



The Role of IT in the Innovation of Medical Practice

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Quality

Safety

Care Coordination

Cost

Cleveland Clinic

- **Founded in 1921**
- **Not-for-profit group practice**
- **3,034 physicians and scientists**
- **1,300 bed hospital**
- **16 Family Health Centers**
- **Health System Hospitals:**
 - ◆ **Euclid**
 - ◆ **Fairview**
 - ◆ **Hillcrest**
 - ◆ **Lakewood**
 - ◆ **Lutheran**
 - ◆ **Marymount**
 - ◆ **South Pointe**
 - ◆ **Cleveland Clinic Florida**
 - ◆ **Medina**
- **Cleveland Clinic System Statistics:***
 - ◆ **Clinical visits: 5,085,842**
 - ◆ **Admissions: 157,474**
 - ◆ **Surgical cases: 200,808**
 - ◆ **Emergency visits: 456,613**

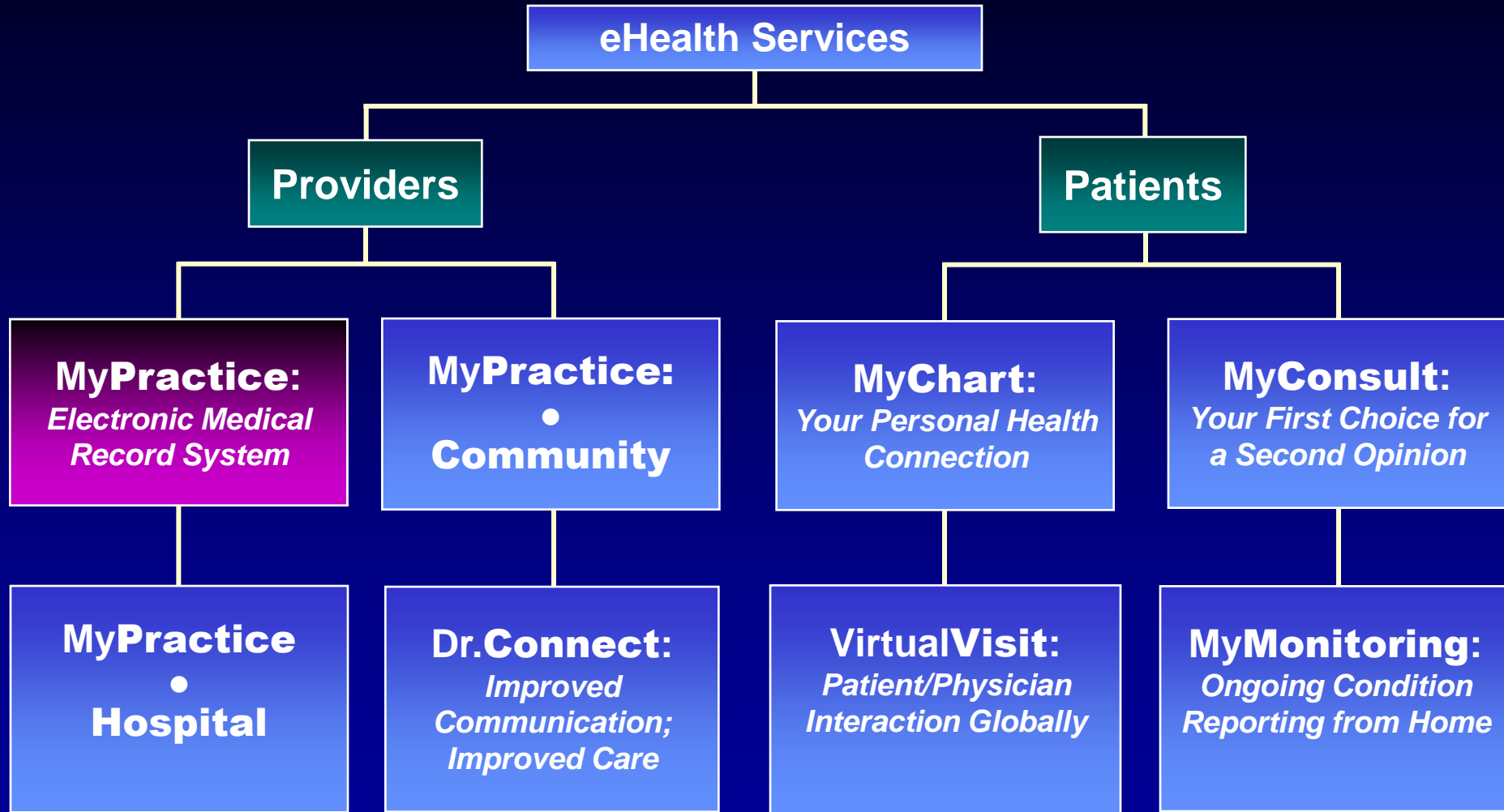
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An enterprise-wide eHealth services program that is presently changing the paradigm of medical practice by applying Health IT solutions to improve patient care, enhance operational and administrative efficiency, reach out to patients and community physicians, and create new knowledge through ongoing research and education initiatives.

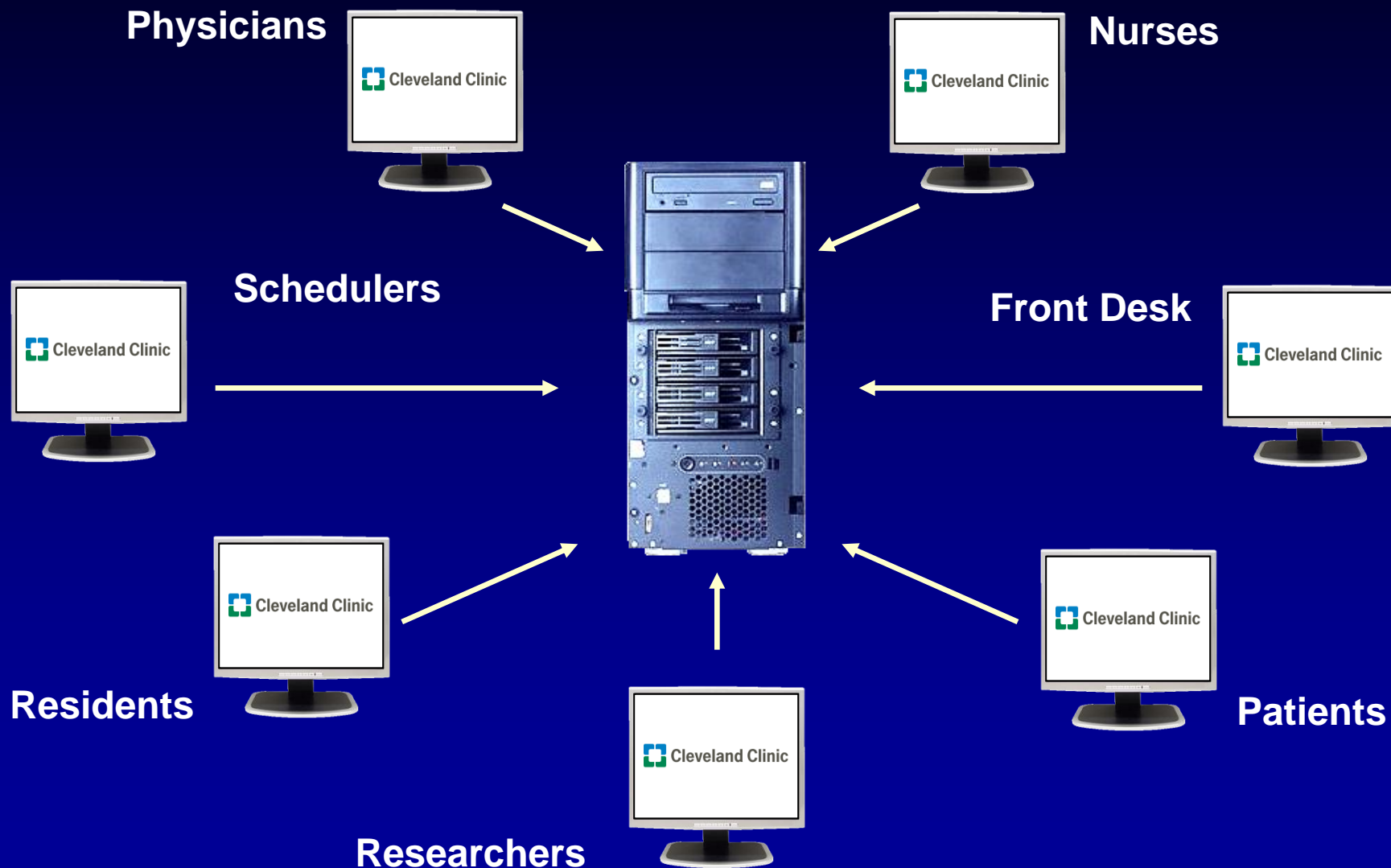
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MyPractice Electronic Medical Record



MyPractice Electronic Medical Record **Ambulatory Functionality**

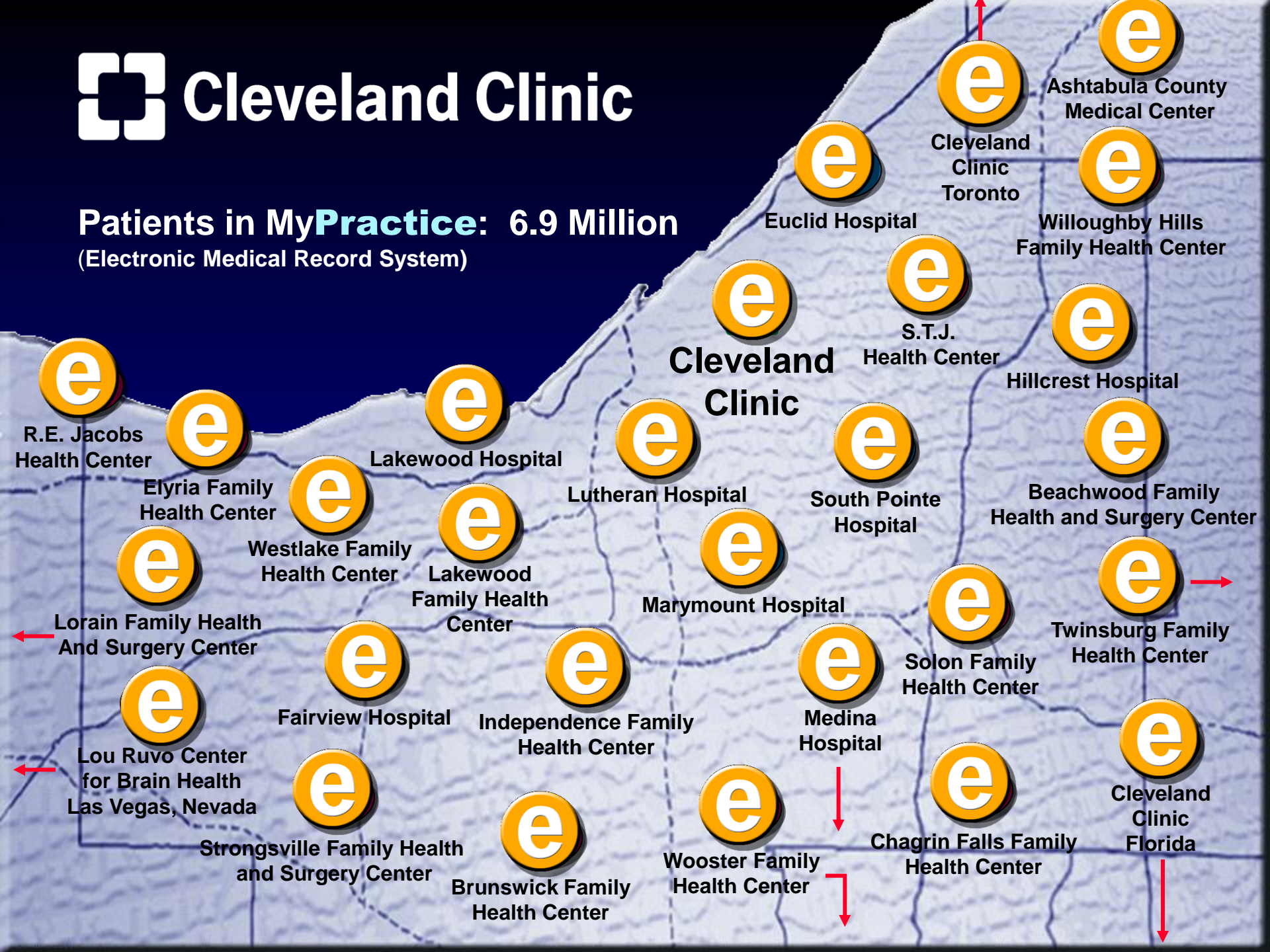
- **Messaging**
- **Schedule**
- **Results**
- **Documentation**
- **Physician Order Entry**
- **Best Practice Alerts**
- **Integrated Image Viewing**

MyPractice Electronic Medical Record Inpatient Functionality

- Inpatient Census
- All Results
- Medication Administration Record
- Vital Signs and I&O
- **Documentation**
- Computerized Provider Order Entry (CPOE)
- **Integrated Image Viewing**

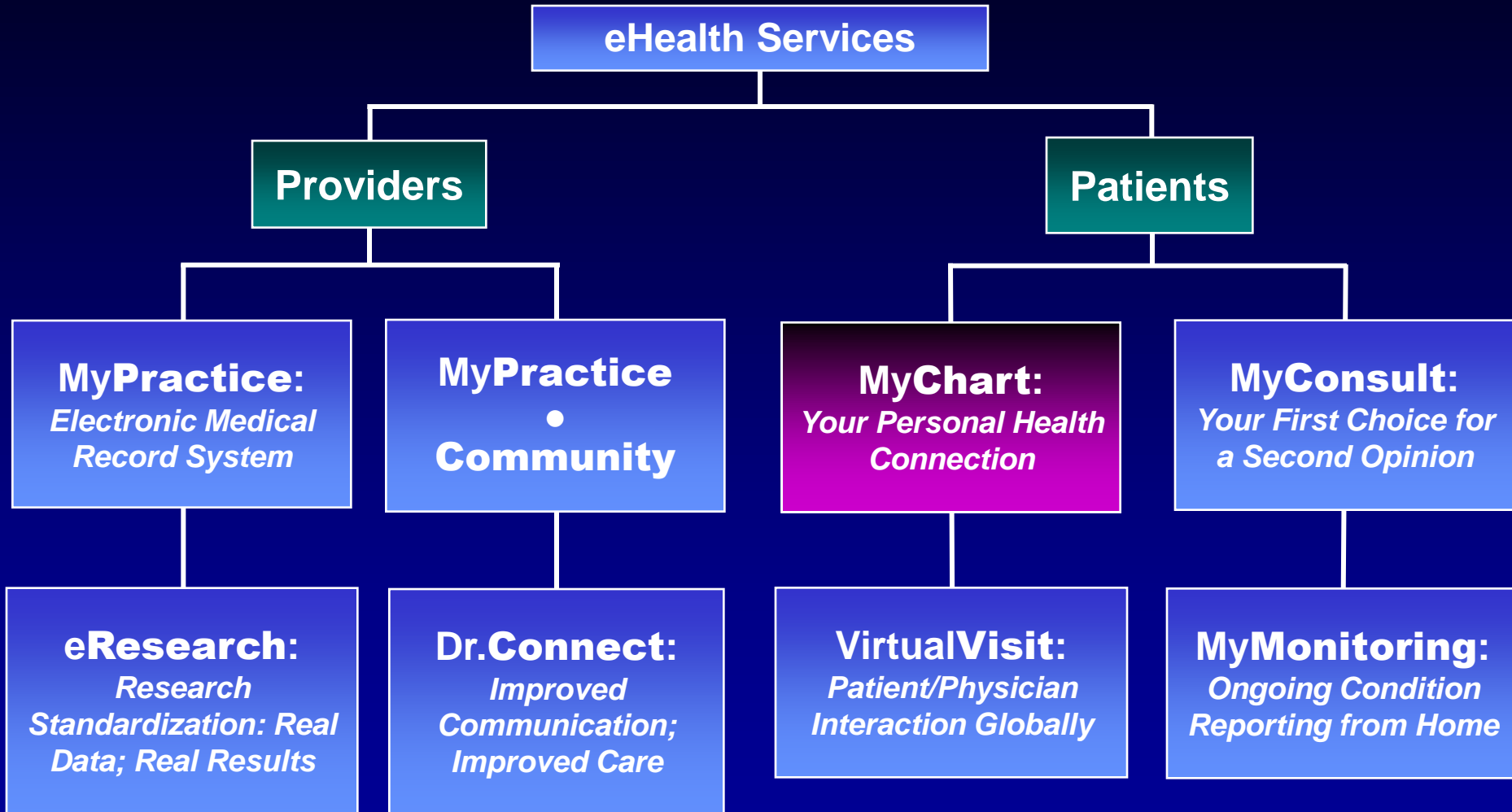


Patients in MyPractice: 6.9 Million
(Electronic Medical Record System)



- R.E. Jacobs Health Center
- Elyria Family Health Center
- Westlake Family Health Center
- Lorain Family Health And Surgery Center
- Lou Ruvo Center for Brain Health Las Vegas, Nevada
- Strongsville Family Health and Surgery Center
- Brunswick Family Health Center
- Lakewood Hospital
- Lakewood Family Health Center
- Fairview Hospital
- Independence Family Health Center
- Wooster Family Health Center
- Lutheran Hospital
- Marymount Hospital
- Medina Hospital
- Chagrin Falls Family Health Center
- South Pointe Hospital
- Euclid Hospital
- Cleveland Clinic Toronto
- S.T.J. Health Center
- Hillcrest Hospital
- Beachwood Family Health and Surgery Center
- Twinsburg Family Health Center
- Solon Family Health Center
- Medina Hospital
- Chagrin Falls Family Health Center
- Cleveland Clinic Florida
- Ashtabula County Medical Center
- Willoughby Hills Family Health Center
- Hillcrest Hospital
- Beachwood Family Health and Surgery Center
- Twinsburg Family Health Center
- Cleveland Clinic Florida

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MyChart

Patient Services

- View medical information
- View health reminders
- View schedule
- Prescription renewal request
- Online appointment scheduling

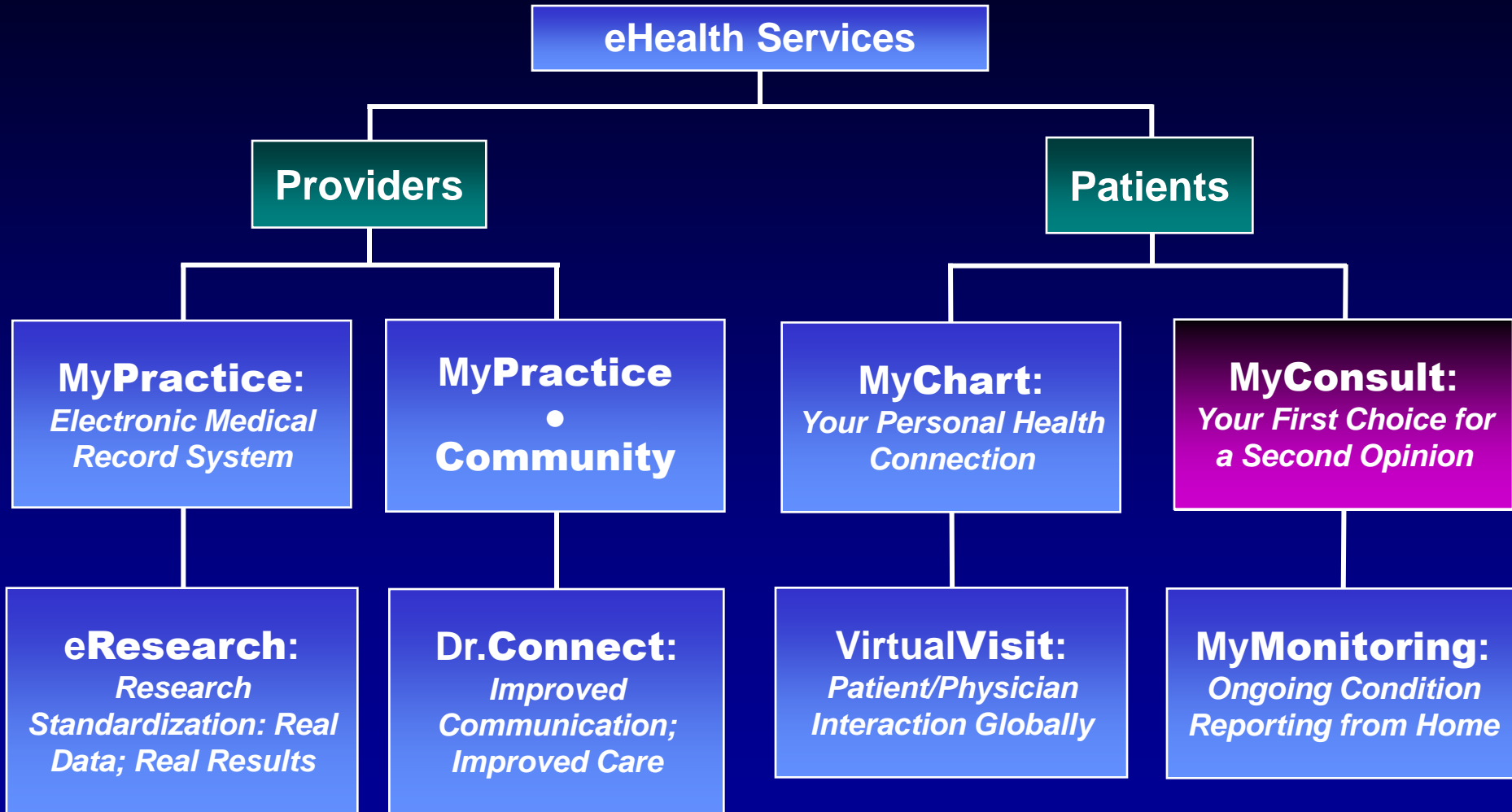
MyChart

iPhone App:

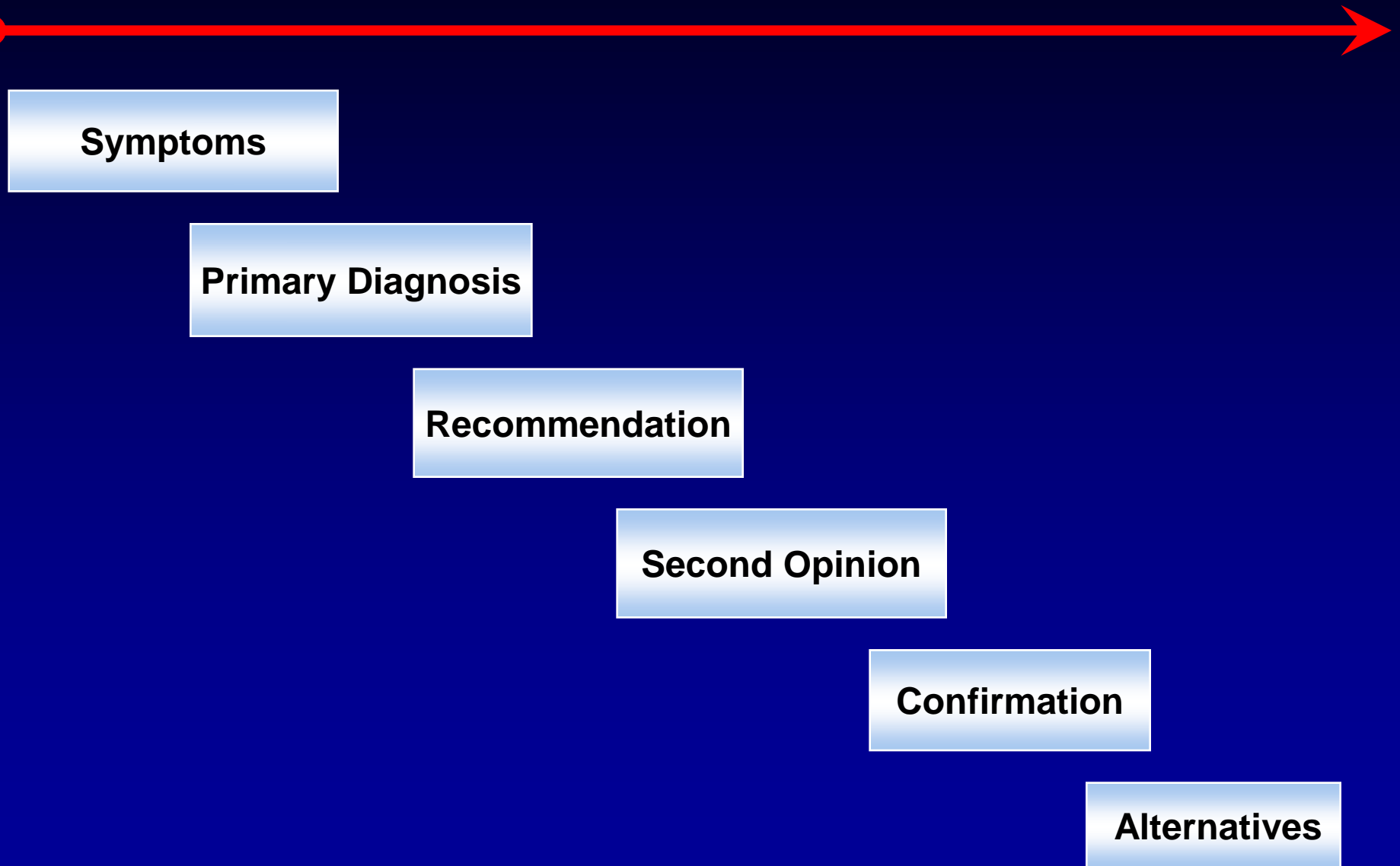
- Test Results
- Messages
- Appointments
Future / Past
- Preventive Care
- Health Summary-
Meds, Allergies,
Problems,
Immunizations



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Health Care Process



MyConsult®

*Your First Choice For a Second Opinion®***Registered Users
Login Here**

username

[Forgot your username?](#)

password

[Forgot your password?](#)[▶ Not registered? Click here](#)**How do I request an Online Medical Second Opinion?**

To request an online second opinion from Cleveland Clinic, your first step will include [registering](#) registering to use our secure site. Once you have established your user name and password (your secure account), you can access Cleveland Clinic's online second opinion service from any computer with Internet access. You may make a request on behalf of someone else if you have the patient's permission, however, the patient will need to complete a proxy form and include it in the package that is sent to Cleveland Clinic. We will also request a consent or proxy form from the patient which will enable our Cleveland Clinic physician to render your second opinion.

If this service is being provided by your employer as a part of your benefits package, you may need to contact your human resources department for additional information or instruction about the benefit as it applies to you or your beneficiary.

Once you are logged in, you will be in a secure Web environment which means any information you send to us can only be read by you and Cleveland Clinic. (See our [privacy policy](#) for more information.)

There are seven steps in the process of requesting a second opinion. We anticipate the steps will take you about 30-45 minutes to complete. A helpful hint that we recommend:

- Have your medical records or those of your loved one on hand as you fill out the medical history questionnaire portion of the online process.
- The medical history questionnaire is detailed so having medical records to quickly reference will help make the process more efficient.

Below is a brief description of the information being requested in each step of the online process:

Step 1—Requestor Information

This initial step only applies if the individual requesting the online second opinion is someone other than the patient that needs the second opinion. We ask the requestor basic information such as name, address, date of birth etc... If you are the actual patient requesting the second opinion, you can skip to step 2.

Step 2—Patient Information

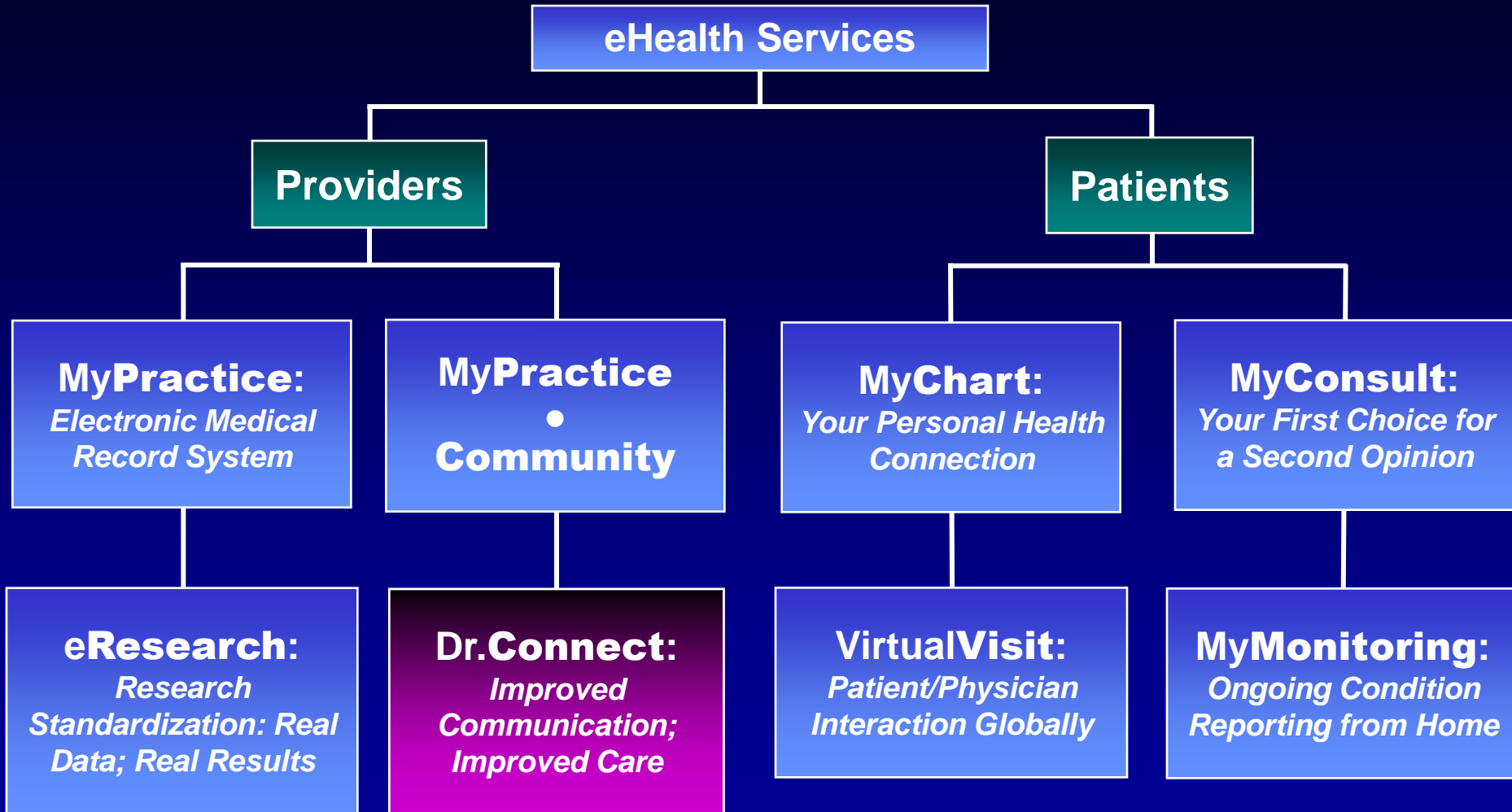
In this step we ask for information about the patient which includes name, address, date of birth, etc.

Step 3—Diagnosis or Problem

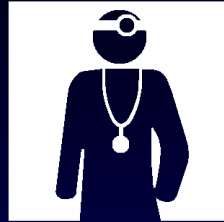
In this step, we will need to know the diagnosis the patient was given on his or her first

[Contact the
MyConsult Office](#)[Online Customer Support](#)

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4. Patient returns to referring physician for ongoing follow-up care



1. Community physician refers patient for specialty treatment

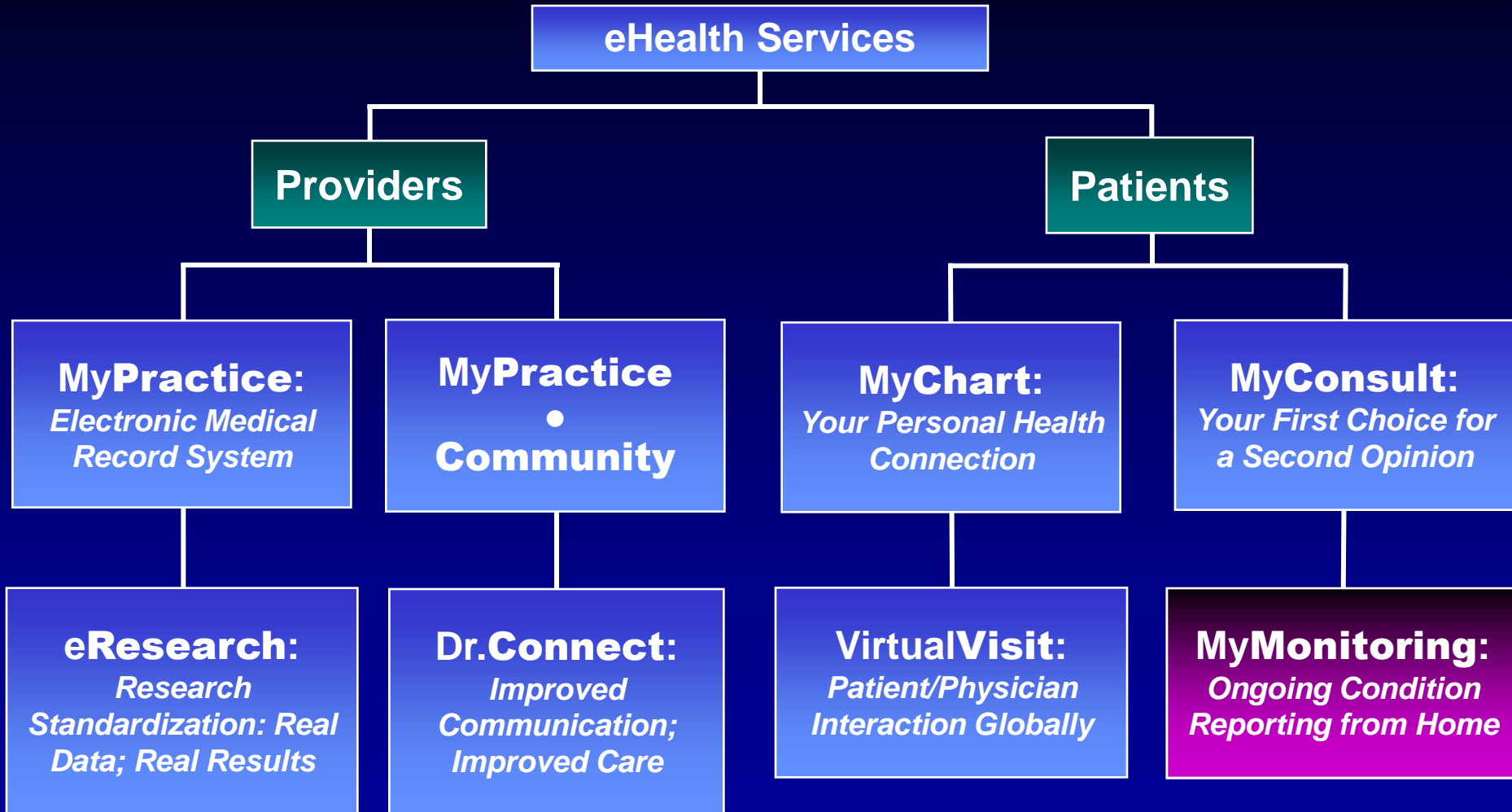


3. Referring physician follows patient progress in real time through DrConnect online connectivity service

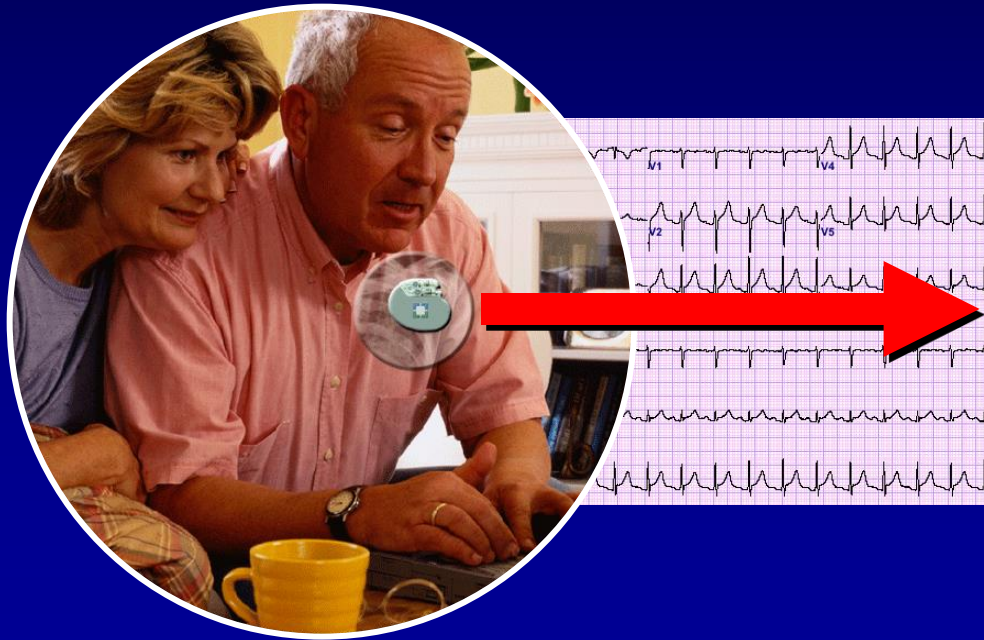


2. Patient treatment progress documented in MyPractice electronic medical record system

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Hyperspace - MJ16 - CCF IT1ST - CARD EPS MAIN

Desktop | Action | Patient Care | Reg/ADT | Referrals | Reports | Tools | Admin | Help

Schedule | In Basket | Review | Encounter | Enter/Edit | Tel Enc | Print | Secure | Log Out

Home | Age Sex DOB MRN Allergies Not On File PCP (None) Type MyChart Inactive

Activities | Flowsheet Report

Select Flowsheet(s): CARD ACTIVE LEADS [31d]

	5/14/2004	5/12/2004	5/10/2004
CARD ACTIVE LEADS			
LEAD1-DEVICE MFG	Medtronic	Medtronic	Medtronic
LEAD1-DEVICE MODEL	5076	5076	5076
LEAD1-DEVICE SERIAL NUMBER	PJN186688V	PJN186688V	PJN186688V
LEAD1-DEVICE IMPLANT DATE	06/07/2002	06/07/2002	06/07/2002
LEAD2-DEVICE MFG	Medtronic	Medtronic	Medtronic
LEAD2-DEVICE MODEL	5076	5076	5076
LEAD2-DEVICE SERIAL NUMBER	PJN190975V	PJN190975V	PJN190975V
LEAD2-DEVICE IMPLANT DATE	06/07/2002	06/07/2002	06/07/2002
LEAD3-DEVICE MFG	Medtronic	Medtronic	Medtronic
LEAD3-DEVICE MODEL	4968	4968	4968
LEAD3-DEVICE SERIAL NUMBER	LEN010741R	LEN010741R	LEN010741R
LEAD3-LOCATION	Coronary Sinus	Coronary Sinus	Coronary Sinus
LEAD3-DEVICE IMPLANT DATE	07/02/2002	07/02/2002	07/02/2002

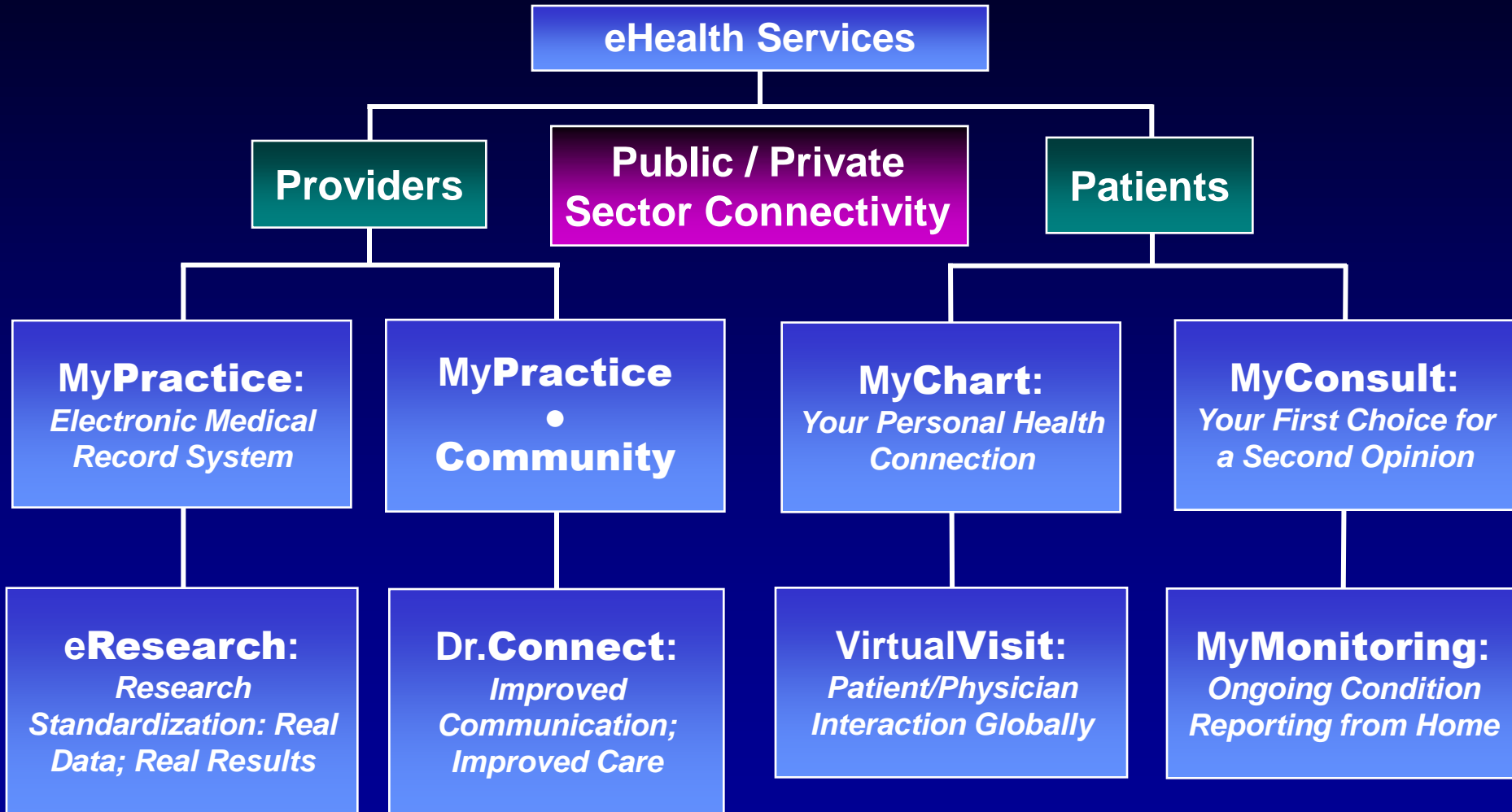
Key: ● Abnormal ● Panic

Dates in Columns Rows Refresh Print Flowsheet Graph Region

Exit Workspace

2:52 PM

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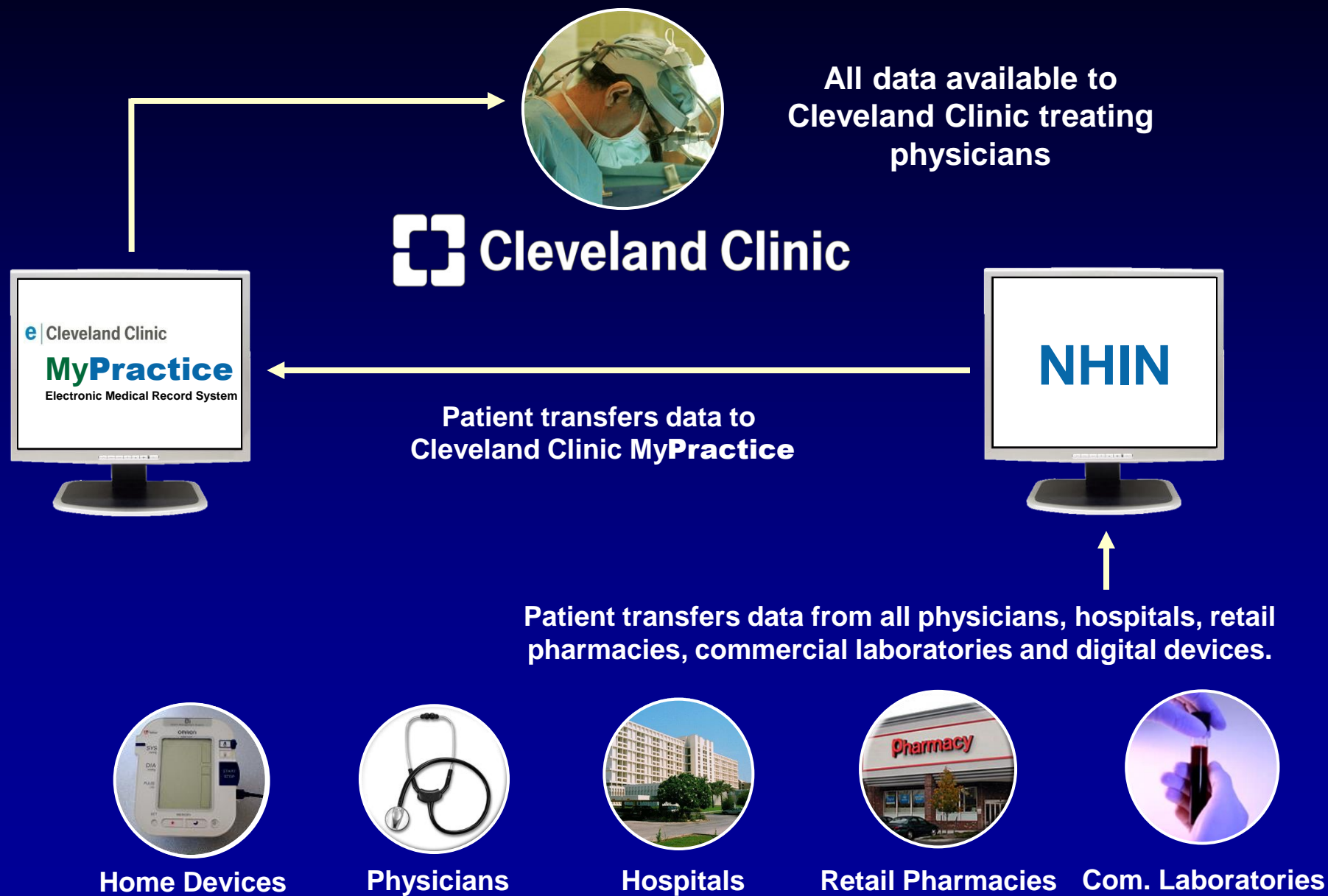


Cleveland Clinic Pilots Microsoft HealthVault

CLEVELAND, Nov. 10, 2008 / PRNewswire via COMTEX / — Cleveland Clinic, a World-class academic medical institution and leader in health information technology, today announced collaboration with Microsoft Corp., a worldwide leader in software, to pilot the patient-controlled data exchange between Microsoft® HealthVault™, a Web-based personal health platform; a suite of widely-used digital medical devices; and e Cleveland Clinic MyChart®, Cleveland Clinic's electronic personal health record (PHR) system.

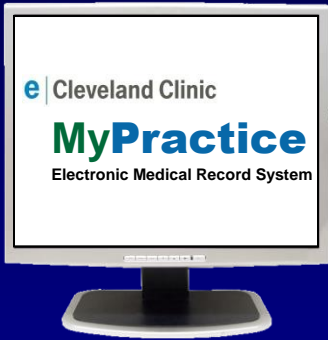
Today, more than 150,000 Cleveland Clinic patients use eCleveland Clinic MyChart®. The short-term pilot, begun on Monday, Nov. 3, is the first pilot in the country to follow multiple diseases in the clinical delivery setting using multiple at-home devices such as glucometers, heart rate monitors, weight scales and blood pressure monitors.

True Value of Health Data Exchange to Cleveland Clinic Patients



All data available to Cleveland Clinic treating physicians

 **Cleveland Clinic**



Patient transfers data to Cleveland Clinic MyPractice

Patient transfers data from all physicians, hospitals, retail pharmacies, commercial laboratories and digital devices.



Home Devices



Physicians



Hospitals



Retail Pharmacies



Com. Laboratories

What eHealth Services Offer the Contemporary Healthcare Consumer

- A transition from a provider-driven to a consumer-driven model of healthcare delivery.**
- Empowered patients with enhanced and convenient access to personalized and reliable health-related information.**
- A whole new way of requesting and receiving a variety of health-related services anytime, anywhere.**



Cleveland Clinic

Every life deserves world class care.