

# National Health Information Technology Patient Family Advisory Council Perfect Patient Portal

Supported by



# Vision for the HIT PFAC

---

The National Health Information Technology (HIT) Patient Family Advisory Council (PFAC) will focus on patient portals and electronic medical records as an impartial group of patients and families who are committed to improving the ability of technology to support the patient physician relationship. Partnering with patients and families, we aim to focus on technology issues related to patient portals and identify opportunities to inform the development of electronic health record systems, patient portal development and implementation messaging to all patient populations.



# Perfect Patient Portal (P3)

---

- Purpose:

A portal by patients to inform collaboration with healthcare in hopes to improve portals for all.



# Data Collection

## National HIT PFAC Perfect Patient Portal

The National Health Information Technology (HIT) Patient Family Advisory Council (PFAC) will focus on patient portals and electronic medical records as an impartial group of patients and families who are committed to improving the ability of technology to support the patient physician relationship. Partnering with patients and families, we aim to focus on technology issues related to patient portals and identify opportunities to inform the development of electronic health record systems, patient portal development and implementation messaging to all patient populations.

The National HIT PFAC is supported by PFCCpartners and OpenNotes. For more information on the organizations visit:

<https://pfccpartners.com/>  
<https://www.opennotes.org/>

To meet our vision of improving patient portals, we need your help in brainstorming what a perfect patient portal looks like from the patient and family perspective. Please use this form to brainstorm the best features of the patient portal you use most often and explain why they are the best. Then brainstorm the worst features of your patient portal and explain why. Finally, describe your perfect patient portal. Imagine that you have no restraints and unlimited resources, what would your perfect patient portal look like? Please note: this opportunity is open to anyone who has used a patient portal, and not specific to one portal or another.

What is a patient portal? According to MedlinePlus, "A patient portal is a website for your personal health care. The online tool helps you to keep track of your health care provider visits, test results, billing, prescriptions, and so on. You can also email your provider questions through the portal." For more information, visit: <https://medlineplus.gov/ency/patientinstructions/000880.htm>.

We will use this information to find common themes in order to create the ideal patient portal. This final product will be shared with patient portal vendors to encourage improvement of current portals.

If you have any questions, please contact Lindsey Galli at [lindsey@pfccpartners.com](mailto:lindsey@pfccpartners.com).

Thank you for your time!

Name(optional)

Your answer

Organization(health system you most frequently use)

Your answer

Patient Portal Vendor(if known)

Choose ▼

Brainstorm the three best features of the patient portal you use most often. \*

Your answer

Best Feature 1 \*

Your answer

Best Feature 2 \*

Your answer

Best Feature 3 \*

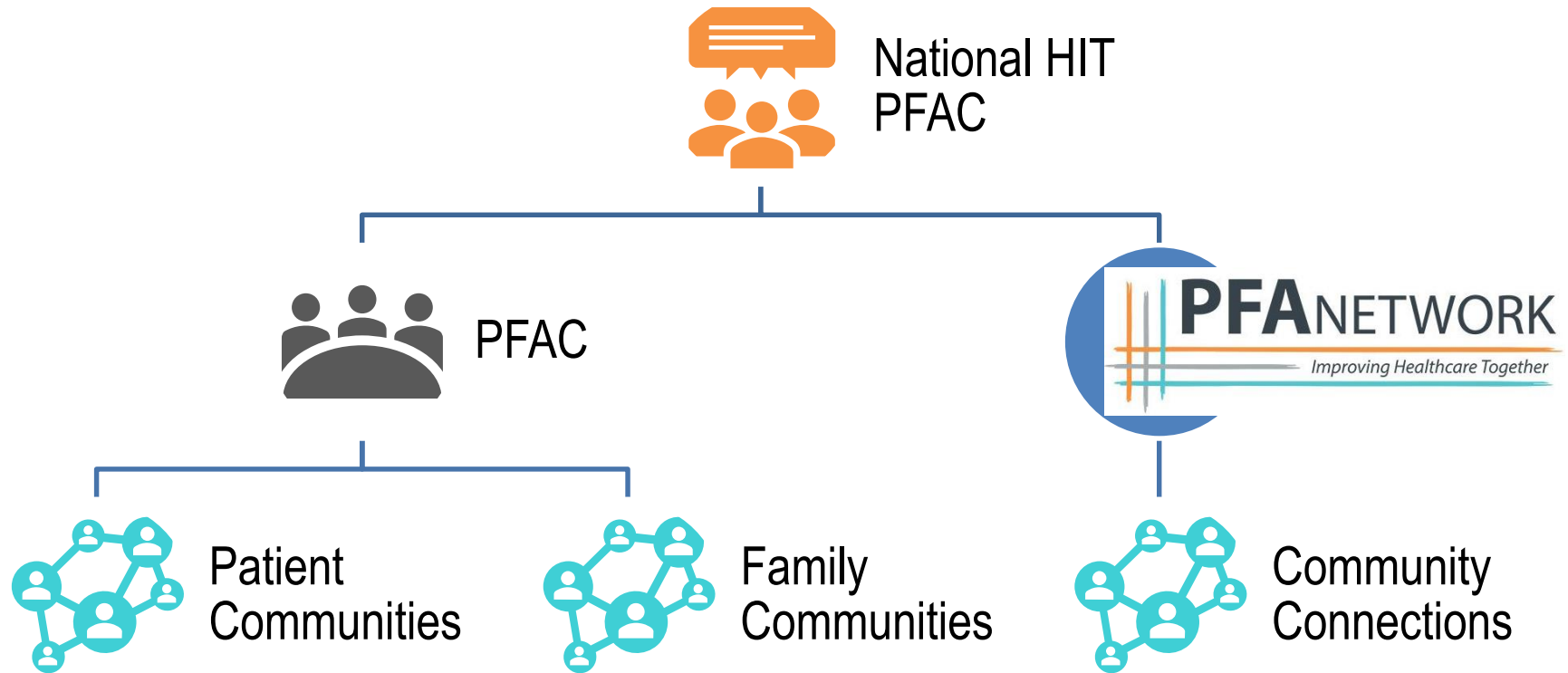
Your answer

Brainstorm the three worst features of your patient portal. \*



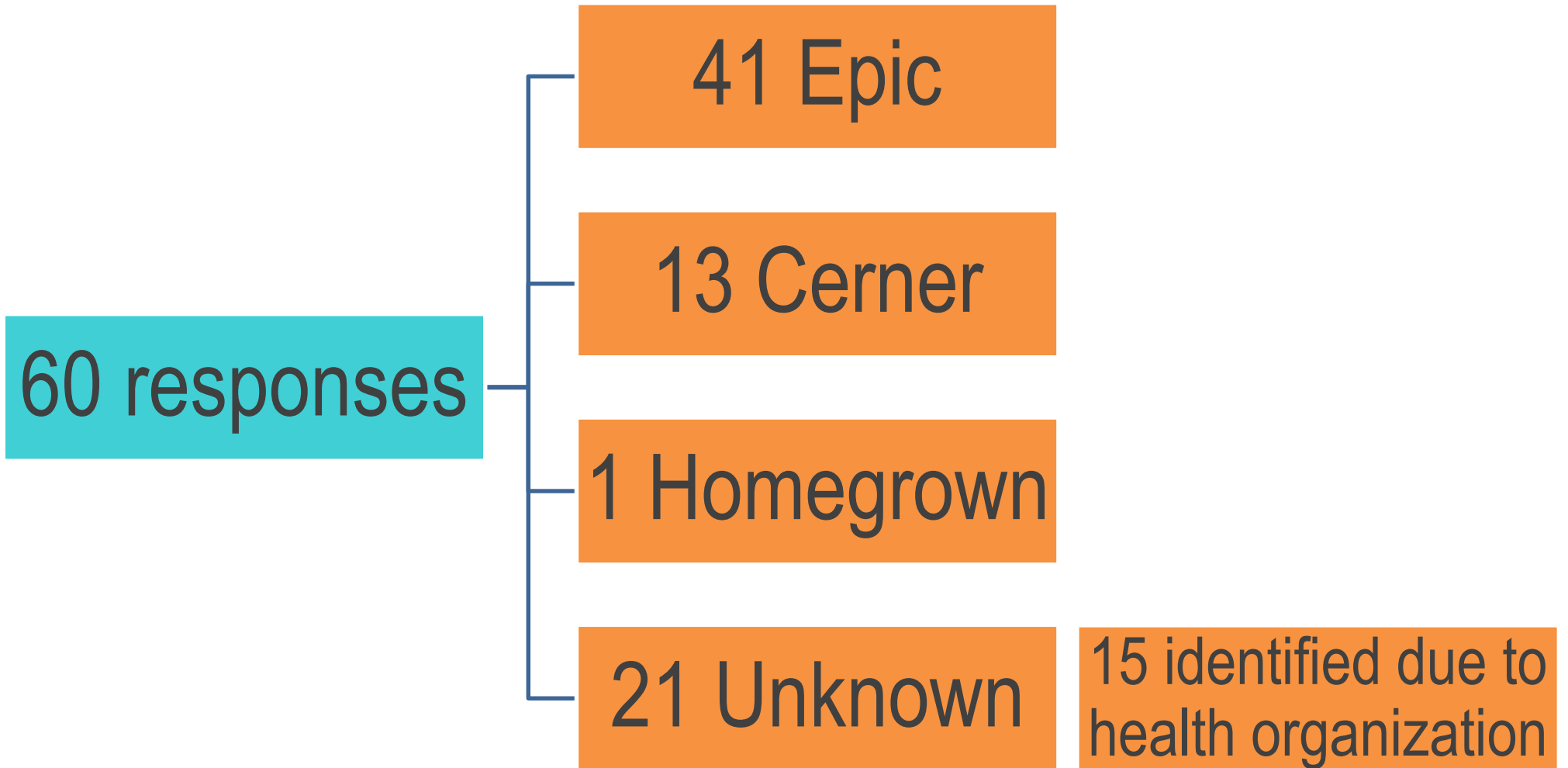
# Data Collection

---



# Data Collection

---

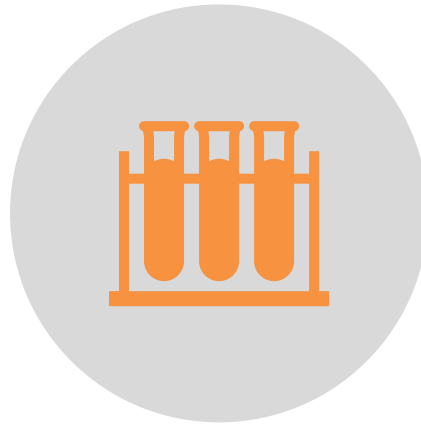


# Most Desirable Features

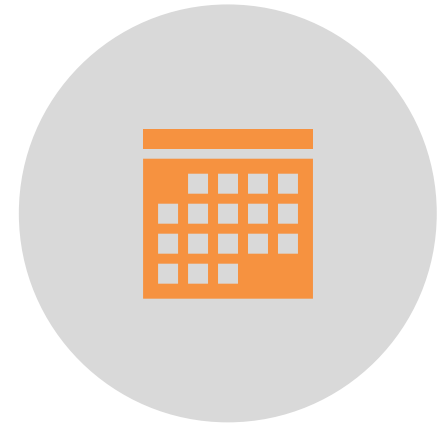
---



COMMUNICATION



TEST AND LAB RESULTS



APPOINTMENTS



# Good Communication

---



“Ability to communicate to any health care professional connected to patient (Physician Assistant, nurses, therapists including physical, mental, and spiritual).”

“Ability to see providers notes.”

“Emailing/communicating with my provider.”

“Email to provider for needs that do not need an appointment.”

“I live 75 miles away from these providers so the ability to ask questions and send pictures makes me feel very secure. Also questions are answered and followed up on in a timely way.”





# Least Desirable Features

---



**COMMUNICATION**



**TECHNOLOGY**



**INTEROPERABILITY**



# Not so Good Communication

---



“Communication with the providers is limited. First, there is a maximum character limit which is too small to adequately describe the situation. Secondly, once a provider answers the questions, I cannot reply asking for clarifying information. I have to start a new message which loses the consistency of information being discussed.”

“Inability to message clinicians other than primary physicians (such as dieticians, PT, radiology staff members).”

“Use of only fax machine or in person visit to transmit information about my health care data to my electronic health care record.”

“Lack of detail provided in non-clinical language.”

“Patients should have a way to comment on and clarify their own records.”



# Perfect Patient Portal (P3)

---

**“My perfect patient portal would be centered on me.”**

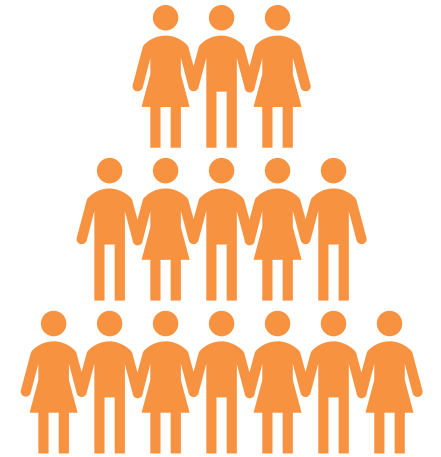
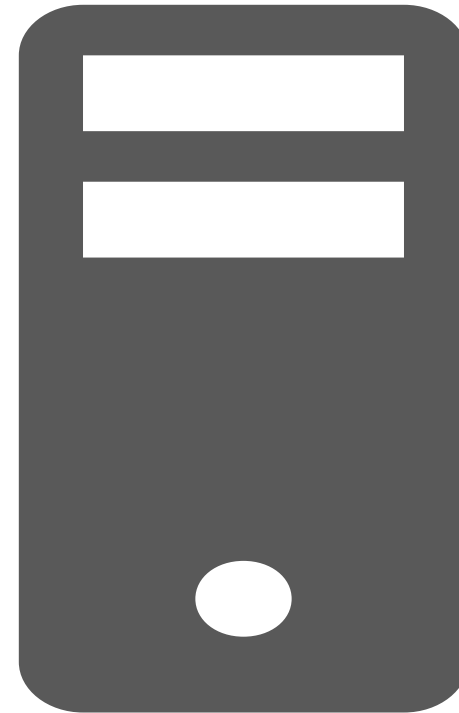
Patient and Family Centered: The quality, safety and delivery of health care is improved when the expertise of health care providers is partnered with the experience of patients & families. From the bedside to the boardroom, patient & family centered care is about partnering to design policies, programs and individual care plans for the best possible outcomes for patients, their families and health care providers.



# P3 Concept

## Accessibility

---



## P3 Concept

# Logging In


---




Password:  
Password1



# P3 Concept Landing Page




Jane Doe  
Birthdate  
**Personal Profile**



Message Center

### Current Health Status



**All Current Testing Results**

### Upcoming Appointments

December 12<sup>th</sup>, 2019 at 1:00pm  
1234 Health Center Drive

**About My Appointment**

**Schedule New Appointment**

### Past Appointments

May 1st, 2019 at 1:00pm  
1234 Health Center Drive

**Physician Notes**

**Add Notes**

### Billing

Current balance: \$0.00

**Pay**


**Bill Explanation**

**Report a Safety Problem**

How can we improve?: |

**Help**

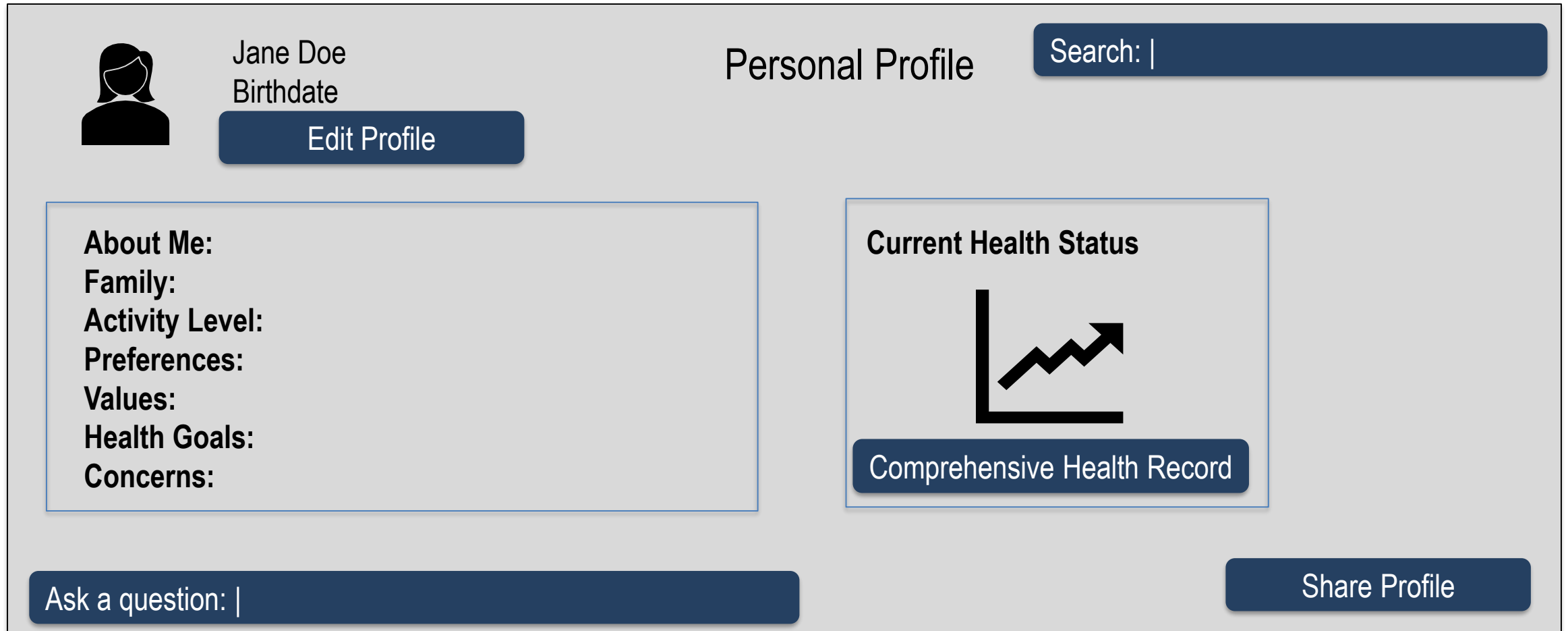
**Customize Page**



Video: How to use this portal.

# P3 Concept

## Personal Profile



The image shows a user profile card for Jane Doe. At the top left is a silhouette of a person's head and shoulders. To its right, the name "Jane Doe" and "Birthdate" are displayed. Below the name is a dark blue button labeled "Edit Profile". To the right of the name and button is the title "Personal Profile" and a search bar with the text "Search: |". Below the "Edit Profile" button is a large box containing a list of profile categories: "About Me:", "Family:", "Activity Level:", "Preferences:", "Values:", "Health Goals:", and "Concerns:". To the right of this box is another box titled "Current Health Status" which contains a line graph icon showing an upward trend. Below the graph is a dark blue button labeled "Comprehensive Health Record". At the bottom left of the card is a dark blue button labeled "Ask a question: |". At the bottom right is a dark blue button labeled "Share Profile".

Jane Doe  
Birthdate

Personal Profile

Search: |

Edit Profile

About Me:  
Family:  
Activity Level:  
Preferences:  
Values:  
Health Goals:  
Concerns:

Current Health Status

Comprehensive Health Record


Ask a question: |

Share Profile



## P3 Concept

# Comprehensive Health Record




Jane Doe  
Birthdate

[Edit Record](#)

Search: |

### Comprehensive Health Record

#### Current Health Status



[More Information](#)

#### Lab Results

05/01/2019 – 0.0

[More Information](#)

#### Health History

2018 – XYZ @ HC  
2017 – ABC @ Spec.  
2017 – LMN @ Chiro.

[More Information](#)

#### Specialists

Dr. Therapist  
Dr. MD  
Mr. Gym Trainer

[More Information](#)

Ask a question: |

[Share Record](#)



# P3 Concept

## Communication



Jane Doe  
Birthdate



Message Center

Ask a Patient

Dr. MD



View Message

Send Message

Dr. Therapist



View Message

Send Message


Dr. Hematologist



View Message

Send Message

Johnny Doe's  
Dr. Doctor




View Message

Send Message



## P3 Concept

# Appointment Scheduling



Jane Doe  
Birthdate

### Appointments

Search: |

#### Upcoming Appointments

December 12<sup>th</sup>, 2019 at 1:00pm  
1234 Health Center Drive


About My Appointment

[Directions](#)  
[Parking](#)  
[Message My Doctor](#)

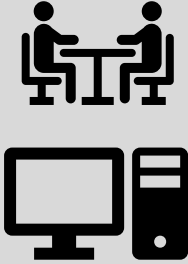
Schedule Reminder

#### Schedule Appointment

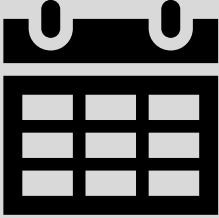
Choose a doctor(s):



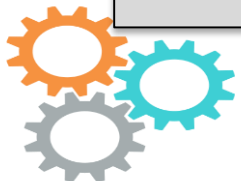
Choose type of Appointment:



Choose a date/time:



Ask a question: |



## P3 Concept

# Appointment Follow Up

---



NOTES



TEST RESULTS



LAB RESULTS




NEXT STEPS



# P3 Concept

## Help




Jane Doe  
Birthdate

### Help

Search: |

Portal Help



Video: How to use this portal.

Chat with a live help representative

Patient Support

Connect with a live nurse for health questions/diagnosis

Request a referral or recommendation

I am looking for a: |

Patient Education

What you need to know about your diagnosis.

Video

Article

Print

Save

