McKESSON
Empowering Healthcare

PRACTICE PARTNER®

Product Bulletin

Product Bulletin: Practice Partner Web View®

Web View is a full-featured patient portal that allows physicians to share Patient Records charts online safely and conveniently. This service provides the ability for patients, providers, and consulting physicians to view Patient Records charts over the Internet in a secure and confidential manner. Patients can view chart data including future appointments, lab results (with notes from their provider), overdue health maintenance, and current prescriptions (with clinical notations translated into plain English). Patients can also view laboratory and result comments from their providers. Providers can use Web View to view their patients' chart data from any PC with an Internet connection. Consultants can also view charts for specified patients.

Web View also helps to connect patients and providers by offering the following online features:

- Appointment requests
- New patient registration
- New patient intake forms
- Secure messaging

Summary of Key Features and Benefits of Web View:

- Enhances patient communication and satisfaction
- Reduces phone calls
- Speeds the patient registration process and eliminates data entry
- Streamlines the referral process by eliminating the need to fax or send the patient chart
- Improves patient care by providing consultants with easy access to up-to-date chart information
- Allows for different views for patients, providers, and consulting physicians

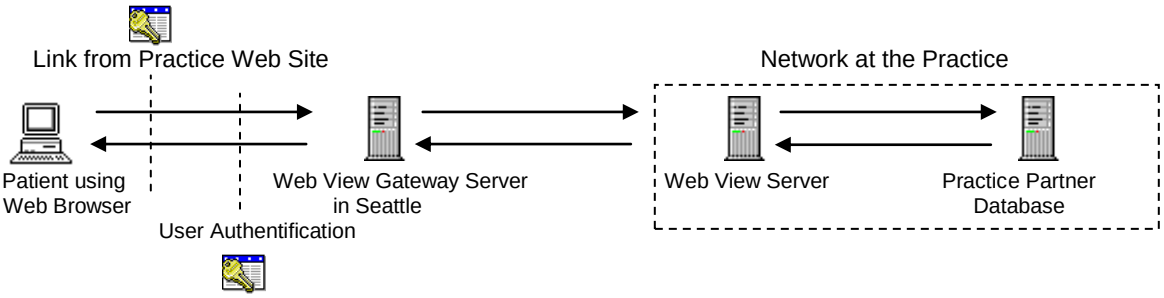
How does Web View work?

Patients, providers, and consultants can access Web View from any PC with an Internet connection. They simply click on the Web View link on the practice's web site to enter the log-on screen. From this screen, they enter their log-on information, and can then view patient charts online. Patients are able to view their own charts while providers and consultants can access authorized charts.

The back-end process ensures that all data transmissions are secure. When the user clicks on the Web View link on the practice's web site, they are connected to the Web View Gateway Server (without the user's knowledge). The Web View Gateway Server (secure server hosted in Seattle) acts as a mediator: controlling the log-on process, what operations the user can perform, and what data they can see.

The Gateway Server then connects to the network at the practice, connecting to the Web View Server (which in turn connects with the Practice Partner database) to retrieve and display the requested information. The data is securely transmitted utilizing SSL (Secure Sockets Layer), XML (Extensible Markup Language) and SOAP (Simple Object Access Protocol) protocols, and displayed using XSL style sheets. Once the session is finished, all user information on the Web View Gateway Server is automatically deleted.

Image 1.0 – Web View Connectivity

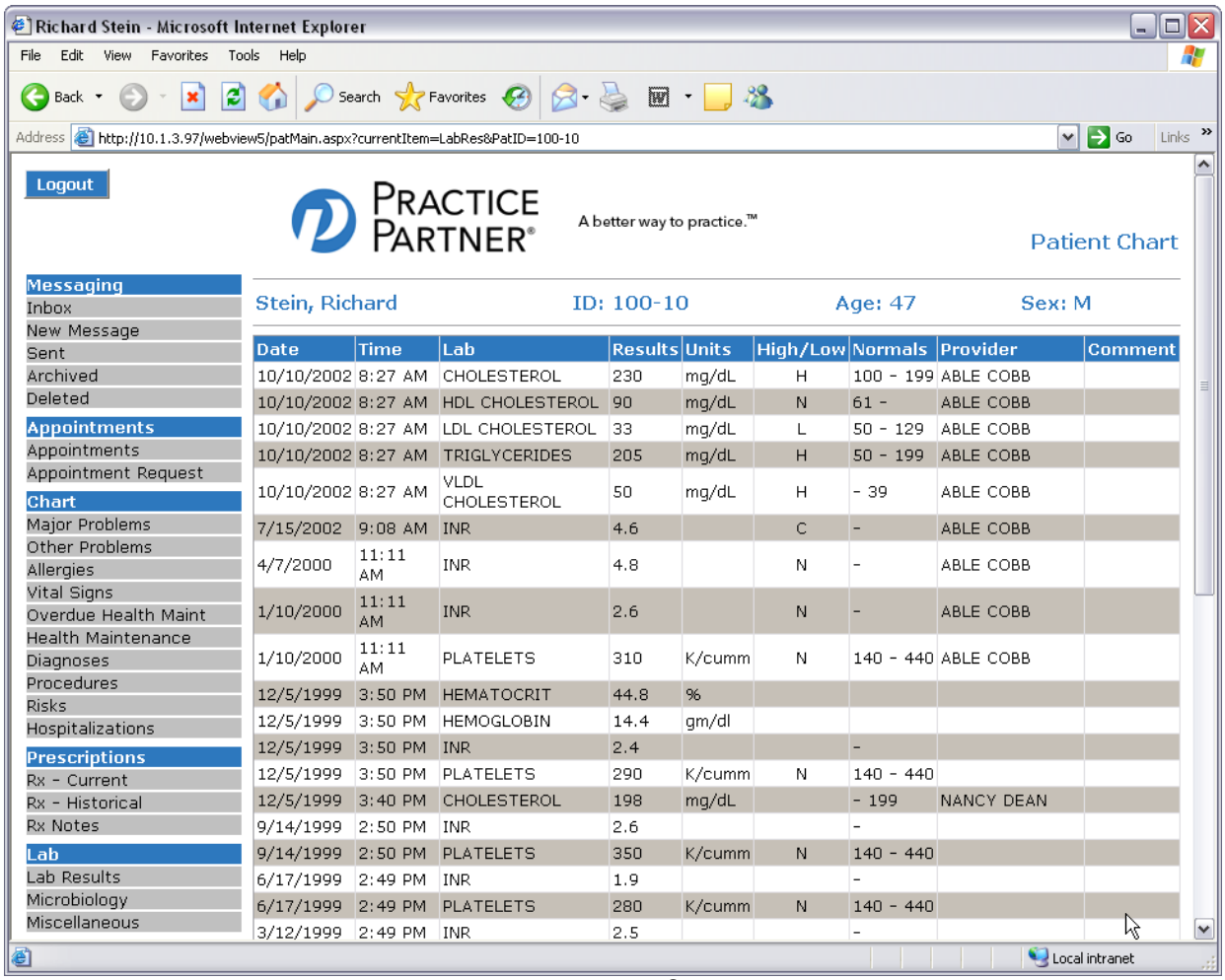


What features does Web View include?

Sharing of Chart Information

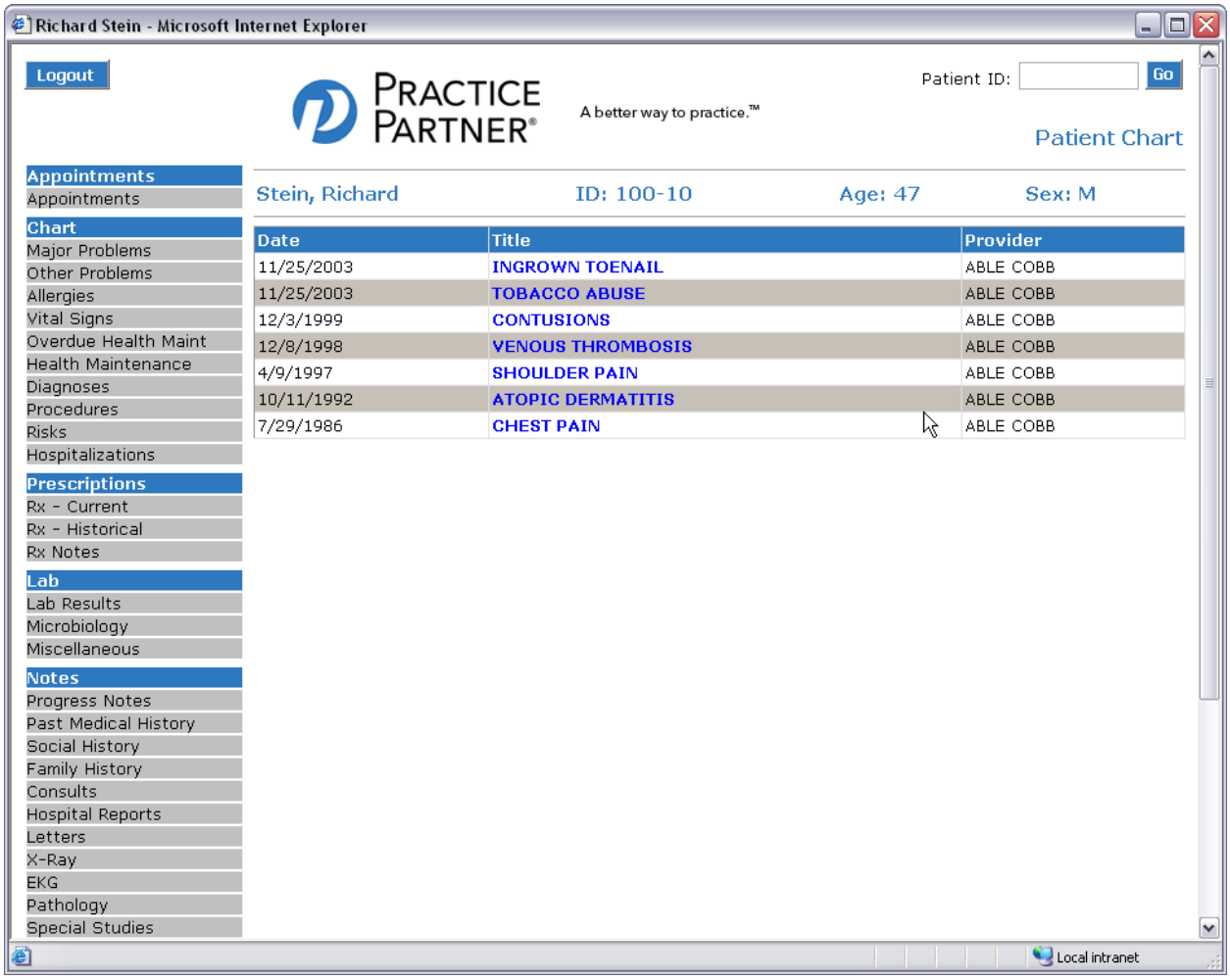
Web View displays information in each section of Patient Records and future appointments in Appointment Scheduler. Your practice can customize the sections available for view through an administrative screen. It's easy to select the chart sections that you would like accessible for patients, providers, and consultants.

Image 2.0 – Patient View of Chart



Date	Time	Lab	Results	Units	High/Low	Normals	Provider	Comment
10/10/2002	8:27 AM	CHOLESTEROL	230	mg/dL	H	100 - 199	ABLE COBB	
10/10/2002	8:27 AM	HDL CHOLESTEROL	90	mg/dL	N	61 -	ABLE COBB	
10/10/2002	8:27 AM	LDL CHOLESTEROL	33	mg/dL	L	50 - 129	ABLE COBB	
10/10/2002	8:27 AM	TRIGLYCERIDES	205	mg/dL	H	50 - 199	ABLE COBB	
10/10/2002	8:27 AM	VLDL CHOLESTEROL	50	mg/dL	H	- 39	ABLE COBB	
7/15/2002	9:08 AM	INR	4.6		C	-	ABLE COBB	
4/7/2000	11:11 AM	INR	4.8		N	-	ABLE COBB	
1/10/2000	11:11 AM	INR	2.6		N	-	ABLE COBB	
1/10/2000	11:11 AM	PLATELETS	310	K/cumm	N	140 - 440	ABLE COBB	
12/5/1999	3:50 PM	HEMATOCRIT	44.8	%				
12/5/1999	3:50 PM	HEMOGLOBIN	14.4	gm/dl				
12/5/1999	3:50 PM	INR	2.4			-		
12/5/1999	3:50 PM	PLATELETS	290	K/cumm	N	140 - 440		
12/5/1999	3:40 PM	CHOLESTEROL	198	mg/dL		- 199	NANCY DEAN	
9/14/1999	2:50 PM	INR	2.6			-		
9/14/1999	2:50 PM	PLATELETS	350	K/cumm	N	140 - 440		
6/17/1999	2:49 PM	INR	1.9			-		
6/17/1999	2:49 PM	PLATELETS	280	K/cumm	N	140 - 440		
3/12/1999	2:49 PM	INR	2.5			-		

Image 3.0 – Provider View of Chart



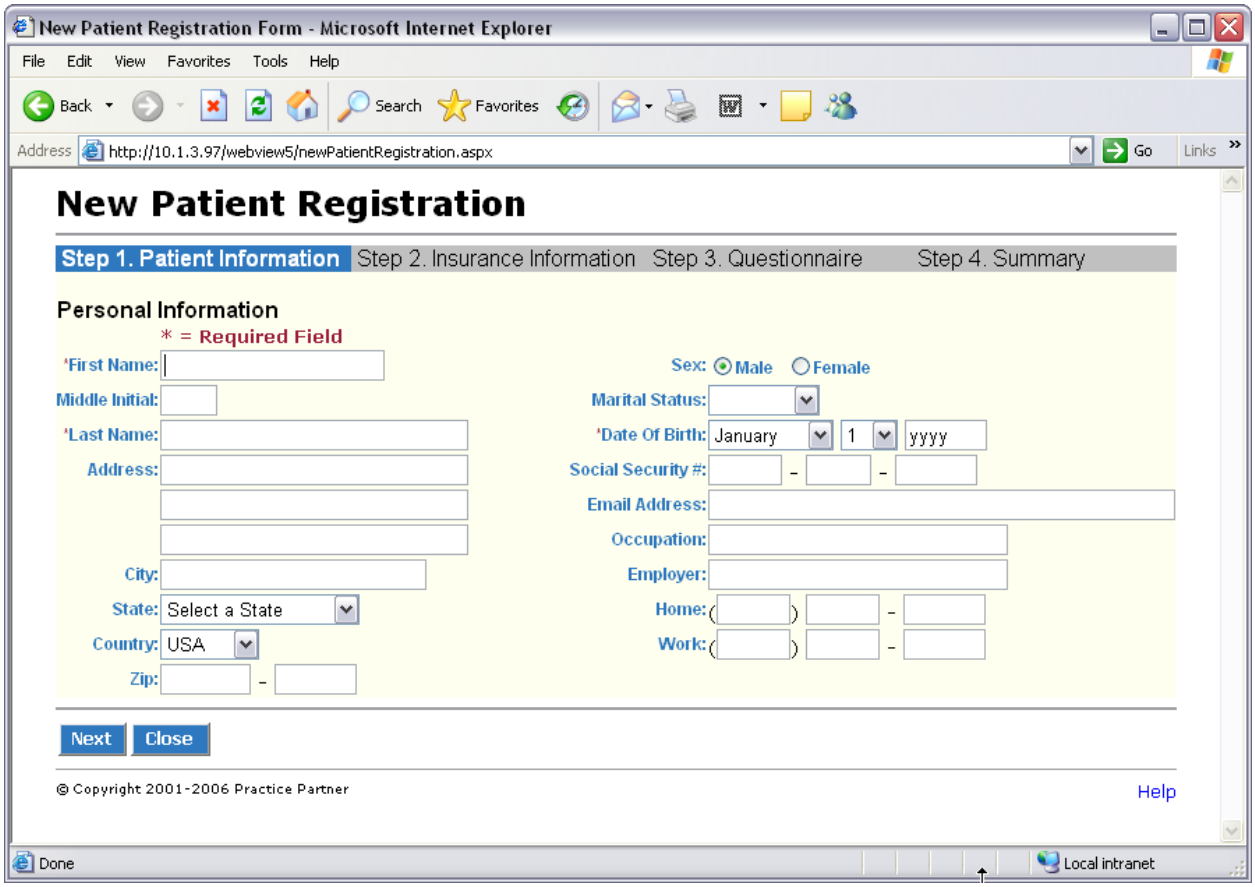
Appointment Requests

Web View also allows existing patients to request appointments online. When a patient requests an appointment, the data is sent to the wait list in Practice Partner Appointment Scheduler. This makes it easy to track appointment requests and helps cut down on phone calls into your practice.

Patient Registration

New patients can register using Web View. Patients login as a new patient and can complete patient, guarantor, and insurance demographic information. Once the patient has completed the registration forms, Web View automatically creates a new account and corresponding chart in Patient Records. Online registration eliminates data entry and reduces patient time spent in waiting rooms.

Image 4.0 – New Patient Registration Form

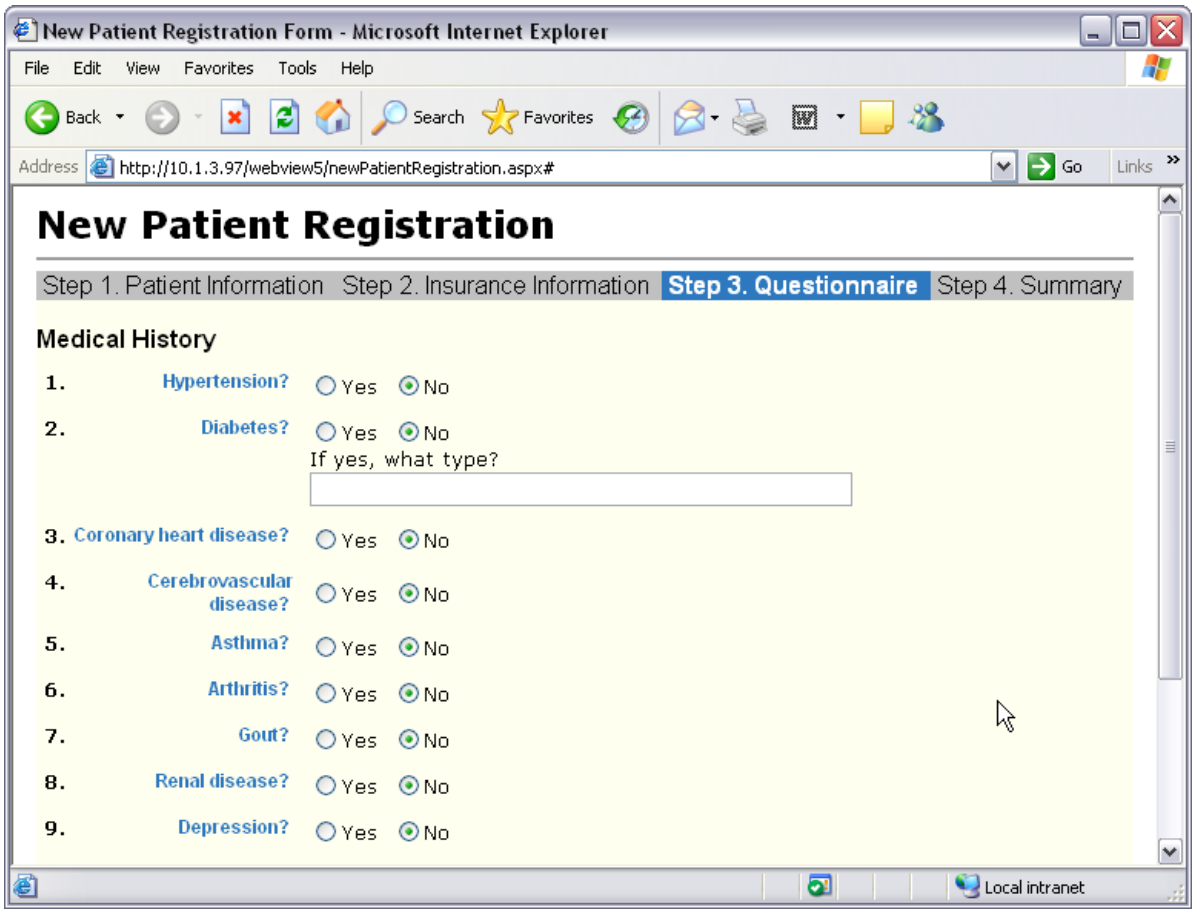


Online Patient Intake Forms

New patients can also enter present illness, review of systems and medical history information before their first encounter. The patient questionnaires are fully customizable; you can create the questions and designate the chart section (e.g. social history, progress notes, etc.) that the patient-entered data should populate.

After the patient completes the forms, this information is automatically imported into Patient Records. For example, if the patient entered past medical information into Web View, a new note in the Past Medical History chart section would automatically appear in Patient Records. Patient-entered data can flow into past medical, family, and social history notes, progress notes, and more.

Image 5.0 – Patient Medical History Questionnaire



Secure Messaging (Available with Patient Records 9.0)

Practice Partner 9.0 users can send and receive secure messages to patients and consultants using Web View. Once the provider sends the message, an email is sent to the patient's private account with notification of a secure message from his or her health care provider. The patient can then log into Web View to securely view the message. Patients and consultants can reply to messages and also initiate them. The messages go directly into the Inbox of the appropriate operator (e.g. nurse) in Patient Records.

Image 6.0 – Notification to Patient of New Message

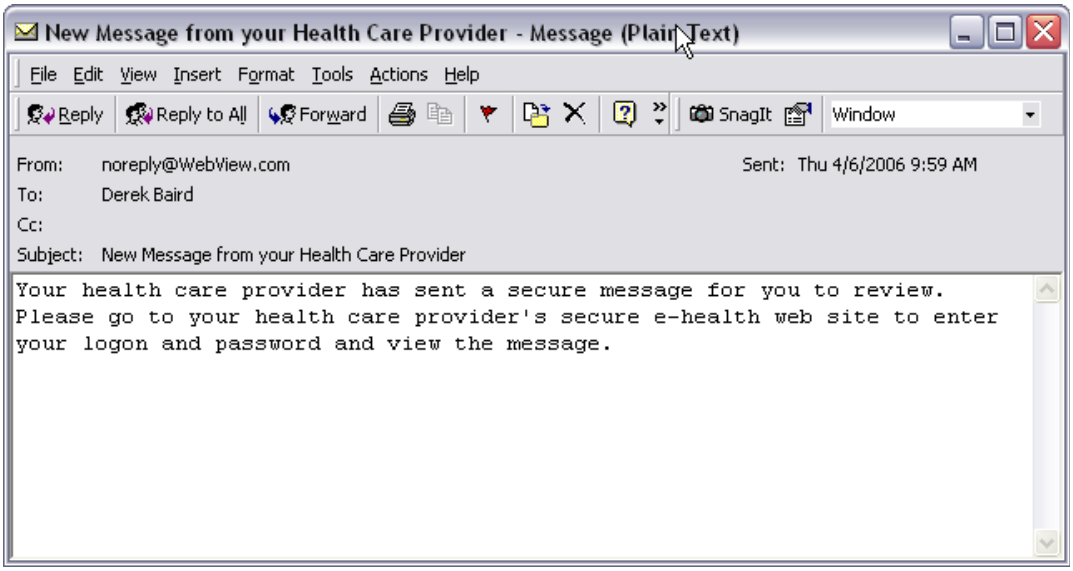
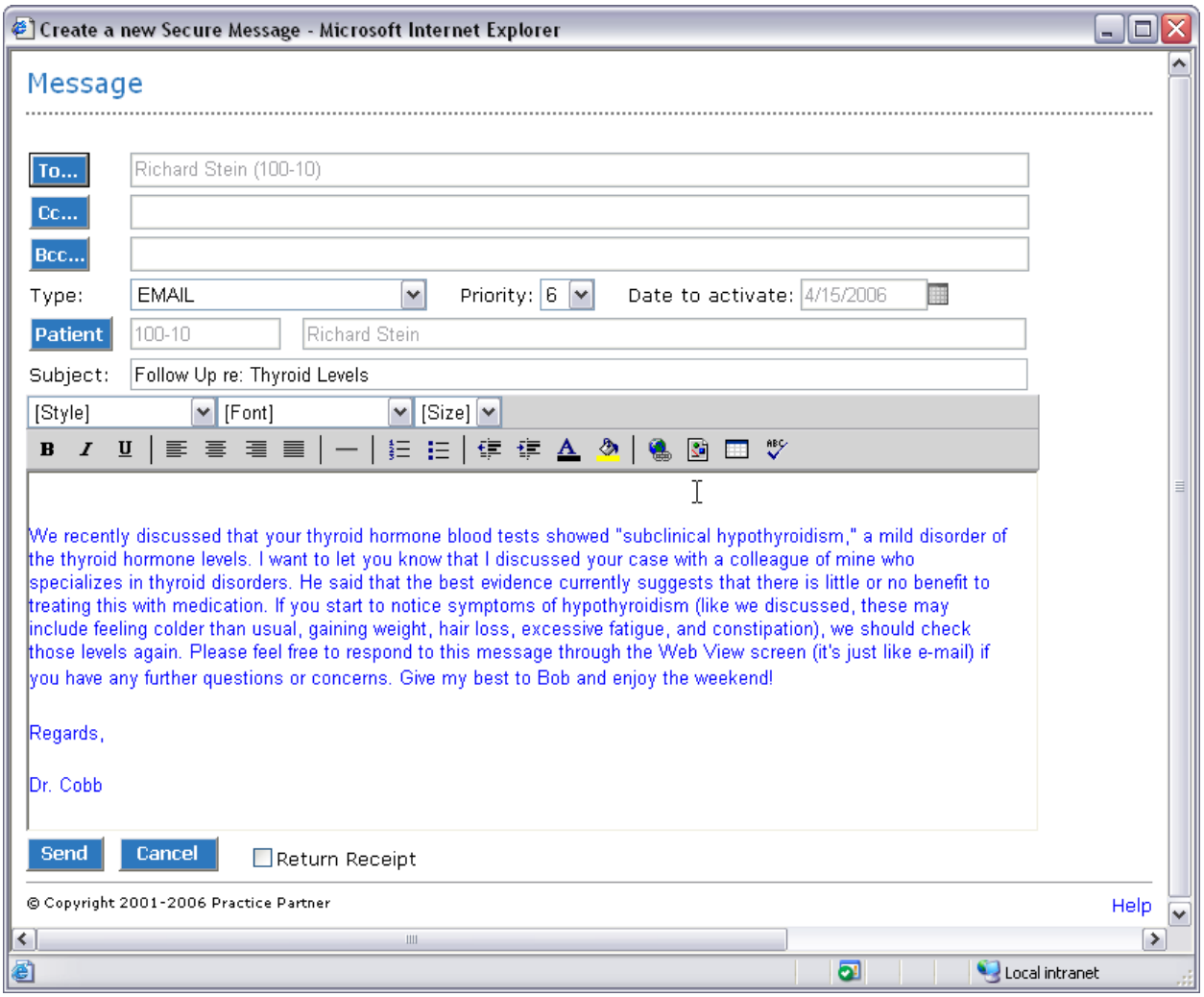


Image 7.0 – Provider Message to Patient



How do I allow access to Web View?

Each patient, physician, and outside consultant that would like to view information via Web View needs a user name and password assigned by the practice. You can create logins for patients, consultants and providers in Patient Records.

Web View's administrative screens make it easy to

- Manage the patient, provider, and consultant views
- Customize patient intake forms
- Track new Web View registrations
- Customize the look and feel of your Web View site

How is security maintained during the transfer of information?

Security is of utmost importance when transferring personal data across the Internet. Between the user's PC and the Web View Gateway Server, 128-bit SSL encryption is used. This provides a secure connection between the user and the server. Each practice is issued a private SSL certificate to ensure secure transmissions from the practice to the Web View Gateway Server.

What are the hardware and software requirements?

The only hardware requirement for Web View is a dedicated Windows 2000/2003 server, which is called the Web View Server. This PC needs to be connected to the Internet with its own unique IP address, and connected to the Practice Partner database. For more information regarding system requirements, please see the Web View Requirements Checklist.

What are the database requirements?

Web View will work with c-tree Plus, c-tree Server, Microsoft SQL, and Oracle databases.

What are the recommended security measures for the Web View Server?

We strongly recommend that the Web View Server at the practice's site have a firewall installed. Because the Web View Server will connect the network with the Internet 24 hours a day, a firewall will keep unauthorized outside users from accessing the network.

What is the cost?

Web View is sold as a monthly service on a per-provider basis. The price is $25 per provider per month. A Web View subscription requires a one-year commitment. A one-time training fee of $450 is required and includes up to three hours of remote set-up, training, and implementation.

How do I get started with Web View?

Although the Web View installation is fairly technical, Practice Partner will work with the site to have Web View launched within 24 hours of a scheduled installation appointment. Here is a summary of the process:

1. Sign a Web View specific contract. Web View requires an initial contract for 1 year of service. After the first year, practices may discontinue the service at any time with 30 days notice.
2. Set-up the hardware. The Practice Server needs to be up and running before Web View can be installed. The Practice Server requires a direct 24x7 connection to the Internet with its own unique static IP address, as well as access to the Practice Partner database.
3. Install and implement Web View software provided by Practice Partner.
4. Practice Partner will register a unique URL for the Practice Server's IP address. This URL (e.g. practicepartner.com) is needed so that the Practice Partner Web View server can link to the Practice Server.
5. Practice Partner will configure our Web View server to add a specific page for the practice. The practice will then need to add a link on their web page to this page. We will provide the address for the link.
6. Testing. The Web View setup will be tested with the practice to insure that it works properly.
7. Go live. Practice Partner will instruct the practice on how to create login accounts for patients, consultants, providers, and administrators. The practice can then add additional accounts when necessary.