TGH Tampa General Hospital®

careMESH

Tampa General Hospital is dedicated to coordinating world-class patient care beyond the hospital walls.

careMESH© is a HIPAA-compliant platform that shares information with you about your patients' admission and discharge summaries, referrals and other transitions of care. The careMESH© platform is designed to align with different practice workflows and EMR systems. Patients' information can be sent directly to their physician or to an office administrator.

careMESH makes it easy for physicians to:

- Receive and respond to digital communications about their patients
- View patient records in a user-friendly platform designed by doctors
- Communicate with TGH through secure messaging or upload shared medical records to an electronic medical record
- Designate a practice admin as a delegate to manage the information and align with practice workflows
- Personalize communication preferences to receive admission/discharge summaries and transitions in care according to current workflows

careMESH registration is FREE and easy

1. Visit TGH.org/caremesh.
2. Complete the careMESH application form and submit.
   a. If filling out the PDF, please scan and email to support@caremesh.com.
3. A member of the careMESH team will be in touch soon to complete your registration.

TGH Tampa General Hospital®

Primary teaching hospital for the USF Health Morsani College of Medicine

careMESH Frequently Asked Questions

1. What is careMESH and what does it mean for me as a physician?

careMESH was developed to improve how hospitals coordinate care with private practice physicians and offices outside of their facility and make it easier for you to participate in patient care planning. The user interface was designed by doctors and allows you to receive a message and quickly gain access to take action.

2. Is there a cost for me to receive messages?

NO. Tampa General Hospital (TGH) invested in careMESH to improve how we can communicate with private practice physicians, and to give you the opportunity to seamlessly reply. There is no cost for you to participate in this program.

3. Is the system secure?

YES. careMESH was built with security as a top priority and has undergone a rigorous security approval process to be selected by the hospital to transfer patient health information. You can trust that careMESH abides by all regulations to protect access to, and the ongoing security of, data and patient information.

4. How do I log in to the system for the first time?

Accessing careMESH is quick and easy, as long as you are the designated recipient of the patient information sent from Tampa General Hospital. After receiving an email or fax inviting you to log in, follow the prompts to activate your account. Once logged in, you will see new messages in your "MAIL" inbox, and you can read, download and respond to content as needed.

5. Can I tailor careMESH to the needs of my practice?

YES. We understand physicians are very busy and have well-designed processes they wish to maintain. First, we encourage you to review the information in your individual careMESH directory listing to ensure completeness. Also, update your communications preferences (see the "Profile" and "Settings" tabs) so that future messages from TGH (or other careMESH subscribers) arrive the way you prefer. Specifically, look for the "Delegates" and "Message Management" tabs to assign communications to members of your staff or copy items to fax. Your new delegate will receive an activation code to the email address you entered and can quickly get started.

6. What else can I do with my new careMESH account?

Once you've activated your account, we invite you to click around and learn more. In careMESH, you can view your inbound referrals, receive notifications about your patient admissions to TGH, receive automated discharge summaries along with a patient record, upload records received from the hospital into your own electronic medical record, and much more.

7. Can I reply to the hospital to discuss my patient's care plan or treatment?

YES. Because careMESH is completely secure and provides intuitive email and texting tools, you can easily respond to the sender to ask questions, confirm the patient has scheduled a follow-up appointment, share additional relevant patient care information, including attaching files, and more.

8. Do I need a separate consent from the patient to share their health information through careMESH?

NO. Use of the careMESH platform and services complies with the HIPAA Privacy Rule for protecting protected health information (PHI). The Privacy Rule permits the sharing of health information by health care providers, business associates of HIPAA-covered entities, and others covered by HIPAA rules. In general, permitted uses and disclosures are for treatment, payment or health care operations.

9. We like using careMESH and would like to set up these capabilities to work from within our EHR. Can we integrate careMESH into our EHR software?

YES. careMESH was designed to use industry standards for maximum flexibility and seamless sharing of patient health information, regardless of which EHR you use. Please contact careMESH at either support@caremesh.com or (703) 691-6128, and a member of our team will assist you.

For general information, please contact your TGH physician business development representative or email physicianrelations@tgh.org.

For technical questions, please contact careMESH at (703) 691-6128 or support@caremesh.com.

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