Allscripts Patient Portal™
Powered by Intuit Health

Enhancing Patient Services With Online Solutions

Access to Personal Health Records (PHR) and online connectivity are top demands from your patients. As physicians and medical practitioners, you look for services that increase office efficiency, generate income and improve patient satisfaction. That is exactly what the Allscripts Patient Portal delivers.

With Patient Portal, your practice utilizes a secure, uniquely-branded communication portal that interacts with your patients effectively and efficiently. In addition, you can establish a robust and user-friendly web site designed to provide current and new patients with information such as practice and provider details and educational materials, as well as easy access to the self-service capabilities.

Increase Your Patient Satisfaction

Patients now have the convenience of interacting with you from anywhere, at any time, while your practice benefits from reduced expenses, new revenue sources, and increased efficiency for physicians and staff.

By establishing a two-way, secure online dialogue, Patient Portal is a true time saver for both your staff and your patients. Patients can perform a number of tasks online that reduce time-consuming phone calls and reduce the time patients spend sitting in the waiting room.

PATIENT OWNED, PERSONAL HEALTH RECORD

This total solution offers your patients a PHR, controlled by the patient. Allscripts is committed to providing portability of information that the patient can exchange with your practice, health plan, hospital, and other authorized medical practices. Such empowerment increases patient loyalty to their physician practices while enhancing data accuracy.

ONLINE PRE-REGISTRATION

Save patients and your staff valuable time by enabling patients to complete the pre-registration process prior to coming into your office. The patient securely submits the information to your practice, while integration to Allscripts Practice Management™ and Allscripts EHR solutions reduces data entry and further improves efficiency in the patient registration process.

ONLINE APPOINTMENTS

Improve the appointment process by having patients schedule appointments with their provider of choice that are convenient for them and for your practice. By allowing patients to request appointments online you reduce call volume, respond to patient requests more efficiently, and increase patient satisfaction.

ONLINE BILL PAY FUNCTION

Give patients a simple way to pay their accounts via online bill payment. Patient Portal handles all of the processing and integrates with Allscripts PM solutions so that you

Industry Needs:

- Accessible Personal Health Records
- Ability to connect to patients via internet

Key Benefits:

- Increases patient satisfaction
- Increases practice revenue
- Integrates with Allscripts Enterprise EHR, Professional EHR and MyWay
- Integrates with Allscripts PM

Key Features:

- Patient owned, personal health record (PHR)
- Online pre-registration
- Online appointments
- Online bill pay function
- Online prescription refill requests
- Ask a non-urgent question
- "Ask a Doc" consultations
- Lab results
- Access to utilization center

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can automatically post those payments directly to your patients' accounts. In addition, patients have the ability to schedule recurring payments, which ensures your practice of guaranteed payments on a fixed basis.

ONLINE PRESCRIPTION REFILL REQUESTS

Simplify patient prescription refill requests by allowing patients to request refills online. This streamlined process reduces the number of frustrating back and forth phone calls between your staff and patients.

ASK A NON-URGENT QUESTION

Replace general non-urgent phone calls for triage or billing and service questions with HIPAA-compliant, secure communication between your practice and your patients.

"ASK A DOC" CONSULTATIONS

Improve patient communications through online interactions such as virtual office visits or "Ask a Doc" consultations. Patients can either enter their chief complaint and be prompted through a series of problem-specific questions, or they can enter free text questions/concerns.

LAB RESULTS

Report lab results to your patients without the expense, paperwork and postal delays of postcards, letters, or phone calls. Allscripts Patient Portal allows you to securely send and annotate labs, and receive confirmation that your patient reviewed them.

Increase Your Practice Revenue

PATIENT MESSAGING

Allow your patients to be contacted securely through your portal. Defined messages such as appointment reminders, lab result interpretations, appointment recalls, past due notices and practice newsletters will significantly reduce mailing costs and time spent on the phone delivering this information.

SECURE, UNIQUE PRACTICE WEBSITE

Create and manage your own website that accurately and effectively establishes your practice within the community. Tell new and prospective patients about services available, staff qualifications, directions and maps — even deliver important information to your patients such as notification that flu shots are available. Your website is integrated with your portal, maintaining a consistent look-and-feel and delivering a seamless experience to your patients.

Free Marketing Support

To help drive patient utilization and maximize the value of your investment, we've launched a new utilization center that will walk you through the training, engagement and support phases of your Patient Portal implementation. Access this support site to view trainings and watch a launch video, customize and print marketing materials such as emails, posters and fliers and track patient usage after you go live.

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