

Assessing Barriers to Online Patient Portal Use to Help Promote Patient-Provider Communication



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Introduction

- Our institution’s online patient portal is underutilized
 - 35% of patients have an activated account
 - <1% of patients declined enrollment
- Benefits of online patient portal:
 - Health information is easily accessible
 - Improve patient-provider communication
- Project Goal: Increase patient portal utilization

Methods

- Surveyed resident physicians to assess:
 - Frequency of patient portal use
 - Comfort level with patient portal use
 - Barriers to using patient portal
- Intervention:
 - Intervention group: provided written/verbal instructions on how to enroll patients
 - Control group: provided no instructions
- Compared percent of patients enrolled in patient portal 2 months before and 2 months after intervention

Results

- Survey results:
 - 25% of residents feel “very uncomfortable” with portal
 - 75% of residents do not know how to enroll patients
 - Majority of residents are “very interested” in becoming more proficient
- Percent of patients enrolled pre vs post-intervention
 - Control group: 36.3% vs 35.9% (delta -0.38 +/- 0.073%)
 - Intervention group: 40.4% vs 39.9% (delta -0.13 +/- 7%)
- No significant difference in patient enrollment pre and post-intervention

Conclusion

- While there is a large interest among residents in utilizing the portal, most residents do not know how to enroll patients
- Unfortunately, increasing resident knowledge about portal enrollment did not increase enrollment
 - Possibly due to continued knowledge deficits, other barriers to workflow and sign-up process, or patient-specific factors
- Percent of patients enrolled declined in both groups which is possibly due to an increase in the number of patients and rise in telemed visits resulting in less opportunities to enroll patients in clinic
- Future interventions:
 - Survey residents post-intervention to determine persistent barriers to enrollment
 - Survey patients to determine patient-specific barriers to enrollment and use of the portal

Example of Educational Flyer Provided to Intervention Group



Sign-up Tutorial for Residents

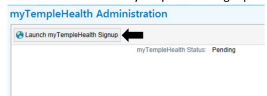
- There are 2 primary ways to sign up patients:
- Patients sign up themselves with activation code provided automatically in AVS or in email
 - Clinicians sign up patients during clinic visit-recommended!

How to sign up a patient in clinic with blue clock icon

1. Click on the indicated button before you precept



2. Then click “Launch myTempleHealth Signup”



3. This will open the online sign-up form

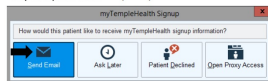
4. The patient may then sign up with their phone number and DOB. The activation code will be auto-populated.

How to sign up a patient in clinic with red slash icon

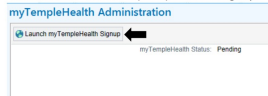
1. Click on the indicated button before you precept



2. Click “Send Email.” This will send info on MyTempleHealth to your patient’s email.



3. Then click “Launch myTempleHealth Signup”



4. This will open the online sign-up form

5. The patient may then sign up with their phone number, DOB, and email address. The activation code will be auto-populated.

Percent of Patients Enrolled in Online Patient Portal Pre and Post-intervention

