Step 5
Info	Reason	Appointment	Confirm	Finished

Is this appointment information correct?

Seeing: David Burkhart, MD
For: Insomnia
On: Friday, February 12, 2010
At: 4:12 PM
Location: 3rd Floor

Your appointment has not been saved yet!

Please click the **Confirm** button to save your appointment.

Back

Confirm



- If a patient selects an appointment reason that has an intake form associated with it, this screen will provide the option of arriving 15 minutes early to complete the forms...
- OR click on the form listed to be re-routed to their PHR to complete this form.
- If they do not have a PHR account, they will be prompted to activate an account.
- Once a form is completed online, the form is sent to the indexing queue in our EHR (WorkFlow).



Step 1	Step 2	Step 3	Step 4	Step 5
Info	Reason	Appointment	Confirm	Finished

Next Steps...	Before you arrive for your appointment...
<p style="color: #c00000;">Make sure to read this information carefully before your appointment!</p>	<p>You'll need to provide some additional health information by completing the following forms:</p> <p style="color: #c00000;">Health History Questionnaire (if not already completed)</p> <p>To complete these forms, you have two choices:</p> <p>(1) Arrive for your appointment 15 minutes early, or (2) Just click on the form(s) above to complete the forms online within your Personal Health Record (PHR). If you don't already have a PHR, then click here:</p> <p style="color: #c00000;">IUHC Patient Portal</p>
Links	Other Important Information
<p style="color: #c00000;">OneStart</p> <p style="color: #c00000;">NoMoreClipboard.com</p> <p style="color: #c00000;">IU Health Center</p> <p style="color: #c00000;">IU Website</p>	<p>Patients who have <u>not</u> purchased the Health Fee will be required to pay at the time of service.</p> <p>If you plan to cancel your appointment, please do so <u>as soon as possible</u> to avoid any additional charges. If you fail to arrive for your appointment and did not call to cancel, a No Show fee will be charged to your Bursar account.</p>



- # appointments scheduled in CY 2009 for these 3 Clinics (Medical Clinic, Women's Clinic and Immunization Clinic) = 47,771
- Online appointment scheduling will help reduce the number of calls to the appointment desk.
- We can provide better customer service.



ANOTHER VERSION OF THIS ONLINE APPOINTMENT SCHEDULER WAS UTILIZED TO PLAN/MANAGE THE H1N1 CLINIC

- Students, *faculty* and *staff* scheduled their own appointments online.
- This was a ‘reservation system’.
- Starting out we didn’t know:
 - when we would receive vaccine
 - how much vaccine we would receive
 - what the demand would be
- 8,281 vaccines were given at Assembly Hall

