How to Conduct a Patient Search for Medication Fill Histories or Clinical Records

Summary: Patient search enables users to query the national, electronic health information exchange networks. Through Surescripts, users can obtain 12 months of medication fill histories for patients. Through the eHealth Exchange, users can obtain clinical records from many different type of health care facilities, including 130 of Florida hospitals, the VA, and two major dialysis centers.

1. Log into E-PLUS (username is first initial + last name)
2. Select Patient Search from the Dashboard or the waffle menu in top right-corner.
3. In the Alternate Care Facility window, select the shelter where you are located and select continue.
   a) If there isn't a shelter available for selecting, contact your organization administrator or E-PLUS staff.
4. On the Patient Search page, enter the demographic information for the person whose medications/records you want to retrieve.
   a) YOU MUST ENTER FIRST NAME, LAST NAME, DOB, AND GENDER, HOWEVER, OBTAIN AS MUCH INFORMATION AS YOU CAN AND ENTER IT INTO E-PLUS TO IMPROVE THE PROBABILIY OF RETURNING A PATIENT MATCH.
5. Once you click Search Patient, two tabs will appear:
   a) Medications: displays 12 months of history on prescriptions that were filled at participating pharmacies.
      i) You can print medication fill histories if needed by selecting the print icon.
   b) Documents: this tab contains clinical records.
      i) E-PLUS will initially return to you information on which health care facilities connected to the eHealth Exchange have clinical documents for the person whose demographic information you inputted.
         (1) If the results contain different demographic information, confirm with the patient before proceeding.
         (2) Select one or more patient search results from the list by clicking the box(s) and selecting Request Documents.
      ii) Retrieved Documents – these are all the clinical records held at the facilities selected above.
         (1) Click on the Title of the document to view the clinical record
         (2) Navigate the document by clicking the heading links.
         (3) You can print the document if needed by selecting the print icon.

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