

Objective

Increase the interoperability functions by increasing portal use to 30 %.

Increase the amount of secure messaging from the patient to 5%

Background

In October of 2018 we explored the function of adding the text messaging module to our EHR.

We declined adding this module due to the additional cost from the vendor . The module is a layer over the current task function available in the EHR.

The portal has secure messaging and after team review the group's decision was to use the portal first before purchasing additional modules.

Actions Taken

Multiple committee meetings

Identified user set up; applied updated to portal.

Created marketing materials

Held a "soft open" for the promotion

Offer \$5 in Huron Bucks if you replied through secure messaging

Coordination of Care Secure Electronic Messaging

Jennifer Kalahar - Tisha Harvey – Huron South Dakota

Metrics

Patient Satisfaction

Physician and staff satisfaction

Enhance availability to physician, nurse and billing

Analysis

February 2019

106 portal accounts

May 2019

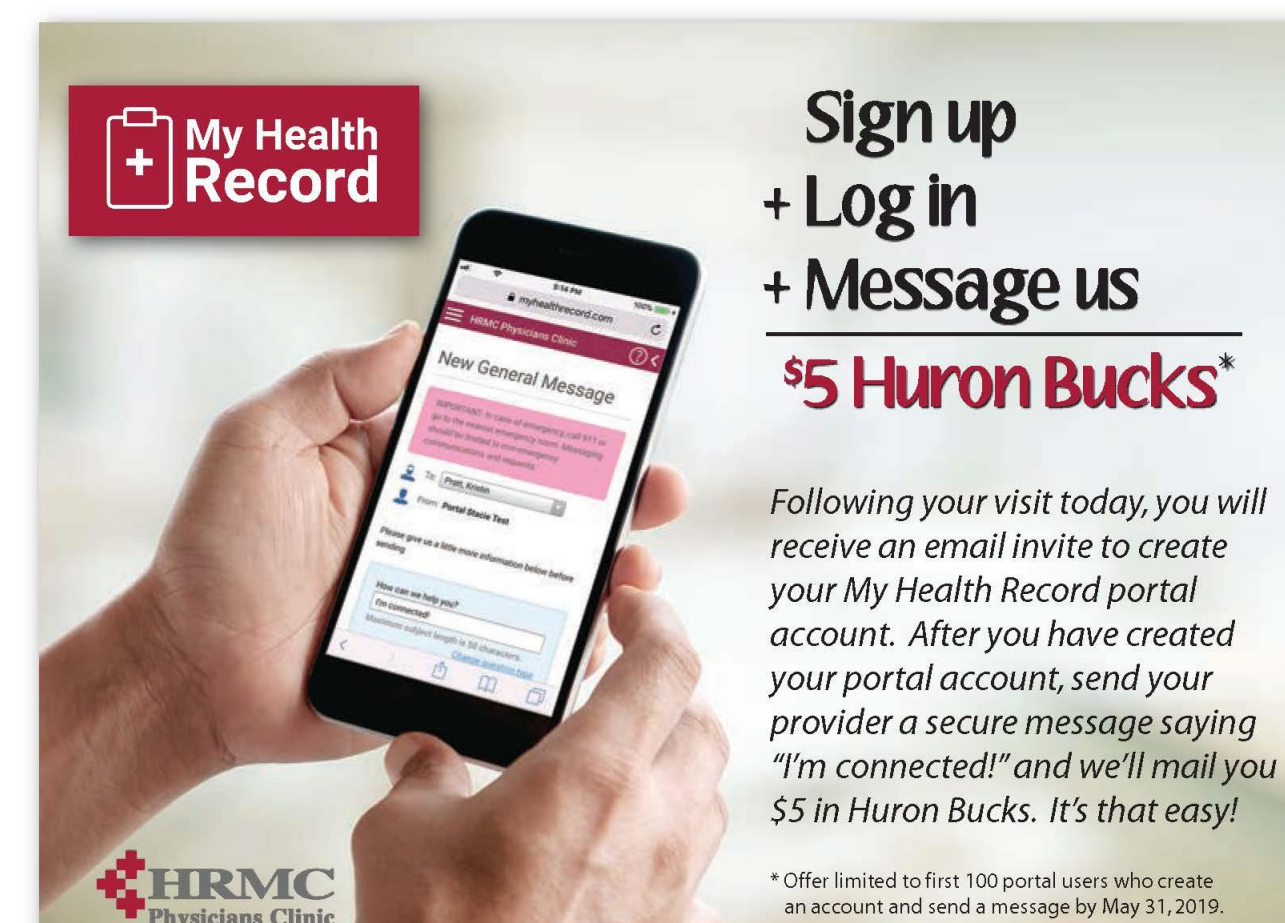
121 portal accounts

Next Steps

Continue efforts of "selling the portal" at registration

Extend promotion

Add the other portal features to enhance the user experience



My Health Record Anytime, Anywhere. Managing your health care has never been so easy!

My Health Record enables you to:

- ✓ Access your medical chart 24/7
- ✓ Securely message with your doctor/nurse
- ✓ Track medications
- ✓ Request prescription renewals
- ✓ Request appointments
- ✓ Faster registration
- ✓ Access to patient education about medical conditions

You will receive an email invite to create your portal account within 24-48 hours. If you do not receive the email invite, be sure to check your junk/spam folders.

To register, click the link in the email and enter your name as exactly written below:

First Name _____

Last Name _____

If you have any questions regarding My Health Record, please call (605) 353-7660.

Note: To have the best user experience within the portal, we recommend using a Chrome browser.