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## Frequently Asked Questions

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### 1. What is Patientrak?

Patientrak is credit card sized plastic health card designed to provide the user the convenience of having their medical records with them at all times. Designed to provide immediate access to health information that in many cases offers the treating physician incite into important medical history that will improve current and future care offered in the treatment of children and adults. No longer will patients have to request, pay and wait for their medical records to be sent from one physician to another.

Patientrak manages the collection of medical data through smart chip technology. Thus the medical health card is a "smart card". This technology allows and provides the exchange of medical information from one health provider to another and stores the medical information on the card carried by the patient. This is the first line of defense in eliminating medical errors in care and the fulfillment of prescriptions. Up until now, statistics estimate over 98,000 lives are lost each year due to medical errors in handwritten patient information, prescriptions and orders for care.

Patients now have the security and convenience of carrying their medical information from their primary doctor to their specialist to the pharmacy and hospital

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### 2. What is a Continuity of Care Record (CCR) or Personal Health Record (PHR)?

The Continuity of Care Record (CCR) is a core data set of the most relevant and timely facts about a patient's healthcare. It is to be prepared by a practitioner at the conclusion of a healthcare encounter in order to enable the next practitioner to readily access such information. It includes a summary of the patient's health status (e.g., problems, medications, allergies) and basic information about insurance, advance directives, care documentation, and care plan recommendations. It also includes identifying information and the purpose of the CCR.

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### 3. Why should I purchase a Personal Medical Record for me or my family?

The CCR has been developed in response to the need to organize and make transportable a set of basic patient information consisting of the most relevant and timely facts about a patient's condition. It is intended to foster and improve continuity of patient care, reduce medical errors, improve patient's roles in managing their health, and assure at least a minimum standard of secure health information transportability.

The Continuity of Care Record, CCR, is a standard specification that has been developed jointly by ASTM International, the Massachusetts Medical Society, the Health Information Management and Systems Society, the American Academy of Family Physicians, the American Academy of Pediatrics, and the American Medical Association.

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### 4. How does Patientrak help me in a life-threatening emergency?

In cases where consumers are not awake or aware of their medical condition, Patientrak can help. For instance, if in a car accident Patientrak stickers are placed in the member's back and front windows on the drivers side identifying "I am a card carrying PATIENTRAK member". This action will alert the EMS staff to look for the Patientrak card in members wallet, glove box or center console. When the Patientrak card is collected it is placed in the reader and instantly the Life-threatening medical information is made available. The data available is in compliance with the HIPAA rules and regulations and appears below

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#### **5. How does my doctor participate?**

Simply contact [inforequest@patientrak.com](mailto:inforequest@patientrak.com) and ask for the Physician "Fast Trak" program. Provide name, phone number and best time to call

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#### **6. Can anybody join?**

Patientrak is offered to citizens of the United States and territories, Canada and Mexico. The value of Patientrak is the ability to access it the world over just by typing [www.patientrak.com](http://www.patientrak.com) and putting in your code.

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#### **7. How quick do I get my Patientrak Card?**

You will normally receive your Patientrak Card within 2 weeks, but your information will be available instantly after enrollment is completed.

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#### **8. When does my membership begin?**

Your membership begins immediately after you enroll and your payment is verified. Each new member will receive a verification printout to validate membership with selected personal codes.

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#### **9. What do I do if I lose my Patientrak Card?**

Your Patientrak card can be replaced by calling 1-800-9MY-PHR9 or FAX to 1-561-470-6858 your request. A new patientrak identification number and card will be issued and your current card will be de-activated.

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#### **10. Is a photograph required for the Patientrak Card?**

Photographs are optional, but recommended. Adding this data other than your initial enrollment will generate an additional charge of \$7.00 and shipping/handling fee.

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#### **11. Who is A Child is Missing (ACIM)?**

A Child is Missing program can send out 1000 phone calls a minute over a 3 mile radius in search of a missing child or adult. The Addition of ACIM's satellite imaging program allows their technicians geographic data of a specific area that could make a critical difference in a search for a missing child.

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#### **12. What is AMBER ALERT?**

America's Missing: Broadcast Emergency Response

In the fall of 2001 the National Center for Missing & Exploited Children (NCMEC) launched a campaign to encourage the development of AMBER Alert plans across the country. Since that time the success of the program has led to the creation of 99 known plans nationwide. Our goal is to offer technical assistance and training, in concert with the U.S. Department of Justice, to all AMBER Alert plans throughout the country.

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#### **13. How Does the AMBER Alert Plan Work?**

Once law enforcement has been notified about an abducted child, they must first determine if the case meets the AMBER Alert Plan's criteria for triggering an alert. Guidance on Criteria for Issuing AMBER Alerts (PDF)

Recognizing the importance of local determination of AMBER Alert criteria, while acknowledging the importance of consistency across the country to help ensure a smooth AMBER Alert system, the U.S. Department of Justice recommends the criteria listed below for AMBER Alert programs nationwide..

⊕There is reasonable belief by law enforcement that an abduction has occurred .

⊕The abduction is of a child age 17 years or younger

⊕The law-enforcement agency believes that the child is in imminent danger of serious bodily injury or death .

⊗There is enough descriptive information about the victim and the abduction for law enforcement to issue an AMBER Alert to assist in the recovery of the child.

⊗The child's name and other critical data elements, including the Child Abduction flag, have been entered into the National Crime Information Center (NCIC)

If these criteria are met, alert information must be put together for public distribution. This information can include descriptions and pictures of the missing child, the suspected abductor, a suspected vehicle, and any other information available and valuable to identifying the child and suspect.

The information is then faxed to radio stations designated as primary stations under the Emergency Alert System (EAS).

The primary stations send the same information to area radio and television stations and cable systems via the EAS, and it is immediately broadcast by participating stations to millions of listeners.


Radio stations interrupt programming to announce the Alert, and television stations and cable systems run a "crawl" on the screen along with a picture of the child. Some states are also incorporating electronic highway billboards in their Plans. The billboards, typically used to disseminate traffic information to drivers, now alert the public of abducted children, displaying pertinent information about the child, abductor or suspected vehicle that drivers might look for on highways.

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#### **14. Does the Patientrak Card work with any PMS/EMR/EHR/HIS?**

The PATIENTRAK is designed to work with any Practice Management (Billing), Electronic Medical Record, Electronic Health Record and Hospital Information System that meets HL7 standards and is XML compatible.

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