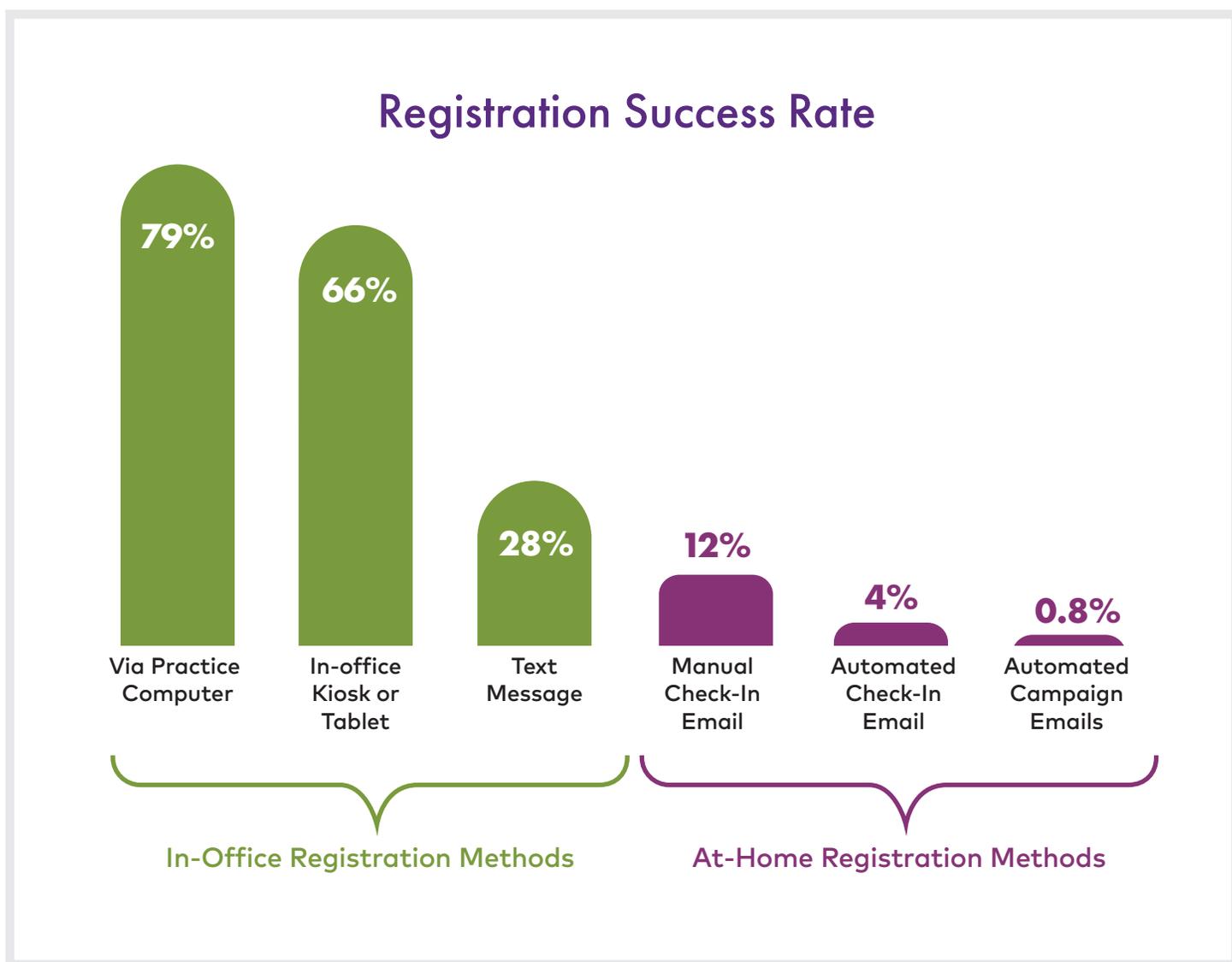


Portal Pointers

How and when to sign your patients up.

It's now or (almost) never.

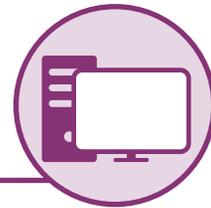
Across athenahealth's network, practices with the highest portal adoption make portal registration a policy and support in-office registration methods. Why? Because they have the highest success rate per attempt.



Pick a device.... any device.

There are three ways that you can help register a patient or family member for the Patient Portal:

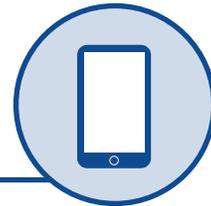
1 From a
practice computer



2 From a
kiosk



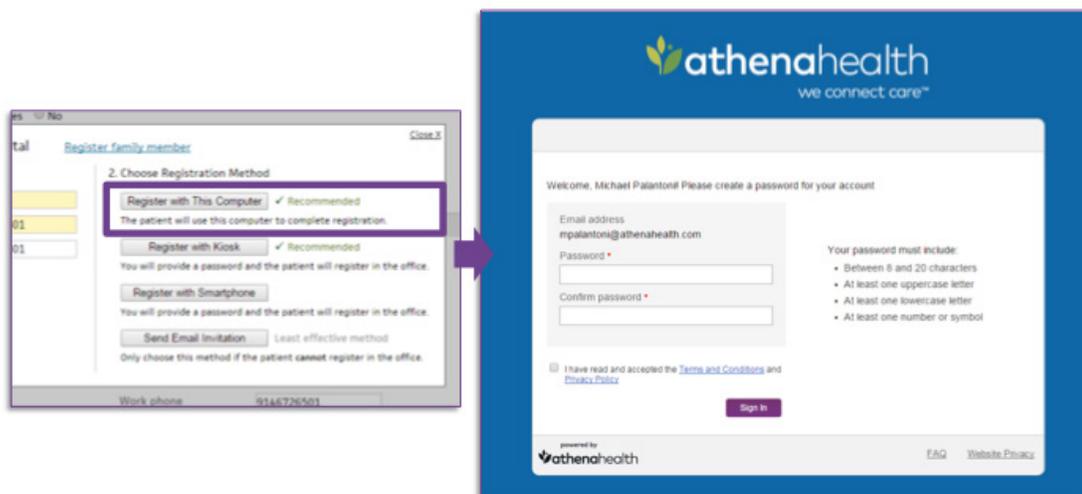
3 From the
patient's smartphone



1 Register from a practice computer



- a) Use the computer at check-in or during the intake/exam and turn it around for the patient.
- b) Patients are much more likely to register for the portal if their care team instructs them to/helps them complete registration.
- c) Follow up at check-out: if the patient has not completed portal registration at check-in, the check-out staff can follow up and make sure the patient registers on the way out of the office.



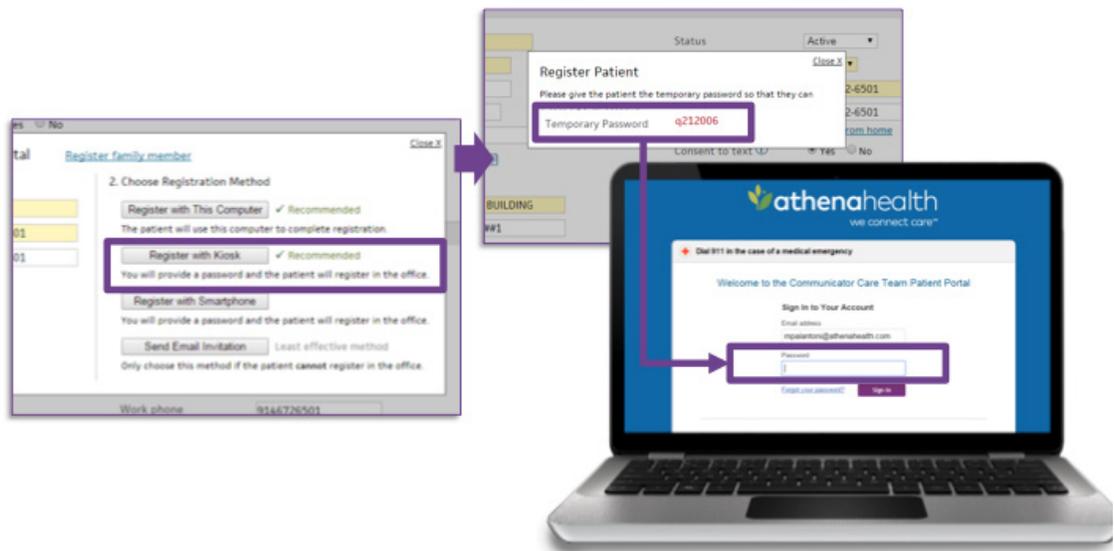
Clicking "Register with this Computer" logs the practice user out of athenaNet and pops up a set password screen for the patient.

2 Register from a kiosk

(desktop, laptop, or tablet computer that has been set up for this task)



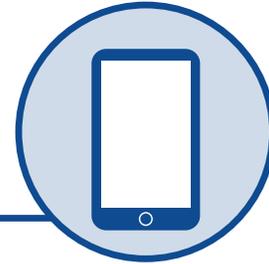
- a) **Device set up:** secure the device close to the check-in desk so the front-desk user can assist the patient if they are having trouble entering the code or setting a real password.
- b) **Temporary password exchange:** give the patient the temporary password that pops up on the screen. Ensure the patient finishes registration before leaving the desk.
Note: temporary passwords expire after two hours.
- c) **Follow up at check-out:** if the patient does not complete portal registration at check-in, the check-out staff should follow up and make sure the patient registers on the way out of the office.



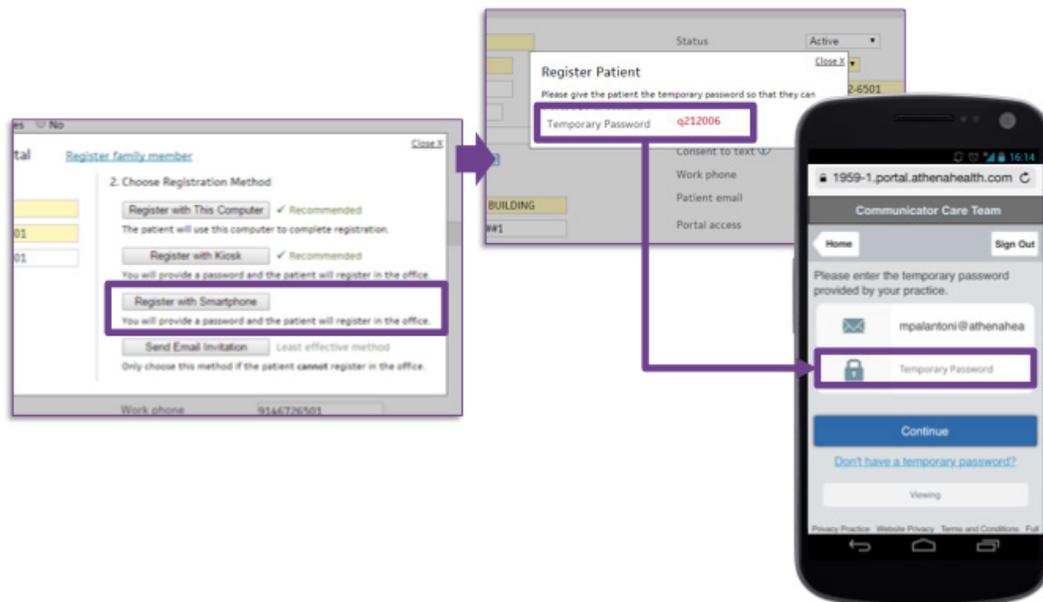
Patient types in temporary password into practice kiosk and sets real password to complete registration.

3 Register from the patient's smartphone

(iPhone or Android device)



- a) Make sure patient mobile number is correct before sending text message.
- b) Temporary password exchange: give the patient the temporary password that pops up on the screen. Ask the patient to complete registration on their smartphone while they wait. *Note: temporary passwords expire after six hours.*
- c) Follow up at check-out: if the patient does not complete portal registration at check-in, the check-out staff should follow up and make sure the patient registers on the way out of the office.



Patient receives a text with a unique link, enters temporary password, and sets a password.

What you say can ensure success.

Here are some examples of how to talk with patients about the portal.

Provide talking points to staff:

	DO SAY	DON'T SAY
	Would you like to have access to your health records online?	May I have your email address?
	You may go online at your convenience to view lab results, pay bills and request appointments.	I'll mail you the lab results.
	Our preferred method of communicating with you is through the portal.	Call me in a few days.
	Can you please review and update your personal information on the portal?	What is your current address and phone?
	You may request and refill prescriptions through the portal.	Call us when you need a new prescription.