



"YOUR FAMILY MEDICINE & URGENT CARE SPECIALISTS"



## Frequently Asked Questions for the eDoc4u Personal Health Manager

### What is eDoc4u?

eDoc4u is a Personal Health Manager that includes an on-line health assessment and personalized program that helps your provider better manage your healthcare needs with you. It also enables patients to assess their health risks and preventive care requirements, and improve their health and wellness.

### Is this different from my patient portal?

Yes. eDoc4u focuses on improving your health with personalized programs and recommendations for disease management and preventive care. Your patient portal focuses on appointment scheduling, prescription renewals, and bill payment.

### Why have I been asked to participate?

Your provider wants you to participate so that he can better manage your health with you and wants you to be more involved with your care through participation outside of the office visit. Please complete your health assessment so that it can be discussed in depth during a face-to-face visit with your provider or another CMC provider.

### What do I need to do and why?

You need to register, verify who you are and complete the health assessment (HA) found at [www.cookevillemed.com](http://www.cookevillemed.com) or [www.cookevilleurgentcare.com](http://www.cookevilleurgentcare.com). If you have not signed up for your secure personal Patient Portal account, please do so as well, so that you may have convenient online access to us. Your health record information will automatically be loaded into the HA for easy completion. Results will then appear in your eDoc4u dashboard with recommended health programs to participate in. Your provider will then receive a summary report to review prior to your scheduled appointment.

### What information do I need to complete the assessment?

Items to have on hand include; prescription history, family history, list of providers and recent screening results.

### How long will it take to complete?

The health assessment takes about 15 minutes to complete online. You can do it all at once or return where you left off. Once complete, you have ongoing privileges with eDoc4u health programs, recommendations and risk assessments.

### How do I make changes or updates?

eDoc4u is available anytime for you to make changes or updates to your health record.

### When will I receive results?

Results are available immediately. Once your health assessment is completed, a dashboard will appear with access to your personalized results.



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**Can I print my Personal Health Manager results?**

Yes. Your Personal Health Manager results can be exported to PDF for saving, printing and sharing with family members or other care providers.

**Who will have access to my information?**

You, your provider and their team are the only ones with access to your information.

**Is my information secure?**

Your personal health information is protected, both in transit and storage, using the latest security tools for encryption in accordance with HIPAA/HITEC requirements.

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