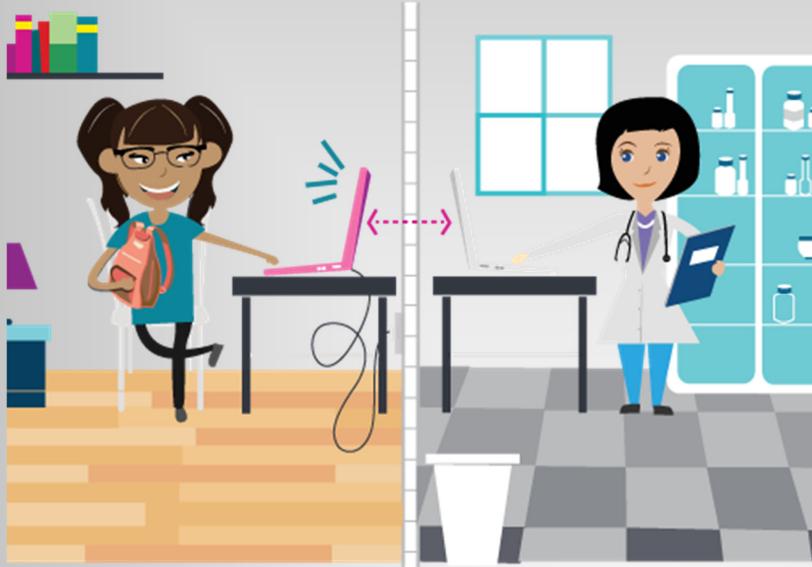


OPNS Informatics Digest

January 2017



OPNS Informatics

Information Technology represents a piece of the health care puzzle. It's more than computers and tablets.

It involves strategic planning, incorporates all aspects of each program and initiative to more efficiently guide patients through the Patient Centered Medical Home Neighborhood.

Are you using a Patient Portal?

Allow patients to view their visit details

Help patients play a more active role in their health by coordinating communication through your Electronic Medical Record.

- **Stay in Contact** - Simplify outreach.
- **Not only popular among “young” patients** - Be honest. All generations are glued to their smartphone.
- **Provide Patients Value** - Allowing access to health details, opens the door for interest in health.

The Fourth Quarter 2016 OPNS Newsletter featured a “What, Why, How?” snippet for Patient Portals. This Informatics Digest expands upon that communication.

It's called a paradigm shift for a reason

With adjusting physician payment models based on transparent quality of care and ease of access, physicians are having to compete with one another more so than ever to demonstrate their office commitment to providing coordinated care. A Patient Portal does not solve or complete the puzzle, but as a piece of the puzzle it sure does start to bring the picture together.

Physician and Patient Partnership

Why is a partnership so important?

- Coordination
- Patient Education
- Strengthen Delivery
- Supports Population
- Ensure Appropriate Care

Promotes Practice's Commitment to each Patient

Embrace and promote your partnerships with patients. Physicians and patients appreciate each other equally. As providers of care, one of the ways that appreciation can be demonstrated is through transparent communication avenues.

Convenient Access

What is your current process for a patient to obtain encounter details? With a patient portal, a patient or care giver can view their medical information on their own. It could prove beneficial if medical information is needed and the office is unavailable.

Streamline Communication

Have you evaluated your current process for communicating results with patients or providing a snapshot of longitudinal care upon request of a patient. Could this be improved in any way? If you're curious, reach out to OPNS to determine ways in which a Patient Portal can decrease administrative burdens and enhance the patient experience.

Organize Documentation

- Does your office struggle to locate a chart when a patient calls?
- Are the results organized and legible?
- How much valuable staff time does that occupy?
 - EMRs can organize information for easy access
 - EMRs can also organize practice processes

It's called a paradigm shift for a reason

As OPNS works together with each physician and practice unit to coordinate care, we develop a network of integrated communication. A Patient Portal can be viewed as a similar approach towards outreach between physicians and patients. In turn, the population begins to be managed in a more efficient manner creating and offering quality care between patients and physicians which demonstrates the teamwork necessary to make a positive impact.

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Empowered Patients are Compliant Patients

How does my practice utilize a Patient Portal?

The following tips get you started with the “how do I do this?” question.

- Contact your EMR Vendor.
- Set up one patient at a time.
- Try it out, learn, implement.

Ask the OPNS Informatics Team for assistance with implementation.

A New Website “Kim’s Clue” is Available!

Each month, the OPNS Informatics Digest will alert readers to a new “Kim’s Clue” to find a specific piece of content on secure.opns.org/portal.

For the month of January, keep an eye out for Kim. →



Kim will be next to a downloadable list of physicians.

Email the name of that list to OPNS.

Email your response to info@opns.org by January 31, 2017. We’ll pick a winner each month to receive a \$25 gift card.

Set secure.opns.org/portal as a favorite on your web browser!

OPNS strives to be the premier integrated health care delivery system in Southeast Michigan, recognized by our patients, physicians, providers, and payors as providing the highest value in care and services.

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The logo for Oakland Physician Network Services, featuring the text "Oakland Physician Network Services" in a stylized font with a blue and white color scheme, set against a blue background with a white outline.