

“Implementation of Patient Portals”

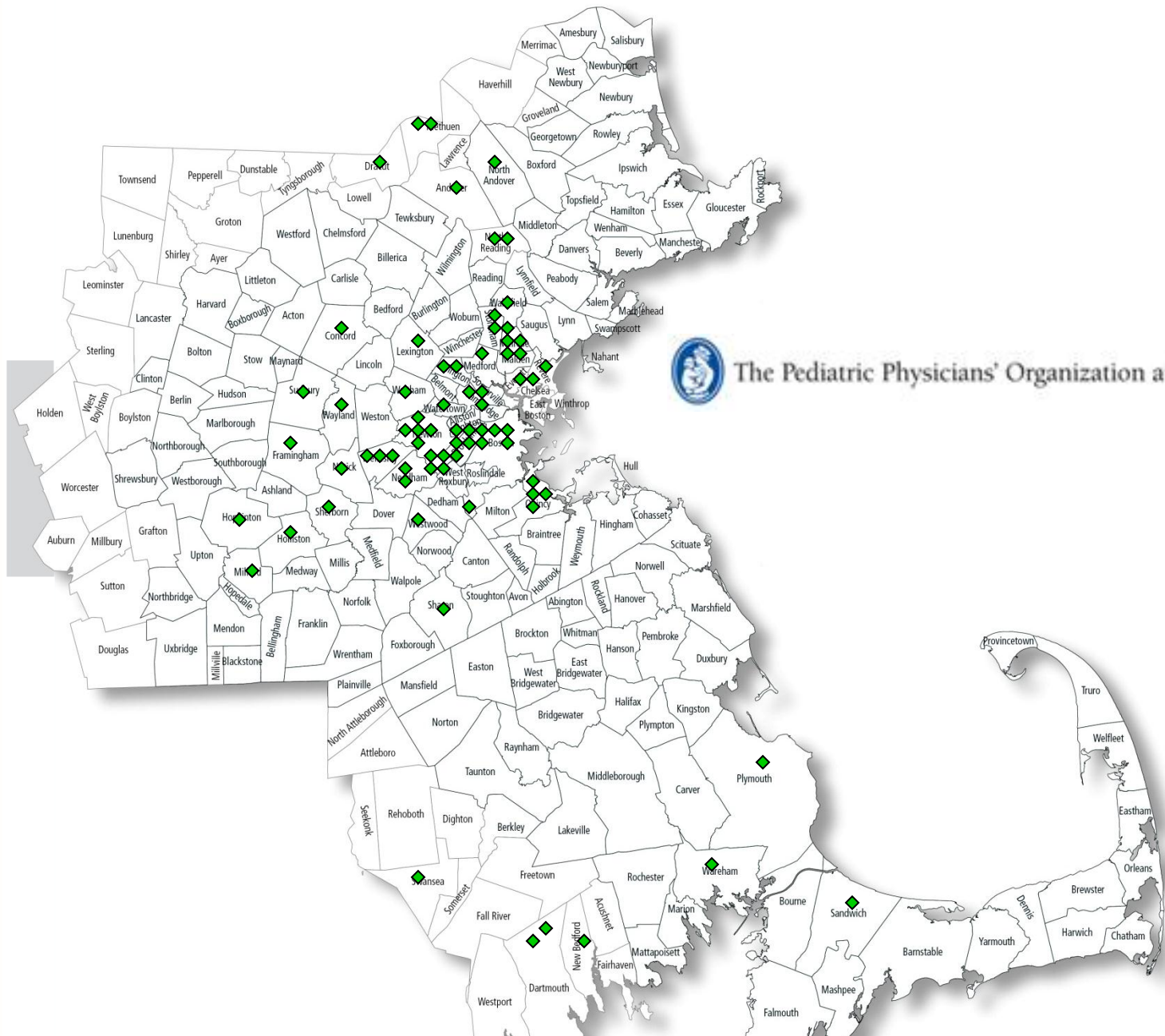
Darlene Vendittelli
IT Project Director
Pediatric Physicians’ Organization
At Children’s Hospital Boston
September 14, 2010



AGENDA

- **Organization/Project Background**
- **Using Technology to Enhance Patient Care Engagement**
- **Next Steps**





The Pediatric Physicians' Organization at Children's

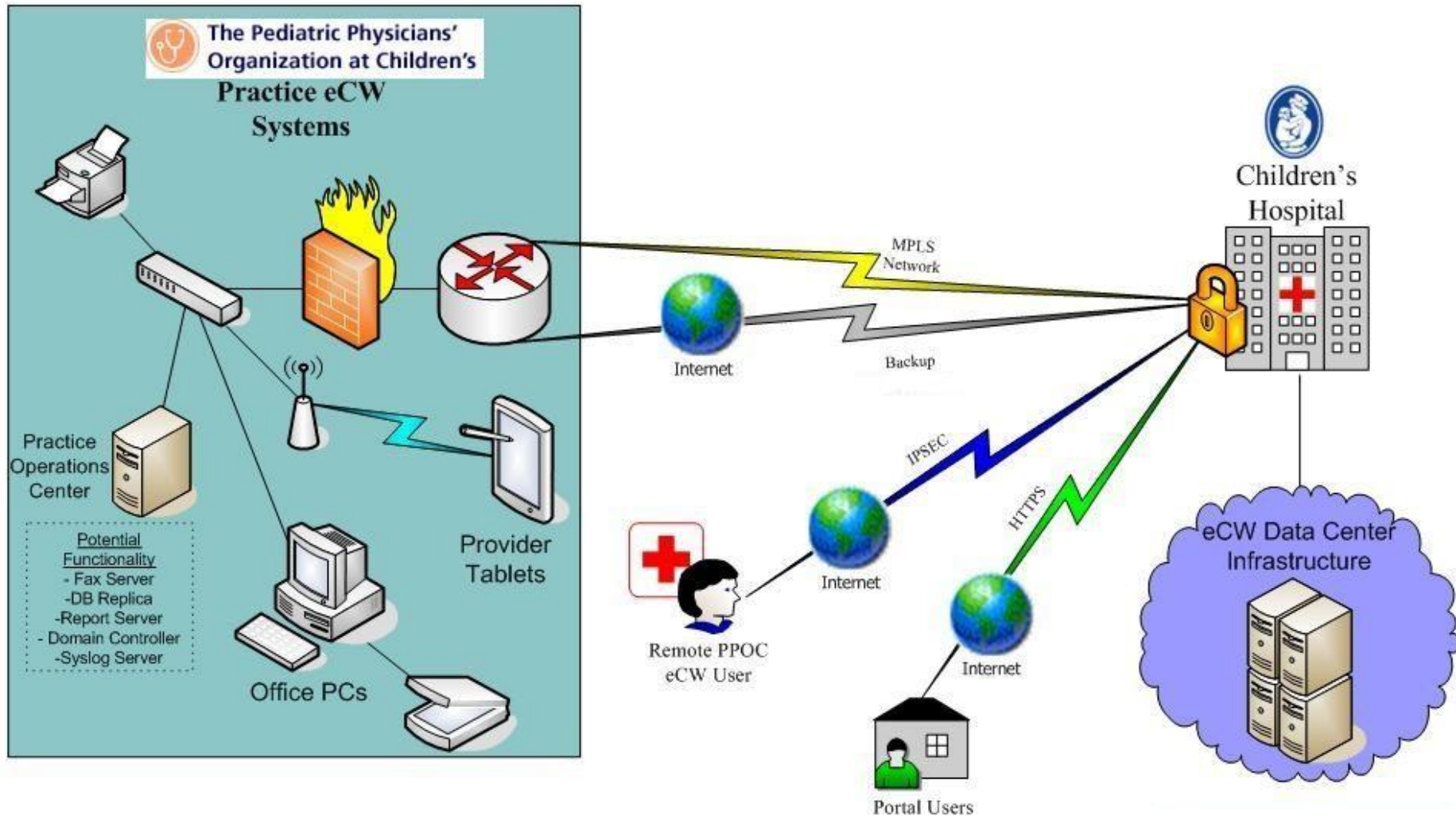
EMR PROJECT IS BORN

In June 2007, PPOC BOD established a membership requirement for all Providers to be using an EMR system in their practices by September 2010.

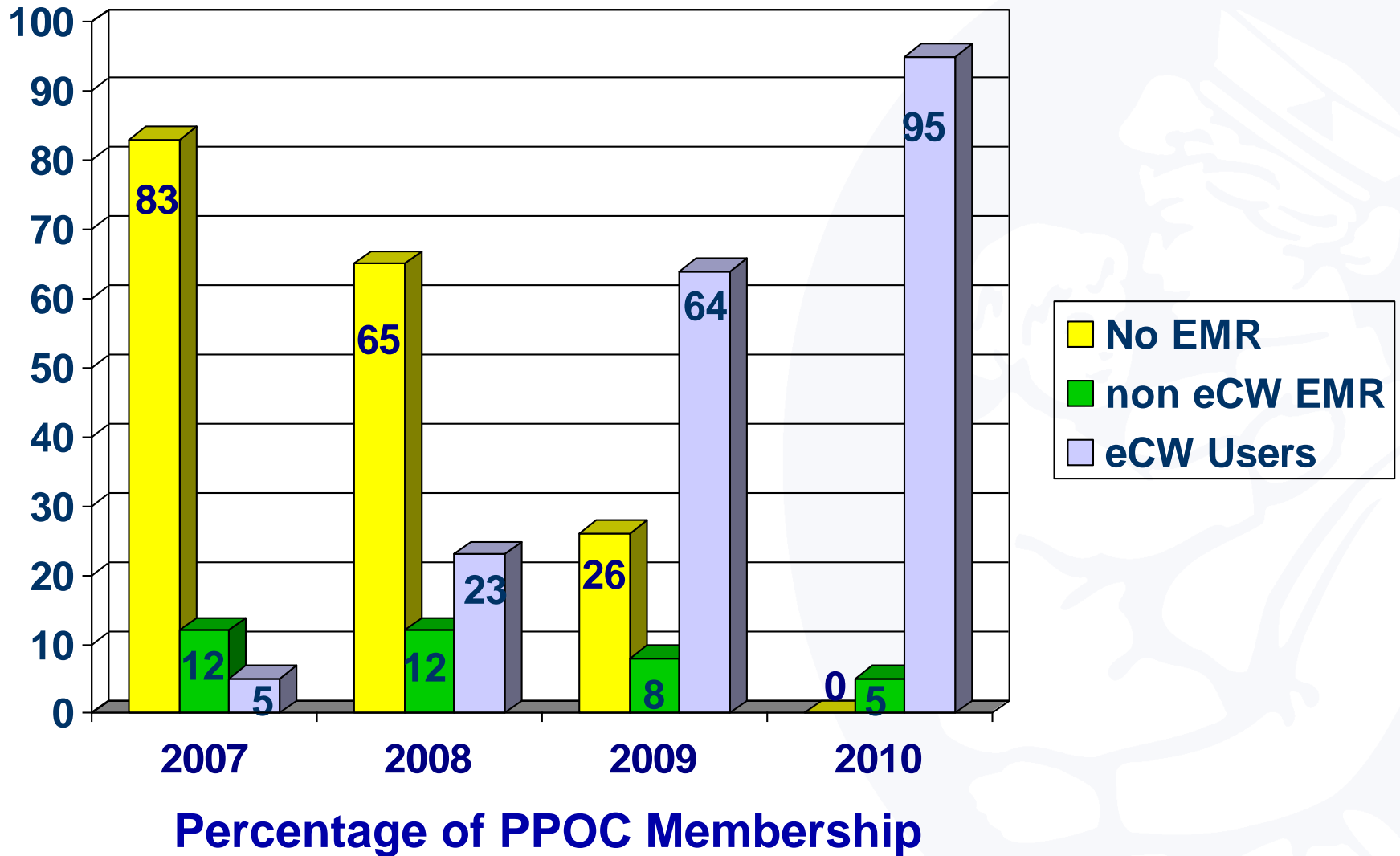
PPOC commits to Facilitate EMR Adoption for Member Practices:

- Financial Assistance Towards Adoption
- EMR and Technical Guidance
- Assistance with EMR/Patient Portal/eHX Implementation, Training and Support
- Collaboration with Children's Hospital Boston

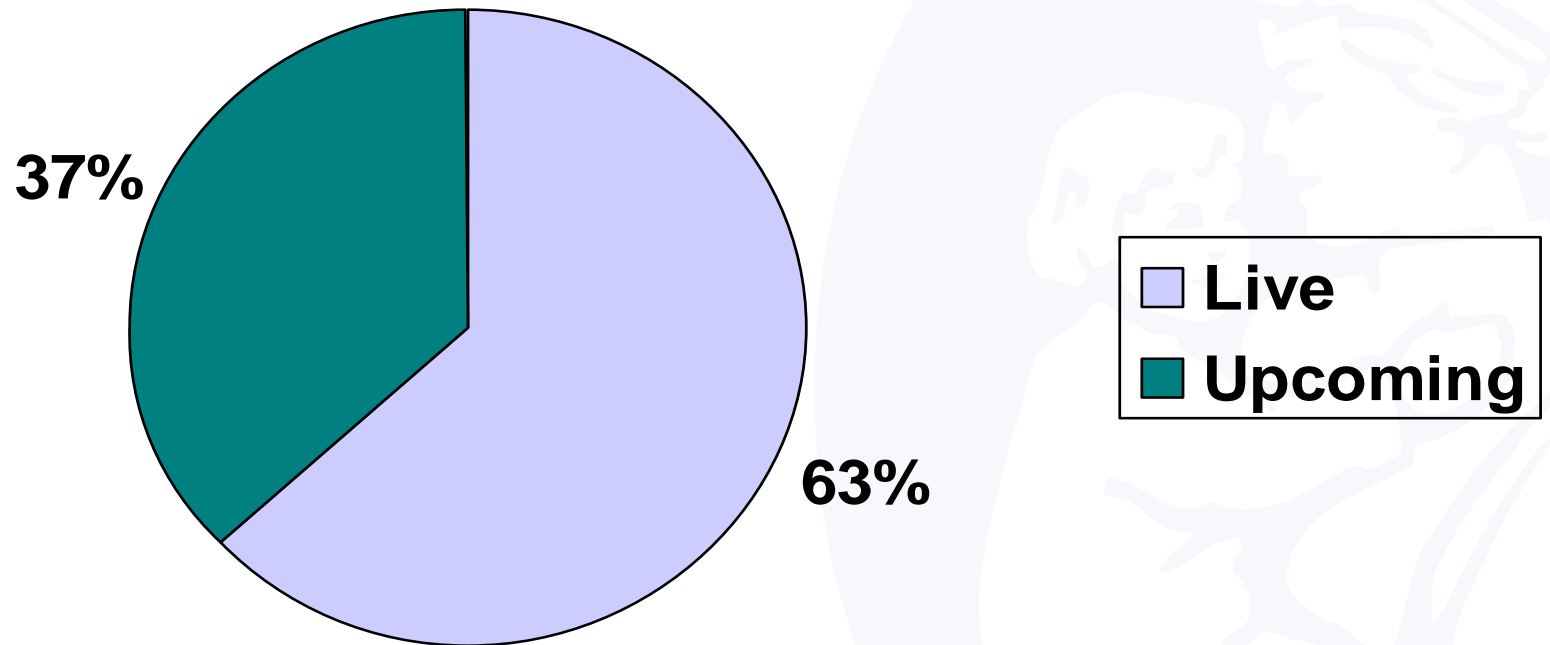




PPOC EMR Usage



PPOC Practices Currently Live with Patient Portal



Using Technology to Enhance Patient Care Engagement



"Mrs. Sloane doesn't care if her prescription has really cool graphics on it."




What data can be shared with patients/families on the portal?

eClinicalWeb


Schedule. Prescribe. Chart. Charge.


Portal Home | Help | Sign out

Questions/Concerns

 General Message


Messages


 Inbox

 Sent Messages


 Deleted Messages


Account Information


 Personal Information

 Additional Information


Intake Forms


 Family History


 Surgical and Allergies

 Do you have a concern?


Review


 Current Statement


 Past Statement

 Referrals


Appointments


 New Appointment

 Current Appointment

 Historical Appointments

Requests

 Refill Requests

 Referral Request

Welcome Test Test,

Welcome to Pediatric Hous Call Patient Portal--The gateway to your patient centered medical home

General Messages: We normally respond to messages within 2-3 business days after receipt (except on weekends and holidays). For same-day responses, please call the office.

New Appointment Request: You may request:

- Well Baby Exams
- Well Child Exams
- Follow-Ups
- Medication Checks
- Consults
- Weight Checks

Appointments can be scheduled at least 3 days in advanced. If you are looking for an appointment within the next 3 days for any reason, please call the office. Please note that if you request to schedule or reschedule an appointment via the portal, you are only stating your preferences and **NOT** choosing from available openings. We will reply with available openings.

Prescription Refill Request: We need at least two days advance notice to refill prescriptions. For each prescription please let us know the name and dose of the medication, as well as the phone number and address where you would like the prescription sent.

REMINDER: For all refill requests for controlled substances (including stimulant medications for ADHD), you will need to come to Pediatric House Call to pick up that prescription in person.

Referral Requests: Please provide the following information: specialist's name, date of first appointment, reason for seeing the specialist, number of visits, and specialist's contact information. Always follow up with specialists to make sure they receive a referral!

Please remember that this service is for non-urgent communications only!
If you have an emergency needing clinical care, please dial 911.

Messages

- No New Messages -

Patient Portal Functionality Overview

REQUIRED FUNCTIONS

FUNCTIONALITY	DESCRIPTION	BENEFITS
Email Blast	Email Blast is basically broadcasting important messages to patients	<p>Practice: Quick, efficient and cost effective method to reach patient population with important message.</p> <p>Patient: Provides convenient 24x7 accesses to the practice from the comfort and privacy of patient's own home</p>
Lab Results	<p>Lab results can be distributed to patients through patient portal</p> <p><i>At this time, because lab function is either an all or nothing function, the PPOC along with CHB have decided not to use this function. The system currently does not have the ability to NOT publish specific labs (i.e STI, HIV etc.</i></p>	<p>Practice: Reduce administrative process of calling patient regarding lab results and seamless documentation of the results</p> <p>Patient: Can view their lab results right away.</p>
Request	Send specific requests to Practice for <i>Prescription Refills, Lab Work and Referrals.</i>	<p>Practice: Eliminate additional phone calls to practice; ease managing requests within the notes as soon as the request is received; reduces errors and seamless documentation</p> <p>Patient: Can request from the comfort and privacy of his/her own home.</p>



Patient Portal Functionality Overview

RECOMMENDED FUNCTIONS

FUNCTIONALITY	DESCRIPTION	BENEFITS
Appointments	To request a new appointment and to view current/future appointments scheduled with the practice.	Practice: Reduce Telephone calls Patient: Can request from the comfort and privacy of his/her own home.
Reminders	Patient specific alerts set for the patient in EMR	Practice: Eliminate the need of reminder phone calls. Patient: Always gets the reminder.
Reviews	Patient can view a variety of information selected by the practice including lab and diagnostic reports, educational materials, statements, referrals and personal health records including allergy, problems, procedures, vitals, medications, and immunization.	Patient: Allow patients to review their health information on record as documented by their healthcare team. Patient can become a part of the health care team in managing his/her health care needs.
Email Message to the patient	Appointment Reminders Alert Reminders Account Statement New Message Information	Practice: Quick, efficient and cost effective way to keep patient involve in his/her health care. Patient: Provides convenient 24x7 accesses to the practice from the comfort and privacy of patient's own home.
Question and concerns	This function gives patients to ability to communicate with the practice in a non emergency situation.	Practice: Reduce non urgent phone calls. Patient: Provides convenient 24x7 accesses to the practice from the comfort and privacy of patient's own home.
Messages(patient)	This function lets patients manage the messages they have sent to and received from the practice.	Patient: Provides convenient 24x7 accesses to the practice from the comfort and privacy of patient's own home.
Patient Information	Review and update personal information, contact information, Employer information and Pharmacy information.	Practice: Automate patient information updates in their Medical Record. Patient: Provides convenient 24x7 accesses to the practice from the comfort and privacy of patient's own home.



Patient Portal Functionality Overview

OPTIONAL FUNCTIONS

FUNCTIONALITY	DESCRIPTION	BENEFITS
Patient Pre-Registration	New patients who are not registered with the practice may complete an online registration process through portal..	Save staffs from having to manually enter pre-registration information when patient comes into the office for first visit
In-Take Forms	The intake form is customized by the practice to collect medical information of the patient prior to his/her visit.	Save time of completing forms during the visit and limits errors in record transfer.
Surgeries and Allergies	Patients can complete the surgeries and allergy information form prior to their visit.	Save time during visit. Ensures that accurate history has been collected.
Immunization	Patient can record their past immunization history with dates.	Save time during visit. Ensures that accurate history has been collected.



Who can patients/families communicate with through the portal?

Patient Portal Settings ▾

Settings

- Message Settings
- E-mail Message Settings
- Appointment Settings
- Labs Settings
- Form(Ques &Imm) Settings
- Menu Settings
- Consent Form Settings
- Welcome Message Setting
- IMH Configuration
- New Pt Registration
- Feature Settings

Synchronize

Run

Message Settings

Select the staff Responsible for handling the specific web portal messages.

Message Type	Responsible Staff Member	Default name that appears in the portal
General Messages	ppoc, trainer	Front Desk
Refill Messages	ppoc, trainer	Clinical Staff
Appointment Messages	ppoc, trainer	Front Desk
Referral Messages	ppoc, trainer	Front Desk
Lab Messages	Please select a Staff...	
Demographics Update Messages	ppoc, trainer	Front Desk
Forms (Questionnaire/Immunization) Assigned To:	ppoc, trainer	Clinical Staff
Web Interviews Assigned To:	ppoc, trainer	Clinical Staff

Message Options

Request read receipts for all the messages

Save



Publishing Lab Results onto the portal

Patient Portal Settings ▾

Settings

- Message Settings
- E-mail Message Settings**
- Appointment Settings
- Labs Settings
- Form(Ques &Imm) Settings
- Menu Settings
- Consent Form Settings
- Welcome Message Setting
- IMH Configuration
- New Pt Registration
- Feature Settings

Settings	
E-mail Appointments reminders:	Yes
E-mail Appointments confirmations:	Yes
E-mail Alert Reminders:	No
E-mail Lab Published Information:	No
E-mail Statement Information:	Yes
E-mail New Message Information:	Yes

E-mail Appointments Due in days

Remind days before the Appointment date



Publishing Lab Results onto the portal

Patient Portal Settings ▾

Settings

- Message Settings
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- Menu Settings**
- Consent Form Settings
- Welcome Message Setting
- Medical Report Conf.
- Feature Settings

Synchronize

Run

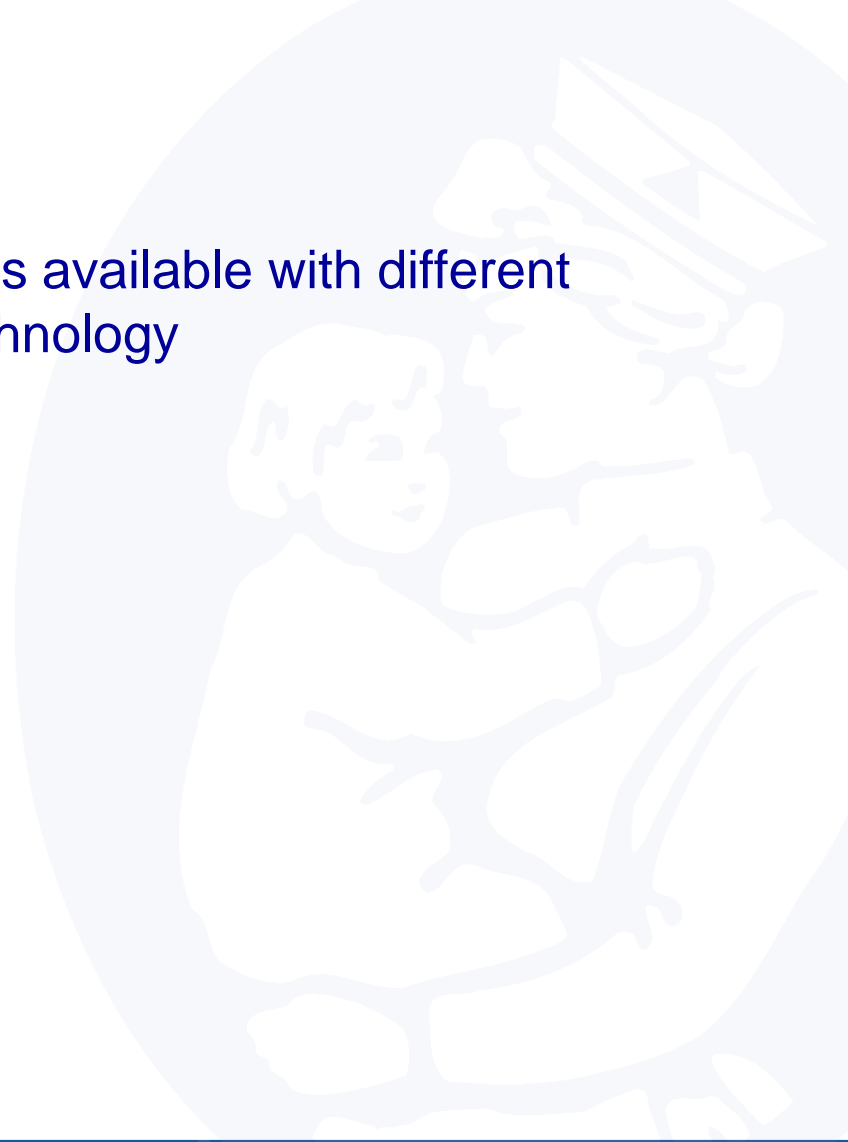
Customize Portal Menu Items

Menu Name	Show/Hide
General Messages	Hide ▾
Inbox	Show ▾
Sent Messages	Show ▾
Deleted Messages	Show ▾
New Appointment	Show ▾
Current Appointment	Show ▾
Refill Requests	Show ▾
Lab Request	Hide ▾
Referral Request	Show ▾



Who has access to the portal?

- Shared access with patient consent
- Ideal to have patient and family portals available with different access controls-limited by current technology



Viewpoint Paper ■

Whose Personal Control? Creating Private, Personally Controlled Health Records for Pediatric and Adolescent Patients

FABIENNE C. BOURGEOIS, MD, MPH, PATRICK L. TAYLOR, JD, S. JEAN EMANS, MD,
DANIEL J. NIGRIN, MD, MS, KENNETH D. MANDL, MD, MPH

Abstract Personally controlled health records (PCHRs) enable patients to store, manage, and share their own health data, and promise unprecedented consumer access to medical information. To deploy a PCHR in the pediatric population requires crafting of access and security policies, tailored to a record that is not only under patient control, but one that may also be accessed by parents, guardians, and third-party entities. Such hybrid control of health information requires careful consideration of both the PCHR vendor's access policies, as well as institutional policies regulating data feeds to the PCHR, to ensure that the privacy and confidentiality of each user is preserved. Such policies must ensure compliance with legal mandates to prevent unintended disclosures and must preserve the complex interactions of the patient-provider relationship. Informed by our own operational involvement in the implementation of the Indivo PCHR, we provide a framework for understanding and addressing the challenges posed by child, adolescent, and family access to PCHRs.

■ *J Am Med Inform Assoc.* 2008;15:737-743. DOI 10.1197/jamia.M2865.



How do we implement the portal at a practice?

- Needs Assessment and Planning
- System Setup
- Training and Setup Review
- Marketing



Next Steps



Integrated Portals

Getting more data in



The Pediatric Physicians' Organization at Children's

Children's Hospital Boston



MyChildren's
INDIVO™



Questions?

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