

## 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 athenaPractice (Centricity) EHR 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 athenaPractice (Centricity) 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 athenaPractice (Centricity) EHR version 18. 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 Automated Clinical Messaging in the athenaPractice (Centricity)'s EHR My Patient Portal

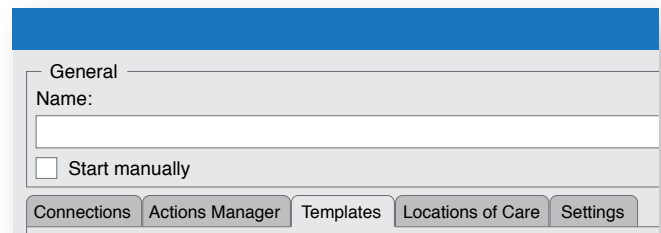
athenaPractice (Centricity) EHR provides a multi-aspect feature called **My Patient Portal** to enable patient interaction via the Patient Portal. An optional feature, **Automated Clinical Messaging**, can be used to send **Patient Reminders** based on specific criteria to the patient via the portal.

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

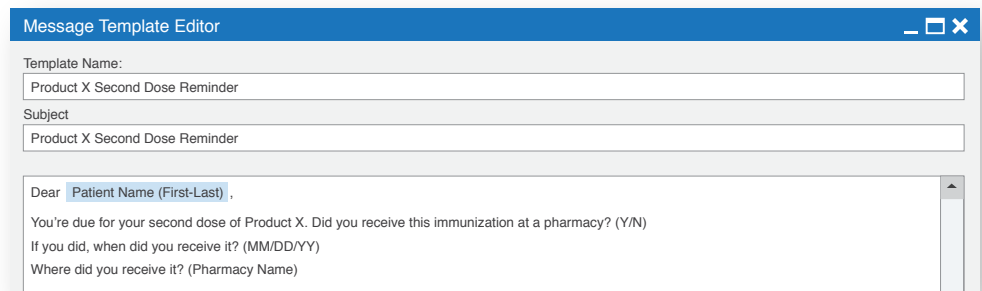
### How to send a Reminder to the patient

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

- 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.

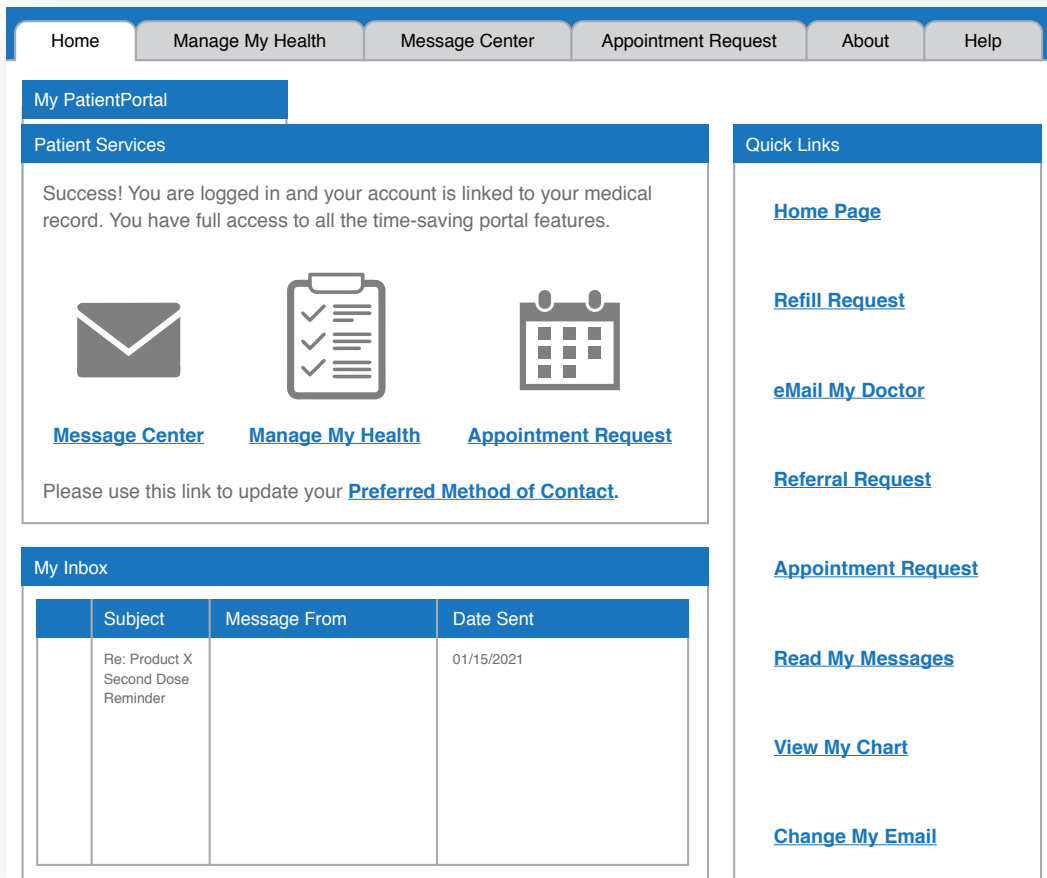


The screenshot shows the 'Message Template Editor' window. It has a blue title bar with the text 'Message Template Editor' and window control icons. Below the title bar, there are two input fields: 'Template Name:' with the value 'Product X Second Dose Reminder' and 'Subject' with the value 'Product X Second Dose Reminder'. Below these fields is a large text area containing the following text: 'Dear Patient Name (First-Last) ,', 'You're due for your second dose of Product X. Did you receive this immunization at a pharmacy? (Y/N)', 'If you did, when did you receive it? (MM/DD/YY)', and 'Where did you receive it? (Pharmacy Name)'. The text area has a vertical scrollbar on the right side.

## Updating patient immunization 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 immunizations given elsewhere, such as at a pharmacy.

- 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



The screenshot displays the My Patient Portal interface. At the top, there are navigation tabs: Home, Manage My Health, Message Center, Appointment Request, About, and Help. Below the tabs, the page is divided into several sections:

- My PatientPortal**: A blue header bar.
- Patient Services**: A section with 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.
- Quick Links**: A vertical list of links on the right side: [Home Page](#), [Refill Request](#), [eMail My Doctor](#), [Referral Request](#), [Appointment Request](#), [Read My Messages](#), [View My Chart](#), and [Change My Email](#).
- My Inbox**: A table with columns for Subject, Message From, and Date Sent. The table contains one message:

Subject	Message From	Date Sent
Re: Product X Second Dose Reminder		01/15/2021

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

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