The Next MD Patient Portal

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IHA

IHA and NextMD Patient Portal

Features

- Direct Clinical Integration with EMR
- Bill Pay Integration with EPM
- Rx Refill ability
- Secure Patient Communications
- Recalls and Reminders for Patient Visits

How we did it?!?

Process

- Turned on limited functionality to introduce patients and staff to the process slowly.
- Sent invitation emails to all patients that we had collected email addresses for.
- Patient email addresses were collected for several years in anticipation of portal.
- Posters and patient handouts were created to educate and encourage patients to enroll.

How we did it?!?

Implementation

- Statements and documents activated first:
  - No patient interaction required
  - Minimal staff effort
- Online prescription refills activated once we reached 10,000 enrollees
- Online bill pay implementation in March, 2011 allowed:
  - credit card processing
  - electronic checks payments
  - minimal staff involvement

How we did it?!?

Implementation

- Secure communications just activated
- Option to have providers or staff receive and respond to the patient.

How we did it?!?

On Going Support

- 24x7x365 Call Center team is available for patients with questions and to assist with registration.
- 2 IT staff members troubleshoot and escalate issues to vendor when needed.

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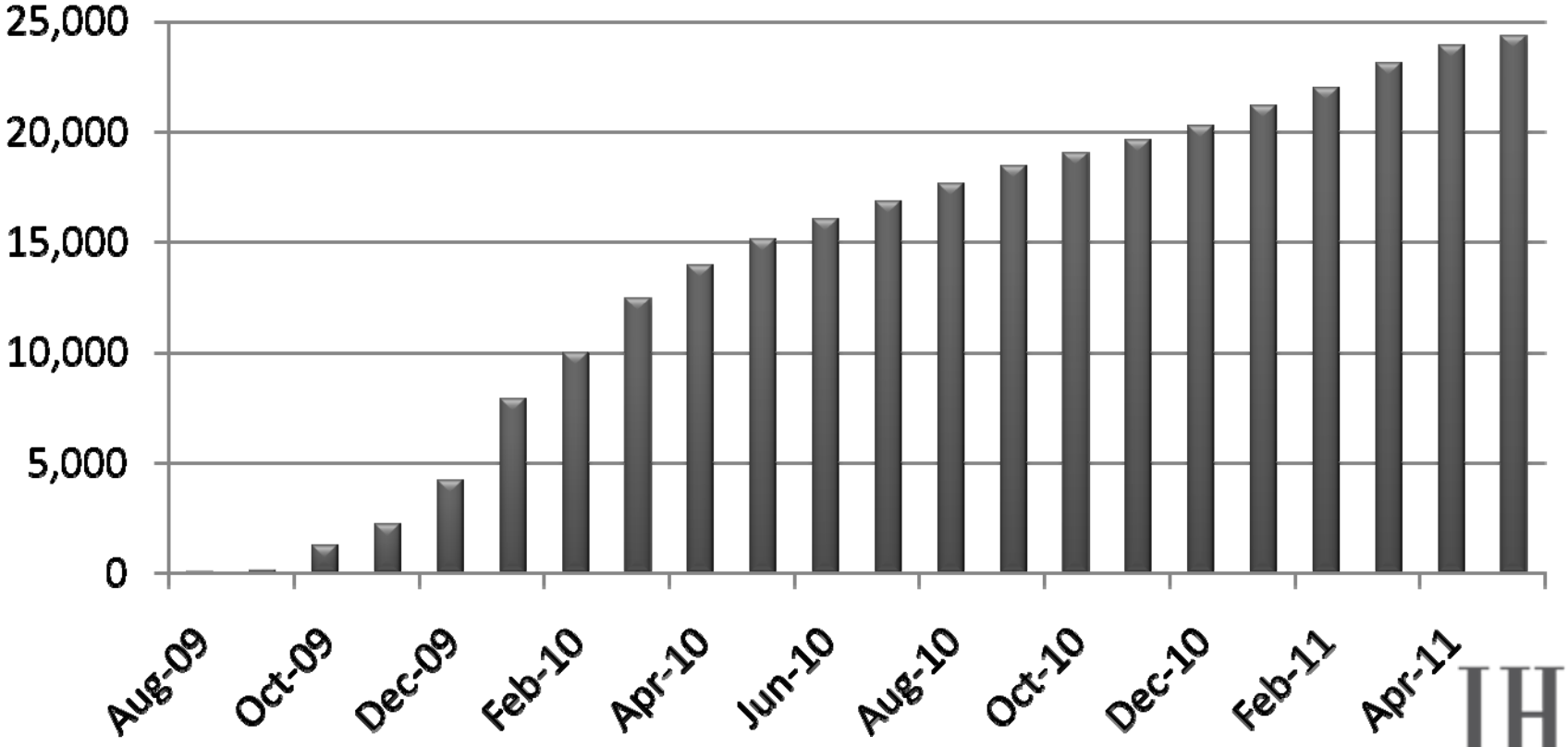
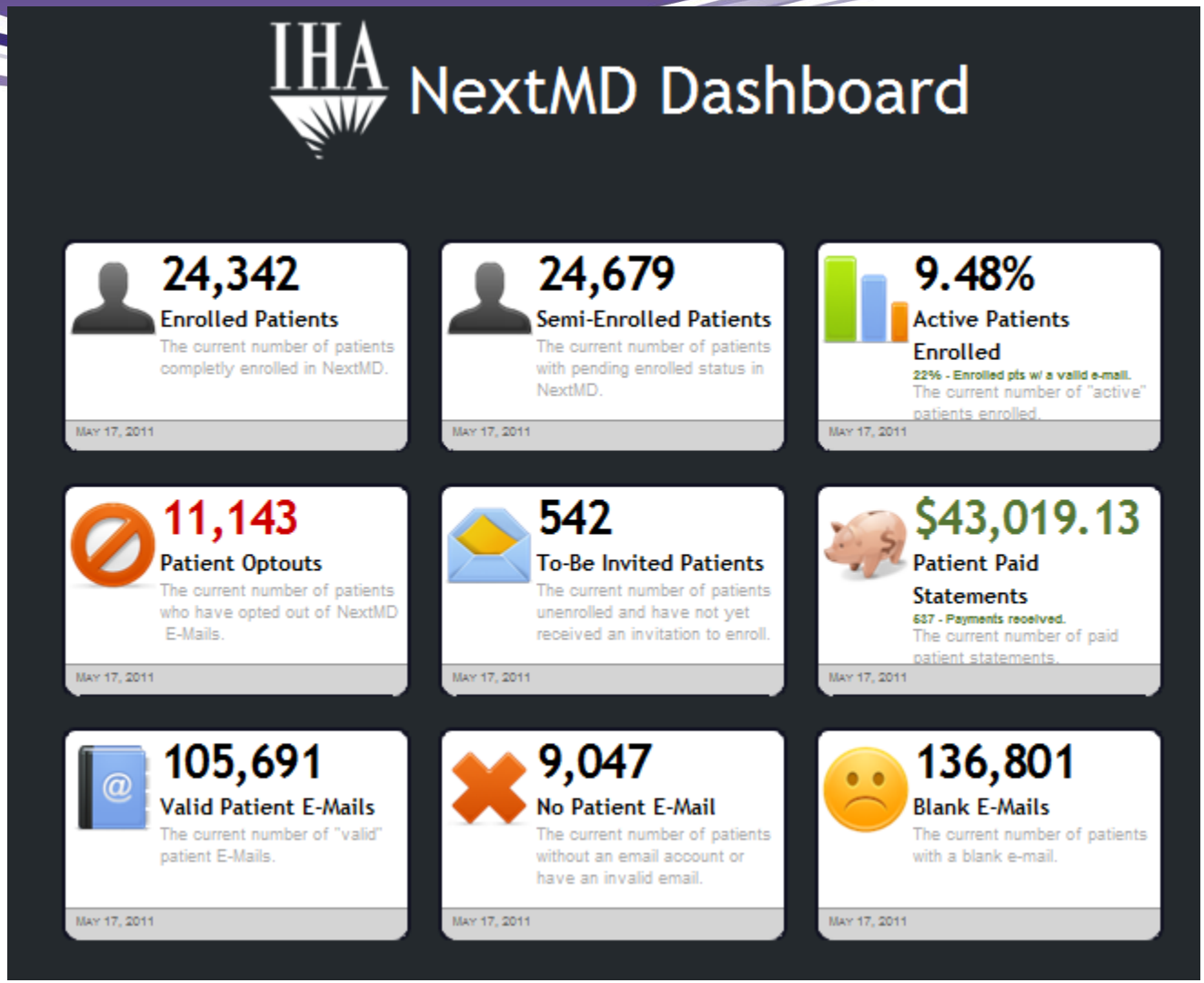
Monthly Enrollment Numbers



By the Numbers



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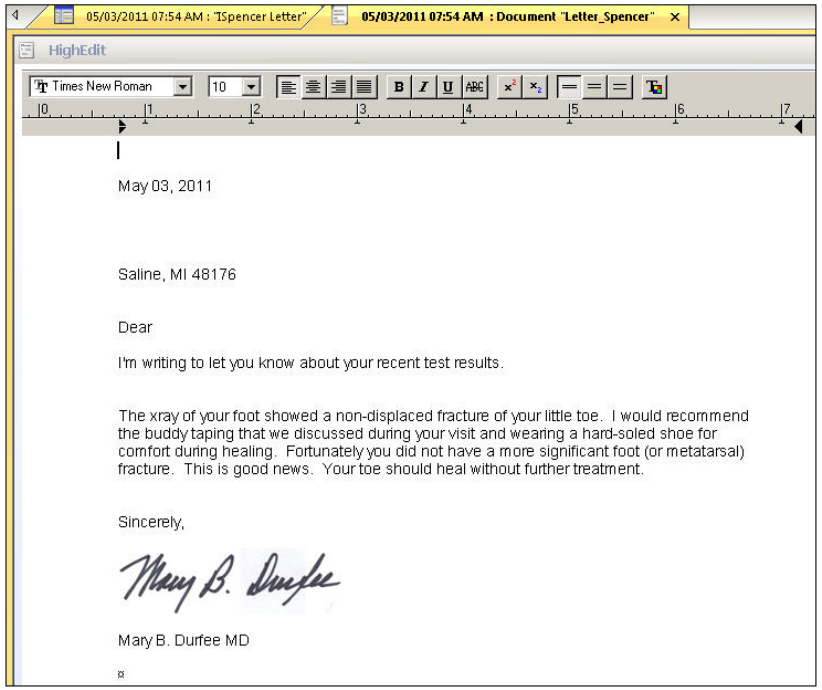
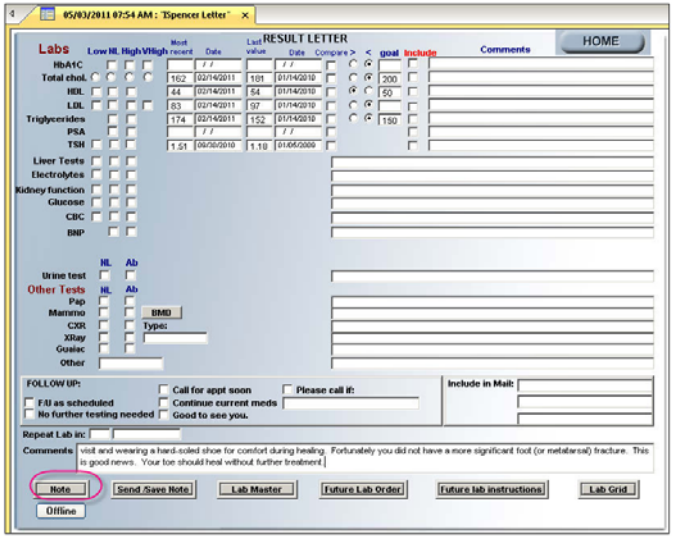
Provider Perspective

Utilizing our Results Letter template the provider creates and generates the patient note.





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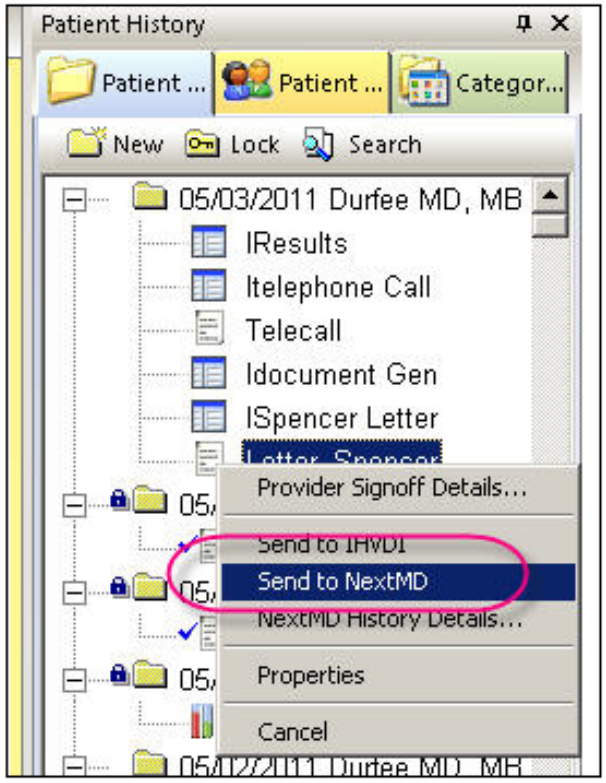
Provider Perspective

Provider right clicks on the generated letter Selects Send to NextMD.

A custom or standard response can be added to the message.



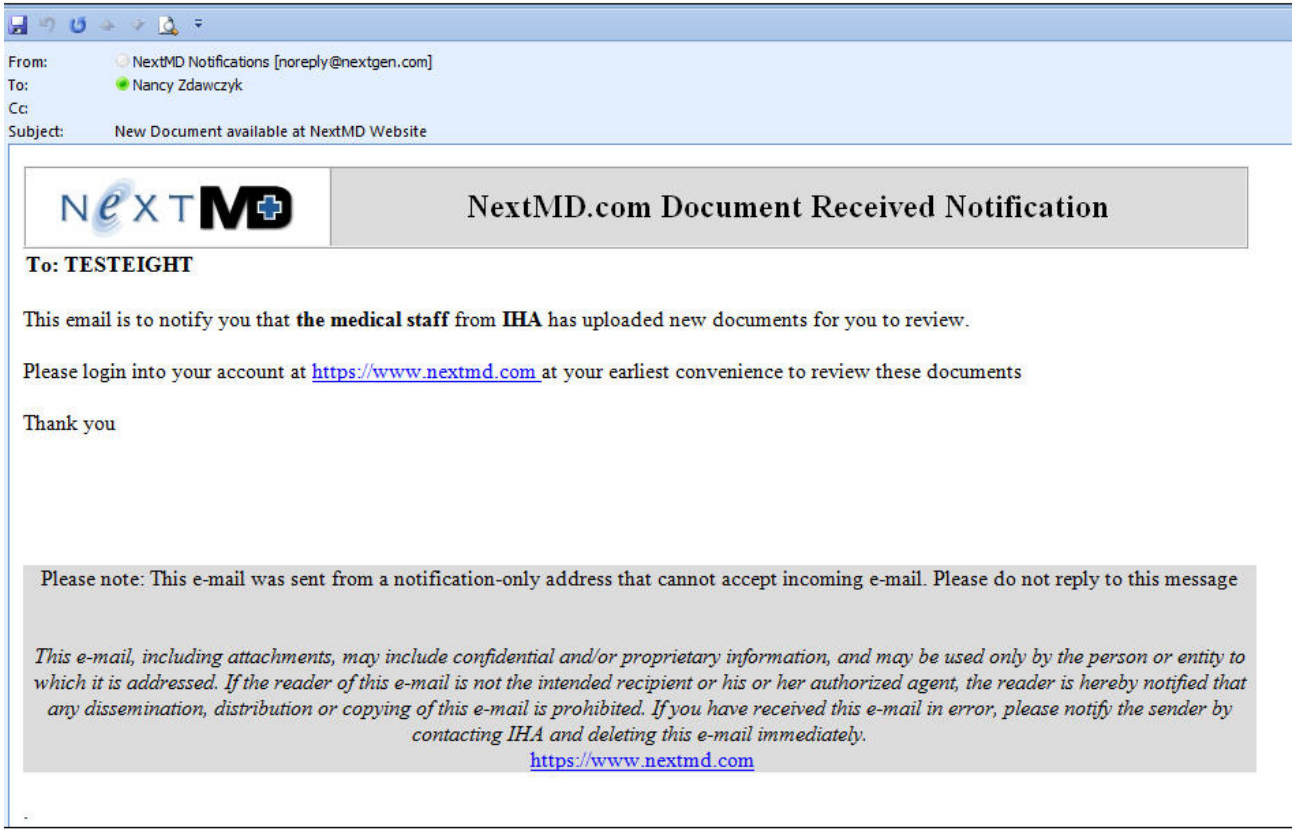
Patient Perspective

To begin the enrollment process

- The patient is issued an 8 digit token number by the practice
- *Welcome to NextMD* email is then sent from the portal to the patient
- Patient accesses the website completes the enrollment process with their 8 digit token.

Patient Perspective

Patients receive emails when new information has been sent to their account.



From: NextMD Notifications [noreply@nextgen.com]
To: Nancy Zdawczyk
Cc:
Subject: New Document available at NextMD Website

NextMD.com Document Received Notification

To: TESTEIGHT

This email is to notify you that **the medical staff** from **IHA** has uploaded new documents for you to review.

Please login into your account at https://www.nextmd.com at your earliest convenience to review these documents

Thank you

Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message

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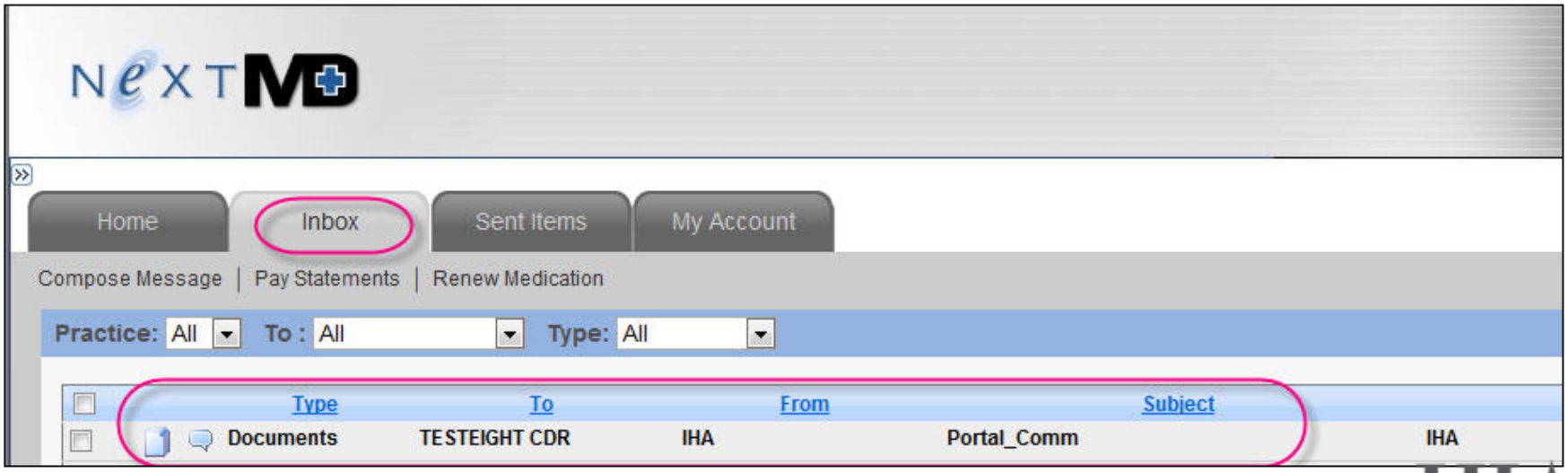
Patient Perspective

Patient's access new items via their inbox on the NextMD site.



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IHA and NextMD Patient Portal

Limitations

- Not yet certified for e-Visits
- Design/Look and Feel not like IHA website
- Registration process cumbersome

Lessons Learned

- Need to build Critical Mass of registered users
- Timing of training is critical
- Only 50% of patients who received token registered
- Patients need a reason to register
- Reinforce use of Portal in other points of contact with the patient
- Registration should be quick and easy
- How to handle hundreds of calls a day
- Get Providers excited about the tool

Future Opportunities

- More Self Service Options
- Airline Style Appointment Booking
- Integration with other portals is a must!
- Expect 100,000 + registered patients within 2 years

Thank you.