

1. What is Cleveland Clinic DrConnect?

Cleveland Clinic's DrConnect® tool is an internet-based service specially developed to provide physicians who refer their patients to Cleveland Clinic secure, real-time information about their patients' treatment progress. DrConnect allows our physician colleagues and their staff access to their patients' electronic medical records, provided at no cost.

2. How do physicians sign up for DrConnect?

To sign up for DrConnect, the principal owner must first register the practice online at <http://drconnect.clevelandclinic.org>. For detailed online registration instructions, principal owners may view the **Online Registration Tutorials** found under the "How to Sign Up" section of the DrConnect login page.

3. Can a physician's office staff get their own DrConnect account?

Yes. Physicians may identify office personnel to receive proxy security rights that enable the selected staff to access the patient's electronic medical record within the established DrConnect account. In order to do this, the principal owner of the practice must first register the practice online and then distribute the practice's Account ID to staff members for online registration.

4. How do nursing homes register for DrConnect?

The medical director must first register online on behalf of the nursing home; however, if the medical director is a Cleveland Clinic staff physician, the nursing home administrator must register for the facility. He or she will then distribute the facility's Account ID to designated nursing home staff members for online registration. The facility must also submit signed Release of Information forms for each resident of the Nursing Home. For detailed online registration instructions, nursing home members may view the **Online Registration Tutorials** found under the "How to Sign Up" section of the DrConnect login page.

5. How are DrConnect physicians identified to enable access into their patients' medical records?

The physician referring their patients to Cleveland Clinic should give each patient the DrConnect wallet card that lists them as the referring physician. The patients 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 MyPractice. DrConnect users are able to request wallet cards in the utilities section of DrConnect.

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

Yes, the DrConnect users are able to access the entire electronic medical record of the patients that they have referred to Cleveland Clinic.

7. What is the time period for viewing patient's medical records online through the DrConnect program?

The current window for physicians is 185 days from the time the patient is last seen at Cleveland Clinic. Nursing Homes have access to their residents' records in DrConnect for a full 365 days.

8. How are DrConnect users notified when new patient information is available?

At the request of our referring physicians, we send one email notification each day letting them know there is new patient information to be viewed. The email is sent at 5:00 a.m.

9. Can DrConnect physicians message Cleveland Clinic specialists through their DrConnect account?

Not at this time. However, you are able to send a message to a DrConnect user through MyPractice.

To do so, open your Inbasket in MyPractice, select staff message, then identify the physician you would like to contact and finish your message.

10. How do I contact Cleveland Clinic DrConnect Customer Support?

Phone: 877.224.7367 (877.CCHS.EMR)

Fax: 216.445.9668

Email: drconnect@ccf.org

URL: clevelandclinic.org/drconnect