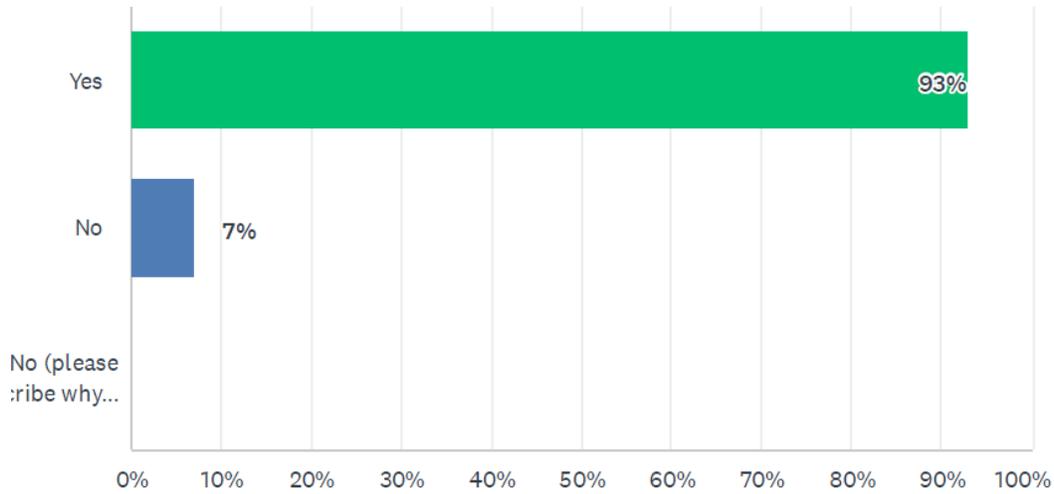


PPMA STAT 48 Poll #251 (December 12, 2023)

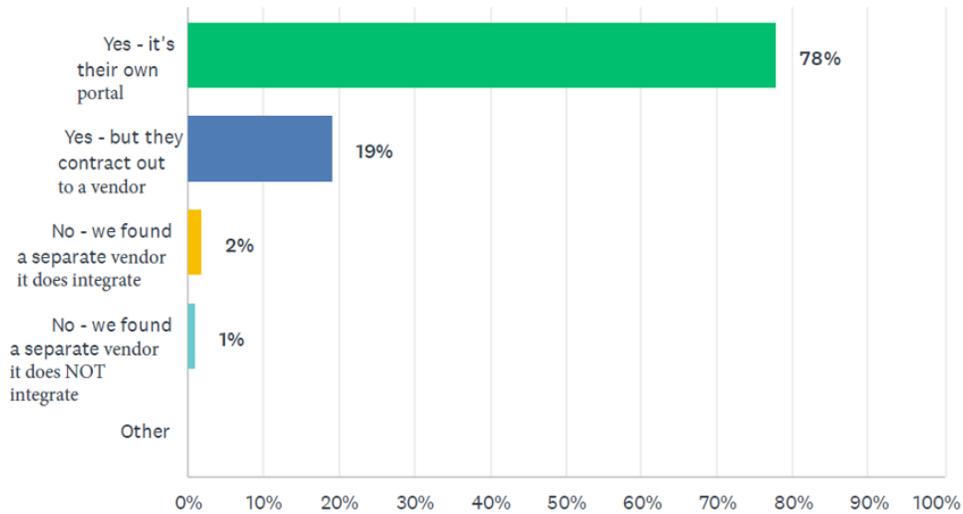
Q1 Do you have a patient portal?

Answered: 113 Skipped: 0



Q2 Is your portal offered through your EHR? (choose best fit or use "other" if necessary)

Answered: 99 Skipped: 14

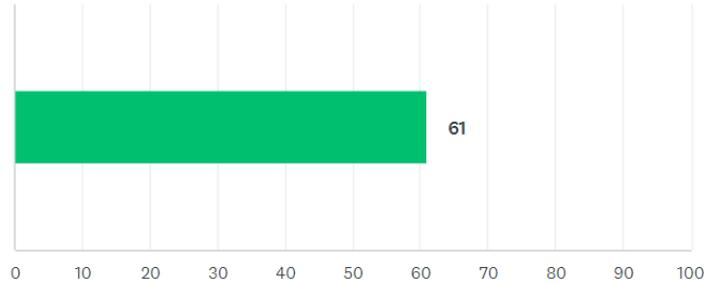


Q3

Customize Save as

What percentage of your patients have a portal account? (slide, approximate answer fine)

Answered: 98 Skipped: 15



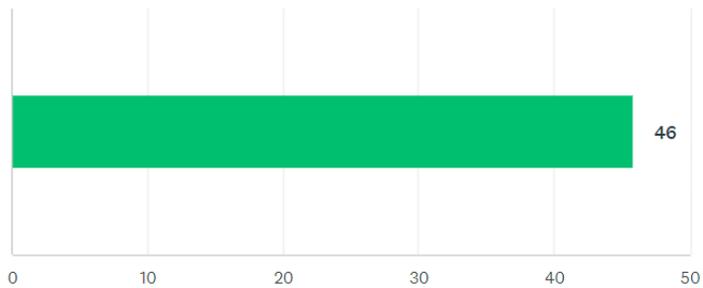
| BASIC STATISTICS | | | | | | ? |
|------------------|---------|--------|-------|--------------------|--|---|
| MINIMUM | MAXIMUM | MEDIAN | MEAN | STANDARD DEVIATION | | |
| 0.00 | 100.00 | 67.00 | 60.89 | 26.85 | | |

Q4

Customize Save as

What percentage of your patients/families use their portal account? (slide, approximate answer fine)

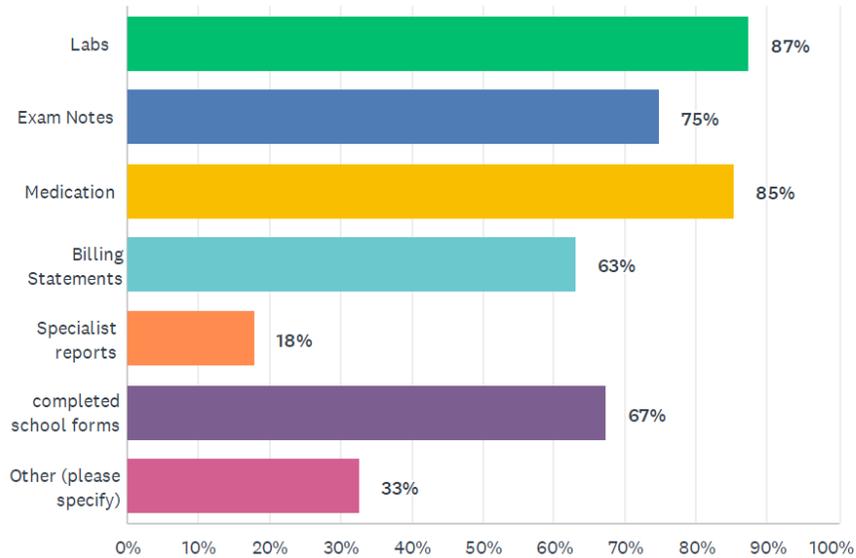
Answered: 97 Skipped: 16



| BASIC STATISTICS | | | | | | ? |
|------------------|---------|--------|-------|--------------------|--|---|
| MINIMUM | MAXIMUM | MEDIAN | MEAN | STANDARD DEVIATION | | |
| 0.00 | 100.00 | 50.00 | 45.88 | 26.86 | | |

Q5 If you have a patient portal, what does the patient currently have access to on the portal? (check all that apply, communication will be asked about next week)

Answered: 95 Skipped: 18



OTHER (PLEASE SPECIFY)

surveys

lab and imaging orders, immunization record

Vaccines

Visit summaries, messages between family/providers

immunizations

Educational info

After visit summary

currently figuring this out

Refill requests, questions

Communication -with provider - messages

Visit summaries, access to messages to clinicians

contacting the doctor

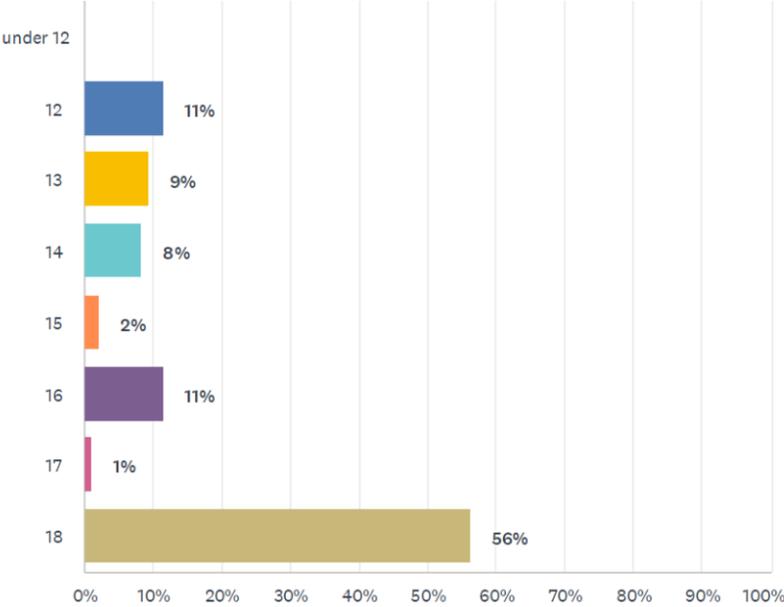
Visit summary

immunization records (yahoo!)

Problem Lists, Follow-up Instructions and Information; Bright Futures and other handouts

Q6 At what age do you offer the child their own portal / restricted parent access?

Answered: 96 Skipped: 17



Q7 If you don't have a portal, why not?

Answered: 12 Skipped: 101

| RESPONSES |
|---|
| NA |
| Changing EHR soon |
| Adding in January |
| I'm still in paper. |
| We are working on a roll out in early 2024. We use Office Practicum and the portal has had issues so we waited for them to get fixed. |
| just starting to implement now |
| I'm trying to simplify my life after 35 yrs solo. This would complicate it. |
| Expense, concern over adolescent privacy |
| N/A |
| n/a |
| n/a |

The patient portal offered by our vendor had many challenges during rollout of their "new" portal. We elected to wait until there were improvements. It's a goal for the new year, everyone on the portal.

Q8 Anything else you would like to add on this topic?

Answered: 24 Skipped: 89

| RESPONSES | DATE |
|---|--------|
| Some parents love the portal, but most are very reluctant to use it. | 12/15/ |
| No | 12/14/ |
| We offer access younger than 16 but strongly encourage it for older teens | 12/14/ |
| Unless we have special consent from pt, parent proxy account becomes limited at age 12 to prevent unintentional violation of pt's legal rights to confidentiality. Patients can have their own portal acct starting at 13 but we start really encouraging activation age 16-17. | 12/14/ |
| Epic MyChart is not user-friendly so we end up having to pay additional for other communication platforms (HIPAA-protected email and Spruce) to truly be able to communicate with patients' families. | 12/14/ |
| Our doctors are resisting the messaging from a portal. They prefer to keep things as they are. I hope it will be a time saver rather than an additional thing to monitor. | 12/14/ |
| We require portal use for refills, forms, referral requests | 12/13/ |
| Our patients rarely use the portal - it is clunky in our EMR (eClinicalWorks) | 12/12/ |
| None | 12/12/ |
| teens and parents of new babies read everything! | 12/12/ |
| The more we use the portal, the more efficient our office operates. | 12/12/ |
| it wasn't an option, but we offer patients their own portal at 19, the age of majority in our state. We don't have a good way to measure how many people use the portal, 50% was a guess. | 12/12/ |

Our EHR, like many others, is more adult oriented, so it unfortunately does not give us the ability to have 2 log-ins for split families, which has caused a great deal of frustration for many parents, especially those who don't co-parent well!

Patients prefer secure SMS rather than portal.

Patient portal use has increased physician and office staff time. Parents often send messages requesting advice and medical management from doctors, or request medication that has not been prescribed previously.

We love our portal can answer simple patient questions without playing phone tag

As soon as patients use it, they realize how much easier it is to communicate this way.

WE have the ability to block visit notes if the child asks for confidentiality.

We would love pointers on how to increase portal enrollment and usage.

Scheduling for well visits can also be done via the portal

we do not use it currently for messages since we are not sure we could audit it closely enough and keep up with all of the messages

No

no

portal access for parents after age 18yrs is turned off. only the child has access.