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## **COLORADO ORTHOPEDIC PRACTICE LEADS THE WAY IN ONLINE PATIENT COMMUNICATIONS**

*Patients gain advantage of patient portal solutions to securely communicate with the practice*

**Cary, NC and Golden, CO** – September 3, 2009 – Panorama Orthopedic and Spine Center in Golden, Colorado announced that patients are utilizing their patient portal in record numbers to communicate with the practice.

Through services provided by [Medfusion](#), Panorama Orthopedic and Spine Center's [website](#) offers patients self-service communication options such as Pre-registration, Appointment Requests, Online Bill Pay, Ask a Staff, and Prescription Renewal Requests in a secure HIPAA-compliant environment. Instead of filling out lengthy forms on a clipboard in the waiting room, patients now log in to a secure portion of Panorama's website and type the information into a web form from the convenience of their own home. The registration and health history data passes electronically to Panorama's office without the need for patients to print the forms. Recently, Panorama reported over 70 percent of their new patients now register through the practice website before their first visit.

"New patient registration has made an impact on our overall operations", said Eric Worthan, Chief Executive Officer of Panorama Orthopedics. "As more and more patients sign on to the patient portal, we are finding that they are much more satisfied with their patient experience. Our patient portal with Medfusion has made things so easy for our patients, and it has simplified our workflow which has enabled us to experience greater office efficiencies."

To join Panorama's online services, patients go to [Panorama's website](#), click on Create an Account, and register on the secure network by answering a few quick questions. Sara Petermann, Administrative Coordinator for Panorama commented, "When a new patient calls our office, we capture their email address so that we can send them a 'Welcome to the Practice' message through the portal that invites them to register. Our on hold phone message also encourages patients to go to our website to register, so that they don't have to spend time on the phone. We are excited about the number of patients that register monthly. They appreciate having this service available to them, and in turn it has strengthened our patient-provider relationships."

Patient online services also help make growth at Panorama a bit easier. Currently at 24 physicians, Panorama plans to add four more physicians in the coming months. Petermann says it won't be necessary to hire additional office staff since the patient portal also provides the value of increased office efficiencies.

Over 20,000 patients join a Medfusion-hosted portal weekly to securely communicate with any of over 20,000 physicians on the Medfusion Physician Network. Patients no longer need to take time out of their day to place a call that would most likely result in long hold times or phone tag. A patient can utilize the portal anytime of the day, from anywhere, and typically receive a response from the practice within 24-hours.

Relevant Links:

Oswego Country Today (July 2009) [Oswego County OB-GYN Enhances Patient Services With PrimePatient](#),

Healthcare IT News (7-21-09) [Survey: Telehealth, online appointments can 'unclog' healthcare system](#)

Wall Street Journal article (6-30-09) [The Doctor Will Text You Now](#)

**About Medfusion**

[Medfusion](#) is a Cary, NC-based company that provides patient-to-provider communication solutions that enable healthcare providers to offer superior service to their patients while improving [office efficiency and generating revenue](#). Medfusion's powerful, [web-based solutions](#) virtually transform patient communications with applications for pre-registration, appointment requests and reminders, outbound messaging, lab results delivery, prescription renewals, online bill payment, virtual office visits, and more, including uniquely-branded content-rich web sites. Medfusion is ranked #1 by KLAS in the "2008 Software Category" for secure patient portals. For more information, please visit [www.medfusion.net](http://www.medfusion.net).

**About Panorama Orthopedic and Spine Center**

[Panorama Orthopedic and Spine Center](#) has been offering patient-centered care in the Denver-metro area for over 50 years. The Panorama Campus in Golden, CO hosts a modern orthopedic clinic, a surgery/convalescent center, an imaging center, a physical therapy rehabilitation center and an orthopedic research foundation. Offices in Westminster and Littleton provide convenient orthopedic care. All Panorama facilities are linked using cutting-edge technology to assure staff and physicians have easy access to timely medical information and research.



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