

Patient Portal



Kevin Baxter
Director of Meaningful Use

Our Reach



- Began as a single storefront operation in Oakland in 1971.
- 40 sites including service, support and administration sites currently.
- 32 locations that provide direct health related services in the following counties:
 - Alameda
 - Contra Costa
 - Solano



La Clínica at a glance

PATIENTS SERVED	PATIENTS*	VISITS	PERCENT OF TOTAL PATIENTS POVERTY LEVEL		PERCENT OF TOTAL PATIENTS BY AGE	
Medical	68,018	247,647	<100%	51%	0-12	31%
Dental	36,365	119,294	101-150%	11%	13-19	12%
Eye/Podiatry/ Chiropractic	11,804	18,035	151-200%	4%	20-64	53%
Mental Health	5,466	19,898	>200%	2%	65+	5%
Health Education/ Preventive Medicine	9,197	22,993	PERCENT OF TOTAL PATIENTS BY GENDER		PERCENT OF PATIENTS BY PAYOR SOURCE	
			Female	60%	Uninsured/Self Pay	47%
			Male	41%	Medi-Cal	46%
			PERCENT OF TOTAL PATIENTS BY ETHNICITY		Medicare	4%
			African American	11%	Other Public Insurance	1%
			Asian/Pacific Islander	8%	Private Insurance	4%
			Latino	66%		
			White	8%		
Total Number of Patients and Visits						
	91,752	427,867				

*Many patients access multiple services

Patient Portal Implementation



- Go-live: September 8, 2014
- 13 sites currently live in all 3 counties.
- 58 providers live on the portal (medical and dental)
- Remaining sites will adopt the portal as part of EHR implementations.
- Key Functionality
 - Appointment Requests
 - Secure Messaging
 - Patient Education

2009 vs. **2014**

Barriers to Success



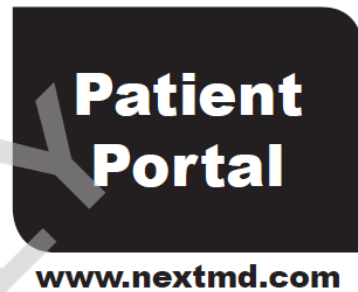
- Language Barriers
- Technology Barriers
 - Demand for an email address
 - Mobile platforms
 - Lack of a PC
- Time Barriers
 - Generate enrollment token
 - Complete enrollment



Removing the Barriers



- Creating multilingual instructional handouts



Pathways to Success

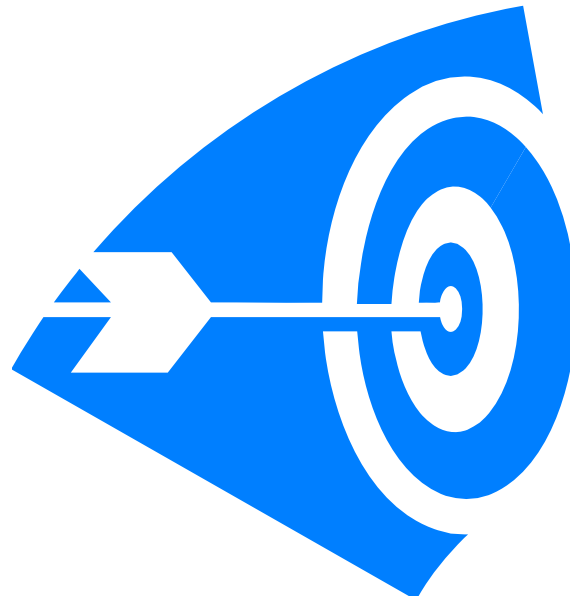


- Training the staff on patient's view of the portal
Result: Clinical staff able to answer questions and converse about the portal with experience
- Responsive support
Result: Development of new workflows in response to feedback from patients.
- Promote the use of mobile applications to take the place of outdated PC websites.
Result: Enrollment completed in the exam room using the patient's device. Adds to the "cutting edge-ness" of the enrollment.

Eye Towards the Future



- Phase Two is already in the works:
 - Personal Health Record
 - Real Time Scheduling
 - Template Import for New Patients



Contact Information



Kevin Baxter
Director of Meaningful Use
La Clinica

kbaxter@laclinica.org