



June 10: eCheck-In Now Live, Patient Access Updates, Referring Physician Communications

This week's issue focuses on the steps Northwestern Medicine is taking to enhance patient access to all NM facilities, and the processes being implemented to support ambulatory clinics and physician practices through reactivation and returning baseline operations.

eCHECK-IN NOW LIVE FOR NMG, RMG AND HOSPITAL DIAGNOSTIC DEPARTMENTS

Effective May 18, all Northwestern Medical Group and Northwestern Medicine Regional Medical Group practices, as well as hospital Diagnostic Testing departments, are now live on eCheck-In. As NM continues to streamline the patient experience, clinical questionnaires will be activated on June 15 within the eCheck-In workflow for ambulatory visits. This will include the Review of Systems, as well as medical, surgical and social history questionnaires, and will support paperless interactions.

Once completed in NM MyChart, the patient-entered responses will map directly to the Review of Systems (ROS) Navigator and History sections of the Plan and/or Rooming tab for review and editing as needed. Responses to the ROS will also file to a smart form, and can be populated and pulled into progress notes. History questionnaire responses will be stored indefinitely for patient review to minimize form fatigue.

A [MyChart Patient Questionnaire Epic Tip Sheet](#) is available for physician and providers on the Reactivation Resources pages on [NM Interactive](#) (login required) and [Physician Forum](#) (no login required). For patients, information about [eCheck-In through the MyNM® app](#) is available on the [Patient Safety During COVID-19 page](#) on nm.org.

PATIENT ACCESS UPDATES

As NM continues to make progress toward reactivation and prepare our facilities for the safe return of patients with conditions unrelated to COVID-19, we are committed to supporting a careful and thoughtful process in reactivating patient access to NM ambulatory clinics and physician practices. With your help, we hope to gain insights and create processes that best support your patients in accessing care and assist your staff in delivering the best patient experience possible.

In-person appointments

With that goal in mind, all patient appointments at an NM location will default to being scheduled as in-person visits beginning Monday, June 15. To reduce points of physical contact in our facilities and ensure the safest possible patient experience, NM has implemented a touchless registration process, which includes new eCheck-In capabilities. eCheck-In allows patients to update personal demographics,

verify medical and insurance information, pay co-pays, and fill out required health questionnaires through their NM MyChart accounts prior to arrival for their appointments. To help inform patients of this change, a communication will be distributed through NM MyChart and posted to nm.org prior to June 15.

Telehealth will continue to be an integral part of providing safe patient care. When a patient and the physician agree that a video or telephone appointment would be appropriate, telehealth options will be offered as part of the scheduling process.

To learn more about NM telehealth practices, please visit the Telehealth Resources pages on [NMI](#) (login required) and [Physician Forum](#) (no login required).

Ambulatory clinic reactivation progress reports

Last week, the Access team, in collaboration with practice operations, distributed detailed reports to all ambulatory clinics across the health system regarding each clinic's progress toward returning to baseline operations. This week, we will distribute detailed reports to all hospital outpatient diagnostic areas, and develop a plan to understand challenges and actions to assist these areas in returning to baseline.

To further assist practices with the safe return of patients, we have designated a lead in each who will work with practice leadership, physicians and clinic staff to better understand the challenges of returning to baseline operations. This collaborative work will help determine additional tactics needed to support our patients, providers and care teams in enhancing patient access across the health system.

Thank you to all physicians and practice staff for your collaboration in these efforts. For more information about patient access and reactivation progress reports, please email Access Vice President Lydia Splan at lydia.splan@nm.org.

REACTIVATION LETTER TEMPLATE FOR REFERRING PHYSICIANS

To help support NM physicians in the reactivation of their practices, a templated letter has been developed for distribution to physicians who refer patients into your practice for specialty and sub-specialty care unrelated to COVID-19. Available for use by all NM physicians, the letter includes details about NM's telehealth capabilities, appointment options and safety measures implemented at all NM facilities to support in-person patient appointments. The letter is available as a Word document that can be personalized to include patient- and specialty-specific information.

The [Reactivation Letter for Referring Physicians](#) is available on the [Reactivation Resources page](#) on [Physician Forum](#) (no login required).

Thank you to all NM providers for your continued partnership throughout the pandemic and as we move toward reactivating our health system, and for your exceptional leadership during this unprecedented time. If you have questions about NM reactivation or would like to share the story of an NM hero, please email us at covid-19md@nm.org.

A handwritten signature in black ink, appearing to read "Howard B. Chrisman". The signature is fluid and cursive, with the first name "Howard" written in a smaller, more compact script, and "B. Chrisman" in a larger, more prominent cursive style.

Howard B. Chrisman, MD

President

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