

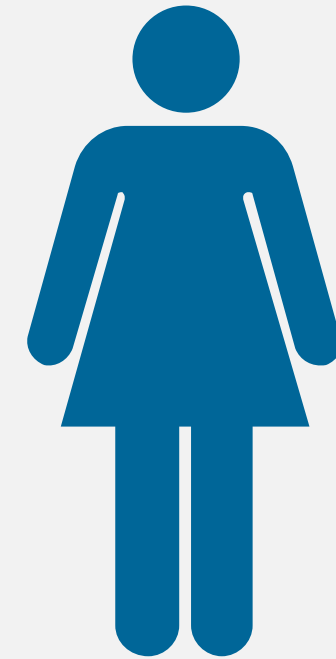
CureMD™  
Practice without boundaries

# The New Patient Portal

Troy Benjamin

# Patient Portal

- What is the patient portal?
- How is it relevant in the health care process?



# Agenda

- Patient Engagement
  - Importance in Healthcare
- CureMD Patient Portal
  - Why should you utilize this?
- What's New
- What's Next

# Patient Engagement

- Connection between patient, caregiver and health care provider
- Patients that are actively involved and in charge of their health work together with their providers to successfully reach their health goals and needs
- Patients become better informed and involved

# Patient Engagement

- Improve quality of care and patient experience while reducing cost
- Imperative to meet new industry standards of quality
- Pivotal in improving operational efficiency
- As the trend of technology grows, patients will demand greater access to their health information

## Patient Engagement & Meaningful Use

- Includes 5 Patient Engagement related Core Measures,
- Patient Electronic Access
  - 50% of patients should have access to their electronic health information
  - 5% of patients should view, download, or transmit their health information
- Clinical Summaries
  - 50% of patients should be provided a clinical summary of their visit within 1 business day
- Preventive Care
  - 10% of established patients should be sent an appropriate reminder based on clinically relevant information

## Patient Engagement & Meaningful Use

- Patient Education
  - 10% of patients should be provided education specific to their clinical conditions
- Secure Electronic Messaging
  - 5% of patients should send messages to their providers using the Patient Portal
- These 5 measures make the implementation and use of Patient Portal essential
- Meeting these requirements is not a walk in the park. Clients have expressed difficulty in getting patients to send messages or login to a portal



- Share PHI with your patients in a secure manner
- 24 x 7 x 365 access
- Accessible over the Internet
- Better clinical documentation
- Refill and Appointment requests
- Secure messaging

## What's New

- New User Interface
  - Modern design
- Enhanced usability
  - Improved workflows
  - Enhanced performance
- Access health information of multiple patients with one login
  - Login for Patient Representative / Family Head
- Ability to share health information with other providers
  - eMessage
- Meaningful Use Stage 2 Certified

# New User Interface



**Steve Adams**

33 Y, Male

Clinical Overview

Health Maintenance Alerts

Complaints

History

Allergies

Lab Results

Procedure Results



Complete Health Record



Ambulatory Summary

**Complaints**

Cough - CC

Asthma

**Medications**

Aspirin 81 MG Oral Tablet

Metoprolol Tartrate 25 MG Oral Tablet

**Status**

Current

Current

**Diagnoses**

Cholera Due To Vibrio Cholerae

Paratyphoid Fever B

**Status**

Current

Current

**Allergies**

Penicillin

**Status**

Active

**Recent Vitals**

Taken on 5/21/2014

Weight 80 kgs, Height 183 cm, BSA 2.02 m sq, Obesity Normal Weight, Pulse 80 b/m, Respiration 16 b/m, BP 135/75 mm/Hg ,

.. Taken on May 21, 2014 at 3:00 PM by Butler, Internist

# Highlights



Steve Adams

33 Y, Male

Clinical Overview

Health Maintenance Alerts

Complaints

History

Allergies

Lab Results

## History

### Family:

Diabetes mellitus type 2

- Maternal Uncle

Asthma

- Daughter

Unknown

- Mother
- Father
- Sister

### Social:

Tobacco: Current, Every day smoker, Cigarette, <1 Pack a day for 2 Years

Alcohol: Beer, Moderate intake for 5 Years.

Drug: Denies Usage

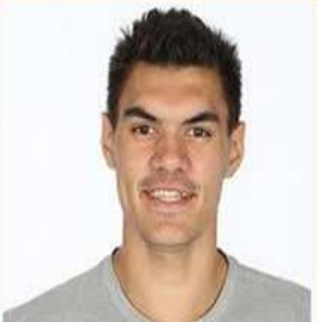
Sexual: Currently Active, Birth Control Method: Condom

Education: College graduate.

Average Sleep: 7 Hours/Night.

### Medical:

Diabetes mellitus type 1: Active, to 05/08/2006.



Steve Adams

33 Y, Male

Clinical Overview

## Vitals

Vitals

Graphs

Visit	BP (mmHg)	Pulse bpm	Respiration bpm	Temperature	Weight	Height	BSA m <sup>2</sup>	BMI kg/m <sup>2</sup>
05/21/2014 15:00PM	135 / 75	80	16	36 C	80 kg	183 cm	2.02	23.89
05/21/2014 14:28PM					80 kg	183 cm	2.02	23.89

Low High Multiple Vital Values

# Highlights



**Steve Adams**

33 Y, Male

Clinical Overview

## Medications/Refills

**Current** Past Refill Requests

Medications	Dosage Instructions	Refills	Status	Action
Aspirin 81 MG Oral Tablet	1 Tablet(s) daily,	0	Current	
Metoprolol Tartrate 25 MG Oral T...	1 Tablet(s) daily,	0	Current	



**Steve Adams**

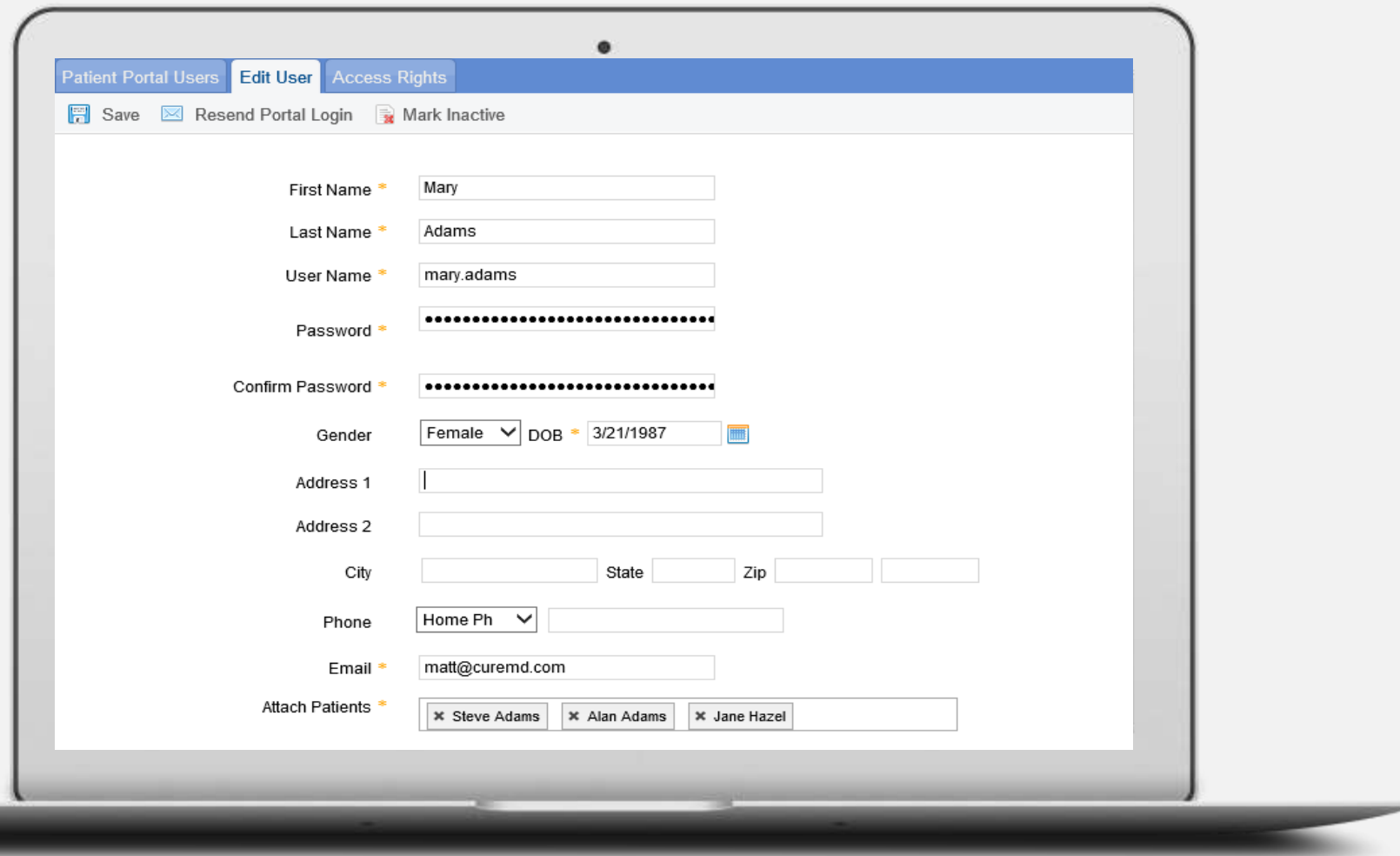
33 Y, Male

Clinical Overview

## Lab Results

Date	Laboratory	Order No.	Status	Ordering Provider	Print
+ 4/2/2014 2:44 AM	Milton Street Laboratory	1306	Final	Internist Butler	

# Multiple Patients Login



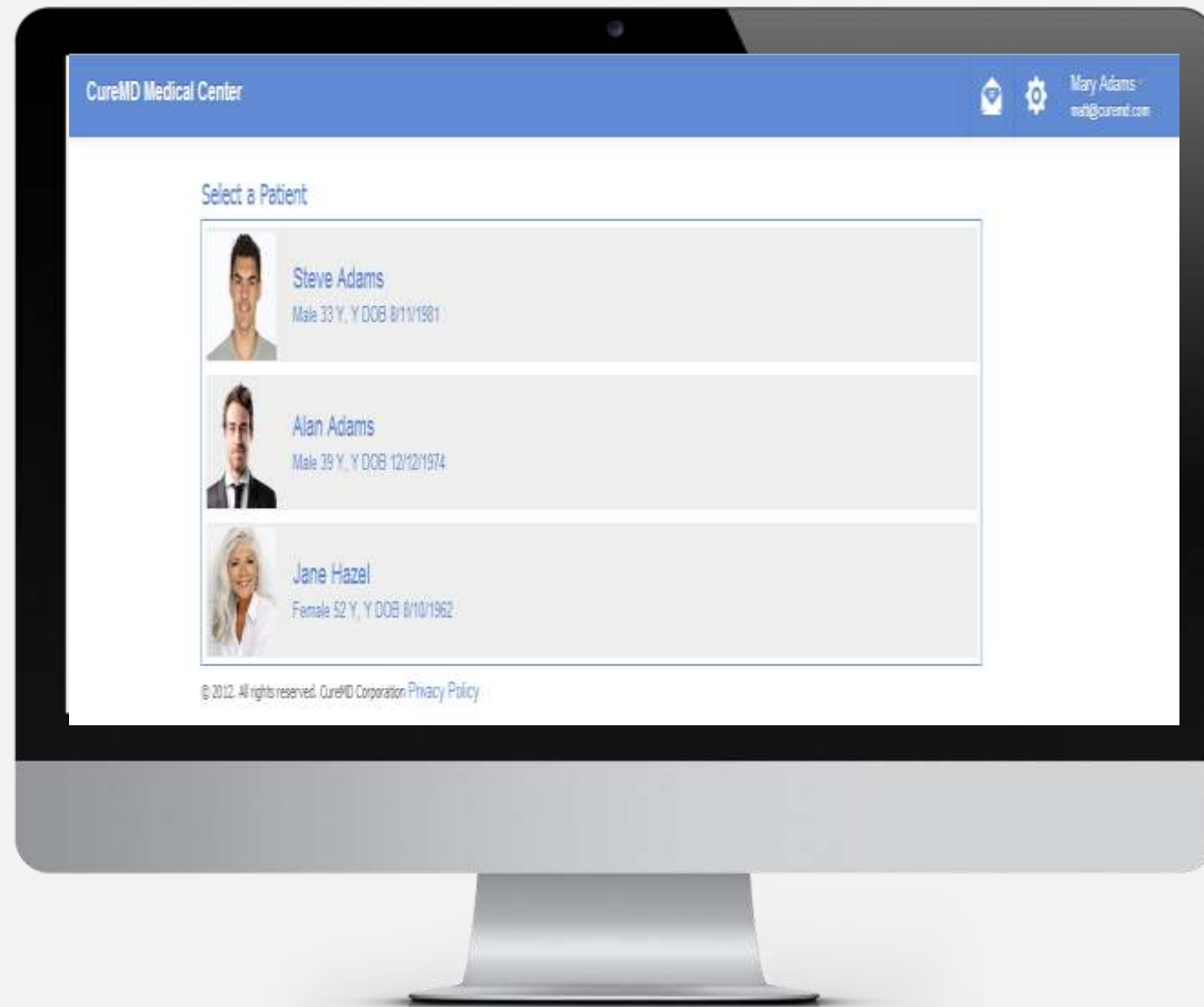
The screenshot shows a web application interface for managing patient portal users. The page has a blue header with tabs for "Patient Portal Users", "Edit User", and "Access Rights". Below the header are three action buttons: "Save", "Resend Portal Login", and "Mark Inactive". The main content area contains a form with the following fields:

- First Name \*
- Last Name \*
- User Name \*
- Password \*
- Confirm Password \*
- Gender
- Address 1
- Address 2
- City  State  Zip
- Phone
- Email \*
- Attach Patients \*



Provide a Patient Portal User access to Multiple Patients Login for Patient Representative / Family Head

# Multiple User Log In



User will see all associated patients when they login

# View, Download and Transmit

- Review Complete Clinical Summary in CCD Format
- Patient can View, Download, or Transmit to other providers



**Steve Adams**  
33 Y, Male

- Clinical Overview
- Health Maintenance Alerts
- Complaints
- History
- Allergies
- Lab Results
- Procedure Results
- Radiology Results
- Vitals
- Diagnoses
- Medications/Refills

### Ambulatory Summary

Steve Adams 33 Y, Male

**Steve Adams Ambulatory Summary** CureMD Medical Center  
NEW YORK, NY

<b>ADAMS, STEVE (Mr.)</b>	Date of Birth <b>December 2, 1961</b>	Sex <b>Male</b>
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Address	423 EAST 114TH STREET APT2B, New York, NY 10029	Race	White
Home Phone	(837) 221-2427	Ethnicity	Not Hispanic or Latino
Work Phone	(215) 145-6000	Language	en (preferred)
Mobile Phone	(800) 121-4000		
Email	matt@curemd.com		

#### Plan of Care

No Plan of Care Indicated.

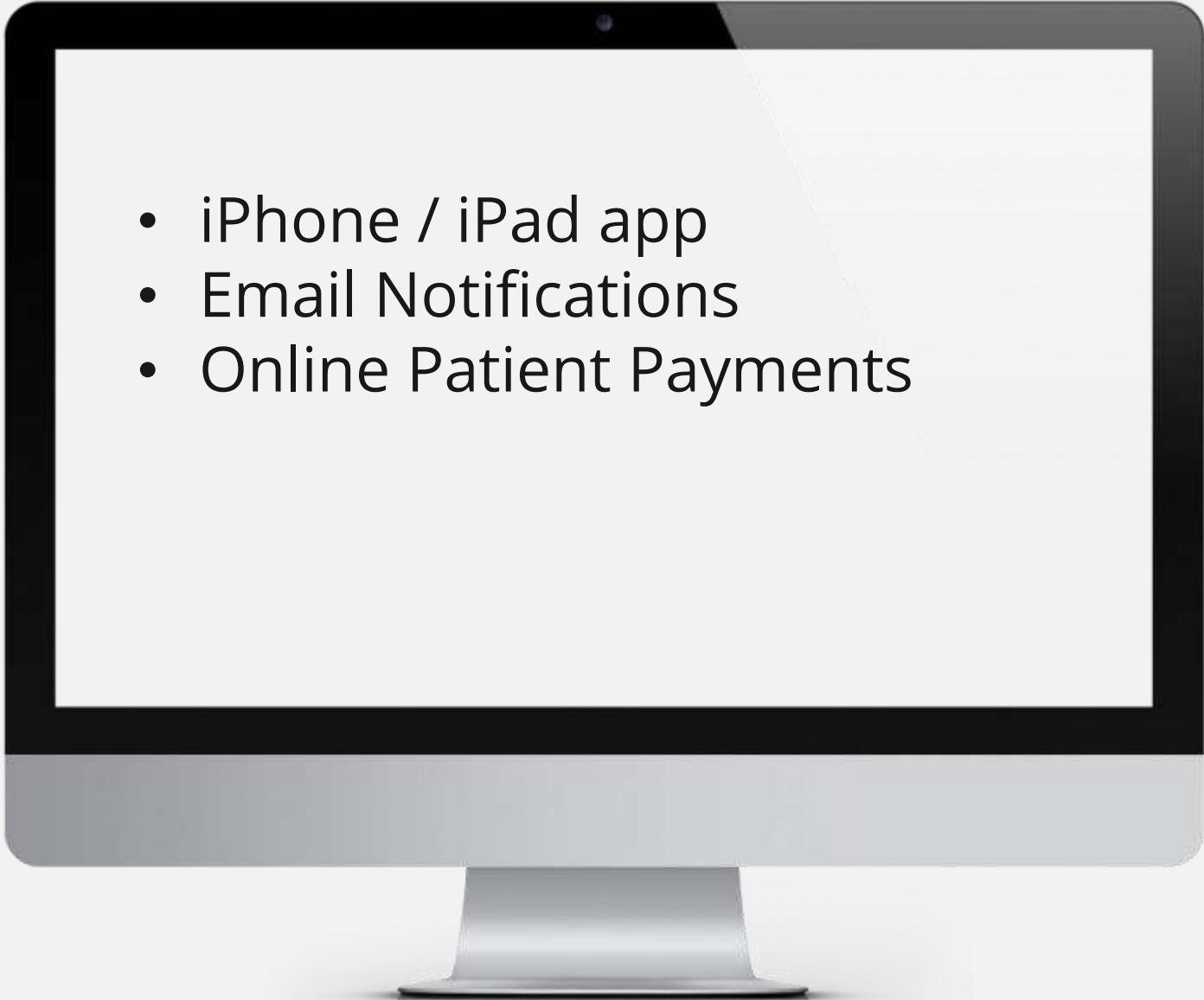
#### Social History

Social History Element	Description	Effective Dates
Smoking: Unknown if ever smoked		

[eMessage](#) [Print](#) [Fax](#)



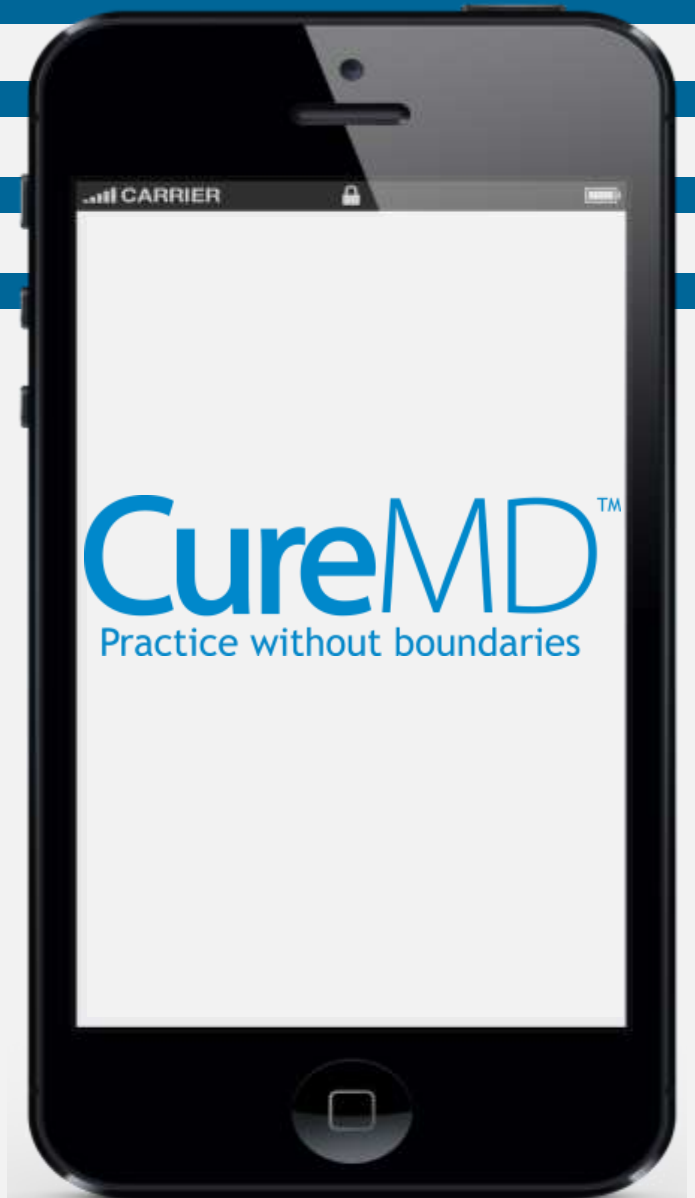
# Upcoming Features

- 
- iPhone / iPad app
  - Email Notifications
  - Online Patient Payments

# iPhone / iPad App

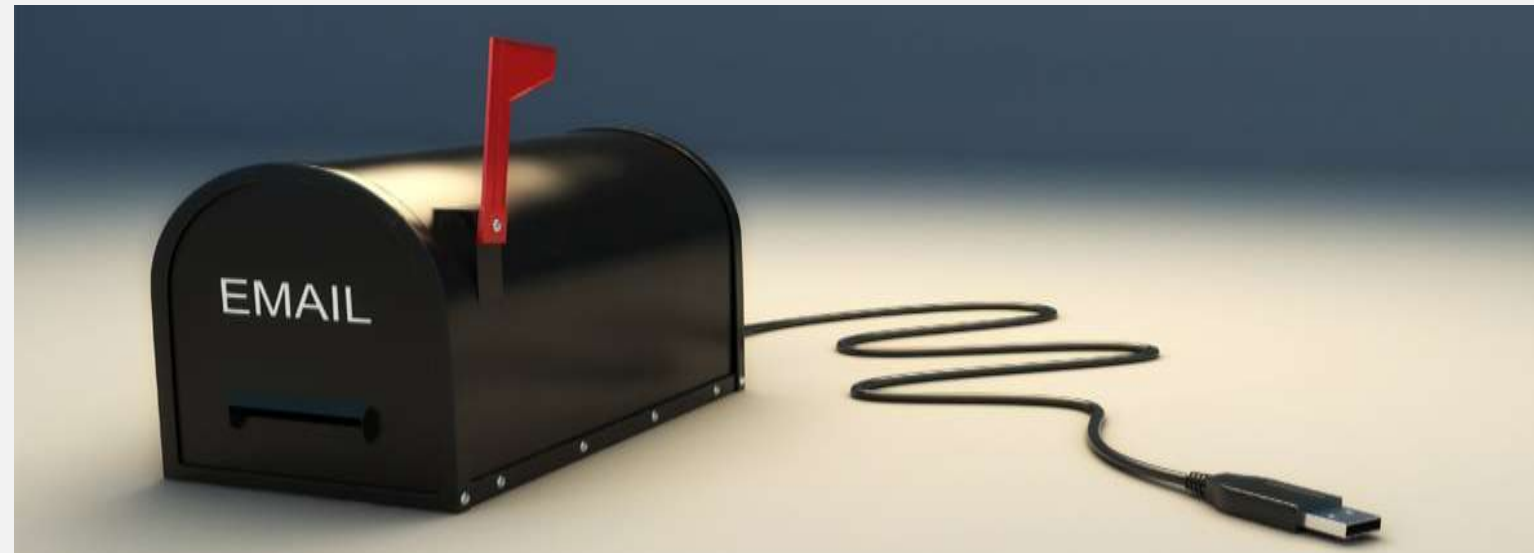


- A simpler, enjoyable, and more useful experience for patients
- Secure and easy-to-use
- Optimized for using on-the-go
- Unparalleled compatibility



# Email Notifications

- Patients will receive a notification as soon as any new data is made available on their portal e.g. Lab Results, Health Maintenance Alerts etc.
- Boosts patient engagement
- Improves care coordination
- Helps patients stay on top of their health alerts



# Secure Online Payment

- View Statements
- Pay Due Balances
- An incentive to pay safely and conveniently
- Reduced balances, improved collection



Thank You