

Basics of Implementing a Patient Portal

Set clear priorities

Do the necessary research to determine what is possible, and then make decisions as to what is realistic for your individual situation.

STEP 01

Develop a list of desired features and benefits

Conduct an informal poll to determine your priorities, so you can set an order of implementation to include the most important features at the outset and phase others in as time and resources allow.

Think about a rollout

Participants would agree to provide input and honest assessments of the portal's effectiveness, and you would then be expected to make the appropriate adaptations. It might take a little longer, but it could be well worth it if the process results in a portal that is truly engaging.

STEP 02

STEP 03

Look outside the logistics

While the most involved part of the process might be the actual development and implementation, you also have to think about how you will get your staff onboard with using the portal and set aside resources to educate your patients about it as well.

STEP 04

Troubleshooting

Have a plan in place to address problems as they arise. Appoint some staff as a quick response team responsible for assessing the situation, determining alternative adaptations, implementing the necessary changes, and communicating to all stakeholder groups.

STEP 05