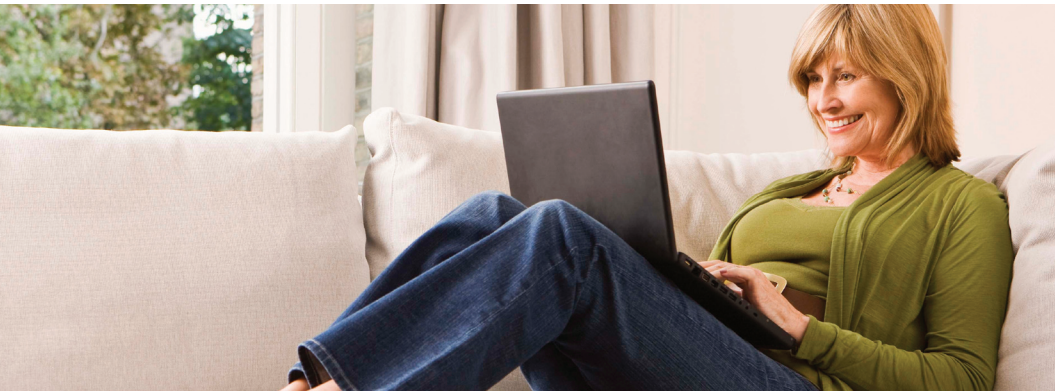# Patient Portal

Being able to provide your patients with access to their medical information and communicate with them efficiently can help you deliver high quality health care. But patient information can become quickly outdated or misplaced, or patients may not understand care directions. Miscommunication or incomplete information leads to phone calls and additional administrative time that could be spent on patient care.

Information sharing and exchange between providers and patients

Optum™ Patient Portal is the newest addition to the Optum PM/EMR solution suite and is fully integrated with Optum Practice Management and Physician EMR. Optum Patient Portal provides information sharing and exchange between providers and patients by helping physicians:

- Deliver important care information to patients in realtime
- Automatically notify patients regarding their health maintenance and procedure due dates
- Improve patient satisfaction and health care outcomes with clear and timely communication
- Reduce administrative costs, calls to the office, and redundant data entry

Streamline communication

With this powerful communication tool, you can directly communicate with your patients using its convenient messaging system. Optum Patient Portal allows your patients to access, enter, and modify their personal and demographic information, which appears on your system dashboard in realtime. Patients can also request a prescription renewal or new appointment online without having to call your office.

Empower patients

With Optum Patient Portal, your patients have access to up-to-date personal health information such as diagnosis, prescriptions, allergies, and vaccination schedules as well as other vital information such as weight and blood pressure. Keeping your patients informed helps them make better decisions regarding their own health.

Improve patient health outcomes

This secure, interactive portal includes a comprehensive library of consumer-friendly medical reference materials including medical conditions, discharge summaries, procedure recovery and after-care instructions. Any educational materials that have been provided to patients will be included within Optum Patient Portal so they can be referenced at any time.

Optum Patient Portal unites patients and providers with a secure, online, health care tracking web portal with medical information that is always up to date.

Optum Patient Portal features

From the home page patients can request an appointment or prescription renewal, check messages from physicians, and pay their bills online.
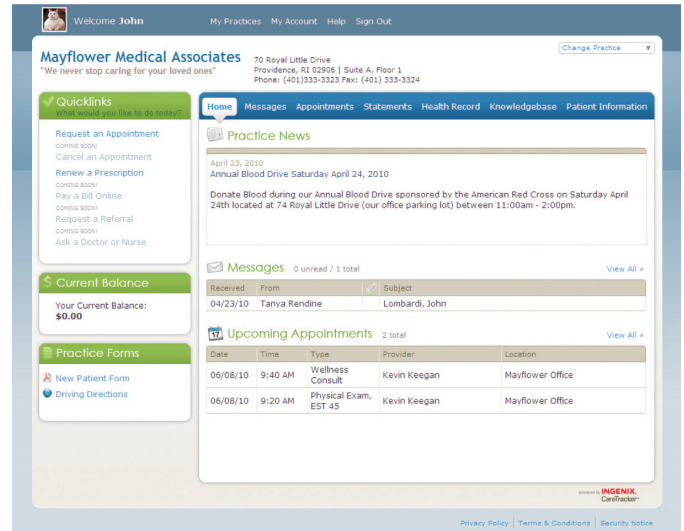
Messages

With Optum Patient Portal you can communicate electronically with your patients. You can send messages containing information pertinent to your patients' medical care, such as lab results, medication lists, forms, and appointment reminders.

Appointments

Patients can request an appointment online, from anywhere at anytime, and include the days and times that are convenient for them. Once an appointment request is confirmed by someone on your staff, an appointment confirmation email is sent to the patient. Patients can also view a printable list of their upcoming, past, and cancelled appointments through Patient Portal.

Prescriptions

Patients can submit a prescription renewal request directly to you through Optum Patient Portal without having to call your practice. When you enter a new prescription and transmit it to the appropriate pharmacy, patients will receive a notification that the prescription has been sent.

Online statements and payment options

With Patient Portal, patients can view their statements and then conveniently make a payment online.

Practice news and forms

The practice news area displays news or updates published by your practice. In addition, you can use this section of the portal to gather pertinent forms from patients before their visit.

About Optum Integrated Practice Management and EMR

Optum Integrated Practice Management and EMR is a family of cloud-based products and services that simplify administration of physician practices and improve care by enabling physicians to spend more time with patients. Today, more than 5,000 physicians nationwide use Optum PM and Physician EMR modules together or in combination with other third-party practice management systems. The solution is comprised of:

• **Optum Practice Management** Simplify practice management and boost efficiency with our cloud-based medical billing solution. Optum Practice Management is an application that helps your practice achieve greater efficiency by streamlining your administrative workflows while monitoring that you are paid accurately and on time for all the work you do.

• **Optum Physician EMR** Optum Physician EMR is a CCHIT®-certified, cloud-based EMR solution that integrates fully with all

the operational functions of the practice, helping you to achieve greater efficiency through smoother day-to-day operations. This simplicity strengthens the patient-physician experience, improves quality, and reduces costs. Optum offers attractive economics that facilitate essential improvements within your practice and is guaranteed to meet meaningful use requirements.

• **Optum Physician Billing Service** Targeted revenue cycle management for your business needs. Whether you need help submitting clean claims, managing denials, or pursuing unpaid claims, Optum Physician Billing Service can help you get paid the right amount as quickly as possible. Our account managers are organized to provide personalized service and comprehensive support by knowing your practice inside and out.

Optum CareTracker Version 6.2 from Optum is a CCHIT Certified® product for CCHIT Ambulatory EHR 2007

Unite patients and providers with a secure online system.

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