

The Next MD Patient Portal

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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.



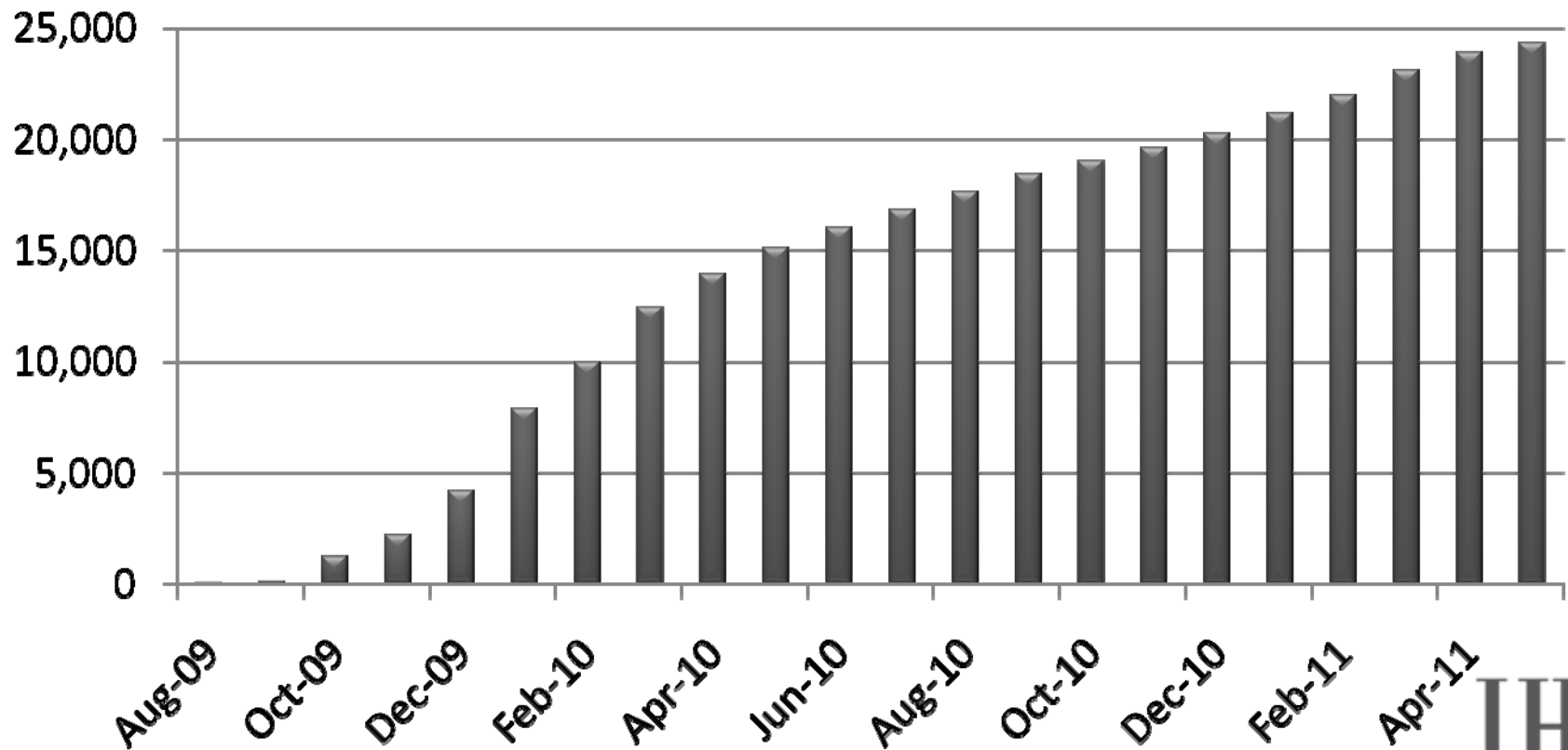
How we did it?!?

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.



Monthly Enrollment Numbers



By the Numbers



NextMD Dashboard



24,342

Enrolled Patients

The current number of patients completely enrolled in NextMD.

MAY 17, 2011



24,679

Semi-Enrolled Patients

The current number of patients with pending enrolled status in NextMD.

MAY 17, 2011



9.48%

Active Patients

Enrolled

22% - Enrolled pts w/ a valid e-mail.
The current number of "active" patients enrolled.

MAY 17, 2011



11,143

Patient Optouts

The current number of patients who have opted out of NextMD E-Mails.

MAY 17, 2011



542

To-Be Invited Patients

The current number of patients unenrolled and have not yet received an invitation to enroll.

MAY 17, 2011



\$43,019.13

Patient Paid

Statements

637 - Payments received.
The current number of paid patient statements.

MAY 17, 2011



105,691

Valid Patient E-Mails

The current number of "valid" patient E-Mails.

MAY 17, 2011



9,047

No Patient E-Mail

The current number of patients without an email account or have an invalid email.

MAY 17, 2011



136,801

Blank E-Mails

The current number of patients with a blank e-mail.

MAY 17, 2011



Provider Perspective

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

05/03/2011 07:54 AM : 'Spencer Letter' 05/03/2011 07:54 AM : Document "Letter_Spencer" x

HighEdit

Times New Roman 10

May 03, 2011

Saline, MI 48176

Dear

I'm writing to let you know about your recent test results.

The xray of your foot showed a non-displaced fracture of your little toe. I would recommend the buddy taping that we discussed during your visit and wearing a hard-soled shoe for comfort during healing. Fortunately you did not have a more significant foot (or metatarsal) fracture. This is good news. Your toe should heal without further treatment.

Sincerely,

Mary B. Durfee

Mary B. Durfee MD

05/03/2011 07:54 AM : 'Spencer Letter' x

RESULT LETTER

HOME

Labs	Low	HL	High	VHigh	Most recent	Date	Last value	Date	Compare	<	goal	Include	Comments
HbA1C							7.7						
Total cholest					162	02/14/2011	181	01/14/2010			200		
HDL					44	02/14/2011	54	01/14/2010			50		
LDL					83	02/14/2011	97	01/14/2010					
Triglycerides					174	02/14/2011	152	01/14/2010			150		
PRA													
TSH					1.51	06/05/2010	1.18	01/05/2009					
Liver Tests													
Electrolytes													
Kidney function													
Glucose													
CBC													
BNP													
Urine test		HL	Ab										
Other Tests		HL	Ab										
Pap													
Mammogram													
CXR													
XRay													
Genetic													
Other													

FOLLOW UP: ☐ Call for appt soon ☐ Please call if: ☐ Include in Mail: ☐

☐ Fill as scheduled ☐ Continue current meds ☐

☐ No further testing needed ☐ Good to see you.

Repeat Lab in:

Comments: visit and wearing a hard-soled shoe for comfort during healing. Fortunately you did not have a more significant foot (or metatarsal) fracture. This is good news. Your toe should heal without further treatment.

Note Send Save Note Lab Master Future Lab Order Future lab instructions Lab Grid

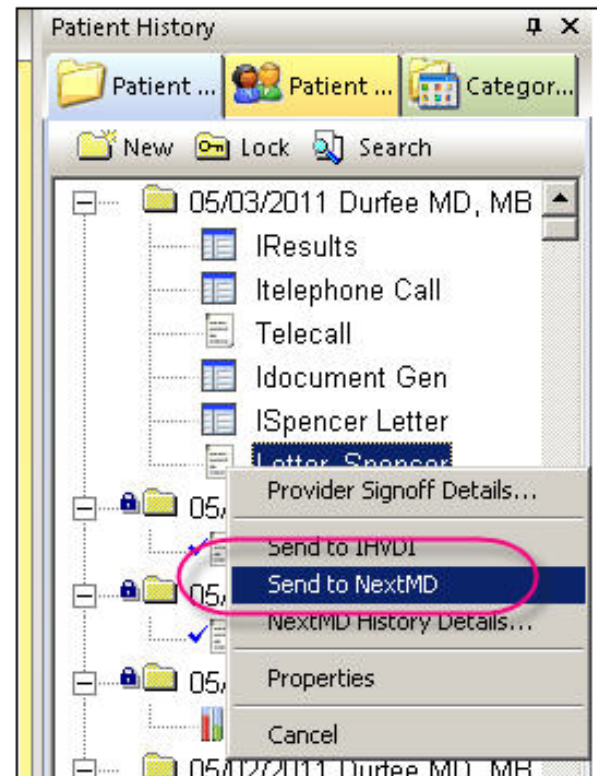
Offline



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

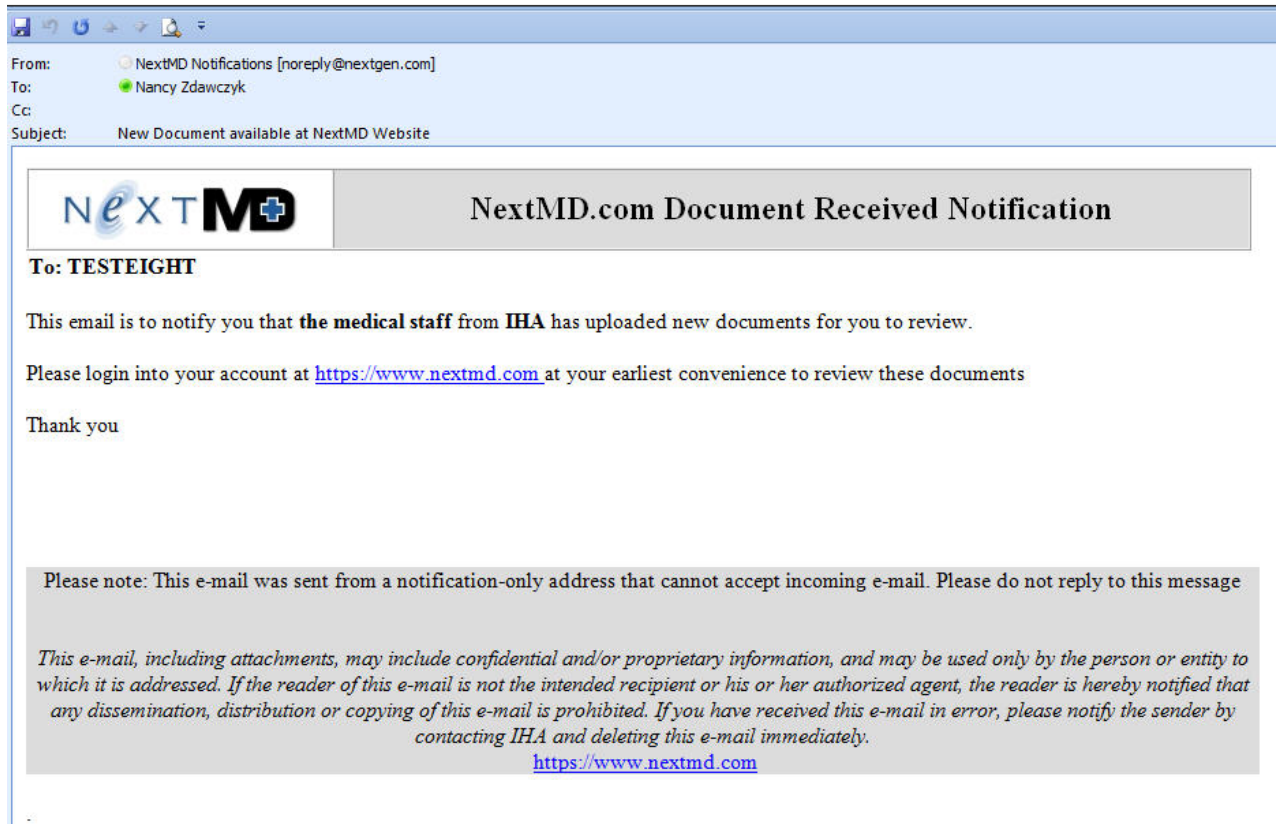
To begin the enrollment process

- 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.



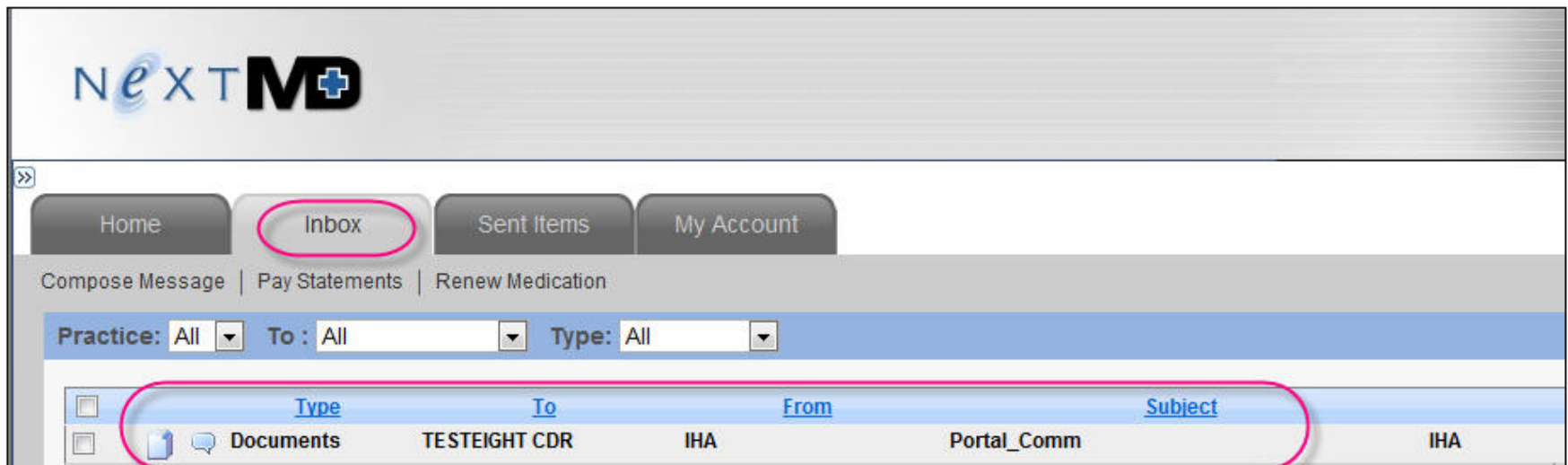
Patient Perspective

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



Patient Perspective

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



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.

