Patient Portals – *Benefits*
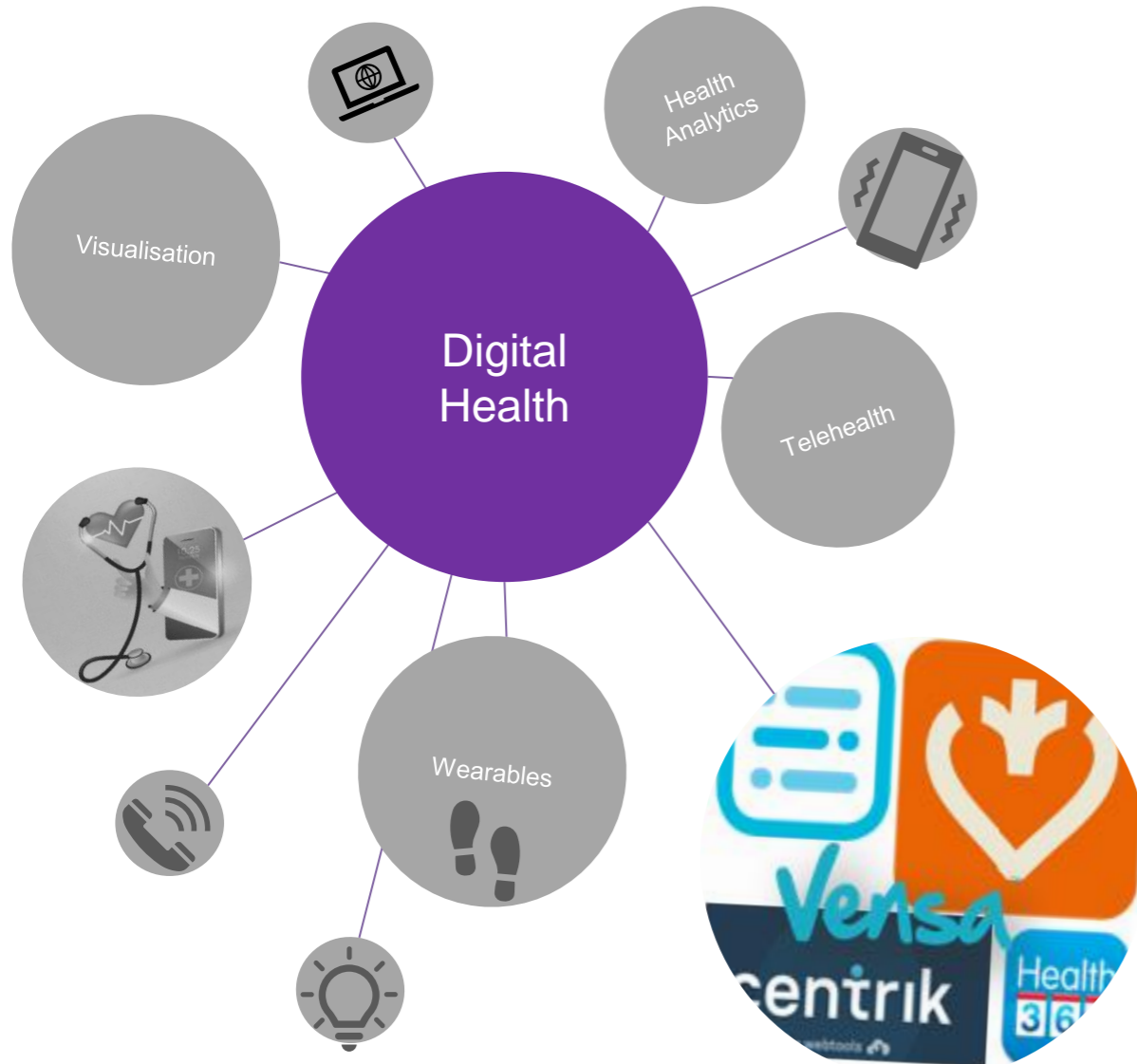
- **Enhanced experience** for provider and patient
- Encourages **patient empowerment**, self-care, patient centric view and improved Health literacy
- Greater **accuracy** of patient information and records

"Helps cut down the number of phone calls that our receptionist and Nurses have to process." MMH provider

Current Patient Portals

Manage My Health

Vensa

Health365

Centrik/Webtools
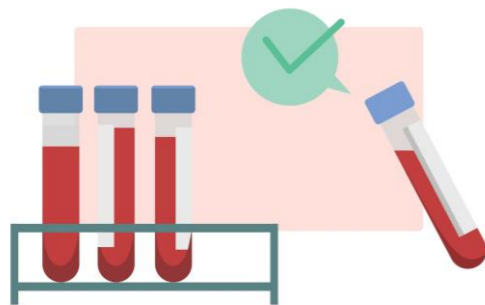
myindici

* Information correct as at 21st November 2023

Portal Costs

Portal	Costs	Set up costs
Manage My Health	$1 per year per enrolled patient (reviewed quarterly) Extra modules available at a cost.	$3400 includes training & implementation
Vensa bundled with Txt2remind	from $79 subscription- $109/mth plus SMS charges.	$875 – waived if sign up for 12 months
Vensa portal only	Charged by usage only, eg. 15c per SMS plus any charges incurred by scripts or pre-payments. Approx $50-$100 depending on usage	$875 – waived if sign up for 12 months
Health365	5 cents per enrolled patient	$1000
Centrik/Webtools	$1 per year per enrolled patient (reviewed quarterly) Can do an upfront discounted 12-month license fee.	Nil
myindici	Free to Indici PMS users	Nil

Portal Services

Portal	Appts	Scripts	Lab Results	Notes	Direct Messaging	Recalls / Reminders
Manage My Health	Yes	Yes	Yes	Yes	Yes	Yes
Vensa	Yes	Yes	Yes	Yes	Yes	Yes
Health365	Yes	Yes	Yes	Yes	For a fee	Yes
Centrik/ Webtools	Yes	Yes	Yes	Yes	Yes	Coming soon
myindici	Yes	Yes	Yes	Yes	Yes	Yes

Portal Integration with PMS

Portal	PMS Integration
Manage My Health	Medtech 32 & Evo
Vensa	Medtech 32 & Evo Currently working on integration with MyPractice and in discussion with Indici for integration.
Health365	Medtech 32 & Evo, MyPractice
Centrik/Webtools	Medtech 32 & Evo Can also integrate with any other source system e.g. Physio, Secondary Care, Pharmacy (coming soon) Working on Indici integration.
myindici	Indici

Portal Usability/App

Portal	Usability	Digital
Manage My Health	Web based and App	Video consults available through both
Vensa	Web based and Mobile Browser – No app	Not offered
Health365	Web based and Mobile Browser – No App	Not offered
Centrik/Webtools	Web based and App (including The Doctors, Better Health Outcomes)	Video consults available through both
myindici	Web based and App	Virtual consults available through both
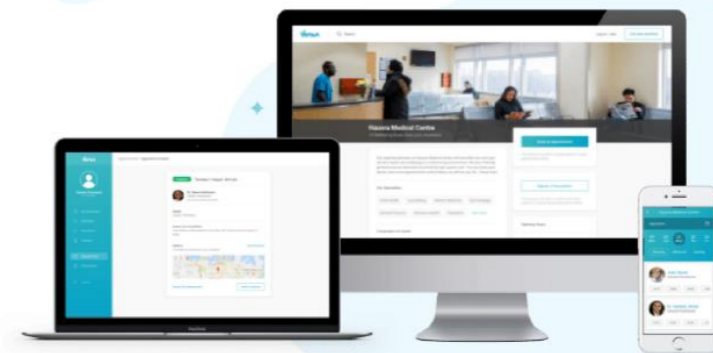
Patient Usability

Portal	Email Sign up	Phone Number Sign up	Data
Manage My Health	Individual email required (can do Whānau accounts)	Coming soon	Free data on smartphone or tablet
Vensa	Multiple accounts allowed per email then pin required for individual file		
Health365	Individual email required		
Centrik/Webtools	Individual email required – also need mobile number		
myindici	Individual email required		

Payment Options Through Portal

Portal	Scripts	Appointments	Historic charges
Manage My Health	Yes	Yes	No
Vensa	Yes	Yes	No
Health365	Yes	Yes	Yes
Centrik/Webtools	Yes	Coming 2024 Q1	No
myindici	Yes	Yes	View only*

* not confirmed by Indici

IT Support

Portal	Support
Manage My Health	24 hr turn around on Priority 1 help requests, staggered turnaround time for lower Priority. Email, online chat and phone
Vensa	24 hour turn around on help requests via email, online chat and phone.
Health365	Quick turnaround on help request via email, online chat and phone support.
Centrik/Webtools	Otautahi based support team. 24hr response time, quick turnaround via email and online chat.
myindici	

Other IT Info

Portal	Other IT Info
Manage My Health	Other Modules available at a Cost: Online Payments, Video Consults, Shared Electronic Health Records and Shared Care Plans (Between regional practices and the hospital or different care providers) Can sign up to MMH through My Health Account. Uses SSL Security Technology.
Vensa	Txt2Remind is similar to Medtech text but with more integration and features e.g. writing texts back into the PMS and automated recalls. There are Automatic Campaigns included: Smoking brief and Invoicing campaigns (sends out invoices, reconciles etc)
Health365	You can choose which functionalities the patient can use and can't use. You can block a patient from using a particular functionality for a period of time e.g. a patient that does not turn up at an appointment can be blocked from making other online appointments. Very privacy focused and they hold no clinical data, they send small queries to the practice database which allows the patient to see the information that the practice has approved.

Other IT Info

Portal	Other IT Info
Centrik/Webtools	Doesn't extract and store any data from the PMS. Single code based, modern tech. NZ based developers. Is agnostic of source system so can integrate with multiple healthcare service providers. Partnership with BPAC with their SmartCare Kiosk and the Centrik App Online Centrik Training Academy updated fortnightly with new product releases. 3 month pilot phase
myindici	Has Secure messaging facility can send and receive attachments, view and engage with your care plan. Looks like there are other programs/modules e.g. Telehealth, Virtual Health, Bio Scan, Escalated Care Plans.

Future Developments

Portal	
Manage My Health	SMS module to text through the Portal. Discover Health Module – a health literacy section for patients. Beating the Blues Module – free to the patient. Brain injury screen test tool for Medtech. Working on integration with Medtech Medeor.
Vensa	Currently working on integration with MyPractice and in discussion with Indici for integration. Working on online Historic Payments (Easter 2024)
Health365	Updated Version in next 6-12 months. Practices can request personalized Portal at a cost. Improvements decided by User Group Requests.

Future Developments

Portal	
Centrik/Webtools	Delivers new product releases every two weeks, continuously bringing in new initiatives from the user group. Working on Integration with Indici. Centrik Connect Feature – patient look up function through the portal by the clinician to access the International Patient Summary.
myindici	

Other Useful Tidbits

Portal	
Manage My Health	Available in Te Reo – Samoan, Tongan plus others coming soon. Whānau accounts have been developed which just require the one email address. Can update MMH with your ESU at any time to update your billing e.g. departing GPs patient load
Vensa	Txt2Remind is a standalone product from the patient portal – can integrate with Medtech as well as MyPractice and Profile for Windows. This helps with continuity of care, - any patient's response can go to provider inbox or to a different provider/reception inbox. All patient replies get written into the patient's daily record on Medtech. Replies can be subsidised and can be free text replies for patients. Txt2Remind also includes all 'basic' messaging, eg. automated appointment reminders, bulk messaging from query builder, quick one-on-one messages etc. Another feature is the ability to send SMS to a patient list from a spreadsheet.

Other Useful Tidbits

Portal	
Health365	Holds a free training/user group meeting every Tuesday – develop tech requested at this meeting. NEBLA Co Pilot and Shared Care plans were requested and have been developed.
Centrik/Webtools	Can brand to each corporate e.g Green Cross. Has the Centrik Codesign Club – fortnightly email, online collaboration tool for feedback, fortnight drop in meeting. Also Patient Advisory Group. Early Adopter Program to get new developments first. Trying to connect Patient to the Health Sector not just the GP. Publishes Feature Roadmap 3 calendars quarters in advance of major features coming.
myindici	Can synch your wearables with myindici (through Samsung health, Fitbit etc).

Contact Details of Portal.

Portal	
Manage My Health	Cameron Hirst chirst@mmhglobal.com or There is an online 'contact us' form available [Need Support? - Manage My Health](#)
Vensa	Philippa Pohlmann philippa@vensa.com
Health365	Cornelius Dirven cornelius@mypractice.co.nz
Centrik/Webtools	Al Duncan al@webtools.co.nz Can join the Centrik Co-design club and sign up for newsletter etc as well.
myindici	There is an online 'contact us' form available [Patient Portal (indici.co.nz)](#)

Current User Feedback

"I appreciate access to my own medical records on the patient portal website"

"Access to lab results etc. via the web portal are particularly useful for me to prepare for my consult and go a long way to ensuring that these virtual appointments work well."

"Having my patient portal helps me understand and makes me feel in control of my long-term health issues"

Provider Feedback

"Patients have rights to all or any of their medical records on request anyway, aids understanding and transparency, encourages good notes." (GP)

"Our team thought it would be an issue, but we have had no issues regarding patients seeing their notes." (GP)

"Only ever had a patient feedback once. It aids autonomy. Doesn't create any more work"(GP)

"Most patients don't look at the notes. When they do, it is generally positive for reinforcing information or understanding which may have been incomplete at the actual consultation. Very rarely a correction might be received, and that's not such a bad thing!" (GP)