

The GRIPA Connect™ Web Portal: Physicians & Practice Managers Report on Value of Features

By Kelly Taddeo, Director, Provider Services



As more physicians and practice managers make the GRIPA Connect Portal a daily part of their practices, we're hearing about some of the features they find most valuable:

PATIENT RESULTS DATA SOURCES

ACM Labs

Elizabeth Wende Breast Clinic

ViaHealth ADT

ViaHealth Labs

The data sources you'll currently find on the portal

Data Sources

"I use the portal to pull up ACM results," says **Scott Schabel, M.D.** "The lab interface is very good and I use that regularly," adds **John Hix, M.D.** Some physicians, like **Steve Howard, M.D.**, find that looking up lab results, especially with long term comparisons, is very helpful at the bedside. The next data source to be added will be Rochester Radiology.

Referral Management

Sending a referral electronically via the portal establishes a relationship between your patient and the physician you're referring them to and also creates a channel for secure communication between providers. "It is a very simple process and helps us keep track of our outgoing referrals. We can see when the patient appointment is, tell if there are any follow up visits with the specialist, or

if there is a need for further testing," says **Carolyn Benjamin, Arcadia Family Practice** office staff.

Secure Messaging

The Message Center provides physicians with a secure way to send and receive information about their patients. Physicians are also notified through the Message Center when critical or urgent results come in from a data source. "It's very helpful when we get notified about any of our patients who have visited the emergency room," said **Holly Upchurch, RN, Office Manager** at **Dr. Jeffrey Liberman's** office.

Clinical Care Guidelines

More than 30 Clinical Care Guidelines are currently on the portal along with physician tools and patient education materials to assist in patient care. As the Clinical Integration Committee and the Specialty Advisory Groups work on new guidelines, they also review existing guidelines.

Coming Soon

Point of Care Alerts will notify physicians when a patient is overdue for a test or is beyond a treatment goal. The alert will be available electronically at the point of care and can be printed prior to the patient visit for offices that prefer a paper workflow.

Care Opportunity Reports will evaluate all of the patients within a practice and identify those in need of services. This will help physicians and their staffs identify and contact patients who haven't come into the office or scheduled an appointment. "I am looking forward to the availability of Point of Care Alerts and Care Opportunity

Reports which will help me directly with patient care," says **Scott Schabel, M.D.**

For more information on the GRIPA Connect Web Portal contact GRIPA Provider Relations at 585-922-1525.

GRIPA Care Management Services

Professional support for busy physician practices

GRIPA Care Management Services team of physicians, pharmacists, social workers and registered nurses offers expertise in geriatrics, diabetes, clinical pharmacy and general case management to support physicians and their office staffs with patient care support.

Our team is available to help in medical management for patients with complex health issues. Our efforts are comprehensive: We review charts; we offer helpful notes ahead of a patient's next visit to support evidence-based care and adherence to clinical guidelines; we work directly with patients. And we reduce your administrative burden by assisting patients in navigating the multitude of payor and community resources.

"It is no problem at all to make a Case Management referral on the portal," says **Omara Martinez**, a staff member from **Dr. Jose Lopez's** office, "and the Depression Support program has been so helpful to a number of our patients." For more information on GRIPA Care Management Services call 585-922-1520—or just click on Referrals under Patient Data on the portal.

DID YOU KNOW?

GRIPA has distributed more than 429 free computer tablets to physician offices to facilitate use of the GRIPA Connect portal by physicians and staff members. The password protected portal can also be accessed from any computer with high speed Internet access.



Physicians coming together
for all the right reasons