# Marathon Health: eHealth Portal User Guide

# Getting Started

## Welcome

Welcome to the Marathon eHealth Portal, your online resource for managing and achieving your personal health goals. This user guide will familiarize you with the eHealth Portal site, and help you get started on your journey to your best health. The portal has a wide array of health tools, features and resources available to you online, anytime, and anywhere. Understanding all that the site has to offer is the first step toward optimizing your health.

Browser Compatibility: The Marathon eHealth Portal can be used with the current (as of 12-01-16) and previous versions of most browsers, including:

Google Chrome (includes mobile devices) Internet Explorer Safari (includes mobile devices) Firefox

Note: Any browser you use will need to have Javascript and cookies turned on.

## Logging In

The Marathon eHealth Portal is password protected to ensure the privacy of your health information. By law, the information that is recorded and maintained in your personal health record is available to you alone. This information is not available to your employer and will never be shared without your express written permission. For more information about the privacy protection of the eHealth Portal, please refer to the published privacy policy found at the bottom of every screen.

To begin using the eHealth Portal, you will receive a username and password from Marathon Health. Your username will remain the same, but you will be asked to change your password the first time you log on. The password must be at least eight characters long (no more than 20) and include a combination of letters and numbers. The password is case sensitive (i.e. there is a distinction between lower and uppercase letters), so bear this in mind when you create your password. This will be your password to enter the portal moving forward.

# my.marathon-health.com

Welcome	
to the Marathon eHealth Portal Log in and explore  Username	
On the Marathon eHealth portal, you can:	
Make appointments Password	
Send messages to your providers	
Complete your health questionnaires	
Track your health status and results	
Be active in your own health and healthcare	
Forgot <u>Password</u> or <u>Username?</u>	
The Marathon eHealth Portal is a secure and convenient tool to help you be active	
in your health. If you are experiencing a medical emergency, call 9-1-1.	



## Site Overview/Home



Achieving and maintaining good health is a continual process and it's important to have the right information on hand when you need it. The eHealth Portal has seven sections available that are easy to use and navigate. The sections are listed below with a short description of what each one includes. These sections are identified by the tabs across the top of the page throughout the site. Access the following from your dashboard:

**Home:** click the Marathon Health logo (or Home) to return to the eHealth Portal homepage.

**Appointments:** online scheduling for the health services offered by your Marathon Health providers.

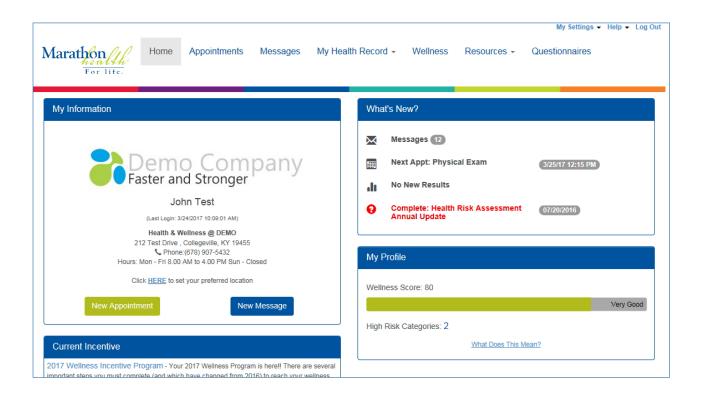
**Messages:** secure messaging to contact your Marathon Health provider/health coach for advice, follow-up, and other questions.

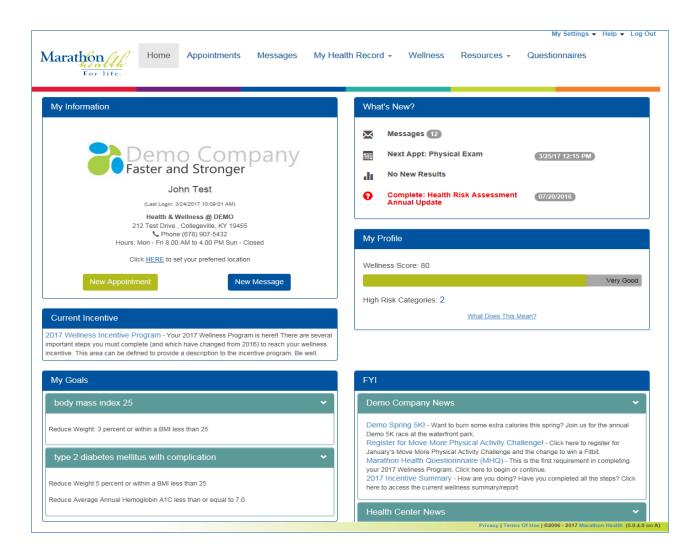
My Health Record: where your personal health data is organized and stored in one confidential place.

Wellness: tools to help plan and achieve dietary and fitness goals.

**Resources:** a medical knowledgebase provided by Healthwise©, which gives you information about health issues, medical tests, and medications.

Questionnaires: interactive clinical questionnaires that help to gather health information about you and provide feedback on your health.





The homepage of the eHealth Portal is designed to provide you with a quick overview of your entire health record as well as provide key information. If configured, the following sections will appear.

My Information: This section provides a brief overview of you as a user in the eHealth Portal. You will see the last date/time you logged in, your default health center (including the address, phone, hours, and link to Meet the Staff), and two options to quickly schedule a new appointment or send a new message.

What's New?: This section is intended to alert you of any unread secure messages, your next appointment date/time, new results and documents, as well as if you have a due or overdue health assessment questionnaire. Click on the item in the list to jump to the appropriate page for more details.

My Profile: This is a snap-shot of your Profile page, and you can see your current Wellness Score and the number of high risk categories. Select the header to jump to the *Profile* page for greater details on how your Wellness Score is determined.

**Current Incentive:** If you have an incentive program through your employer, this section will provide a brief overview of the program, as well as a link to more detailed instructions.

My Goals: This is a snap-shot of any goals that you may be tracking. Click anywhere within this section to jump to the *Goals* page to view additional details such as "Action Plans" and "Follow Ups."

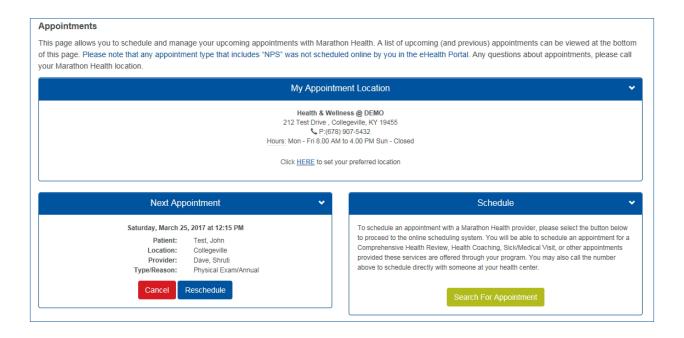
**FYI:** This section will contain links to specific information about news and activities relevant to you. Simply click the link to view in greater detail.

## **Appointments**



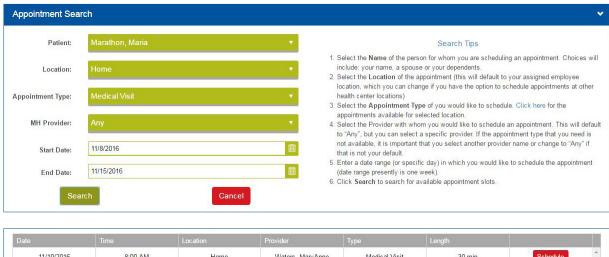
The Appointments page provides a scheduling system to view and manage appointments with your Marathon Health coach or provider. You will be able to view your next appointment, as well as future and past appointments. You can schedule an appointment for a comprehensive

health review, health coaching, a medical visit, screening labs, flu shot, physical exam, or other appointments, provided these services are offered through your employer program. There are also easy options to cancel and reschedule existing appointments.



To schedule an appointment, select **Search For Appointment**. You may use the "Quick Pick" buttons to schedule the first available appointment, or you can search using specific search criteria.

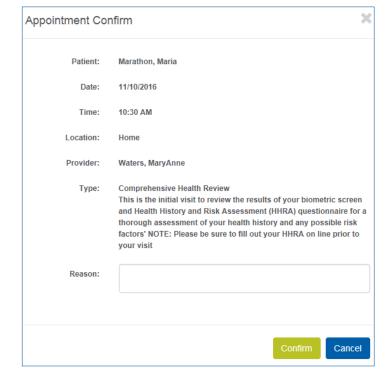




Date	Time	Location	Provider	Туре	Length	
11/10/2016	8:00 AM	Home	Waters, MaryAnne	Medical ∀isit	30 min	Schedule
11/10/2016	8:30 AM	Home	Waters, MaryAnne	Medical Visit	30 min	Schedule
11/10/2016	9:00 AM	Home	Waters, MaryAnne	Medical Visit	30 min	Schedule
11/10/2016	9:30 AM	Home	Waters, MaryAnne	Medical Visit	30 min	Schedule

Enter in the name of the person you are scheduling the appointment for (defaults to your name), the health center location, the appointment type, and the Marathon Health provider with whom you would like to see. Enter the date range for the appointment to take place, then click on the search button. Time slots will appear for you to schedule your appointment. Click the **Schedule** button on the available appointment that you want, and you will see a confirmation message.

Click **Confirm**. You will receive an email message that the appointment has been scheduled, and a reminder email the day before your appointment. These emails are sent to the email address stored in your profile.



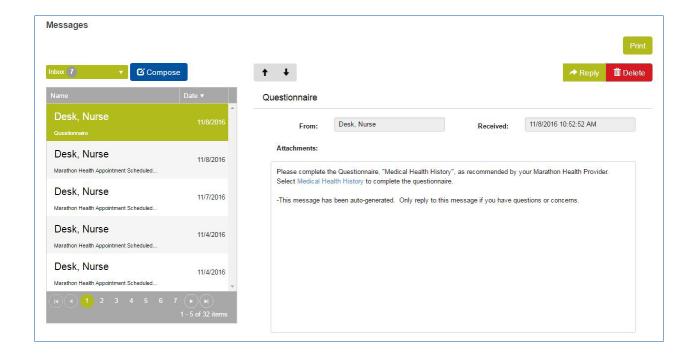
## Messages



Communicating personal health information through regular email does not provide you with an appropriate level of privacy and security. To ensure the privacy of your health information, the eHealth Portal features a secure-messaging system to communicate with you. Use the messaging feature to send a message, follow-up, or other questions to a Marathon Health provider. All communication takes place within your health record. Your provider's name will default in the "To" box but you can select another provider at the clinic site from the dropdown. When your provider responds, you will be alerted by regular email to check your Marathon Health mailbox

for a message. The contents of that message will only be available on the eHealth Portal in your Marathon Health mailbox. Health information is never transferred over the public internet.

You can send a message directly to your Marathon Health provider by selecting **Compose** from the "Messages Inbox." Simply select the name of the provider you wish to message. If you need general health advice or have questions, just select the button with your center name, and a message will be sent to the general triage mailbox. Responses to your message will be returned within 24–72 business hours.



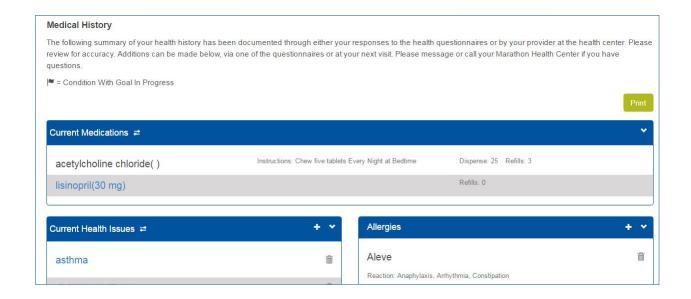
## My Health Record



This is where all of your personal health information is located. My Health Record is the backbone of the entire site. It is divided into seven sections to help you access your personal health information and to guide your progress toward your health goals. This section is an important tool for both you and your health coach—to evaluate your current health status, identify areas of concern, and help set goals to improve your health. The data presented in My Health Record is gathered from the information you provide in the Health History Risk Assessment (HHRA) questionnaire (found in the Questionnaires tab) and from your test results (e.g., blood pressure, BMI, glucose, and cholesterol tests). Here is what you will find in each section of My Health Record:

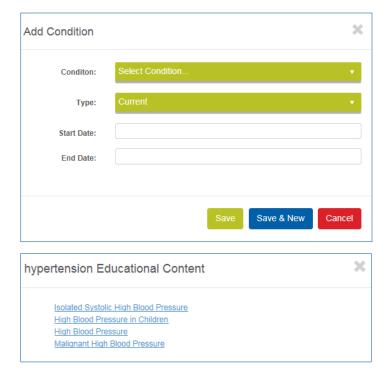
Medical History: The Medical History section provides a snapshot of your medical profile, including any medications, current/past conditions, family history, allergies, social history, past surgeries/tests, and vaccines. This history is obtained through your appointments with Marathon Health as well as completion of the online health questionnaires, such as the HHRA.

Within each section, new information may be added. For example, if you want to add a new condition, click on the plus sign (+) at the top of that section. This will take you to a screen that has a drop down list of the most common conditions. You select the condition you want to add, optionally fill in the start and end date, and press Save. Your condition will be added to the list.



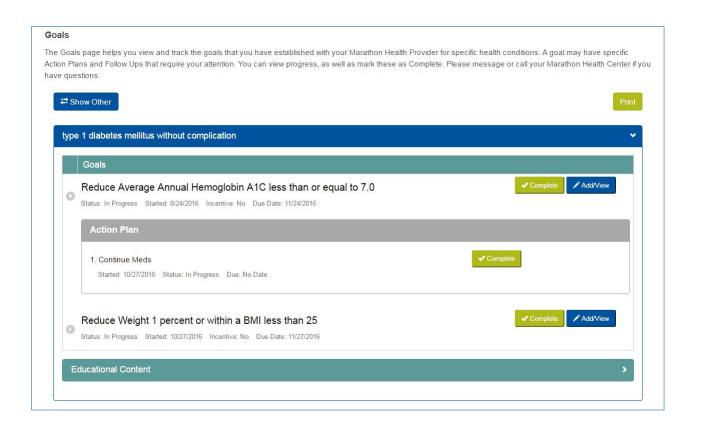
All of the sections follow the same format for adding and saving updated information. Items that you have added can be edited by clicking on the pencil, or deleted by clicking on the trash can. However, you are unable to add medications. These can only be added by your provider.

Some items listed on the *Medical History* section are linked to the Healthwise medical information found in the Resources tab. To view this information, click on the name hyperlink. For example, the condition Hypertension is linked to information that describes what it is, what symptoms it typically produces, and how it can be treated.

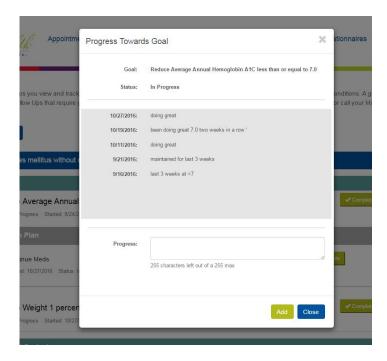


Goals: The Goals section is compiled with information from your Comprehensive Health Review (CHR). Working with your health coach, you will review your screening results and HHRA questionnaire, and together you will decide what you want to work on. Setting goals with your

coach is the first step in making progress on your health journey. Your coach will enter your goals. If one goal is to lower your blood pressure (BP), your coach might record the goal as: Lower diastolic BP by 10 points.

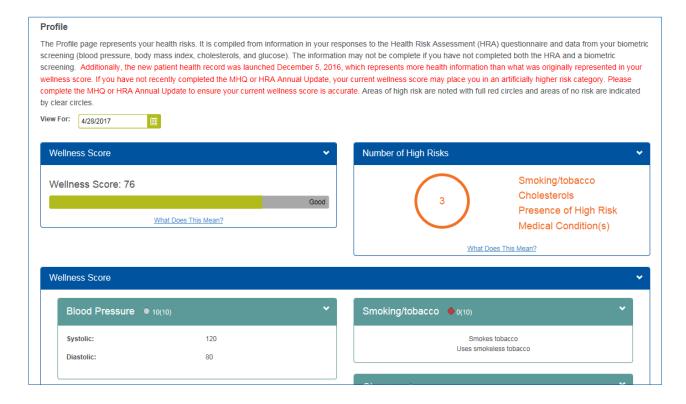


The Add/View Progress option allows you to record the progress you have made toward achieving your health goals. Your "Action Plan" will consist of small, measurable steps that will guide you along the way to achieving your goals. As you make steps toward your goals, remember to update your progress in the Add/View Progress section. When you have completed your goal, click Complete and you will be able to review this at your next health coaching visit.



Profile: The Profile section is where you will find your Wellness Score. This score is the result of the information gathered from the HHRA and the screening results from your biometrics. The Wellness Score is based on several health risk factors. Additional information for each of the Health Risk categories is described below. The information may not be complete if you have not completed both the HRA and a biometric screening. Additionally, the new

patient health record was launched December 5, 2016, which represents more health information than what was originally represented in your wellness score. If you have not recently completed the MHQ or HRA Annual Update, your current wellness score may place you in an artificially higher risk category. Please complete the MHQ or HRA Annual Update to ensure your current wellness score is accurate.



#### **Blood Pressure:**

**Systolic Blood Pressure:** This is the top number of your blood pressure reading. The systolic number shows how hard your heart is pumping.

**Diastolic Blood Pressure:** This is the bottom number of your blood pressure reading. The diastolic number shows how hard the blood pushes between heartbeats, when the heart is relaxed and filling with blood.

**Smoking/Tobacco:** Assesses and scores tobacco use.

#### **Alcohol Use:**

**Alcohol Use AUDIT C** (Alcohol Use Disorders Identification Test): Helps you assess your alcohol consumption over the last year.

**Alcohol Use CAGE** (Cut Down, Annoy, Guilt, Eye Opener) score: Another tool to assess alcohol concerns over your lifetime.

**Glucose:** Measures the amount of sugar in your blood and is typically done while fasting to assess risk for diabetes.

## **Cholesterols:**

**Total Cholesterol:** This is the total amount of cholesterol in your blood.

**LDL Cholesterol:** This is referred to as the "bad" cholesterol. A high LDL cholesterol level may increase your chances of developing heart disease.

**HDL Cholesterol:** This is referred to as the "good" cholesterol. A high level of HDL cholesterol may lower your chances of developing heart disease or stroke.

**Body Mass Index (BMI):** This is the estimate of body fat calculated from your height and weight.

Presence of High Risk Medical Condition(s): Notes any medical conditions you have that might put you at a higher health risk.

**Stress:** Scores the impact of stress on your well-being and how well you deal with stress in your work and personal life.

## Number of Days of Exercise in a Typical Week:

Scores how much vigorous and moderate exercise you perform in an average week.

**Eating Habits:** Scores the amount of fruits and vegetables, fast foods, sugary beverages, and water consumed.

**Risky Behaviors:** Evaluates behaviors that may have an impact on your daily life, such as seat belt usage, drinking alcohol and driving, use of sunscreen, and use of protection against sexually transmitted diseases, if applicable.

**Perception of Health:** Your personal response to how you perceive your health status.

**Satisfaction with Life:** How satisfied you are with the quality of your life.

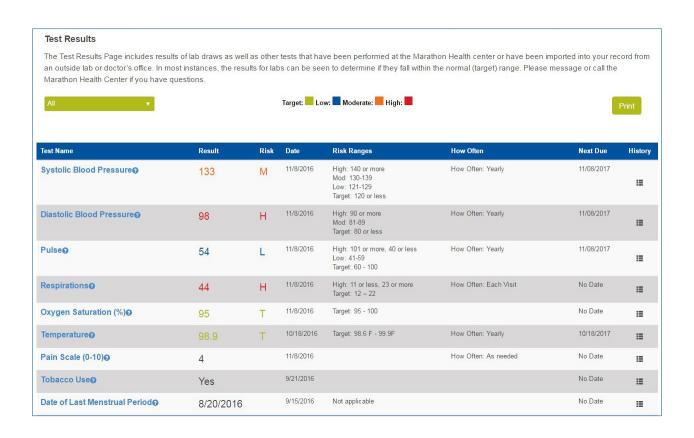
**Employment Information:** Assesses and scores your employment, volunteer work, or work at home satisfaction; ability to concentrate when working, and any days missed due to illnesses or injuries.

**Sleep:** Assesses your patterns to determine risks related to sleep difficulties.

Results and your responses to selected questions from the HHRA and/or the screening data are displayed within each section. Within the header, there is a diagram that fills in a circle with the color red, based on how much risk is assigned (the more red, the greater the risk). Your total points for each risk category are also displayed along with the total amount possible in parenthesis.

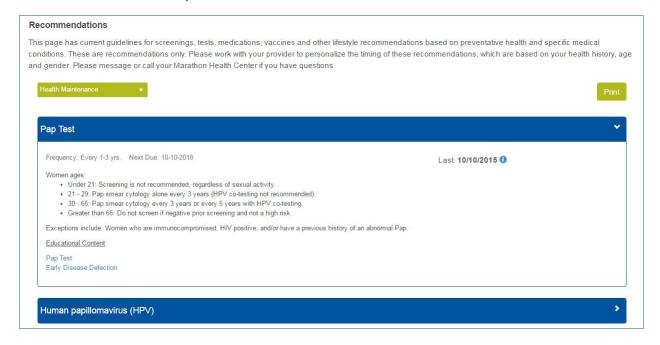
Test Results: The Test Results section is a place for you to view the key biometric data (blood pressure, glucose, cholesterol, and important maintenance tests) captured during your CHR. This section shows risk ranges, recommended target ranges, how often and when a test should be done, and why screening tests are important to you. The most recent results are displayed at the top. Click the 
icon in the "History" column to view a complete

summary of that result. Each screening result is linked to content in the *Resources* tab for immediate access to more detailed information. Screening results are color-coded to let you know when you are in range, at risk, or in a high/undesirable range. If you are currently engaged in health coaching for multiple conditions you may want to filter the view using the drop-down at the top.



Recommendations: The Recommendations section allows you to review suggested preventive health tests and immunizations and how often it is recommended that these should be performed, and when it is next due. Each clinical guideline recommendation is linked to content in the Advice tab for immediate access to more detailed information. Your provider will update these with the last recorded instance of that recommendation. If you see a date, that

means you have successfully met that recommendation. Your provider may also make note of instances where the recommendation was not met, but it was recommended or even deferred to a later date. Click on the icon to see the history of each recommendation. If you are currently engaged in health coaching for multiple conditions you may want to filter the view using the drop-down at the top.



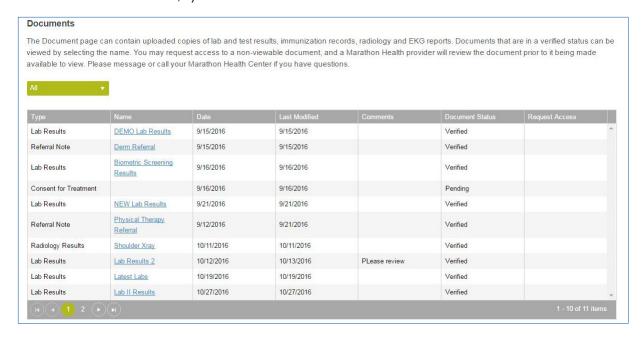
**Educational Content:** The *Educational Content* section is where you can see all of the health education materials assigned to you, and the date it was assigned by your provider during a health coaching visit. This content is

typically assigned as part of a goal, and you may see it repeated on your *Goals* page. Once you have reviewed the material, you can mark it as complete. You can also change the view to show completed contents.



**Documents:** The *Documents* section allows you to view uploaded copies of lab and test results, immunization records, and any other relevant material determined by staff in the health center. The list will show you the type of document, the name, date, and comments. If you see that the "Document Status" is "Unverified," you will not be able

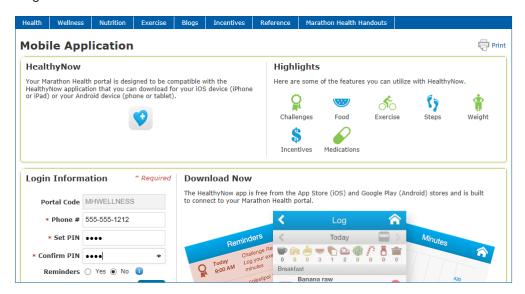
to view the document until a Marathon Health provider verifies. Click the **Verify** link and a provider will be tasked to review the document so that you may view it. Please note that you will need to "Always Allow" pop-ups to view these documents.



#### Wellness

The Wellness page provides tools from Cerner Wellness<sup>TM</sup>, an interactive wellness resource to plan and optimize dietary and fitness goals. Beginning with your online profile, the wellness nutrition tools provide you with a nutritional needs summary, food diary and an appropriate fitness plan. The Exercise Log can track your activity levels, and provide suggestions for exercise programs tailored to your fitness level and goals.

To get started with the Wellness tools, go to "Wellness User Guide" which will walk you through the features of the Wellness section. If you want to access the Wellness tool from a mobile device, you will need to click on the HealthyNow App option, where you will be able to enter your phone number and set a PIN, which will be used to launch the app.

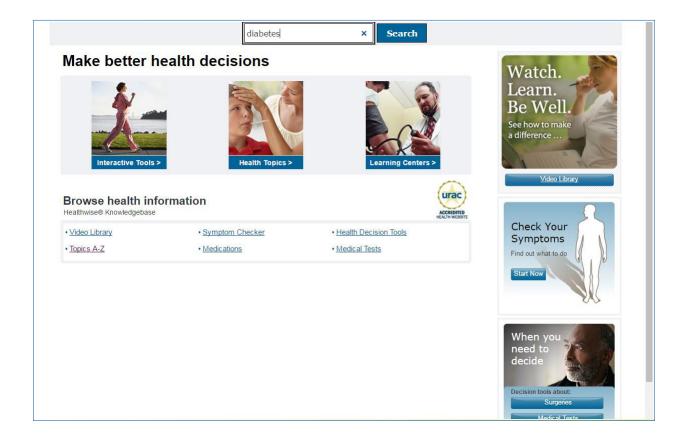


### **Resources**

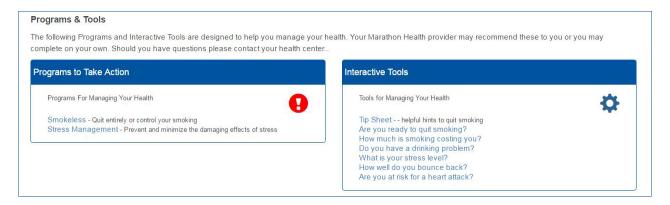


**HealthWise:** Healthwise® is a medical library that provides access to many general health, disease, and medication questions. This medical knowledgebase gives you the right information about health issues, medical tests and medications when you need it.

Use Healthwise by typing a word in the search box or looking through the list of topics presented in the alphabetical listing "List All Topics A-to-Z." The "Health Topics" area filters topics in various ways—by category or name—as well as interactive tools, medical tests, and support group information.

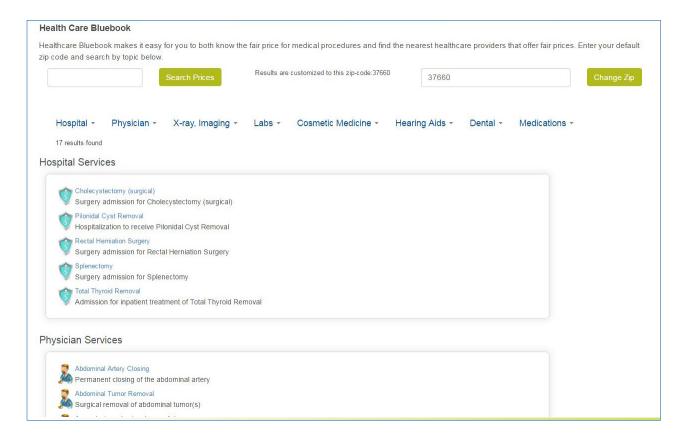


**Programs & Tools:** Your Marathon Health provider may recommend that you review some of the "Programs to Take Action" or "Interactive Tools," as these are designed to help you manage your health.



Healthcare Bluebook: Healthcare Bluebook<sup>TM</sup> simplifies things and makes it easier for you to navigate the healthcare system to find high-quality, low-cost providers. This tool allows you to search any procedure to find out how much you should be paying in your area; compare procedure costs and make decisions about your healthcare and save money in out-of-pocket costs every

time you receive medical care. Healthcare Bluebook ranks all hospitals nationally by procedure to show patients the top and bottom performing hospitals in their local market. This ensures that you get the highest levels of care for the medical procedures that you need. Please note, this is a service that is only available if your employer has contracted for it through Marathon Health.

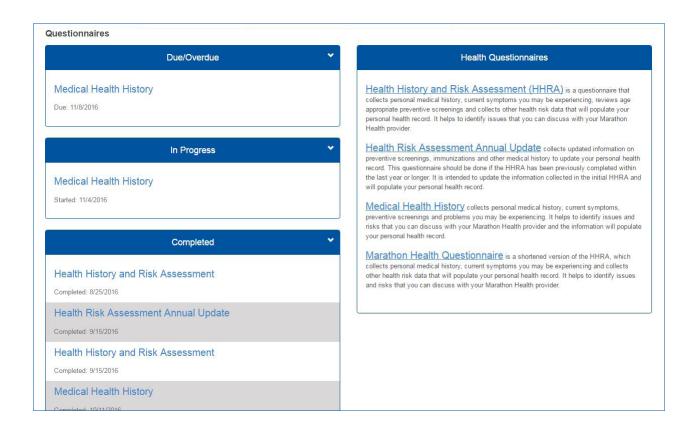


### **Questionnaires**

The *Questionnaires* page is where you access health screenings and a variety of health questionnaires that are available to you.

The HHRA Questionnaire is the first questionnaire that you will complete. It provides an analysis of your health history and risks based on your lifestyle information and physical data gathered during the assessment process. The HHRA is intended to help you learn more about your health. The information obtained in the HHRA will populate your Personal Health Record. By keeping all of your information in one place, it will help you begin your journey toward making more informed health choices. The estimated time to complete the HHRA is 20-30 minutes.

The HHRA has multiple sections, which must be completed in full in order to have the information sent to the Health Record. If you are unable to complete the HHRA, you can select the green **Finish Later** button in the top right corner. You can go back to complete the HHRA at a later time by selecting the *Questionnaires* tab, and clicking on the Health History and Risk Assessment under "In Progress" on the left side of the screen. When all sections of the questionnaire are complete, select **Send to Health Record** so the information can be stored in your Health Record.



# **My Settings**



Personal Information: The Personal Information section (under My Settings in the top toolbar) is where you can add or update personal information, healthcare providers, and contact information. Some information will be automatically populated from the HHRA questionnaire and your medical record. Add or change information by filling out the available forms. Add as much information as you want, hit the **Save** button, and the Personal Information screen will be updated. The following sections are available.

Personal Information: Here you can add and edit your personal information, such as basic demographics, home and work address and personal contact information. To receive appointment reminders via Text Only or Email & Text, change the Notification Preference. If you have access to multiple health centers, you can select your preference from the list of options under Preferred Health Center/Location. Click Save to save any updates.

**Enrolled Programs:** Your Marathon Health provider may have you rolled in a Chronic Condition Program. Here you can track those programs to which you are enrolled, as well as the current status of the program. Please check with your health coach for additional questions.

Medical Providers: View and add your physician and other caregivers into the system. Simply click the Add icon (+) and fill in the details. You can easily edit each provider record by clicking on the pencil icon to the right of each name; then, make your changes. Your assigned Marathon Health provider appears at the top.

**Contacts:** Here you can store personal and emergency contact information. Click the **Add icon (+)** and fill in the details. Please be sure to identify a primary contact and primary phone number. Existing contacts are edited by clicking on the pencil icon to the right of each name; then, make your changes.

# Help



**User Guides:** Click here to access user guides for both the eHealth Portal, the Wellness User Guide, as well as a short video demonstration/overview of the eHealth Portal.

**Technical Support:** Click the **Technical Support** link for general questions about the eHealth Portal. Fill out the form, including a phone number if you want a call back, plus your brief question or comment. Please

remember, that the online form will be submitted to the Marathon Health Help Desk, so do not include personal health information. You can also contact the Help Desk at 888.490.6077.

All medical questions, as well as questions about scheduling or the data in your health record should be directed to your Marathon Health center.