

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 athenaClinicals 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 athenaClinicals EHR version 19. 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 Health Communicator Campaigns in the athenaClinicals EHR athenaCommunicator

athenaClinicals EHR provides a multi-aspect feature called **athenaCommunicator** to enable patient interaction via the Patient Portal. **Campaigns** can be used to send reminders to the portal based on specific criteria to the patient via the portal.

When creating a **Campaign** 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 Campaign to the patient

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

- From the main menu, select **Administration, Communicator**, then select **Campaign Builder**

The screenshot displays the athenaNet interface. The top navigation bar includes 'athenaNet', 'Calendar', 'Patients', 'Claims', 'Financials', 'Reports', 'Quality', and 'Support'. Below this is a 'Close X' button. The main content area is titled 'Communicator Admin' and features a 'PRACTICE LINKS' sidebar with various settings and links. The main content area shows a 'Quickview' section with 'Patient notes' and 'Currently admitted to' fields. A dropdown menu is open, showing 'MY CONFIGURATIONS' and 'ADMIN' sections. The 'ADMIN' section is highlighted, and the 'Communicator' option is selected.

MY CONFIGURATIONS	ADMIN
User Preferences	Practice Manager
User Profile	Billing
Text Macros	Clinicals
Order Sets	User
Saved Findings	Schedule
Encounter Plans	Implementation
Device Management	Onboarding Dashboard
Configure Your Browser	Communicator
	ReminderCall
	Root
	INVOICES
	View Invoices
	MDP
	athenahealth Partners

Using Patient Portals for immunization series completion in athenaClinicals EHR



- From the **Campaign Type** tab, select **Custom**, and **Single Instance**. Name the **Campaign**, select **Continue**
- Select **Patient Filters** tab. From the **Filter Set**, select **Filter by Clinicals**
- Expand **Clinical Order**, and select **Clinical Order**

- Search for appropriate immunization, such as **Product X**
- Add other filters as desired, such as **Immunization Admin Date** range, or **Clinical Order Status**
- Choose **Continue** to display a list of selected patients
- Select the **Message** Tab. Fill in appropriate details, such as **Message Type** and **Instructional Message**

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- From the **Schedule** tab, select appropriate date, times for the **Campaign** to run
- Use the **Preview** tab to view the message that the patient will receive in the portal
- Select **Save and Exit** to send the message to the patient

Calendar Patients Claims Financials Reports Quality Support Log out

Campaign Builder: Product X 2nd Dose Reminder

Campaign Type Patient Filters Patients Message Schedule Preview

Campaign Type: Custom - Single instance

Create a schedule for your campaign. You can send up to 10,000 phone calls per day.

Date range Starting 01/07/2021 to 01/07/2021

on Monday Tuesday Wednesday Thursday
 Friday Saturday Sunday

Campaign length 0 days
Scheduled messages 0 per day
Message window 10:00 AM to 08:00 PM

The message window is based on the department's local time zone.
It must be at least 3 hours long, but we recommend that it be 4 hours long.

Back Cancel Save and Exit Continue

Updating patient immunization information on the portal

athenaCommunicator's portal functionality enables patients to update their demographic and HIPAA information (permission for others to access or view patient clinical information). Clinical information updates must be done by the practice.

- Patients can message providers with details of Product X given elsewhere; for example, at a pharmacy
- Product X second dose information is transcribed by office staff to the athenaClinicals EHR, and the patient's immunization history is updated in the patient's chart

Welcome

- Home
- Appointments
- Billing
- My Health
- Tasks and Tools
- My Profile
- Messages
- My Care Plan

< Messages Flag Print

New Message from your Provider

From MD on Oct 12 8:50 am

IMMUNIZATION REMINDER - GET YOUR 2nd DOSE NOW

Our records show that you may be due or overdue for your 2nd dose of Product X. Please schedule an appointment as soon as possible.

If you've already received the immunization at another facility (for example, your pharmacy), please reply with details about when and where it was given.

Reply

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