

Patient Web Portals, Clinical Messaging and E-visits

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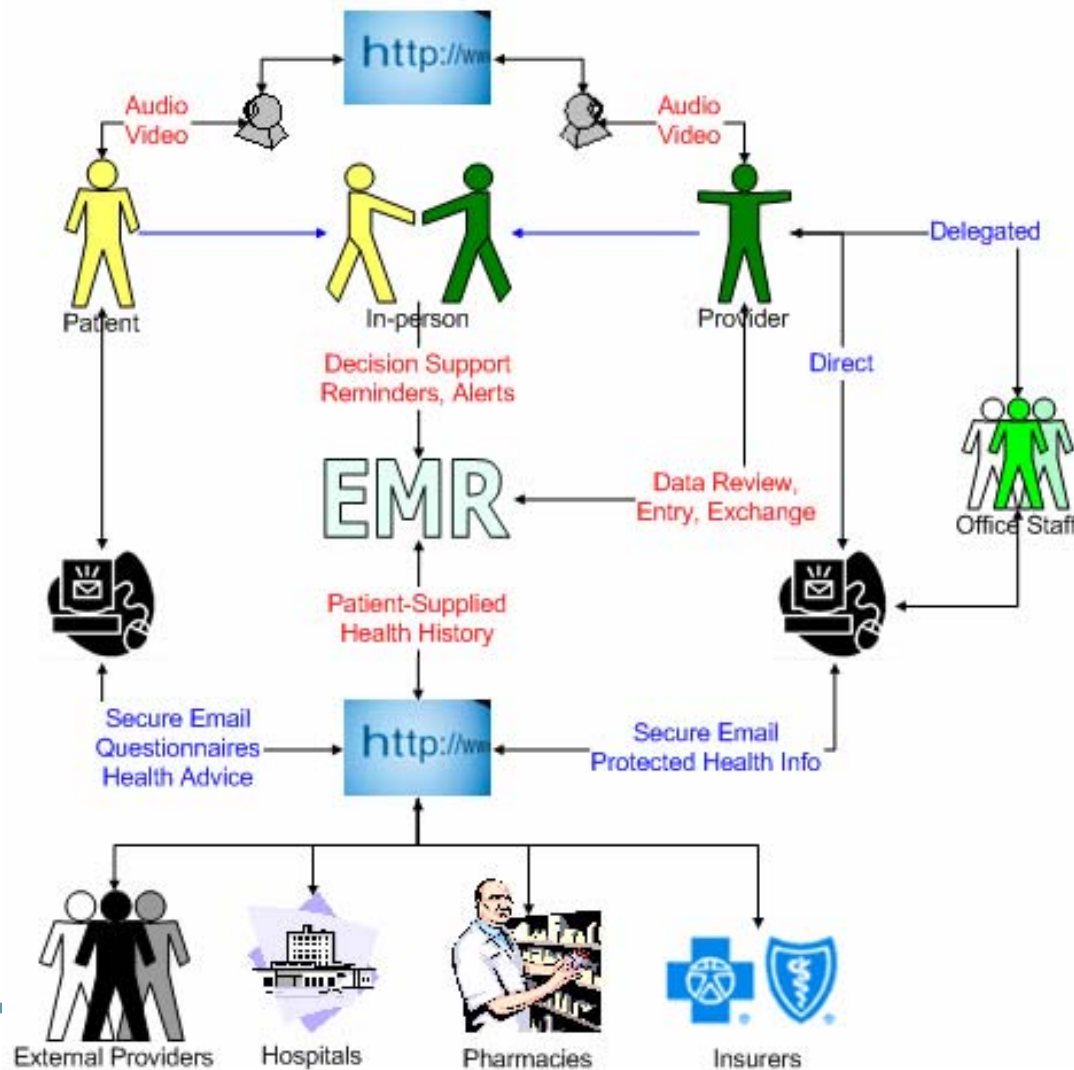
Director of Clinical Informatics and Care Transformation

Sparrow Health System

Why e-Communicate with Patients?*

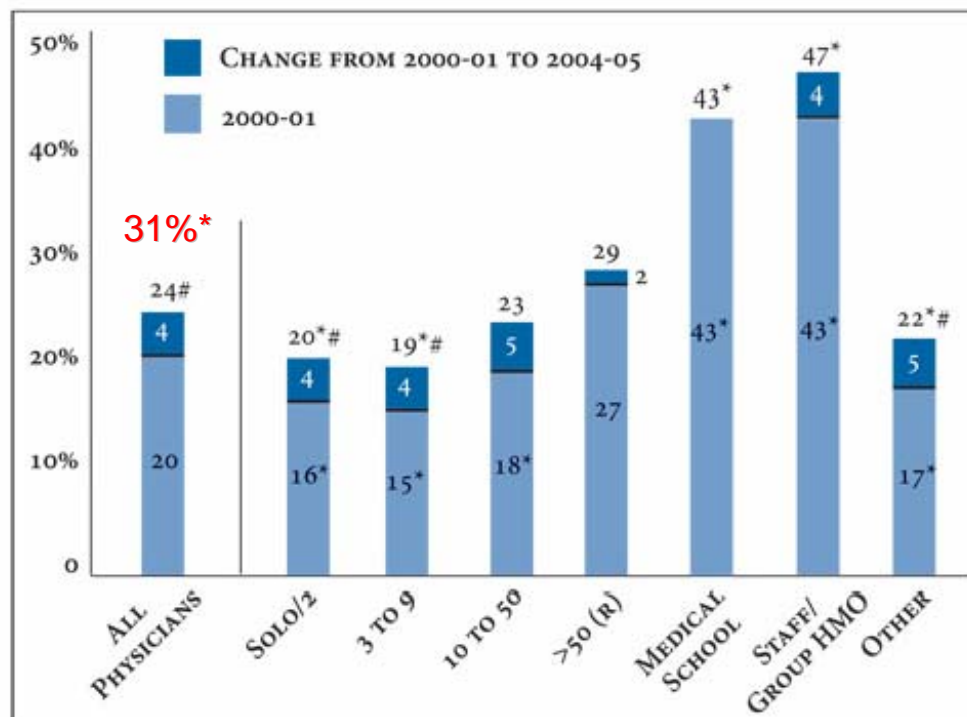
- Patient demand is strong
- Potential benefits of e-care
 - Efficiency, productivity, operating costs
 - ↓ unnecessary office visits
 - Make office visits more productive, efficient
 - Improved access, patient convenience
 - Ensuring patients get the right information

Communications, Care and the HIE Stakeholder Environment



Physician-Patient Messaging Trends

Figure 1
Physicians in Practices Using E-mail to Communicate with Patients About Clinical Issues, by Practice Size and Type, 2000-01 and 2004-05



* Difference from reference group (R) within each year is statistically significant at $p < .05$.

Change between 2000-01 and 2004-05 is statistically significant at $p < .05$.

Source: Community Tracking Study Physician Survey

*2007 Data

<http://www.hschange.org/CONTENT/875/>



Why Physicians Hesitate

- Time & money
 - Potential for added work
 - Latent demand fears
 - Lengthy, unstructured messages
 - Lack of reimbursement
 - Liability concerns
 - Monitoring and response time
 - Inappropriate use (urgent care)
 - Privacy concerns

Our Patient Messaging Statistics

Messages Initiated by Patients (MSU Data)

Avg # messages per patient per year 1.2

Avg # messages per patient per day 0.003

1 message per day for every 313 patients

What Patients E-mail Us About

- Information updates (41.4%)
- Prescription renewals (24.2%)
- Health questions (13.2%)
- Test results (10.9%)
- Referrals (8.8%)
- "Other" (8.8%)
- Appointments (5.4%)
- Non-health-related (4.8%)
- Messages generally courteous, concise
- Messaging guidelines usually followed
- Sensitive items uncommon (5%)
- Urgent issues rare
- Most (57%) did not require physician response

Patient Portal Planning: Chart Items Patients Want to See

- Common
 - Problems
 - Medications
 - Allergies
 - Immunizations
 - Treatment recommendations
 - Results
- Uncommon
 - Chart notes

Patient Web Messaging: Impact on Phone/Message Volume*

- 18.2% decrease in phone call volume
- 13.7% in total message volume
- High patient, provider, staff satisfaction

- Physician productivity**
 - 11.1% more visits/day (2.54 patients/day)
 - ↑ = 10.1% (RVU)
 - \$95.34/day
 - \$18,160/year

*Liederman EM, et al. J Gen Intern Med. 2005;20:52-57.

**Liederman EM, et al. J Healthc Inf Manag. 2005 19:81-6.

Trends in Payment for E-visits

- Per-episode: \$20-\$30
- Annual subscriptions: \$300 - \$400
- Payers
 - Aetna, Cigna (RelayHealth)
- CPT 0074T → 99444
 - Online E&M physician service, using the Internet or similar e-communications network, in response to an established patient's request

MSU's Patient Web Portal

MyHealth Home - Microsoft Internet Explorer
Address <https://securemail.ht.msu.edu/portal/> Go Links

Login | Register

MyHealth

MyHealth Home | Send Message | Questionnaire | MyMedicalRecord | Health Services | How To

About Us...

MSU HealthTeam offers high-quality health care services to the general public at locations throughout Greater Lansing. For more information, contact us at (517) 353-3000.

MyHealth - MSU HealthTeam Patient Web Portal

Welcome!

MyHealth is an innovative, convenient, and secure website of online health services for MSU HealthTeam patients. You can use MyHealth to communicate electronically with MSU HealthTeam providers and staff while protecting the privacy and confidentiality of your personal health information. You can also use MyHealth to request information, update your health history, complete online health questionnaires and view your health information.

- **NOTE TO PATIENTS:** To register, you will need the information in the "Registration Instructions: MyHealth Patient Web Portal" letter available from your clinic. If you have not yet received this information, please contact your clinic.
- If you are currently a HealthTeam patient receiving care in one of the clinics in the "Select Your Clinic" box at the upper right of this page and would like to sign up to use **MyHealth**, **CLICK HERE** to register.
- If you want to learn more about becoming a MSU HealthTeam patient, please **click here** to find the clinic you would like to set up an appointment with, then click on the "Clinic Information" link on the left side of the screen for location and contact information.

Select Your Clinic

Construction

- Internal Medicine
- University Physician

Login

User ID or Email

Password

Login

[I forgot my password](#)

MyMedicalRecord

naires | Send Message-IM **MyMedicalRecord** Health Services

If you believe that any of this information is out-of-date or incorrect, please **send a message** to your doctor's office with any suggested changes so the information can be updated. If you prefer to contact the office by phone or standard mail, please click the "Clinic Information" button to get contact information for MSU HealthTeam clinics.

Personal Information

BOOBOO TEST PATIENT TEST
1313 MOCKINGBIRD LANE
LANSING MI 48906
Home: 333-333-3333
Work: 555- 11-11111

...More

Insurance

P
COMMUNITY BLUE

Health Conditions

INCONTINENCE, URGE
ATRIAL FIBRILLATION
DEPRESSION, MAJOR,
RECURRENT
GE REFLUX
ARRHYTHMIA
ASTERIXIS
DEPENDENT EDEMA
LUMBAGO
ASTHMA, ACUTE

Click Here to download
your CCR.

What's a CCR?
Click Here to get more
information.

Medications

PLENDIL 2.5 MG TB24
HYDROCHLOROTHIAZIDE 25
MG TAB
OT
ACCUPRIL 20 MG TABS
COUMADIN 4 MG TAB
CLARITIN TABS
ACCOLATE 20 MG TAB

Pharmacies

BATH PHARMACY

...More

Contacts

No contact information
found

Allergies

AMOXICILLIN
IODINE
DEMEROL
BACTRIM

...More

Directives

SEE ADVANCE DIRECTIVE
ON FILE
PT NEEDS INTERPRETER

Sending Messages and Attachments: View from the EMR Side

The screenshot displays a web-based EMR interface. The top navigation bar includes 'Go', 'Actions', 'Options', and 'Help'. Below this is a secondary toolbar with icons for 'Desktop', 'Chart', 'Appts', 'Reg', 'Reports', 'LinkLogic', 'New', 'View', 'Print', 'Internet', 'Help', and 'EXIT'. The main content area is titled 'Patient Message' and shows a form for sending a message to 'Richard Klun (Rklun@TMT.com)'. The form includes fields for 'To...', 'Cc...', and 'Subject', along with a 'Send' button and a 'Cancel' button. Below the form is a table of messages with columns for 'Clinical Date', 'Type', 'Summary', and 'Attachments'. The table lists several messages, including one from 6/23/2005 and another from 6/20/2005. The interface also features a left sidebar with navigation options like 'Messages', 'User', 'Delegates', and 'Admin'. The bottom of the screen shows a status bar with '0 documents selected' and 'Documents 1-8 of 8'.

Logician - Sam A. Mitchell MD @ Eastside Internal Medicine (QA56b) - 6/27/2005 5:42 PM - [Desktop]

Summary | Flags | Documents | Web | File Attachments | AboutMyHealth | Messaging

Back Forward Stop Refresh

Patient Message Logged in ctawney@kryptiqqa.com Help

Messages

Send To Draft Attach Options Cancel

Patient: Richard Klun (Rklun@TMT.com) CC Chart (Provider: Mitchell MD, Sam; Unsigned)

To... Rklun@TMT.com;

Cc...

Subject:

Hide EMR Attachments Attach Chart Summary - [view]

	✓	🔒	Clinical Date	Type	Summary	Attachments
	<input type="checkbox"/>	<input type="checkbox"/>	6/23/2005 4:43 PM	Ext Oth	Email: cc klun	
	<input type="checkbox"/>	<input type="checkbox"/>	6/20/2005 4:07 PM	Ext Oth	Email: Test on b group - Cc chart	
	<input type="checkbox"/>	<input type="checkbox"/>	6/13/2005 11:22 AM	Ext Oth	Email: testing bcc and cc chart	
	<input type="checkbox"/>	<input type="checkbox"/>	4/5/2003 1:09 PM	Ofc Visit	Flex Sig Exam	
	<input type="checkbox"/>	<input type="checkbox"/>	3/7/2002 10:47 AM	Ofc Visit	Headache	
	<input type="checkbox"/>	<input type="checkbox"/>	12/14/2001 10:37 AM	Ofc Visit	F/u Diarrhea	
	<input type="checkbox"/>	<input type="checkbox"/>	11/9/2001 6:00 PM	Lab Rpt	Lipids	
	<input type="checkbox"/>	<input type="checkbox"/>	11/6/2001 10:07 AM	Ofc Visit	Diarrhea	

0 documents selected Documents 1-8 of 8 First | Prev | Next | Last

Questions?



Thank you!

For more information,
please contact HIMSS Staff Liaison
JoAnn W. Klinedinst, CPHIMS, PMP, FHIMSS at
jklinedinst@himss.org

