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Patient Portals

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6:00 pm to 7:30 pm





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Agenda

- ① What are Patient Portals and Why Do I Want One?
- ① Portals and Meaningful Use
- ① Portal Implementation
 - ① Activating Portal
 - ① Portal Features
- ① Encouraging Patient Participation
- ① Contact Information

WHAT IS A PATIENT PORTAL?



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Patient Portals are secure online healthcare applications that allow patients to interact with their healthcare providers and access their personal health information

Patient Portal Access

Prescription Refills
Make Appointments
Health Records
Lab Results



[CLICK HERE](#)

- Portals can enable patients to view information from recent visits, discharge summaries, medications, immunizations, allergies, and lab results.
- Some portals include secure messaging, prescription refill requests, appointment scheduling/reminders, intake forms, educational materials, and online payment.

4



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WHAT ARE THE BENEFITS OF A PORTAL?

- ✓ Enhanced patient-provider communication
- ✓ Patient empowerment/engagement
- ✓ Increased office efficiency and productivity
- ✓ Support care between visits
- ✓ Improved patient outcomes



TYPES OF PORTALS AND COSTS?



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- Portal integrated with the EHR
 - Examples: Epic, NextGen, eCW
- Interfaced third-party portals
 - Examples: IEHIE, GE/Kryptiq and Allscripts/Intuit Health
- Independent Portal Vendors

Costs vary by vendor; some vendors include portals in the cost of the EHR, others charge an additional one-time or monthly fee

6

A Third Party Portal will allow the patient to see all their health information that is linked from provider's EHR to the portal



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The screenshot shows the Microsoft HealthVault interface for a patient named Kim Abercrombie. The page is titled "Kim Abercrombie" and includes a profile picture of pink flowers. Key information displayed includes: "42 years old, 5 ft 5 in, 150 lbs", "Allergies: Amoxicillin allergy", "Current conditions: There are no conditions listed for you.", "Current medications: There are no current medications listed for you.", "Emergency contacts: There are no contacts listed for you.", "Updates section dated Thursday, July 12, 2012, listing: Height Measurement, Weight Measurement, Allergy, Personal Demographic Information, Personal Image, Basic Demographic Information, and Personal Contact Information, all updated by the user. On the right, there are charts for "Weight" (last 90 days) and "Blood pressure" (last 6 months). A "KIM'S APPS" section indicates no apps are currently installed. The top of the page shows the Microsoft HealthVault logo and navigation links for "Your account", "Sign out", and "Help".





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My Patient Page

My Messages

0 of 5 New Messages

Subject	From	Date / Time
<input type="button" value="Upcoming Appointment Reminder"/>	Patient Services	12/14/2010 06:53 PM
<input type="button" value="Approved Rx Request"/>	Just, Larry	12/13/2010 06:56 PM
<input type="button" value="Quick Question"/>	Avera, Amy	12/10/2010 06:40 PM

| |

 | |

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A portal Linked to the Provider EHR will allow the patient to see what is in the provider's EHR

nextMD

Mail:

Tasks:

My Account:

My Health:

| | |

Compose Message

*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Email and appointment request will be answered within 24 hours.

Practice:

Submit Message
Please select the appropriate message category and recipient from the drop down lists below.
Asterisk (*) denotes required field.

Category:

To:

Subject:

Message:





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PORTALS AND MEANINGFUL USE



HOW CAN THE PATIENT PORTAL HELP WITH MEANINGFUL USE?

- ⦿ In 2014 ALL Providers must demonstrate the ability to provide patients with greater access to their health information and promote patient engagement.
- ⦿ Stage 2 Meaningful Use and Patient Centered Medical Home Accreditation Requires patient engagement.
- ⦿ Implementing a patient portal can help to meet several Core and Menu Measures (measures vary based on provider's MU Stage).

10

CORE MEASURE: ELECTRONIC ACCESS

FOR ALL PROVIDERS IN 2014 attesting to MU



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Stage 1 and Stage 2 first part of the measure: Provide more than 50% of patients seen during the reporting period the ability to view online, download and transmit their health information

- Stage 2 MU second part of the measure requires that more than 5% of patients must access the information

This measure requires the practice to provide patients with real time access to their electronic health record online. It is very difficult to meet this measure without a patient portal. The patient portal must communicate with your EHR system and have the capability to give patients a secure online account to view their clinical information.



CORE MEASURE: CLINICAL SUMMARIES



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Provide clinical summaries to patients for more than 50% of all office visits (within 3 business days for Stage 1, and 1 business day for Stage 2)

⦿ This measure has two non-portal options, both of which are burdensome and costly:

- ⦿ printing the summary out of the EHR right after the visit,
- ⦿ or mailing it within the required time frame,

The patient portal automatically shows the patient the clinical summary after it has been completed, approved, and published by the clinician resulting in the provider receiving MU credit.



12

CORE MEASURE: SECURE ELECTRONIC MESSAGING (STAGE 2 ONLY)



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More than 5% of all patients seen during the reporting period must send a secure message to the EP

**Secure
Messaging**



**Communicate Securely With
Your Health Care Team**

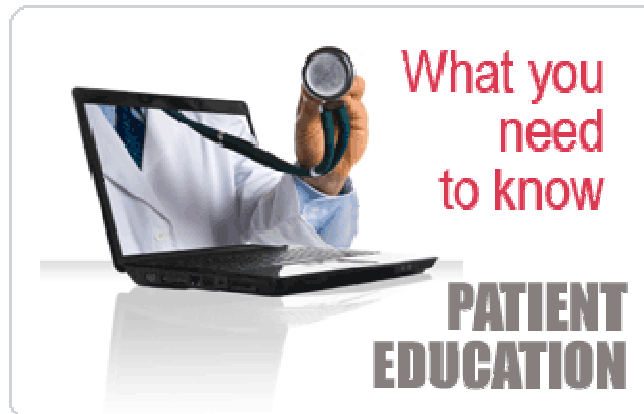
- Secure messaging is available through the patient portal.
- Patient participation is facilitated because the portal has practical features that attract patients, such as patient reminders, online payments, prescription refills and intake forms.
- Make sure that the portal has easy links to secure messaging on the various screens.



CORE MEASURE: EDUCATION RESOURCES

More than 10% of all patients seen by the EP are provided with patient-specific education resources (Menu in Stage 1 and Core in Stage 2)

Many patient portals include a link to a patient education database/education center that can be searched by diagnosis to provide the patient relevant educational materials.





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PORTAL IMPLEMENTATION



PORTAL ACTIVATION

Not all patient portals look alike or have the same applications. Successful portals are tailored to meet the operations of the practice, and the unique needs of the patient population. Implementation of a patient portal involves several overlapping components:

- Marketing
- Enrollment
- Training
- Support
- Workflow redesign





MARKETING AND ENROLLMENT

Communicating the value of the portal to patients is an essential ingredient in gaining their buy-in and encouraging them to sign up for and use the portal.

Marketing Ideas:

- Pamphlets/posters
- Buttons
- Slide shows/videos in the waiting room
- Direct staff or provider outreach
- On hold messaging
- Enrollment kiosk at check-in/out

Enrolling patients in the portal must be integrated into current staff workflow.

TRAINING AND SUPPORT

Introducing a new technology tool that will be used by patients, providers, and other health center staff raises the issues of training and ongoing support for each type of user.

PATIENTS:

Portal training for patients can include in person training at the time of enrollment, and takeaway brochures or flyers with screenshots and login instructions.

- Who is authorized to use the portal?
- Specific features and functions of the portal
- The use of portal in urgent vs non-urgent requests
- The appropriate use of the messaging feature



PROVIDER TRAINING AND MANAGEMENT



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PROVIDERS/STAFF:

Portal training for providers and staff is focused on how to integrate the receipt and response to patient messages/requests into the daily workflow.

- Comprehensive portal training for all staff, and incorporation of training in employee manual
- Focus on how portal use can save time, and enhance productivity and patient satisfaction
- Determine who will enroll and train the patient
- What is the workflow to handle patient requests?

ONGOING SUPPORT AND MANAGEMENT:

Management of the patient portal and workflow issues that arise must be a continuous and ongoing activity.

- Patient portal support team that meets on a regular basis



PORTAL FEATURES

Most patient portals offer a similar set of features and functions, although the way that they are offered and how easy they are to use will vary. Some popular features:

- Appointment Request/Reminder
- Secure Messaging (required for MU Stage 2)
- Medication Refill Request
- Lab and Imaging Results
- General Health Reminders
- New Patient Registration
- Clinical Summaries
- Medication Lists
- Billing Information/Online Payment
- Patient Educational Materials
- Immunizations



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ENCOURAGING PATIENT PARTICIPATION



PATIENT PARTICIPATION



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Patients and providers who share access to electronic health information can collaborate in informed decision making. Collaboration and increased patient engagement have been proven to improve outcomes, particularly in relations to chronic conditions such as asthma, diabetes and hypertension.

Tips to increase patient participation:

- ✓ Involve patients in the portal selection process, if possible
- ✓ Select a portal with useful features, such as appointment scheduling and prescription refill requests
- ✓ Ensure that the portal is easy to use
 - ✓ Desktop and mobile applications
- ✓ Constantly remind patients about the convenience of patient portal



IMPLEMENTATION TIMELINE

Prepare now for the 90 day reporting requirement. You must have 50% of the patients engaged (enrolled) in the portal for 90 days in order to pass this Core Requirement.

Select Patient Portal for Implementation

June 2014

Set up Portal and Test application

July 2014

Engage and Enroll Patients to Portal
August 2014

Recruit and Increase Patient Participation
September 2014

Begin 90 day Reporting for Meaningful Use Stage 1 or 2
October 2014



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Questions?





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