



## Using Patient Portals to ensure patients receive all recommended doses of a GSK immunization

### Helping ensure patients receive all doses in an immunization series

When providers have patients for whom an immunization 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 immunization series completion

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

#### Considerations:

- 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 Allscripts Professional EHR Patient Portal to create patient reminders for immunization series completion, as well as how to enable communication to the provider about immunizations received outside the practice. This overview is designed to provide guidance for you, your practice's EHR champion, or IT staff.*

*Please note that this guide was created based upon Allscripts Professional EHR version 19.4. Screens and features may change as new software versions are released.*

*This guide is for informational purposes only and is not intended to replace detailed instructions provided to you by your internal or external EHR support resources. The information in this guide is subject to change without notice. GSK makes no claims or warranties about the applicability or appropriateness of this information.*

## Using Web Messaging in Allscripts Professional EHR FollowMyHealth

Allscripts Professional EHR provides a multi-aspect feature called **FollowMyHealth** to enable secure patient interaction via the Patient Portal. Secure **Web Messaging** can be used to send patient reminders based on specific criteria to the patient via **FollowMyHealth**.

When creating **Messages** for patients, consider advising them how to share information with you (ie, call the practice, or message a particular provider with details).

### How to send a Web Message to the patient

The example below illustrates the steps needed for a two-dose immunization where the second dose is due or overdue.

Using the **Reporting Module**, create a **Patient List Report** based upon appropriate criteria to identify patients due or overdue for second dose of Product X.

- Select the **Actions** tab to display the **Report Action Properties**, then select the **Web Message Tab**
- Create the message text for the secure **Web Message** for the Product X Second Dose Due
- Select **Execute**
- In the **Execute Report** box, select the **Execute Actions** box to activate **Web Messages**
- Select **Execute** to send **Web Messages** to the patients meeting the **Patient List Report** criteria, for example, of a specific age or age range; active patients; patients who have not received second dose of Product X

Report  
Report Title: **Patients Overdue for 2nd Dose Product X**  
Actions:  Send Messages  Create Reminders  Display in Patient Manager  Send Web Messages

Message Reminder Patient Manager Web Message

Subject: Product X Second Dose  Save to Chart

We want to let you know you are due or overdue for your second dose of Product X. If you have received your second dose of Product X outside of this office, such as a pharmacy, then please reply to this email with the date of the immunization and the pharmacy name.

Execute

Reporting Module - Reports

Session Help

Reports

Copy... Execute... Results... Schedule... Actions

Caregiver: Manager, System  Show Archived Reports

Execute Report

Segment Name: All Active Patients not deceased and overdue...  
Last Run: 12/18/2020 9:28:44 AM  
Patient Count: 3481

Options

Use Training Patients Only  
 Display Result  
 Execute Actions (Create Reminders, Message, and Web Messages)

Execute Cancel

# Using Patient Portals for immunization series completion in Allscripts Professional EHR

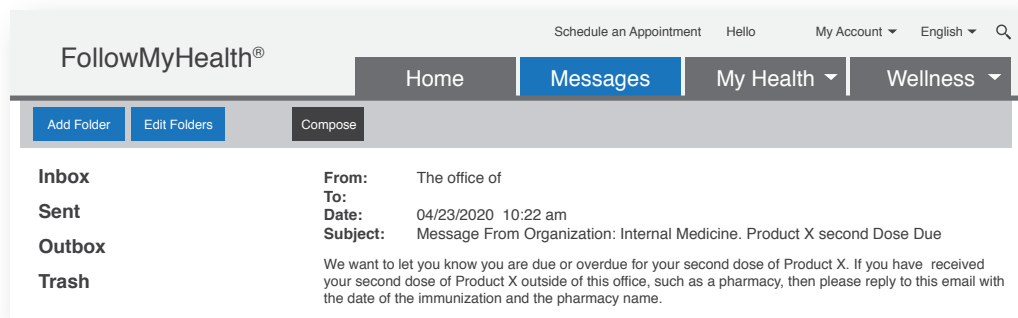


## Updating patient immunization information on the portal

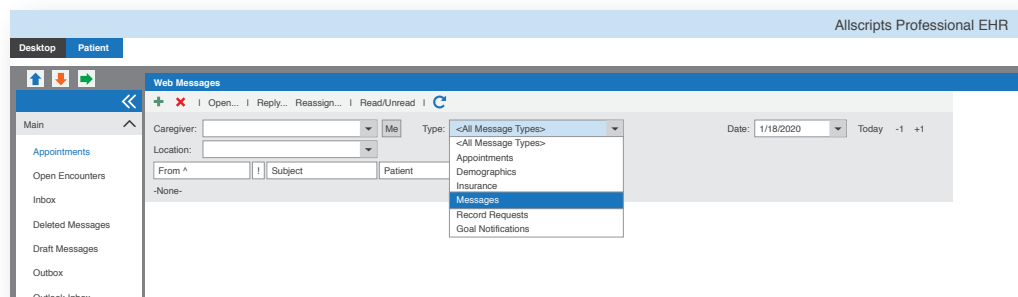
Allscripts Professional EHR **FollowMyHealth** portal functionality enables patients to update their demographic information, view their clinical information, and send/receive secure messages.

When the provider sends a secure message to the patient via **FollowMyHealth** portal:

- The patient receives a **Web Message** in the **FollowMyHealth** portal **Inbox**
- The patient can respond to the **Web Message** with details of immunizations given elsewhere; for example, a pharmacy, through the secure **Web Message**. Details of an immunization can include the date that the second dose of Product X was given, as well as the name and location of the pharmacy



- The patient's response containing Product X second dose information is sent via **Web Message** and arrives to the **Web Message** inbox of the provider set to receive the updates



- Product X second dose information is transcribed by office staff to the Allscripts Professional EHR, and the patient's immunization history is updated in the patient's chart

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