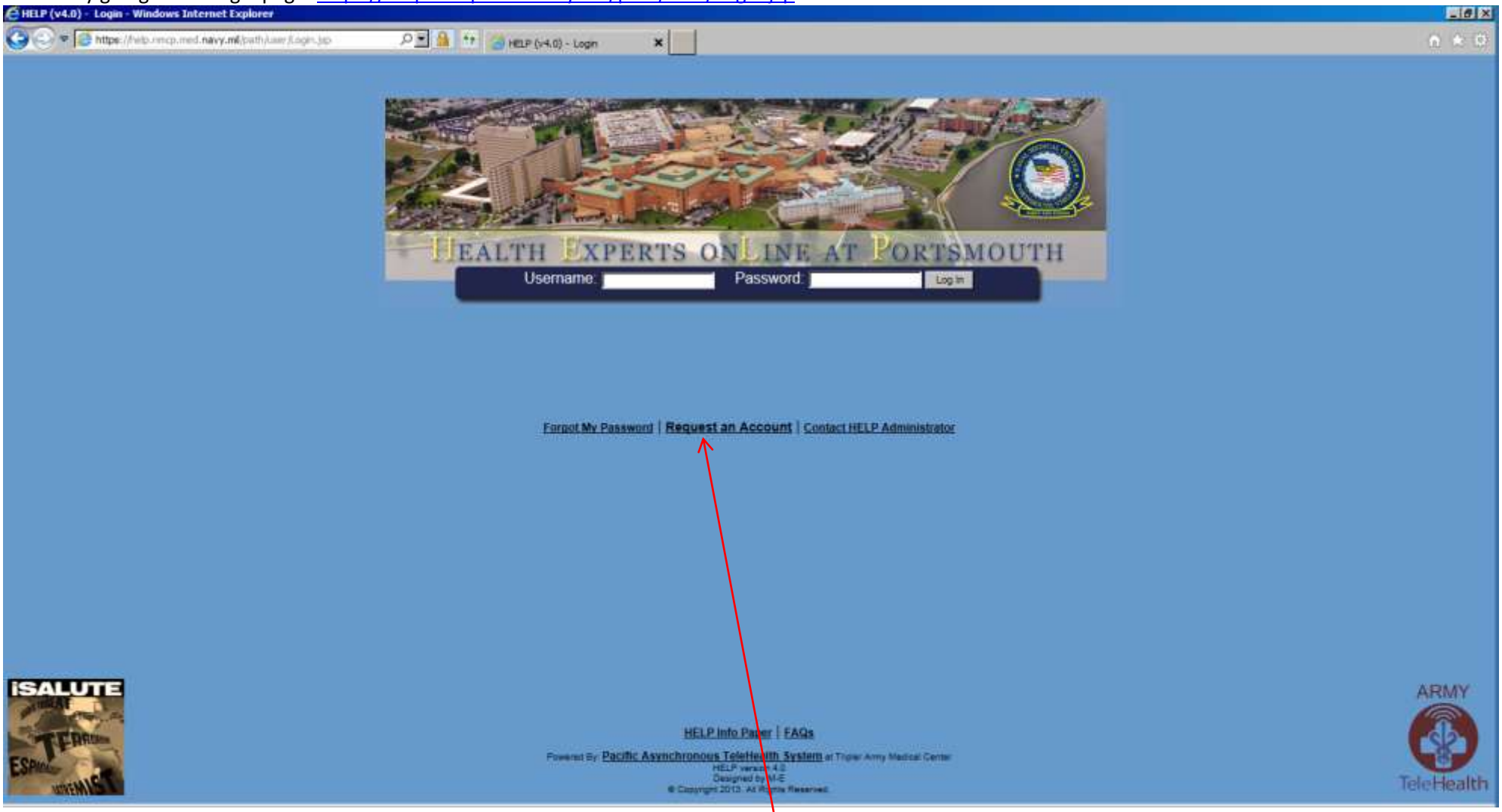
REQUEST FOR INFORMATION PROTOCOL

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.

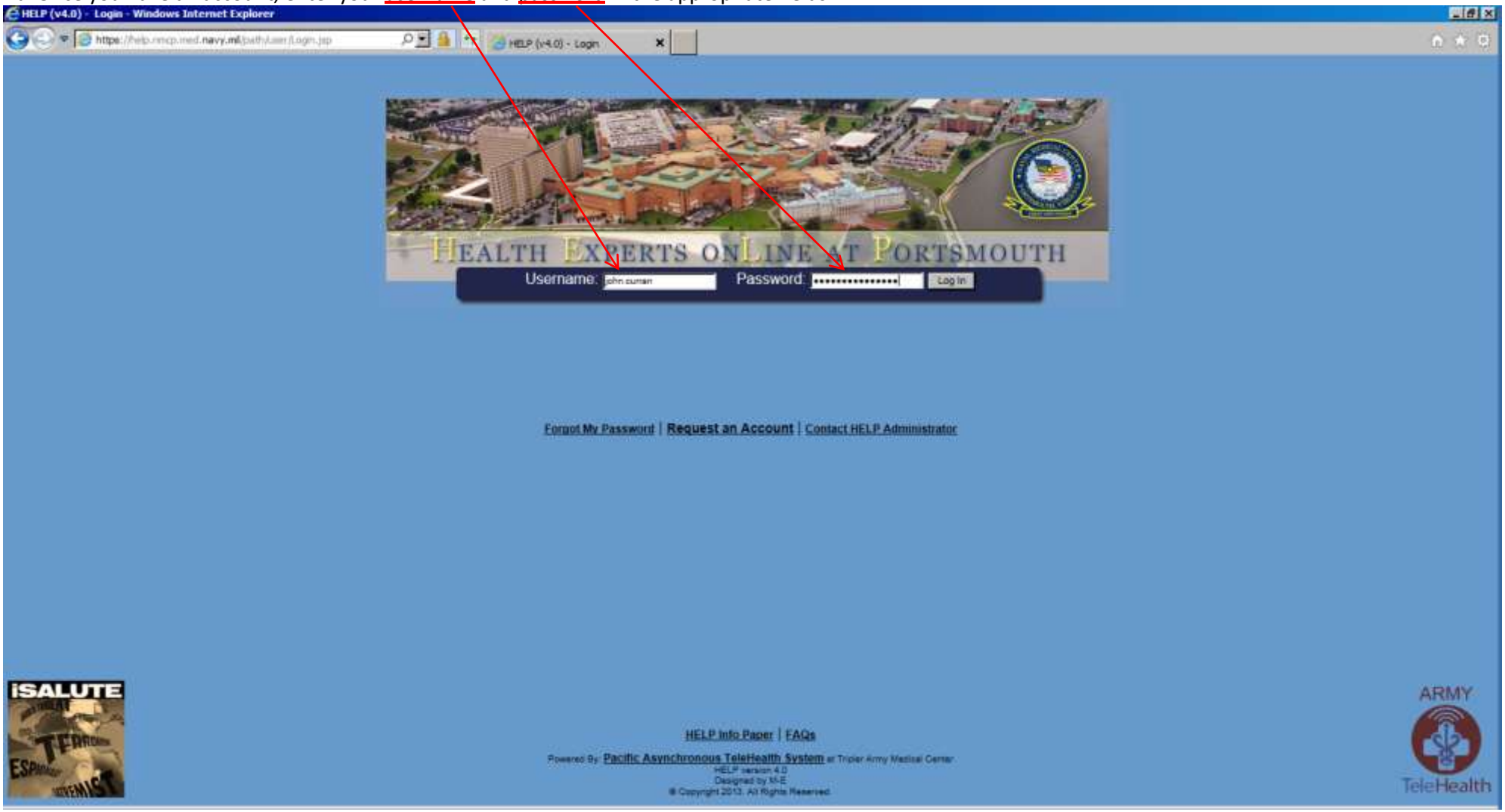
HOW TO PLACE A REQUEST FOR INFORMATION (RFI) IN HELP

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.



3. Click Log In.

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

HEALTH EXPERTS ONLINE AT PORTSMOUTH

Username: Password: Log In

Forgot My Password | Request an Account | Contact HELP Administrator

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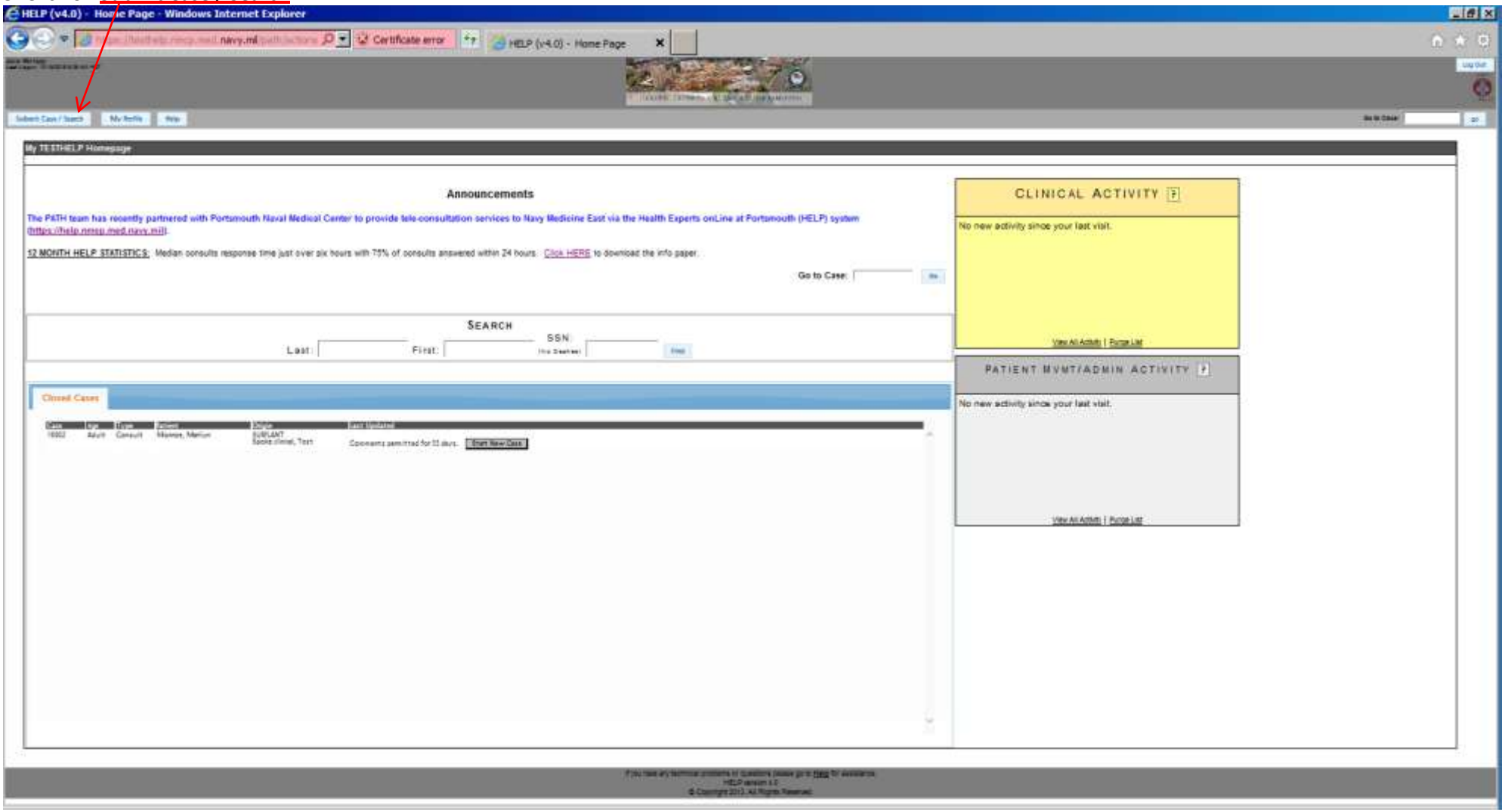
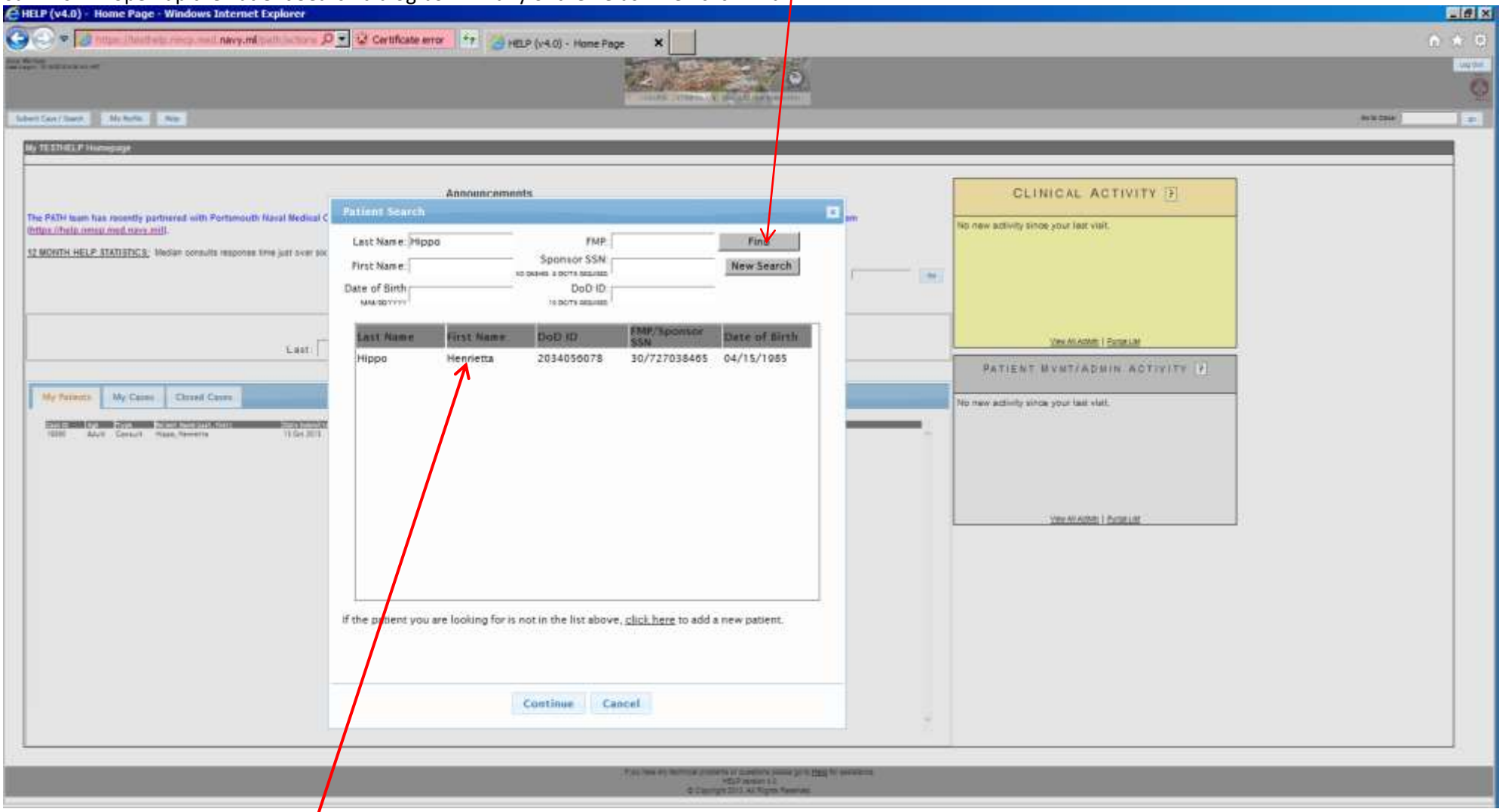
4. Click on the HELP icon at the top of the Teleconsultation column.

5. Click on Submit Case / Search.

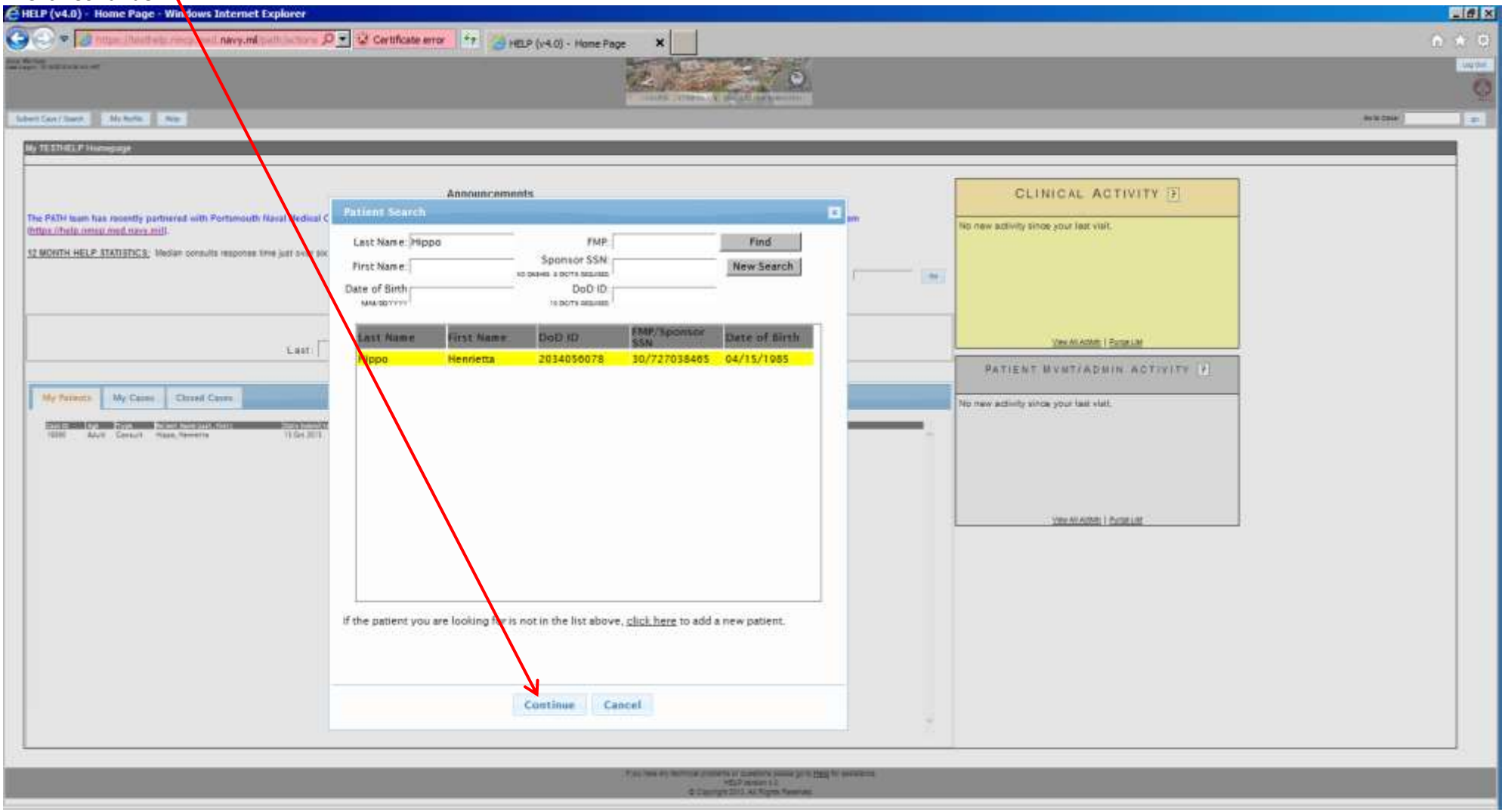


6a. This will open up the Patient Search dialog box. Fill any of the fields. Then click Find.



6b. Highlight the patient's name. It will turn yellow.

7. Click Continue.



8. Click Create New Case For This Patient.

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

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.omsp.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:

SEARCH

Last: First: SSN

My Patients | My Cases | Closed Cases

Patient Search

Patient Info
Hippo, Henrietta
30/727038465
DOB: 04/15/1985

Existing Cases (click to view):

Case#	Consult/PM	Active/Closed	Ordering Provider	Date Submitted
16890	Consult	Active	Watson, John	10/15/2015

Go To Most Recent Case | Create New Case For This Patient | Cancel

CLINICAL ACTIVITY

No new activity since your last visit.

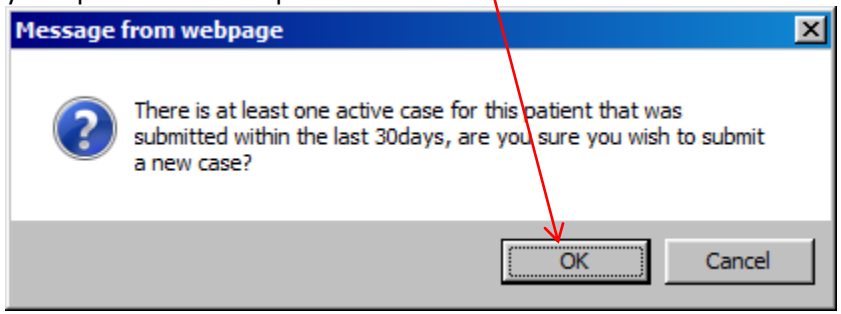
View All Admin | Purge List

PATIENT MVMT/ADMIN ACTIVITY

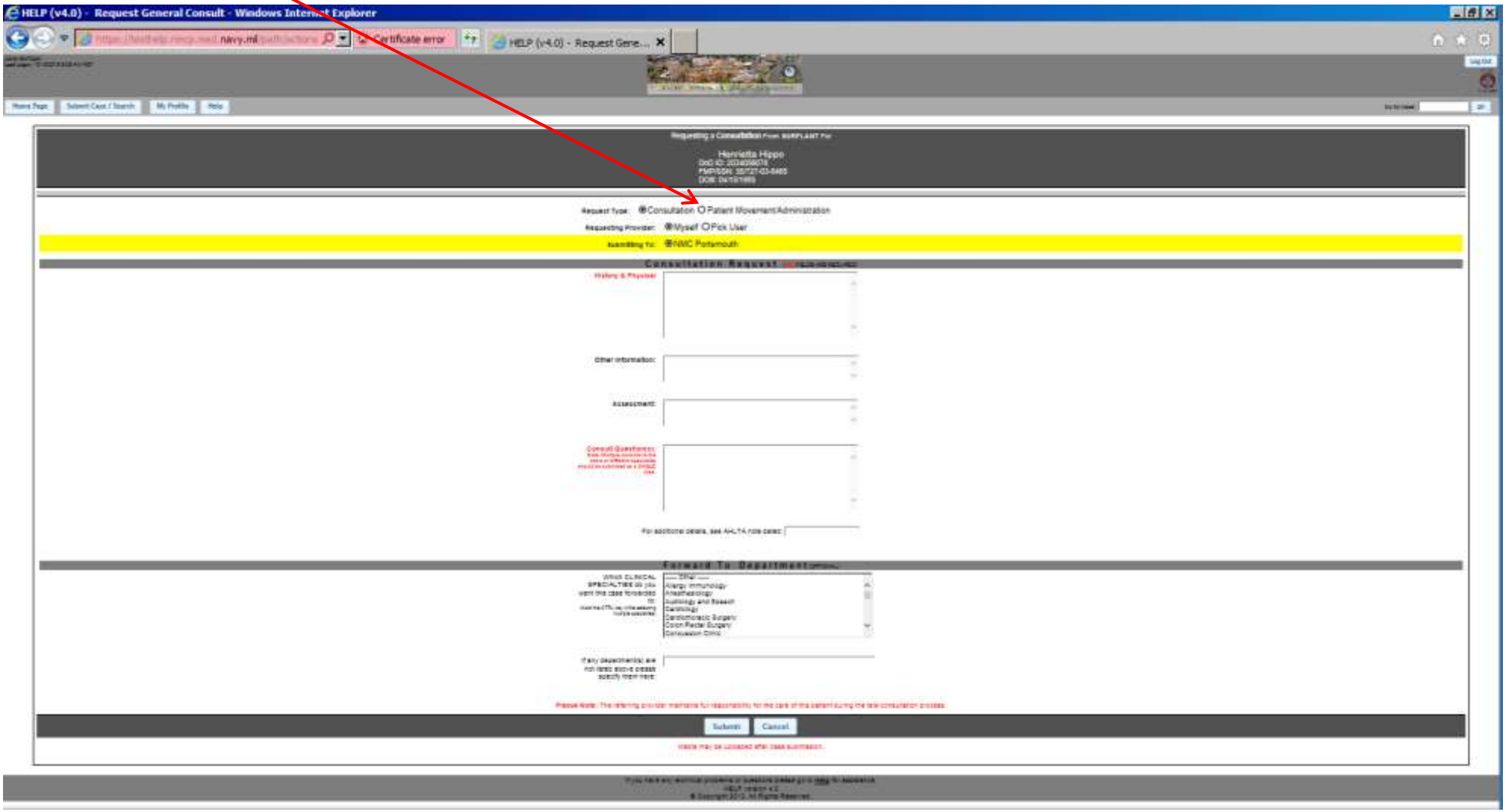
No new activity since your last visit.

View All Admin | Purge List

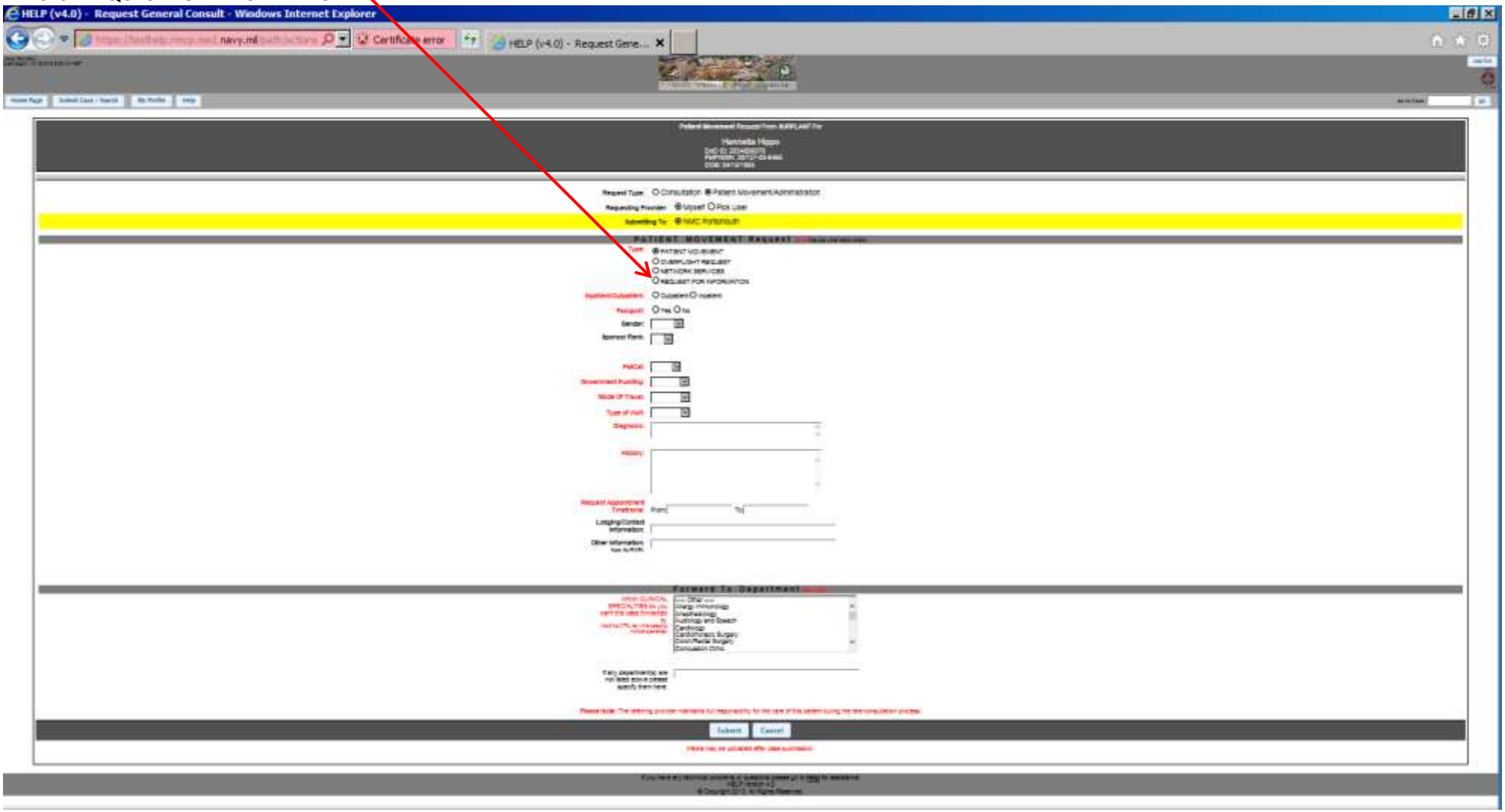
9. This dialog box will appear if there is already an open case for the patient. Click OK.



10. Click Patient Movement.



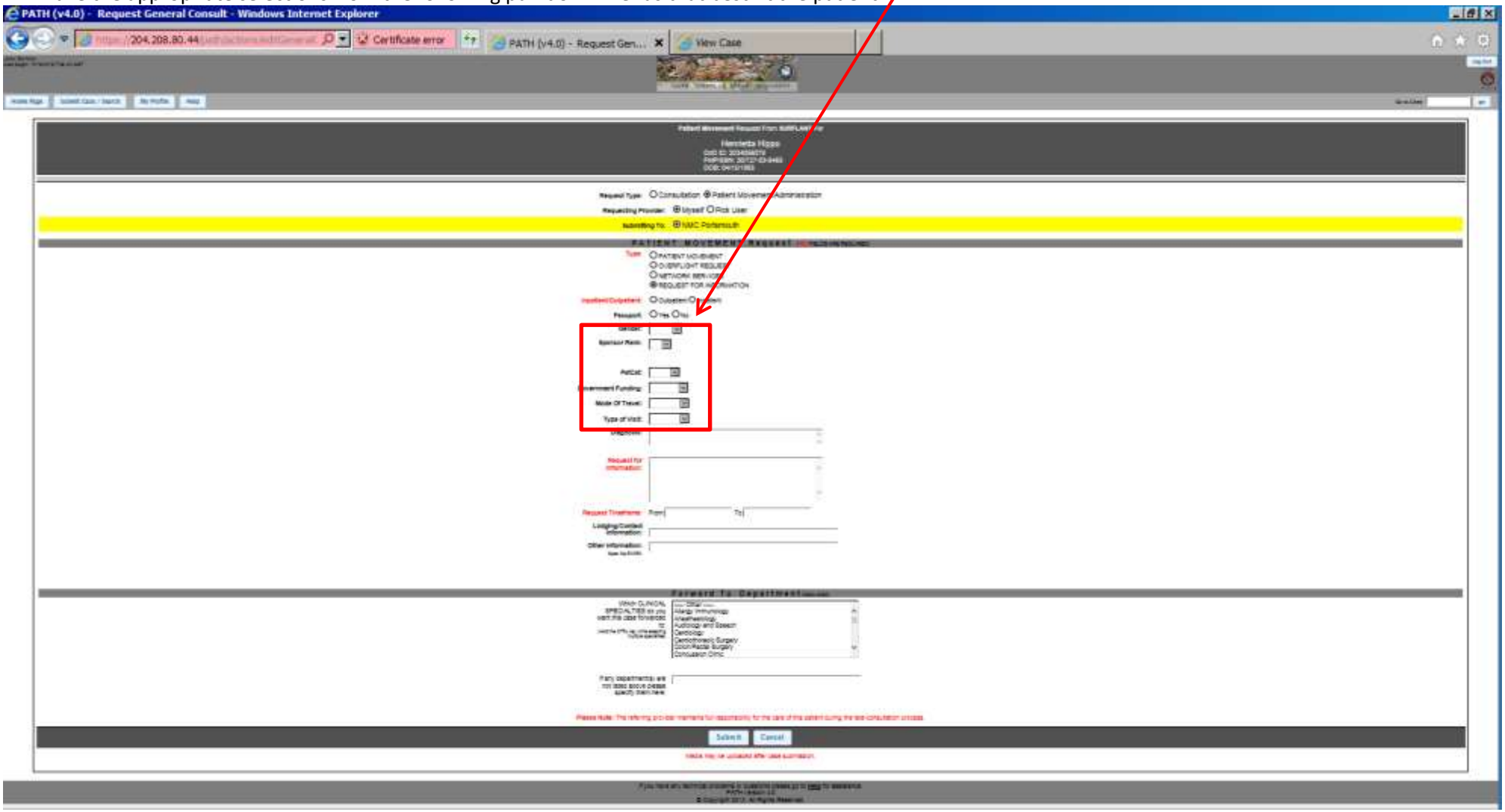
11. Click REQUEST FOR INFORMATION.



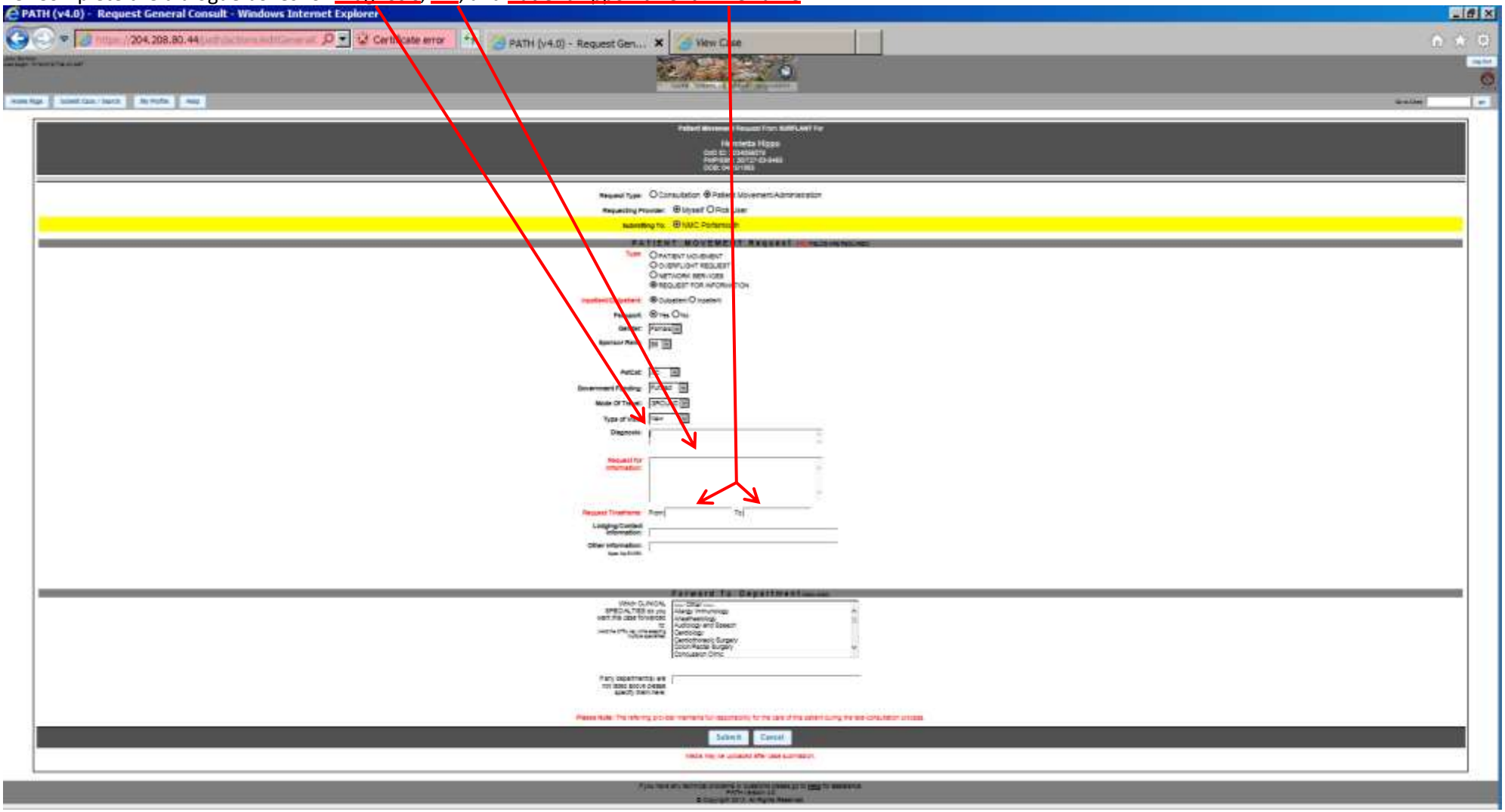
12. Choose whether the patient will be seen as an outpatient or an inpatient.

13. Select whether the patient has a passport or not.

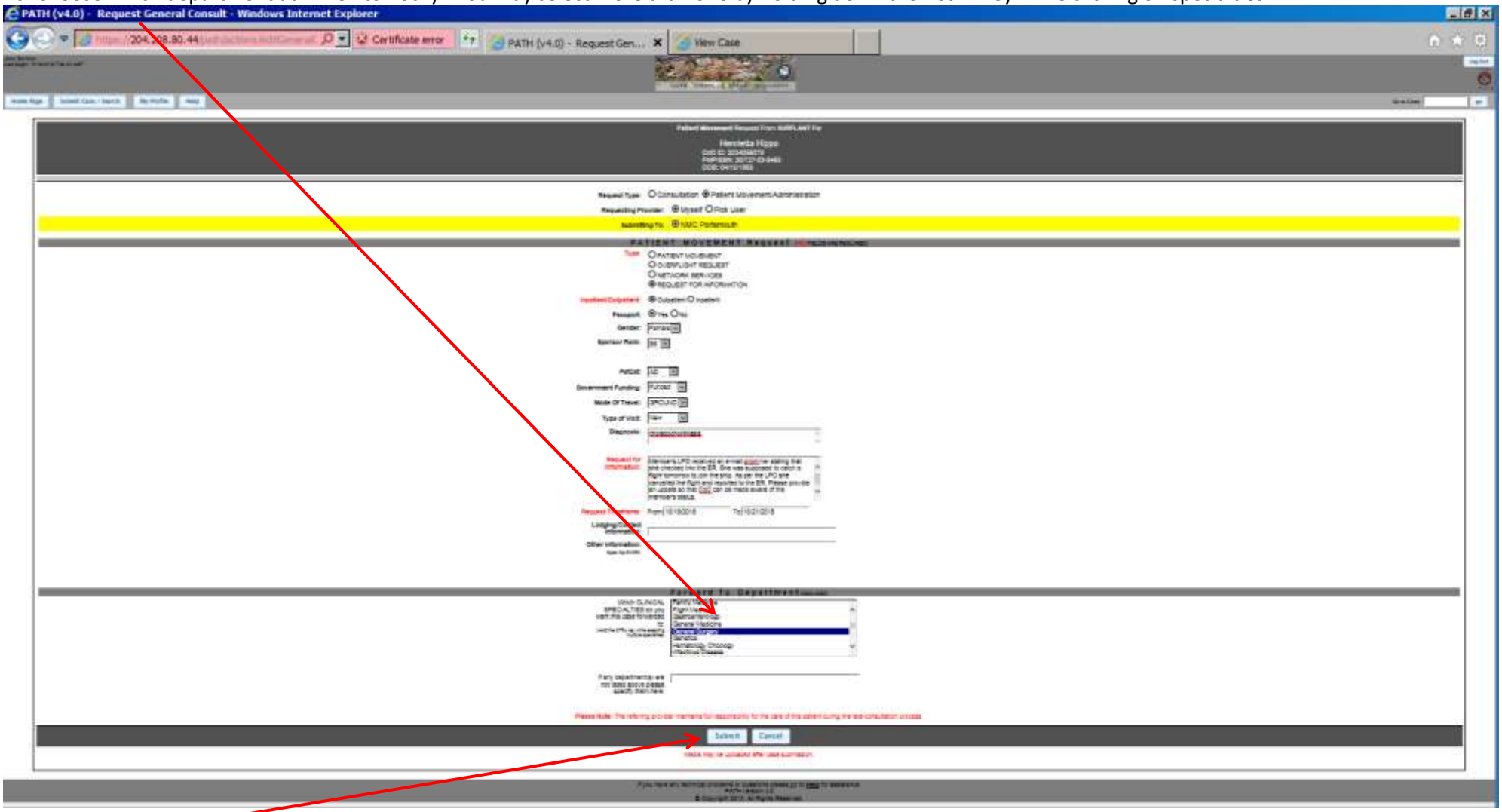
14. Make the appropriate selections from the following pull-down menus that best fit the patient.



15. Complete the dialogue boxes for Diagnosis, RFI, and Patient Appointment Timeframe.

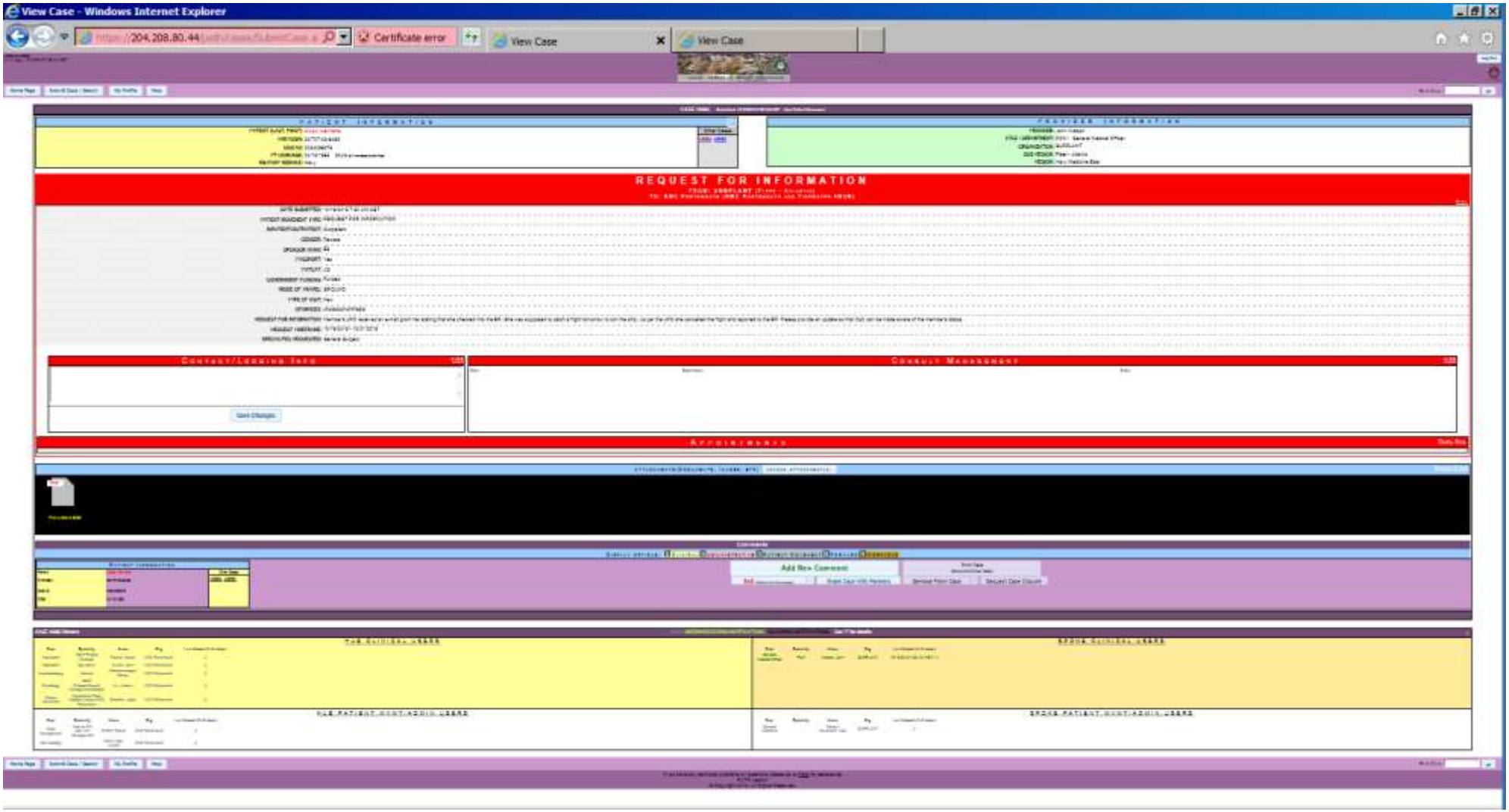


16. Choose which department at NMCP to notify. You may select more than one by holding down the <Ctrl> key while clicking on specialties.



17. Click Submit.

This is what the receiver sees on their end.



THINGS TO REMEMBER

You will be able to submit, or track Patient Movement requests via HELP. These are sent to NMCP's case managers, who will forward the request to the appropriate specialists. This will NOT notify the physicians, which they prefer for non-clinical issues. If you need to notify the referring provider or specialist at NMCP, please use ADMINISTRATIVE note type, which will notify all via email when there has been new activity on the case.