

OVERVIEW FOR HEALTH CARE PROVIDERS

What is the HealthCard®?

The HealthCard system stores the key elements of a patient's personal health information, including his or her medical history, medications, allergies and emergency contacts. Similar to a credit card or an ATM card, the HealthCard allows you to access your patient's medical information, via the Internet at any time. No medical information is stored on the HealthCard, but it conveniently displays the patient's account number for account access.

Why should I use the HealthCard system?

The HealthCard is part of a standardized system available to all health care providers that allows the efficient, secure communication of patient health information.

The Institute of Medicine has reported that 1.5 million Americans are harmed each year by medication mistakes. Many of these preventable errors result when a health care provider does not have access to complete information about a patient's medications and allergies. In an effort to prevent these errors, The Joint Commission (TJC) now requires health care organizations to accept responsibility for assisting patients in keeping their medication lists up-to-date. By "remembering" a patient's personal health information, including medications, even when the patient is sick or injured, the HealthCard is the best way to accomplish medication reconciliation across the continuum of care, efficiently achieving TJC accreditation and improving patient safety.

The HealthCard also improves the efficiency of health care. After populating your institutions' medical record number for a patient in the HealthCard system, the patient can return with the same number, visit after visit. This is much faster and more efficient than paper records – saving at least 10 minutes per patient encounter – and helps to avoid errors by reducing the number of times a patient is required to recall information.

How does the National Medical Network differ from an electronic medical record (EMR) system?

Electronic medical record systems may work throughout a practice or an institution, but they do not work across a community. The HealthCard allows health care providers across a community – even across the country – to access and update a patient's health information, regardless of whether their practice or institution has an electronic medical record system.

How do I access a patient's health information using the HealthCard?

You retrieve and update a patient's health information by entering the account number listed on his or her HealthCard using a web-based terminal called HealthDesk. As long as the account number from the HealthCard is provided, patients do not have to supply their health care providers with the personal identification number (PIN) assigned during card activation. If the patient's account number is unavailable, you can retrieve the patient's information using a search feature; the PIN is then required for security reasons.

Health care providers can print the most recent medication list available on the system by presenting the bar code from the HealthCard to a barcode reader supplied as part of the HealthDesk program. Prior to patient departure, present the barcode on the HealthCard to the barcode reader to update the medication list. This process generally takes less than one minute and, in many cases, will replace a paper-based process.

How do I access information if I am not a member of the National Medical Network?

If you are not a member of the National Medical Network, your patients must provide you with their user name and PIN to update their health information on the HealthCapable Web site. Changes you make to the patient's record will be attributed to the patient.

How do my patients get HealthCards?

The health care provider issues HealthCards to patients. You receive HealthCards as a benefit of membership in the National Medical Network. Your total cost of membership will vary with the number of patients and providers in your practice or institution.

Do patients pay a yearly fee to use their HealthCards?

HealthCards come with a one-year subscription. Subscription renewal is the responsibility of the patient and is accomplished either by visiting a National Medical Network provider, which can (optionally) extend the patient's subscription, or by maintaining an individual subscription through the HealthCapable web site at www.healthcapable.com. This encourages patients to visit health care providers who have joined the National Medical Network.

How is a HealthCard activated?

Patients activate each HealthCard using a link found on the HealthCapable web site.

How does the HealthCard work in an emergency?

In the event of an emergency, a patient's personal health information can be retrieved (but not edited) by any health care provider by clicking on an "emergency access" link on the HealthCapable Web site and entering the account number printed on the patient's HealthCard. If a patient loses his or her HealthCard, this feature can be disabled at any time.

Can I transfer a patient's medication list to another health care provider?

Yes. The HealthCard system allows for the creation of a medication list that can be transferred between health care providers, including pharmacists.

Can I use the HealthCard System to generate prescriptions?

Health care providers using the HealthCard in conjunction with a Physician's HealthDesk subscription can generate paper prescriptions that are readable using a bar code scanner at a pharmacy. A unique bar code is printed on the prescription generated by The HealthCard system. This bar code can be scanned in to a specially designed Web site that serves as the interface between the HealthCard and the pharmacy information management (PIM) system.

Is the HealthCard secure?

Yes. The HealthCard system was designed by technology experts from the financial industry and a government security agency. Access to a patient's personal health information is limited to the patient and his or her health care providers.

Does my practice or institution need to purchase an operating system?

No. Hospitals, clinics or physicians do not need to purchase an operating system. Health care providers only need Internet access in order to use HealthCards.

Who pays for the HealthCard?

Subscriptions are underwritten by patients, health care providers, or third-party payers. Third-party payers (employers, insurers) may underwrite subscriptions using automatic eligibility verification. Individual subscription renewals are also available.

Is there a minimum order of HealthCards?

At the outset of your National Medical Network membership, 250 HealthCards will be shipped to you. There is an additional stocking fee of \$3.65 per card. You may obtain additional HealthCards using a web-based ordering system at www.healthcapable.com. Please allow two weeks for your order to arrive.

Does the HealthCard system use claims-based data?

The system uses real-time clinical information rather than claims-based data. Claims-based data derived from the Surescripts pharmacy network may be implemented in the future.

How do I join the National Medical Network?

Go to <http://www.nationalmedicalnetwork.com/provider> to learn more about the National Medical Network or to join.

Any questions?

Additional information is available at www.nationalmedicalnetwork.com. You can also email us at support@healthcapable.com.