



# Using Technology to Improve Health Care for Vulnerable Populations

Collaborative Project of  
St. Joseph Health System Sonoma County  
Community Health Resource Development Center  
Vineyard Worker Services

Courtesy of Sebastiani Vineyards

**MiVIA is a patient “owned” electronic Personal Health Record (PHR) originally designed for Migrant Agricultural Workers and expanded to include anyone with a medical condition i.e: Homeless, Special Needs, Women, Children.**



- Web-based
- Secure & HIPAA Compliant
- Designed with input from clients
- Access granted to clinicians by MiVIA member

# MiVIA Personal Health Record (PHR)

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- Stores medical and dental health information
- Provides Photo ID and Emergency Info Card
- Includes email account offering a “permanent” address
- Provides information and resources with links to Medline Plus and other Health Info resources
- Individual and Family memberships
- Includes clinician portal for professional entry and verification

# MiVIA

## 2003-2007

### *Serving Vulnerable Populations*



- **Patients access many clinics and health systems**
- **MiVIA serves as the “bridge” or personal RHIO between disparate health care systems**
- **Promotes continuity of care**
- **Engages and empowers the patient as an active partner in their healthcare**

# MiVIA Training and Enrollment

- Promotores start with the basics.
- What the computer is used for and how to access different programs.
- Quick overview of the Internet and show some sites
- Training in MiVIA purpose, use, data entry and access over 6,000 clients enrolled.
- Training can be intense so we recommend they return for a MiVIA review.
- Repetition helps clients gain comfort and understanding of all MiVIA components.



# Client Benefits

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- Reduces the digital divide.
- Access to Health and Community Services, clinics, libraries, ESL classes
- Empowers the consumer to be involved in their health condition.
- Promotes healthcare literacy
- Peace of mind, knowing their info is safely stored and can follow them.

# MiVIA for Homeless Lessons Learned

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- Clients are thrilled to have a concise document to store health information
- HUD HIMS Photo ID and relevant data can be copy and pasted into MiVIA
- The MiVIA Photo ID allows clients to pick up their prescription voucher at local pharmacies.

# MiVIA for Children with Special Needs



- Multiple Conditions, Medications and Doctors
- Parents are usually busy with their medical appointments
- Easier to carry their health information at all times no matter where they are

# MiVIA Satisfaction Client Follow up



- 613 clients were contacted
- 40% of people enrolled stated they use MiVIA on a regular basis.
- 8% (50) of these clients had no prior computer experience and received basic computer training
- 87% of clients enrolled do not have a computer in their home.

***“The elegant simplicity is the beauty of MiVIA”*** David Gorchoff, MD, MPH

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- The ability to have doctors send patient information to the PHR directly from **any** EHR
- Condition specific modules for self management
- Access to critical information 24/7
- Emergency Preparedness




# Photo ID Emergency Card

MiVIA - Emergency Card - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://www.mivia.org/emergencyreport.aspx?report=EmergencyReport> Go Norton AntiVirus



**mivia**  
EMERGENCY MEDICAL CARD  
<http://www.mivia.org>  
Palo Santos  
639 Third Street West  
Sonoma CA 95476  
United States of America

Home Phone: (707) 896-2212  
Birth Date: 7/10/1972  
Health Plan: Kaiser  
Group Number: VIN 302  
Member ID: 43432

**NOT AN OFFICIAL ID CARD**

**Healthcare Providers**  
- None -

**Emergency Contacts**  
Ray Cabrera Father (916) 555-1212 (916) 555-5555  
Nancy Garcia Friend (777) 233-3333 (777) 233-3333

**Conditions**  
Diabetes 1/22/2002 Sonoma Valley Health Center

**Allergies**  
Pollen 1/1/1975 Rhinitis  
Cat fur 1/7/1997 rash

**Medications**  
Albuterol Dr. Smith as needed  
Aldara Dr. Joe 200 mg twice a day  
Compazine (Prochlorperazine) R. Kuon

**Misc**

[Front and Back](#) [Card Front](#) [Card Back](#)

start CA MIVIA - Patient Dashb... MIVIA - Emergency C... Document1 - Microsof... 10:48 AM



JUAN LOPEZ



*mivva.org*

Online medical records for migrant and seasonal farmworkers

[Help](#) | [Contact](#) | [Logout](#)

MEDICAL RECORDS

- ▶ PERSONAL INFO
- ▶ EMERGENCY CONTACTS
- ▶ CONDITIONS & PROCEDURES
- ▶ MEDICAL OFFICE VISITS
- ▶ DENTAL OFFICE VISITS
- ▶ HEALTHCARE PROVIDERS
- ▶ PAIN & SYMPTOM DIARY
- ▶ MEDICATIONS
- ▶ ALLERGIES AND REACTIONS
- ▶ IMMUNIZATIONS
- ▶ FAMILY MEDICAL HISTORY
- ▶ HOSPITALIZATIONS / INJURIES

REPORTS

- ▶ EMERGENCY CARD
- ▶ SUMMARY MEDICAL REPORT
- ▶ IMMUNIZATION REPORT

ADMINISTRATIVE

- ▶ STORE FILES AND IMAGES
- ▶ FARMWORKER SERVICES
- ▶ FIND A CLINIC
- ▶ USEFUL FORMS
- ▶ MEDICAL INFORMATION
- ▶ INSURANCE INFORMATION
- ▶ CHANGE PASSWORD
- ▶ LOGOUT

ALLERGISS & REACTIONS

Allergy	Antiinflammatories
Reaction	Swelling, difficulty breathing
Type	My brand
Date at onset	1/2/2006
Status	Current
Diagnosed by	Dr. Smith
Entered by	Self
Modified	5/8/2006
Reason for modification	Added difficulty breathing

[VIEW RECORD HISTORY](#)  
[UPDATE](#)

[BACK TO ALLERGIES & REACTIONS](#)

For Assistance  
Call 866.716.8736

Email

Password

[LOGIN](#)

MIVIA PHR | Summary Medical Report | Printer-Friendly Version - Microsoft Internet Explorer

Address: C:\access\_mivia\mivia\_website\provider\_portal\provider\_portal\_website\summary\_med\_rept\_print.html

### SUMMARY MEDICAL REPORT

**MEMBER NAME**

**PERSONAL & INSURANCE INFORMATION**

First Name:	Juan	Social Security number:	555-11-4444
Last Name:	Lopez	Passport Number:	111111111
Middle Initial:		Matricula:	
Email:	juan@mivia.org	Driver License:	CDL 34556
Address:		Birth Place:	
Address:		Birth Date:	
City:		Gender:	
State:		Blood Type:	
Zip:		Employer:	
Country:		Employer Address:	
Home Phone:		Employer Phone:	
Work Phone:		Health Plan:	
Cell Phone:		Group Number:	
		Member ID:	

**EMERGENCY CONTACTS**

Emergency Contact	Relationship	Day Phone	Night Phone
Linda Sylva	Daughter	916-332-4545	916-332-4545
John Smith	Son	555-444-1111	333-111-2222
Jane Doe	Mother	444-555-1111	222-333-1111

**HEALTH CARE PROVIDER**

Provider	Specialty	Phone	Email
SV Community Center	General	707-935-7500	provider@clinic.org
Family Clinic	General	707-555-1111	Email@clinic.org

**CONDITIONS & PROCEDURES**

Condition	Date at Onset	Status	Diagnosed by
Diabetes	1/1/1994	Current	Dr. Smith
Anemia	2/2/1994	Current	Dr. Jones

**ALLERGIES & REACTIONS**

Allergy	Date at Onset	Status	Reaction
Penicillin	1/1/2001	Current	Anaphyllaxis
Peanut Butter	1/16/2004	Current	Rash

**MEDICAL OFFICE VISITS**

Provider	Visit Date	Reason	Next Appointment
Clinic One	2/10/2003	Headache and dizzy	1/2 1/2003
J. Smith	11/12/2003	Unconscious	11/22/20003
Dr. Two	12/30/2003	Unconscious	1/3/2004
Dr. Three	1/12/2005	Unconscious	1/30/2005

**DENTAL OFFICE VISITS**

Provider	Visit Date	Reason	Diagnosis
St. Joseph's Dental Van	1/17/2003	Toothache	Infection #4
Brandy Solomon, DDS	2/24/2003	cc: "Toothache upper right side for past three days, it has been keeping me awake at night."	#3 caries, necrotic pulp with chronic periapical periodontitis
Dr. Rubio	8/19/2005	Toothache	Infection #5

**MEDICATIONS**

Medication	Prescription Date	Dosage	Frequency	Ordered by
Meformin	6/6/2002	500	BID	David Katz, MD
Levoxyn	1/22/2005	100 mg.		
Allegra	8/19/2005	25 mg.	One a day	Dr. Chavez

**IMMUNIZATIONS**

Type of Immunization	Other Type	Vaccination Date	Provider Name
Hepatitis		12/20/2002	SVCHC
Tetanus		11/11/2001	Napa Family

**FAMILY MEDICAL HISTORY**

Name	Relationship	Living	Conditions
Lisa Herrera	Mother	No	Heart Disease
Raul	Brother	Yes	Diabetes

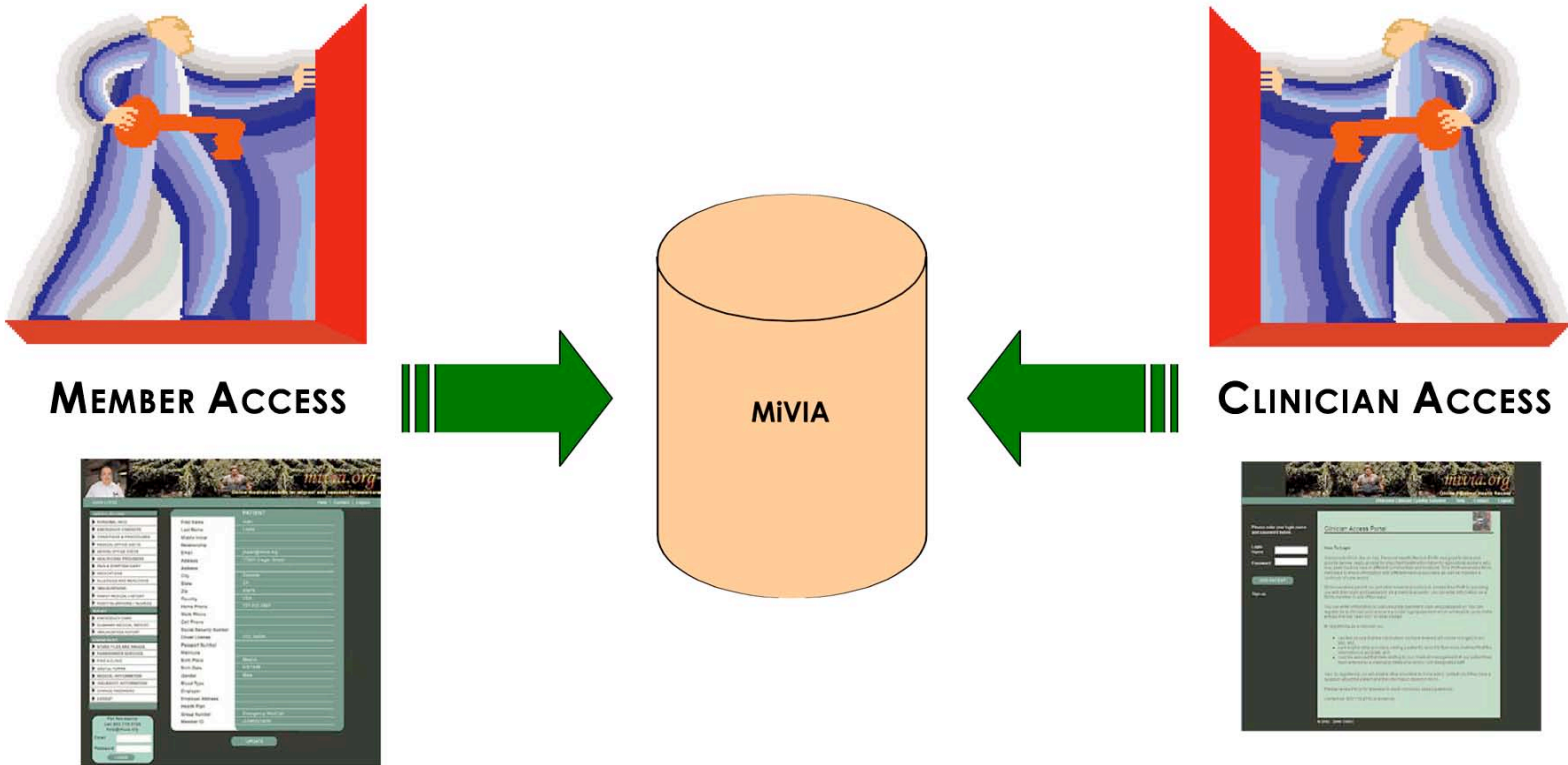
**HOSPITALIZATIONS / INJURIES**

Procedures	Reason for Hospital Visit
X-Ray to rule out fracture	Sprained wrist
Colonoscopy	Lower abdominal pain, indigestion x 2 weeks

Done My Computer

# MiVIA Information Flow Chart

## MiVIA LOGIN ACCESS DIAGRAM



# MiVIA System Expansion

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## ■ **Sonoma County**

- SJHS Mobile Medical and Dental Clinics
- Alliance Clinic
- Family Practice Residency “Bridge Clinic for diabetics
- Homeless center
- Resource center

## ■ **Hood River, Oregon**

- Hospital,
- Mobile Medical Clinic
- Rural Clinic

## ■ **Central Valley California**

- 2 Hospitals,
- 3 Rural clinics

## ■ **Humboldt County**

## ■ **Finger Lakes, New York**

- 5 clinics
- 3 voucher sites
- Integrated network
- Telemedicine

FarmWorkerServices.org is the Internet resource guide for farm workers and advocates in Sonoma County.  
**Página de web en español**



Employment Information



Legal Assistance



Transportation

### Community Services

- Select for:
- \* Domestic Violence
  - \* Education
  - \* Emergency Services
  - \* Food Banks
  - \* Immigration Assistance
  - \* Media
  - \* Youth Services



Health Services



Housing



Community Services



# [www.MiVia.org](http://www.MiVia.org)

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## Contact Info:

**Kathy Ficco**

**St. Joseph Health System Sonoma County**

**707-546-5899**

**[Kathy.Ficco@stjoe.org](mailto:Kathy.Ficco@stjoe.org)**

**Cynthia Solomon**

**Community Health Resource and  
Development Center**

**800.300.4400**

**[csolomon@mivia.org](mailto:csolomon@mivia.org)**