

### **Does the Care Continuity web-based software replace the physician portal?**

The Care Continuity system is meant to provide another avenue to access critical information about your patients, and to receive notifications about patient events. The notifications are an additional source of information that is pushed to you/your physician office and is another step towards improving patient care.

### **Does the Care Continuity Notification System replace Auto Fax (where applicable)?**

Care Continuity is an additional way to receive notifications and information about your patients' visits to our hospitals. You can select who in your office should receive notifications, and what they should be notified about (admits, ED visits, discharges, etc.).

The notifications will include links to the patient profile, where you can access patients' contact information, reason for visit, and a copy of the face sheet from their visits. These notifications are in no way mandatory, and will only be turned on the request of your office. Auto fax will continue for offices that prefer this method.

### **What if I like what I have? Will the Care Continuity website interrupt my current office setup/processes?**

The Care Continuity program is simply an additional tool made available to physician offices in the community. Participation in the

program will not require changes to your current workflow, and care coordinators will follow all office instruction when helping patients. Office preferences (accepted insurance, appointment instructions, etc.) will be tracked in Care Continuity so we can help you meet the needs of your patients.

### **How do I access Care Continuity software? Is there a cost?**

As a patient-centered platform, the Care Continuity program is provided at no cost to the physician community. We will provide you with a URL, which will take you to the Care Continuity login page. You may then log in with a username and password. There is no need to download anything onto your computer.

### **Can we see charts, labs, and other clinical documents in Care Continuity?**

The first phase of Care Continuity is to deliver notifications only. As we ramp up phase 2 and beyond, clinical documents will be available within the tool.

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For more information visit:

[www.carecontinuity.com/mha](http://www.carecontinuity.com/mha)

