

Fully functional patient portal

Implementation timeline guide

Preparation

- Engage staff around the benefits of implementing a patient portal
- Research patient portal providers: ask other practices about their experience with portals
- Reach out to preferred provider and get patient portal installed
- Appoint a patient portal champion

Month 1

- Ask vendor to supply training – the portal champion could be trained to show the rest of the team as needed
- Portal champion develops a plan for increasing uptake of the patient portal: Your PHO has good plans you can start with.
- Portal champion engages all staff in the plan and provides training to staff – what portal is, what it can do, how to sign up. This way everyone a patient could possibly talk to will be well equipped to answer confidently.

Month 2

- Patient portal is officially launched with communications to patients
- Portal plan is implemented which pushes all staff members to engage with patients at every opportunity to increase patient portal numbers

On-going

- Staff continue to engage patients and push for increased portal registrations.
- Data is used to make informed decisions on the continued implementation of the portal.
- Processes are reviewed to maximise efficiency using the functionality of the portal.
- Staff and patients could be surveyed about the impact the patient portal has had.