2024 Workflow Workshop Webinar Series

Promoting Interoperability

Provider to Patient Exchange:
Provide Patients Electronic Access to Their Health Information

Agenda

Provide Patients Electronic Access to Their Health Information

- Measure Overview
- Measure Specifications
- Measure Special Considerations
- Measure Workflow

Provide Patients Electronic Access to Their Health Information

Measure Overview

Provide Patients Electronic Access to Their Health Information	
Description	• Patients are provided timely online access to view, download, and transmit their health information • Clinicians/groups must ensure that patient's health information is available for the patient to access
Exclusion	There are no available exclusions for this measure
Points Available	Up to 25

Measure Specifications

Denominator	Numerator
• The number of unique patients seen by the MIPS eligible clinician during the performance period	• The number of patients in the denominator (or patient authorized representative) who are provided timely access to health information to view online, download, and transmit to a third party and to access using an application of their choice that is configured to meet the technical specifications of the API in the MIPS eligible clinicians CEHRT • **QP Translation:** The number of patients who have been given access to their health information through patient portal enrollment

Special Note: For a complete list of qualifying encounters, please reference the measure papers

Measure Special Considersatons

- Patient health information needs to be made available to each patient for view, download, and transmit within 4 business days of the information being available to the clinician for each time that information is generated

- If there are multiple encounters during the reporting period, access must be given prior to or **within 4 business days** after the first qualifying encounter

- Patients that do not enroll or un-enroll themselves from the NextGen Patient Portal will meet numerator requirements

- To be included in the numerator for this measure, the user must issue an enrollment invitation email to the patient. If a patient does not have an email address, you may use opt-out@nextgen.com. Patient declined or patient deferred enrollment from the portal enrollment dropdown will also earn credit for this measure

- To find a list of patients who have not been enrolled in the patient portal, you may run a Patient Portal Enrollment Report in Practice Management. Please review the Patient Portal Enrollment Report Guide for step-by-step instructions on how to run the PM report.

Recommended Workflow

There are four different ways to send patients an invitation to join the NextGen PxP Portal from NextGen Enterprise PM and NextGen Enterprise EHR.

1. Automatic invitation to new patient
2. Invitation via demographic update
3. Invitation via booking an appointment
4. Manual Enrollment from NextGen Enterprise EHR and NextGen Enterprise PM

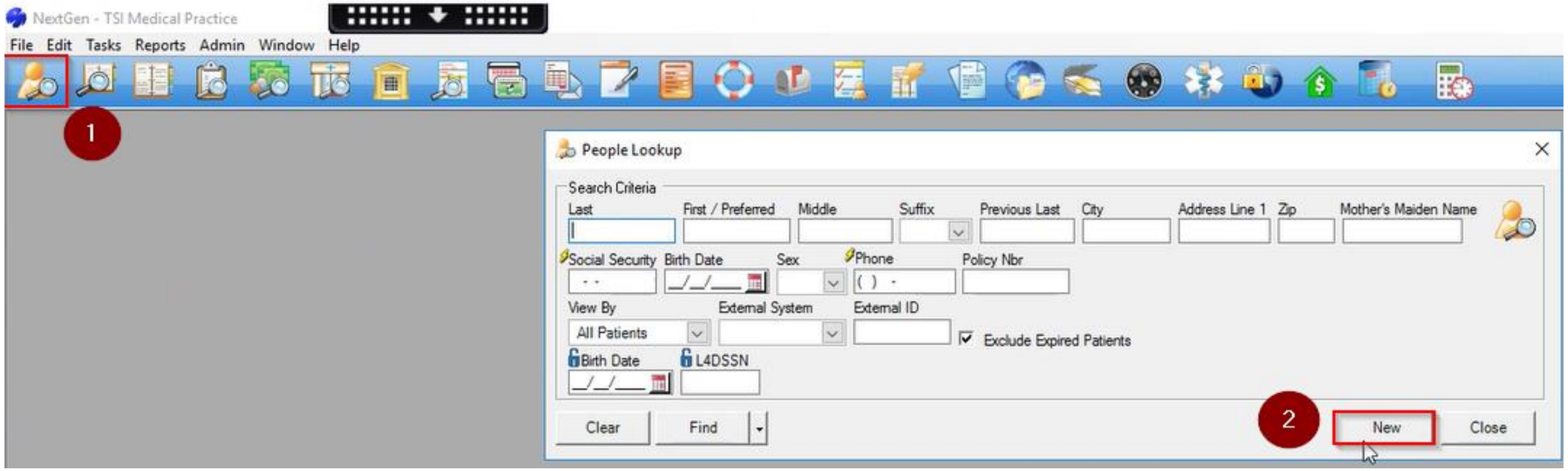
Note: The following Demographic Fields on the Add Patient Information window are mandatory for a patient to enroll in NextGen PxP Portal. If you have not entered any value in any of the mandatory fields for enrollment, a message displays a listing of fields that have missing patient information.

- First Name
- Last Name
- Date of Birth
- Birth Sex
- Zip Code
- Email Address

Recommended Workflow

Automatic Invitation to New Patient

1. From NextGen Enterprise PM, select Lookup icon on the toolbar
2. Select New to add a new patient
3. Enter the patient's information including: First Name, Last Name, Date of Birth, Sex, Zip Code, and Email Address

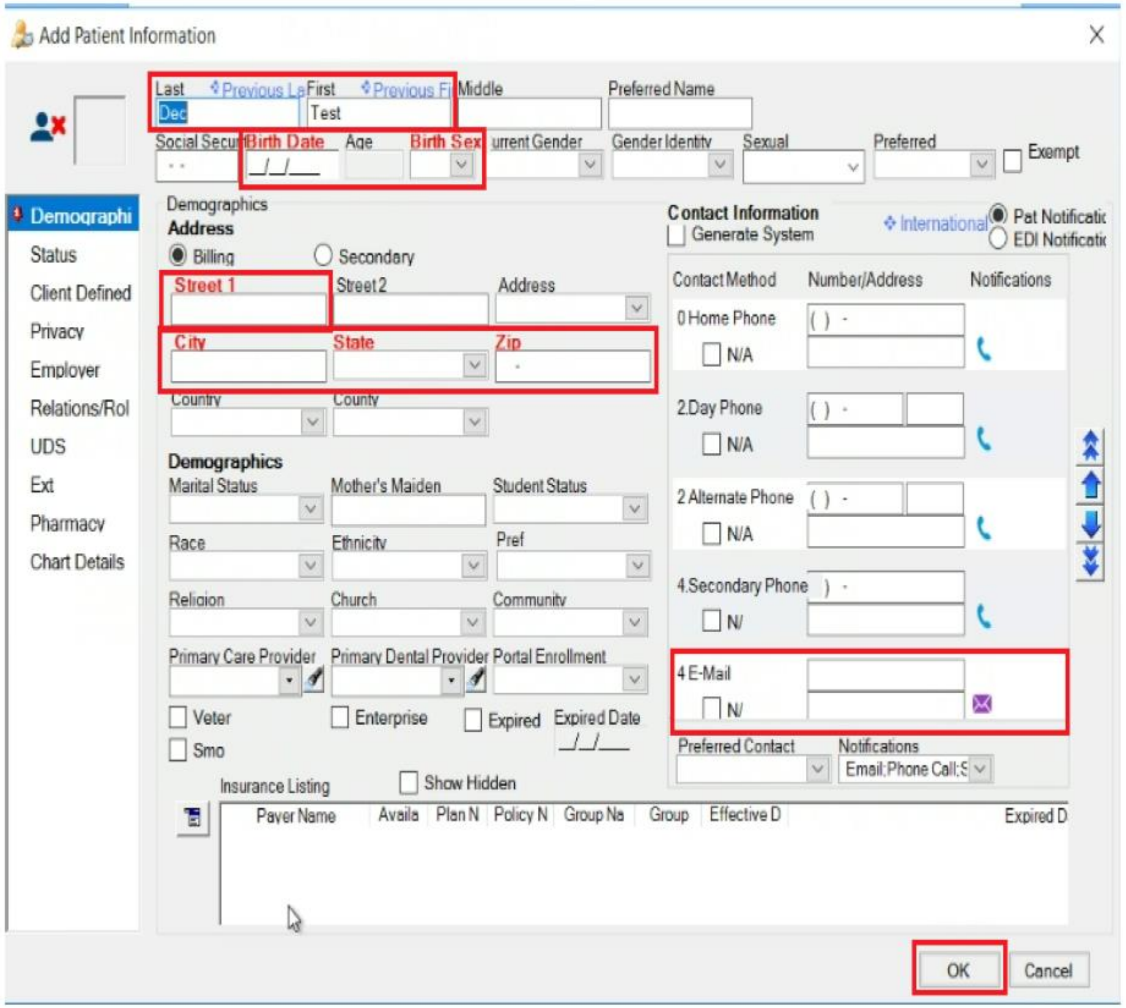


Recommended Workflow

Automatic Invitation to New Patient

4. Do one of the following:

Option 1: If they opt to being registered for the patient portal, select OK. An invitation is automatically sent to the patient.



Recommended Workflow

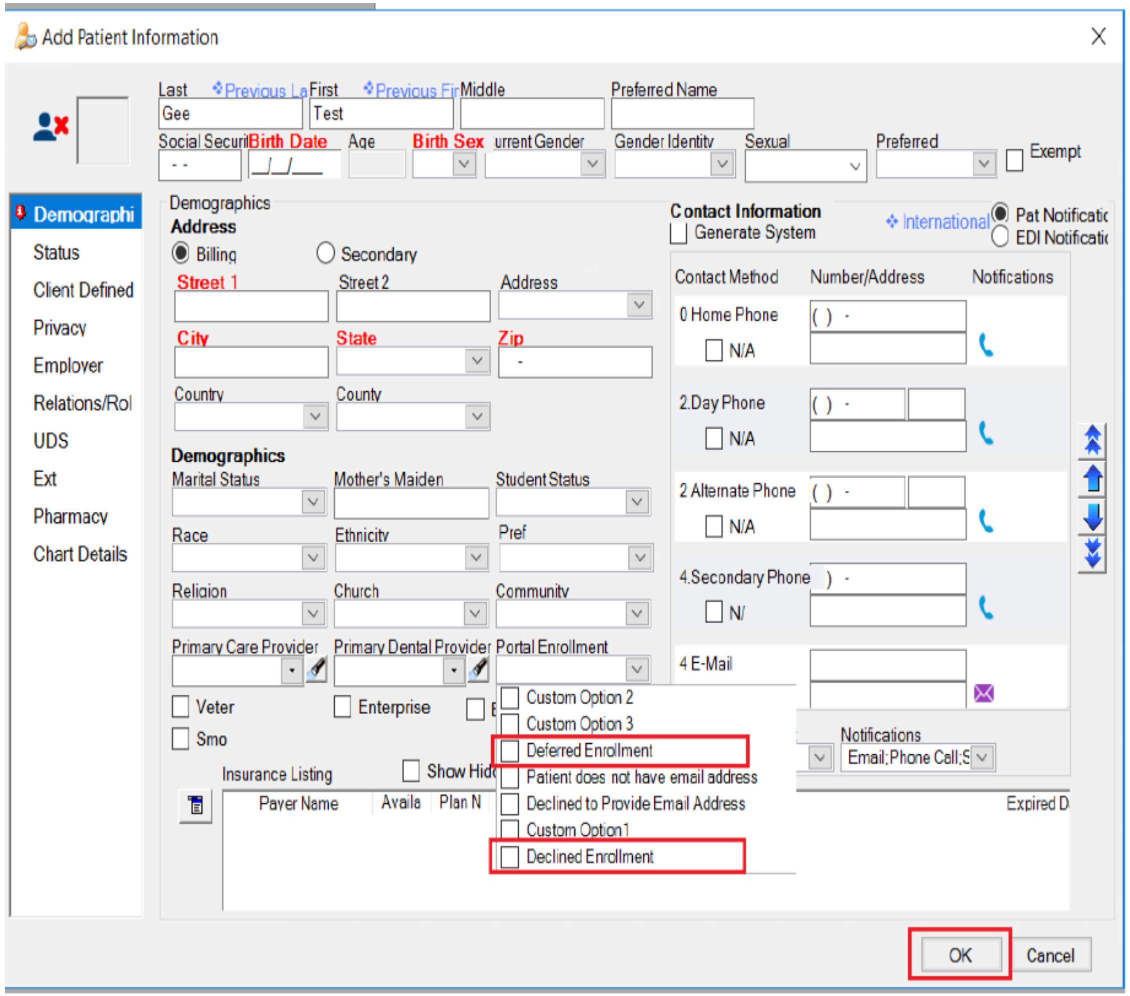
Automatic Invitation to New Patient

4. Do one of the following:

Option 2: If the patient does not choose to register for the patient portal, select the:

- Deferred Enrollment
- Declined Enrollment OR
- Deferred and Declined Enrollment option

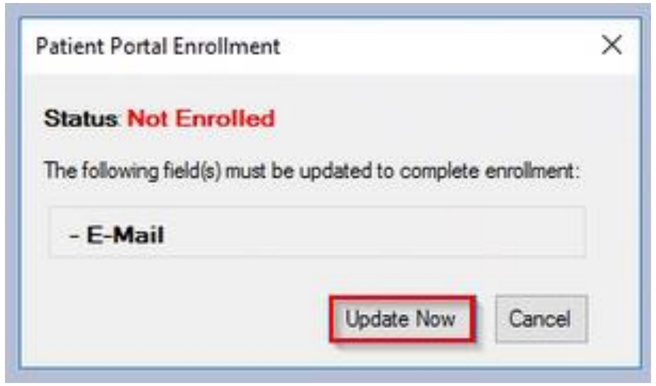
from the Portal Enrollment list in the Patient Information window. Then select OK.



Recommended Workflow

Manual Enrollment from NextGen Enterprise EHR and NextGen Enterprise PM

1. From the NextGen Enterprise EHR, open the chart of the patient you want to enroll
2. Ensure the patient has the required fields: First Name, Last Name, Date of Birth, Sex, Zip Code, and Email Address
3. If they opt to being registered for the Patient Portal: then select Enroll Now from the Patient Info bar



Note: Enroll Now can also be found under File > Patient Portal

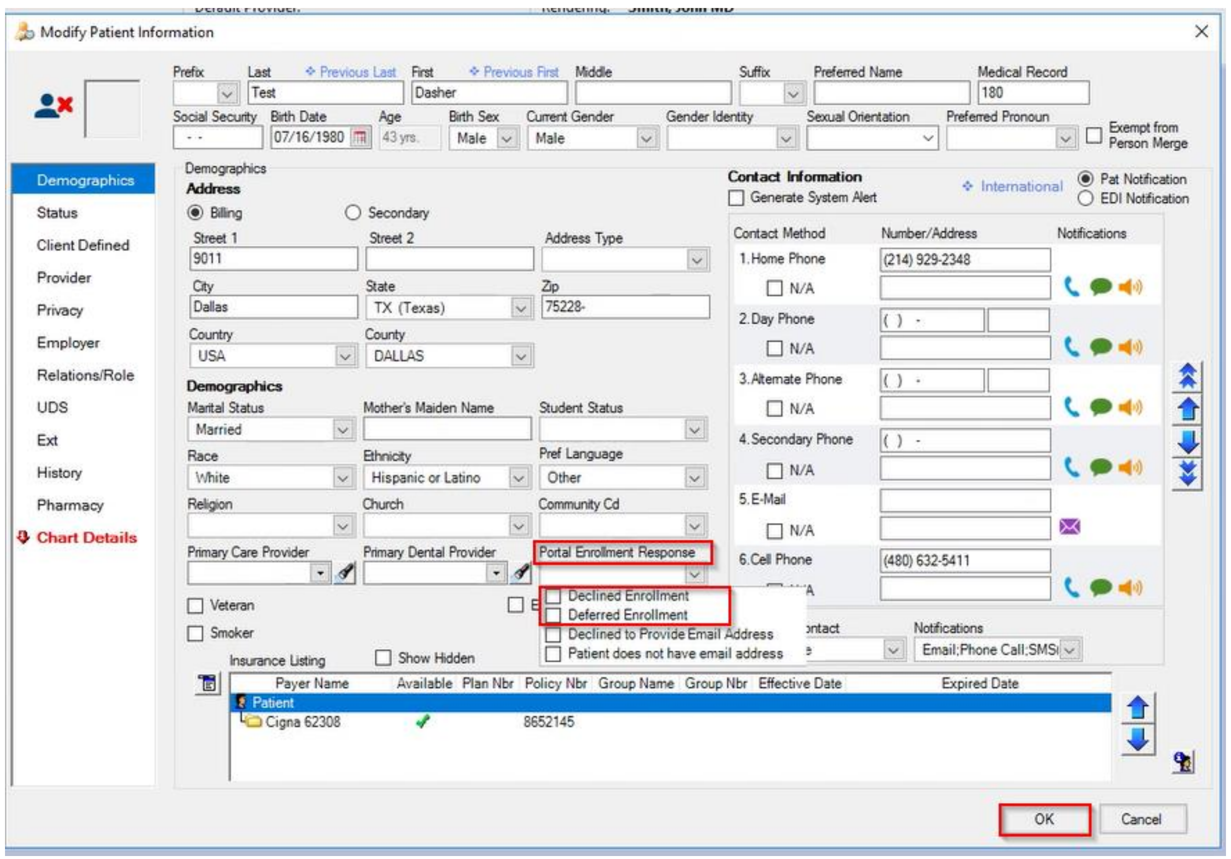
Recommended Workflow

Manual Enrollment from NextGen Enterprise EHR and NextGen Enterprise PM

4. If the patient does not choose to register for the patient portal, select the:
   - Deferred Enrollment
   - Declined Enrollment OR
   - Deferred and Declined Enrollment option

   from the Portal Enrollment list in the Patient Information window

5. Select OK

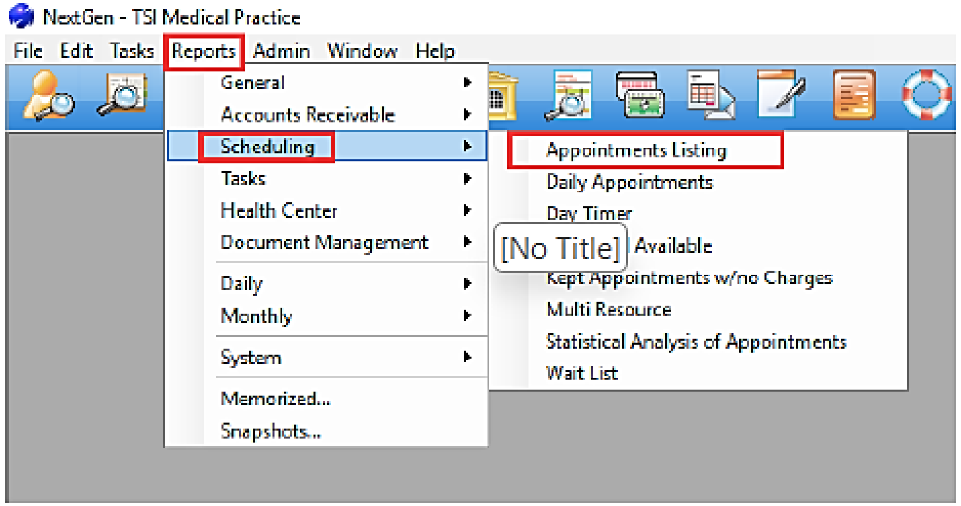


Patient Portal Enrollment PM Guide

This document provides step-by-step instructions for running the PM report necessary to determine which patients have not been enrolled in patient portal. In order for a patient to be enrolled, they must have an email address. If they do not have an email address you may use opt-out@nextgen.com or choose “Declined Enrollment” or “Deferred Enrollment” from the Portal Enrollment Drop down in the Patient Information demographics pop-up.

Step 1: From the Practice Management Home Page, select:

- Reports
- Scheduling
- Appointment Listing



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