

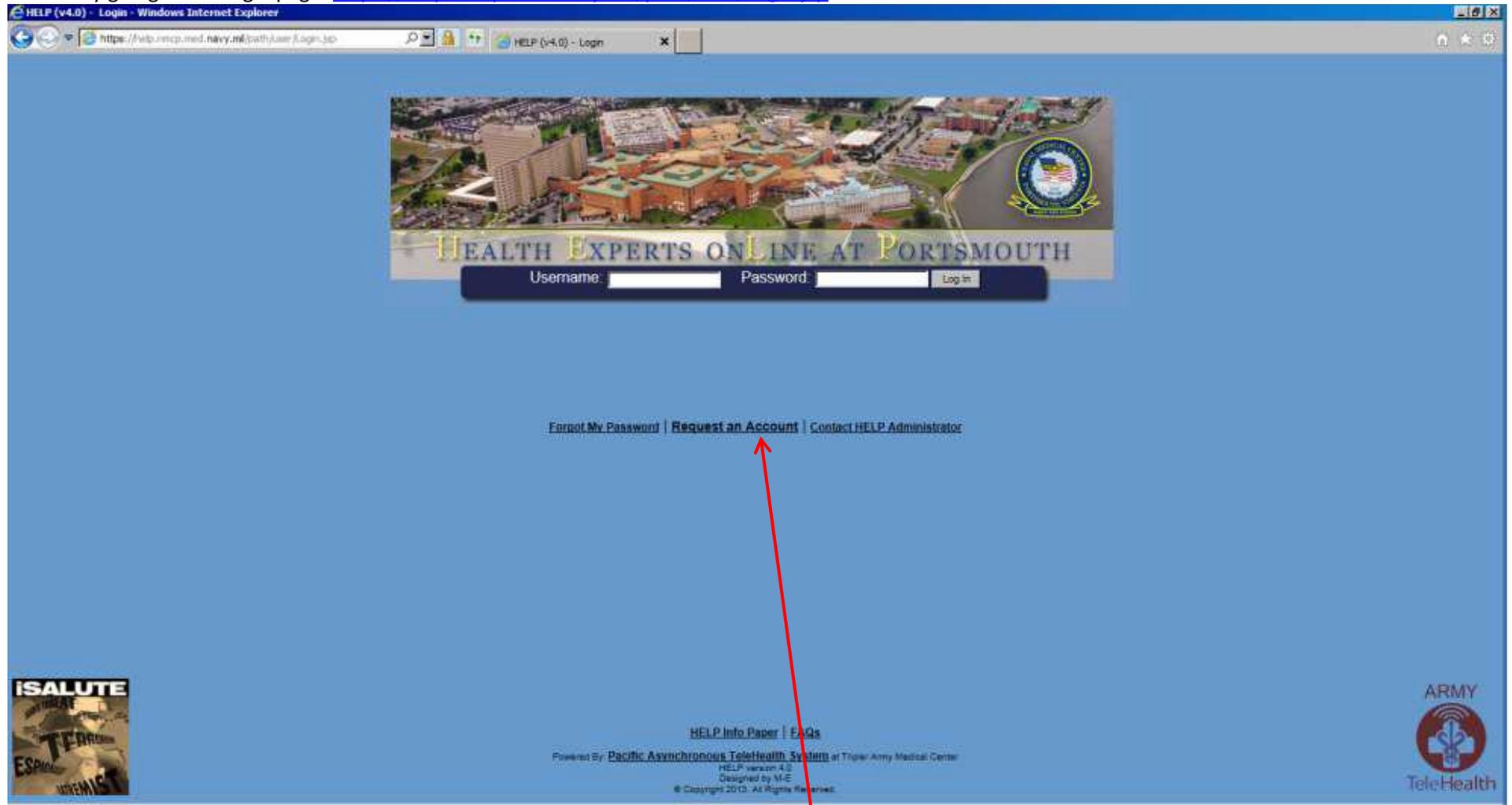
HELP CONSULT PROTOCOL

PREFACE

HELP (Health Experts online at Portsmouth) is designed to be a worldwide-accessible, HIPAA-compliant, secure, web-based system for health care providers (IDC, RN, NP, PA, physicians) allowing them access to medical specialists at NMCP in Portsmouth, VA. The area of coverage includes Navy Medicine East, stretching from Texas to the 5th Fleet in the Persian Gulf.

HOW TO PLACE A CONSULT REQUEST IN HELP

1. Start by going to the login page: <https://help.nmcp.med.navy.mil/path/user/Login.jsp>



2a. If you don't already have one, request an account by clicking Request an Account.

2b. Once you have an account, enter your username and password in the appropriate fields.

HELP (v4.0) - Login - Windows Internet Explorer

https://help.nmcp.med.navy.mil/path/user/Login.jsp

HELP (v4.0) - Login

HEALTH EXPERTS ONLINE AT PORTSMOUTH

Username: john.curran Password: [masked] Log In

[Forgot My Password](#) | [Request an Account](#) | [Contact HELP Administrator](#)

iSALUTE

ARMY
TeleHealth

[HELP Info Paper](#) | [FAQs](#)

Powered By: [Pacific Asynchronous TeleHealth System](#) at Tripler Army Medical Center
HELP version 4.0
Designed by M-E
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3. Click Log In.

HELP (v4.0) - Login - Windows Internet Explorer

https://help.nmcp.med.navy.mil/path/user/Login.jsp

HELP (v4.0) - Login

HEALTH EXPERTS ONLINE AT PORTSMOUTH

Username: Password:

[Forgot My Password](#) | [Request an Account](#) | [Contact HELP Administrator](#)

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4. Click on the HELP icon at the top of the Teleconsultation column.

The screenshot shows a web browser window titled "HELP (v4.0) - Module Selection - Windows Internet Explorer". The address bar contains "https://help.nmcp.med.navy.mil/path/actions/login.do". The page header features a blue banner with an aerial view of a hospital and the text "HEALTH EXPERTS ON LINE AT PORTSMOUTH". A "Log Out" link is visible in the top left. The main content area is titled "Select a Module" and contains the instruction "Click on the Module you want to enter." There are two columns of buttons: "Teleconsultation" and "Other". The "Teleconsultation" button has a red arrow pointing to it from the instruction above. The "Other" button is for the "ALOHA SYSTEM" and lists medical specialties: PEDIATRICS, INTERNAL MEDICINE, OB/GYN, ORTHOPEDICS, RADIOLOGY, and GENERAL SURGERY. A "NMCP Demonstration" link is located below the "Other" button. The footer contains technical support information and a copyright notice.

HELP (v4.0) - Module Selection - Windows Internet Explorer

https://help.nmcp.med.navy.mil/path/actions/login.do

HELP (v4.0) - Module Selection

HEALTH EXPERTS ON LINE AT PORTSMOUTH

Log Out

Select a Module

Click on the Module you want to enter.

Teleconsultation

Other

ALOHA
Asynchronous Local/Overseas Hospital Academic
SYSTEM

- PEDIATRICS - INTERNAL MEDICINE
- OB/GYN - ORTHOPEDICS
- RADIOLOGY - GENERAL SURGERY

[NMCP Demonstration](#)

If you have any technical problems or questions please go to [Help](#) for assistance.
HELP version 4.0
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5. Click on Submit Case / Search.

HELP (v4.0) - Home Page - Windows Internet Explorer

https://testhelp.nmcp.med.navy.mil/path/actions

Certificate error

HELP (v4.0) - Home Page

Log Out

Submit Case / Search My Profile Help

Go to Case: go

My TESTHELP Homepage

Announcements

The PATH team has recently partnered with Portsmouth Naval Medical Center to provide tele-consultation services to Navy Medicine East via the Health Experts onLine at Portsmouth (HELP) system (<https://help.nmcp.med.navy.mil>).

12 MONTH HELP STATISTICS: Median consults response time just over six hours with 75% of consults answered within 24 hours. [Click HERE](#) to download the info paper.

Go to Case: go

SEARCH

Last: First: SSN: (No dashes)

Closed Cases

Case	Age	Type	Patient	Origin	Last Updated
16802	Adult	Consult	Monroe, Marilyn	SURLANT Spoke clinical, Test	Comments permitted for 33 days. <input type="button" value="Start New Case"/>

CLINICAL ACTIVITY ?

No new activity since your last visit.

[View All Activity](#) | [Purge List](#)

PATIENT MVMT/ADMIN ACTIVITY ?

No new activity since your last visit.

[View All Activity](#) | [Purge List](#)

If you have any technical problems or questions please go to [Help](#) for assistance.
HELP Version 4.0
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6a. This will open up the Patient Search dialog box. Fill out the fields. Then click Find.

The screenshot shows the HELP (v4.0) Home Page in Internet Explorer. The browser address bar shows the URL <https://testhelp.nmcp.med.navy.mil/path/actions>. The page title is "HELP (v4.0) - Home Page". The user is logged in as "John Whiston" with a last login time of "10/19/2013 9:03 AM HST".

The main content area is titled "My TESTHELP Homepage". It includes an "Announcement" section with a link to a tele-consultation service, "12 MONTH HELP STATISTICS" showing a median response time of over six hours, and a "SEA" section with "Last:" and "First:" input fields.

A "Patient Search" dialog box is open in the center. It contains the following fields and buttons:

- Last Name: Hippo
- FMP: 30
- Find
- First Name: Henrietta
- Sponsor SSN: 727038465
- New Search
- Date of Birth: 04/15/1985
- DoD ID: 2034056078
- Cancel

The dialog box also has a "Certificate error" icon in the top left corner. A red arrow points from the instruction text to the "Find" button.

The background page also features a "Closed Cases" table and two "CLINICAL ACTIVITY" and "ENT MVMT/ADMIN ACTIVITY" sections, each with "View All Activity" and "Purge List" links.

At the bottom of the page, there is a footer with the text: "If you have any technical problems or questions please go to [Help](#) for assistance. HELP Version 4.0 © Copyright 2013. All Rights Reserved."

6b. If the patient is not found, create a case by either clicking [here](#) or [here](#).

HELP (v4.0) - Home Page - Windows Internet Explorer

https://testhelp.nmcp.med.navy.mil/path/actions

Certificate error

HELP (v4.0) - Home Page

Log Out

Submit Case / Search My Profile Help

Go to Case: go

My TESTHELP Homepage

Announcements

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12 MONTH HELP STATISTICS: Median consults response time just over six hours with 75% of consults answered within 24 hours.

SEARCH

Last: First:

Closed Cases

Case	Age	Type	Patient	Origin	Last Updated
16802	Adult	Consult	Monroe, Marilyn	SURLANT Spoke clinical, Test	Comments permitted for 33 days. Start

Patient Search

Last Name: Hippo FMP: 30 Find

First Name: Henrietta Sponsor SSN: 727038465 New Search

Date of Birth: 04/15/1985 DoD ID: 2034056078

Branch: Air Force Army Marines Navy Coast Guard VA Other

NO PATIENTS FOUND. Once all data added above, hit continue below to create a new patient and submit a case. NOTE: At least one of either DoD ID or SSN must be entered.

If the patient you are looking for is not in the list above, [click here](#) to add a new patient.

Continue Cancel

CLINICAL ACTIVITY

View All Activity | Purge List

ENT MVMT/ADMIN ACTIVITY

View All Activity | Purge List

If you have any technical problems or questions please go to [Help](#) for assistance.
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7. In the consult window, set Request Type: to Consultation. Chose Myself unless you are submitting on a supervising provider's behalf.

HELP (v4.0) - Request General Consult - Windows Internet Explorer

https://testhelp.nmcp.med.navy.mil/path/actions

Certificate error

HELP (v4.0) - Request Gene..

JOHN WATSON
Last Login: 10/15/2015 9:05 AM MST

Home Page Submit Case / Search My Profile Help

Go to Case: []

Requesting a Consultation From: SURPLANT For

Henrietta Hippo
DOB ID: 2034055079
FMRSCH: 30727-03-3465
DOB: 04/15/1985

Request Type: Consultation Patient Movement/Administration

Requesting Provider: Myself Pick User

Submitting To: NMC Portsmouth

Consultation Request [View Case](#) [View Resources](#)

History & Physical: A 30-yr-old obese female presents w/ RUQ pain and low-grade fever. Her sx began 2 weeks ago w/ nauseas, fatigue, and anorexia. These sx are progressively worsening, now she also has N/V.
Vitals - T = 101°F, RR = 17, HR = 108, BP = 144/88
Skin - mild jaundice
Ab - RUQ pain to palpation
CV - RRR, CTAB

Other Information: WBC = 13,100, Hgb = 12.8/40, Plt = 300, APT = 1200
ALT = 1350, bilirubin total = 4.6, bilirubin direct = 3.5

Assessment: acute hepatitis

Consult Question(s): What is the best management option?
Note: Multiple consults to the same or different specialties should be submitted as a SINGLE case.

For additional details, see AHLTA note dated: []

Forward To Department (optional)

Which CLINICAL SPECIALTIES do you want this case forwarded to:
(Add the CTL by clicking on the multiple specialties)

- Flight Medicine
- Gastroenterology**
- General Medicine
- General Surgery
- Genetics
- Hematology/Oncology
- Infectious Disease**
- Internal Medicine

If any department(s) are not listed above please specify them here: []

Please Note: The referring provider maintains full responsibility for the care of this patient during the tele-consultation process.

Submit Cancel

Media may be uploaded after case submission.

If you have any technical problems or questions please go to [Help](#) for assistance.
HELP version 4.0
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8. Enter pertinent information about your patient in the appropriate fields. **History & Physical** and **Consult Question(s)**: fields are mandatory.

HELP (v4.0) - Request General Consult - Windows Internet Explorer

https://testhelp.nmcp.med.navy.mil/path/actions

HELP (v4.0) - Request Gene...

Home Page Submit Case / Search My Profile Help

Requesting a Consultation From SURPLANT For

Henrietta Hippo
DOB: 203/05079
FMRSN: 31727-03-3465
DOB: 04/16/1995

Request Type: Consultation Patient Movement/Administration

Requesting Provider: Myself PINK User

Submitting To: NMC Portsmouth

Consultation Request

History & Physical: A 30-yr obese female presents w/ RUQ pain and low-grade fever. Her sx began 2 weeks ago w/ malaise, fatigue, and anorexia. These sx are progressively worsening, now she also has N/V.
Vitals - T = 101°F, RR = 17, HR = 100, BP = 144/88
Skin - mild jaundice
A/s - RUQ pain to palpation
CV - RRR, CTAB

Other Information: WBC = 13,100, Hgb = 12.8/40, Plt = 300, ABT = 1200
ALT = 1350, bilirubin total = 4.6, bilirubin direct = 3.5

Assessment: acute hepatitis

Consult Question(s): What is the best management option?
Note: Multiple consults to the same or different specialties should be submitted as a SINGLE case.

For additional details, see AHLTA note dates: _____

Forward To Department

Which CLINICAL SPECIALTIES do you want this case forwarded to:
(Hold the CTRL key while selecting multiple specialties)

- Flight Medicine
- Gastroenterology
- General Medicine
- General Surgery
- Genetics
- Hematology/Oncology
- Infectious Disease
- Internal Medicine

If any department(s) are not listed above please specify them here: _____

Please Note: The referring provider maintains full responsibility for the care of this patient during the tele-consultation process.

Submit Cancel

Media may be uploaded after case submission.

If you have any technical problems or questions please go to [Help](#) for assistance.
HELP version 4.0
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9. Select the medical specialty you want to review your case. You may select more than one by holding down the <Ctrl> key while clicking on specialties.

10. Click Submit.

HELP (v4.0) - Request General Consult - Windows Internet Explorer

https://testhelp.nmcp.med.navy.mil/path/actions

Certificate error

HELP (v4.0) - Request Gene...

JOHN WATSON
Last Login: 10/15/2015 9:05 AM MST

Home Page Submit Case / Search My Profile Help

Go to Case: []

Requesting a Consultation From SURPLANT For

Henrietta Hippo
DOB ID: 2034055079
FMRSCH, 30727-03-5465
DOB: 04/15/1965

Request Type: Consultation Patient Movement/Administration

Requesting Provider: Myself Pick User

Submitting To: NMC Portsmouth

Consultation Request [View Case History](#)

History & Physical: A 30-yr obese female presents w/ RUQ pain and low-grade fever. Her sx began 2 weeks ago w/ **nauseas**, fatigue, and anorexia. These sx are progressively worsening, now she also has N/V.
Vitals - T = 101 F, RR = 17, HR = 100, BP = 144/88
Skin - mild jaundice
Ab - RUQ pain to palpation
CV - RRR, CTAB

Other Information: WBC = 13,100, Hgb = 12.8/40, Plt = 300, APT = 1200
ALT = 1350, bilirubin total = 4.6, bilirubin direct = 3.5

Assessment: acute hepatitis

Consult Questions: What is the best management option?
Note: Multiple consults to the same or different specialties should be submitted as a SINGLE case.

For additional details, see AHLTA note dates: []

Forward To Department (optional)

Which CLINICAL SPECIALTY do you want this case forwarded to:
(Use the CTRL key to select multiple specialties)

- Flight Medicine
- Gastroenterology**
- General Medicine
- General Surgery
- Genetics
- Hematology/Oncology
- Infectious Disease**
- Internal Medicine

If any department(s) are not listed above please specify them here: []

Please Note: The referring provider maintains full responsibility for the care of this patient during the tele-consultation process.

Submit Cancel

Media may be uploaded after case submission.

If you have any technical problems or questions please go to [Help](#) for assistance.
HELP version 4.0
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This is the consult report that appears to the specialty provider at NMCP.

View Case - Windows Internet Explorer

https://testhelp.nmcp.med.navy.mil/path/cases/ Certificate error View Case

JOHN WATSON
Last Login: 10/15/2015 9:05 AM HST

Home Page Submit Case / Search My Profile Help

Go to Case

CASE 16250 Submitted: 10/15/2015 9:11 AM P03 New Consultation

PATIENT INFORMATION	PROVIDER INFORMATION
Patient (Last, First): Hippo, Hanniata FMP/SSN: 30727-03-8465 DoD ID: 2034056076 PI DOB/Age: 04/15/1985 30yrs at time case submitted Military Service: Navy	Provider: John Watson Title / Department: PCM / General Medical Officer Organization: SURPLANT Sub Region: Fleet - Atlantic Region: Navy Medicine East

CONSULTATION REQUEST
 FROM: SURPLANT (FLEET - ATLANTIC)
 TO: NMC PORTSMOUTH (NMC PORTSMOUTH AND TIDEWATER & MSM)

Date Submitted: 10/15/2015 9:11 AM HST

History & Physical: A 30-yr obese female presents w/ RUQ pain and low-grade fever. Her sx began 2 weeks ago w/ myalgias, fatigue, and anorexia. These sx are progressively worsening; now she also has NVV.
Vitals: T = 101F, RR = 17, HR = 108, BP = 144/95
Skin: - mild jaundice
Ab: - RUQ pain to palpation
Cv: - RRR, CTAB

Other Information: WBC = 15,100, H/H = 12.5/40, Plt = 300, AST = 1200
 ALT = 1350, bilirubin total = 4.6, bilirubin direct = 3.5

Assessment: acute hepatitis
Consult Question(s): What is the best management option?
Department(s): Gastroenterology
 Infectious Disease

ATTACHMENTS (DOCUMENTS, IMAGES, ETC) UPLOAD ATTACHMENT(S) Show/Hide

Comments
 DISPLAY OPTIONS: CLINICAL ADMINISTRATIVE PATIENT MOVEMENT FORWARD WORKLOG

PATIENT INFORMATION

Name: Hippo, Hanniata FMP/SSN: 30727-03-8465 DoD ID: 2034056076 DOB: 04/15/1985	Add New Comment <input type="button" value="Print Case (Consult & Consult Notes)"/> <input type="button" value="Exit (Return to Homepage)"/> <input type="button" value="Share Case With Partners"/> <input type="button" value="Remove From Case"/> <input type="button" value="Request Case Closure"/>
--	---

CASE 16250 Viewers

GREEN-RECEIVING NOTIFICATION BLACKING NOTIFICATION See "I" for details.

HUB CLINICAL USERS						SPOKE CLINICAL USERS					
Dept	Specialty	Name	Org	Last Viewed (d of view)		Dept	Specialty	Name	Org	Last Viewed (d of view)	
Tidehealth	HELP Project Manager	Fraser, Susan	NMC Portsmouth	0		Genes	Medical Officer	PCM	Watson, John	SURPLANT	10/15/2015 9:11 AM HST (1)
Tidehealth	System Administrator	Administrator, Russ	Tripler Army Medical Center	0							
Tidehealth	Sys admin	Cohen, John	NMC Portsmouth	0							
Tidehealth	System Administrator	Casper, Brian	Tripler Army Medical Center	0							
Anesthesiology	KAHUNA	Medicmanager, Brian	NMC Portsmouth	0							
Cardiology	HELP Director/Consult Manager/Cardiologist	Lin, Andrew	NMC Portsmouth	0							
Pediatric Cardiology	PATH Director (Pediatric)	Mehra, C	Tripler Army Medical Center	0							
Cardiology	Cardiologist/Oversight (Approved)	Sedlak, Brian	Center	0							
Patient Movement	Operational Fleet Medical Support/NMC Portsmouth	Shaeffer, Jason	NMC Portsmouth	0							

HUB PATIENT MVM/ADMIN USERS

Dept	Specialty	Name	Org	Last Viewed (d of view)	

SPOKE PATIENT MVM/ADMIN USERS

Dept	Specialty	Name	Org	Last Viewed (d of view)	

Home Page Submit Case / Search My Profile Help

If you have any technical problems or questions please go to [Help](#) for assistance.
 HELP version
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Go to Case

The consult has now been placed!

THINGS TO REMEMBER

Case Submission: When submitting a consult, please remember to send as complete a medical history and current findings as possible, and please state a clear consult question. This will help ensure timely and accurate responses from specialists. Please attach images when appropriate (varieties of different file formats are supported). You can refer to AHLTA notes on specific dates as necessary, but please be sure to add the pertinent info to the HELP consultation. Also, please note that you (the referring provider) maintain full responsibility for the care of your patient during the consultation process.