

Using patient portals for vaccine series completion in Cerner EHR



Using patient portals to ensure patients receive all recommended doses of a GSK vaccine

Helping ensure patients receive all doses in a vaccine series

When providers have patients for whom a vaccine with multiple doses in a series has been ordered, they may encounter situations where patients are delayed in receiving or have not received the subsequent doses in the series. To help ensure patients receive all the required doses, it is paramount for providers to reinforce the importance of completing the recommended dosing regimen.

Benefits of the patient portal for vaccine series completion

The patient portal can be used to remind patients that they are due or overdue for recommended vaccines or vaccine doses. The portal can also be used to keep the patient's health record updated with vaccines received outside of the practice; for example, at a pharmacy. Use of the patient portal may improve health care quality, such as by increasing vaccination rates.

Considerations:

- Not all patients are enrolled to use the patient portal
- All features of the patient portal may not have been activated at the practice

If you have further technical questions, consult your internal or external EHR support resources.

This Guide provides a high-level overview of how to use the Cerner patient portal to create patient reminders for vaccine series completion, as well as how to enable communication to the provider about vaccines received outside the practice. This overview is designed to provide guidance for you, your practice electronic health record (EHR) champion, or IT staff.

Please note that this Guide was created based upon Cerner version 2015.01.22. Features and their locations may change as new software versions are released.

This Guide is meant to serve as overview information only and should not replace detailed instructions provided to you by your internal or external EHR support resources.

Using the HealthLife Admin Tool in the Cerner HealthLife Portal

The Cerner **HealthLife Portal** provides multi-aspect features to enable patient interaction. The **HealthLife Admin tool** can be used by the practice IT team to configure rules based on criteria, which will send reminder messages to the patient via the **HealthLife Portal**. The **HealthLife Portal** functionality can allow patients to update their demographic and HIPAA information (permission for others to access or view patient clinical information).

Immunization information can be obtained from the patient by using a **Clipboard questionnaire** on the portal. The customizable **Clipboard forms** can be configured to write discrete data directly to the patient chart and generate a summary document for clinical staff review.

Information to consider when making an IT request to create a HealthLife Reminder using a Clipboard questionnaire

When requesting reminders for patients, consider:

- Including only applicable patients, using age consideration, and existing clinical data. For example, is the patient of appropriate age; has the patient had the first dose in a vaccine series, but is overdue for the second?
- For the response, whether patients should choose their information from codified lists, or be allowed to input free text, such as:
 - Patient can select the immunization from a patient-friendly, codified list
 - Patient can input free text information
 - Patient can use exact or approximate dates
- Whether patient-friendly names should be included in the **Clipboard form**
- Actions to take, such as sending a **Clipboard survey** to the patient's portal for any patient meeting the criteria
- Including information that directs the patient on how to reply to the information request and to include links, if desired
- How to route information received (ie, responses) via a **Clipboard response**

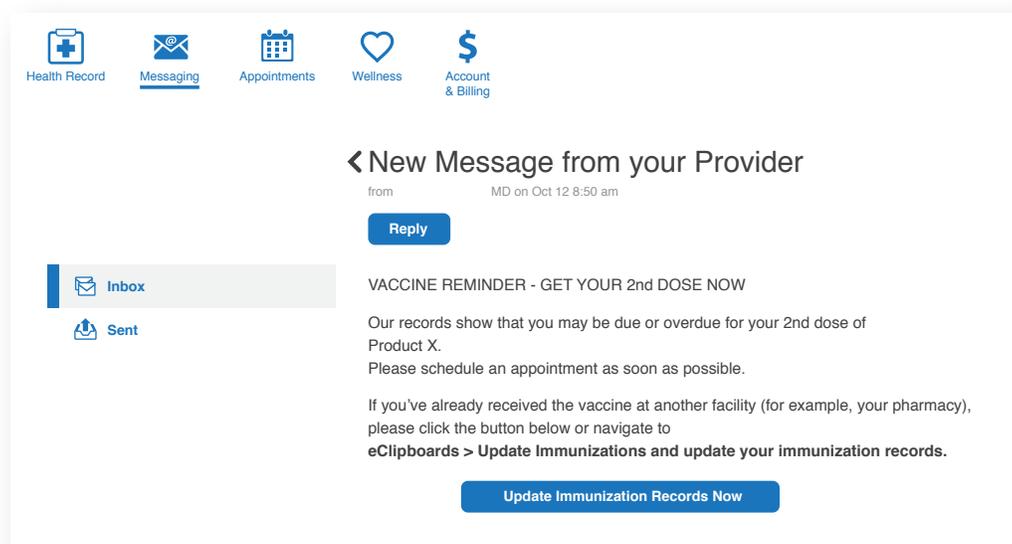
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Updating patient vaccine information on the portal

Messages sent to the patient via the portal can direct patients to **Clipboard questionnaires**. **Clipboard questionnaires** can include data fields, which the patient can use to update details about vaccines administered outside of the practice; for example, at a pharmacy, as well as the approximate date of administration.

A message displayed on the portal in the patient inbox might be similar to the example below:



Following the “**Update Immunization Records Now**” link, opens the **eClipboard for Immunization Updates**. Here the patients can add information about vaccines administered outside of the practice, similar to the example on the right:

