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## Evergreen Surgical patients tackle paperwork at home

Dec 09 2009, 5:54 PM

Three practices from Proliance Surgeons have taken to communicating with their patients online. Kirkland-based Evergreen Surgical Clinic, Puget Sound Orthopaedics, and Bellevue ENT Clinic have opted to provide patients with self-service communication solutions offered by Medfusion, the leading provider of patient-to-provider online communication solutions.

In an effort to enhance the patient experience, these practices have made it possible for their patients to complete their paperwork, request appointments, ask a question, get prescription refills, and pay their bills all online. To do this, the patient simply goes to the practice Web site and logs on to the secure, HIPAA-compliant patient portal.

For Priya Bhavsar, Administrator at Evergreen Surgical Clinic, the patient portal experience is new. Having recently implemented their solutions, she is amazed at how well patients are receiving these new online services. She said, "We had a patient portal kick-off party where our staff dressed up in jerseys and we distributed flyers to the patients with a message that told them to 'tackle their paperwork' at home. They loved it, and it got us off to a good start with patient utilization. We're delighted to offer this service to our patients, and we anticipate that the Medfusion solutions will enable our practice to increase patient satisfaction and office efficiencies."

Today, millions of registered patients communicate with over 28,000 physicians using Medfusion's online solutions. Online patient communication – or patient portals – is the fastest-growing segment of healthcare IT, with over 30,000 patients joining a Medfusion-hosted portal weekly.



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