

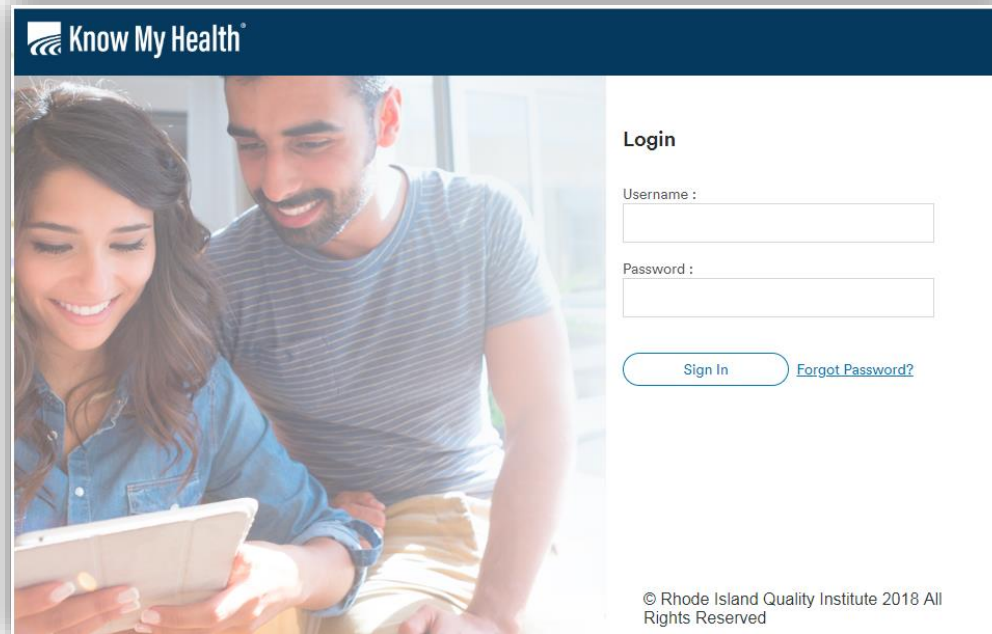
## *Provider & Staff Guide – How to Use Know My Health*

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.

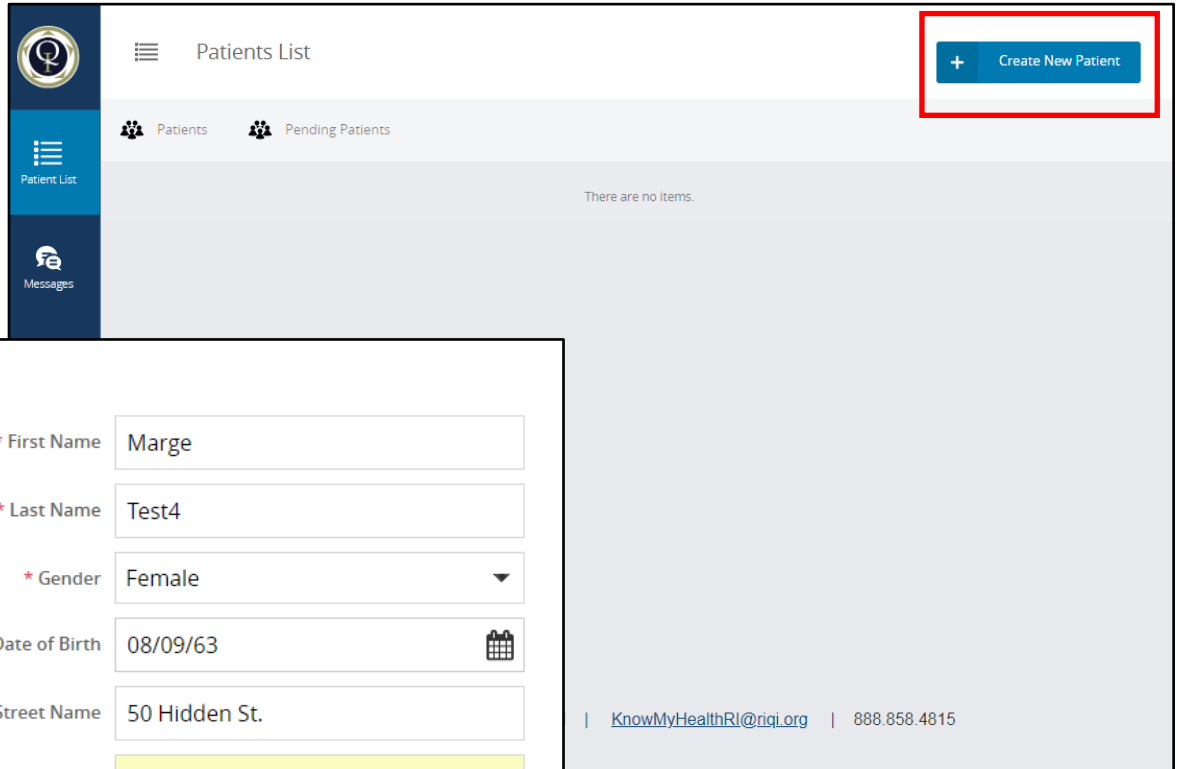
**Note:** Before either you or your patient can upload Advance Directives, authorized staff at your organization must create the patient's account.



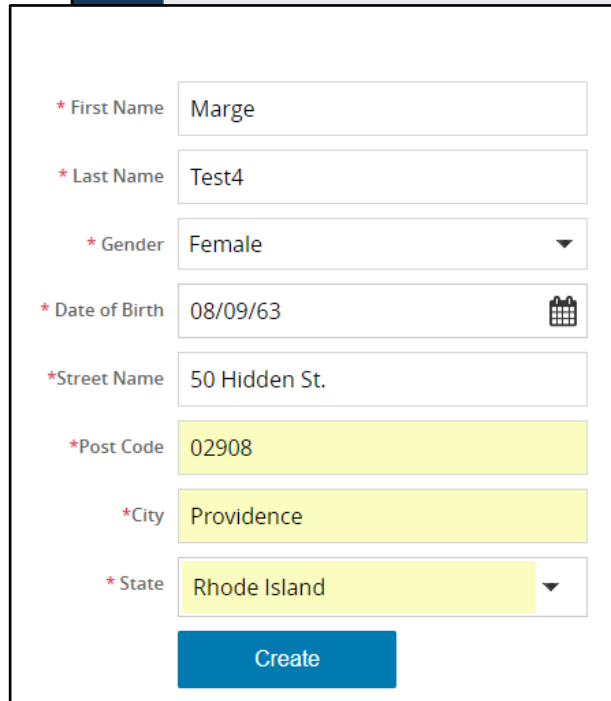
To get started once you've received an email from Know My Health to activate your user account, your login will take you directly to the **Patients List** screen:

### Adding Patients to the Patients List

- Click **Create New Patient**



- Complete the information for each field shown:



- 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

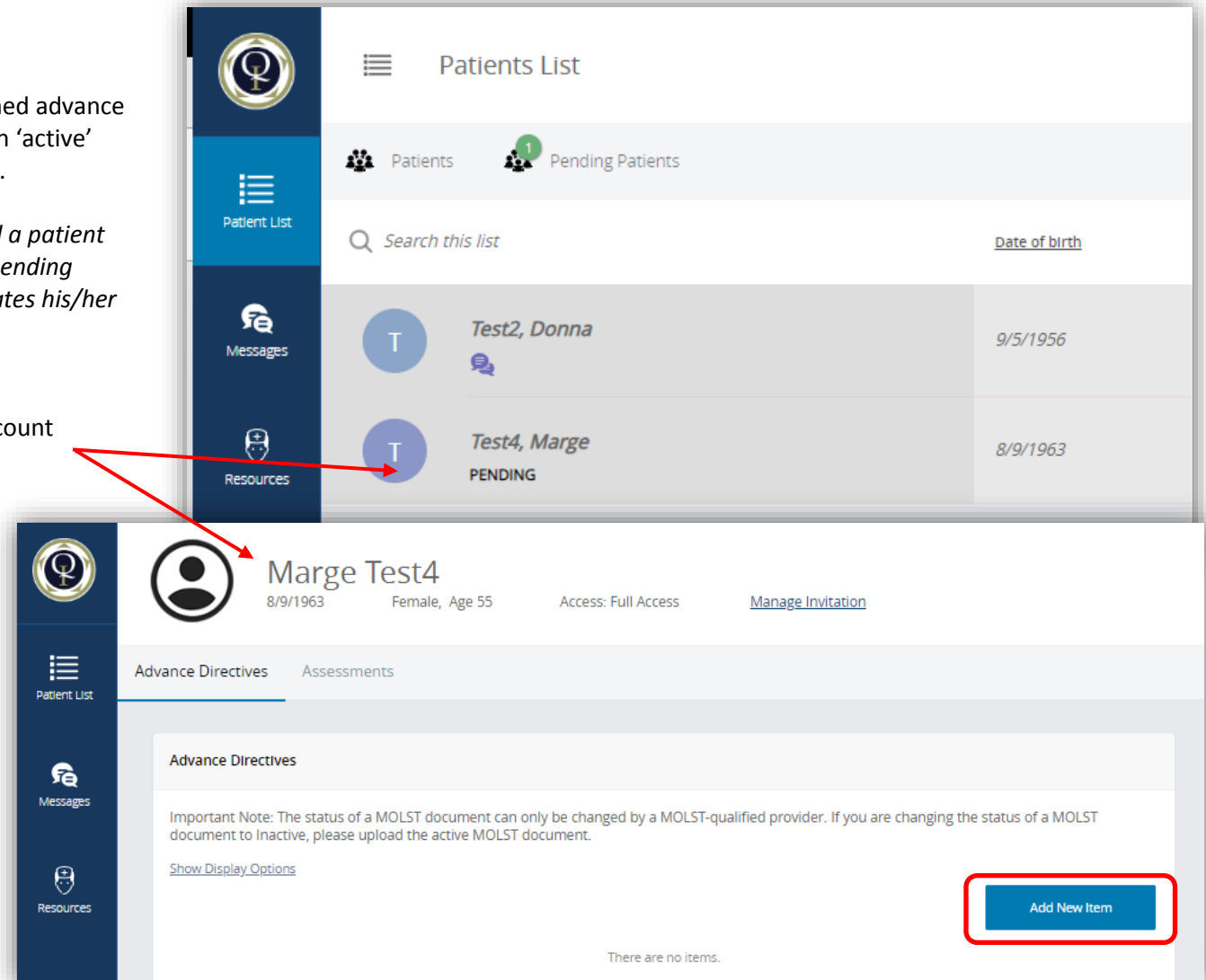
Providers are able to upload PDF versions of signed advance directives for their patients. This applies for both 'active' and 'pending' patients shown in your patient list.

*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**



The screenshot displays the Know My Health interface. The top section shows the 'Patients List' with a search bar and a table of patients. The table has columns for patient name and date of birth. Two patients are listed: 'Test2, Donna' (9/5/1956) and 'Test4, Marge' (8/9/1963). The status 'PENDING' is shown next to 'Test4, Marge'. A red arrow points from the 'Test4, Marge' entry to the 'Advance Directives' tab in the patient's profile view below. The 'Advance Directives' tab is active, showing an 'Important Note' about MOLST documents and an 'Add New Item' button highlighted with a red box.

Search this list	Date of birth
Test2, Donna	9/5/1956
Test4, Marge PENDING	8/9/1963

**Marge Test4**  
8/9/1963 Female, Age 55 Access: Full Access [Manage Invitation](#)

**Advance Directives**

Important Note: The status of a MOLST document can only be changed by a MOLST-qualified provider. If you are changing the status of a MOLST document to Inactive, please upload the active MOLST document.

[Show Display Options](#)

[Add New Item](#)

There are no items.

- 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.

\*File Name

Choose File

No file chosen

\*Advance Directive Signature Date

MM/DD/YYYY

\*Advance Directive Type

Select

\*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.)*

Add File
✕

\*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

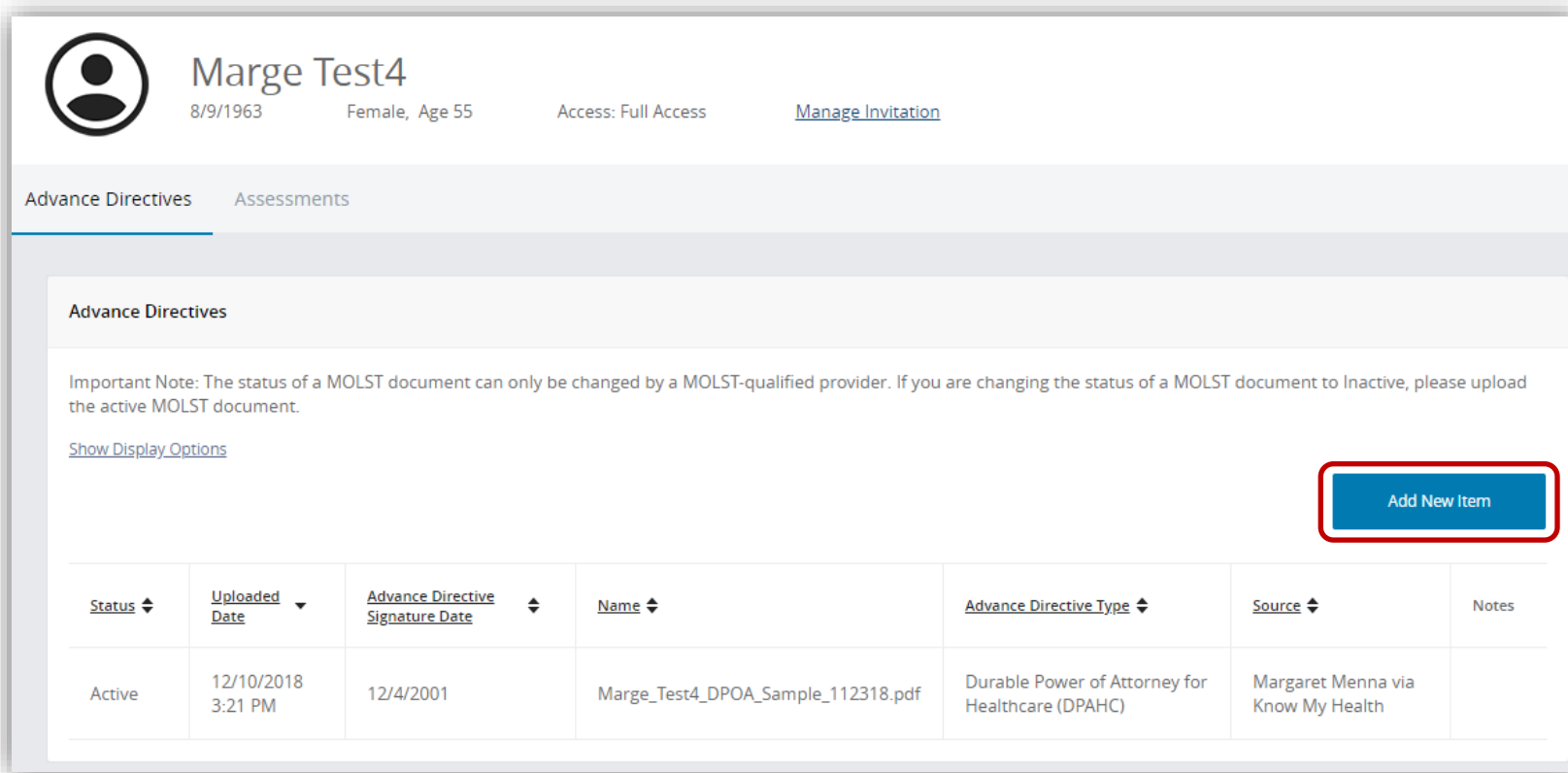
Notes

Save

- 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:



**Marge Test4**  
8/9/1963 Female, Age 55 Access: Full Access [Manage Invitation](#)

Advance Directives Assessments

**Advance Directives**

Important Note: The status of a MOLST document can only be changed by a MOLST-qualified provider. If you are changing the status of a MOLST document to Inactive, please upload the active MOLST document.

[Show Display Options](#)

[Add New Item](#)

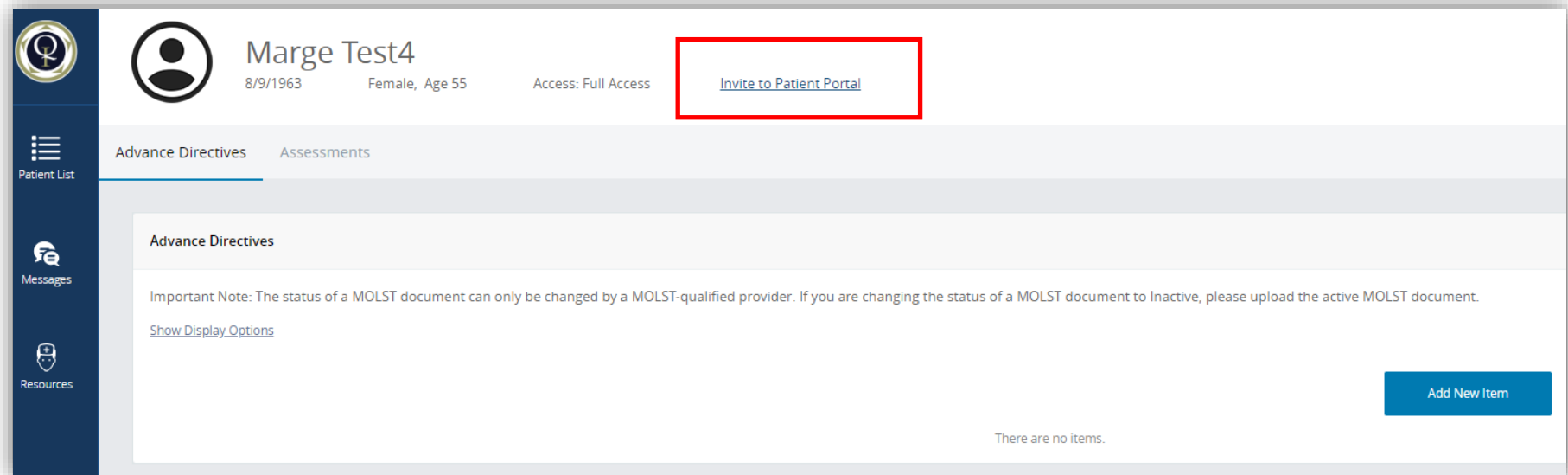
Status	Uploaded Date	Advance Directive Signature Date	Name	Advance Directive Type	Source	Notes
Active	12/10/2018 3:21 PM	12/4/2001	Marge_Test4_DPOA_Sample_112318.pdf	Durable Power of Attorney for Healthcare (DPAHC)	Margaret Menna via Know My Health	

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



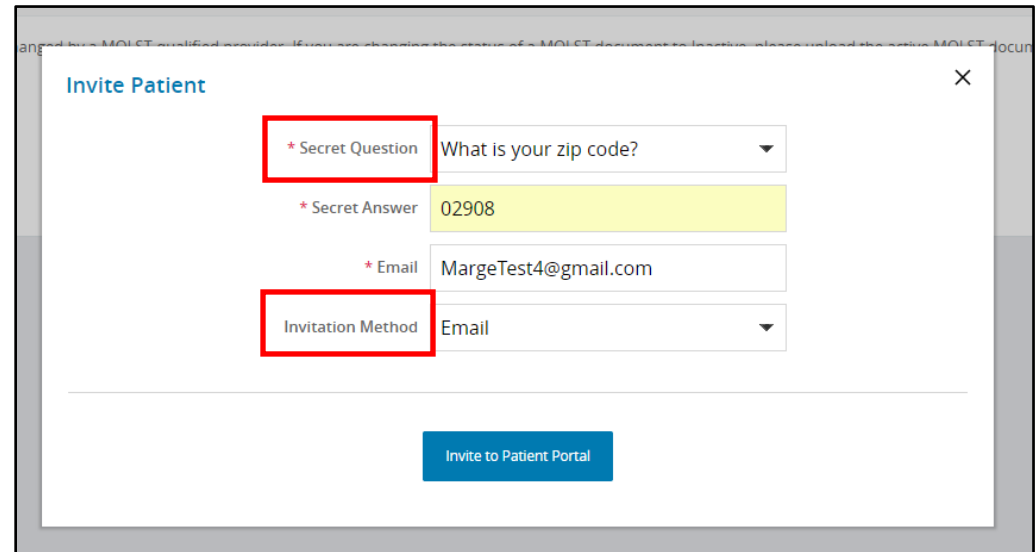
- At the top of the screen, click **Invite to Patient Portal**

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**



**Invite Patient**

\* Secret Question: What is your zip code?

\* Secret Answer: 02908

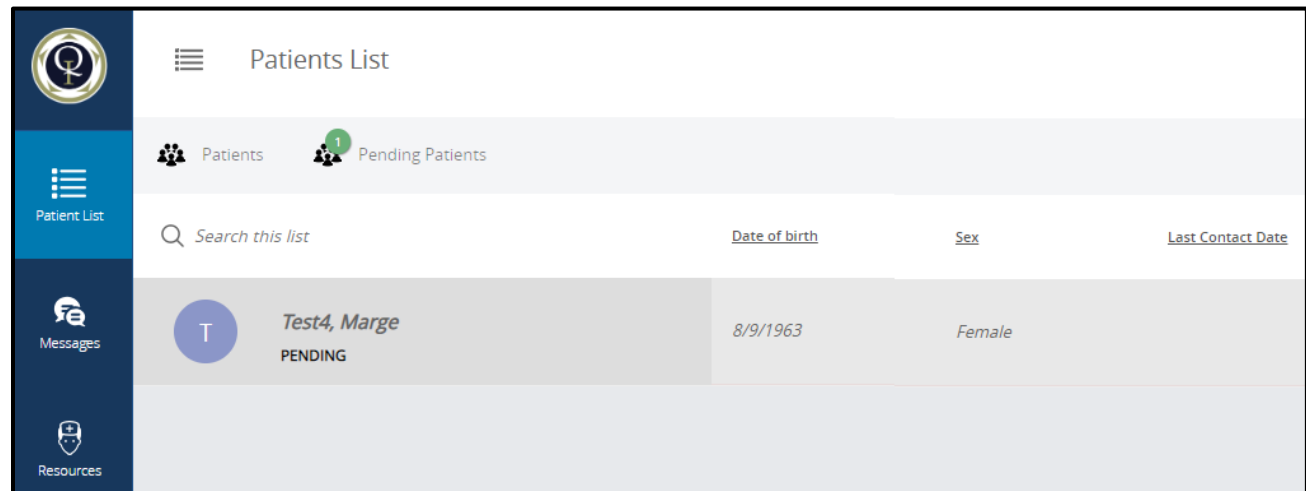
\* Email: MargeTest4@gmail.com

Invitation Method: Email

Invite to Patient Portal

Return to your patient list

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



Patients List			
Patients		Pending Patients	
Search this list		Date of birth	Sex
T	Test4, Marge PENDING	8/9/1963	Female