MEDITECH's Patient and Consumer Health Portal actively engages patients in their care by giving them access to valuable health information online. Patients and their authorized healthcare representatives can manage a wide range of health data from a single portal from wherever they are and at their convenience. Patients can send messages to and receive messages from providers, access a Health Summary, request or directly book appointments, review their health information from MEDITECH Expanse, track Patient Generated Health Data, pay bills, and more. The MHealth app makes the Portal even more accessible by allowing patients to utilize full Portal functionality on smartphones and tablets.
Access and Update Important Health Information

The Portal simplifies access to timely health information by making it accessible to patients and their families from one central location. The Portal allows users to:

- Review and update allergies and medications and request prescription renewals.
- Review conditions and immunizations.
- View physician notes, laboratory results, and radiology reports.
- Review discharge instructions from previous visits.
- Update personal data, including insurance, contact, and demographic information.
- Complete questionnaires prior to visits.
- Share portal access with caregivers and family members, eliminating the need to apply for proxy access.

The Portal protects access to this sensitive information through a number of security measures, including URL rewriting, encryption, and customer-defined timeouts.

Complete Questionnaires

Questionnaires can be made available to patients prior to their appointments, facilitating seamless collection of information before patients present for visits. This saves time for everyone day-of and automatically routes responses to the appropriate MEDITECH Expanse user for review and consumption into the EHR. Your organization can customize questionnaire content, define skip logic based on patient responses, determine the time period during which questionnaires are available to patients, and determine to whom completed questionnaires are sent within MEDITECH Expanse.

Customize Shared Access

Patients can allow other individuals, such as family members, to interact with their Portals via a Shared Access feature. Using Shared Access, patients can determine the features and information (e.g., clinical, billing, or administrative data) within the Portal that others can view and/or manage. This level of flexibility enables patients to let others see aspects of their Portal while keeping other portions private. The invitation process for proxy users is easy for patients to set up and they can change or revoke others’ access to their Portals at any time.

Pre-Register Prior to Visits

The Portal’s Pre-Registration functionality simplifies visits for patients by letting them complete several administrative tasks online prior to presenting at your organization. Once completed, this information is routed to MEDITECH Expanse for user review and follow up. Specific components of the Portal’s Pre-Registration let patients:

- Update demographics, medications, and allergies.
- Fill out pre-visit questionnaires.
- Sign necessary consent forms.
- Upload images of insurance cards and photo IDs.
Securely Communicate with Providers

Patients and their providers can easily and confidentially exchange messages using the Patient and Consumer Health Portal's Provider Messaging feature. Since the Portal is fully integrated with MEDITECH Expanse, patient messages default to providers’ status boards for easy review and response. When patients receive correspondence, the system generates an email message to notify them that new information is available on the Portal.

Attend Virtual Visits with Providers

The Portal allows patients to attend virtual visits with their providers — at their convenience and from the privacy of their homes or other off-site locations — using their computers or mobile devices. Patients can “check in” to a scheduled virtual visit from the Portal. When a provider is ready to begin the virtual visit, he or she can initiate the visit from Ambulatory. A unique benefit of MEDITECH’s virtual visits is that patients are able to connect with their own providers, who are familiar with their problems and care needs, as opposed to outsourced or on-call physicians.

Schedule, Request, and Modify Appointments

The Appointments area of the Portal allows patients to manage existing appointments and request or directly book new ones. Your organization has the flexibility to define the appointment types that patients are able to select when requesting or booking appointments and can also designate the time period during which patients can cancel scheduled appointments. Appointments booked directly via the Portal appear within Community-Wide Scheduling with an indicator for schedulers that the appointments originated from the Portal. Appointments requested via the Portal default to the Scheduler Desktop in Community-Wide Scheduling for staff confirmation prior to booking. To notify patients of appointment activity, indicators appear on the Portal’s home screen and patients are also notified by email of the new appointment.

Share Patient Generated Health Data

The Portal enables providers to support high-risk patients outside the walls of the office to help them achieve and maintain a healthy lifestyle. Patients can easily capture, upload, and share data via wearable devices and other monitors. Once Patient Generated Health Data (PGHD) is captured in MEDITECH’s Patient and Consumer Health Portal, patients can view and trend their data from multiple devices, as well as use this information to pursue their individual wellness goals. Providers can use this data to encourage healthy behavior and respond if a patient is not following their care plan.

Access the Portal Anywhere, from Any Device

The Portal is available to patients and authorized proxy users from wherever they are and whenever they choose. The Portal is accessible via browser as well as through MHealth, the mobile app gateway to our Patient and Consumer Health Portal. MHealth is available through the Apple Store and Google Play and provides patients with secure, convenient access to their health information via their mobile device or tablet. MHealth makes it even easier for patients to use the Portal’s tools to monitor their health and manage their care.
Review Their Information Using Health Records on iPhone®

Using Health Records on iPhone, consumers can view data — from MEDITECH and from other participating healthcare organizations — aggregated into one record. Health Records on iPhone uses secure FHIR® APIs to automatically connect to MEDITECH’s patient portal, pull forward new information, and notify users when it becomes available. Patients have immediate access to medications, allergies, test results, procedures, conditions, immunizations, and vitals, along with their own PGHD. Data is encrypted and accessible through the user’s iPhone password for added convenience and security.

View and Pay Bills Online

From the Portal’s Billing area, patients and family members can see details for both current and past accounts. This area displays each account’s date of service, total balance, and patient’s financial responsibility. The Portal was designed to work with any bank or payment vendor that resells and supports the Authorize.Net Accept Hosted Model, so patients can easily make payments directly from the Portal.

View, Download, or Transmit a Health Summary

Patients and authorized healthcare representatives can access a Health Summary from the Portal. They can choose to view, download, or transmit the Health Summary, which serves as a Continuity of Care Document (CCD). Patients can safely transmit the summary to a specific physician using Direct Messaging. Similarly, secure download is supported by requiring a patient-generated password to access the downloaded file.

Benefit from Full Portal and EHR Integration

The Patient and Consumer Health Portal is a fully integrated component of MEDITECH Expanse. Seamless and system-wide exchange of information ensures patients have timely access to their health information across care settings. The Patient and Consumer Health Portal allows patients and their families to view data from both acute and ambulatory visits by combining acute visit information with data captured from physician practices and clinics using MEDITECH. Healthcare staff also benefit from improved communication and engagement with patients and their families. Integrated features of the Portal include the following:

● Patient messages and prescription renewal requests automatically appear for providers in Physician Care Manager or Ambulatory.
● Appointments default to the Scheduler Desktop in Community-Wide Scheduling with a designation that they originated from the Portal.
● Patient updates to demographics, insurance information, medications, and allergies pass from the Portal to the appropriate staff for confirmation.
● Integration with Revenue Cycle allows patients to see billing information and pay bills online, decreasing the need for paper copies of billing documentation and reducing AR days.
● Patients have access to physician notes, visit histories, discharge summaries, and a Patient Health Summary generated through MEDITECH’s clinical solutions, ensuring them access to important health and follow-up materials after leaving your healthcare facility.
● Patient-generated health data from other vendor personal health devices and activity trackers automatically populates the Portal via API integration with Validic and Ideal Life.

For more information, contact a MEDITECH Marketing Consultant.