

# OrthoTennessee Achieves 68% Enrollment Rate with Patient Portal

## THE CHALLENGE

### An unpopular portal

A cumbersome, non-intuitive patient portal deterred OrthoTennessee's patients from using it. Patients who did use the portal were often frustrated. The practice had to set up a separate email and phone line to manage the questions and confusion with the portal. The problems outweighed the benefits, which initiated a search for a better way to engage with patients.

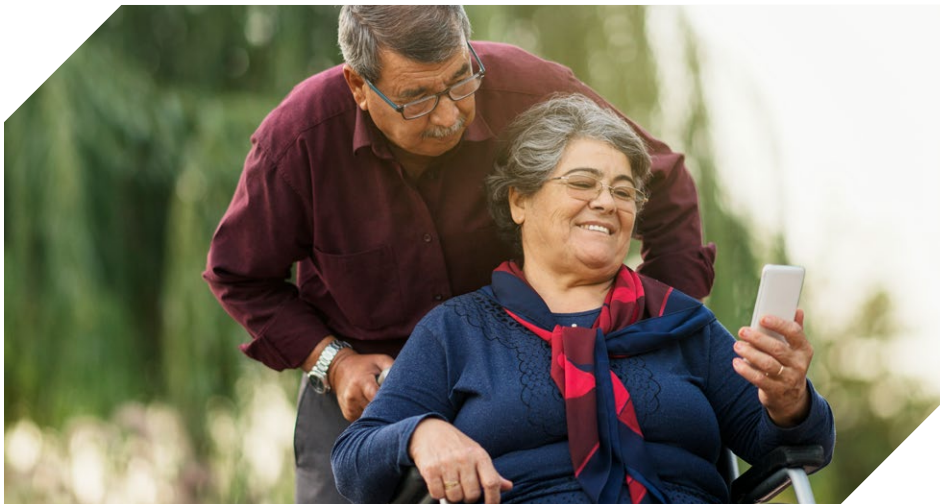
## THE SOLUTION

### Move to a new patient portal

OrthoTennessee chose NextGen PxP Portal. The switchover went smoothly. Within a month, the number of portal-related phone calls was cut in half. From there, OrthoTennessee used the patient portal to help meet federal guidelines, expand access to care, and help providers serve patients in a more timely fashion.

"The NextGen Healthcare implementation team helped leverage the solution's capabilities to help meet Merit-based Incentive Payment System (MIPS) and Meaningful Use guidelines, which was critical at the time," said Patrick Christian, database administrator and integrations engineer for OrthoTennessee.

To fulfill requirements of MIPS and Meaningful Use, the team worked with the practice to capture and verify the number of enrollments and monitor patient communication with providers in the portal. Satisfaction with the new portal was evident as OrthoTennessee, which sees more than 300,000 patients annually, experienced a 68 percent enrollment rate in a matter of weeks.



## CLIENT PROFILE

### OrthoTennessee

**Location:** Knoxville, Tennessee

**Mission:** Improve lives through patient-centered care; every patient, every time

**Size:** 10 clinic locations

**Background:** Physician-directed physical therapy, state-of-the-art diagnostic imaging, and bracing

### NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® PxP Portal
- NextGen® Enterprise EHR
- NextGen® Enterprise PM

## HIGHLIGHTS



**Implemented** within a month

**68%**

**Enrollment rate** in a matter of weeks



**Saved time** for both providers and patients



**Enabled** providers to see the whole patient experience



**Helped** meet MIPS and Meaningful Use guidelines

“NextGen PxP Portal helps us meet Meaningful Use and MIPS requirements by the fact that it allows patients to have access to their records and enables them to interact with providers,” said Christian. “It does everything that a patient portal is supposed to do.”

### “Ask a Nurse” saves time

Patients use the portal to request refills, make payments, schedule appointments, and view their records. One of the most popular features, “Ask a Nurse,” lets patients conveniently submit questions at their leisure. This online engagement tool allows providers to block out time in their day to respond to patients’ questions online in one sitting rather than answer them individually over the phone throughout the day.

“Patients receive replies to their questions expediently as their providers can easily review/answer a group of online inquiries at a time,” said Christian. “Communicating through the portal supports time management and reduces phone interruptions.”

The new portal also allows providers to send more clinical information than the previous one. Providers have the convenience to send any document, such as chart notes, medical summaries, and other information. This helps meet guidelines for exchanging Consolidated-Clinical Document Architecture (C-CDA) documents and saves providers time when they need to share vital information with patients quickly.

### Full view of the patient’s experience

“The portal’s integration with the practice management system and EHR is fairly simple. On the practice management side, there’s a flag that tells the provider whether the patient is enrolled or not. On the EHR side, the provider can view all the communications sent to the patient. Providers can also access the administrator panel from the EHR,” said Christian.

### Set it, forget it

“I don’t deal with NextGen Healthcare unless it’s time for an upgrade or there’s an issue, and that’s pretty rare. It’s a ‘set it up and forget it’ kind of solution,” said Michael Barnes, director of IT for OrthoTennessee.

OrthoTennessee uses the portal to empower patients with more flexibility and convenience to manage their care. Providers can also communicate securely with patients between visits. It’s another example of how technology strengthens the relationship between practices and their patients.

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**Patrick Christian**

Database Administrator and Integrations Engineer  
OrthoTennessee

## HOW CAN WE HELP YOU?

Partner with us at **855-510-6398** or **results@nextgen.com**.