

**Frequently Asked Questions - Viewer**

1.	Can I show the information in the Viewer screen to my patient?	Yes
2.	Can I print out the information on a Viewer screen	Yes
3.	Can my patient’s employer or insurance company see the patient’s CurrentCare record?	No. Access to the Viewer is granted by RIQI only to trainees at the practice, after a Data Use Agreement has been signed, a Delegated User Administrator named, access levels determined, and staff has attended a training session.
4.	Suppose my designation at the practice changes which also requires a change in my access level?	The Delegated User Administrator at the practice must contact RIQI to properly modify the account access.
5.	What do we do if additional staff members need to be trained?	The Delegated User Administrator can contact your Relationship Manager or RIQI directly to arrange for an additional training session, upon completion of a User Roles & Permissions form.
6.	What do we do if someone who is authorized to use the Viewer is on leave, or leaves the practice?	The Delegated User Administrator at the practice must contact RIQI to properly modify the account access.
7.	How can a patient change his/her demographic information in the CurrentCare record?	You can direct the patient to contact RIQI directly, or you can provide the patient with a copy of the “Enrollee Request to Amend Demographics” form which can be signed by the authenticator at the practice and submitted along with your CurrentCare enrollment forms; If the patient prefers to submit the form, he must obtain a signature from a notary.
8.	If a patient enrolled previously and selected option #3 – “only some of my doctors”, can the designation be changed to reflect option #1 – “all of my doctors and emergency”?	You can direct the patient to contact RIQI directly, or you can provide the patient with a copy of the “Enrollee Request to Amend Consent” form which can be signed by the authenticator at the practice and submitted along with your CurrentCare enrollment forms; If the patient prefers to submit the form, he must obtain a signature from a notary.
9.	What do we do if a patient says they do not want to participate in CurrentCare any longer?	You can direct the patient to contact RIQI directly, or you can provide the patient with a copy of the “CurrentCare: Revocation of Authorization-Enrollment” form which can be signed by the authenticator at the practice and submitted along with your CurrentCare enrollment forms; If the patient prefers to submit the form, he must obtain a signature from a notary.
10.	What do we do if a patient wants to see a copy of their CurrentCare Record in its entirety?	You should instruct the patient to contact RIQI directly at CurrentCare@riqi.org or (888) 858-4815, Option #3
12.	Where can I get a copy of the three change documents mentioned in the questions above?	PDF versions of these documents will be sent to your Delegated User Administrator. The forms can also be obtained by calling 888-858-4815, Option #3