

# The *New* Last Mile: PHRs and Patient Portals

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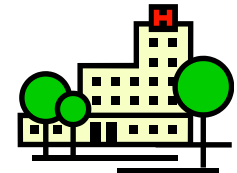
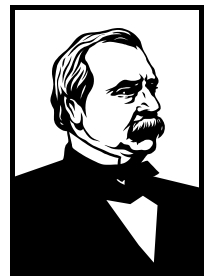
# Our Time Today

- PHR and Patient Portal 101
- Typical and emerging capabilities
- PHRs @ VCU
- Considerations for adoption & support
- PHRs and Meaningful Use

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# (e)Personal Health Record

- Patient controlled health information management
- Shares data with multiple providers



WebMD health manager

iHealthRecord

Microsoft HealthVault

Google health



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Home

Health information

Sharing

History of changes

Jon



Edit profile

Add a person

See all

Home > Health information

## Jon's health information

### Conditions

Allergy [+](#)

Condition [+](#)

### Files

Continuity of Care Document (CCD) [+](#)

Continuity of Care Record (CCR) [+](#)

Documents (File) [+](#)

### Health History

Family History [+](#)

Immunization [+](#)

### Measurements

Blood Glucose Measurement [+](#)

Blood Pressure Measurement [+](#)

Height Measurement [+](#)

Lab Test Results [+](#)

Peak Flow Measurement [+](#)

Weight Measurement [+](#)

### Medications

Medication [+](#)

### Personal Profile

### Actions

- [+ Add a new item](#)
- [Upload a file](#)
- [View all](#)
- [Export information](#)
- [View trash](#)

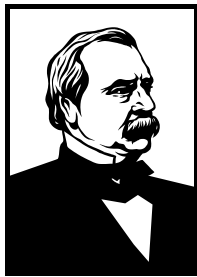
### Contacts [+](#)

Jon has no contacts.

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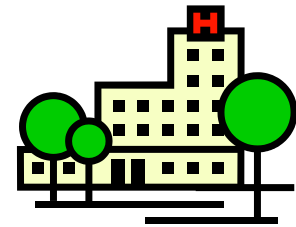
# Patient Portal

- Online patient services
- Usually provided by one organization



Scheduling,  
Bill pay,  
Diagnostic/Lab results,  
Provider messaging,  
Etc.

**Patient Portal**



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**Clinical Trials**



**Communications**



**Appointments**



**Health Profile**



**eVisits**

## Welcome to your VCU Health System Portal!

Use the quick links below or use the navigation on the left-hand side to view your messages, request appointments, and more.

[Inbox](#)

[Medication Refills](#)

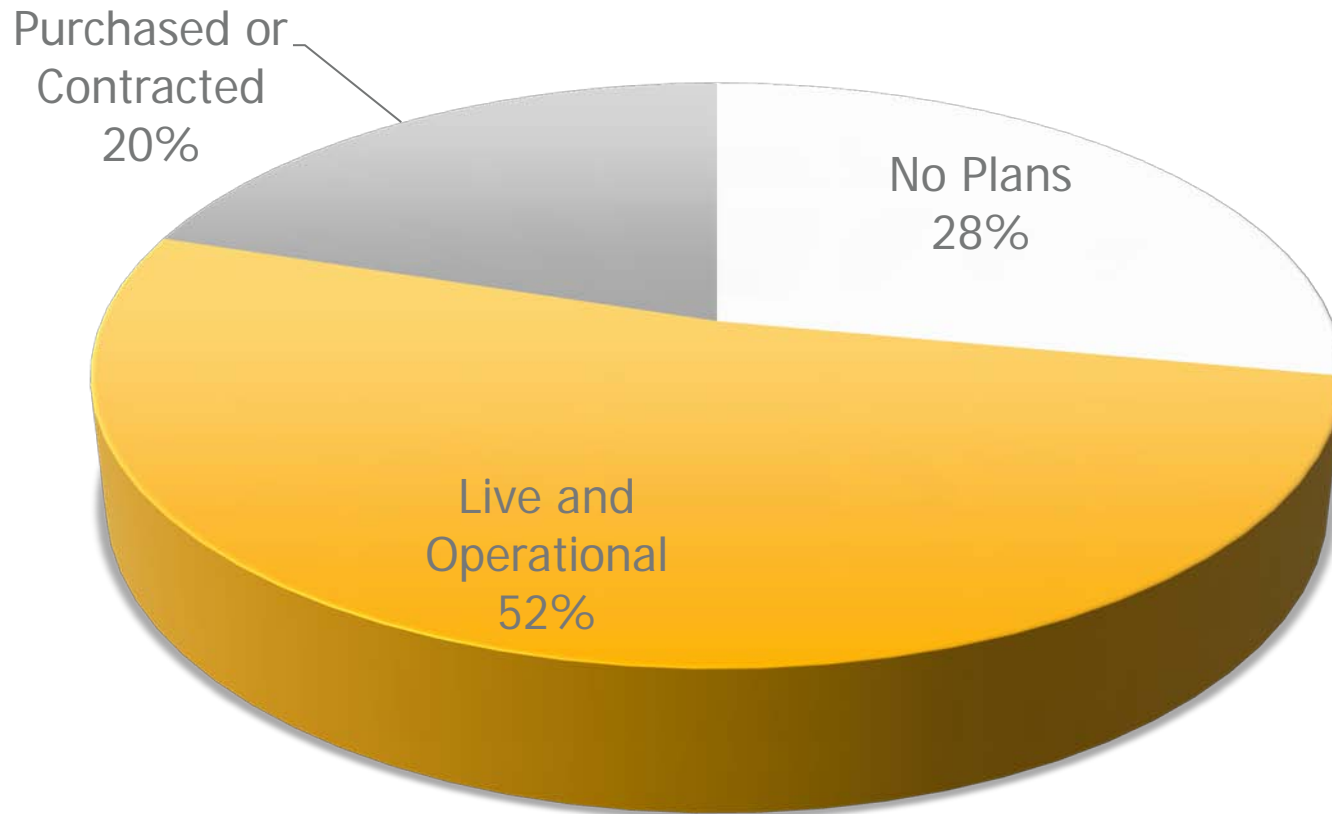
[Appointment Request](#)

[Clinical Record View](#)



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# Consumer Portals in Virginia



Data from

HIMSS Analytics 9/23/2010

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# Common Capabilities

- Appointment scheduling
- Test results
- Patient-clinician messaging
- Current medications
- Problem lists
- Allergies
- Immunizations
- Prescription renewals/refills
- Online billing services
- eVisits
- Save/export EMR data
- Education material
- Surveys



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# Emerging Capabilities

- Integration with personal medical devices
- Personalized health maintenance
- Personalized preventative health
- Personalized health interventions
- Tailored clinical trials information
- Family history entry & screening
- Many more...

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# PHRs/Portals @ VCU

- Full-featured patient portal
- PHR/portal research
  - My Preventive Care
  - Personalized Medicine Initiative (e-FHx)
  - Tailored clinical trials information

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# Who is Currently Using PHRs?

- Most people (67%) use Internet to search for health information
- Actual use varies widely by region (5%-15%) and market
- Exemplar sites: #active users
  - Cleveland Clinic: 225,000
  - Group Health: 118,000

Data from California Healthcare Foundation, 2010. Patient Portals, HIMSS News. Gary Baldwin, the connected Patient

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# What users say: PHR Usefulness

- Making sure info is correct (64%)
- Looking at test results (57%)
- Renewing Rxs online (52%)
- Emailing providers (50%)
- Scheduling visits (48%)
- Managing family's health information (44%)

Data from California  
Healthcare Foundation,  
2010

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# Consumer Preferences

- 40% of non-PHR users express interest
- More than half prefer a PHR from their provider or insurance plan (50-58%)
- Many worry about privacy
  - PHR users (40%)
  - Non-PHR users (75%)

Data from California  
Healthcare Foundation,  
2010

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# PHR/Portals and MU Stage 1

	Provider	Hospital
E-copy of health information upon request	X	X
E-copy of discharge summary upon request		X
E-copy of discharge instructions upon request		X
Timely electronic access to health information	X	
Provide clinical summaries (paper or electronic)	X	
Send reminders for preventive/follow up care	X	

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# PHR/Portals and Stage 2(?)

	Provider	Hospital
PHR populated real time	X	X
Secure messaging	X	
Patient specific education	X	X
Record patient preferences	X	X
Incorporate data from home monitoring devices	X	

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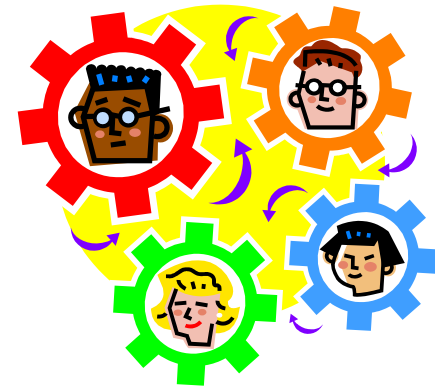
# Getting Connected

- Most vendors offer portals
- Patient enrollment process
- Authenticating users and access policies
  - Caregiver access a key capability
  - Who is parent and how do you know?
  - State laws differ on what a parent can see

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# Significant Workflow Changes

- Scheduling
- Releasing test results
- Provider messaging
- eVisits



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# Efficiency Success Stories

- Delivering test results
- Online refill request
- Billing services
  - Paper & postage
  - Better collection
  - Reduced phone time answering billing questions



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# Clinical Success Stories

- Ongoing research
- Evidence in building
  - Patient education
  - Screening
  - Health maintenance
  - Others



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# Thank You!

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