

# TO PORTAL OR NOT TO PORTAL.....



One Clinic's journey.....

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Disclaimer:

Nothing to disclaim.

We are not paid by our EMR vendor (although we'd like to be).

Views in this presentation are those only of its  
authors

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## Why Are You Here?

- Committed to Portal?
- Seriously Considering Portal?
- Flirting With Idea of Portal?
  - Here for a Nap?



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## Biggest Concerns?

- Increased Workload
- Too Many Emails
- Security Issues
- Over concerned Patients
  - Cost
- All of the Above

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Who we are.....



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Roll out of the patient portal....

- Built into Jonoke, not a stand alone
- 2 doctor pilot – 1 eager, 1 not eager Sept 2012
- 6-9 months later the email feature was activated
- July 2014 we launched the online booking of appts
- As of Oct 1, we have 13.6 % of patients on the portal

75+ 3.9%

50 – 59 23.2%

30 -39 15.4%

60 – 74 19.2%

40 – 49 20.1%

20 – 29 12.0%

under 20 5.9%

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## Perks:

- Increase patient engagement
- Decreased call volume
- Improved care
- Increased access for patients
- Involvement with community specialists
- Physician controls content
- Patients/families love it

## Pitfalls:

- Human error (scanning) magnified
- Increased call volume
- Stress on IT department
- Increased emails for staff
- Negative feedback from just 1
- Physician controls content
- Patients hate it

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## What Can Patients Do?

- Update Personal Info
- View Lab Results
- View Letters
- View Past Appts/Rxs
- Secure Message
  - Rx Renewals
  - Questions
- Book Appts Online



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## Pearls of Wisdom

Patients LOVE this.....

- “Love that you now have a website. Love being able to send a question or reply to my doctor and he gets back to me easily for a quick reply, as before it would be impossible for me to just call and ask something simple. Also seeing results to most test and exams”
- “Love the patient portal”
- “I like being able to see my test results on line and if I need to ask questions of my Dr I can then make an appointment for follow up – this is great.”

**LOVE=INCREASED PATIENT SATISFACTION**

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## Pearls of Wisdom

- Advertising/Selling It
- Family Physicians are an integral part in “selling” the portal
- Consider other forms of social media to announce you have a portal

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## Pearls of Wisdom

- Support/Maintenance
- Who is going to deal:
  - Lock Outs
  - Forgotten Password
  - Forgotten Username

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## Pearls of Wisdom

Cost Containment:

- Charge Patient
- Use some of Ontario MD funding
- Ebooking initiative
- Accept more patients



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## Pearls of Wisdom

- Great for family members taking care of elderly or very sick adult patients
- Children under 16 not put on portal

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Questions?

