



Newsletter

Welcome to Mihealth's first newsletter. In this issue, and in those that will follow at approximately monthly intervals, we will discuss communications and information management matters that affect all healthcare providers.

Improving Office Efficiency and Effectiveness

Provider/patient two-way secure messaging is an effective way to improve the efficiency and effectiveness of your office whether you are a health professional or a member of the office support staff.

Patients hate playing telephone tag with their healthcare provider's office or making avoidable trips to the office - and this is no more so than the staff in the provider's office. It's a timewaster and an annoyance.

A study at Kaiser Permanente of 35,423 people with diabetes, hypertension, or both, showed that the use of secure patient-physician email within a two-month period was associated with a statistically significant improvement in effectiveness of care as measured by the Healthcare Effectiveness Data and Information Set (HEDIS). In addition, the use of e-mail was associated with an improvement of 2.0–6.5 percentage points in performance on other HEDIS measures such as glycemic (HbA1c),

cholesterol, and blood pressure screening and control.

The main reasons for their patients to email were to report:

- A change in a health condition (16%)
- Lab tests (14%)
- A new condition (12%)
- Changes in prescription amounts (11%)
- Need for a new prescription (10%).

63% patient initiated email messages were clinically relevant, and 24% percent required clinical action such as ordering a lab test.

In addition to these healthcare benefits, our experience is that providers and their staff in offices where patients use Mihealth's 2-way secure messaging system report:

- Lessening of heavy call volumes at peak times
- Smoothing of staff workload
- Fewer after-hours messages
- Less occurrences of staff out-of-the-loop
- Decreased staff time used to make call-backs
- Patients appreciating the timeliness and personalized care and frequently thanking the staff for

their responses - which improves staff morale.

The evidence is that the more active patients are in their own health care the better health care they get: reduced hospital readmissions, fewer medical errors, better care co-ordination between providers, fewer adverse consequences from inter-provider communications, and increased confidence in the health care system. Easier two-way communication improves provider effectiveness and patient outcomes, and enhances the quality of the service provided by support staff.

For more information about Mihealth, go to www.mihealth.com or contact us by email at info@mihealth.com. We are always pleased to arrange a demonstration for providers and their staff.

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