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HEALTH CARE

Patient Portals



Patient Portals



Gen X & Millennials

2015 is the first year Millennials surpass the Gen X population to be the largest generational workforce

60% of millennials support telehealth to eliminate in-person visits

They want their providers to use mobile apps to book appointments, share health data, and manage preventative care

They think healthcare is too expensive and 54% will put off treatment

Most associated with price checking medical and dental health online

Half use online reviews to select care providers

They want providers to sit down with them and discuss costs



Short Discussion

- Does anyone have strengths in this arena?
- Is anyone interested in a specific area of this arena?



Patient Portals

- Online appointment & self scheduling
- Telehealth
- Online Communication
- Clinic form completion pre-visit online
- Post Acute Care Technology



Online Scheduling & Self Scheduling



Tele-health

- Utah conducts around 65 orthopaedic tele-health visits per month
- Many come from our prison clinic
- Many come from injection follow ups
- We will be starting trauma follow ups via tele-health next month



Tele-health



Tele-health



Online Communication

- Patient Satisfaction:
 - Patients message on their time
 - They say exactly what they want
- Operational Efficiency Gains:
 - Reduce clicks
 - Reduce keystrokes
 - Reduce labor of voicemail retrieval
 - Can handle much quicker than a conversation
 - Easily managed during a clinic



Online Communication

- Data:
 - Much more accurate data to track timeliness of responses.
 - Immediately available for all parties to see
- Improve quality:
 - Reduce risk of charting on wrong patient
 - Clinic sees exactly what patient is asking



Clinic Forms Completion

Pre-Visit Online

- Directly upload pre-visit data to Epic/EMR, although some require clinic staff intervention to confirm data
- Types of forms:
 - Patient Reported Outcomes
 - Intake Sheet
 - Medication List
 - Allergies
 - Height/Weight/Pain Score



Post Acute Care Technology

- Wearable devices that transmit data directly into Epic from patient
- Examples:
 - Weight bearing status compliance
 - INR levels
 - BP/HR/pO2
 - Muscle Activity
 - Glucose monitoring





Want to ski the
greatest snow on
earth?

Would love to
show you around
the Wasatch!

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