Did you know?
How successful is your marketing campaign?

Option 30119 -- Customize and maintain referral source information
How successful is your marketing campaign?

Option 30119 -- Customize and maintain referral source information

Make is available on Patient Portal

Reminders
- Update / Review Referral Source
- Missing Driver License Card
- Missing Insurance Card
- You have 2 new lab result(s).
How successful is your marketing campaign?

Option 30119 -- Customize and maintain referral source information

Make it available on Patient Portal

And Analyze
Archiving Patient History (Evaluation)

Option 330201 – Archive / maintain multiple versions of Evaluation

Now active for all eIVF clients
Releasing Flowsheets to Patient Portal

**Option 31021** -- Automatically release Flowsheet to Portal each time an update is made.

**Option 31103** -- Release Flowsheet to Portal when Patient Communicated is checked.

Or select Release Flowsheet
Storage Fees

Option 72011 – Andrology
Option 72012 – Embryology

Options parameter ($$, DDD, L/D)

$$ – Amount of money to print on the bill
DDD – Billing Period
L/D – Signified the To Date calculation, where
  • “D” – Chose the calculated date as To Date
  • “L” – Advance to last day of the calculated To Date month

500,30,L – Bill $500 every 30 days and set the To Date to the last day of month
Patient Portal Security
Challenge...

Current process

- Assigning User ID (automatic)
  First character of First Name
  +
  First character of Last Name
  +
  Patient ID

- Assigning Password (you select)
  1234 or ABCD
Challenge...

Current process

• Knowing that the password is 1234 or ABCD, patients can play around with User ID and possibly access into another New Patient’s chart.

• You misread/mistyped the User ID
Solution...

Process is the same

• Assigning User ID (automatic)
  First character of First Name
  +
  First character of Last Name
  +
  Patient ID

• Assigning Password (you select)
  1234 or ABCD
Solution

When patient logs in with password 1234 or ABC, eIVF verifies User ID and Password to comply with the new security requirements.
Solution—Verifying Patient

To ensure right patient, we match

- Birth date
- Zip code
- Last 4 digits of the first phone number
Solution– Forcing password change

Before patient proceeds, we ask patient to change their password

**Password Requirements**
- Contain at least one number (0-9)
- Contain at least one UPPERCASE letter
- Contain at least one lowercase letter
- Must be 6 to 8 characters in length
Warning

When you get the new patient portal, know that:

**Patients maybe required to:**
- Verify certain data from demographics
- Change their password
  if it doesn’t comply with Password Requirements
Patient Forgot Password
Challenge...

Patient does not need to call the office. If patient forgot the password, she/he can change password by click “Forgot Password?” on the portal.
Challenge...

There are two options that patient can update password.

1. Verification email will be delivered to patient’s email box. Patient may follow instruction on the email.

2. If patient has setup security question, patient is allowed to change password after three security questions are answered correctly.

Please verify with the following option(s).

- Option 1 - Verify by email
  
  Please click "Send Email" button to proceed.

- Option 2 - Verify by security question
  
  What is the first and last name of your first boyfriend or girlfriend?

  What is the name of your favorite pet?

  What is your favorite movie?
Password requirements

Message View

From: DoNotReply@evnt.net
To: Jawid_Rahimi@PracticeHwy.com
Subject: Patient Portal. Confirmation Code
Date: 2015-06-10 06:50PM

Message View

Please click the following link to proceed. This link will be expired in 24 hours.

Click Here.

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Please do not reply to this message. Thank you.

Click Here.
Setting Security questions

Set up your security questions:

1. Security Question 1
   - Please select
   - Answer:

2. Security Question 2
   - Please select
   - Answer:

3. Security Question 3
   - Please select
   - Answer:

Suggested questions:
- What is the first and last name of your first boyfriend or girlfriend?
- Which phone number do you remember most from your childhood?
- What was your favorite place to visit as a child?
- Who is your favorite actor, musician, or artist?
- What is the name of your favorite pet?
- In what city were you born?
- What high school did you attend?
- What is the name of your first school?
- What is your favorite movie?
- What is your mother’s maiden name?
- What street did you grow up on?
- What was the make of your first car?
- When is your anniversary?
- What is your favorite color?
- What is your father’s middle name?
- What is the name of your first grade teacher?
- What was your high school mascot?
- Which is your favorite web browser?
Complete Chart

GETTING YOUR PATIENTS INVOLVED TO COMPLETE INFORMATION.
Challenge...

Calling... Requesting... Printing... Scanning...

- Referral Source
- Prior medical records
- Intake form
- Patient photos
- Basic demographic (Identifier section) data
- Employer information
- Driver’s license
- Insurance card
- **Birth outcome**
Solution...

Calling... Requesting... Printing... Scanning...

• Referral Source
• Prior medical records
• Intake form
• Patient photos
• Basic demographic (Identifier section) data
• Employer information
• Driver’s license
• Insurance card
• **Birth outcome**
Solution

Patients logs on the portal to complete relevant information
Collecting Birth Outcome

ELECTRONIC SIGNING OF CONSENTS VIA PATIENT PORTAL
How does it work?

1. 2 weeks after EDC, eIVF sends a message to patient for “delivery information...”
How does it work?

2. Patients logs on the portal and sees birth info message
How does it work?

2.

Important Notice

Dear Sally Chen,

You completed a treatment cycle with us which resulted in a pregnancy. Like many other fertility centers in the U.S., we're a SART (Society for Assisted Reproductive Technology) registered practice which requires us to obtain information from patients regarding the outcomes of their pregnancy. This information helps future patients evaluate various fertility practices. Time to complete: ~3 minutes.

Click Here to complete form.
When do we send the message?

<table>
<thead>
<tr>
<th>Order of Importance</th>
<th>Parameter Evaluated</th>
<th>Message Delivery Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EDD</td>
<td>EDD + 14 days</td>
</tr>
<tr>
<td>2</td>
<td>ET Day 6</td>
<td>ET Date + 274 days</td>
</tr>
<tr>
<td>3</td>
<td>ET Day 5</td>
<td>ET Date + 275 days</td>
</tr>
<tr>
<td>4</td>
<td>ET Day 4</td>
<td>ET Date + 276 days</td>
</tr>
<tr>
<td>5</td>
<td>ET Day 3</td>
<td>ET Date + 277 days</td>
</tr>
<tr>
<td>6</td>
<td>ET Day 2</td>
<td>ET Date + 278 days</td>
</tr>
<tr>
<td>7</td>
<td>IUI Date</td>
<td>IUI Date + 280 days</td>
</tr>
<tr>
<td>8</td>
<td>Trigger Date</td>
<td>Trigger Date + 282 days</td>
</tr>
<tr>
<td>9</td>
<td>LMP Date</td>
<td>LMP Date + 294 days</td>
</tr>
</tbody>
</table>
ELECTRONIC SIGNING OF CONSENTS VIA PATIENT PORTAL
How does it work?

Updates

- Consent Management System
- Compliance / Checklists Parameters

Consent Signing
How does it work?

1. eIVF sends a text to patient “... consent has been issued...”
How does it work?

2. Patients logs on the portal and sees new consent
How does it work?

3. Patients requests a confirmation code
How does it work?

4. Patient enters confirmation code to unlock signature area

- This code is valid for the entire session
- Can be used for signing multiple consents within the same session
How does it work?

5. Patient signs / co-signs the document and submits
How does it work?

Consent Management / Compliance updated

<table>
<thead>
<tr>
<th>Form Name</th>
<th>Issued By</th>
<th>Issued Date</th>
<th>Expired Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ART Agreement for ET Fc</td>
<td></td>
<td>08/05/2015</td>
<td>08/05/2015</td>
<td>Submitted</td>
</tr>
<tr>
<td>RH Disclosure</td>
<td></td>
<td>08/05/2015</td>
<td>08/05/2015</td>
<td>Submitted</td>
</tr>
<tr>
<td>Portal Notice</td>
<td></td>
<td>08/05/2015</td>
<td>08/05/2015</td>
<td>Submitted</td>
</tr>
</tbody>
</table>
Features summary

- You issue consent form (in Word)
- eIVF Sends a Text message to patient that consent was issued
- Patients logs in
  - eIVF Patient Portal converts into PDF and presents to patient for signature
  - Reads consent form
  - Obtains a secure code
  - Signs consents
- Consent Management and compliance is updated
<table>
<thead>
<tr>
<th>Plan</th>
<th>Price</th>
<th>Features</th>
</tr>
</thead>
</table>
| INDIVIDUAL   | $10   | - Send Documents for Signature, Unlimited*
|              |       | - Custom Branding
|              |       | - Reusable Templates
|              |       | - Special Features
|              |       | - ziForm® Plus Integration**
|              |       | - Transaction Rooms
|              |       | - REALTORS® 20% savings included |
| PROFESSIONAL | $20   | - Send Documents for Signature, Unlimited*
|              |       | - Custom Branding
|              |       | - Reusable Templates
|              |       | - Special Features
|              |       | - Transaction Rooms
|              |       | - REALTORS® 20% savings included |
| REALTORS® PLUS | $20 | - Send Documents for Signature, Unlimited*
|              |       | - Custom Branding
|              |       | - Reusable Templates
|              |       | - Special Features
|              |       | - Transaction Rooms
|              |       | - REALTORS® 20% savings included |
| BUSINESS     | $30   | - Send Documents for Signature, Unlimited*
|              |       | - Custom Branding
|              |       | - Reusable Templates
|              |       | - Special Features
|              |       | - Transaction Rooms
|              |       | - REALTORS® 20% savings included |
| BUSINESS PREMIUM | $125 | - Send Documents for Signature, Unlimited*
|              |       | - Custom Branding
|              |       | - Reusable Templates
|              |       | - Special Features
|              |       | - Transaction Rooms
|              |       | - REALTORS® 20% savings included |
How do I use it?

Required

1. The New Patient / Donor Portal
2. SMS
3. Microsoft Word installed on server
4. Bookmarking consents with signature
Printing records

To print records from eIVF today

- You have open, print and wait....

The process could take as long as 30-45 minutes, depending on:
- Patient and volume of records
- Server/Network response time
- Your availability
Printing medical records

“... the most painful and time consuming process ...”
Solution

Patients logs on the portal

Print My Medical Record
Pay a $25 fee
System will print all records

Medical Records
Margaret Mitchell

Report generated: 8/21/2015 10:05:53 a.m.
Get a comprehensive printout of records

And, if they are going to another practice that uses eIVF, they can upload those records via the patient portal.
Or you can print yourself
PGD Portal

SECURE, BI-DIRECTIONAL INTERFACE FOR PGD/PGS RESULTS.
Features

• Simplifies Redundant Processes and Eliminates Paperwork / Guesswork

• Improves Communication Between You and Reprogenetics

• Allows Immediate Access to PGD Data & Reports

• Facilitates PGD/PGS Data Mining for Outcome Analysis and Reporting
How does it work?

**In July 2015**

51% of all cases performed at Reprogenetics were sent by eIVF clients

But only **26%** were sent via PGD Portal

**How can we help?**

- Patient Demographics
- Order & Requisition
- Cycle Start
- Info on biopsied embryos

**Cycle Outcome**

- PGD/PGS results
- PDF reports

PGD Portal
How do I use it?

1. Call Reprogenetics to sign **Interface Agreement**

2. Call eIVF Support to install and activate PGD Portal
   - Option 6011 is set to $2^{\text{PGD}}$
Ad hoc queries