

Using patient portals for vaccine series completion in GE Centricity EHR



Using patient portals to ensure patients receive all recommended doses of a GSK vaccine

Helping ensure patients receive all doses in a vaccine series

When providers have patients for whom a vaccine with multiple doses in a series has been ordered, they may encounter situations where patients are delayed in receiving or have not received the subsequent doses in the series. To help ensure patients receive all the required doses, it is paramount for providers to reinforce the importance of completing the recommended dosing regimen.

Benefits of the patient portal for vaccine series completion

The patient portal can be used to remind patients that they are due or overdue for recommended vaccines or vaccine doses. The portal can also be used to keep the patient's health record updated with vaccines received outside of the practice; for example, at a pharmacy. Use of the patient portal may improve health care quality, such as by increasing vaccination rates.

Considerations:

- Not all GE Centricity practices use My Patient Portal. This document focuses on the functionality of My Patient Portal and may not be applicable to other portal software
- Not all patients are enrolled to use the patient portal
- All features of the patient portal may not have been activated at the practice

If you have further technical questions, consult your internal or external EHR support resources.

This Guide provides a high-level overview of how to use the GE Centricity patient portal to create patient reminders for vaccine series completion, as well as how to enable communication to the provider about vaccines received outside the practice. This overview is designed to provide guidance for you, your practice electronic health record (EHR) champion, or IT staff.

Please note that this Guide was created based upon GE Centricity version 12.2. Features and their locations may change as new software versions are released.

This Guide is meant to serve as overview information only, and should not replace detailed instructions provided to you by your internal or external EHR support resources.

Using Automated Clinical Messaging with GE Centricity's My Patient Portal

GE Centricity provides a multi-aspect feature called **My Patient Portal** to enable patient interaction via the patient portal. An optional feature, **Automated Clinical Messaging**, can be used to send **Patient Reminders** based on specific criteria to the patient via the portal.

When creating reminders for patients, consider advising them how to share information with you (ie, return form electronically, call the practice, or message a specific provider with details).

How to manage an Automated Clinical Message

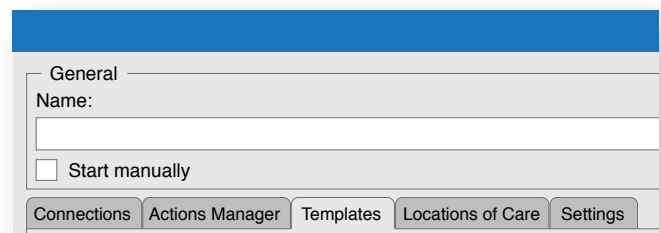
GE Centricity supports the **Automated Clinical Messaging (ACM)** software from SureScripts. Using this feature, practices can send criteria-based messages to the patient via the portal.

In **ACM**, create a query to identify appropriate patients, for example, those patients who have had a single dose of Product X; patients due or overdue for the second dose of Product X; patients of a specific age or age range; active patients.

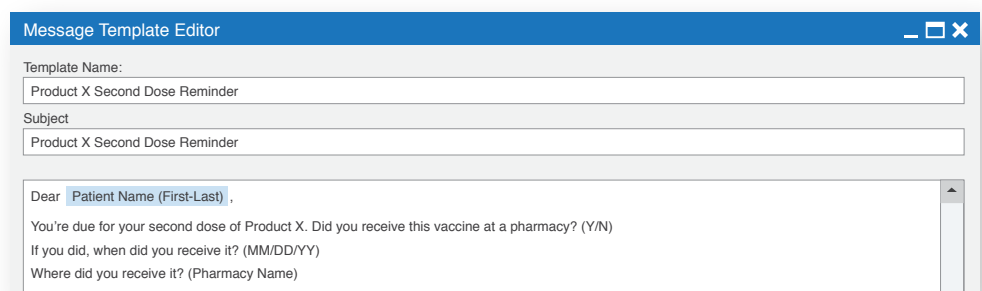
The example below illustrates the steps needed to create a reminder message for a two-dose vaccine where the second dose is due or overdue.

To create the **reminder message**:

- Select the **Templates** tab
- Select the green “**plus**” icon to open the **Message Template Editor**
- Create a **Template Name** and a **Subject**; for example, Product X Second Dose Reminder
- Create the message for Product X Second Dose Reminder using codified answers for patient’s response



The screenshot shows a navigation bar with several tabs: 'Connections', 'Actions Manager', 'Templates', 'Locations of Care', and 'Settings'. The 'Templates' tab is highlighted in blue, indicating it is the active section.



The screenshot shows the 'Message Template Editor' window. It has a title bar with the text 'Message Template Editor' and standard window controls. The main area contains three input fields: 'Template Name:' with the value 'Product X Second Dose Reminder', 'Subject' with the value 'Product X Second Dose Reminder', and a large text area for the message body. The message body contains the following text: 'Dear Patient Name (First-Last) ,', 'You're due for your second dose of Product X. Did you receive this vaccine at a pharmacy? (Y/N)', 'If you did, when did you receive it? (MM/DD/YY)', and 'Where did you receive it? (Pharmacy Name)'.

Using patient portals for vaccine series completion in GE Centricity EHR



Updating patient vaccine information on the portal

My Patient Portal functionality enables patients to update their demographic information as well as view their patient clinical information. **Templates (eForms)** can be created to transfer patient-supplied clinical information to the patient's EHR medical history; for example, details of vaccines given elsewhere, such as at a pharmacy.

Example of Message received in the My Patient Portal Inbox

- Patient opens the Product X Second Dose Reminder message from **My Inbox** in My Patient Portal
- Selects **Reply** and responds to the message using codified responses
- Responses are interpreted as discrete data and are imported into the GE Centricity EHR system to update the patient's vaccination history and satisfy the patient's vaccination requirement

The screenshot shows the My Patient Portal interface. At the top, there is a navigation bar with links: Home, Manage My Health, Message Center, Appointment Request, About, and Help. Below this, the 'My PatientPortal' header is visible. The main content area is divided into two sections: 'Patient Services' and 'My Inbox'. The 'Patient Services' section contains a success message: 'Success! You are logged in and your account is linked to your medical record. You have full access to all the time-saving portal features.' Below the message are three icons: an envelope for 'Message Center', a clipboard for 'Manage My Health', and a calendar for 'Appointment Request'. A link to update the 'Preferred Method of Contact' is also present. The 'My Inbox' section displays a table with one message:

	Subject	Message From	Date Sent
	Re: Product X Second Dose Reminder		01/15/2018

To the right of the main content area is a 'Quick Links' sidebar with the following links: Home Page, Refill Request, eMail My Doctor, Referral Request, Appointment Request, Read My Messages, View My Chart, and Change My Email.

