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**PROLIANCE SURGEONS GROUP ENHANCE THE PATIENT**

**EXPERIENCE WITH ONLINE COMMUNICATION**

*Medfusion's patient-to-provider solutions make secure online communication  
convenient for Seattle area practices and their patients*

**Seattle, WA** – November 24, 2009 – Three practices from Proliance Surgeons have taken to communicating with their patients online. Puget Sound Orthopaedics, Evergreen Surgical Clinic and Bellevue ENT Clinic, all located in the greater Seattle area, have opted to provide patients with self-service communication solutions offered by [Medfusion](http://www.medfusion.net), the leading provider of patient-to-provider online communication solutions.

In an effort to enhance the patient experience, these three 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 website and logs on to the secure, HIPAA-compliant patient portal. "We've been using Medfusion since March and we have seen patient utilization steadily increase," said April Gibson, Practice Administrator of Puget Sound Orthopaedics. She added, "To get staff and patients on board with this new technology, we implemented a reward program whereby the receptionist that referred the most new patients to the portal each month received a gift card. That's worked well for us, and the patients love that they can communicate with us online at their convenience." A big hit at Puget has been Medfusion's Online Bill Pay and Prescription Refill solutions. According to Gibson, the back office loves Online Bill Pay because it streamlines the daily billing operations. She also said that they no longer take prescription refill requests over the phone because the Prescription Refill solution makes the process much more efficient for the office staff, the patient and the pharmacy.

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 weighed in, "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."

The newest patient portal adopter of the Proliance Surgeon group is Bellevue ENT Clinic. Excited about Medfusion's patient portal solutions, Lisa Barry, Practice Administrator, elaborated on how adopting these solutions is a great convenience for the patients and the staff. "It puts more control on the patient side and gives them more flexibility when making appointments, requesting medication refills and paying their bills," she said. "Streamlining the patient experience is a win-win. Plus, patients much prefer to complete forms at home, at a time that works for them and when they are relaxed." She went on to say, "Nowadays many people in our community pay their bills online. Adding this feature demonstrates to our patients that we are committed to adopting technology that works for them. The monthly auto-payment feature is well-liked by patients

because they don't have to think about it. We receive payment right in to our merchant account, and it makes our collections seamless."

With 21 physicians and over 25,000 patients between the three practices, there's no doubt the online patient-provider communication solutions will help each of these practices reduce costs, increase revenues and improve 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.

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 Puget Sound Orthopaedics**

[Puget Sound Orthopedics](#) offers comprehensive, leading edge surgical and reconstructive [services](#) by fellowship-trained subspecialists and experienced orthopedic surgeons in the Western Washington area. At their state-of-the-art facility, the team is dedicated to restoring function, and offering the convenience of on-site MRIs, rehabilitation services and orthotics.

**About Evergreen Surgical Clinic**

For over 30 years, [Evergreen Surgical Clinic](#) has been providing comprehensive surgical care to the Seattle Eastside community. They provide abdominal, bariatric, breast, vein, colorectal, and thoracic surgical services. Their unique, office-based surgical setting allows them to provide state-of-the-art procedures and services in a warm and personalized setting. Focused on clinical excellence and minimally invasive surgeries, Evergreen Surgical Clinic combines skilled professionals and advanced resources to deliver coordinated treatment and successful outcomes. They were also named one of the top 100 companies to work for in 2009 by the Seattle Business Monthly.

**About Bellevue ENT Clinic**

[Bellevue ENT Clinic](#) has been offering the Greater East Side community pediatric and adult ear, nose and throat services for over 40 years. They provide care, both medical and surgical, of the ears, nose, and throat and related structures of the head and neck. They also offer full service allergy evaluation and treatment, as well as, diagnostic hearing evaluations by Doctors of Audiology. [SoundHearing](#) offers hearing tests and hearing aid dispensing by Doctors of Audiology. [Lake Washington Facial Plastic Surgery](#) offers a wide variety of surgical and non surgical facial rejuvenation procedures.

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