

1. What is eCleveland Clinic DrConnect?

eCleveland Clinic DrConnect is an internet-based program specially developed to provide physicians who refer their patients to specialists at Cleveland Clinic secure, close to real-time information about their patients' treatment progress.

2. How do I sign-up to become a DrConnect physician?

To establish your own DrConnect account, please log onto www.eclevelandclinic.org, or email DrConnect@ccf.org. If you have questions or need help signing up, please call 877.224.7367.

3. What computer equipment does DrConnect Require?

Processor:	Pentium 2 (minimum)
Memory:	256 Mb (minimum)
Hard Disk:	512 Mb free space (minimum)
Monitor/Resolution:	17" / 800 x 600
Connection Speed:	56k dial-up (minimum)
Browser:	Internet Explorer 6.02

4. What is the time period for viewing my patient's medical record online through the DrConnect program?

The current window is 120 days from the time the patient is seen at the Cleveland Clinic.

5. Can my office staff get their own DrConnect account?

Once a licensed physician/s in the practice establishes their DrConnect account with a secure log-in name and password, the physician/s may identify office personnel to receive security rights under the physician's account to access patient reports for their physician.

6. How is the message triggered to be sent to the DrConnect physician?

The patient's medical record will have the referring physician referenced as a DrConnect physician. Once the encounter is closed, that closing triggers the system to send an email notification letting the DrConnect physicians know that there is new information to be viewed. That is why it is very important that your patients identify you as the referring physician when they come to Cleveland Clinic (see FAQ #11)

7. What time is the email notification sent each day?

At the request of our referring physicians, we only send one email notification each day reminding you to check the "what's new" information in your account for each of your patient/s. The email is sent at 5:00 a.m.

8. Can DrConnect physicians respond back to a Cleveland Clinic specialist through their DrConnect account?

Not at this time. Eventually we hope that this communication channel would be available to our referring physicians, but for now, please contact the specialist by phone should any questions arise.

9. Is DrConnect a replacement for physician to physician collaboration?

Absolutely not. In fact, our Cleveland Clinic specialists see DrConnect as an enhancement to the relationships that physicians have built or are starting to build with each other. Communicating via the phone is still a necessary part of working with physicians who entrust their patient's care to specialists at Cleveland Clinic.

10. Is the DrConnect physician able to see the entire medical record of their patient?

Yes, the DrConnect physician is given 120 day access to the entire electronic medical record of only those patients that they have referred to a Cleveland Clinic specialist/s.

11. What is the purpose of the DrConnect wallet card?

The physician referring their patient to a Cleveland Clinic specialist should give their patient the DrConnect wallet card that lists them as the referring physician. The patient should present this wallet card when checking in at the Cleveland Clinic appointment desk to ensure that their physician is referenced as the referring physician in our system.