

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 Cerner 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 Cerner EHR version 2018. 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 the HealtheLife Admin Tool in the Cerner EHR HealtheLife Patient Portal

Cerner EHR provides a multi-aspect feature **HealtheLife Patient Portal** to enable patient interaction. The **HealtheLife Admin tool** can be used by the practice IT team to configure rules based on criteria, which will send reminder messages to the patient via the **HealtheLife Patient Portal**. The **HealtheLife Patient Portal** functionality can allow patients to update their demographic and HIPAA information (permission for others to access or view patient clinical information).

Immunization information can be obtained from the patient by using a **Clipboard questionnaire** on the portal. The customizable **Clipboard forms** can be configured to write discrete data directly to the patient chart and generate a summary document for clinical staff review.

How to send a HealtheLife Reminder to the patient

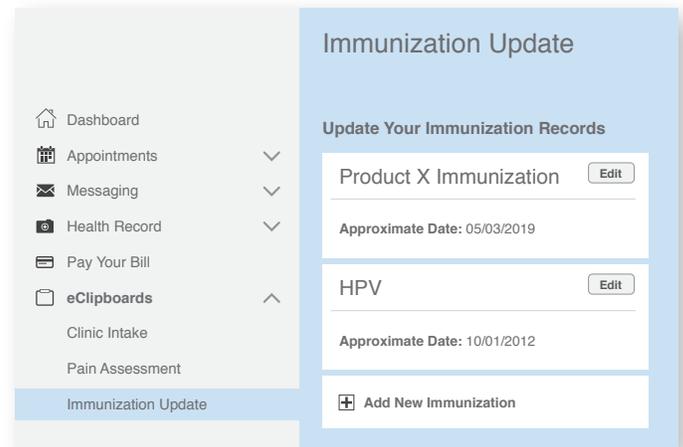
When requesting reminder messages for patients who are due or overdue for the second dose of an immunization, consider the following when speaking with IT staff:

- Including only applicable patients, using age consideration and existing clinical data. For example, is the patient of appropriate age; has the patient had the first dose in an immunization series, but is overdue for the second?
- For the response, whether patients should choose their information from codified lists or be allowed to input free text, such as:
 - Patient can select the immunization from a patient-friendly, codified list
 - Patient can input free text information
 - Patient can use exact or approximate dates
- Whether patient-friendly names should be included in the **Clipboard form**
- Actions to take, such as sending a **Clipboard survey** to the patient's portal for any patient meeting the criteria
- Including information that directs the patient on how to reply to the information request and to include links, if desired
- How to route information received (ie, responses) via a **Clipboard response**

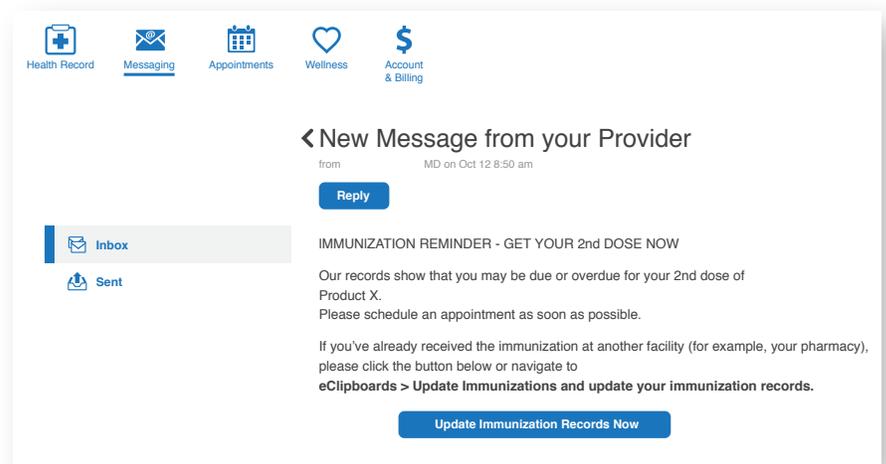
Updating patient immunization information on the portal

Messages sent to the patient via the portal can direct patients to **Clipboard questionnaires**. **Clipboard questionnaires** can include data fields, which the patient can use to update details about immunizations administered outside of the practice; for example, at a pharmacy.

- Following the **Update Immunization Records Now** link, opens the **eClipboard for Immunization Updates**. Here the patients can add information about Product X administered outside of the practice, similar to the example on the right:



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



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