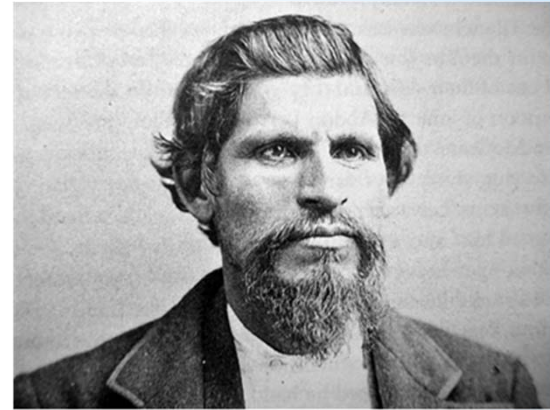


Patient Portal at **Tiburcio Vasquez** **Health Center**

CHCN QINO September 26, 2014

What we do

- Pediatrics
- Family Practice
- Women's Health
- Dental
- Behavior Health
- School-based Health
- Family Support Services
- WIC



Who we serve

- 19,064 patients
- 85,711 encounters
- In 2013 TVHC grew 22%
- 6 clinic sites
- 75% Latino or Hispanic
- 7% Best served by another language

Patient Portal

- Go Live - June 26, 2014 with a six week pilot - enrolled 176 patients
- Family Practice providers at our largest site - Hayward - 20%
- Limited Functionality
 - Appointments
 - Med Refills
 - Follow-up on referrals
 - Health Education Materials

Key aspects of rollout

- Volunteers - promotoras to enroll patients
- One-on-one contact for enrollment in waiting rooms
- Helped patients to establish email accounts if they didn't have them



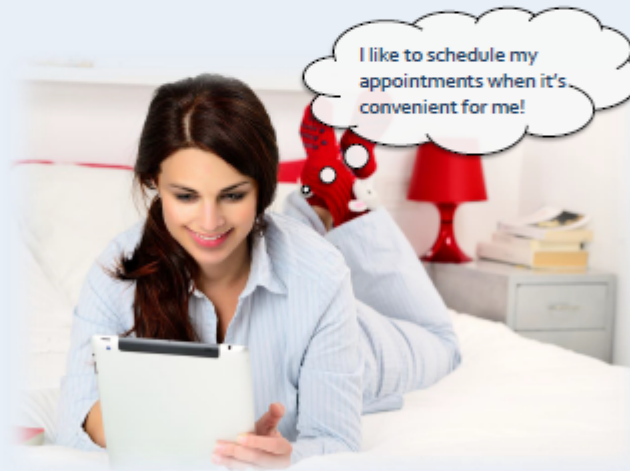
The Patient Portal

makes it easy to get the care I need,
when I need it.

NextGen's Patient Portal is a secure site on the web where you can:

- Check your referral status
- Request appointments
- Request a medication renewal
- Access tons of free health resources

If you're a Family Practice patient, you're eligible to sign up today!



Ask the Patient Portal Specialist or the front desk for more
information

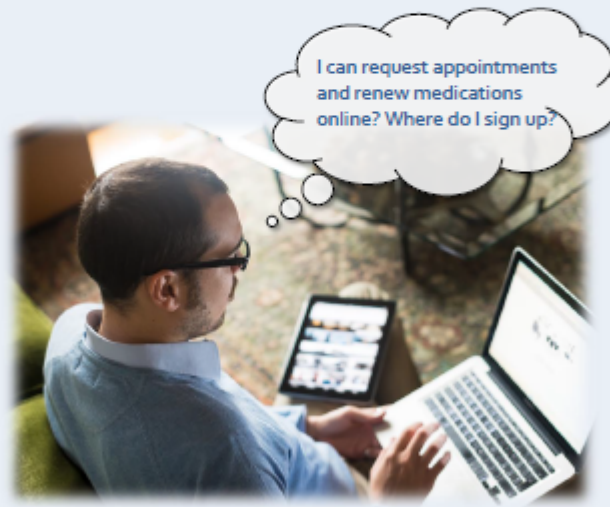
Have you heard of

Patient Portal?

NextGen's Patient Portal is a secure site on the web where you can:

- Check your referral status
- Request appointments
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- Access tons of free health resources

If you're a Family Practice patient, you're eligible to sign up today!



Ask the Patient Portal Specialist or the front desk for more information

With Patient Portal

I am in control.

NextGen's Patient Portal is a secure site on the web where you can:

- Check on your referral status
- Request appointments
- Request a medication renewal
- Access tons of free health resources

If you're a Family Practice patient, you are eligible to sign up today!



Ask the Patient Portal Specialist or the front desk for more information

Con un Portal del Paciente (o Patient Portal)

Yo estoy en Control.

El Portal del Paciente de NextGen's es un sitio seguro en el internet donde puede:

- Revisar el estado de su referencia
- Solicitar su citas medicas
- Pedir la renovación de su medicamento
- Tener acceso a recursos de salud gratis

¡Inscríbese para obtener acceso al instante de su cuenta de miembro de TVHC!



¡Para más información pregúntele a su proveedor médico o a recepción!

Great things we learned

- Patients were excited and willing to enroll if approached directly
- Few security concerns
- Executive support was key
- Communications specialist on core team was a great help.
- Staff supported the change.
- 80% of enrolled patients have used their accounts.

Challenges

- Only 35% of our patients in pilot had email addresses in EPM
- Enrolling patients onsite was time consuming - averaging 5 to 7 minutes
- 20% of our patients have never logged in

Next Steps for Fall 2014

- Expand providers - all sites/all providers with a panel
- Expand functionality - PHR and labs, hopefully forms
- Expand enrollment options - eligibility staff and front desk staff, self enrollment