

Patient/Family Access Options

Dave Burnworth
Senior Director Clinical Operations
Internal Medicine Associates
Bloomington IN

Challenges in communicating with patients:

- 1,000 patient visits per day
- Over 2,000 incoming phone calls per day
- Over 2,000 outgoing phone calls per day

Tools IMA currently uses to facilitate communication:

- Website (e mail)
- Medvoice (Lab results reporting)

What IMA will be using in the near future:

- Patient portal (Enhancement to EHR)
(? Component of “meaningful use of EHR”
under ARRA of 2009 for proposed incentive
payments to eligible professionals and hospitals
that adopt certified EHR technology)