PatientPORTAL

Engage Patients Where They Are – On Their Mobile Devices
Frequently Asked Questions

What is PatientPORTAL by InteliChart?

PatientPORTAL is a smartphone app offering patients mobile access to health information and secure messaging with you, the provider. The app includes many of the same features patients expect in a portal, but is conveniently accessible from any mobile device to improve patient engagement and boost satisfaction. Capabilities include:

- Staying in touch with patients through secure messaging
- Listing upcoming appointments and locations to help patients stay adherent to care plans
- Offering access to latest test results to encourage engagement and goal setting
- Helping manage the health of their children and other dependents, such as senior parents or spouses with multiple chronic conditions

What security features are in place to protect patient data?

The PatientPORTAL app offers the same encryption level as the web-based version to ensure Protected Health Information is secure during access and transmission. Patient information is never stored locally, but rather accessed through secure API connections. As part of the patient registration process, we require the patient to create a username and password, and to enter a PIN, to access the patient portal whether they are accessing it through the web version or the mobile app.

Does the PatientPORTAL app by InteliChart integrate with my existing EHR?

Both the the mobile and web-based version of PatientPORTAL leverage InteliChart's comprehensive integration modules which are available for a wide range of EHR and Practice Management systems. Each Integration Module is shared by all products in the HealthyOUTCOMES Suite of products, so you can add additional modules as your needs grow without having to add additional integrations.

How can patients access the app?

Patients will simply download the app by visiting the Google Play Store or the Apple App Store. A patient with an existing patient portal account can download the app, and log in using their patient portal credentials. For patients without a portal account, your practice will need to provide them with a PIN so they can setup their account and access the app. InteliChart has also provided a one-pager with instructions on how to download the app that can be given to your patients.

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◢ Does InteliChart offer technical support?

InteliChart provides a complete Technical Support service for you and your staff. However, InteliChart does not offer technical support directly to patients. In the event that a patient has a question or an issue that you can't resolve for them, please submit their question or issue through the normal ticketing system and we will address it for you.

◢ How can physicians communicate with patients through the app?

Secure messages sent from both the desktop or mobile patient portal will be accessible to both providers and patients through their portal. Providers reply to messages delivered from both platforms the same way they do now and will appear in the patient's inbox on the computer web-browser portal and mobile device.

◢ Is the app customizable?

Not currently, but as functionality grows in the App providers will have the ability to enable, disable, or otherwise configure many aspects of functionality for patients, just as you do today in the web-based version of the portal. The App also currently identifies if the patient's preferred language is English or Spanish, and enables the patient to interact with the App using that preference.