

# Patient Gateway Advisory Council

Jon Wald, MD

Product Manager

December 8, 2004, 7:00 – 8:30 am

*Several Videoconference Locations*

Partners Healthcare

# Agenda

*(Following each agenda item we will take questions)*

- Product Status (15 min)
- PACCT Overview (5 min)
- PACCT Launch (45 min)
  - Physician Experience (20 min)
  - Patient experience (15 min)
  - Practice Requirements (10 min)
- Q & A (15 min)

Product Status:

## FY'05 Projects

PACCT	Study of pt portals in primary care – <i>February 2005</i>
OSL	Pilot of in oncology with 'multipractice' – <i>July 2005</i>
Passport pilot	Pilot of new services for patients – <i>October 2004</i>
Core	Enhancements funded by MGH - ( <i>not started</i> )
Product maintenance	Ongoing "Lights on" fixes, testing, system upgrades, support improvements
Support	Handle issues from patients (400/month) and practices (5-10/month)
Passport scalability	Planning project to estimate expansion requirements
Other research	Derm e-visits; LMR waiting room history-taking; MGH Ambulatory Practice of the Future

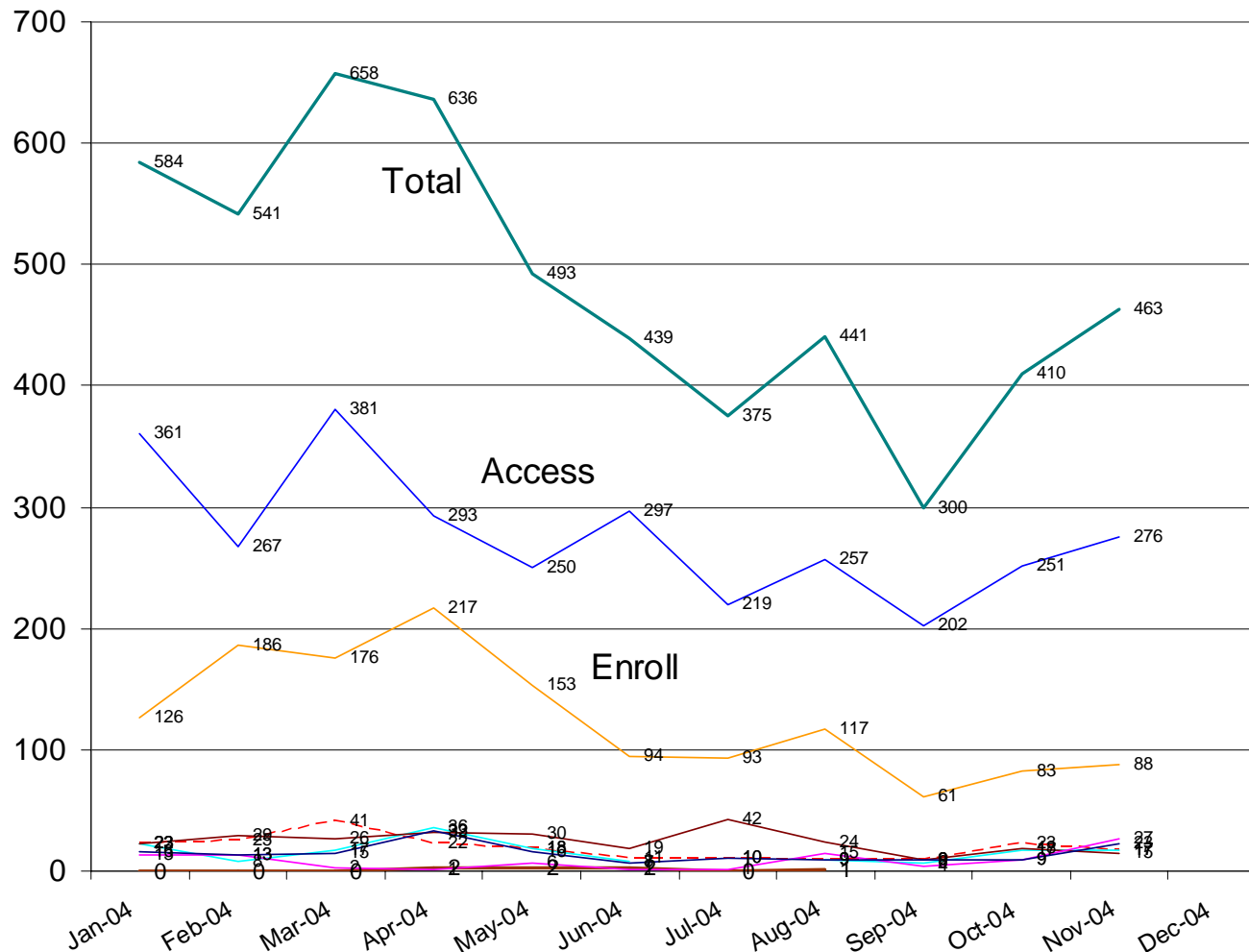
Product Status:

## Usage of Patient Gateway

- 19,600 Patients
  - Enrolled as of 12/1/2004
- 14 Practices (150+ physicians)
  - BWH, MGH as part of PACCT study
  - NWH Family Medicine, BWH Norwood as part of Passport pilot
  - Senior Health as part of early PG pilot
  - Oncology Service Line pilot ~ July 2005
    - Pilot at DFCI/BWH and MGH Cancer Center (8 physicians, 500 patients)

Product Status:

# Patient Support Issues



All Issues ~460/mo  
(requires about 1.0 FTE plus development)

Subsequent ~275/mo  
Username/  
password/  
technical/

Initial ~80/mo  
Username/  
password/  
technical/

Product Status:

## Recent Software Releases

- Improvements to reduce support workload
  - Access
    - Select own Username (for patients)
    - MMN removed from PW recovery
  - Enrollment
    - form and tools enhanced
- System certification and testing
  - XP sp2 issue
  - Win2k sp4 testing
  - EMPI Services testing
  - Ongoing testing tool enhancements
- BWH added links to Welcome page
  - To market Hospital e-Newsletter

Product Status:

## FY'05 Development Work

- |  | <u>Effort</u> |
|--|---------------|
| • Support Bulfinch move                      | <i>M</i>      |
| — <i>Consolidation of practice locations</i> |               |
| • Display all appointments for the patient   | <i>L</i>      |
| • Ongoing system certification/testing       | <i>M</i>      |
| — Needed as systems are upgraded             |               |
| • New feature “top priorities” (if funded)   |               |
| — Lab results pilot                          | <i>M/H</i>    |
| — Proxy (pediatrics & adults)                | <i>H</i>      |
| — Self-Registration                          | <i>H</i>      |



Product Status:

# Usage as of Dec 1, 2004

Practice Name	LiveDate	Patient		Pts with Sessions	Msgs 4 Wks	Msgs Total	Pts with Msgs	Accts per MD	Practice Marketing
		Accts	MDs*						
BWH BIMA	Jun 2003	1098	55+	52%	96	1555	29%	20	+
BWH BPG	Apr 2003	1259	11	60%	83	1728	35%	114	++
BWH BPP	Mar 2003	908	8	52%	93	1435	38%	114	++
BWH Norwood	Feb 2002	1604	4	65%	311	5251	47%	401	++++
BWH SJP	Dec 2003	119	8	51%	9	94	29%	15	+
BWH WH	Jun 2003	809	9	55%	14	930	34%	90	+
MGH Beac Hill	Jun 2002	2579	12	63%	247	5140	46%	215	+++
MGH BMG	Mar 2002	4610	19	65%	521	8388	42%	243	+++
MGH Charlestown	Oct 2003	550	13	49%	35	853	33%	42	+
MGH Downtown	Apr 2003	2879	4	61%	238	7693	46%	720	++++
MGH Rev (BRD)	Mar 2003	425	4	53%	63	799	37%	106	++
MGH Rev (OCN)	Sep 2003	365	12	59%	22	479	34%	30	+
MGH WH	Jun 2003	2116	20	56%	260	4388	41%	106	++
<b>Total</b>		<b>19321</b>	<b>180+</b>	<b>60%</b>	<b>1,992</b>	<b>38,733</b>	<b>41%</b>	<b>107</b>	

\*Headcount (not adjusted for part-time physicians)



***PATIENT  
ACCESS TO  
CARE AND  
COMMUNICATION  
TECHNOLOGY***

PACCT:

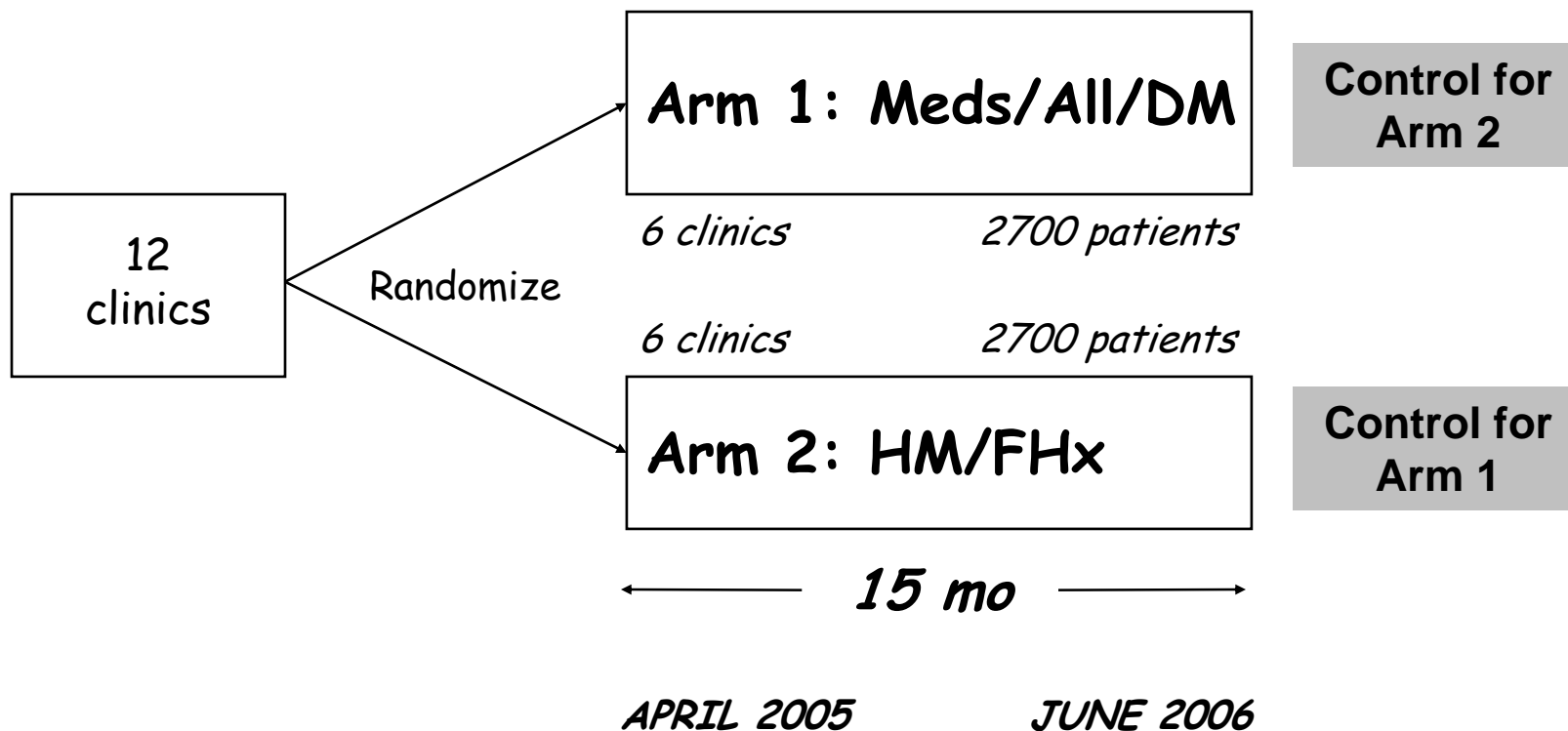
## Grant Overview

### Patient Access to Care and Communication Technologies

- **AHRQ 3-year, \$1.7 Million**
  - “Shared Online Health Records for Patient Safety and Care”
  - Blackford Middleton, MD (PI)
  - Jon Wald, MD (Co-PI)
  - Tejal Gandhi MD, Eric Poon MD, Jeff Schnipper MD, Richard Grant MD, James Meigs MD, David Bates MD
- **Focus: *Quality of Care with use of Patient Portal***
  - Encourage patients, pre-visit, to complete a Journal
  - Encourage physicians to look at it
  - Measure clinical outcomes (primary) and process outcomes (secondary)

# Compact Study Design

**Interventions:** (Arm 1) Medication Tracking and Diabetes Care  
(Arm 2) Prev. Care Reminders and Family History



PACCT:

## Arm 1 and Arm 2

- Arm 1
  - Medication Safety
  - Diabetes
  - *Arm 1 Practices*
    - *MGH Charlestown, Bulfinch Medical Group,*
    - *BWH BIMA, Norwood, Women's Health*
- Arm 2
  - Care Reminders (Health Maintenance)
  - Family History
  - *Arm 2 Practices*
    - *MGH Beacon Hill, Downtown, Revere, Women's Health*
    - *BWH BPG, BPP, Southern Jamaica Plain*

## Meds/Allergies (Arm 1)

- Prompt patient to
  - Edit/revise medication list, allergies, and alternative therapies
    - Say why they are taking the medication and who prescribed it
    - Provide links to patient information
  - Identify concerns or side effects
    - What they are
    - How long they've lasted
    - Whether they've been communicated to PCP/other

## Diabetes (Arm 1)

- Address management of:
  - Blood sugar
  - Blood pressure
  - Cholesterol
  - Referrals
    - Retinal, Foot, Nutrition
  - Suggested prescriptions
    - Aspirin, Exercise, Smoking cessation



## Health Maintenance (Arm 2)

- Identify care that is due or almost due

Condition

Colon ca

Breast ca

Cervical ca

Influenza

Pneumonia

Tetanus

Heart disease

Osteoporosis

Test/procedure

Colonoscopy

Mammography

Pap smear

Flu shot

Pneumovax

Tetanus shot

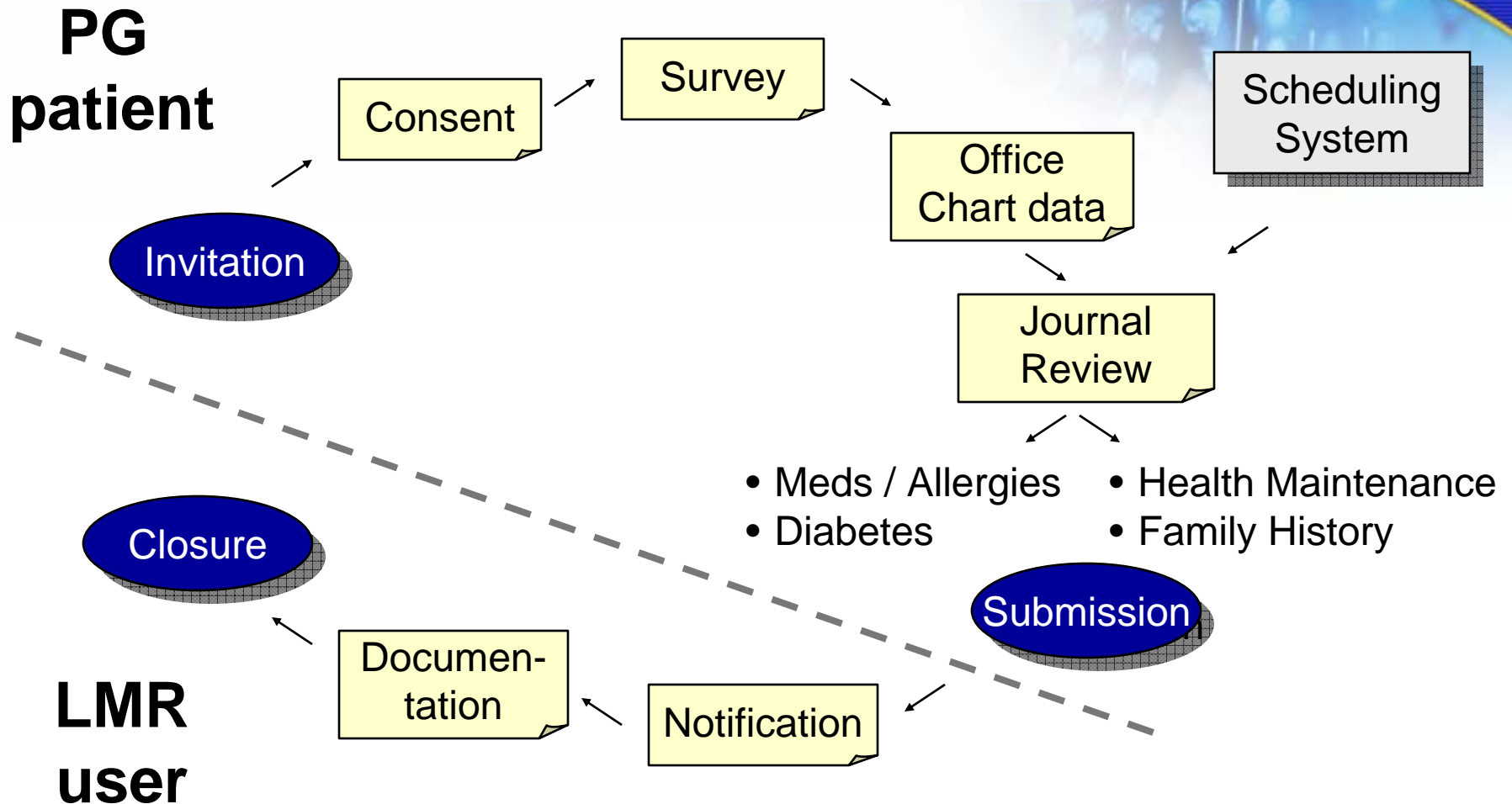
Cholesterol

Bone density scan

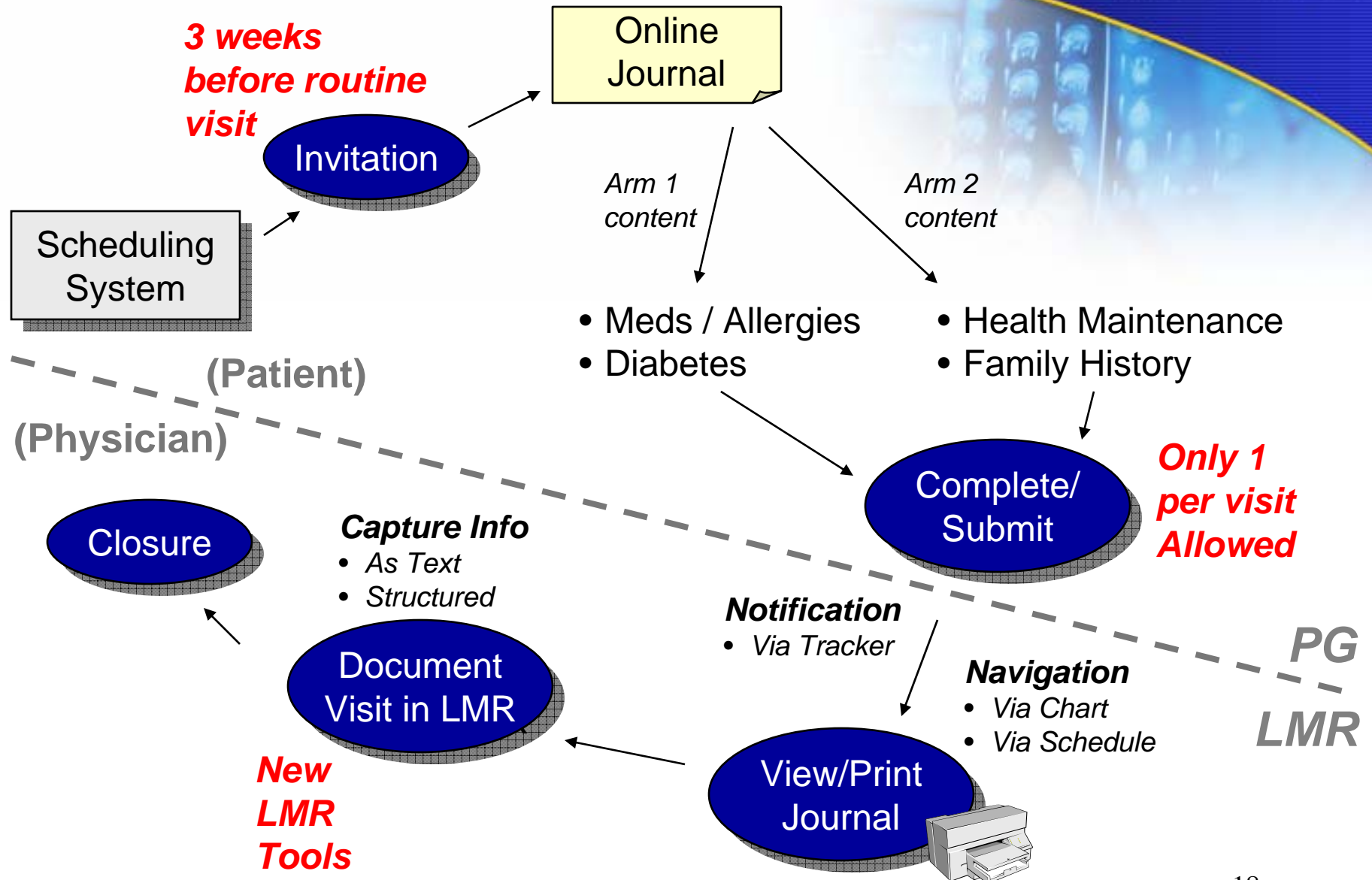
## Family History (Arm 2)

- Personal or Family History of:
  - Colon Cancer
  - Breast Cancer
  - Coronary Artery Disease
  - Diabetes Mellitus, type II
  - Osteoporosis
  - Glaucoma

# High-level Study Workflow



# Visit Workflow



PACCT:

## Data Collected from Patients

A  
R  
M  
1

Meds/Allergies:

- *Accuracy, concerns*
  - *Monographs available (but no DDI checking)*

Diabetes:

- *Due items, Target attainment*
  - *Health education information available*

Care reminders:

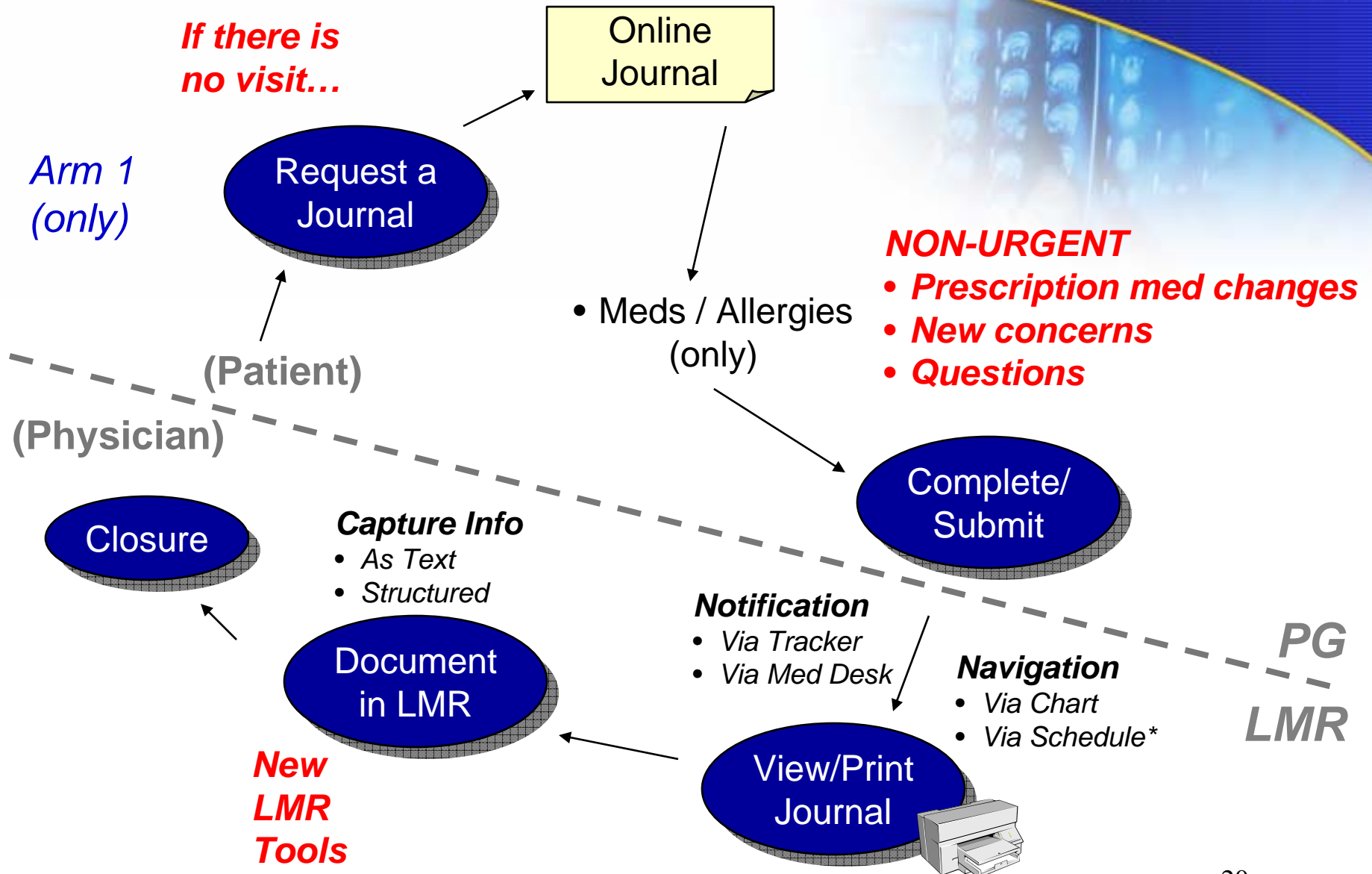
- *Due items*
  - *Health education information available*

Family history:

- *Document their family info*
  - *Health education information available*

A  
R  
M  
2

# Non-Visit Workflow





# Non-Visit Update Request

***ARM 1 only: Medications and Allergies only***

**Thank you for requesting this medications/allergies update.**

**NOTE: For urgent care needs, or emergency care, please contact your doctor's office by telephone or dial 911 immediately.**

**Please confirm that this is not an urgent request:**

- This is not an urgent request**

**Please mark the reason for this request (check all that apply):**

- I have changes to my prescription medications or allergies to add to my chart**
- I am reporting new medication side-effects or problems that are non-urgent**
- I have some non-urgent questions about my medications I want to discuss with my doctor"**

PACCT:

## Estimated/Target Volumes

- Offer study to 20,000 PG users
  - *Target: 5400 patients who each submit a Journal*
- Since Journal use may be related to physician marketing of Patient Gateway:
  - *Target: 100+ PG accounts per physician*
- Expected Journals/MD/week:
  - *<1 on average*

PACCT:

## Modest Journal Volume

Practice Name	LiveDate	Patient Accts	MDs	% of Accounts	Journal Allocation	J per Week	J per MD per Week
BWH BIMA	Jun 2003	1098	55+	6%	307	6	.11
BWH BPG	Apr 2003	1259	11	7%	352	7	.62
BWH BPP	Mar 2003	908	8	5%	254	5	.61
BWH Norwood	Feb 2002	1604	4	8%	448	9	2.16
BWH SJP	Dec 2003	119	8	1%	33	1	.08
BWH WH	Jun 2003	809	9	4%	226	4	.48
MGH Beac Hill	Jun 2002	2579	12	13%	721	14	1.16
MGH BMG	Mar 2002	4610	19	24%	1288	25	.30
MGH Charlestown	Oct 2003	550	13	3%	154	3	.23
MGH Downtown	Apr 2003	2879	4	15%	805	15	3.87
MGH Rev (BRD)	Mar 2003	425	4	2%	119	2	.57
MGH Rev (OCN)	Sep 2003	365	12	2%	102	2	.16
MGH WH	Jun 2003	2116	20	11%	591	11	.57
<b>Total</b>		<b>19321</b>	<b>180+</b>	<b>100%</b>	<b>5,400</b>	<b>104</b>	<b>.58</b>

PACCT:

## Project Milestones

- Development Progress
  - Pilot: *Completed (Aug/Sep 2004)*
    - *Special thanks to: Norwood, Beacon Hill*
  - Patient Usability test: *Completed (Nov 2004)*
- Important Dates
  - Study Enrollment for Patients
    - *Feb '05 – Jun '05*
  - Journals available
    - *Apr'05 – Jun '06*

PACCT:

## Physician Experience

*Using the Patient Journal*

Navigation/Notification

View/Print

Document in LMR

Time	Status	Clinic	Patient Name	Sex/Age	Visit Type	MRN
<b>DINEEN, JAMES J., MD</b>						
08:00 - 08:30		POB 201		M 43	PHY	3418471
08:30 - 09:00				F 75	PHY	2346118
09:00 - 09:45				F 72	PHY	1920035
09:30 - 09:45				F 61	FOL	2668091
09:45 - 10:30				M 76	PHY	2342762
10:30 - 11:15				F 55	PHY	2372148
11:15 - 11:30		POB 201		M 79	FOL	0379364
11:30 - 11:45		POB 201		M 58	FOL	2309279
11:45 - 12:00		POB 201		M 71	FOL	2127240
13:00 - 13:45		POB 201		M 66	PHY	3557426
13:30 - 13:45		POB 201		M 45	FOL	3031632
13:45 - 14:30		POB 201		M 72	PHY	1972053
14:15 - 14:30		POB 201		F 64	FOL	1148376
14:30 - 15:15		POB 201		M 58	PHY	1126573
15:15 - 15:30		POB 201		F 73	FOL	2945493
15:30 - 16:00		POB 201		M 70	PHY	1326251
<b>THADHANI, VALERIE J., M.D.</b>						

Notification via Schedule





LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

Address http://cachedev.partners.org/scripts/phsweb.mwl

NMG3  
MGH BMG 1 CM

Select Desktop Pt Chart: Journal Tracker Oncology Custom Reports Admin Sign Results ? Resource Popup

Pending Journals Closed Journals

Close Journal

<input type="checkbox"/>	Date Received	Patient Name	Patient MRN	Provider	Appointment Date	Topics	Status	View
<input type="checkbox"/>	06/28/2004				06/22/2004	Care Reminders	Open	View

Done Local intranet

Navigation via  
Pt Chart  
Journal Tracker

View/Print

PG JSW1 0 CM  
BIMA

05/11/1966 (38 yrs.) F

Select Desktop Pt Chart Summary Oncology Custom Reports Admin Sign ? Resource Popup

ar (rec: q 3 years).  
 olesterol and LDL tests (rec: q 5 year)  
 medical condition, recommend influenza vaccination.

Add New	Medications	Add New	Allergies	Add New
			Allergen	Reaction
Add New	Flowsheets	Add New	Sticky Notes	Add New
	Item Name	09/14/2003	Advance Directives	
	BLOOD PRESSURE		Customize	
	TEMPERATURE	101.1 F*	Family History	Add New
	PULSE		Family History Problem	Relative
	RESPIRATORY RATE		Onc Staging	Add New
	HEIGHT		Patient Journal	
	WEIGHT		Patient Journal Response - submitted: 11/19/2004	
	FINGER BLOOD GLUCOSE			
	Health Maintenance			
	Notes	Add New		
	Oncpro			

Navigation via Pt Chart Summary

LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

Address http://cachedev.partners.org/scripts/phsweb.nwl?APP=LMR&OPT=LMR&SESSION=86902

NMG3  
MGH BMG 1 CM

Select Desktop Pt Chart: Health Maint Oncology Custom Reports Admin Sign Results ? Resource Popup

Add New Print Advance Directive Patient HM Journal Legend

Current LMR Mark as Unread Close Journal

HM Item	Date	Result	Comment	Patient Journal Response - submitted 06/28/2004
Common				
Advance Directives				
Cholesterol				
Colonoscopy				
Complete Physical Exam				
HAV Total Antibodies				
Influenza Vaccine				
Pneumovax				Update Skip 01/01/99 Done elsewhere Normal Location: BMC
Rectal exam	09/18/1998		Normal rectal exam, with guaiac-negative stool.	
Sigmoidoscopy				
Smoking status				
Stool Guaiac				

Done Local intranet

HM  
Screen Mockup

New Section:  
Journal Data



LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

Address http://cachedev.partners.org/scripts/phsweb.mwl?APP=LMR&OPT=LMR&SESSION=86902

NMG3  
MGH BMG 1 CM

Select Desktop Pt Chart: Health Maint Oncology Custom Reports Admin Sign Results ? Resource PopUp

Add New Print

**Pneumovax** Legend

Coded Responses List: Given previously elsewhere

Select Date: 01/01/99

Patient Declined:

Result: Normal

Location: BMC

Comments

Ok Cancel History Recommendations

HM Item	Date	Result
Common		
Advance Directives		
Cholesterol		
Colonoscopy		
Complete Physical Exam		
HAV Total Antibodies		
Influenza Vaccine		
Pneumovax		Done elsewhere Normal
Rectal exam	09/18/1998	
Sigmoidoscopy		
Smoking status		
Stool Guaiac		

Local intranet

**Accept, Edit, or Skip  
Journal info from pt**

LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

Address http://cachedev.partners.org/scripts/phsweb.mwl?APP=LMR&OPT=LMR&SESSION=86902

NMG3  
MGH BMG 1 CM

Select Desktop Pt Chart: Health Maint Oncology Custom Reports Admin Sign Results ? Resource Popup

Add New Print Advance Directive Patient HM Journal Legend

Current LMR Close Journal

HM Item	Date	Result	Comment	Patient Journal Response - submitted 06/28/2004
Common				
Advance Directives				
Cholesterol				
Colonoscopy				
Complete Physical Exam				
HAV Total Antibodies				
Influenza Vaccine				
Pneumovax	04/12/2004	Given previously elsewhere Normal	Location: BMC	Updated 01/01/99 Done elsewhere Normal Location: BMC
Rectal exam	09/18/1998		Normal rectal exam, with guaiac-negative stool.	
Sigmoidoscopy				
Smoking status				
Stool Guaiac				

Done Local intranet

**HM  
Screen Mockup**



PACCT:  
**Patient Experience**



# BWH at Norwood PATIENT GATEWAY

- Home
- Logout
- Feedback
- Policies
- Sitemap
- Research

- Mail**
- Requests
- Health Record
- Health Library
- Practice
- My Profile
- Help

## Welcome

Welcome Wilhemina Oetest

You have 3 new message(s) in your Inbox.

At Brigham and Women's at Norwood, we offer a full range of adult primary care, Dermatology, and OB/GYN services. From our routine checkups and health screenings to complex diagnostic evaluation and treatment, we will work with you to ensure that all of your primary care and specialty needs are met so you can enjoy the many benefits of good health.

For women, we offer complete gynecologic and obstetric care. And, if you are pregnant or planning a pregnancy, you will be able to deliver your child at the Center for





- Home
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- Policies
- Research

- Mail
- Requests
- Health Record
- Health Library
- Practice
- My Profile
- Help

Inbox [3/10] Refresh Write Move To...

	Request	From	Subject	Received
<input type="checkbox"/>		Research Desk	Reminder - Preparing for your appointment	8/6/2004
<input type="checkbox"/>		Research Desk	Reminder - Preparing for your appointment	8/6/2004
<input type="checkbox"/>		Research Desk	Preparing for your appointment	8/6/2004
<input type="checkbox"/>		Research Desk	Preparing for your appointment	8/6/2004
<input type="checkbox"/>		Research Desk	Survey (Prepare-for-Care Pilot Study)	8/5/2004
<input type="checkbox"/>		Research Desk	Study Request Reminder (Prepare-for-Care Pilot Study)	8/4/2004
<input type="checkbox"/>		Research Desk	Reminder - Survey (Prepare-for-Care Pilot Study)	8/2/2004
<input type="checkbox"/>		Research Desk	Survey (Prepare-for-Care Pilot Study)	7/30/2004
<input type="checkbox"/>		Research Desk	Study Request Reminder (Prepare-for-Care Pilot Study)	7/30/2004
<input type="checkbox"/>		Research Desk	Study Request (Prepare-for-Care Pilot Study)	7/30/2004




https://www.patientgateway.org/scripts/nhsweb.mwl? - Microsoft Internet Explorer

File Edit View Favorites

Back Forward Stop Refresh

Address https://www.patientg

 BWH at Norwood  
PATIENT GATEWAY

Mail

<< Previous

From: Research Desk  
To: Oetest, Wilhelmina  
CC:  
Subject: Study Request

m.r.n. 16356792 (BWH)

Dear Wilhelmina Oetest,

You recently received a research study called "Prepare-for-Care" regarding sharing medical information between patients and doctors.

Your participation is entirely voluntary, and you may continue to use Patient Gateway even if you do not participate in this pilot study.

For more information, please visit the Patient Gateway Research Center and review the consent form. If you wish to participate, please select the "I agree to participate" button. If you do not wish to participate in this study, please visit the Research Center and select the "I do not agree to participate" button, in order to prevent receiving further messages about this pilot study.

We would appreciate a response within the next week (and may try again to contact you if we don't hear back). If you have any questions, please send a message through Patient Gateway to the Research Desk or leave a phone message at 781-416-9216 for our study research assistant. We greatly value your time and effort in helping us pilot this research project.

Thank you very much!

Prepare-for-Care Research Staff

Dr. Louise Isabel Schneider, BWH at Norwood  
Dr. Blackford Middleton, Principal Investigator  
Dr. Jonathan Wald, Co-Principal Investigator

Message Center 2,0,0,57/1

Internet

# PATIENT GATEWAY :: RESEARCH CENTER

RESEARCH HOME

Instructions: Please check below for items to complete.

Prepare-for-Care Study	<input type="checkbox"/> <a href="#">Consent</a>	<b>Declined - 09/17/2004</b>
------------------------	--	------------------------------



# PATIENT GATEWAY :: RESEARCH CENTER

## CONSENT FORM

**Please review the study information below and click a button telling us if you would like to participate, or not.**

This research study has been reviewed and approved by the Partners Institutional Review Board.  
IRB Protocol Number: 2002-P-001491. Approved 10/09/2003. Expires 10/09/2004.

**Protocol Title:** Shared Online Health Records for Patient Safety and Care  
**Principal Investigator:** Blackford Middleton, MD, MPH, MSc  
**Site-Principal Investigator(s)/Institution:** Dr. Blackford Middleton (BWH), Dr. Richard Grant (MGH)  
**Description of Subject Population:** Patients seeking care at one of the MGH/BWH/PCHI study sites.

**PURPOSE**

We would like permission to enroll you as a participant in the pilot phase of a research study concerning the quality of care patients receive with the use of new online tools. If you participate, you will be asked to use Patient Gateway to review personal health information such as your medications, screening tests to help you stay healthy, your family medical history, and if applicable, diabetes information. You were chosen to participate in the pilot phase of this study because you have been enrolled in Patient Gateway. The pilot phase will be testing a component of the larger research study. This research study is important because many believe that patients and doctors can improve the quality of care and the way they work together using online tools like Patient Gateway, but few large studies have been done to show the benefits. This research study is expected to have over five thousand participants and will be conducted over three

*I confirm that the purpose of the research, the study procedures, the possible risks and discomforts and potential benefits that I may experience have been explained to me. Alternatives to my participation in this research study also have been discussed. All my questions have been answered. I have read this consent form and understand that the Research Team is available to answer any questions I may have in the future. Clicking "I agree to participate" below indicates my willingness to participate in the pilot phase of this study and my authorization to use and share with others my "protected health information" as described in the preceding paragraphs.*



# PATIENT GATEWAY :: RESEARCH CENTER

Prepare-for-Care: Consent

Thank you

for agreeing to participate in The Prepare-for-Care pilot study

Continue





Address

# PATIENT GATEWAY :: RESEARCH CENTER


RESEARCH HOME

Instructions: Please check below for items to complete.

Prepare-for-Care Study	 <a href="#">Survey</a>	<b>Please Complete</b>
	<a href="#">Consent</a>	Completed - 09/17/2004



Done

 Internet



# PATIENT GATEWAY :: RESEARCH CENTER

Prepare-for-Care: Survey

[Print Survey](#)

## Survey Instructions

All information that would let someone identify you or your family will be kept private. You may choose to answer this survey or not.

You may have a family member or friend help you fill out this survey. The survey takes approximately 15-20 minutes to complete.

If you want to know more about this survey, please contact the Research Team at 781-416-9216 or by sending a message to the Research Desk through Patient Gateway.

Answer the questions by **clicking** on the box or circle that best fits your answer choice.

If you would like to keep a record of your answers, please print your survey by using the "Print Survey" link at the top or bottom of the page. Please print before clicking the "Submit" button. Once you click "Submit", you will **not** be able to return to the survey to view or change your answers. If you close the survey without clicking "Submit" your answers will not be saved.

In appreciation for your help with this study, please allow us to make a donation to the charity of your choice from the list below (check one):

- Hispanic or Latino
- Not Hispanic or Latino

60. What is your race? Please check all that apply.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaskan Indian or Alaskan Native
- Other:

61. Please indicate your total household annual income:

- Less than \$10,000
- \$10,000 - \$24,999
- \$25,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$150,000
- Over \$150,000

[Print Survey](#)



Address

# PATIENT GATEWAY RESEARCH CENTER

Prepare-for-Care: Survey

Thank you

for completing this survey.

Continue



https://webqa.partners.org - Patient Gateway : Research Center - Microsoft Inter

## PATIENT GATEWAY :: RESEARCH CENTER

RESEARCH HOME

Instructions: Please check below for items to complete.

Prepare-for-Care Study



**Journal for visit on 11/19/2004**

**Please Complete (started)**

Office Chart Information

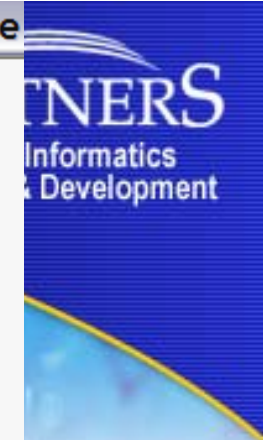
For viewing only

Survey

Completed - 11/17/2004

Consent Form

Completed - 11/17/2004



# PATIENT GATEWAY :: RESEARCH CENTER

Journal for Visit on 11/19/2004 -- Summary

[Back to Research Home](#)

## Instructions

This journal cannot be changed after the visit date has passed. [More about journals...](#)

## Legend

- questions answered
- please complete
- additional information

## Journal

Submit to MD

Recall

Start Over

Print

### Care Reminders

#### Due

[Breast Cancer Screening](#)

Office Chart: *No information available*

Your Entry: *[Please Complete]*

[Cervical Cancer Screening](#)

Office Chart: *No information available*

Your Entry: *[Please Complete]*

#### Up to Date

### Medications

#### Regimen


[Feldene \(Piroxicam\)](#)

Office Chart: *1 Capsule(s) by mouth once a day; Dispense 90 capsule(s); 3 Refills; No substitutions*

Your Entry: *[Please Complete]*

[Premarin \(Conjugated Estrogens\)](#)






 [Back to Summary](#)

**Instructions**


INSTRUCTIONS ARE NEEDED


**Legend**

-  questions answered
-  please complete
-  additional information

**Due**

**Up to Date**

 Breast Cancer Screening

 Cervical Cancer Screening

**PLEASE ANSWER THE QUESTION BELOW**

**Continue**

**What this is:**

As you may know, breast cancer is common and afflicts one in 9 women over their lifetimes. Mammogram screenings have been shown to be ..  
[\(More\)](#)



**Why this is due:**

Our records do not show that you have had a mammogram done. In general, a mammogram is recommended every year for patients above the ..  
[\(More\)](#)

**How would you like to take care of this?**

- I want to have it done at the next visit.
- I'm unsure. I'd like to discuss this with my doctor at the next visit.
- It has already been done elsewhere.
- I do not want this done.
- Skip this Care Reminder item.
- Other.




**Continue**

[Back to Summary](#)

**Instructions**


INSTRUCTIONS ARE NEEDED


**Legend**

-  questions answered
-  please complete
-  additional information

**Due**

**Up to Date**

 Breast Cancer Screening

 Cervical Cancer Screening

**PLEASE ANSWER THE QUESTION BELOW**

Continue

**What this is:**

As you may know, breast cancer is common and afflicts one in 9 women over their lifetimes. Mammogram screenings have been shown to be .. [\(More\)](#)



**Why this is due:**

Our records do not show that you have had a mammogram done. In general, a mammogram is recommended every year for patients above the .. [\(More\)](#)

**How would you like to take care of this?**

- I want to have it done at the next visit.
- I'm unsure. I'd like to discuss this with my doctor at the next visit.
- It has already been done elsewhere.

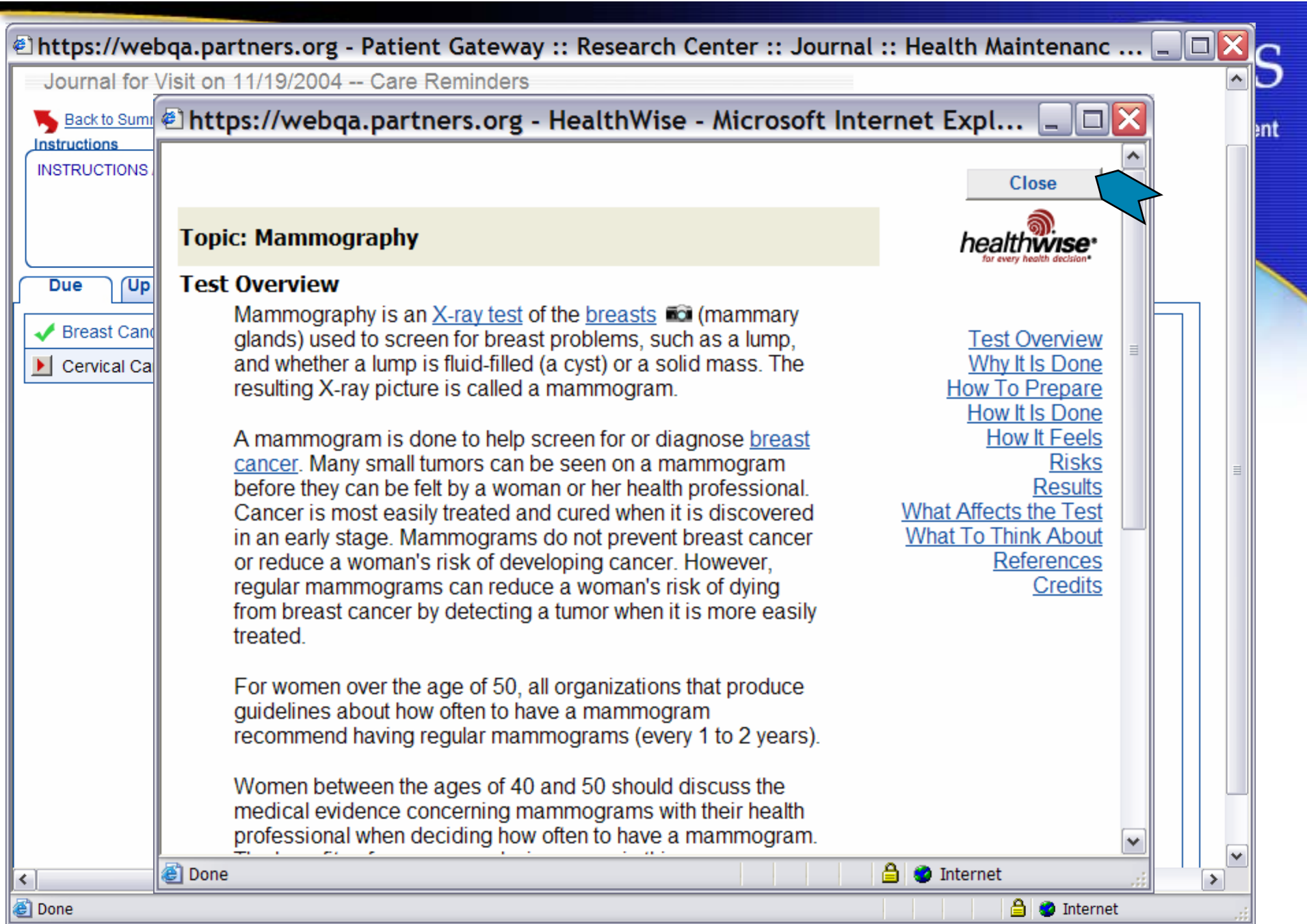
Date:


Result:

Location:

- I do not want this done.
- Skip this Care Reminder item.
- Other.








 [Back to Summary](#)

**Instructions**


INSTRUCTIONS ARE NEEDED


**Legend**

-  questions answered
-  please complete
-  additional information

**Due**

**Up to Date**

 Breast Cancer Screening

 Cervical Cancer Screening

**PLEASE ANSWER THE QUESTION BELOW**

**Continue**

**What this is:**

As you may know, breast cancer is common and afflicts one in 9 women over their lifetimes. Mammogram screenings have been shown to be .. [\(More\)](#)

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**How would you like to take care of this?**

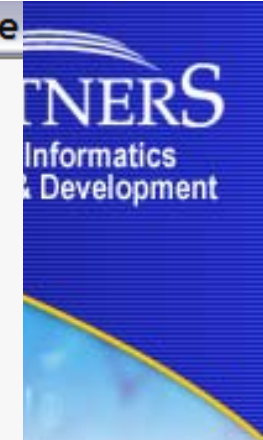
- I want to have it done at the next visit.
- I'm unsure. I'd like to discuss this with my doctor at the next visit.
- It has already been done elsewhere.

Date:  Result:

Location:

- I do not want this done.
- Skip this Care Reminder item.
- Other.





Journal  
Submit to MD   Recall   Start Over   Print

**Care Reminders**   Edit

**Due**

- Breast Cancer Screening** *i*  
Office Chart: *No information available*  
Your Entry: *[Please Complete]*
- Cervical Cancer Screening** *i*  
Office Chart: *No information available*  
Your Entry: *[Please Complete]*

**Up to Date**

**Medications**   Edit

**Regimen**




- Feldene (Piroxicam)** *i*  
Office Chart: *1 Capsule by mouth once a day; Dispense 90 capsule(s);3 Refills; No substitutions*  
Your Entry: *[Please Complete]*
- Premarin (Conjugated Estrogens)** *i*  
Office Chart: *1 Tablet(s) by mouth once a day; No substitutions*  
Your Entry: *Yes, this is correct.*

**Allergies**   Edit



**Allergens**

- NKA** *i*  
Office Chart: *No information available*  
Your Entry: *[Please Complete]*


INSTRUCTIONS ARE NEEDED

-  questions answered
-  please complete
-  additional information

**Regimen**

-  Feldene (Piroxicam)
-  Premarin (Conjugated Estrogens)

Add New

**Feldene (Piroxicam)**   
1 Capsule(s) by mouth once a day; Dispense 90 capsule(s);3 Refills; No substitutions  
(prescribed by Elinor A. Mody M.D.on 10/14/2003)

Continue

**PLEASE FINISH BY ANSWERING BELOW:**

Are you still taking this medication **as shown above**?

- Yes -- I take it as shown above
- No -- I take it a **different way** (e.g. amount or how often I take it)
- No -- I am **no longer** taking it
- No -- I have never taken it
- I am not sure
- Skip

Why are you no longer taking this medication(check all that apply)?

- It was no longer needed
- It was not working
- It was too expensive
- I was worried about taking it
- Other
- I had Side effects

When did you stopped taking this medication?

Who stopped this medication?

Continue



# PATIENT GATEWAY :: RESEARCH CENTER




Journal for Visit on 11/19/2004 -- Summary

 [Back to Research Home](#)

## Instructions

This journal cannot be changed after the visit date has passed. [More about journals...](#)

## Legend

-  questions answered
-  please complete
-  additional information

## Journal

Submit to MD

Recall





Start Over

Print

### Care Reminders

Edit

#### Due





-  [Breast Cancer Screening](#)   
Office Chart: *No information available*  
Your Entry: *[Please Complete]*
-  [Cervical Cancer Screening](#)   
Office Chart: *No information available*  
Your Entry: *[Please Complete]*

#### Up to Date

### Medications

Edit

#### Regimen

-  [Feldene \(Piroxicam\)](#)   
Office Chart: *1 Capsule(s) by mouth once a day; Dispense 90 capsule(s); 3 Refills; No substitutions*  
Your Entry: *[Please Complete]*
-  [Premarin \(Conjugated Estrogens\)](#) 

PACCT:

## Practice Requirements

- All PG patients in the practice are invited to participate
- All physicians or staff who receive a *Journal* from a patient are willing to look at it
- Practice staff and physicians can answer or triage basic patient questions about Journals
- Practice staff and physicians continue to market Patient Gateway to their patients

PACCT:

## Next Steps

- Individual meetings with each practice
  - December 2004, January 2005
    - PACCT Team to meet with the practice Medical Director & Team
- Training will be scheduled with practices
  - March 2005
- Further Questions about PACCT?
  - Jon Wald MD  
jwald@partners.org  
781-416-8540
- *Next Advisory Council Meeting*
  - *7:00 – 8:30 am, February 9, 2005*





# **PACCT**

## **Results of Pilot**

Jon Wald, MD, MPH  
Co-Principal Investigator  
Product Manager

Lisa Nelson  
Corp Team Lead

# Phase 1 Pilot – Software Goals

- Beta Test for Patients and Practices
- “Beta” process for joint development group (LMR and PG) coordination of work
  - Will help us plan subsequent releases
  - Validate operational environment
    - e.g. Validate the scheduling, reporting data
- Usability feedback

# Phase 1 Pilot – Research Goals

- Pilot the data gathering process
- Pilot the research support process
- Finalize workflow and patient recruitment processes
  - How invitations for the pilot were determined:
    - Identified appointments during 6-week period in late August/September
    - AND patients with at least one overdue HM item
    - We invited those patients (49) to the pilot via letter and PG

## Pilot Findings

- 49 invites mailed, and sent via PG
  - 8 responded with a consent 16%
  - 16 responded with a refusal 33%
  - 25 had “no response” 51%
- Telephone f/u with non-responders
  - 4/5 patients reached, were interested in study
    - Access issues: “don’t have password”; “not computer savvy”
    - Timing: “just returned from vacation”; “I was busy”

## PACCT Pilot Activity

- 8 who consented 15%
  - All 8 have taken survey 15%
  - 7 have edited the journal 14%
  - 5 have submitted the journal 10%
- Among all PG users
  - 60% have activated their password
  - 41% have sent at least one request



## PG User Activity Groups

*Roughly*

- Actively engaged 1/3
  - Sent a request
- Passively engaged 1/3
  - No requests, but did activate their password
- Not engaged 1/3
  - Requested an account, only