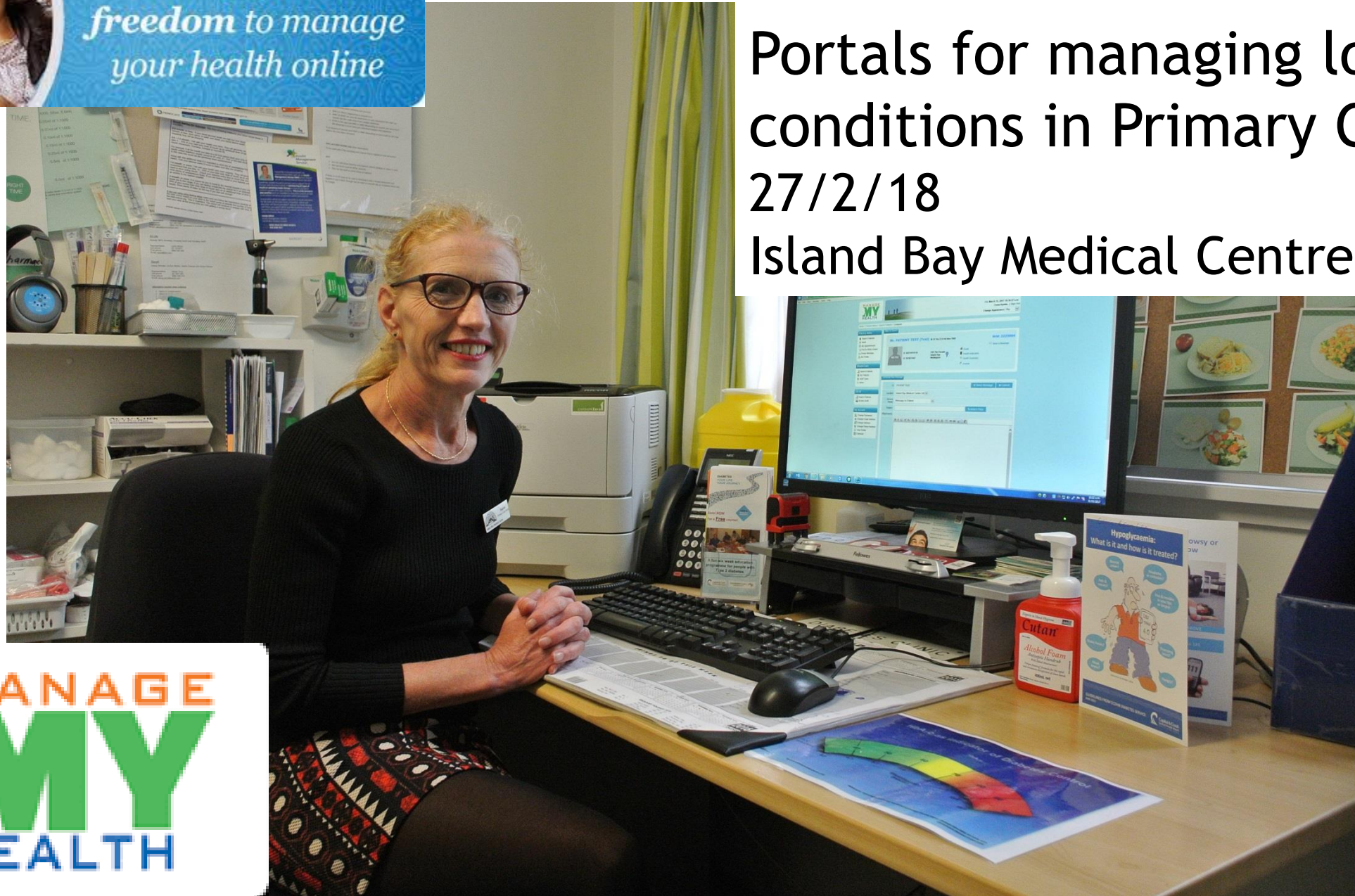


Portals for managing long term conditions in Primary Care

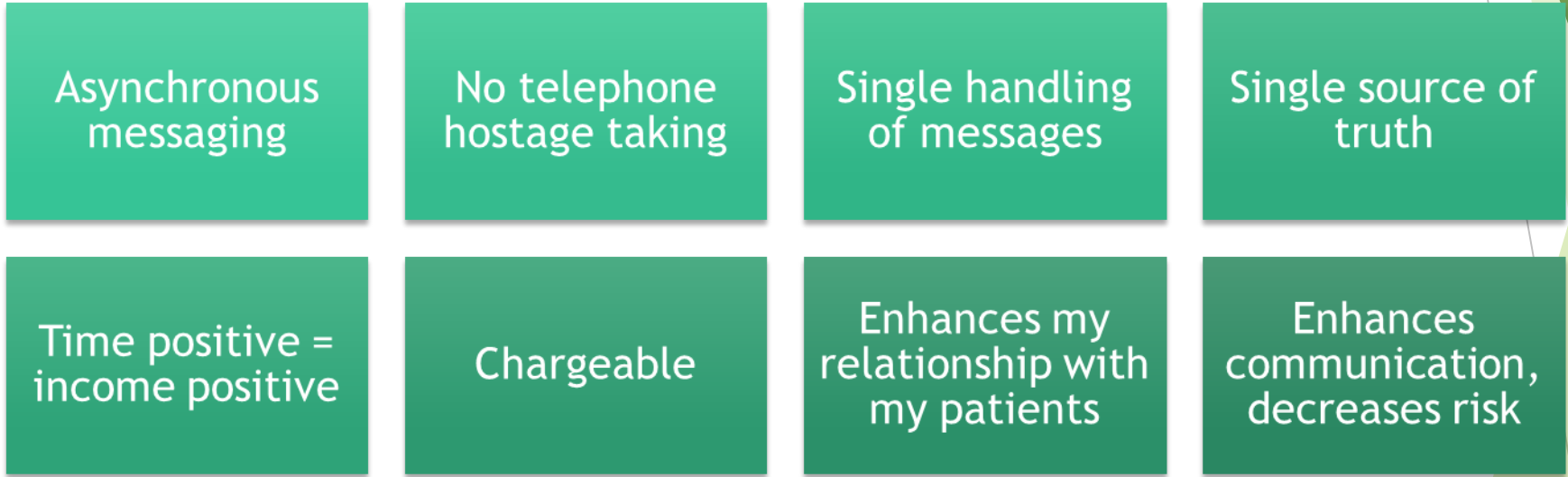
27/2/18

Island Bay Medical Centre



MANAGE
MY
HEALTH

Practice Benefits of Patient Portals



Patient benefits of Patient Portals

Asynchronous
messaging

No telephone
hostage taking

Single handling
of messages

Single source of
truth

Enhances my
relationship
with my doctor

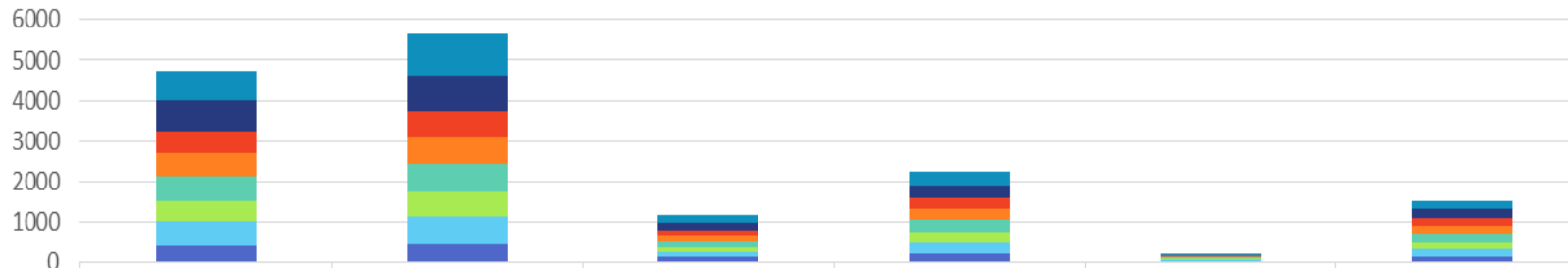
Enhances
communication,
decreases risk

Changing and improving delivery of care through patient portals

- ▶ Patient portals offer improved access, responsiveness and support for patients via virtual consults.
- ▶ Patient portals enable patients to manage and take ownership of their medical information.
- ▶ In our practice patients are able to:
 - ▶ Request repeat scripts
 - ▶ Check their results
 - ▶ Make appointments
 - ▶ Have virtual consultations
 - ▶ Access their notes

16:1 current log in to request ratio

MMH - Stats



	Emails received from pts	Emails sent to pts	Repeat Script requests	Faxed scripts	E Consults	Appt Booked
■ Sep-17	761	1014	219	341	6	213
■ Aug-17	739	894	176	296	7	206
■ Jul-17	543	625	135	282	10	203
■ Jun-17	580	656	122	277	27	194
■ May-17	600	716	154	313	26	238
■ Apr-17	523	610	128	254	31	155
■ Mar-17	598	676	118	251	37	165
■ Feb-17	403	441	133	225	26	150

■ Feb-17 ■ Mar-17 ■ Apr-17 ■ May-17 ■ Jun-17 ■ Jul-17 ■ Aug-17 ■ Sep-17

Open notes

- ▶ Access agreed treatment plans that are written in the notes
- ▶ Monitor their progress
- ▶ Enhances ownership of their own medical information
- ▶ Reinforces shared decision making

- ▶ Health literacy and open notes

 - ▶ Needs to be considered
 - ▶ Notes will contain medical jargon
 - ▶ Plan should be in patients own words
 - ▶ Computer literacy can be empowering eg emailing links and explanations

Supporting self- management

- ▶ Health coaching & support
- ▶ Supports ease of timely effective communication
 - ▶ Busy people
 - ▶ Less phone tag
 - ▶ Recalls
 - ▶ Updates on health status eg blood glucose readings
- ▶ Informing people of events
 - ▶ Stanford Self Management courses
 - ▶ Diabetes Your Life Your Journey
 - ▶ Local arthritis foundation courses



MANAGE MY HEALTH

Monitoring Blood Glucose

DATE	Before Breakfast	1-2 Hours After Breakfast	Before Lunch	1-2 Hours After Lunch	Before Dinner	1-2 Hours After Dinner	Before Bed
Sat	50.8	5.1	10.3	14.1	13.5	8.7	14.1
Sun	50.9	0.8	8.2	7.2	6.6	4.7	11.1

WEEK BEGINNING (DATE)	Insulin Injections	Monitoring Blood Glucose	Stress					
Type of Insulin	Units given	Breakfast	Lunch	Dinner	Before Bed	After Bed	Other	
Mon		55	5.7	10.3	14.1	13.5	8.7	14.1
Tues		55	10	9.2	10.3	5.5	7.1	11.0
Wed		55	7.2	9.1	10.1	8.0	5.0	8.7
Thu	0.6/1.0	55	8.2	8.4	5.6	9.9	13.1	8.8
Fri		55	8.5	10.2	8.7	12.9	7.0	14.1
Sat		55	4.8	11.1	4.7	10.7	10.8	6.9
Sun		55	7.2	10.5	7.3	6.6	5.8	8.7

DIABETES
YOUR LIFE
YOUR JOURNEY

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Alcohol Foam
Antiseptic Handrub
with Hand Sanitiser

What is it