

How One Patient Portal is Used to Empower Patients to Be Active Participants in Their Healthcare

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Communication Features

- Electronic Communication with Care Manager
- Access and Availability
- Patient information and education
- Interactive Tools
- Health Reminders

Electronic Communication

Requests

Send us a message and we will respond within 2 business days. All messages are confidential.

Note: Please use this tool for health-related inquiries only. All messages are included in your patient record.

Dial 911 in the case of medical emergency.

★ = Required

Message

Message type: ★

Subject: ★

Message: ★ Your message cannot exceed 4000 characters.

Hi [redacted],

Just wanted you to know my morning blood sugars are getting better. Can't wait to show you my results when I see you next week.


Provider: ★

Location: ★

Access and Availability

Keep track of scheduled appointments
(including care management appointments)


Scheduled Appointments

 **Thursday, June 28, 2012**

OFFICE VISIT


Time: 9:00 am **Provider:** **Location:** West Mountain Primary Care

[Get directions](#) [Reschedule](#) [Cancel](#)

 Please note, the new health center is located in the brown and red building on Carey Road that also houses Kinney Drugs. Please arrive 15 minutes early to fill out necessary paper work, bring your insurance card, a photo ID, a list of all medications and method of payment for copay and coinsurances. If you are unable to make this appointment, please contact our office or you may be charged a \$25.00 no show fee.

CARE MANAGEMENT

Time: 9:15 am **Provider:** **Location:** West Mountain Primary Care [Get directions](#)

 [Add your appointments to your personal calendar](#)

Access and Availability

View recommended and past appointments

Recommended Appointments
You have no recommended appointments.

Past Appointments
Past 6 months

Date	Time	Provider	Location	Type
06/14/2012	10:00 am	<input type="text"/>	West Mountain Primary Care	CARE MANAGEMENT
06/14/2012	9:30 am	<input type="text"/>	West Mountain Primary Care	OFFICE VISIT 30

Schedule/Re-Schedule Appointments

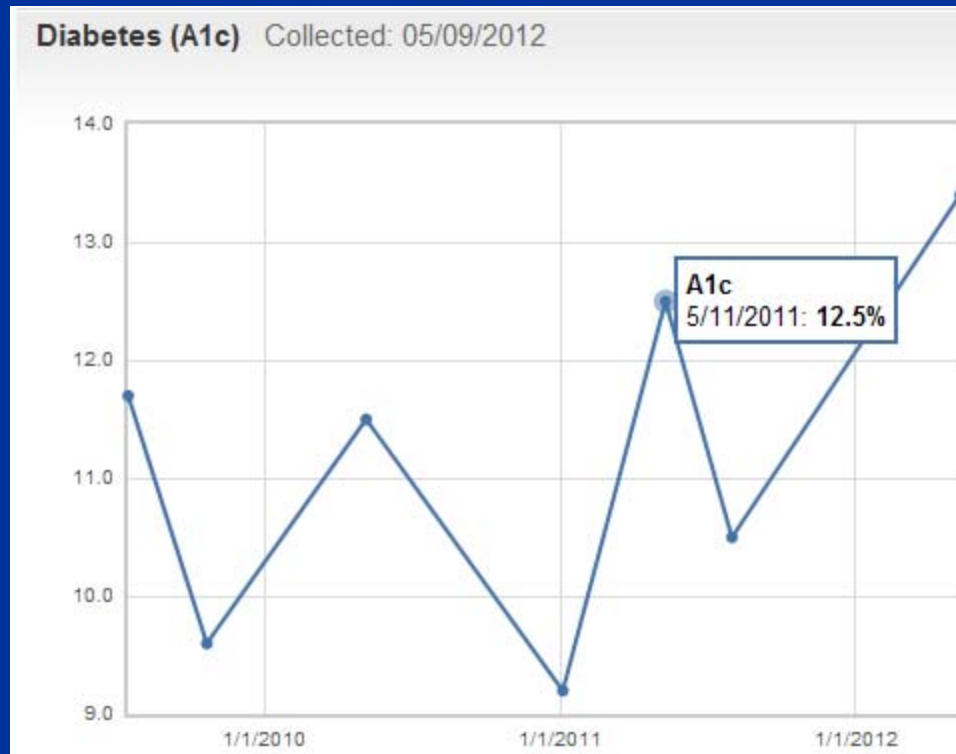
Patient Information

- Vital Signs and Pertinent Lab Results

Vital Signs			
Weight	BMI	Blood Pressure	Cholesterol
198.5 _{lbs}	26.4	120/80	150
90.04 _{kg}			LDL 99 HDL 50

Patient Information

- Can be viewed over time (A1c graph)



- Useful self-management information

Patient Specific Education

- Based on Patient Clinical Information
- Healthwise Educational Materials



Patient Information

Access to Clinical Summary, including personal goal(s) and plan

Assessment / Plan

Patient's Personal Goal: To get my blood sugars leveled out.

How to reach my personal goal:

Home Glucose Monitoring Test blood sugars 4 times per day - before meals and bedtime - record all on log.

Medication Goal Calculate mealtime insulin dose according to size of meal (1unit for small meal, 2units for large meal) and use correction scale as directed according to bloodsugar readings before each meal

Dietary Goal Try adding protein and small amount fat to meals for better blood sugar control.

Notes: I will call next week to follow up and meet with patient after next office visit.

1. DIABETES MELLITUS WITHOUT MENTION OF COMPLICATION, TYPE II OR UNSPECIFIED TYPE, UNCONTROLLED (250.02)

- DIABETES AND NUTRITION EDUCATION - Note to Patient: What Can I Eat?, wallet card, blood sugar log, Managing You Diabetes, community resource list, portal card, link to ADA program for Type 2 Diabetes

Return to Office

- for OFFICE VISIT at West Mountain Primary Care on 06/28/2012

Patient Information

Access to Labwork and Test Results

Lab/Imaging

02/02/2012	SUSCEPTIBILITY
01/19/2012	SUSCEPTIBILITY
01/19/2012	SUSCEPTIBILITY
01/19/2012	CULTURE URINE
01/09/2012	ELECTROCARDIOGRAM
12/19/2011	Lab Result
12/06/2011	HEMOGLOBIN A1C



Report	Result	Ref. Range	Units	Status
NOTE	MRN: 344118			Final
HEMOGLOBIN, A1C	14.0	4.5-5.7	%	High
	HEMOGLOBIN, A1C: Result of 14% may be 14% A1C or greater.			

Interactive Tools

- Care Managers can direct patients to interactive tools
 - Health and Fitness Tools
 - Lifestyle Checkup Tools
 - On-line Support Groups

Health and Fitness Tools

Health and Fitness Tools

- [Which Health Screenings Do You Need?](#)
- [Are You at Risk for a Heart Attack?](#)
- [What Is Your Target Heart Rate?](#)
- [Is Your BMI Increasing Your Health Risks?](#)

Interactive Tool: Are You at Risk for a Heart Attack?

What does this tool measure?

Interactive Tool: Are You at Risk for a Heart Attack?



START →

Click here to [find your risk of a heart attack](#) in the next 10 years.

Use this tool if you:

Are older than 20.

Do not have diabetes.

Do not have heart disease.

If you have diabetes or heart disease, your doctor can help you find out your risk for a heart attack.


This tool is one way to find your risk of having a [heart attack](#). This tool is a common one

that doctors use. But your doctor might find your risk using a different, but similar, method. All of these methods, including this tool, are based on your risk factors for heart disease. Some methods include risk factors that are not used in this tool (such as diabetes and family history). Methods used to calculate your heart attack risk are not perfect. But they give you and your doctor a good idea about your risk. And they can help you decide if you should take steps to prevent a heart attack.

Before you use this tool, you need to know your blood pressure and

Health Reminders

- Ordered Labs/Diagnostics Testing
- Referrals

Health Reminders				 Print
	Date ordered	Type	Status	Requested by
▶	12/28/2011	Gastroenterology Referral	<i>Upcoming</i>	<input type="text"/>
▶	01/19/2011	Comprehensive Metabolic Panel	<i>Upcoming</i>	<input type="text"/>

Coming Soon

- Ability to share self management tools between patient and provider
- Ability for patients to notify provider of medication changes

What Has Been Gained

- A much more efficient and patient-friendly method of communication
- Patients who use the portal are much more engaged and have much better access to their health information