

# Empower patients with more engaged care through the OnBase Patient Portal

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## The Basics

Online access to health information isn't a novelty anymore. It's fast becoming a requirement for patients looking for healthcare options. With the OnBase Patient Portal, your healthcare organization can stand out by giving patients secure online access to their information. At the same time, you can cut costs and improve cash flow.

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## The Challenges

From bank accounts to utility bills, patients have quickly grown used to handling personal information over the Internet. They're looking to you to do the same with their medical information. At the same time, you're under pressure to get a lot more done while budgets are stagnant or shrinking.

- Budget cuts mean you need to eliminate tedious tasks to increase staff productivity and lower operating costs to stay ahead
- Cash flow has slowed in the tight economy so the billing process must be as fast as possible
- Competition for patients is growing, especially as healthcare options pop-up everywhere, even in drug stores

### The Payoff

- Cuts operational costs and improves staff productivity
- Speeds the billing process with online payments
- Improves the patient experience with more engaged care

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## The Solution

Nearly 70 percent of U.S. adults look for health information online.\* Healthcare organizations can build on that trend and stand out against the competition with the OnBase Patient Portal. Working with Meditech, it gives patients 24-hour access to appointment scheduling, pre-registration, bill payment, test results and more.

### *Registration that's easier for patients and for staff*

The OnBase Patient Portal eliminates the tedious tasks of registration for both patients and staff. It starts the patient experience with online appointment requests and pre-registration. Patients can also update demographic and insurance information. They can check scheduled appointments, review pre- and post-care instructions and make account information requests. That way, visits are spent on care, not chores. To patients, your healthcare organization is more convenient and ahead of the curve.

For staff, they deal with fewer phone calls and handle more patients in less time. They have a single work list to view and process patient requests, increasing productivity and cutting costs.

### **Strengthen cash flow with online payments**

The same insurance information patients update online not only speeds registration, it also speeds the revenue cycle. With the most current information available, billing and business offices start off with everything they need to get the revenue cycle going quickly.

The Patient Portal also speeds up bill payment. It gives patients the power to review and pay bills online. That means your healthcare organization eliminates the delays of mailing payments or calling with questions. Patients can submit payments faster and your organization can process them faster, too, making cash flow stronger.

### **More engaged patients lead to better patient care**

With the Patient Portal, your healthcare organization engages with patients in a brand new way. And countless studies show the more patients are involved in their care, the better the outcomes. Not to mention, the portal improves the patient experience.

With online results from your lab system, patients can look at lab results (after clinical personnel have reviewed them). They can also view and update information such as allergies, medications, recent surgery information and diagnoses. Physicians can use it to make decisions that are more informed, and ultimately, it can improve patient safety.

Another feature allows authorized users to assist in the care of their family members online. They can request appointments, update information, pay bills, etc., for family members, as well as for themselves, from one login. That way, caregivers can more easily access information for family members and play a bigger role in their care.

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### **Why OnBase?**

Giving patients a go-to place for their healthcare information is vital to retaining and attracting patients. The OnBase Patient Portal provides just that. At the same time, it lets healthcare organizations spend less time on phone calls and tedious tasks and more time on patient care.

- Cuts operational costs and improves staff productivity
- Speeds the billing process with online payments
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\* Harris Interactive, "Internet Provides Public With Health Care Information That They Value and Trust and Which Often Stimulates Discussion With Their Doctors"

### **time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at [OnBase.com/Healthcare](http://OnBase.com/Healthcare)

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a Hyland Software solution