



PATIENT PORTAL

Advantages



Improved physician-patient

RELATIONSHIPS

- Enhanced shared clinical decision-making
- Increased transparency
- Send and receive secure messages
- Share important information
- Send patient reminders



Improved clinical

OUTCOMES

- Potential for more frequent check-in by providers to ensure proper follow-up
- Option to proactively send patients needed information



Streamlined

WORKFLOW

- More accurate information
- More reliable means of patient contact
- Patient portals are secure websites that allow patients 24 hour access to personal health information



Quality
Insights

The healthcare improvement experts.



PATIENTS MAY BE ABLE TO:

- Access important health information on doctor visits, allergies, medications, lab results, immunizations
- Check upcoming appointments
- Request referrals
- Schedule non-urgent appointments or screenings
- Request prescription refills
- Update information
- Make payments

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OTHER POTENTIAL BENEFITS:

Improved medication safety – Increased patient empowerment and ownership of their health – Increased patient loyalty and trust – Reduced EHR data entry errors – Increased patient satisfaction – Decreased cost – Better care coordination – Patient education

HOW TO INCREASE PORTAL USAGE IN YOUR PRACTICE:

- Provide talking points for the staff
- Promotional posters
- Positive provider testimony
- Reinforce patient's use of the portal
- Training programs for patients
- Reinforce that messages to the provider go straight to the patient's chart. This allows providers to have all of the patient information on hand when they respond.
- Reinforce this is a secure email system

ADDITIONAL RESOURCES FOR INCREASING PATIENT PORTAL USAGE:

- [FQHC Success Story](#)
- [Dover Family Physicians Success Story](#)
- <https://academic.oup.com/jamia/article/26/8-9/855/5432090>
- <https://www.medicaleconomics.com/view/future-patient-portals>
- <https://www.healthit.gov/faq/what-patient-portal#:~:text=A%20patient%20portal%20is%20a,Medications>
- <https://pubmed.ncbi.nlm.nih.gov/17581772/>
- <https://patientengagementhit.com/features/how-patient-portals-improve-patient-engagement#:~:text=Further%2C%20portals%20help%20providers%20educate,patient%20wellness%20during%20doctor's%20appointments>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3636169/>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3422826/>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6482406/>
- <https://www.beckershospitalreview.com/healthcare-information-technology/study-patient-portals-improve-medication-adherence.html>
- <https://digital.ahrq.gov/ahrq-funded-projects/improving-healthcare-quality-user-centric-patient-portals>
- <https://patientengagementhit.com/news/what-are-the-top-pros-and-cons-of-adopting-patient-portals>
- <https://medlineplus.gov/ency/patientinstructions/000880.htm>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4526960/>
- <https://academic.oup.com/jamia/article/21/4/751/764620>