

## Frequently Asked Questions:

### What is AMAfluhelp.org?

AMAfluhelp.org is the nation's first comprehensive Web-based flu assessment program. The free, secure interactive Web solution is authored and maintained by the American Medical Association and is powered by HealthyCircles. It provides individuals with health assessment tools that include a series of questions to determine the severity of their flu symptoms based upon the latest Centers for Disease Control and Prevention guidelines. Patients can choose to share their information and flu assessment results with their physician as well as family members and loved ones. AMAfluhelp.org also provides a set of online tools designed by physicians for physicians to monitor their patients' symptoms, facilitate care and treatment decisions, and efficiently manage their practice patient flow.

### How many health assessment programs are there?

AMAfluhelp.org currently offers seven health assessment tools:

- **AMA's Anonymous Self-Assessment for H1N1 flu.** This is a free anonymous program that will assess if a patient is high risk for H1N1 and gives the patient direction on what they should do: seek immediate care, call their doctor, or stay at home and take precautions rendered at the end of their session.
- **Self-Assessment: Do you have H1N1 flu?** (AMA's personalized self-assessment for H1N1 flu) This program will assess if a patient is high risk for H1N1 flu and direct them to the appropriate level of care. In this personalized program, the physician has the ability to monitor patients' responses and communicate in a secure manner. While the health assessments are free, physicians may charge their patients a fee to provide online health monitoring services.
- **Am I high risk for H1N1 and need the vaccine?** This program will advise patients if they fall into a high-risk group and if it is recommended for them to be one of the first to receive the H1N1 vaccine.
- **Child Assessment: H1N1 flu & children under 18.** This program will help parents assess if their child has H1N1 and what to do next.
- **Pregnancy: Do you need the H1N1 flu vaccine?** This is a program made specifically for pregnant women to educate them on the benefits and risks of the H1N1 vaccine.

- **AMA Assessment H1N1 flu Vaccine Monitoring.** This is a program for patients after they receive the H1N1 flu vaccine. It uses the most recent CDC guidelines to indicate if a patient may experience mild, unusual or severe symptoms from the vaccination. The program gives them appropriate advice depending on their answer.
- **H1N1 flu: Can I return to school or work?** A thoughtful program that will re-assess a patients symptoms (flu like symptoms, fever, etc) and advise them on the length of time the CDC recommends to stay at home or if it is safe to return to school or work based on patient responses.

## **Who can read an individual's health data on AMAfluhelp.org?**

This is a safe and secure Web-based portal. No one can access a user's profile or health data without their consent. Patients do have the option of inviting family members, friends, caregivers or healthcare professionals to view and monitor the results of their flu/H1N1 assessment programs.

## **Can individuals utilize the assessment tools on AMAfluhelp.org anonymously?**

Yes. Patients can access the Adults and H1N1 Flu Assessment and Ready to Return to Work/School Guide programs anonymously. The only information a user has to enter to access the anonymous programs is their zip code and date of birth.

## **How does AMAfluhelp.org keep personal information private and secure in the Internet environment?**

AMAfluhelp.org is committed to protecting the security of all personal information added to the portal. The site maintains physical, electronic and procedural safeguards that are designed to comply with applicable laws and to keep personally identifiable information and health-related data safe and secure.

## **How can healthcare professionals register to use AMAfluhelp.org tools?**

There are two options. A healthcare professional may receive an invitation from a patient to monitor their care from AMAfluhelp.org. Once they accept this invitation, they are able to view the results of the patient's assessment programs. Healthcare professionals can also create their own accounts on the Web site without receiving a personal invitation. Once they become a registered user, any professional information added to the site will remain completely private and secure.

## **How can patients use AMAfluhelp.org tools?**

Anyone can visit AMAfluhelp.org to use the free flu care tools to help identify what type of care might be needed. These tools offer information for adults, children and pregnant women, as well as provide information regarding vaccine monitoring and whether it is safe to return to work or school. This tool also allows you the opportunity to connect with your physician for online monitoring, although there may be a fee associated with this monitoring.

## **What is the process for a user to invite a healthcare professional to view the results of their flu assessment programs?**

By inviting a healthcare professional to view their flu/H1N1 assessment results, users are granting them access to the AMAfluhelp.org monitoring center. Through the monitoring center, healthcare professionals can receive alerts and notifications generated through the assessment programs, access additional health provider management tools and communicate with their patients through a secure messaging center on the Web site. In order to gain access to this information, they first must accept a user's invitation and register on the site.

## **Is there a cost for this resource?**

AMAfluhelp.org is a free resource for patients and physicians, however physicians may charge their patients a fee to provide online health monitoring services.

## **How can loved ones and caregivers view a user's AMAfluhelp.org data?**

There is no limit to the number of personal caregivers (friends, family members, etc.) a user can invite to view their health data on AMAfluhelp.org. By accessing the Control Panel tab, clicking on Add a New Team Member and then selecting Caregiver, users can send an invitation to whomever they choose. The caregivers will receive an email notification and, upon acceptance of the invitation, can view and help monitor a patient's risk for flu and H1N1 virus progression.

## **How does the AMAfluhelp.org message center work?**

The message center is similar to Facebook. Users can invite anyone to join their health team. If the invitee accepts, creates an account and then signs on, they will be able to see and read all messages posted in the user's message center as well as post messages of their own.

## How does AMAfluhelp.org benefit physicians and other healthcare professionals?

Physicians and healthcare professionals can use this Web site to efficiently manage their patient flow at a time when concern about the flu and the H1N1 virus is extremely high. They can recommend the seven available assessment tools to patients based on their needs. This site enables physicians and healthcare professionals to monitor their patients' risk for flu or H1N1 progression, communicate directly with their patients and serves as a triage system to help prioritize patient visits, calls and online consultations.

## What is the Flu Information Care System (FiCS) coalition?

As part of a broad humanitarian effort to help manage the flu and H1N1 virus for patients and physicians, leading healthcare organizations have joined together to form the Flu Information Care System (FiCS) coalition and launch a unique connected health platform. These organizations include: AllOne Health, American Medical Association, BlueCross NEPA, CVS Caremark, EMSC, HealthyCircles, HERAE, Merck, MedImpact, Microsoft, Minute Clinic, Schumacher Group, Staywell/Krames, Team Health, and WorldDoc.

## What's Next?

AMAfluhelp.org is the first private label application on the HealthyCircles platform that supports quality of care initiatives designed to link patients, physicians and other caregivers together. Through this platform, the AMA will offer a number of different quality of care applications in an environment that supports patient/physician communication, minimizes redundant testing and allows for continuous care monitoring of patients with complex health conditions.