



## User Manual for Patients

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# 1. Introduction

## 1.1 What is My eLert?

My eLert is a new service by Kaiser Permanente that enables you to interact with Kaiser Permanente schedulers with the aim of expediting the date of your planned medical procedures.

My eLert offers several online and offline channels by which schedulers can send eLerts to notify you of new openings that match your case profile. The eLert notifications reach you through your chosen channels – email, automated voice call, text message, and/or Twitter direct message – and allow you to instantly accept or decline the appointment.

Accepting an eLert does not guarantee receipt of the appointment. The scheduler reviews all applications and ultimately decides on the best match for the opening. If you are not granted the date, you remain on queue and will receive notifications of future availability.

## 1.2 Introduction to this manual

This user manual was created to help you set up your My eLert account and profile, subscribe to eLerts, and receive eLerts and respond to them through various channels. It contains a screen-by-screen walk-through of the My eLert system with screenshots of both the desktop and the mobile interfaces, and an overview of the various online and offline eLert channels.

**Section 1.3** explains how My eLert connects patients with Kaiser Permanente schedulers, who are in charge of managing procedure schedules. It describes the roles of both participants of the information exchange and features a flow chart of the notification system.

**Section 1.4** points out the main differences between the mobile and the desktop interfaces.

**Chapter 2** guides you through the initial account and profile setup process from the moment you sign up to My eLert. It also explains the general login and logout process and the password reset procedure.

**Chapters 3 and 4** offer a screen-by-screen walk-through of the My eLert application.

**Chapter 5** deals with the various online and offline eLert notification channels. It explains how you can respond to eLerts on your Wall, or by email, text message, voice call or Twitter direct message.

**Chapter 6** provides important information regarding the security and privacy of your medical information.

## 1.3 Roles and interactions

- 1) Patient → **Subscription** → Scheduler
- 2) Patient ← **eLert** ← Scheduler ← **Opening**
- 3) Patient → **Accept / Decline** → Scheduler
- 4) Patient ← **Confirmation** ← Scheduler

My eLert allows patients waiting for a procedure and wishing to expedite their appointment to **subscribe** to eLerts and receive notifications of newly available appointment dates.

When a new time slot opens up, Kaiser Permanente schedulers review the list of subscribers whose case profiles match the opening. They then send out **eLerts** to the patients whose profiles exhibit the best match.

The eLert notification sent out by the schedulers reaches the patients through their chosen channels: email, text message, voice call, and/or Twitter. Patients can **accept or decline** the invitation for the proposed appointment date via any of these channels.

Based on the responses received from the patients, the schedulers choose the best candidate for the appointment. The schedulers initiate a personal phone call to verify the chosen patient's availability for the procedure and to inform him or her of the next steps.

Subsequently, the chosen candidate receives a **confirmation** of the new appointment; while all other patients who have accepted the eLert but have not been selected for the appointment are notified that the opening is no longer available.

The subscriptions of all of those patients who declined the eLert or were not selected for the appointment remain active in the system. They will receive another eLert as soon as a new time slot matching their case profile opens up.

## 1.4 Desktop and mobile interfaces

My eLert has a desktop interface for computers and tablets and a mobile interface for web enabled smartphones. The functionality of the two interfaces is essentially the same, but the layout of the screens is different. This section highlights the main differences between the two interfaces. Further differences are illustrated by screenshots in the subsequent chapters of the user guide.

### 1.4.1 Desktop interface

The following image is a sample screen from the desktop interface.

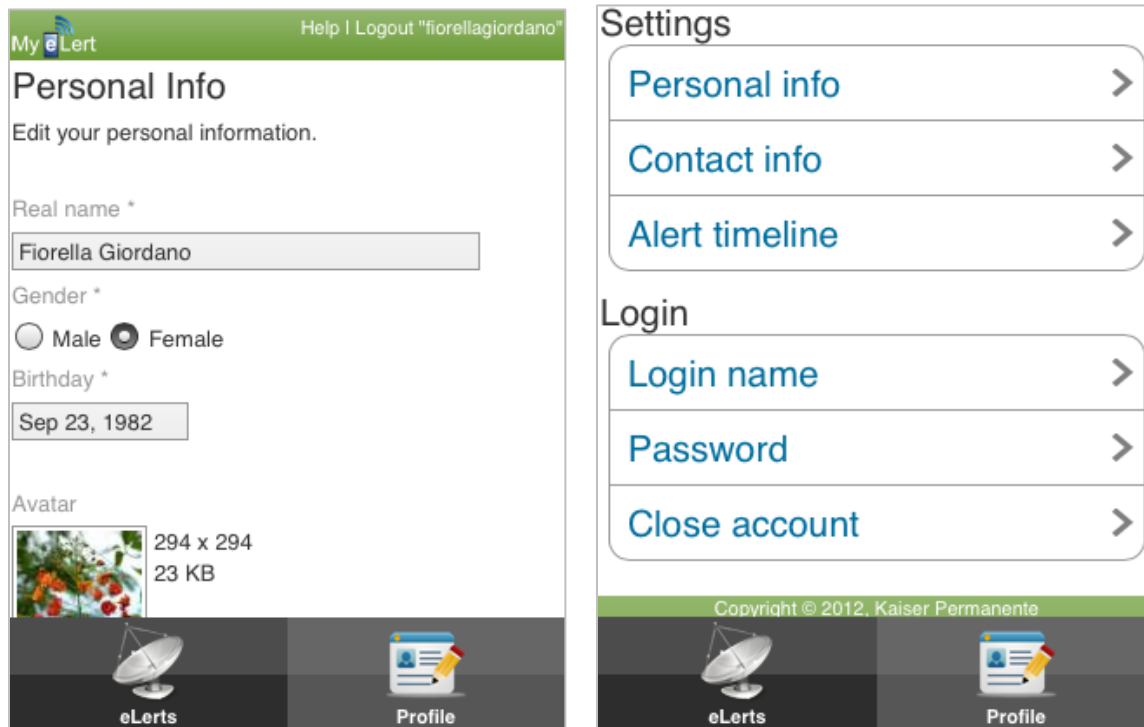
The screenshot displays the 'My eLert' desktop interface. At the top, a green navigation bar contains the 'My eLert' logo, a 'Setup' tab, and links for 'Help' and 'Logout "fiorellagiordano"'. Below the navigation bar, the page is divided into two main sections. On the left, a 'Welcome' message for 'Fiorella Giordano' is accompanied by a profile picture of red flowers. Below this is a 'Guided setup' menu with links for 'Personal info', 'Mobile phone', 'Phone', and 'Important statements'. The main section on the right is titled 'Personal Info' and contains the text 'Edit your personal information.' followed by several form fields: 'Real name \*' (filled with 'Fiorella Giordano'), 'Gender \*' (radio buttons for 'Male' and 'Female', with 'Female' selected), 'Birthday \*' (filled with '9/23/1982'), 'Avatar' (a small image of red flowers with dimensions '294 x 294' and size '23 KB', and buttons for 'Upload new' and 'Clear'), 'Time zone' (filled with 'Pacific Standard Time (Los Angeles)'), and 'MRN \*' (filled with '123454321'). A blue 'Save' button is located below these fields. At the bottom of the form area, a note states '\* Please complete all required fields'. The footer of the page is a green bar with copyright information: 'Copyright © 2012, Kaiser Permanente | Terms of use | Privacy policy'.

The horizontal navigation bar typically contains two tabs: eLerts and Profile. During the initial setup process (explained in Section 2.3), a Setup tab will show instead. In the case of the desktop interface, the navigation bar always appears at the top of the page.

The active tab is always marked by a white triangle. The contents of the vertical menu bar on the left change according to which tab is active. You can open the screens under the active tab by clicking on the links in the vertical menu.

### 1.4.2 Mobile interface

Below are two sample screens from the mobile interface.



Notice that the horizontal navigation bar is attached to the bottom of the screen. Its position is fixed and is not influenced by scrolling the viewport. The active tab is highlighted by a lighter gray background.

The vertical menu containing the links to the screens of the active tab appears at the bottom of each screen. On most pages, you will need to scroll down to reach this menu.

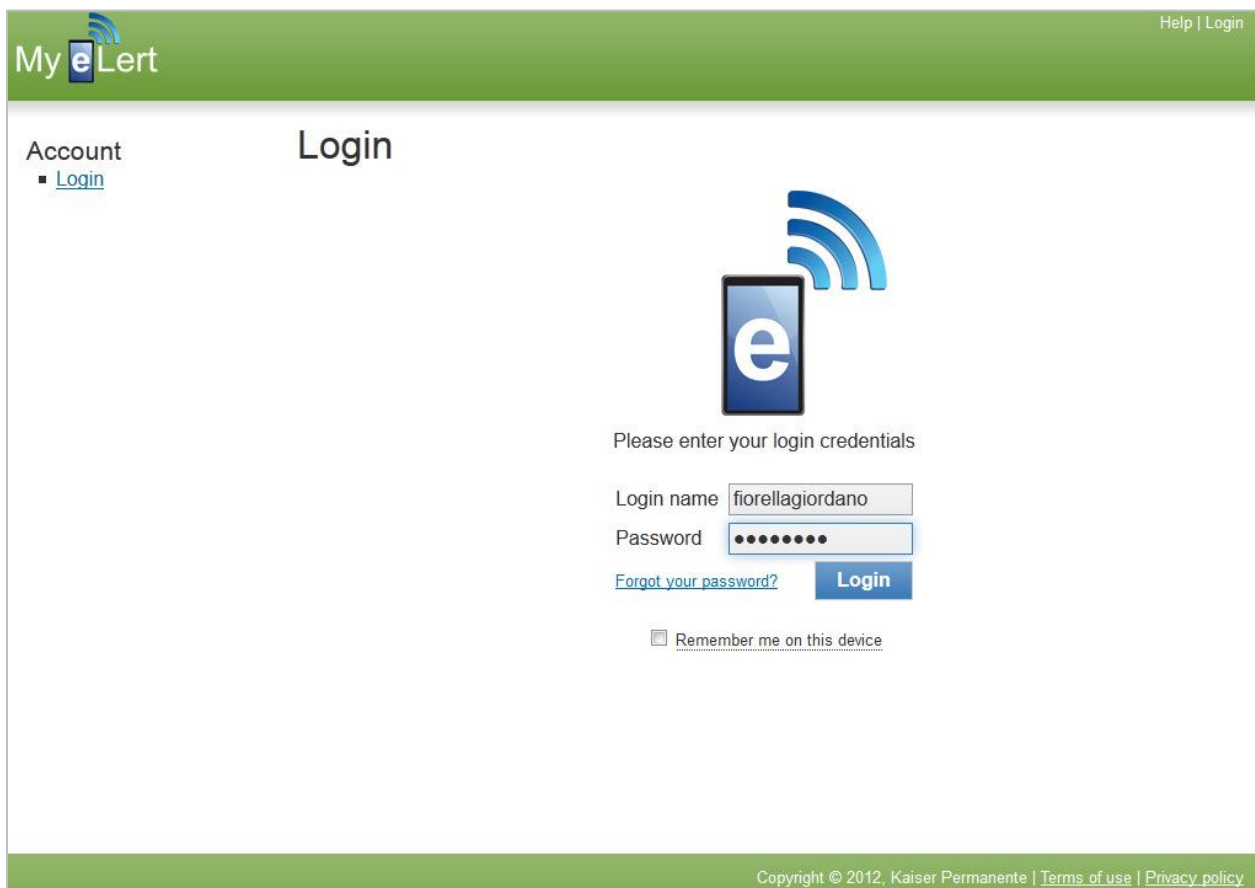
## 2. Getting started

This chapter gives an overview of the first login, password initialization and guided setup screens. It also explains how to log in to the system, how to log out, and how to reset a forgotten password.

At this stage, My eLert can be joined by invitation only. Once you have received the email with your invitation, read it carefully and follow the login instructions. When you access the system for the first time, you also need to set up your password and go through the guided setup.

### 2.1 How to log in for the first time


The email invitation contains a login name, a temporary password, and a link to the My eLert login page. Click on the link and enter the login name and temporary password included in the email. Press the Login button.



My eLert Help | Login

Account  
▪ [Login](#)

## Login



Please enter your login credentials

Login name

Password

[Forgot your password?](#)

☐ Remember me on this device

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## 2.2 Initializing your password

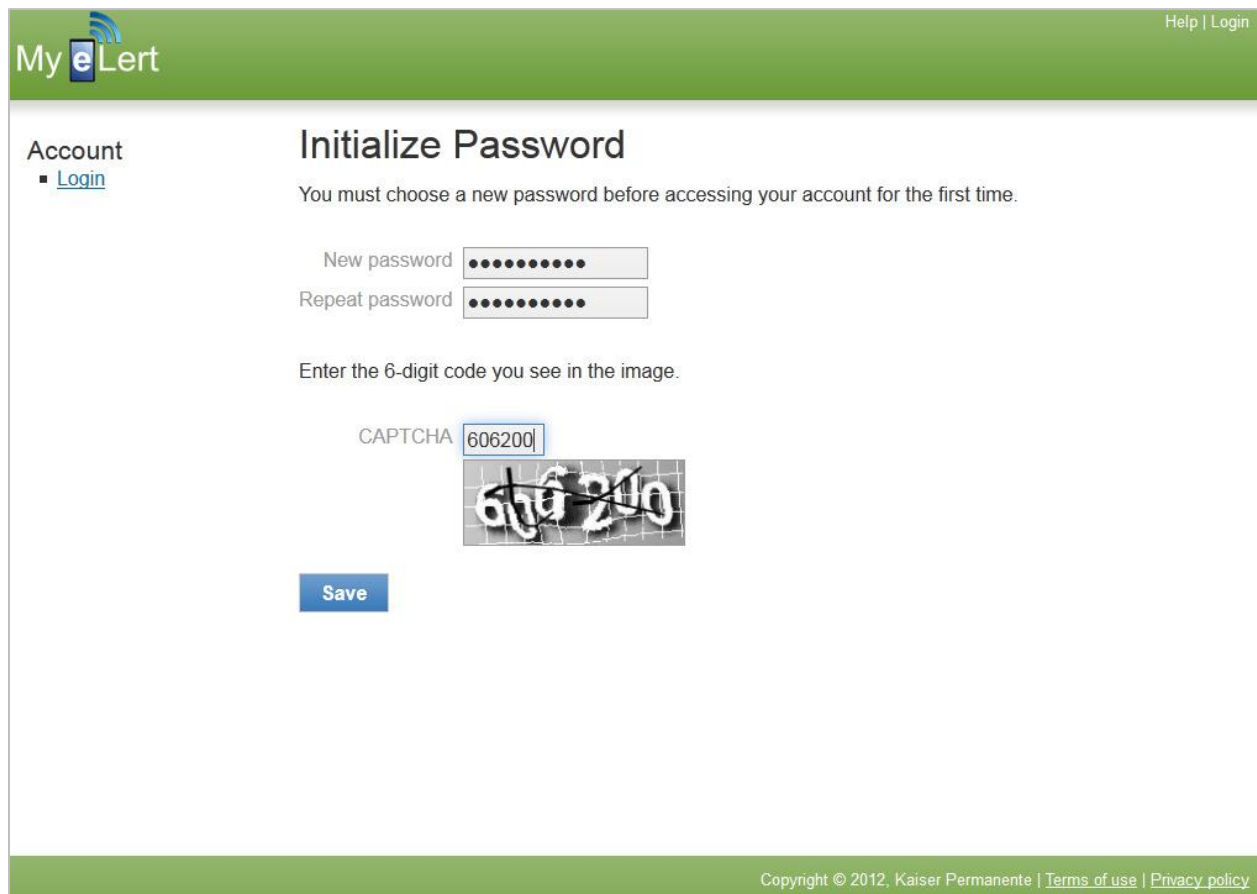
At this point, you need to choose a new password for your account.

Enter your chosen password in the 'New password' field and enter the same password again in the 'Repeat password' field. You also need to enter the correct CAPTCHA in the corresponding field. The CAPTCHA is the 6-digit code that appears in the image below the field. When you press Save, the first screen of the guided setup appears.

*Password requirements:* the password must be at least 8 characters long and it must not be identical to your login name; it may contain any character, including lowercase and uppercase letters, numbers and symbols; and it is case sensitive (the system distinguishes between lowercase and uppercase characters).

If your chosen password does not meet the requirements (it is shorter than eight characters or you do not enter identical passwords in the two fields) the system will prompt you to reenter a new password.

If the CAPTCHA you have entered does not match the 6-digit code shown in the image, a different image appears and the system prompts you to fill in the CAPTCHA field again.



My eLert Help | Login

Account  
▪ [Login](#)

## Initialize Password


You must choose a new password before accessing your account for the first time.

New password

Repeat password

Enter the 6-digit code you see in the image.

CAPTCHA



[Save](#)

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## 2.3 Completing the guided setup

The guided setup was designed to get you started quickly with My eLert. It prompts you to enter all the necessary and recommended information that will allow you to start working with the system.

Most screens of the guided setup correspond to screens of the Profile tab. Therefore, the present section refers you to the chapter discussing the Profile tab for a detailed description of each of these screens.

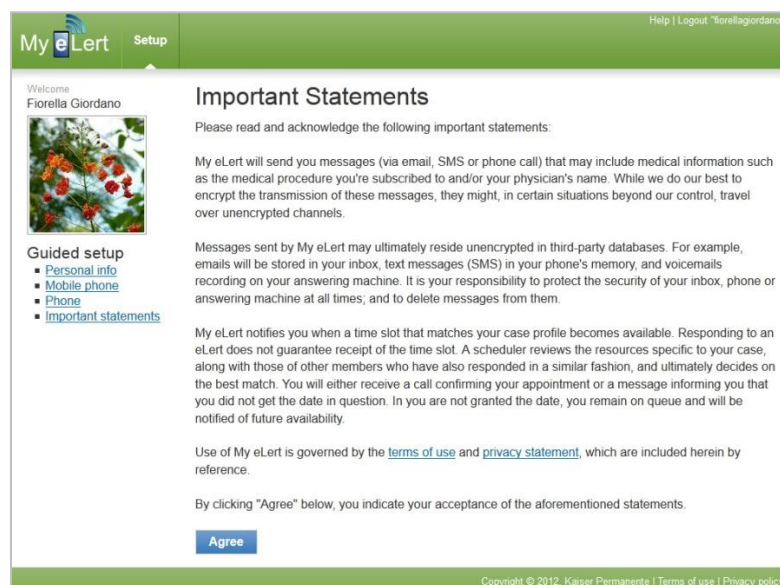
**1. Welcome screen:** Press the 'Get started' button to begin the setup process.

**2. Personal info:** The required fields are marked with an asterisk: enter your real name, gender, birthday and MRN (Kaiser Permanente medical record number). Uploading an avatar and choosing your time zone are optional. Please refer to Section 3.1 for further information about this screen.

**3. Mobile phone:** Mobile number, in the context of My eLert, is the phone number where you would like to receive text messages. Once you have added your number, the system prompts you to verify it by sending you a text message containing a 6-digit verification code. To find more information about this screen, refer to Section 3.2.2. You may also skip this step and add your mobile number later; however, it is recommended that you complete this step now.

**4. Phone:** In the context of My eLert, phone number is the number where you would like to receive Interactive Voice Response calls. Just like in the case of the mobile number, you need to verify your number with a 6-digit code you receive in a voice call. For more information on this screen, refer to Section 3.2.3. You may also skip this step, and add your phone number later.

**5. Important statements:** Please read and acknowledge the important statements concerning the privacy of your medical data. Press Agree to continue.



The screenshot shows the 'My eLert Setup' interface. At the top, there's a green header with 'My eLert' and 'Setup' tabs, and a 'Help | Logout "fiorellagiordano"' link. Below the header, the user is welcomed as 'Fiorella Giordano' next to a profile picture of a plant. A 'Guided setup' section on the left lists 'Personal info', 'Mobile phone', 'Phone', and 'Important statements' (which is highlighted). The main content area is titled 'Important Statements' and contains several paragraphs of text regarding message security, storage, and notification policies. At the bottom, there is an 'Agree' button and a copyright notice for 2012 Kaiser Permanente.

**6. Guided setup complete:** Press Finish to end the guided setup and access My eLert.

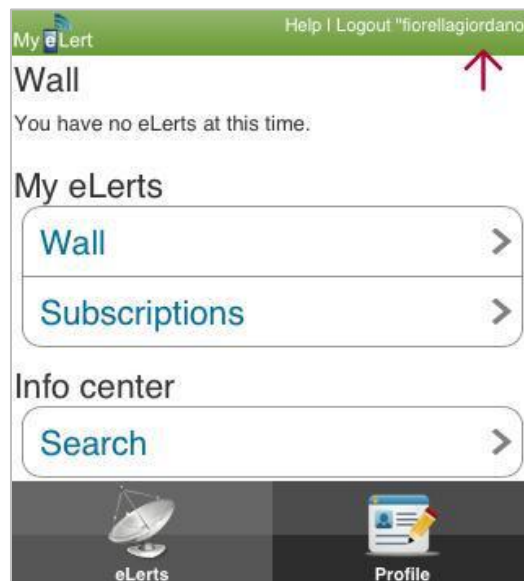
## 2.4 Logging in and logging out

Once you have set up your My eLert account, you can log in to the system by opening the My eLert main page at <http://demo.veloxicom.com> or the My eLert login page at <http://demo.veloxicom.com/login> in your desktop or mobile web browser. Enter your login name and password in the corresponding fields, then press Login.

A screenshot of the 'Members login' form. It has a green header with the title 'Members login'. Below the title are two input fields: 'Login name' with the text 'fiorellagiordano' and 'Password' with masked characters. To the right of the password field is a blue 'Login' button. Below the password field is a link 'Forgot your password?'. At the bottom, there is a checkbox labeled 'Remember me on this device' which is checked.

If you are using a trusted device, you may want to check the box next to 'Remember me on this device'. If checked, your session will stay active indefinitely on that device.

Do not check this box if you are accessing My eLert on a public or shared device. If you do not actively log out from My eLert, the system will log you out automatically after 60 minutes of inactivity.



To log out of the system, click on the 'Logout (login name)' link found in the top right corner of the screen on both the desktop and mobile interfaces. Remember to always log out at the end of your session when you are using My eLert on a shared or public device. If you did not check the 'Remember me on this device' box, the system logs you out automatically after 60 minutes of inactivity.

## 2.5 Forgot your password?

If you forgot your password or the password you have entered is not accepted by the system, click on the 'Forgot your password' link to initiate the password reset process.

Please enter your login credentials

Login name

Password

[Forgot your password?](#)

☐ Remember me on this device

Fill in one or more fields in order to identify your account. Enter the 6-digit CAPTCHA code in the appropriate field, then press 'Find my account'. A list of the users whose accounts correspond to the query appears. If you have entered your phone number, email, or MRN, you are likely to find only your account(s) in the list. If you have entered data that might not be a unique identifier, such as your name only, you may find more accounts in the list. To protect the users' privacy, only some characters of the login name and email address and the last two digits of the phone number(s) are displayed.

**My eLert**

Help | Login

**Account**

- Login

## Password Reset

Please enter one or more of the fields below so that your account can be identified.

Real name

Email

Phone or mobile

MRN

Enter the 6-digit code you see in the image.

CAPTCHA



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Select the radio button next to your account and choose your preferred password reset method by pressing the corresponding button. You will receive a 6-digit password reset code by email, SMS or automated voice call.

## Password Reset

Locate your account and send yourself the reset code.

Login name	Email	Mobile	Phone
<input type="radio"/> *****ano	<input type="radio"/> *****ano@e****.com	<input type="radio"/> *****67	<input type="radio"/> *****42

Once you have received your 6-digit password reset code, enter it carefully in the 'Verification code' field. Then choose a new password and enter it in the 'New password' and 'Repeat password' fields. Press the 'Set password' button.

## Password Reset

Enter the 6-digit verification code sent to you. Make sure to double check the code for accuracy. If you enter it wrong, you will have to start the process again.

Verification code

Choose your new password.

New password

Repeat password

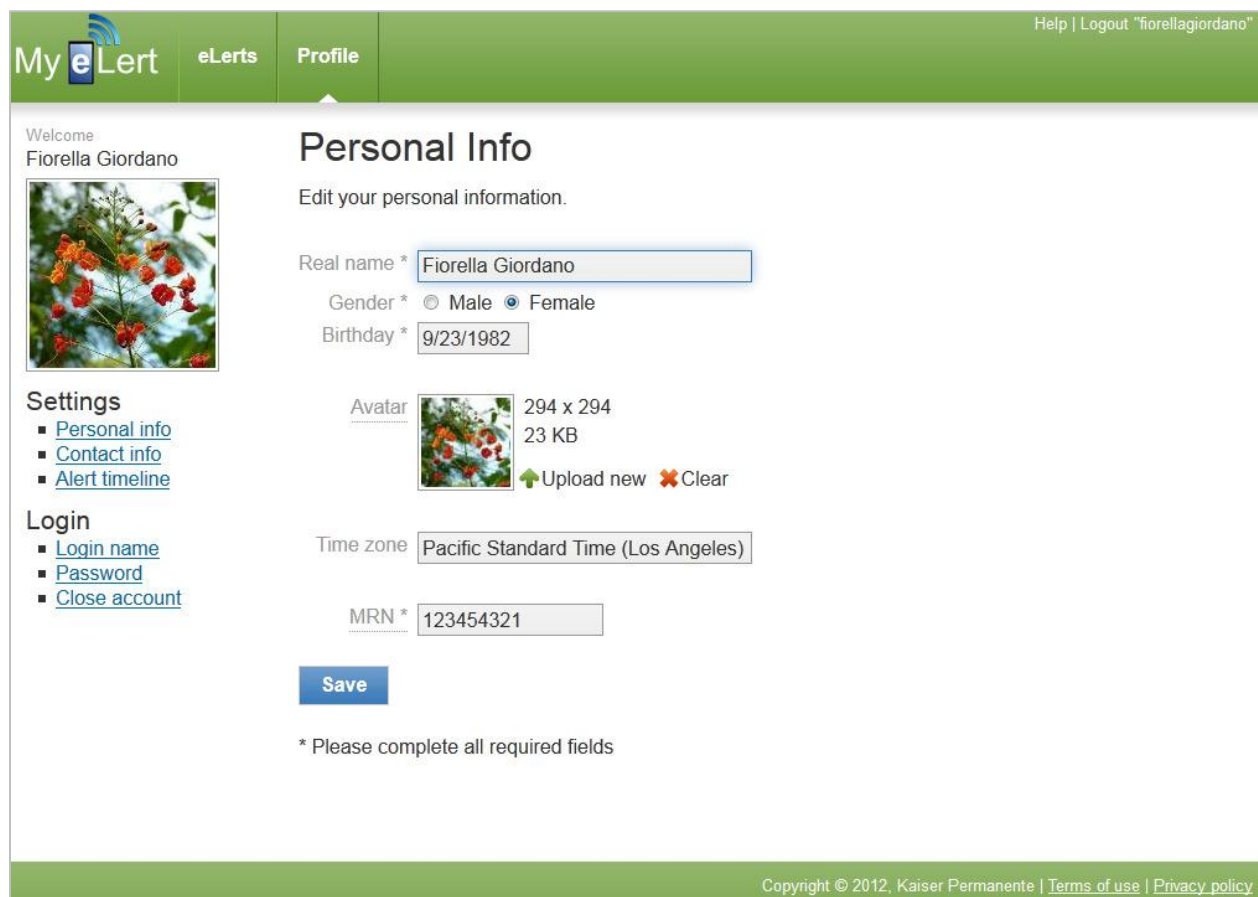
### 3. The Profile tab

This chapter contains information about the screens of the Profile tab. To access these screens, click on the Profile tab in the horizontal navigation bar.

The vertical menu under the Profile tab appears on the left side of the desktop interface and at the bottom of each screen in your mobile interface. It contains links grouped under the Settings and Login headings. The screens under Settings allow you to enter or update your personal and contact information, and to personalize your timeline for receiving eLerts. The screens under Login serve to change your login name or password, and to close your account if you decide to opt out from using My eLert.

#### 3.1 Entering your personal information

You can reach the Personal Info screen under the Profile tab, and it is also one of the screens of the guided setup process. It allows you to enter or edit your name, indicate your gender, enter your birth date, upload an avatar image, set up your time zone, and enter your Kaiser Permanente medical record number.



The screenshot shows the 'My eLert' web interface. At the top is a green navigation bar with 'My eLert', 'eLerts', and 'Profile' tabs. The 'Profile' tab is active. In the top right corner of the bar, it says 'Help | Logout "fiorellagiordano"'. Below the navigation bar, on the left, is a vertical menu with 'Welcome Fiorella Giordano' and a profile picture. Underneath the picture are links for 'Settings' (Personal info, Contact info, Alert timeline) and 'Login' (Login name, Password, Close account). The main content area is titled 'Personal Info' and contains the text 'Edit your personal information.' Below this are form fields for 'Real name \*' (filled with 'Fiorella Giordano'), 'Gender \*' (radio buttons for Male and Female, with Female selected), 'Birthday \*' (filled with '9/23/1982'), 'Avatar' (a small image of a flower, with dimensions '294 x 294' and size '23 KB', and buttons for 'Upload new' and 'Clear'), 'Time zone' (filled with 'Pacific Standard Time (Los Angeles)'), and 'MRN \*' (filled with '123454321'). A blue 'Save' button is at the bottom of the form. A note at the bottom of the form says '\* Please complete all required fields'. The footer of the page is green and contains the text 'Copyright © 2012, Kaiser Permanente | Terms of use | Privacy policy'.

1. **Enter your name** as it appears on your Kaiser Permanente insurance card.
2. **Indicate your gender** by checking the corresponding radio button.
3. **Enter your date of birth** in the format MM/DD/YYYY, e.g. 9/23/1982. On the mobile interface, choose your birthday using the date picker.



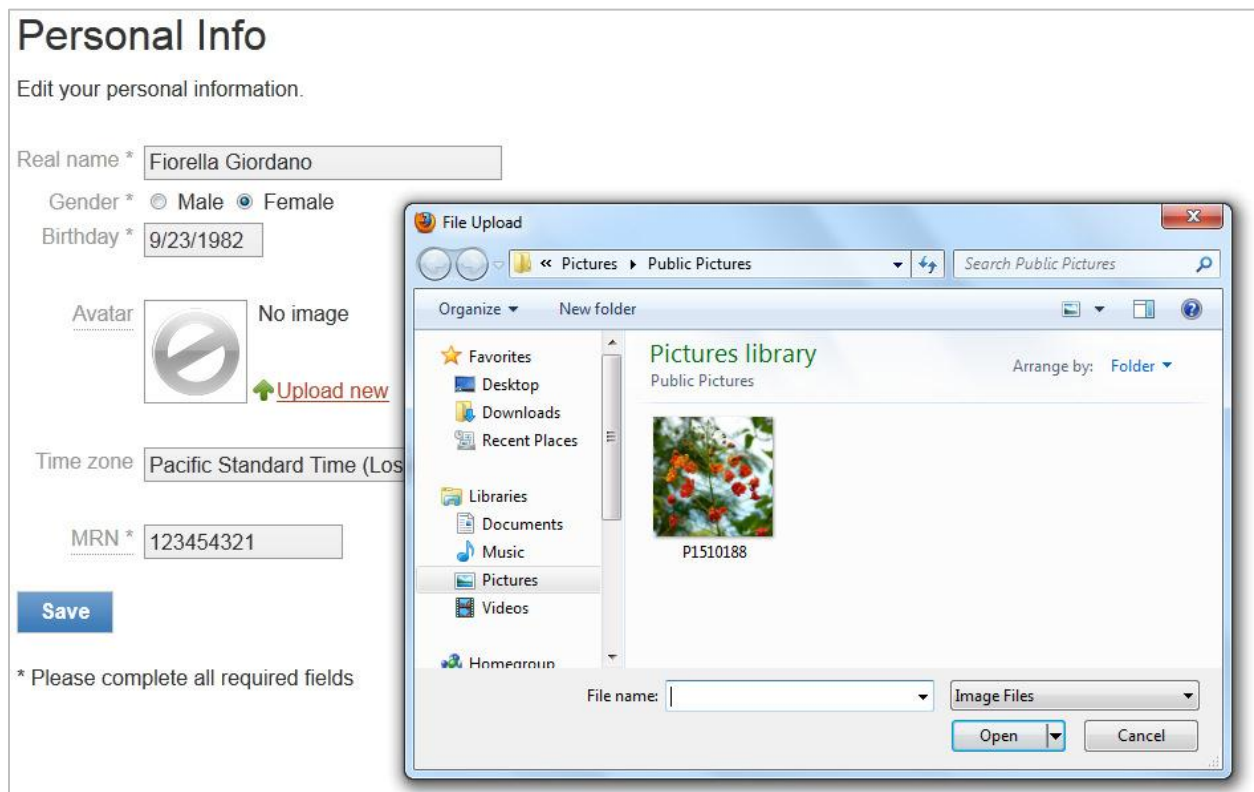
Real name \*

Gender \* ☐ Male ☒ Female

Birthday \*

4. **Upload an avatar**, an image that you would like to appear on your profile page and next to your activities in the system. This step is optional. To choose an avatar image, click on the 'Upload new' link. A file selection window pops up and prompts you to choose a picture from your computer.

*Note:* In some browsers (such as Internet Explorer) a Browse button may appear instead of the 'Upload new' link.




**Personal Info**  
Edit your personal information.

Real name \*

Gender \* ☐ Male ☒ Female

Birthday \*

Avatar  No image [Upload new](#)

Time zone

MRN \*

[Save](#)

\* Please complete all required fields

**File Upload**  
Organize New folder  
Favorites Desktop Downloads Recent Places  
Libraries Documents Music Pictures Videos  
Homegroup  
File name:  Image Files  
[Open](#) [Cancel](#)

*Image requirements:* the image must be in JPG, GIF, PNG or BMP format. We recommend that you use images at least 300 by 300 pixels in size. If the image is not square shaped, the system will crop out the center square of the picture to use as your avatar. If you are not satisfied with the automatic cropping, we recommend that you crop the picture yourself before uploading it.

Once you have pressed the Save button at the bottom of the page, your new avatar appears.

*Note:* Certain mobile devices do not allow uploading pictures. If you use such a device to access My eLert, the 'Upload new' link will not be available, as shown in the next screenshot.

My eLert Help | Logout "fiorellagiordano"

## Personal Info

Edit your personal information.

Real name \*

Fiorella Giordano

Gender \*

☐ Male ☒ Female

Birthday \*

Sep 23, 1982

Avatar

No image

An avatar is an image that represents you on My eLert.

Time zone

Pacific Standard Time (Los Angeles)

MRN \*

123454321

Your Kaiser Permanente medical record number, without leading zeroes.

Save







\* Please complete all required fields

eLerts Profile

**To change an avatar** you uploaded earlier, click on 'Upload new'. To remove your existing avatar without adding a new one, click on Clear. Click Undo to revert to the original image.

*Note:* once you have saved the changes by clicking on Save, the Undo button is no longer available.



Avatar  294 x 294 23 KB  Upload new  Clear	Avatar  No image  Upload new  Undo
---	---

**5. To choose your time zone,** start typing the name of the time zone in the appropriate field. The system will offer you options in the drop-down menu based on the letters you have typed in the field. Choose the appropriate time zone from the list by clicking on it.

Time zone

Mountain Standard Time (Denver)  
Current time: 5:38 PM  
Mountain Standard Time (Phoenix)  
Current time: 4:38 PM

MRN

Save

**Time zones in the United States are:**

Alaska Standard Time (Anchorage)  
Central Standard Time (Chicago)  
Eastern Standard Time (New York)  
Hawaii Standard Time (Honolulu)  
Mountain Standard Time (Denver)  
Mountain Standard Time (Phoenix)  
Pacific Standard Time (Los Angeles)

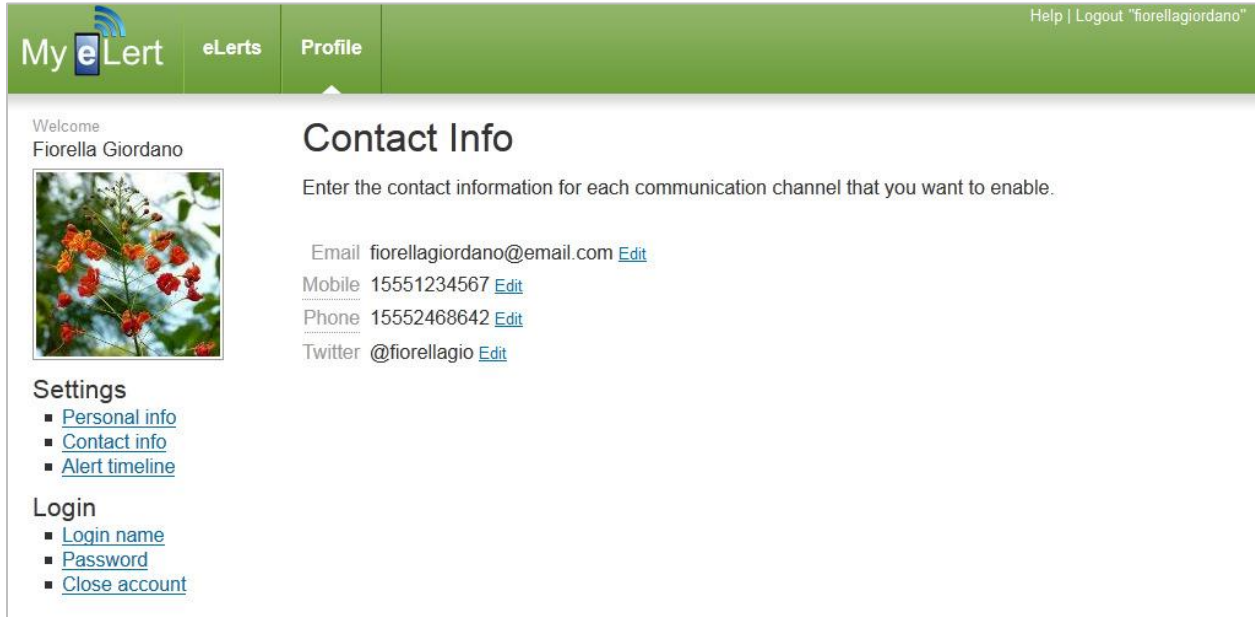
**6. Enter your Kaiser Permanente medical record number (MRN)** as it appears on your Kaiser Permanente insurance card, excluding leading zeroes.

Once you have finished entering or updating your information, press the Save button to save your changes.



## 3.2 Entering your contact information

This page serves to enter or update your contact information, including your email address, phone number(s), and Twitter account name.



The screenshot shows the 'My eLert' profile page for a user named Fiorella Giordano. The page has a green header with navigation links: 'My eLert', 'eLerts', and 'Profile'. In the top right corner, there are links for 'Help' and 'Logout "fiorellagiordano"'. The main content area is titled 'Contact Info' and includes a sub-header 'Enter the contact information for each communication channel that you want to enable.' Below this, there are four rows of contact information, each with an 'Edit' link: Email (fiorellagiordano@email.com), Mobile (15551234567), Phone (15552468642), and Twitter (@fiorellagio). On the left side of the page, there is a 'Welcome' message, a profile picture of a person, and a 'Settings' section with links for 'Personal info', 'Contact info', and 'Alert timeline'. Below the settings is a 'Login' section with links for 'Login name', 'Password', and 'Close account'.

Welcome  
Fiorella Giordano

**Contact Info**

Enter the contact information for each communication channel that you want to enable.

Email fiorellagiordano@email.com [Edit](#)

Mobile 15551234567 [Edit](#)

Phone 15552468642 [Edit](#)

Twitter @fiorellagio [Edit](#)

**Settings**

- [Personal info](#)
- [Contact info](#)
- [Alert timeline](#)

**Login**

- [Login name](#)
- [Password](#)
- [Close account](#)

### 3.2.1 Editing your email address

To set up the email address where you would like to receive notifications from My eLert, click on the Edit link next to Email. Then enter or modify your email address and press Save.

### 3.2.2 Enabling text messaging and voice calls

To enable My eLert to send you notifications by SMS and/or IVR (Interactive Voice Response), set up your Mobile and Phone numbers by clicking on the corresponding Edit link.

*Note:* Mobile refers to the number where you would like to receive text messages, and Phone refers to the number where you would like to receive voice calls. The two numbers may be identical if you want to receive SMS and IVR on the same phone.

If you prefer not to receive notifications in SMS or voice call, you may leave one or both fields empty. Note, however, that the sooner you respond to an eLert, the greater the chance that the scheduler has not yet chosen an applicant for the opening in question. Applicants are not ranked based on how fast they respond, but the time range available for the scheduler to choose a candidate for an opening varies depending on the nature of the opening and the number of candidates accepting the eLert sent out. It is therefore recommended that you enable these channels.

### 3.2.3 Verifying your mobile number

Once you have entered your 10-digit mobile number, click on Next. A screen with a list of mobile carriers appears. You see an alphabetical list of the major carriers at the top of the page followed by an alphabetical list of the minor carriers. Indicate your carrier by selecting the corresponding radio button and press the 'Send code to (your mobile number)' button.

## Mobile Phone

Your mobile phone must be verified before alerts can be sent to it. Select your mobile carrier, then press the button below to text a 6-digit verification code to your mobile phone.

<input checked="" type="radio"/> Alltel	<input type="radio"/> AT&T	<input type="radio"/> Boost Mobile	<input type="radio"/> Cricket Wireless
<input type="radio"/> Metro PCS	<input type="radio"/> Sprint PCS	<input type="radio"/> T-Mobile	<input type="radio"/> US Cellular
<input type="radio"/> Verizon Wireless	<input type="radio"/> Virgin Mobile USA	<input type="radio"/> Alaska Communications	<input type="radio"/> Ameritech
<input type="radio"/> BellSouth	<input type="radio"/> Bluegrass Cellular	<input type="radio"/> Cellcom	<input type="radio"/> Cellular South
<input type="radio"/> Centennial Wireless	<input type="radio"/> Chariton Valley Wireless	<input type="radio"/> Cincinnati Bell	<input type="radio"/> ClearTalk Wireless
<input type="radio"/> C-Spire Wireless	<input type="radio"/> Edge Wireless	<input type="radio"/> Element Mobile	<input type="radio"/> General Communications
<input type="radio"/> Golden State Cellular	<input type="radio"/> Hawaii Telecom Wireless	<input type="radio"/> LongLines	<input type="radio"/> Pocket Wireless
<input type="radio"/> Qwest Wireless	<input type="radio"/> Rogers Wireless (USA)	<input type="radio"/> Simple Mobile	<input type="radio"/> South Central Communications
<input type="radio"/> Southernlinc	<input type="radio"/> Straight Talk	<input type="radio"/> Suncom	<input type="radio"/> Teleflip
<input type="radio"/> Telus (USA)	<input type="radio"/> TracFone (USA)	<input type="radio"/> Unicef	<input type="radio"/> USA Mobility
<input type="radio"/> Viaero	<input type="radio"/> West Central Wireless	<input type="radio"/> XIT Communications	
<input type="radio"/> Other / unknown			

Send code to 15551234567 >>

Wait for the SMS containing your 6-digit verification code to arrive, then enter the code in the appropriate field and press Verify.

## Mobile Phone

Enter the 6-digit verification code you receive on your mobile phone to complete the verification process.

Mobile number 15551234567

6-digit verification code

Verify

If you enter the incorrect code, you will see an error message and the system will prompt you to insert the code again. If the problem persists, return to the Contact Info screen and initiate a new verification procedure for your mobile.

If you wish to unregister a mobile number you have added previously, press Clear.

### 3.2.4 Verifying your phone number

You need to perform a similar procedure to enter and verify your phone number. Once you have entered the 10-digit phone number, click on Next, then press 'Call (your phone number) with verification code' to initiate an IVR call to your phone.

## Phone

Your phone must be verified before alerts can be sent to it. Press the button below to initiate a call to your phone with a 6-digit verification code.

**Call 15552468642 with verification code >>**

You will receive an automated voice message with a 6-digit code. The message will be repeated several times. Enter the code in the appropriate field on the following screen, then press Verify.

## Phone

You'll receive a phone call in a few seconds. Enter the 6-digit verification code you receive on the call to complete the verification process.

Phone number 15552468642

6-digit verification code

**Verify**

If you enter the incorrect code, the system will prompt you to insert the code again. If the problem persists, return to the Contact Info screen and initiate a new verification procedure for your phone.

If you wish to unregister a phone number you added previously, press Clear.

### 3.2.5 Enabling Twitter direct messaging

To enable My eLert to send direct messages to your Twitter account, click on Edit and press the 'Follow @veloxicom' button. If you are not logged in to Twitter, a pop up window prompts you to log in.

Next, enter your Twitter user name in the appropriate field and press Save.

## Twitter

Enter your Twitter user name, then press the Twitter button and follow veloxicom.

Twitter user name

 **Follow @veloxicom**

**Save**

### 3.3. Setting up the alert timeline

The Alert Timeline screen serves to set up and modify your preferences regarding the timeline of the various types of notifications to be sent to your email address, Twitter account or phone.

According to the **default settings**, an eLert is sent to your email address and Twitter account as soon as an opening becomes available. If you do not respond to one of these eLerts within five minutes, an SMS is sent to your mobile phone. If you do not respond to the email or SMS notification within 15 minutes, a voice call is initiated to your phone number.

To **change the settings** of your timeline, check or uncheck the boxes in the table. You can choose to receive multiple emails or Twitter direct messages, text messages, or voice calls by checking more than one box in each row. You may also uncheck all the boxes in a given row if you prefer not to be sent eLerts through that particular channel.

*Note:* in order to receive text messages, voice calls, or Twitter direct messages, you need to set up these channels first on the Contact Info screen, as described in Section 3.2. If a channel is not set up, it will be grayed out on the Alert Timeline screen. Click on the Enable link next to each channel to reach the corresponding setup screen.

Be advised that text messages and voice calls may incur charges depending on your contract with your provider.


My eLert

eLerts

Profile

Help | Logout "fiorellagiordano"

Welcome  
Fiorella Giordano



Settings





- Personal info
- Contact info
- Alert timeline

Login

- Login name
- Password
- Close account

## Alert Timeline

Alerts may be sent to you on multiple communication channels. You may delay any given channel up to 15 minutes from the original time of the alert. When you respond to an alert on any channel, future alerts are preempted.

	 On time	 T+5"	 T+10"	 T+15"
Email	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS <sup>\$</sup>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice <sup>\$</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twitter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save

<sup>\$</sup> Text messages and voice calls to your mobile phone may incur charges by your mobile provider.

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### 3.4 How to change your login name

To change your login name, enter the desired login name in the 'Login name' field and your password in the Password field, and press Save.

Each account is identified by the login name, which needs to be unique. If your desired login name is already taken by another user in the system, you will be prompted to choose a different login name.

*Login name requirements:* The login name must be at least 5 characters long, and it may include only letters, numbers, hyphens or underscores. Spaces and other special characters are not allowed. As opposed to passwords, login names are not case sensitive (the system does not differentiate between uppercase and lowercase letters).

### Login Name

Your login name serves to identify your account. It must be at least 5 characters long and include only letters (a-z), numbers (0-9), hyphens or underscores. Spaces and other special characters are not allowed. Login names are case insensitive.

Login name

Please enter your password to verify your identity.

Password

### 3.5 How to change your password

To change your password, enter your current password in the first field on this screen and enter the new password in the 'New password' and 'Repeat password' fields.

*Password requirements:* The password must be at least 8 characters long and it must not be identical to your login name; it may contain any character, including lowercase and uppercase letters, numbers and symbols; and it is case sensitive (the system distinguishes between lowercase and uppercase characters).

### Password

Passwords must be at least 8 characters long and must not be the same as your login name. Passwords are case sensitive.

Current password

New password

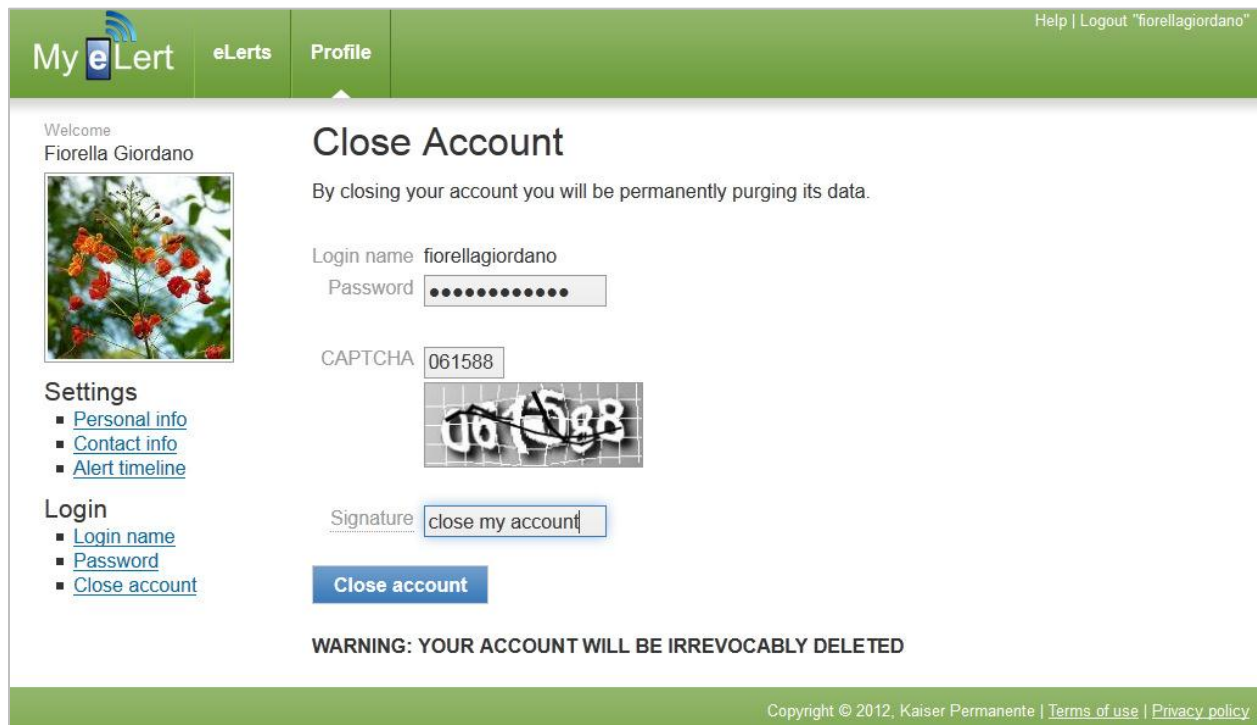
Repeat password

### 3.6 How to close your account

You need to perform three steps on the Close Account screen in order to terminate your account.

1. Enter your password in the appropriate field.
2. Enter the 6-digit code in the field above the CAPTCHA image.
3. Type the words 'close my account' in the Signature field.

At this point, you can delete your account by pressing the 'Close account' button. Your account and the data associated with it will be irrevocably lost.



The screenshot shows the 'Close Account' interface. At the top, a green navigation bar contains 'My eLert', 'eLerts', and 'Profile' (which is highlighted with a white triangle). On the right of the bar is a link 'Help | Logout "fiorellagiordano"'. Below the bar, the left sidebar shows a 'Welcome Fiorella Giordano' message with a profile picture of red flowers. Below the picture are links for 'Settings' (Personal info, Contact info, Alert timeline) and 'Login' (Login name, Password, Close account). The main content area is titled 'Close Account' and includes a warning: 'By closing your account you will be permanently purging its data.' It contains three input fields: 'Login name' (pre-filled with 'fiorellagiordano'), 'Password' (masked with dots), and 'CAPTCHA' (pre-filled with '061588'). Below the CAPTCHA is a grid image with the code '061588' overlaid. A 'Signature' field contains the text 'close my account'. A blue 'Close account' button is positioned below the signature field. At the bottom of the main area, a red warning banner reads 'WARNING: YOUR ACCOUNT WILL BE IRREVOCABLY DELETED'. The footer of the page is green and contains the text 'Copyright © 2012, Kaiser Permanente | Terms of use | Privacy policy'.



## 4. The eLerts tab

This chapter contains information about the screens located under the eLerts tab. To access these screens, click on eLerts in the horizontal navigation bar.

The screenshot shows the 'My eLert' web application interface. The top navigation bar is green with 'My eLert', 'eLerts', and 'Profile' tabs. The 'eLerts' tab is active. On the left, a user profile for 'Fiorella Giordano' is shown with a photo of red flowers. Below the profile are links for 'My eLerts' (Wall, Subscriptions) and 'Info center' (Search, Flat Foot Reconstruction, Rotator Cuff Repair, Shoulder Arthroscopy, Toe Arthroplasty). The main content area is titled 'Subscriptions' and contains a description of the subscription service, a link to 'Subscribe to new eLert', and a table of current subscriptions. At the bottom of the table is an 'Unsubscribe / remove' button. A 'Friendly reminder' section explains the subscription process. The footer contains copyright information for Kaiser Permanente.

Welcome  
Fiorella Giordano

**Subscriptions**

When you subscribe to an eLert you will receive notification messages, per your profile settings, when a relevant opening becomes available. When you unsubscribe, you will no longer receive notification messages from My eLert on any device (email, SMS, phone, etc.)

[Subscribe to new eLert](#)

Procedure	Service area	Physician	Status
<input type="checkbox"/> <a href="#">Shoulder Scope</a>	Fontana	Dr.Mohammad Namazian	Received
<input type="checkbox"/> <a href="#">Rotator Cuff Repair</a>	Fontana	Dr.Mohammad Namazian	Closed
<input type="checkbox"/> <a href="#">Toe Arthroplasty</a>	Fontana	Dr.Christine Salonga	Received
<input type="checkbox"/> <a href="#">Flat Foot Reconstruction</a>	Fontana	Dr.Kent Cramer	Verified

[Unsubscribe / remove](#)

**Friendly reminder:** My eLert notifies you when a time slot that matches your case profile becomes available. Responding to an eLert does not guarantee receipt of the time slot. A scheduler reviews the resources specific to your case, along with those of other members who have also responded in a similar fashion, and ultimately decides on the best match. You will either receive a call confirming your appointment or a message informing you that you did not get the date in question. In you are not granted the date, you remain on queue and will be notified of future availability.

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The internal links of the eLerts tab are organized under two headings: My eLerts and Info center. My eLerts contains the Wall and the Subscriptions screens, and the Info center contains the Search screen. After you create your first Subscriptions, additional links will appear under Info center referring you to information concerning the procedures relevant to you.

*Note:* When you click on the eLerts tab, either the Wall or the Subscriptions screen shows up. The Subscriptions screen is shown when you use My eLert for the first time, or otherwise if you have not received eLerts during the last 30 days. The Wall screen is shown if you have received eLerts in the last 30 days.

You need to create a new Subscription in order to receive eLert notifications from Kaiser Permanente schedulers when new openings matching your case profile become available. Depending on your settings, the eLerts may reach you by email, Twitter direct message, text message, and/or voice call, but they invariably show up on your Wall.

## 4.1 The subscriptions screen

This screen serves to create, view, change and cancel eLert subscriptions.

If you have already created subscriptions, you see a list of them on this screen. Each item in the list consists of the name of the procedure, the service area where the procedure would take place, the physician's name, and the status of the application.

The status of the application may be Received, Verified, Closed or Expired.

**Received:** Once you have created a subscription, it immediately appears in the list classified as Received. This indicates that the subscription has been forwarded to the schedulers, who will review and verify it. While the status of a subscription is Received you can edit it by clicking on the name of the procedure.

**Verified:** Once a scheduler reviews your subscription and verifies it, the status of your subscription will change to Verified. At this point you may still edit your subscription.

**Closed:** If you receive and accept an eLert and are selected for the new appointment date, the status of the subscription will change to Closed. The subscription may no longer be edited at this point.

**Expired:** A subscription is valid until the end of the sixth month from the day it was created (for example, a subscription created between January 1 and January 31 expires on June 30). At this point, the status of the application changes to Expired. You need to create a new subscription if you still wish to receive eLerts for the same procedure. An expired subscription cannot be edited.



#### 4.1.1 How to create a subscription

In order to receive eLert notifications from Kaiser Permanente when a new opening matching your case profile becomes available, you need to create a new subscription. Click on the 'Subscribe to a new eLert' link, then follow the instructions of the New Subscription Wizard and enter all the requested information. Remember: you can only subscribe to eLerts for procedures that your physician prescribed to you.

*Note:* While creating a subscription with the wizard, you can press the Back button on any screen to modify your answers on the previous screen.

**1. Medical service area:** Choose the medical service area where your procedure will take place by selecting the corresponding radio button.

**2. Procedure type:** Choose the type of your procedure by selecting the corresponding radio button.

**3. Procedure:** Choose the procedure to which you are subscribing. When you select a radio button, a short description of the procedure appears.

Welcome  
Fiorella Giordano

**My eLerts**

- [Wall](#)
- [Subscriptions](#)

**Info center**

- [Search](#)

## New ELert Subscription

**Step 3 of 5: Procedure**

What is the procedure you are subscribing to?

- ☐ Ankle Arthroscopy
- ☐ Ankle Fracture
- ☐ Ankle Fusion
- ☐ Bunionectomy
- ☐ Charcot Reconstruction
- ☒ Flat Foot Reconstruction
- ☐ Foot/Ankle Hardware Removal
- ☐ Incision and Drainage
- ☐ Lapidus
- ☐ Metatarsal Osteotomy
- ☐ Retrocalcaneal
- ☐ Toe Arthroplasty
- ☐ Triple Arthrodesis

[Next >>](#) [Back](#)

**4. Physician:** Choose the name of the physician assigned to perform your procedure. If you have not been assigned a physician for this procedure, the procedure will not be performed by a physician, or you cannot find your physician's name in the list, select the corresponding radio button.

If you agree to have your procedure performed by a different physician in order to expedite your appointment, check the corresponding box. If you prefer to have your procedure performed by the physician originally appointed, even if it possibly reduces the number of openings you will be eligible for, leave this box unchecked.

Welcome  
Fiorella Giordano

## New ELert Subscription

### Step 4 of 5: Physician

Who is the physician that was assigned to perform your procedure?

- ☐ Dr.Christine Salonga
- ☐ Dr.Anthony Kimball
- ☒ Dr.Kent Cramer
- ☐ Dr.Melissa Claussen
- ☐ Dr.John Stutz
- ☐ Dr.Jason Bowen
- ☐ Dr.Robert Soulier
- ☐ Dr.Luan Pham
- ☐ Dr.Fred Anderson
- ☐ I have not been assigned a physician
- ☐ This procedure will not be performed by a physician
- ☐ None of the above

☒ I'll accept another physician if it will expedite my appointment

**5. Scheduling:** The last screen of the wizard allows you to set up your scheduling preferences.

If your procedure has not been scheduled yet, choose the corresponding radio button.

If your procedure has been scheduled, insert the date in the MM/DD/YYYY format when using the desktop interface, or select it with the date picker on the mobile interface.

Choose the minimum number of days you want to pass between receiving an eLert about a new opening and the date of the proposed appointment.

*Note:* the number of days shown on this page by default varies by procedure, and it indicates the minimum number of days that need to pass between scheduling and procedure. You can choose to have longer advance notice by entering a larger number, but you cannot reduce the number of days shown on the page by default.

## New ELert Subscription

### Step 5 of 5: Scheduling

When are you currently scheduled to undergo this procedure?

- ☒ I am not yet scheduled for this procedure
- ☐ I am scheduled for

If an opening becomes available, how many days of advance notice do you require?

days advance notice

In the second half of the screen, you can indicate the dates when you are available for the procedure. If you do not have any foreseeable availability restrictions, choose the corresponding radio button.

If you want to set up particular dates for your availability, choose the radio button next to 'I am available only during the days indicated below'. A calendar showing the current month and the following five months appears.

There are several ways to select the dates when you are available and deselect the dates when you are unavailable for the procedure. The selected dates are highlighted in blue and appear in white font, while the deselected days are not highlighted and appear in black font.

You can select a particular date by clicking on it. If you click on it again, it will be deselected.

You can select all the days of a month by clicking on the name of the month, and deselect them by clicking on the name of the month again – as shown in the first image.

By clicking on a letter standing for a given day of the week ("M" for Monday, etc.) in a month not yet selected, you select the given day of each week in that month. If you click on the day of the week again, you unselect the dates – as shown in the second image.

You can combine these selection methods in different ways. For example, you can select all the days in a month by clicking on the name of the month, then deselect the days when you are not available by clicking on those dates – as shown in the third image. You can also select all the days of a month, and then deselect a certain day of the week, for example deselect all Wednesdays by clicking on "W" – as shown in the fourth image.



Please enter the explanation for your unavailability in the field below the calendar. This information may be helpful for the schedulers in judging whether, in a given case, they should send eLerts to patients who indicated that they are unavailable on the day of the opening.

Once you have entered all the information regarding your scheduling preferences, press Finish.

You will be redirected to the Subscriptions page, where your new subscription appears in the Subscriptions list.

#### 4.1.2 How to change a subscription

As long as the status of your subscription is Received or Verified, you may edit certain parts of it. Click on the name of the procedure on the Subscriptions page to open the edit page. On the top of this page, you can see the name of the procedure, which is also a link to the information page describing the procedure. The type of the procedure, the physician's name, and the medical service area where the procedure is to take place cannot be modified. If you wish to update these fields, you need to cancel the current subscription (see 4.1.3) and create a new subscription with the updated information.

However, you can modify the following:

1. You can indicate whether you accept a different physician than the one originally appointed to perform the procedure. If you would like accept another physician in order to expedite your appointment, check the corresponding box. If you insist on having your appointed physician perform your procedure, uncheck the box.
2. You can modify the minimum number of days you want to pass between the date of receiving an eLert and the date of the proposed appointment.
3. You can change your scheduling preferences. You can indicate that you have no scheduling restrictions by marking the appropriate radio button, or you can mark the second radio button to indicate that you have a limited availability. In the latter case, you can select or modify the dates of availability in the calendar as described in Section 4.1.1.
4. You may also choose to add comments or additional comments in the field below the calendar to provide the schedulers with extra information regarding your availability.

Once you have made all the desired modifications, click on the Save button to save your changes.

#### 4.1.3 How to cancel a subscription

You may choose to unsubscribe from receiving eLerts for a particular procedure, and to remove expired or closed eLerts from your Subscriptions page. To do so, check the box next to the subscription you would like to unsubscribe from or remove, then press the Unsubscribe / remove button. The subscription will be deleted from your Subscriptions list as well as from the entire My eLert system, so you will not receive any eLerts regarding that procedure.

Note: unsubscribing from an eLert or removing it cannot be undone.

## 4.2 Your eLert Wall

The Wall displays all the eLerts you received from Kaiser Permanente schedulers as well as the answers you gave to these notifications. Before you create subscriptions or receive eLerts, only the message 'You have no eLerts at this time' is displayed on your Wall.

Once you have subscribed to an eLert, notifications sent to you by Kaiser Permanente schedulers invariably reach you on your Wall in addition to any other channels you have set up in your Profile. You receive the first notification when an opening that matches your case profile becomes available and further notifications once you have accepted or declined the appointment.

Since the Wall is one of several channels through which you can receive eLerts, a detailed description of how to handle the notifications on your Wall is included in Chapter 5 of this manual, *Receiving and responding to eLerts*.

## 4.3 Info center and search

The second section of the internal menu of the eLerts tab is the Info center. When you log in to My eLert for the first time, a single Search link will be found under this heading. After you have created your first eLert subscriptions, additional links to the info pages of the procedures relevant to you appear under the Info center title.

To search for information regarding a procedure, click on the Search link and start typing the name of the procedure in the Search field. When you start typing, a list of procedures with names containing the letters you have typed into the search field show up in a drop-down list. Once you have found the name of the procedure you are looking for, click on its name to autocomplete the search query, then press Search.

If you have already subscribed to one or more eLerts, links to the information page of your procedures automatically appear under the Info center heading for faster access of these pages.

You can also find a list of these procedures below the Search field on the Search screen.

If you have subscribed to a number of eLerts, links to a maximum of six of the procedures appear under the Info center heading, but links to all of the procedures appear under the Search field.

The screenshot displays the user interface of the Kaiser Permanente eLert system. On the left, a sidebar contains the following elements: a 'Welcome' message to 'Fiorella Giordano', a 'My eLerts' section with links to 'Wall' and 'Subscriptions', and an 'Info center' section with links to 'Search' and 'Flat Foot Reconstruction'. The main content area is titled 'Search' and includes a text input field with the placeholder 'Enter the name of the procedure you wish to learn more about.' and a blue 'Search' button. Below the search field, a result is displayed: 'Flat Foot Reconstruction - Reshape foot curvature using screws/ plates/ hardware as needed'.

## 5. Receiving and responding to eLerts

This chapter describes how the various eLert channels work. The Wall of the My eLert application is where eLerts and related notifications appear by default (see Section 6.1). Once you have set up your preferences and timeline, eLerts also reach you through other channels, such as email (6.2), text message (6.3), voice call (6.4), and Twitter direct message (6.5). You can also respond to an eLert through any one of these channels.

### 5.1 Your Wall

When a Kaiser Permanente scheduler finds an opening that matches your case profile, he or she sends you an eLert invitation, which appears on your Wall immediately. When you log in to your My eLert account, the Wall page shows up and the latest eLert notification appears on the top of the screen. If you are already logged in to your My eLert account on a desktop interface, you can reach the Wall by opening the eLerts tab from the top horizontal menu and clicking on the Wall link in the vertical menu on the left side of the page. On the mobile interface, you can reach your Wall by opening the eLerts tab from the bottom fixed menu bar and clicking on the Wall link in the vertical menu at the bottom of the page.

A new eLert received from your scheduler appears in a green text bubble on your Wall. On the desktop interface, you see a date in the top left corner of the message, which indicates the date of the proposed new appointment, and the avatar of the scheduler who sent you the eLert. On the mobile interface, a black date marker appears above the message.

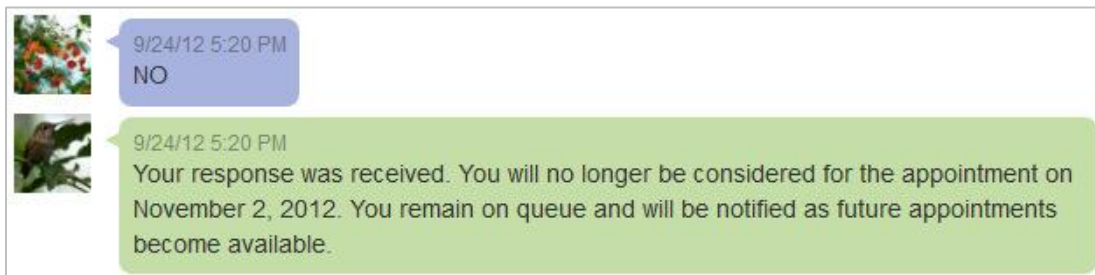
The notification itself contains information regarding the name of the procedure you have subscribed to, the name of the physician who would perform the procedure, the proposed date, and the location where the procedure would take place, as shown in the screenshot below:

The screenshot displays the 'My eLert' application interface. At the top, there is a green navigation bar with 'My eLert', 'eLerts', and 'Profile' tabs. The 'eLerts' tab is active. Below the navigation bar, the user is welcomed as 'Fiorella Giordano'. The main section is titled 'Wall'. On the left side of the Wall, there is a calendar showing 'Nov 22' with a 'Hide' link below it. To the right of the calendar, a green notification bubble contains the following text: '9/24/12 3:54 PM', 'Dr. Mohammad Namazian may be available to perform your Rotator Cuff Repair on November 22, 2012. The procedure would take place at the Fontana Medical Center in Fontana, CA.', and a question 'Would you like to be considered for this appointment?'. Below the question are two options: 'YES if you are available' and 'NO if you are unavailable'. At the bottom of the notification bubble, there is a 'Friendly reminder' section explaining that the eLert notifies the user when a time slot matches their case profile and that responding does not guarantee receipt of the time slot. On the left side of the Wall, there is a 'My eLerts' section with links to 'Wall' and 'Subscriptions', and an 'Info center' section with links to 'Search', 'Flat Foot Reconstruction', 'Rotator Cuff Repair', 'Shoulder Arthroscopy', and 'Toe Arthroplasty'.

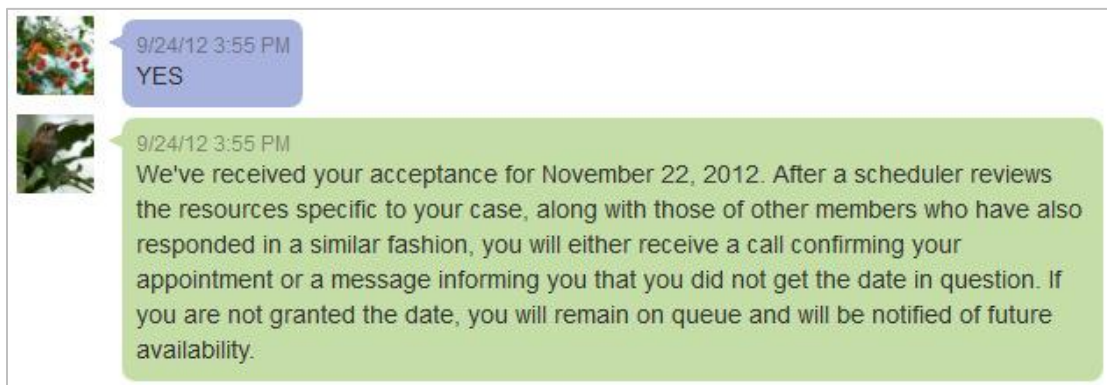


The next section of the message prompts you to choose whether you accept or decline the proposed new date for the procedure.

**If you are unavailable** for the appointment, press No. Two automated messages will immediately appear on your Wall below the original eLert. A message in a blue text bubble and with your avatar next to it confirms that you have answered No. A second message in a green text bubble and with the avatar of the scheduler next to it confirms that your response was received, and even though you are no longer considered for this appointment, your subscription will stay active and you will be notified if a new appointment becomes available.



**If you are available** for the appointment, press Yes. Two automated messages will immediately appear on your Wall below the original eLert. A message in a blue text bubble and with your avatar next to it confirms that you have answered Yes. A second message in a green text bubble and with the avatar of the scheduler next to it confirms that your response was received. The scheduler will review your application along with the applications of other candidates who responded in a similar fashion.



**If your application was selected** for the appointment, a scheduler calls you personally to verify that you qualify for and are still available for the appointment. Following this call, the scheduler finalizes your appointment. At this point, a new message appears on your Wall confirming your new appointment date. This message shows up in a green text bubble below the three previous messages.



You also receive a confirmation message through every other channel you have added in My eLerts and in the time sequence set up in your Alert Timeline.

**If your application was not selected** for the appointment, a new message appears on your Wall below the previous three messages. In this message, the scheduler informs you that the appointment is no longer available, but your subscription remains active and you will receive further notifications when a new opening matching your case profile becomes available.

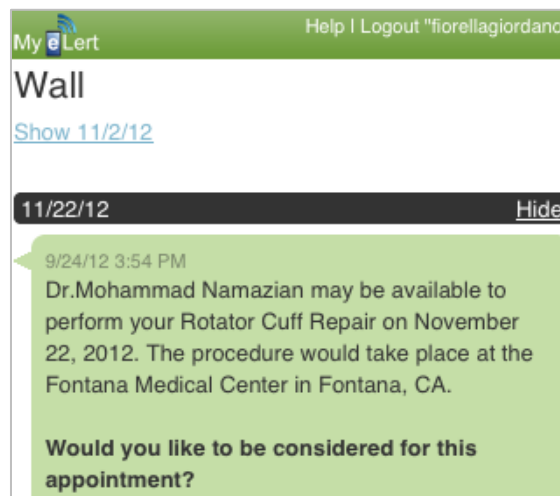


You also receive this notification through every other channel you have added in My eLerts, in the time sequence set up in your Alert Timeline.

**If you have multiple eLerts** on your Wall, they are sorted chronologically, based on the date they were sent to you by the scheduler. The eLert you received last will be on the top of the page, followed by the eLerts you had received previously.

You can choose to hide an eLert from your Wall by clicking on the Hide link. In the case of the desktop interface, this link is under the date in the top left corner of the eLert. In the case of the mobile interface, it is next to the date marker above the eLert.

Hidden eLerts appear on your Wall as a 'Show (date)' link. Click on this link to reopen a hidden eLert.



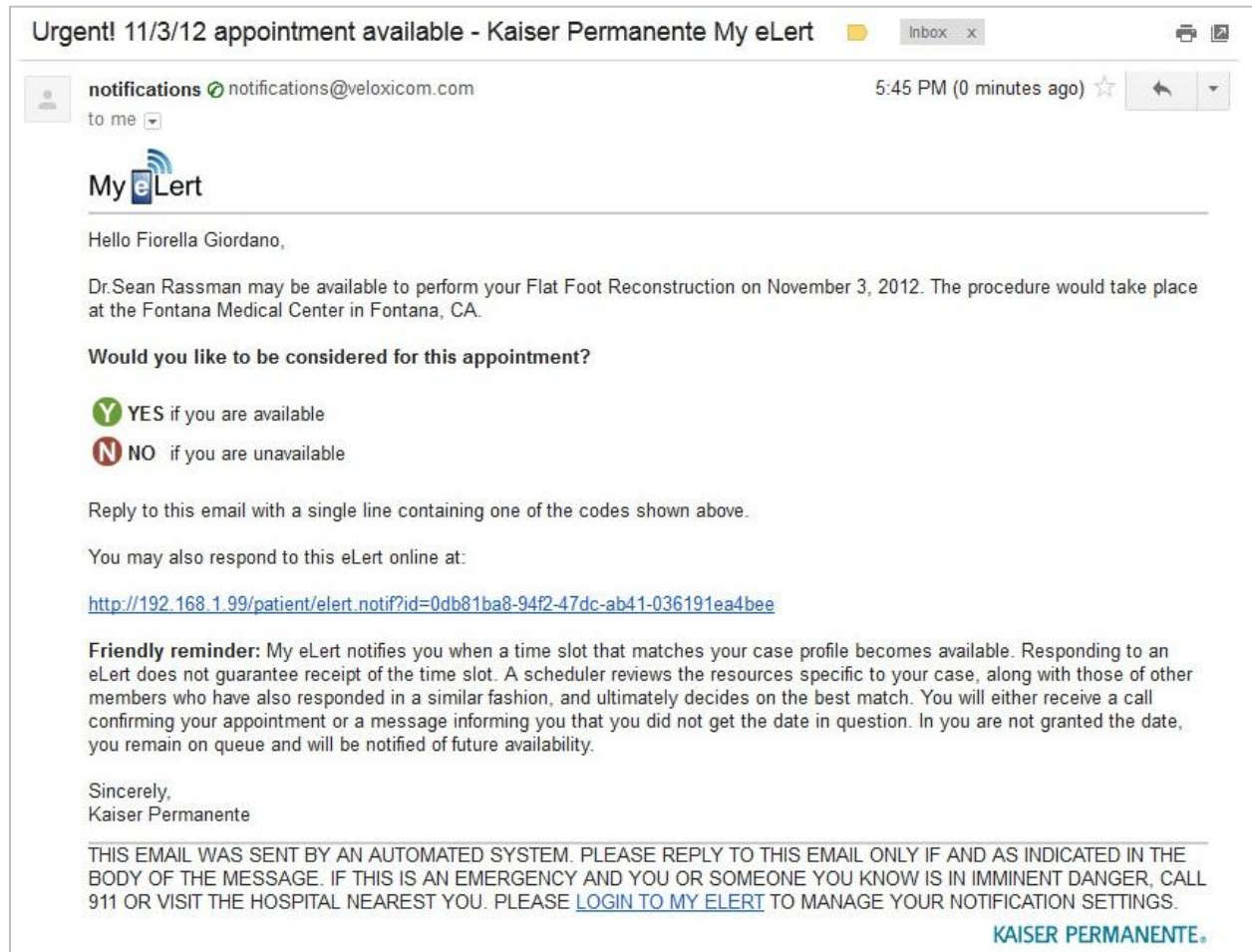


## 5.2 Emails

You may elect to have eLerts sent to you in email. The eLerts are sent to your primary email address, which may be modified as described in Section 3.2.1.

Unless you change the alert timeline, an eLert notification is immediately sent to your email address when a scheduler selects you as a candidate for an appointment. You can change the timeline settings as described in Section 3.3.

When you receive an email notification, read it carefully and follow the instructions.



**If you are available for the appointment,** accept the eLert by responding to the email with the single word YES in the body of the message. Do not write anything else in the body of the email, nor change the subject line. You will receive an automated confirmation within minutes.

**If you are unavailable,** respond to the email with the single word NO in the body of the email. Do not write anything else in the body of the email, nor change the subject line. You will receive an automated confirmation within minutes.

## 5.3 Text messages

You may opt to receive eLerts to your mobile phone in the form of text messages. Please refer to Section 3.2 about setting up and verifying your mobile phone number and Section 3.3 about setting up a timeline for receiving eLerts.

The text message informs you about the date of the proposed appointment and the name of the physician who would perform the procedure.

**To accept the appointment,** respond to the text message with the single word YES *or* with the pound symbol (#) followed by the four-digit code of the text message you received followed by a space and the word YES (e.g. #0013 YES). An SMS confirmation of your response should arrive within minutes.

**To decline,** respond to the text message with the single word NO *or* with the pound symbol (#) followed by the four-digit code of the text message you received followed by a space and the word NO. An SMS confirmation of your response should arrive within minutes.

If you have subscribed to multiple eLerts or multiple time slots open up for the same procedure, you might receive multiple text messages on your mobile phone.

**If you want to respond to a previous eLert** (not the latest one you have received), you need to include in your response the code of the particular eLert you are responding to. Your response must begin with the pound symbol (#) followed by the four-digit code, then a space, and finally the word YES or the word NO (e.g. #0014 NO).

If you are using a smartphone capable of internet access, you can alternatively click on the link in the SMS to access the mobile interface.



## 5.4 Voice calls

You can receive eLerts in voice call (Interactive Voice Response) format on your phone. Please refer to Section 3.2 about setting up and verifying your phone number and Section 3.3 about setting up your preferred timeline for receiving eLerts.

The automated voice call begins with the following introduction:

*Hello, this is My eLert calling (your name). To continue, please press 1 or say continue.*

After you have pressed 1, you hear the second part of the voice message with information of the proposed appointment.

**To accept**, press 1 or say “YES”. The system confirms your answer immediately.

**To decline**, press 2 or say “NO”. The system confirms your answer immediately.

**To repeat the voice message**, press \* or say “REPEAT”.

If you do not answer the phone, the system attempts to leave a voicemail. To protect your privacy, this message does not contain details of the proposed appointment; it only lets you know that My eLert was trying to reach you. The automated system will then repeatedly attempt to reach you.

If you notice that we have left voicemail for you, you may want to check the alternative channels you have set up for eLerts. If you are not signed up for emails or text messages you can always log in to your online account at My eLert and check the notifications on your Wall.

## 5.5 Twitter direct messages

You can receive eLerts in Twitter direct message format. These messages never appear on your Twitter feed, and are not visible to your followers; they can be accessed by logging in to Twitter and clicking on the ‘Direct messages’ link in your Profile.

**To accept the appointment**, respond to the eLert in a direct message containing the single word YES.

**To decline**, respond to the eLert in a direct message with the single word NO.

My eLert confirms your answer in a direct message response.

## 6. Messaging and privacy

My eLert will send you messages (via email, SMS or phone call) that may include medical information such as the medical procedure you are subscribed to and/or your physician's name. While we do our best to encrypt the transmission of these messages, they might, in certain situations beyond our control, travel over unencrypted channels.

Messages sent by My eLert may ultimately reside unencrypted in third-party databases. For example, emails will be stored in your inbox, text messages (SMS) in your phone's memory, and voicemails recording on your answering machine. It is your responsibility to protect the security of your inbox, phone or answering machine at all times; and to delete messages from them.