# 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 Epic 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 Epic EHR version 2020. 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 MyChart Messages in Epic EHR MyChart

Epic EHR provides a multi-aspect feature called **MyChart** to enable patient interaction via the Patient Portal. **MyChart** enables patients to update their demographic information as well as view their patient clinical information. **MyChart** can be used to send **Reminders** based on specific criteria to the patient via the portal.

When creating R**eminders** 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 MyChart Message to the patient

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

- A secure **Reminder** message, based on criteria, is sent to patients as a **MyChart Message.** The criteria could include, for example, only active patients; patients of a specific age or age range; patients who have had the first dose of the immunization series and are due or overdue for second dose of Product X

- For the patient response, include codified fields for patients to indicate that the second dose of Product X has been received, including a date of immunization and where the immunization was received; for example, at which pharmacy

## Updating patient immunization information on the portal

Messages sent to the patient via the **MyChart Portal** can include codified response fields, which the patient can use to update details about immunizations administered outside of the practice; for example, at a pharmacy.

A message displayed on the **MyChart Portal** in the patient Inbox might be similar to the example on the right:
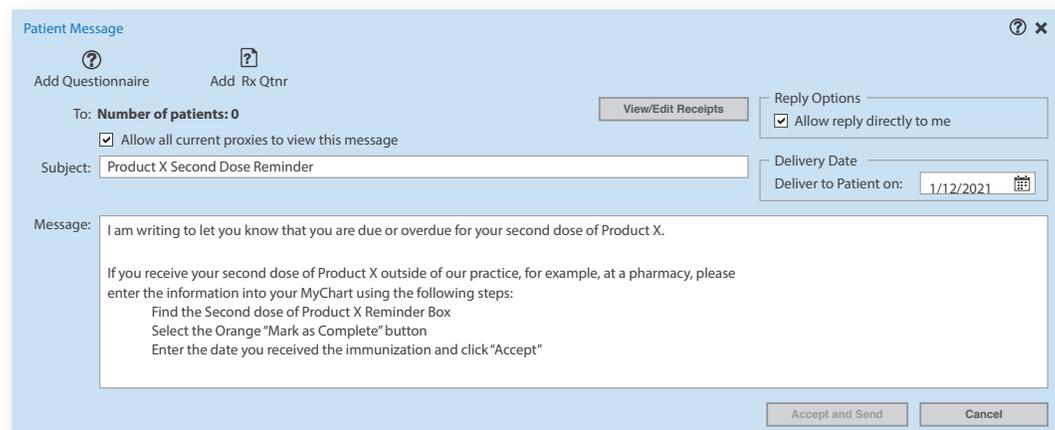
# Using Patient Portals for immunization series completion in Epic EHR

- The patient receives the **Reminder & Message** in the **MyChart Message Center**
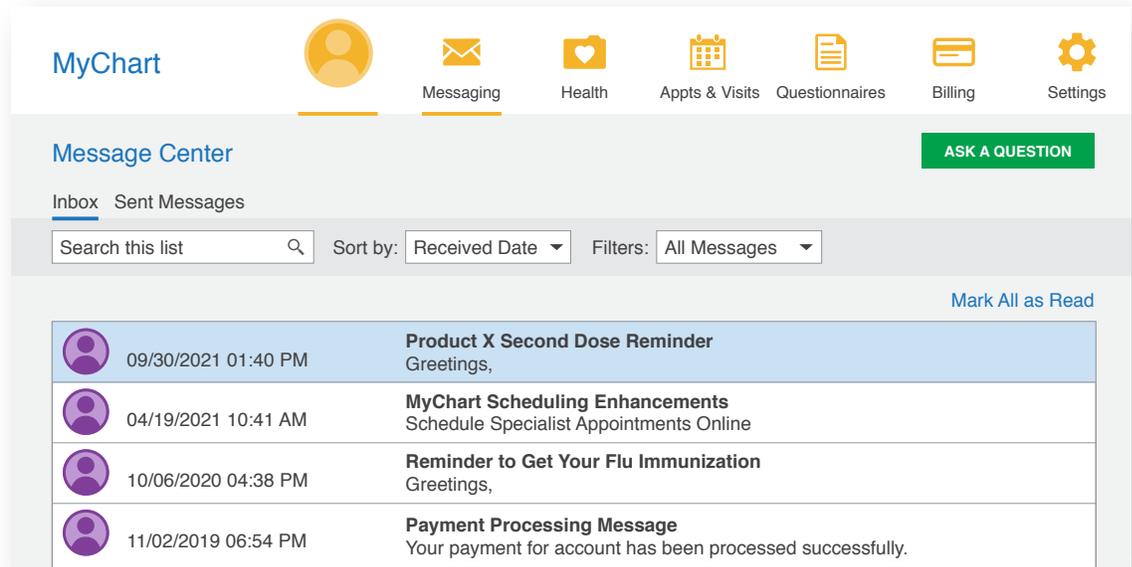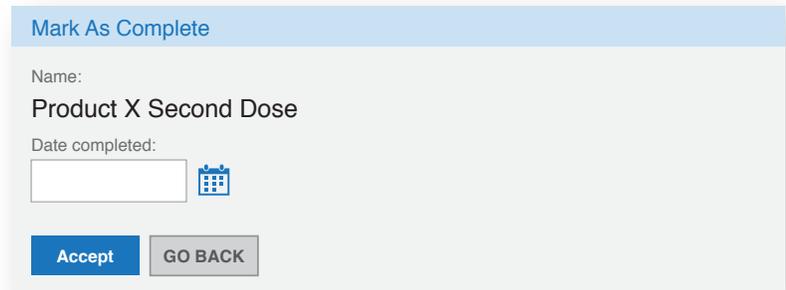


- The patient replies to the **Reminder Message**

- In the second dose of Product X **Reminder** box, select the **Mark as Complete** button

- Enter the Date the second dose of Product X was received

- Select **Accept**

- The second dose of Product X is automatically documented in the Epic EHR with the patient's reply to satisfy the patient's immunization requirement



All trademarks are the property of their respective owners.