



Patient Portal 101

What is a Patient Portal?

A patient portal is a web-based application that allows patients to securely view and share information related to their healthcare with your practice. While patient portals have a variety of different functionalities depending on which vendor you select and how you decide to setup the product, some common features are as follows:

- *Online Statement Viewing and Bill Payment*
 - Patients love being able to view and pay their medical bills online, and providers across the country have seen improved collections by offering this service. If you have a practice management system in place, most Patient Portal vendors can help you to setup an online bill payment option that is connected directly to your practice's website.
- *Online Appointment Requests*
 - Some patient's don't want to wait on the phone to make an appointment. Offering an online solution allows patients to request appointments and tell you what times will work with their schedules. They can even update their insurance information for you at the same time. Your office can call or e-mail the patient back later to confirm an appointment that will work with the Physician's schedule.
- *Online Verification of Demographics*
 - Patient's can correct the spelling of their name, update address, phone number, employer, and guarantor information online. Your office can view the changes and approve or deny them with just a few clicks.
- *Online Completion of New Patient Paperwork*
 - All data is electronic and can be linked to an EMR at your practice. Having forms complete can help you get more accurate and complete information and can reduce delays on the appointment day.
- *Online Prescription Refill Requests*
 - Prescription refill requests can be sent to the appropriate provider at your practice for review and approval/denial. This can reduce call volume and allow these requests to be taken care of as your schedule permits.
- *Online Viewing and Printing of Health Records the Physician Chooses to Share (e.g. lab work results)*
 - Each physician can choose exactly what information to share with patients. This can be anything from lab results and MRI findings to customized information about a diagnosis or procedure.
- *Online Submission of Questions to Physicians &/or their Support Staff*
 - Patients can securely send you or your staff questions so you can get back to them at your convenience.

If you're interested in learning more about web portals, what they can do for your practice, which vendors to consider or where to begin – **We Can Help.**

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