# Provider & Staff Guide – How to Use Know My Health

KnowMyHealthRI.riqi.org is a website that allows you or your patients to upload Advance Directives. These may include several documents such as a Living Will or Durable Power of Attorney for Healthcare. More information about these documents as well as downloadable PDF templates are available after you log in, under the **Resources** tab. You'll also find helpful information on having end-of-life conversations with your patients.

The functionality of Know My Health allows you to:

- Create patient accounts;
- Scan and upload a signed PDF of a patient's Advance Directives into their account or
- "Invite" patients to activate their own account to be able to upload their Advance Directives themselves.
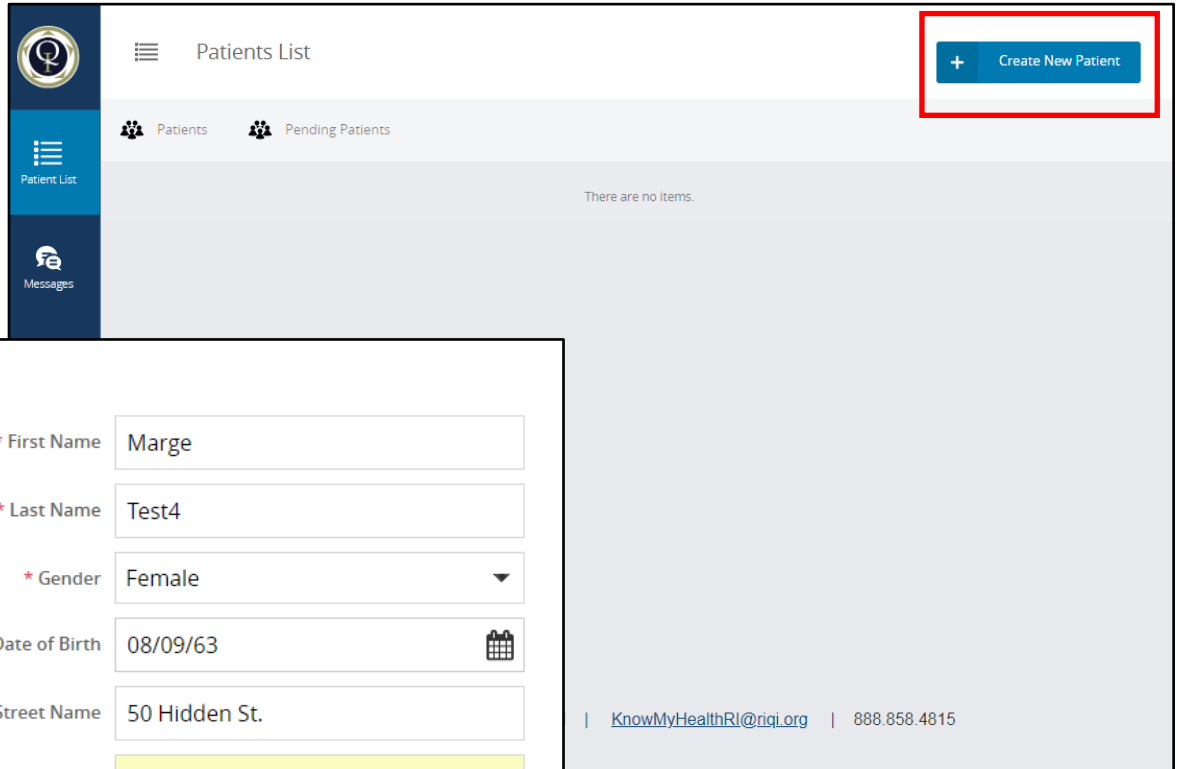
Note: Before either you or your patient can upload Advance Directives, authorized staff at your organization must create the patient's account.
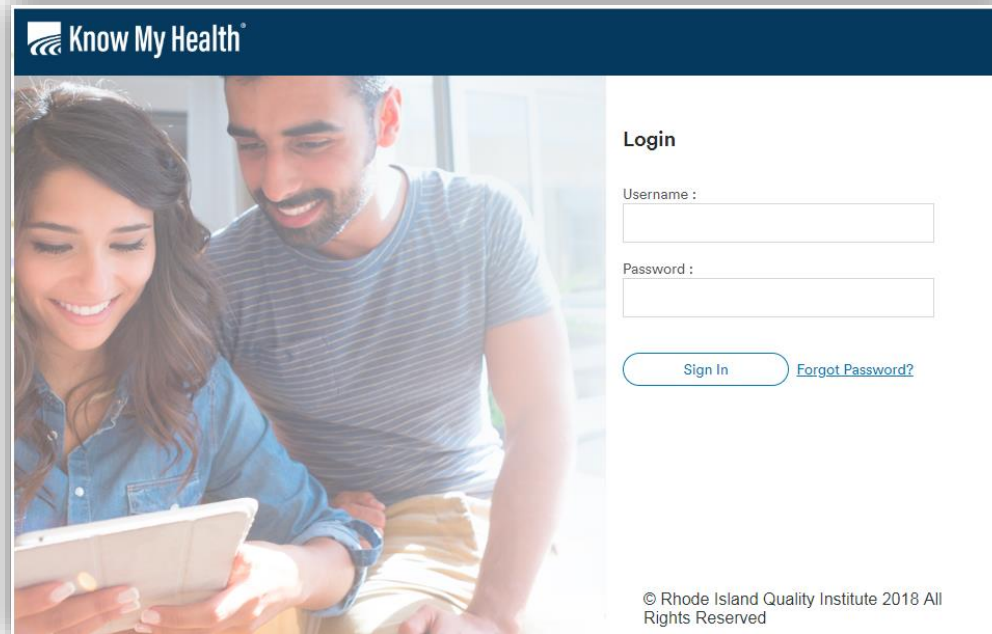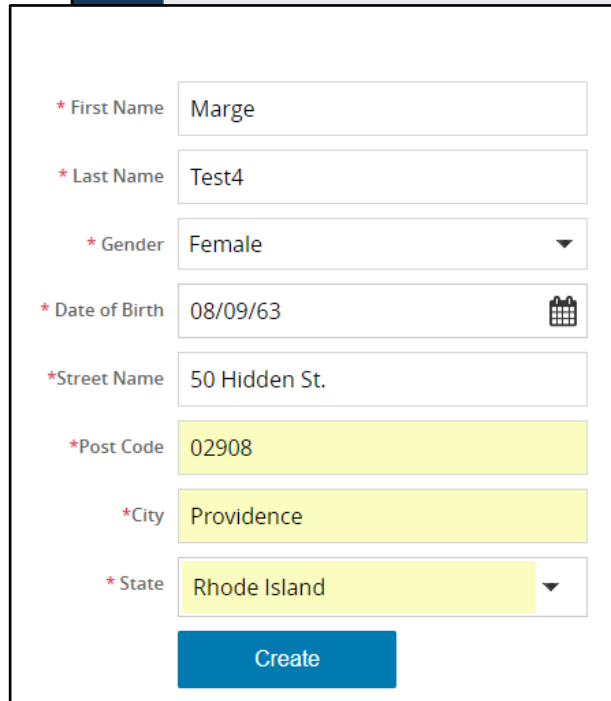
To get started once you've received an email from Know My Health to activate your user account, your login will take you directly to the **Patients List** screen:

Adding Patients to the Patients List

- Click **Create New Patient**

- Complete the information for each field shown:

* First Name	Marge
* Last Name	Test4
* Gender	Female
* Date of Birth	08/09/63
*Street Name	50 Hidden St.
*Post Code	02908
*City	Providence
* State	Rhode Island

- Click **Create**

Your screen will now open to that patient's screen – with the patient's name appearing at the top:

To add additional patients, click on **Patient List** and repeat the steps above to "Create New Patient".

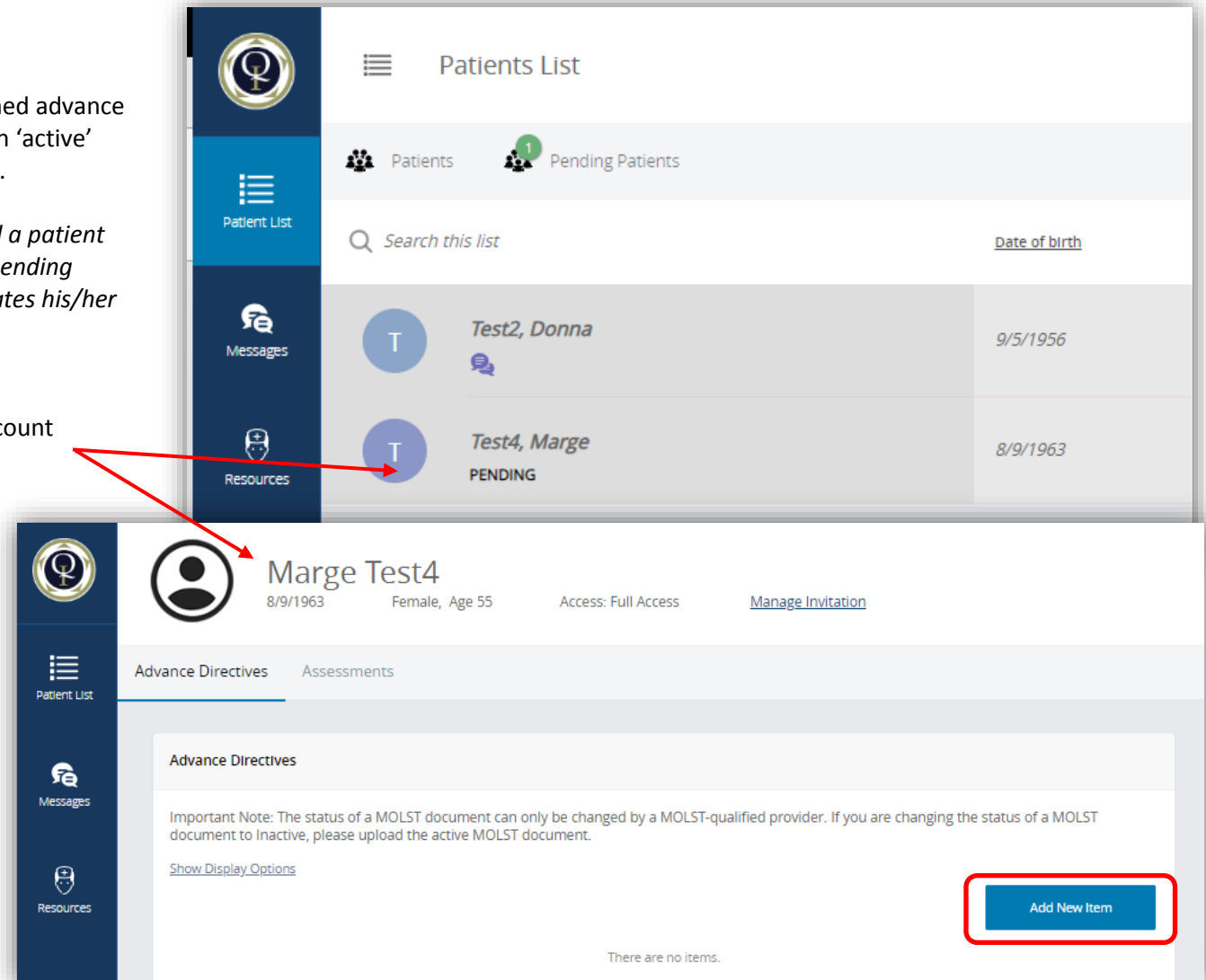## Uploading Advance Directives for your patient

Providers are able to upload PDF versions of signed advance directives for their patients. This applies for both 'active' and 'pending' patients shown in your patient list.

Note: Pending will show after you've created a patient account; if you also 'invite' the patient, the pending status will disappear when the patient activates his/her account.

To upload an advance directive to a patient's account

- click the patient's name to open the **Advance Directive** screen for this patient

- Click **Add New Item**

- Click on **Choose File** to navigate to the PDF document on your computer; select the file.

Upload an Advance Directive

We've made it easy for you to upload your Advance Directive and notify your care provider.

IMPORTANT: Please complete BOTH steps:

STEP 1 - UPLOAD ADVANCE DIRECTIVE

Please upload your file here, but then be sure to complete Step #2 below.

* =mandatory field

*File Name   [Choose File] No file chosen

*Advance Directive Signature Date   [MM/DD/YYYY   📅]

*Advance Directive Type   [Select   ▼]

*Status ○ Active   ○ Inactive

Notes   [   ]

[💾 Save]

Add File   ✕

* =mandatory field

*File Name   Choose File   Marge_Test4..._112318.pdf

*Advance Directive Signature Date   12/04/2001   📅

*Advance Directive Type   Durable Power of Attorney for Health ▾

*Status   ⦿ Active   ○ Inactive

Notes

💾 Save

- Add the date on which the document was **signed** **(NOTE: this is most likely NOT today's date)**

- Select the type of document from the dropdown list

- Indicate if this is an active or inactive document. *(TIP: An inactive document might be useful, in order to communicate which document should be disregarded, especially if there is a newer Active document.)*
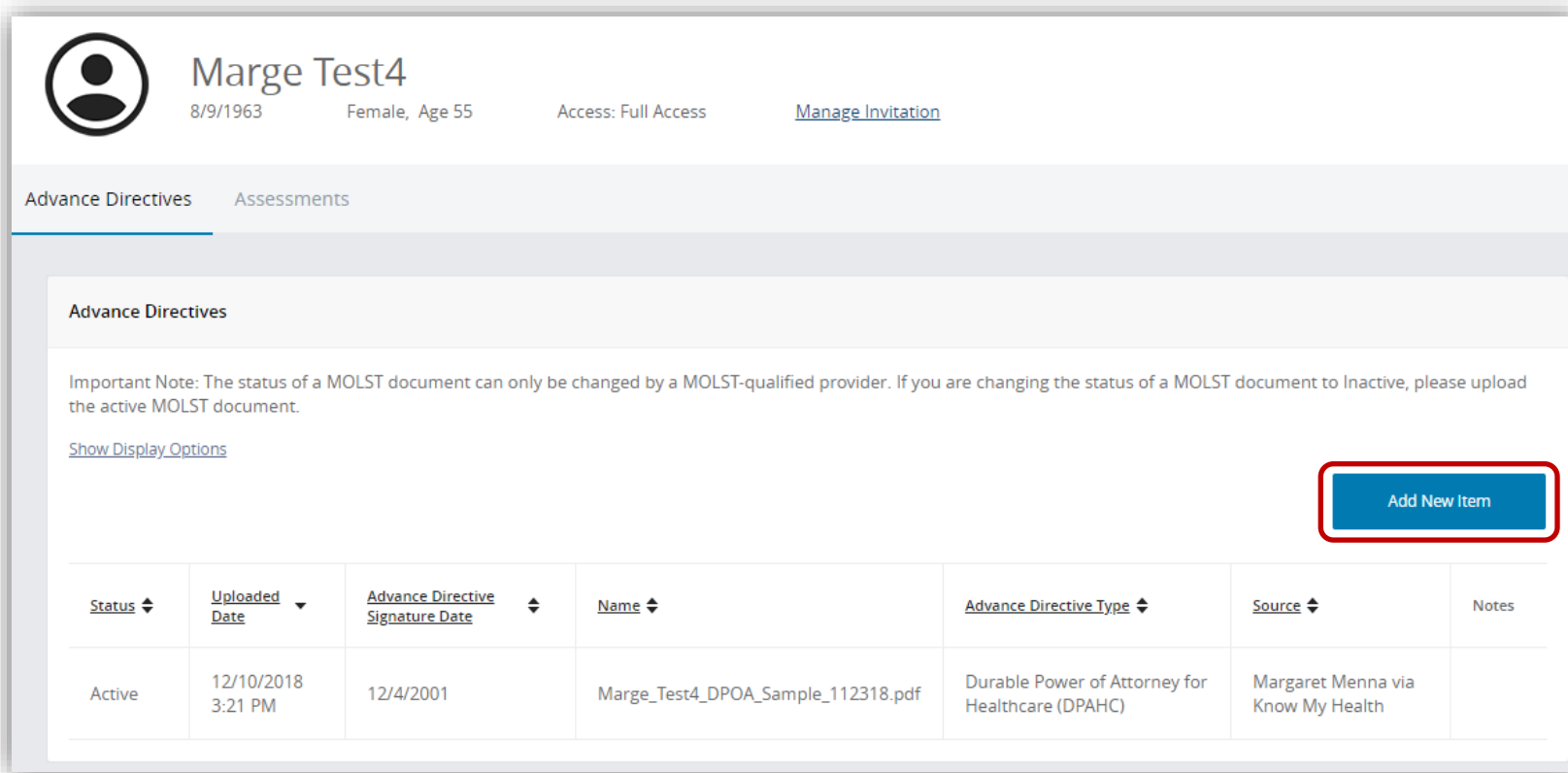
- Click **Save**

Note: you cannot delete documents, but you are able to 'inactive' a document and then upload a more current document.

You'll see the document listed in the patient's file:

If you have additional documents to upload, you can simply click **Add New Item** and follow the same process.

Inviting Patients to Know My Health so they can upload their own Advance Directive

From your Patient List screen,

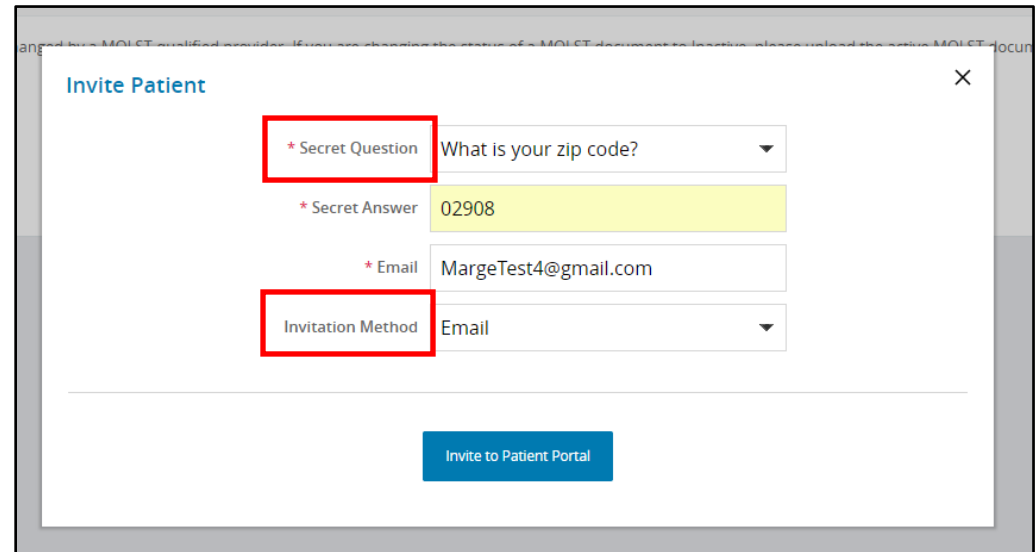- click on a patient's name to open their patient screen
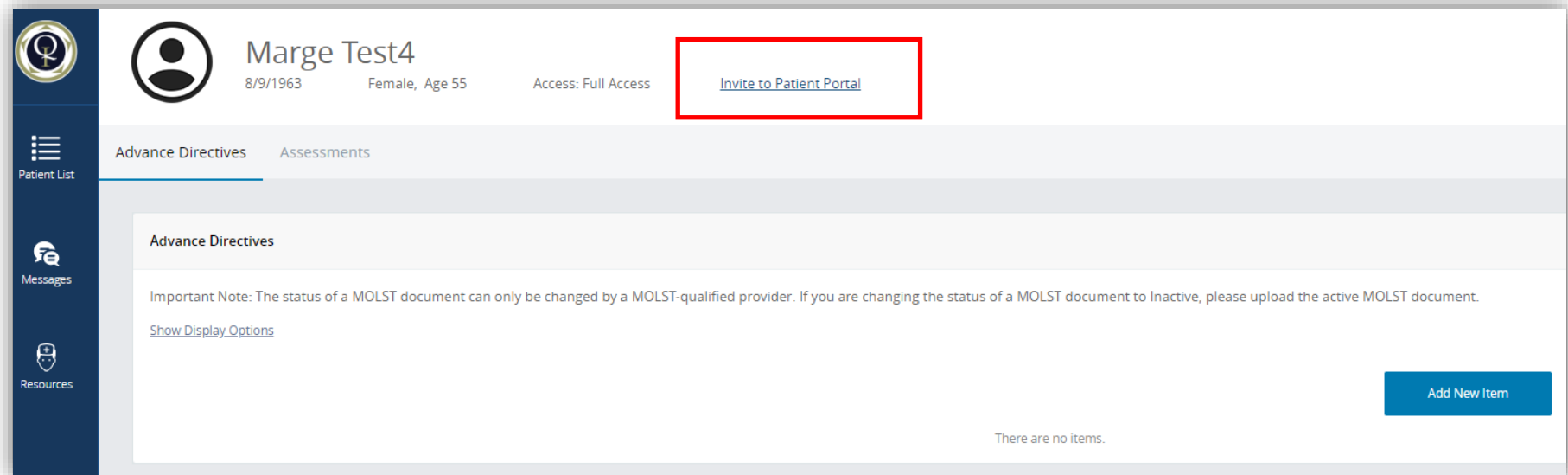
- At the top of the screen, click **Invite to Patient Portal**

For the secret question, use the drop down arrow to select either **zip code** or **year you were born.**

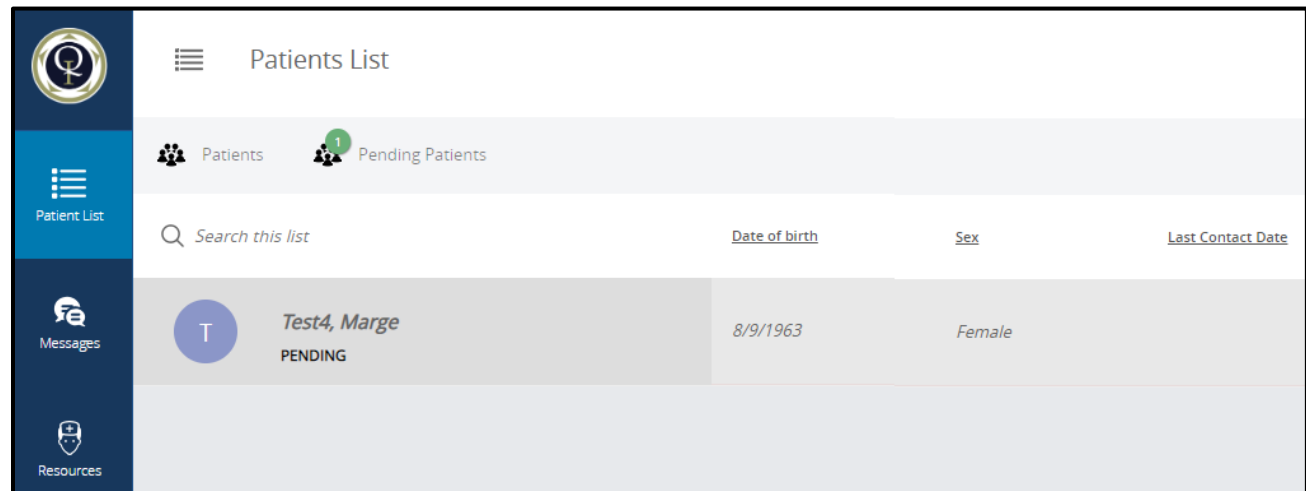> *In the "Secret Answer" field, enter the correct answer (from your EHR or other document)*

Select "Email" for the Invitation Method

Click **Invite to Patient Portal**

Return to your patient list

Patient names will show as **Pending**, until they accept an invitation to join the portal