

## CSMConnect Frequently Asked Questions

### What is CSMConnect?

CSMConnect is a secure patient portal that allows you access to your health information. Through CSMConnect, you can exchange secure messages with your healthcare providers, request renewals of your prescriptions, access educational materials, view or request appointments, and view your current medications, allergies, immunizations, health issues, and lab/radiology results.

### How can I enroll for CSMConnect?

You can enroll for CSMConnect at any Ascension Columbia St. Mary's or Madison Medical Affiliates location. You will need to sign a Patient Agreement form and provide your email address. At that time, in order to ensure the security of your information, you will also be asked to provide a photo ID and verify your date of birth and home zip code.

To complete the registration, an email invitation with a secure, unique link will be sent to you. When you click the link, you will need to confirm your name, date of birth and provide the answer to a security question selected by you during the enrollment process. Next, choose a username and password. You will then be asked to choose an additional security question and answer in case you ever forget your password.

You can also self-enroll using the following link: [Enroll.Ascension.org](https://Enroll.Ascension.org). Self-enrollment is available for patients of Ascension Columbia St. Mary's and Madison Medical age 18 or older who currently don't have CSMConnect access.

Self-enrollment is not currently available for caregivers or parents/guardians. Please speak to a member of the registration staff during a future clinic or hospital visit for proxy/parental access.

### Can I enroll to view my children's medical information?

Yes, parents or guardians of children up to age 12 can access their children's health information on CSMConnect. You will need to request this access in-person and sign a Parental Agreement form. Due to Wisconsin privacy laws, parental access is terminated just before the child's 12th birthday. Minors age 12 through 17 cannot be given access to CSMConnect because of the same Wisconsin privacy laws that prevent sharing certain medical information with parents.

### Can I give permission for someone else to view my medical information, such as my spouse or my adult child?

Yes, any patient age 18 or older can give "proxy" access to another adult. Both the patient and the proxy will need to sign a Patient/Proxy Agreement form.

## **How do I log into CSMConnect?**

Once your account has been set up, you can access your CSMConnect account anywhere that you have access to the Internet at home, work, school, library, etc. Just visit [Enroll.Ascension.org](https://Enroll.Ascension.org) (insert live link) and log in using the username and password that you created during registration.

The CSMConnect Patient Portal is also accessible from the HealthLife App. Download from the App Store for use on your iPhone or Android, and search for Columbia St. Mary's .

We now offer the ability for you to securely connect some of the health management apps you may use to access your health record. If you need assistance in creating a connection between your health app and your Ascension CSM health record, send an email to [CSMConnectYourApp@ascension.org](mailto:CSMConnectYourApp@ascension.org).

## **Can I share my password with a family member so that they don't need to sign up for proxy access?**

No, this is not recommended. Each person should have his or her own CSMConnect account. That way, you will always have the choice in the future to stop sharing your information with another person.

## **How do I change my password?**

Within CSMConnect, in the lower left corner of the screen, click on your name to update your account settings.

## **What should I do if I change my email address?**

Please be sure to promptly let us know your new email address, to ensure that you do not miss any notifications. You can stop by any Ascension Columbia St. Mary's or Madison Medical Affiliates location and fill out a new registration form. Then, we will send another invitation to your new email address. To ensure the privacy of your medical information, we cannot accept a change of email address over the phone.

## **What if I have questions or trouble accessing my information?**

For assistance with logging into CSMConnect, please call the Support Line at (877) 621-8014, available 24 hours a day, 7 days a week. The Support Line can only help with technical questions and will not be able to help with medical questions. For specific questions about the medical information you see in CSMConnect, please call or send a message to your provider.

## **Viewing Your Health Information**

### **Where does my health information come from?**

All of your information is pulled directly from your electronic health record. You will see information from your visits to all Ascension Columbia St. Mary's and Madison Medical Affiliates locations. It does not contain information from any visits to independent physicians' offices outside of our organization, even if they are physicians who work with Ascension Columbia St. Mary's. Also, information from Behavioral Health visits is not displayed, due to strict privacy laws regarding that information.

## **How do I view my health information?**

- Click the "Clinical Record" section. Here, you can choose to view different categories of information.
- The "Clinical Record Summary" contains information about your medications, allergies, immunizations, health issues, and past procedures.
- The "Documents & OpenNotes" section contains summaries of clinic and hospital visits, as well as any educational materials that were provided to you as part of your visit. You must have a PDF reader to view or download a document.
- The "Medications" section lists your current medications.
- The "Labs" and "Radiology" sections will have all of your test results.
- The "Download & Send" section allows you to view, download, or transmit a "Continuity of Care Document" (CCD).

## **What is a "Continuity of Care Document"?**

This is an electronic document exchange standard for sharing patient summary information. A CCD provides a snapshot in time of specific medical information that can be exported to another medical record system.

## **Why don't I see medications that I previously took or allergies that I used to have?**

"Medications and Allergies" only show currently active information. They do not display past medications or allergies. At every visit, be sure to tell your provider about any changes in the medications you are taking so that CSMConnect will have the most up-to-date information.

## **What if my medical information is incorrect?**

If you have any questions about the medical information you see in CSMConnect, please call or send a message to your provider.

## **Communicating with your provider**

### **How do I send a message to my provider?**

Select "Secure Messaging", then click on "Inbox" and "Send a Message". Begin typing a few letters of your provider's first or last name, or the name of your clinic. Then, choose your provider from the list that appears. You can enter a brief subject line and the text of your message – just like any email system. When you have finished, click "Send."

### **Will my provider see my message immediately?**

Each time you send a message, you will see a confirmation screen explaining that your message was sent to a particular secure, shared mailbox, known as a "pool." Responses to your message will be sent from that same pool.

The pool is available to your provider and his or her immediate team of nurses and medical assistants. That way, you can be assured of a prompt response, even if your provider is away from the office. Your provider's team will be sure to handle your message in the most efficient way, just as they would if you had placed a phone call or left a voicemail message.

*Each time you send a message, you will see a confirmation screen explaining that your message was sent to a secure mailbox. This mailbox is shared with your provider's team of nurses and medical assistants to ensure your message is handled in a timely manner, even when your provider is away from the office. Responses to your message will be sent from that same shared mailbox.*

### **How soon can I expect a response?**

We strive to answer all messages within two business days, sooner if possible. However, you should never use CSMConnect secure messaging for emergencies, urgent matters, or anything that needs attention the same day. Please call your clinic for any matters that need immediate attention. If you are experiencing a medical emergency, you should always call 911 or visit the nearest emergency department.

### **How will I know when I receive a response or when a new message is sent to me?**

Whenever there is a response or a new message waiting for you on CSMConnect, an email notification will be sent to the email address you supplied upon registration. The message itself can be accessed by logging into CSMConnect. To protect the privacy of your medical information, we will never send medical information directly to your email account.

### **What if one of my providers isn't listed?**

If you do not see a particular provider listed, please be sure to notify your care team. You will need to contact those providers by telephone until the list is updated.

Please note that secure messaging is intended for use with the providers that you already see for your ongoing care. This includes any of our clinic providers, such as primary care physicians, nurse practitioners, and specialty physicians. Secure messaging is not available to our emergency department physicians, urgent care physicians, or hospitalists, since their care is normally limited to a particular visit or hospital stay.

## **Viewing and Requesting Appointments**

### **What appointments can I view?**

The "View Upcoming Appointments" screen will show all of your future clinic appointments at Ascension Columbia St. Mary's and Madison Medical Affiliates locations. It will also show your upcoming outpatient appointments for most departments, including Medical Imaging, Physical Therapy, and many other specialty areas.

### **What appointments can I request?**

You can request clinic appointments with any of the providers listed in the "To" box. Begin typing a few letters of your provider's first or last name, or the name of your clinic. Then, choose your provider from the list that appears. Enter the reason for your visit and provide some dates and times that will work for you. Also, please provide the best phone number to reach you, in case we have any questions.

Currently, you cannot request outpatient hospital appointments using CSMConnect. Please continue scheduling those appointments in the same manner that you have previously. **What is the previous manner?**

## **How soon will my appointment be scheduled?**

The scheduling staff at your clinic will schedule your appointment as soon as possible, based on the date and time preferences that you have indicated. We strive to fulfill your requests within two business days, sooner if possible. However, you should never use CSMConnect secure messaging for emergencies, urgent matters, or anything that needs attention the same day. Please call your clinic for any matters that need immediate attention. If you are experiencing a medical emergency, you should always call 911 or visit the nearest emergency department.

The scheduling staff will contact you using the phone number you provided if they have any questions. When you submit the appointment request, you will see a confirmation screen explaining that your message was sent to a particular secure, shared mailbox. Responses to your request will be sent from that same shared mailbox.

## **Cerner Health/Personal Health Record**

### **What is Cerner Health?**

Cerner is the company that provides our electronic medical record system, Cerner Millennium, and our patient portal, CSMConnect. The login ID that you create when registering for CSMConnect is sometimes referred to as a Cerner Health account.

### **What is a Personal Health Record (PHR)?**

A Personal Health Record (PHR) gives you the ability to document, store, and manage your personal health-related information and records from any number of healthcare organizations. It is not the same as CSMConnect, which is a patient portal that displays information from Ascension Columbia St. Mary's and Madison Medical Affiliates' electronic health record.

### **How can I access the PHR?**

By using the "Account Settings" page, you can link to Cerner Health and access a PHR. This is entirely optional. Any information that you choose to store here is controlled only by you. Your Ascension Columbia St. Mary's and Madison Medical Affiliates providers will not see this information unless you print it out and share it with them. Your health information from CSMConnect will not be automatically entered into the PHR.

When you are in the Cerner Health PHR, you can click the "Return to Columbia St. Mary's" link at any time to return to CSMConnect.

### **Do I need to use the Cerner Health PHR as part of CSMConnect?**

No, CSMConnect is completely separate from the Cerner Health PHR. The PHR is available only if you choose to use it. There is no need to use the PHR in order to receive the benefits of CSMConnect. Any information that you enter in the PHR will not be shared with Ascension Columbia St. Mary's or Madison Medical Affiliates providers unless you print it out and share it with them.