2019

MyChart Activation Mission…
Live Long & Prosper

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A wholly-owned subsidiary of Kettering Health Network, a not-for-profit network of nine hospitals and over 120 outpatient facilities serving southwest Ohio. The PCMH Team is committed to supporting our 58 and growing primary care practices as they transform and sustain the Patient Centered Medical Home model of care. We seek to train our care teams to actively listen and partner with their patients as we strive to enhance the quality of care provided. To date, Kettering Physician Network has 35 primary care practices NCQA PCMH Recognized with 33 of these practices participating in the Comprehensive Primary Care Plus (CPC+) program.
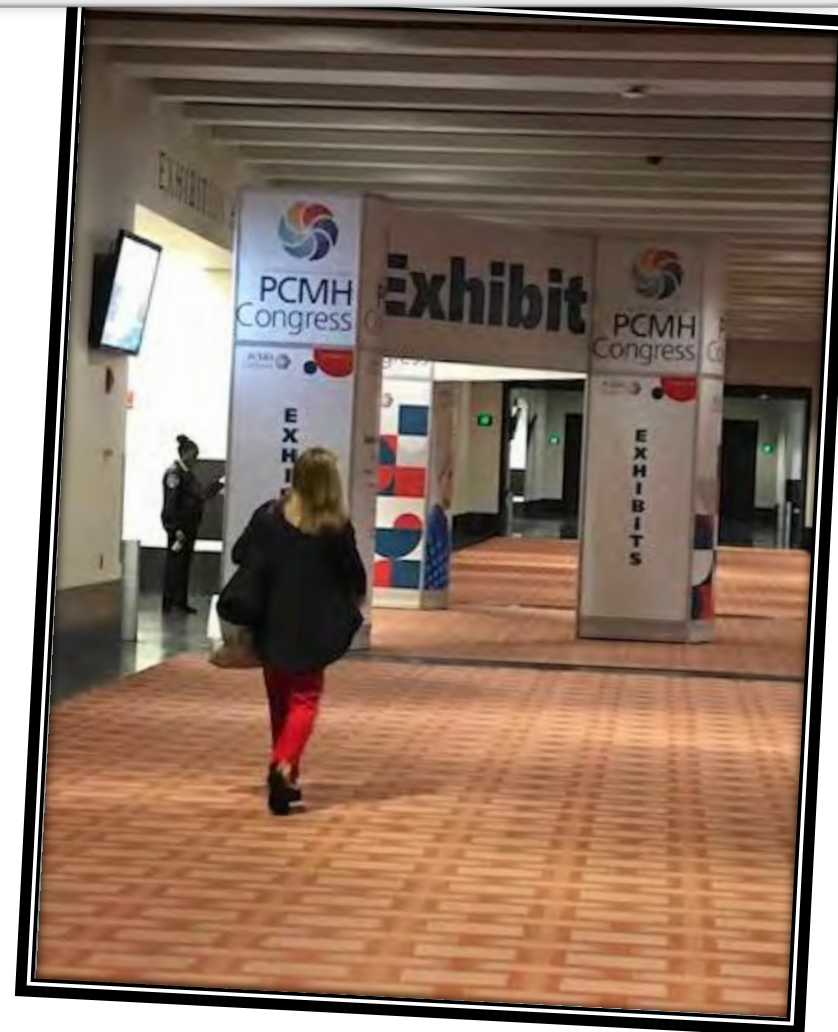
MyChart Activation Mission....

"Live long and prosper."

PCMH Congress
An Official Conference by NCQA

HYNES CONVENTION CENTER

September 6-8, 2019
Boston, MA

MyChart Activation Mission...Live Long and Prosper

MyChart Activation Mission...Live Long and Prosper

EDUCATE & ACTIVATE

Providers

Care Team

Patients, Family, Caregivers

- Safely access medical information
  - Family history
  - Test results
  - Current medications
  - Current diagnoses
- Regularly receive preventive health reminders
- Proactively access educational materials
- Easily communicate with practice care team

Kettering Health Network's mission is **to improve the quality of life of the people in the communities we serve** through health care and education.

The **Patient Portal Mission** requires increasing patient portal activation and use to support the Quadruple Aim: improve patient experience, enhance population health, reduce healthcare costs, and improve the healthcare workforce experience.

MISSION ACCOMPLISHED

MyChart actively used by patients
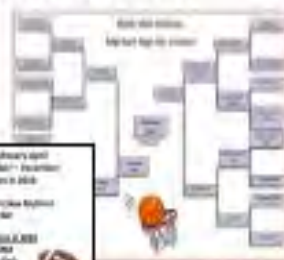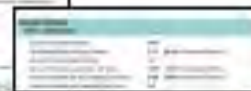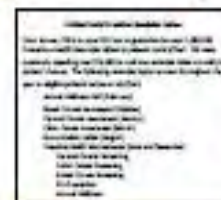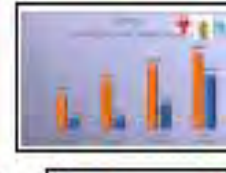
- Appointments self-scheduled
- Test results accessed
- Home and family health history completed
- Acute visits reduced through eVisits
- Healthcare education accessed
- Prescription refills requested
- Communication costs decreased

KETTERING
Physician Network
KETTERING HEALTH NETWORK

Primary Care

Kettering Physician Network provides comprehensive care at more than 180 locations. It is a wholly-owned subsidiary of Kettering Health Network, a not-for-profit network of 9 hospitals and many outpatient facilities serving Southwest Ohio.

The PCMH Team is committed to supporting our 57 and growing primary care practices as they transform and sustain the Patient Centered Medical Home model of care. We seek to train our care teams to actively listen and partner with their patients as we strive to enhance the quality of care provided. To date, Kettering Physician Network has 45 primary care practices NCQA PCMH Recognized with 38 of these practices participating in the Comprehensive Primary Care Plus (CPC+) program.

Goal

- Sharing the Voyages of the Starship MyChart
- Educate voyagers to the portal advantages
- Activate MyChart for travel through the Kettering Galaxy
- Arrive at destination: Quadruple Aim
    - Lower costs
    - Patient Satisfaction
    - Better Outcomes
    - Team Satisfaction

KETTERING
Health Network™

(MyChart)

KETTERING HEALTH NETWORK

Communicate with your doctor
Get answers to your medical questions from the comfort of your own home

Access your test results
No more waiting for a phone call or letter – view your results and your doctor's comments within days

Request prescription refills
Send a refill request for any of your refillable medications

Manage your appointments
Schedule your next appointment, or view details of your past and upcoming appointments

Save your spot @ Urgent Care
Check wait times and save your spot

Password Requirements
We have new network password requirements. If your password does not meet our requirement you will be asked to set a new password.

MyChart Username

Password

SIGN IN

Forgot Username? Forgot Password?

New User?

SIGN UP WITH AN ACTIVATION CODE

SIGN UP WITHOUT AN ACTIVATION CODE

PAY AS GUEST

Download on the App Store

GET IT ON Google Play

FAQs Privacy Policy Terms and Conditions

Welcome!

Read your messages. You have 3 new messages.

Schedule appointments for your current health reminders.

Read your letters. You have 8 new letters.

What's New in MyChart

Save Your Spot!

Did you know that you can save your spot at one of our Urgent Cares? Click on Save your Spot @ Urgent Care under the Quick Links on the right hand side of the page.

Pay My Bill

Kettering Health Network is pleased to announce a new way to manage your Kettering Health Network bills and a simple, user friendly way to pay your balance online. If you have questions or need help navigating this process please reach out to the Patient Accounts Service Team at 866-319-2981.

Health menu:
What's
Plan of
Test R
Health Summary
Current Health Issues
Medications
Allergies
Preventive Care
Medical History
Immunizations
End-of-Life Planning

Visits menu:
Appointments a
Upcoming Tests
Schedule an App

Messaging menu:
Message
Ask a Que
Letters
Request R
Health Trends
Questionnaires
Wallet Card
Request for Amendment
Share My Record
Request for Health Record

Billing menu:
My Bills
Account Summary
Financial Assistan
Pay My Bill

Resources menu:
Search Medical Library
Find a Physician
Frequently Asked Questions
Technical Support
Register for Health Programs

Schedule an appointment

Renew Your Prescriptions

Save your spot @ Urgent Care

View billing summary

Share your record

eVisit
New!

Request an appointment

View your health summary

Download Your Record
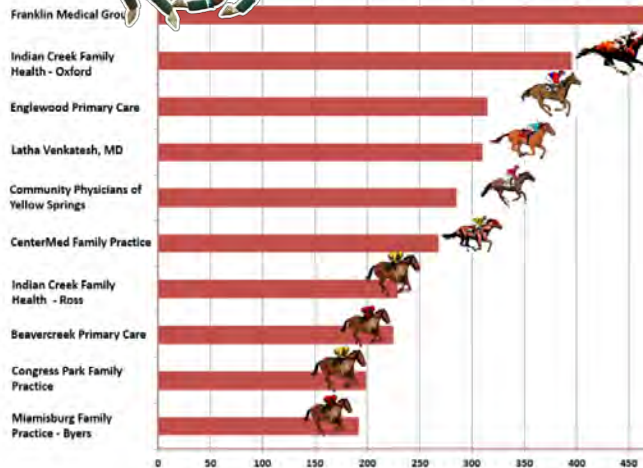
Sharing the Voyages of MyChart

Educate Voyagers to the Portal Advantage:

2019

Clinicians & Care Team

MyChart Communication

Patients, Families & Caregivers

MyChart Letters

MyChart Letters Sent

Total: 2,192,915

- 2016: 292,845
- 2017: 407,234
- 2018: 727,624
- 2019: 765,212
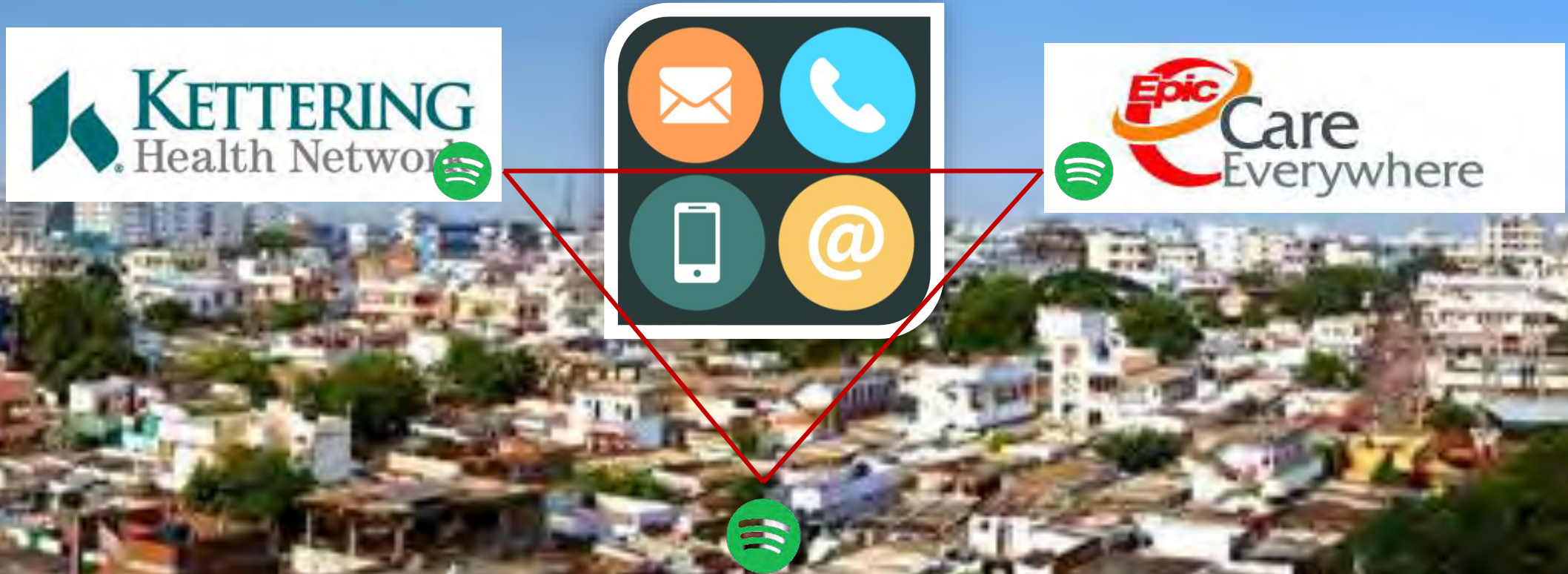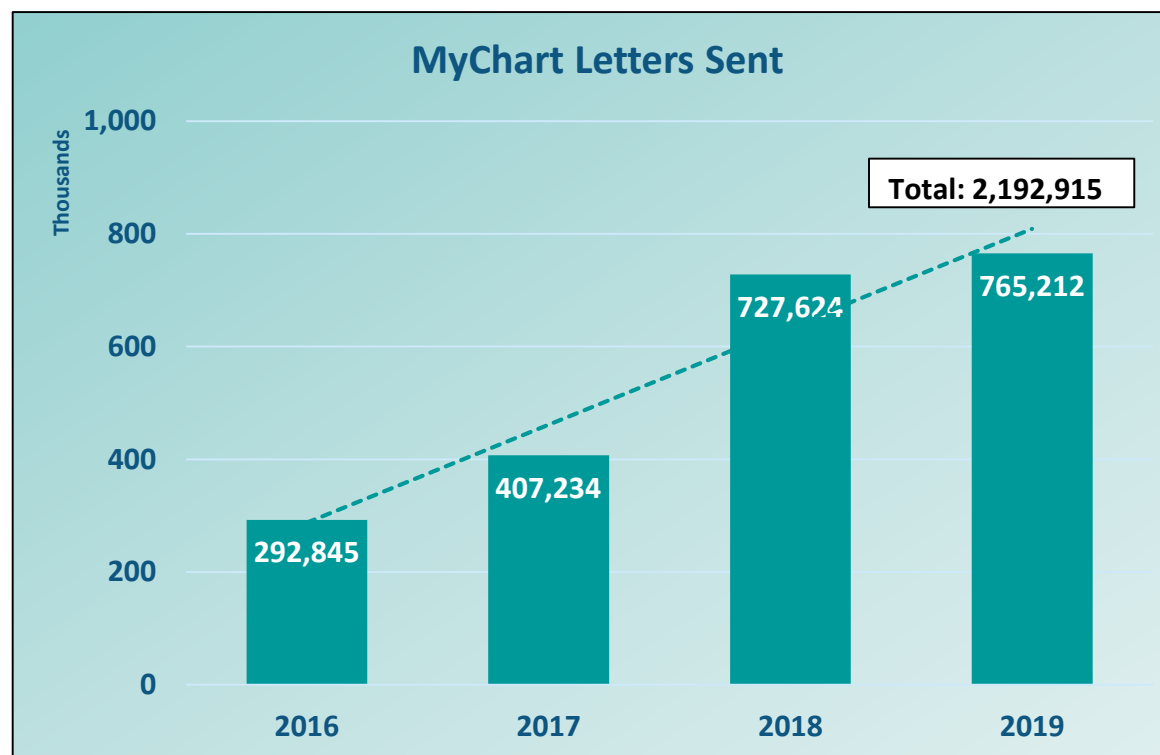
	2015-2016	2016-2017	2017-2018	2018-2019
MyChart Letters Sent	292,845	407,234	727,624	765,212

KETTERING Health Network

Letter Details

KETTERING
Physician Network
KETTERING HEALTH NETWORK

August 2019

Kettering Physician Network commits to helping you maintain your health and live well. As your health experts, we believe preventive care is vital and shown to be effective in early detection and treatment of diseases.

August is National Immunization Awareness Month. Please protect your health by being vaccinated against infectious diseases. Vaccines work with your body's natural defenses to help prevent infection and control the spread of a disease. They also help minimize complications.

As flu season approaches, our health network recommends all individuals 6 months and older be vaccinated. It is best to receive the flu vaccine in the fall. Please contact your health care provider to schedule a flu vaccination.

If you are 65 or older, you may be at increased risk for certain vaccine-preventable diseases like pneumococcal pneumonia. Talk to your KPN provider about this risk and determine if vaccination may be right for you.

At Kettering Physician Network, your health is our sacred work. If you choose to obtain vaccinations outside your primary care practice, please inform your primary care provider and have the vaccine information sent to the practice.   This will ensure the details in your medical record are up to date.

Lab Results

Lab Test - View Results
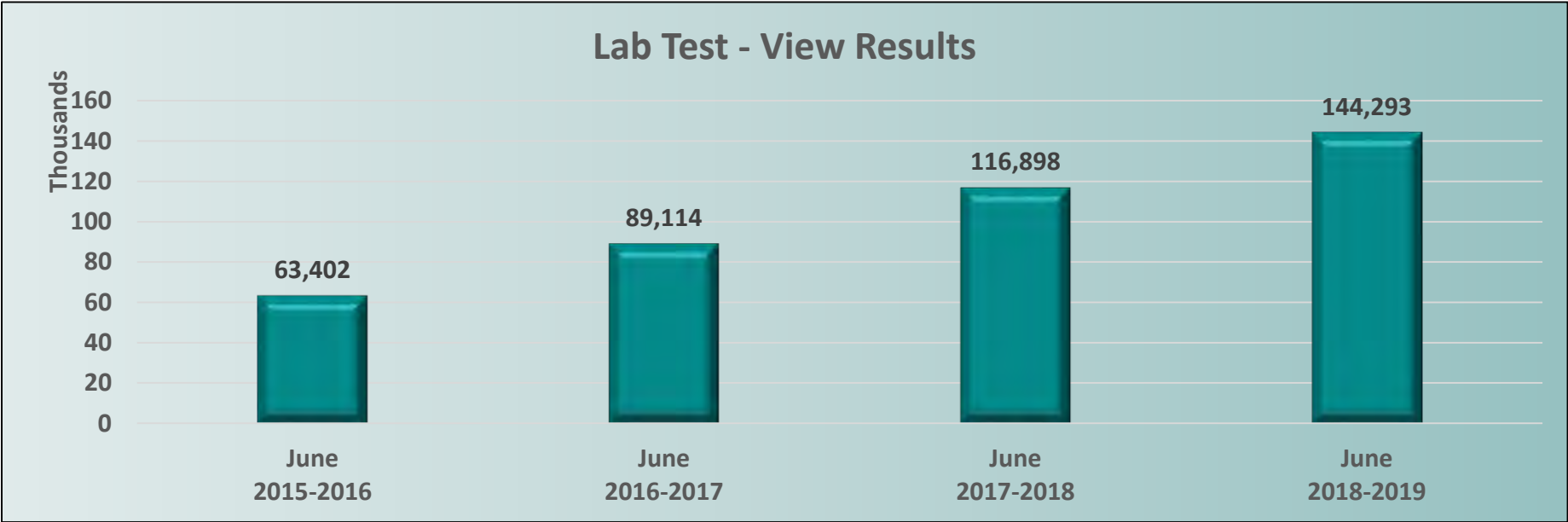
	June 2015-2016	June 2016-2017	June 2017-2018	June 2018-2019
Lab Test – Viewed Results	63,402	89,114	116,898	144,293

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MyChart

MyChart

KETTERING HEALTH NETWORK

Health   Visits   Messaging   Billing   Resources   Profile

MyChart Prod Zztest
Log Out

Test Results

Search this list 🔍   ☑ Show Ho

Test

- 🧰 STRESS ECHO STUDY TREADMILL W/CON
- 🫁 MA-MAMMO DIAGNOSTIC TOMO BILATER
- 🧪 POC INR - ANTICOAG CLINIC
- 🫁 MA-MAMMO SCREENING DIG W/ CAD BIL/
- 🫁 DEXA BONE DENSITY SPINE AND HIP
- 🫁 CT-CTA CHEST/ABD/PEL W/IV (TAVR)
- 🫁 XR-HAND LEFT 3 OR MORE VIEWS
- 🧪 POC BLOOD GLUCOSE, ASSAY QUANTITA

CT-CTA CHEST/ABD/PEL W/IV (TAVR) - Details

🖨

ⓘ About This Test

Details

Comments from the Doctor's Office

CT Scan normal with no changes from previous year. Repeat in 1 year for follow up!

Images

The following images associated with this result cannot be displayed in MyChart:
Scan on 10/27/2016 10:06 AM

Component Results

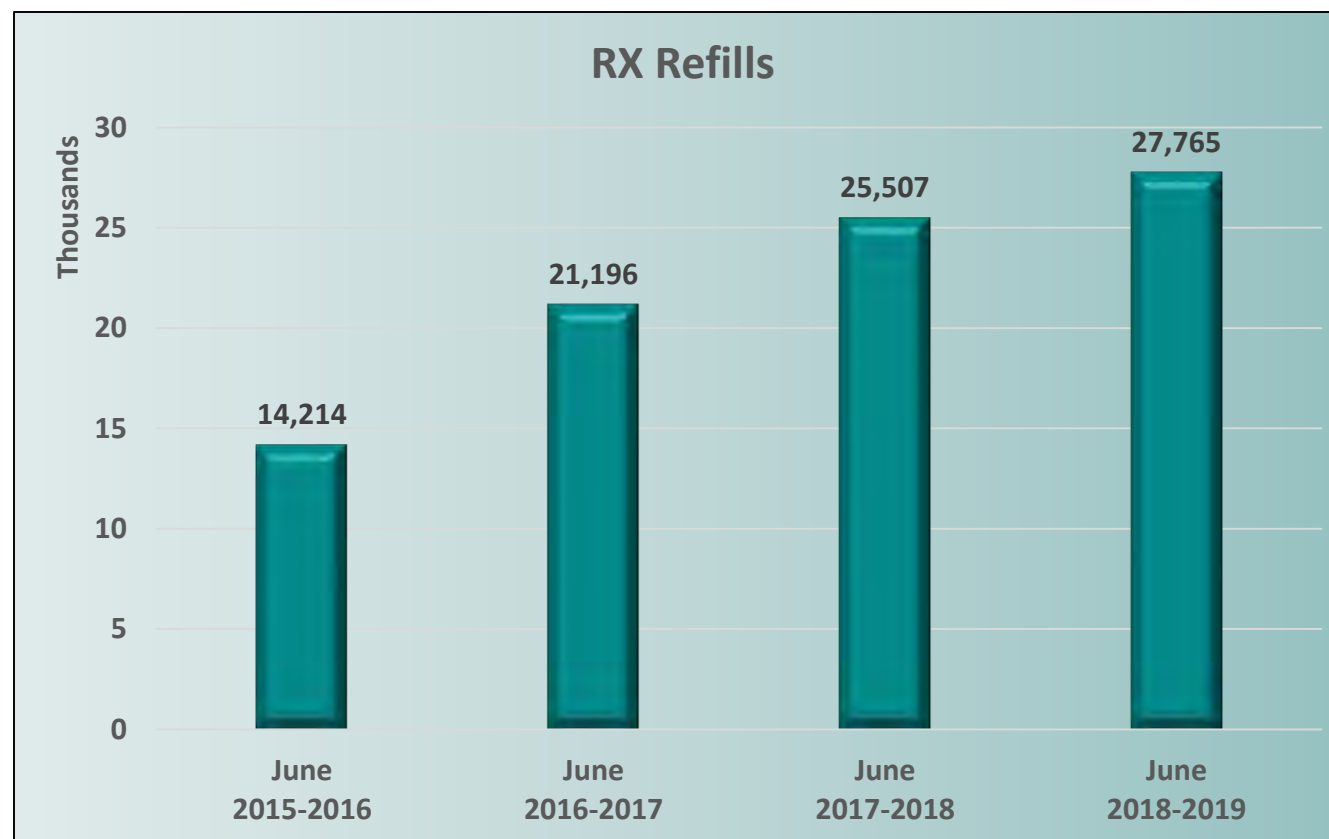There is no component information for this result.

General Information

Resulted
10/27/2016 10:07 AM

Ordered By
OB Physician Ambulatory

Result Status
Final result

BACK TO THE TEST RESULTS LIST

Prescription Refills

RX Refills

	June 2015-2016	June 2016-2017	June 2017-2018	June 2018-2019
RX Refills	14,214	21,196	25,507	27,765

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Health Network

Request Rx Renewal from your Doctor

Please review your medications, and verify that the list is up to date.

Click here for KHN Pharmacy Refills

Reminder: If you're due to renew your prescription you may also be due for an appointment. If so, please contact your doctor's office to schedule an appointment.

REQUEST REFILLS

ondansetron 8 mg tablet
Commonly known as: ZOFRAN (AS HYDROCHLORIDE) ⓘ Learn more

ⓘ This medication cannot be refilled at this time

Take 8 mg by mouth every 8 hours as needed.

Documented by Julie Strohminger, RN

HYDROcodone-acetaminophen 5-500 mg per tablet
Commonly known as: VICODIN ⓘ Learn more

ⓘ This medication cannot be refilled at this time

Take 1-2 tablets by mouth every 6 hours as needed. indications: pain

Documented by Julie Strohminger, RN

ALPRAZolam 0.5 mg tablet
Commonly known as: XANAX ⓘ Learn more

Take 0.5 mg by mouth 3 times daily as needed. indications: anxiety

Documented by Julie Strohminger, RN

Please Note: Your updated medications will require a review by your provider and will not be part of your MyChart until after your next visit.

+ ADD A MEDICATION

Medications You've Asked to be Added

VITAMIN B-12 2,500 mcg Subl
ⓘ Learn more
Started taking on August 18, 2017
Comments: Started vitamin b-12 sublingual 5,000
IU as directed

RE 10 WASH TOP
ⓘ Learn more

Medications You've Asked to be Deleted

morphine 15 mg 12 hr tablet
Commonly known as: MS CONTIN
ⓘ Learn more
Prescribed: December 4, 2012
Comments: No longer using morphine for pain
control. This was discontinued and needs to be
removed from my Epic patient record.

BACK TO THE HOME PAGE

Scheduling

Appointment Requests vs. Direct Appointment Scheduling
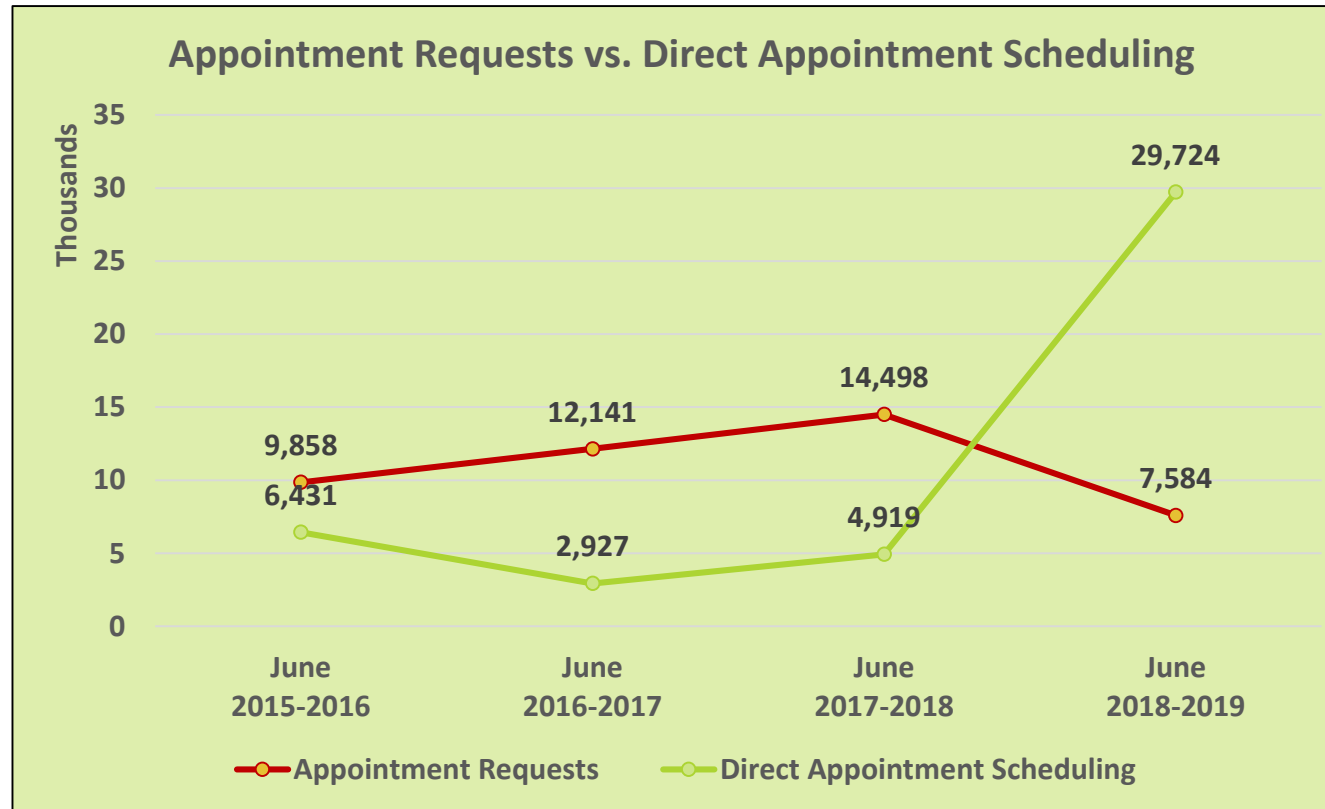
	June 2015-2016	June 2016-2017	June 2017-2018	June 2018-2019
Appointment Requests	9,858	12,141	14,498	7,584
Direct Scheduling	6,431	2,927	4,919	29,724

KETTERING Health Network

Schedule an Appointment

Schedule with a provider you've seen before
Choose a provider who matches your specific needs.

OR

Tell us why you're coming in
Choose a specific reason for scheduling an appointment.

Related Links

E-Visit

Kali Claire Hollingsworth, DO
Sports Medicine

Michelle Ray Noel, DO
Neurology

Follow-Up Visit
A visit to follow up on a specific medical concern, such as diabetes, blood pressure, cholesterol, etc.

Medication Refill Assessment
A follow up visit for medication refills.

Sick Visit
A visit to address cold/flu like symptoms or minor injuries.

Physical Visit
Includes physicals and forms needed for sports, adoptions, camp, scouts, disability, and FMLA.

Annual Wellness Visit
Includes Medicare annual wellness, preventative care, biometric screenings, well child and annual GYN visits.

Screening Mammogram
For women who are currently experiencing no breast problems. These can be scheduled without a physician's order.

More info on 2D/3D mammography

BACK TO THE HOME PAGE

Evisits

eVisits

	June 2015-2016	June 2016-2017	June 2017-2018	June 2018-2019
eVisits	0	757	3,430	8,567

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E-Visit

E-Visit Terms and Conditions

E-Visits are offered for your convenience and to save you time by providing care thro

Should I use E-Visits?

An E-Visit can replace a clinic appointment or certain Urgent Care visits. You won't ne comfort of your home.

E-Visits should be used only for non-urgent medical conditions, as it may take up to **medical care, please contact your clinic by phone or find a nearby urgent care cen immediately.**

What to expect during an E-Visit:

After accepting these terms and conditions, you may be asked for your credit card in clinic staff respond to your E-Visit, but an authorization hold may be placed on your **not be charged.** If you are redirected to the clinic, you also may not be charged.

Depending on the steps presented and questions asked about your symptoms, it car request. You may be asked for your insurance details or medication lists. Please be p save your progress and finish later.

You can expect a response from our staff in 1-2 days. **If you have not received a resp office.**

ACCEPT   **DECLINE**

BACK TO THE HOME PAGE

E-Visit

Payments — Reason — Personal Info — Health Issues — Medications — Allergies

You may be charged up to $35.00 for this E-Visit.

When you submit your credit card information, we'll put an authorization hold on your card for $35.00. **You won't be charged until our staff have completed your E-Visit.** Your card will not be charged for more than $35.00. Depending on the care provided and your insurance, you may be billed for more later.

If our staff decide that you need a different type of visit to address your symptoms, you may not be charged for this E-Visit.

How do you want to pay?

We accept payments via the following credit card brands: **VISA**   **[Mastercard]**   **[American Express]**   **[DISCOVER]**

⬢ Indicates a required field

⬢ Name on card
[   ]

⬢ Card number
[   ]

⬢ Expiration date
[   ] / [   ]
mm / yyyy

Security code
[   ] ⓘ

⬢ Address
[   ]

⬢ City
[   ]

⬢ State
[▾]

⬢ ZIP
[   ]

Phone
[   ]

Email
[   ]

Medical Advice

MyChart

RX Refills ● Medical Advice
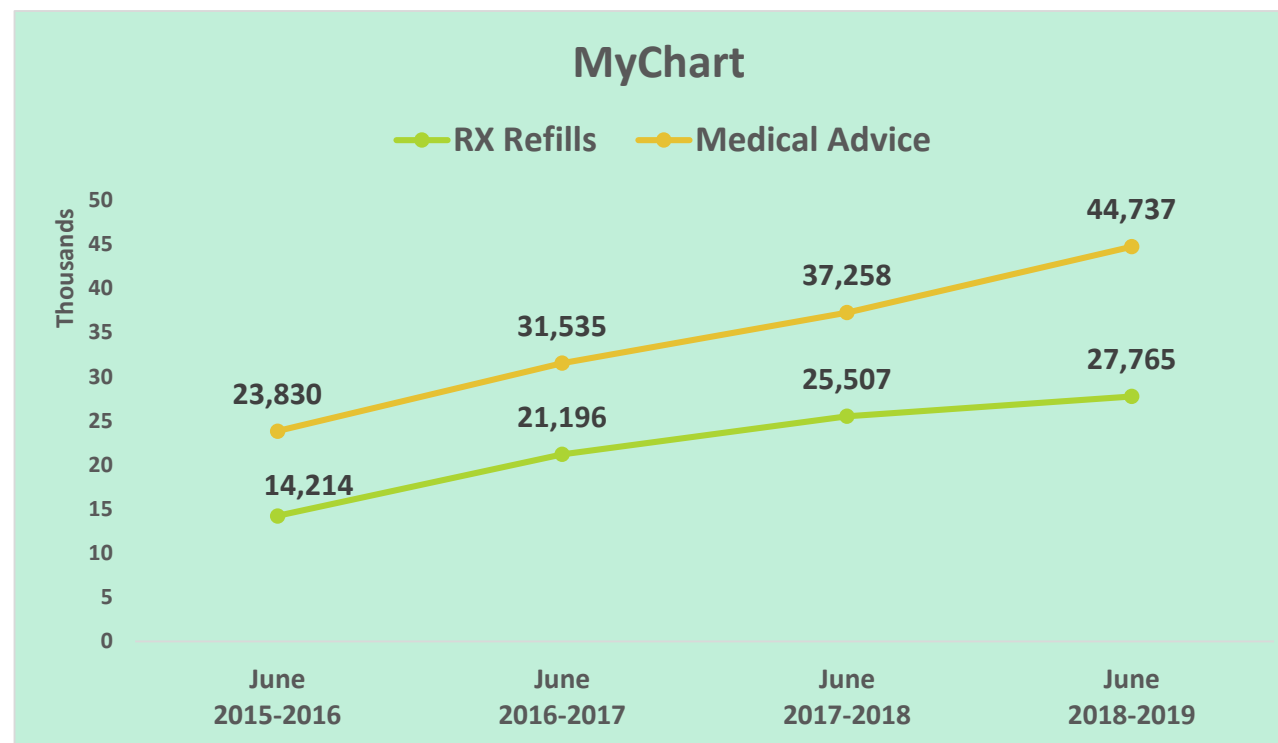
	June 2015-2016	June 2016-2017	June 2017-2018	June 2018-2019
Medical Advice	23,830	31,535	37,258	44,737

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MyChart
KETTERING HEALTH NETWORK

MyChart

Health   Visits   Messaging   Billing   Resources   Profile

Communicate with Provider

Please select the option that most closely matches your question.

Please call 911 if you have an emergency or urgent medical question.

New Medical Question
You have a simple medical question that doesn't require an immediate response.

Renew Your Prescriptions
You would like to request a renewal of a current medication.

Symptom-Specific E-Visit
You would like to receive medical care online for a common problem by answering a few questions.

Billing Question
You have a question related to a bill or your insurance.

BACK TO THE HOME PAGE

New Medical Question

Do I need an appointment?
Can I take a different medication instead?
Do you have flu shots available?
What immunizations do I need for my overseas travel?
...etc.

Symptom-Specific E-Visit

What is an eVisit?
An eVisit is an online medical consult with your primary care provider to quickly address minor health conditions only. It is our best attempt to assist you with these minor issues in a convenient manner. If you are not sure if this is a minor concern or if you worsen before you receive a response to your eVisit request, please contact your primary care provider's office, call 911 or go to the nearest Emergency Department.

Please note, this service cannot be used to obtain controlled prescriptions such as nerve pills, ADD stimulant medications, narcotic pain pills or sleeping pills

Cost
eVisits are not covered by insurance. eVisits are currently $35, payable using your HSA or credit card through MyChart. Your card will not be charged until your doctor completes the eVisit.

Response Time
Your doctor will respond to your eVisit *within 1-2 business days*. You may receive a response from the physician on call. If your symptoms worsen before you receive a response to your eVisit request, please

Medical Histories

MyChart
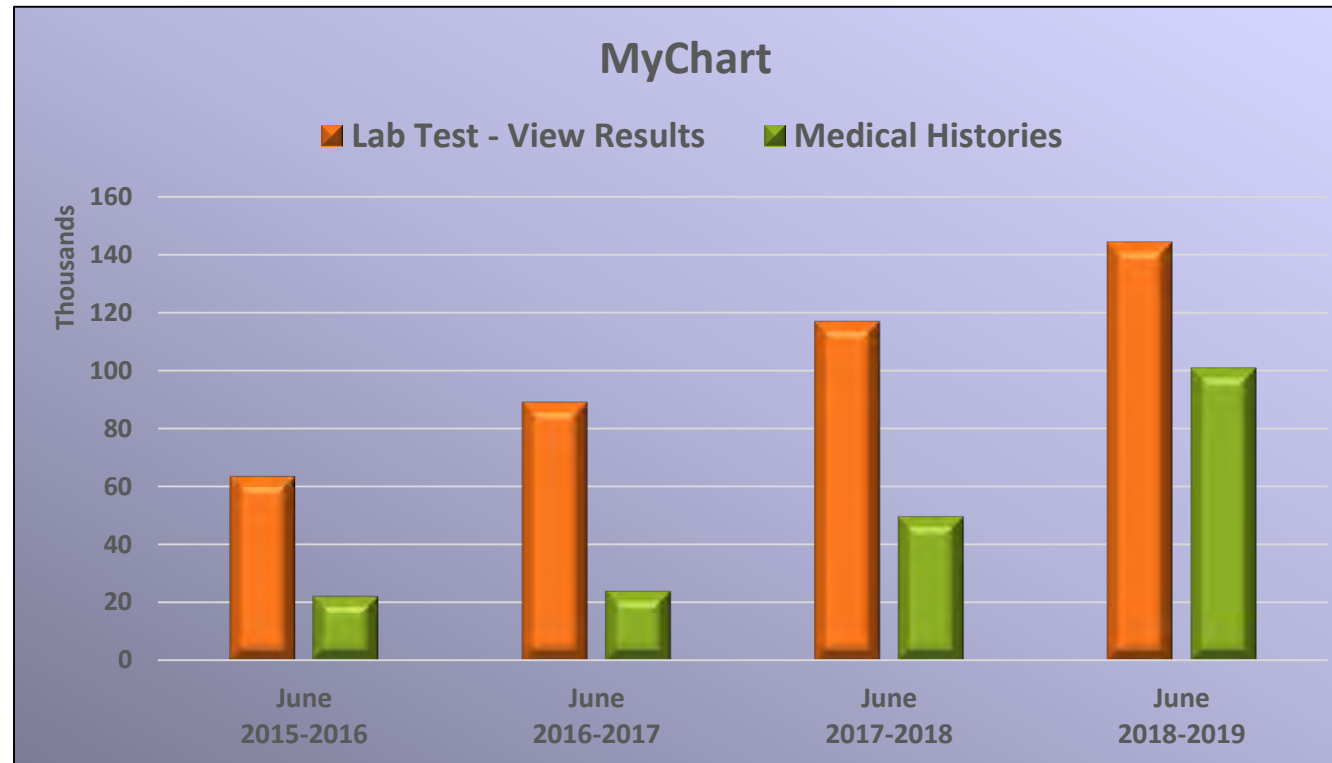
	June 2015-2016	June 2016-2017	June 2017-2018	June 2018-2019
Medical Histories	22,069	23,909	49,603	100,916

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(MyChart)
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MyChart

Health   Visits   Messaging   Billing   Resources   Profile

MyChart Prod Zz...
Log Out

ACC ESTABLISHED/ROUTINE with Susan E Stedje, MD

Monday September 16, 2019
Arrive by 3:45 PM EDT

Starts at 4:00 PM EDT (30 minutes)

📅 **Add to Calendar**

Want an earlier time? **Get on the Wait List**

Kettering Physician Network Primary Care
4000 MIAMISBURG CENTERVILLE RD
SUITE 410
Miamisburg OH 45342
937-384-8773

Susan E Stedje, MD

We ask that you arrive 10-15 minutes prior to your appointment, and please bring your current insurance card, as well as your picture ID. We understand that scheduling conflicts may arise. If you see that you are unable to make your scheduled appointment, please call our office to cancel, or reschedule, your appointment. Due to our office policy, if a new patient no shows for that initial visit, we are unable to reschedule. We look forward to meeting you!

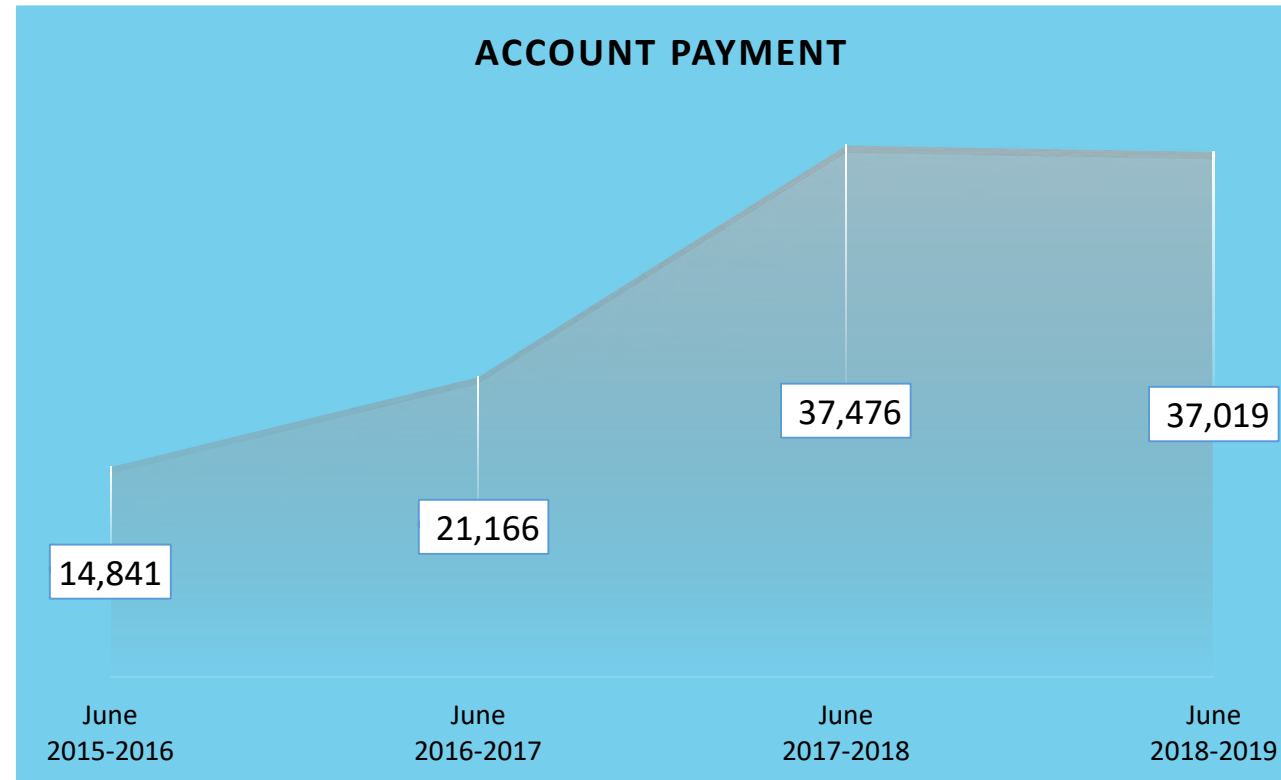You can save time at the clinic by completing the following tasks in eCheck-In:

- 👤 Verify Personal Information
- 💳 Verify The Person Responsible For Payment
- 💊 Verify Medications
- 🗑 Verify Allergies
- 💊 Verify Health Issues
- 📋 Complete Appointment Questionnaires
- ✏ Sign Documents

UPDATE INFORMATION

September 2019

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Account Payment

ACCOUNT PAYMENT

14,841 — June 2015-2016
21,166 — June 2016-2017
37,476 — June 2017-2018
37,019 — June 2018-2019

	June 2015-2016	June 2016-2017	June 2017-2018	June 2018-2019
Account Payment	14,841	21,166	37,476	37,019

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Billing Account Summary

If you have an outstanding balance, click here to pay online. You will be directed to a secure portal in which you can pay using your Kettering Health Network Guarantor Number and a credit card, debit card (Visa, Mastercard or Discover), your checking account, or PayPal. You may also use this portal to set up a self-managed or automated recurring payment plan of at least $50 per month, and less than 13 months. If you need a payment plan, but are unable to meet those terms, you should contact our Patient Accounts Service Team at 866-319-2981.

These balances may not reflect pending services that are being processed through insurance. If you have a recent visit that does not appear in your balance, it is being processed. Your balance will be updated to include each visit as the processing is completed and your self-pay balance is determined.

Accounts not in an approved payment plan will be eligible for collections regardless of monthly payments.

KHN Service Area
Guarantor #1508294 (Mychart Prod Zztest)
Patients covered: You

Amount Due
$0.00

View account details

If you would like to receive paper statements, you may cancel paperless billing.

What is a guarantor?

The guarantor is the person or entity responsible for paying the balance of an account.

What if I can't pay all at once?

If you can't pay your whole bill at once, you may be able to set up a payment plan. This lets you automatically pay a small amount each month.

What if I can't pay at all?

You might be eligible for financial assistance. Start the process by applying online, and we'll work with you to determine a payment arrangement or offer financial assistance based on your financial situation.

Paperless Statements

Accounts with this icon are signed up for paperless billing.

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Welcome to Kettering Health Network

Enter your information to see what you owe or make a payment

Guarantor Number

_____

Patient or Guarantor date of birth (mm/dd/yyyy)

Month ▾	Day	Year (YYYY)

By proceeding, you agree to Simplee's **Terms of Service**, **Privacy Policy** and **Consent to Electronic Communications**

View My Bill

Powered by Simplee

McAfee   VeriSign   TRUSTe

Arrive at Destination: Quadruple Aim

- Patient portals provide the ability for patients to have 24-hour access to connect with their provider by reviewing patient health information, asking and answering questions, and reviewing notes, making the patient-physician relationship closer than ever.
- Enabling patients to engage in self-management and then tracking whether they are fulfilling the desired actions is a critical step to determine which interventions are most successful at an individual patient level.

- Enabling a patient to connect to all of their clinicians and hospitals and see all of their healthcare data in a *single portal* can be accomplished using tools that collect data from multiple acute and ambulatory information sources, and standardize them into a single registry for easy viewing.
- Deeper patient engagement
- Improves clinical outcome

Improved patient experience

Better health outcomes

Quadruple Aim

Improved staff experience

Lower cost of care

- Freed up from scheduling appointments
- Freed up from writing down refill needs, and answer questions about referrals
- Greater focus on patient care

- Streamline Patient Registration and Administrative Tasks
- Prevent duplicate tests and procedures

Health Network