National Health Information Technology
Patient Family Advisory Council
Perfect Patient Portal

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Improving Healthcare Together
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

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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/009880.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.

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

National HIT
PFAC

PFAC

Patient Communities

Family Communities

Community Connections

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Data Collection

60 responses

- 41 Epic
- 13 Cerner
- 1 Homegrown
- 21 Unknown

15 identified due to health organization
Most Desirable Features

COMMUNICATION

TEST AND LAB RESULTS

APPOINTMENTS
“Emailing/communicating with my provider.”

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

“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.”

“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.”

Good Communication
Least Desirable Features

COMMUNICATION  TECHNOLOGY  INTEROPERABILITY
“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.”

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

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

“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.
Logging In

Password: Password1
P3 Concept
Landing Page

Current Health Status
- All Current Testing Results

Upcoming Appointments
- December 12th, 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

Help
- Customize Page

Video: How to use this portal.

Jane Doe
Birthdate
Personal Profile

Search: |
P3 Concept

Personal Profile

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

Current Health Status

Comprehensive Health Record

Ask a question: |
P3 Concept

Comprehensive Health Record

Jane Doe
Birthdate

Edit Record

Current Health Status

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

Search: |

Ask a question: |
P3 Concept
Communication

Ask a Patient

Jane Doe
Birthdate

Dr. MD

Dr. Therapist

Dr. Hematologist

Johnny Doe’s Dr. Doctor

View Message
View Message
View Message
View Message

Send Message
Send Message
Send Message
Send Message

Ask a question: |
Appointment Follow Up

NOTES

TEST RESULTS

LAB RESULTS

NEXT STEPS
Patient Education
What you need to know about your diagnosis.

Video Article

Patient Support
Connect with a live nurse for health questions/diagnosis
Request a referral or recommendation
I am looking for a: |

Portal Help
Video: How to use this portal.
Chat with a live help representative

Search: |