

Not All Patient Portals Are Created Equal

Five must-have features in a patient portal



NEW YORK, Feb. 5, 2015 /PRNewswire/ -- Patient Portals are a trending item in the healthcare industry, but what does the term "Patient Portal" really mean? And more importantly, what can a Patient Portal do for you? In reality, the patient portal moniker has become a confusing industry catch-all; pati

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So let's clear the patient portal fog. Below are a few efficiency-making functionalities you should be looking for when in the market for a patient portal.

1) Electronic Patient Entered Data & Interoperability

What is the point of a patient portal if your staff is still required to enter patient data? This is redundant. To leverage the speed and efficiency of technology, information your patients fill-in should *automatically and seamlessly* get entered and verified in your existing systems of record. The portal could the

2) Pre-registration From Anywhere or Any Device

While patients are accessing the portal from home, they can also register for appointments remotely. This allows patients to arrive for an appointment with registration complete and fully entered. Additionally, higher-functioning portals allow document uploading and payment options so your patients ca

3) Patient Estimates & Payments

Get accurate insurance, payment and co-pay estimates and accept payments through your portal. Some portals harness accurate estimation and eligibility software that makes billing less complicated and allows for quicker payments, by allowing patients to pay from anywhere while using the portal.

4) Custom Workflow

Optimize and tailor your workflow and electronic registration to the fastest possible output of YOUR individual practice. Healthcare practices are highly individual and unique; no two offices have the same workflow. It is likely an out-of-the-box portal geared for one practice will not sufficiently meet all of y

5) Patient Engagement

Quality patient portals automatically remind patients of appointment times, exams, billing etc. Reminder intervals can be selected by staff or individualized by the patient to suit what serves them best. Portal reminder features gives office staff freedom from phone calls, letters and email, and automaticall

Armed with this knowledge, you can find a patient portal that is specifically geared to your office. Quality patient portals meet unique needs and use seamless technology to interact with existing infrastructure to create a highly functioning, efficient office while adding immeasurable value to the patient ex

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