



**Banner  
Health Network**

## **BHN eCW Patient Portal FAQ**

### **1. What is a Patient Portal?**

- An online tool which promotes the sharing of information between patients and providers.
- It's a convenient and secure way of exchanging protected health information that complies with HIPAA guidelines
- It gives patients timely access to their health information and makes it convenient to convey routine non-urgent questions to their healthcare providers.

### **2. How does a Patient Portal potentially improve our practice's bottom line?**

- Instantly directs the right message to the right person and helps maintain accountability as information is electronically documented
- Improve revenue cycle process by allowing patients to receive electronic statements and pay their bills online.
- Increasing staff efficiency and productivity by lessening the amount of time spent on data entry
- Decrease overhead costs by reducing paper, postage, toner, envelopes, collection services, etc.

### **3. What are the benefits of the Patient Portal to our practice?**

- Streamline Communication
  - Test results can be displayed on the patient portal allowing patients to print a copy at their convenience
  - Medical Summary, Visit Summary and Patient education can all be published to the Patient Portal for patients to access and refer at their convenience.
  - Appointment Scheduling (optional) eliminates the need for additional scheduling staff to schedule certain appointment types.
- Time is valuable
  - Patients can access their healthcare information 24/7 and not just during office hours.
  - Medical History and Intake Forms often take up a significant amount of scheduled visit time that can be counterproductive for providers and patients alike. Patient Portal allows providers to upload forms patients can fill out and electronically submit them before their visit.
  - Patients can review their medications, and can request refills and renewals on time.
- Increased Revenue
  - Having the Bill Pay feature turned on in your Patient Portal acts as a reminder to the patient to pay their bill, it's secure and easy to use.
  - Improve appointment compliance and reduce "no show" rates by using appointment reminder feature

#### 4. What about Urgent messages? I'm worried I won't be able to see the message in time.

- Patients are advised not to use the Patient Portal for emergency issues at the time of entering in a message.  
(Message Bolded in Red)

#### 5. What Meaningful Use Measures can be met using the Patient Portal?

- The following measures can be met by using the Patient Portal:
  - Patient Electronic Access
  - View, Download and Transmit (VDT) health information electronically to a third party
  - Secure Messaging
  - Patient Education
  - Clinical Summaries

#### 6. How can I use the Patient Portal to keep my patients engaged in their healthcare?

- Sending patient reminder messages and patient education to your patient's portal will help your patient stay engaged in their healthcare
  - **Registry-Based Communication:** The Registry allows you to eblast a custom message out to the Patient Portal. The Registry can search and filter patients using various data criteria. You can choose to select all of your web enabled patients, or specific patients with certain diagnosis, or ones that are due for an Annual Wellness Visit, patients on a specific medication, and much more. create custom messages and save them in a template for later use. Note: This is included in the eCW EMR, no additional fees apply
  - **Messenger Campaigns:** Practices have the option to turn on Campaigns in the Messenger Module. Choose from a list of campaigns eCW has already created, customize which patients you want these campaigns going to and choose how you would like the campaigns sent to your patient (Patient Portal, text message, voice call, and email). These campaigns will go out automatically according to your settings. Note: eCW messaging fees may apply

#### 7. What is the cost to activate the Patient Portal?

- There is no additional fees for portal activation and use.
  - eCW fees may apply to certain messaging features

#### 8. How do I get started?

- Activate the Patient Portal
  - Product Activations Icon within the Admin Band
- Set up your Patient Portal
  - This is the fun part, customize the portal to fit your practices needs.
- Web enable your patients at check in to ensure they have access to log into the Patient Portal
  - Once web enabled, your patient will receive an email notifying them of their user name and password along with a link to the website.
  - **Tip:** Help your patients log in to the portal for the first time before they leave your office. This will help them to feel more comfortable using your patient portal.
- Encourage your patients to use the portal to obtain their health information and to communicate with your office staff.
  - Patients trust their providers and staff, if you are excited for them to use the portal, they will be excited too.

For more information contact the BHN eCW Support Team at  
[ProviderExperienceCenter@BannerHealth.com](mailto:ProviderExperienceCenter@BannerHealth.com)  
or visit us at  
[www.BannerHealthNetwork.com/ehr/ecw](http://www.BannerHealthNetwork.com/ehr/ecw)