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# Introducing the New OP Patient Portal

Thursday, September 12, 2024

# Nice to Meet You!

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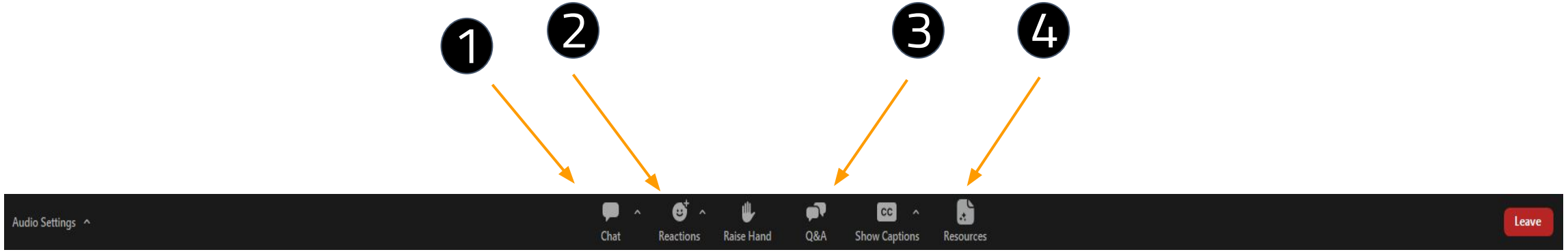
# Navigating Zoom




All attendees will be muted during this webinar.

1. **Chat** - Please enter additional team members names, who have not registered for the webinar.
2. **Reactions** - Use this to react with smile, thumbs up, or celebrate emoji.
3. **Q&A** - Send questions throughout the webinar to organizer and panelists
4. **Resources** - Are available to download during the session

# Agenda

- Why we're taking an 'Open Market' approach + how we got here
- HUGE benefits of our new portal offering
- Sneak peek of the parent's experience
- Adoption timing & transition process
- Q&A

# Why ‘Open Market’

We believe in:

- **Your interoperability**: We commit to working with partners that are looking to the future of technology, so we can make it available to your practice.
- **Your data exchange**: We will make data available to patients and parents easy and convenient.
- **Your Future**: We're not simply adapting to the changing landscape of healthcare; we're actively shaping it to ensure you remain a leader in pediatric care.
- **Your Community**: We're passionate about supporting you in providing exceptional experiences for your patients, their families, and your staff.
- **Your Choices**: We believe in empowering you with a diverse range of technology solutions that are tailored to the unique needs of your practice.

# What You Want to Know Now

1. **How much work is it for me and my staff?**
   a. Minimal: 20-30 minutes reviewing initial customization options, one hour of training and whatever additional customization you choose to do after go live
2. **Do I have to change portals?**
   a. No. You can stay on Intelichart or your current portal

# Pilot Success!

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## The First Week

**8/5**
First Pilot Launched

**7**
Pilots Live

**580**
First Time Logins

**250**
Fewer calls!!

# Benefits for your practice

- Simplified portal registration for your patients and your staff
  - **Spoiler Alert**: No PINs + auto-registrations
- Centralized management of portal access and visibility settings
  - **Spoiler Alert**: All in OP (Family Contacts, OP's visibility + privacy settings)
- Preconfigured with very little lift required by your practice

# What you'll LOVE …

- **Portal Registration**
  - No PIN numbers
  - Auto-registration at contact creation
  - Second child auto added to caregiver
    - *Win for parent/guardian and staff*
- **Passwordless login**
  - Configuration option to log-in using cell phone number
    - *Win for staff and parent/guardian*
- **Initial configuration**
  - Done by OP (20-40 hours minimum by customer with IC)
    - *Win for practice*
- **No changes to current workflows in OP!**
  - *Win for practice*
- **Ease of post go live configuration**
  - *Win for practice*
- **Same growth chart calculations**
  - *Win for parent/guardian*
- **Simplified parent status updates**
  - Email address change updates from OP to portal
  - To inactivate a parent account, the Authority just needs to be changed in OP
    - *Win for practice and parent/guardian*
- **Visibility is respected without ANY configuration on OP Patient Portal**
  - Improved patient safety and privacy
    - *Win for practice and parent*

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# Let’s take a look!

# Adoption Timing & Process

**If you're currently using the InteliChart portal and want to make the switch or you don't currently have a portal**

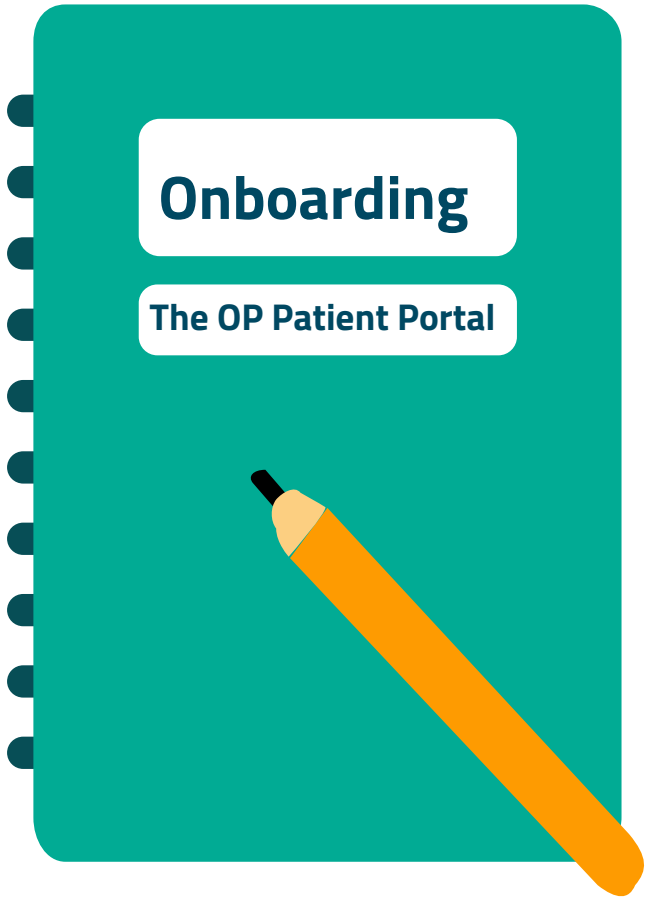
- Plan ahead for a 2025 adoption.
  - Sick season and the holidays are around the corner … need we say more?
  - We want you *and* your patients to be as prepared as possible for the transition. This gives you time to give them a heads up now that a new portal is coming and become familiar with the new portal ahead of launching it to your patients.

# What's next ...

**Know that you want to adopt the new portal or want additional information?**

Click here or scan the QR code to complete a brief survey letting us know your preference.

# Training

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## OP Portal: Start Here

Your one stop shop for Portal Workflows, Customization, Quick Reference Guides, and a Toolkit for Portal ADoption

2

## Coming Soon- Training Webinars

Training Webinars to support your transition

# Resources

[Promoting Your OP Portal: Adoption Toolkit]

[New OP Portal One Sheet]

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# Thank you for coming!