Community Health Access Network (CHAN)

a Health Center Controlled Network (HCCN)
501(c)(3) Founded 1995

CHAN *Applications*

- GE Centricity EMRv9.5 (Oracle platform)
- GE Centricity PMv10 (SQL platform)
- e-RX v 3.3.0.5806
- Biscom Faxcom Server (e-faxing) v6.1.9.0
- Document Management (scanning) v8.6.5
- **Kryptiq PP/SM v5.4.9**

HCCN Grant, Work Plan Activity:
Patient Portal

o Coordination of due diligence for patient portal selection

Expected Outcome: NMN will make portal selection and complete planning activities for implementation

✓ NMN health centers select Kryptiq portal software

✓ CHAN demo of FQHC member portals, Friday 5/3

➢ CHAN TA regarding workflow analysis and portal implementation

➢ Network collaboration around portal marketing plan(s)

Portal Implementation Quick Tips

Create a Portal Team

Ideal team would include a member of:
- Administration – i.e. Marketing
- IT
- Nursing
- Clinical Support staff – i.e. front desk staff
- Billing – if implementing bill pay

Meet weekly to keep the project moving

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Portal Implementation Quick Tips (cont)

Portal Features

- Start small - add features over time
- Give consideration to developing internal workflow and processes; ALL information gathered will need to be processed by staff
- Give consideration to patient e-forms; cannot restrict how often a patient can submit information
  - For example; BP readings, Blood Glucose etc could be sent numerous times in one day
- Give consideration to e-form versus secure message
  - E-form creates a document in the chart
  - secure message goes to a secure inbox.

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Portal Implementation Quick Tips (cont)

Portal Design and Implementation

- Start with the template provided by Kryptiq and modify to fit your implementation needs
- Take advantage of the materials made available by Kryptiq for workflow suggestions, marketing etc
- Test all features to make sure the portal is functioning as planned
- Review your portal with all staff before implementation so they can be prepared to answer patient questions

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Contact Information

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