

Secure Messaging Patient Portal Voice of The Customer

A decorative graphic on the left side of the slide. It features a large orange circle containing the word "Welcome" in white text. Several thin orange lines curve around the circle, extending from the top-left towards the bottom-right of the frame.

Welcome

David Sheppard

Director of Product Management - ES

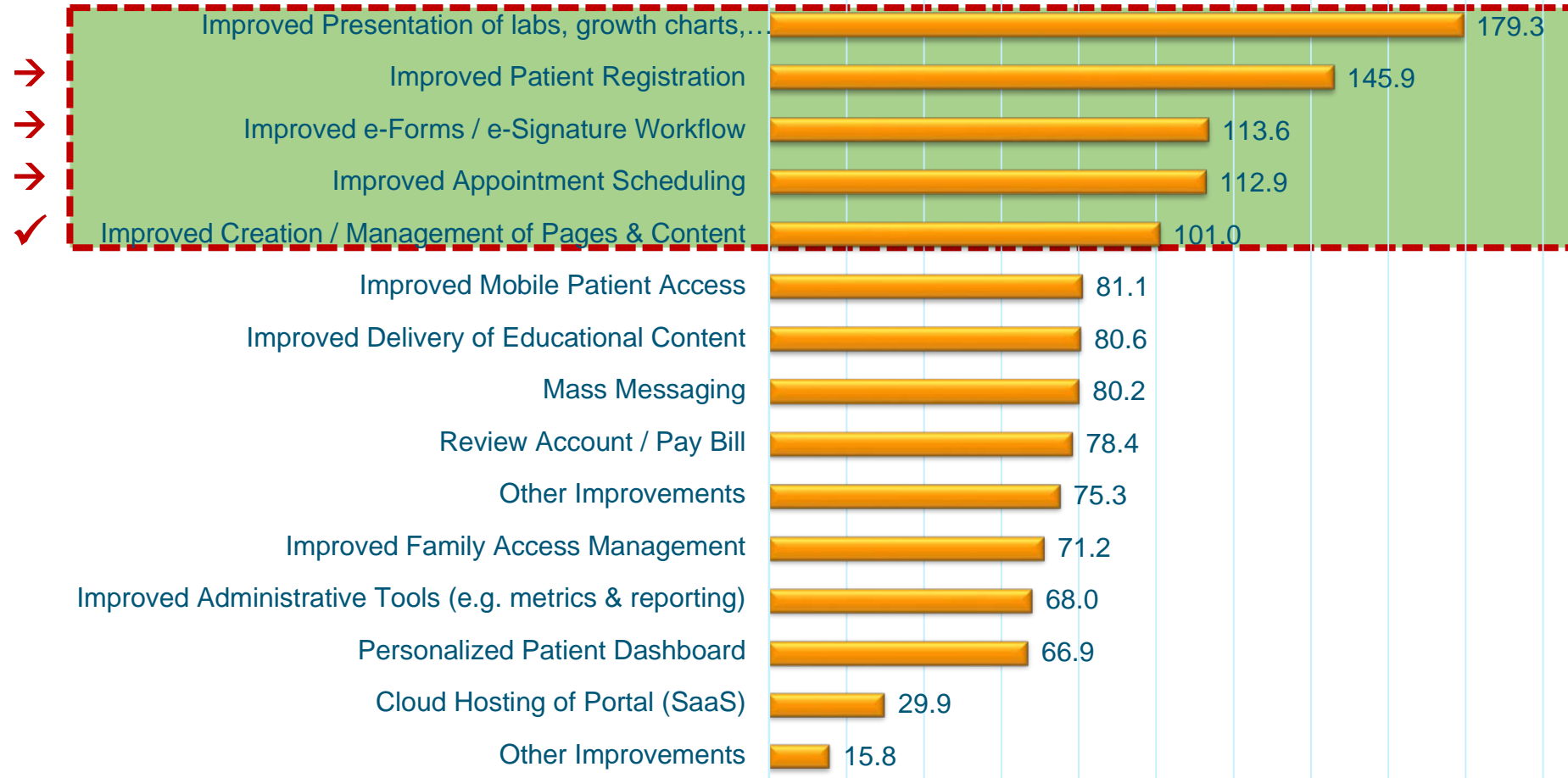
Moving Past MU

- MU has been introducing new sets of problems to solve
- We are innovating, adding value, improving the customer experience, all based on information we received from customers
- We asked you, what problems need solved? You told us:
 - Portal registration
 - eForm functionality
 - Appointments and scheduling
 - Improve creation of pages and content
 - And more

Centricity Customer Priorities

(n=130)

How would you spend \$10 among the following portal enhancements?



A decorative graphic on the left side of the slide. It features a large orange circle containing the text 'Next Up'. Several thin orange lines curve around the circle, extending from the top-left towards the bottom-right of the frame.

Next Up

Kevin Kimmerle

Implementation Consultant - ES

Secure Messaging & Patient Portal Version 8

Background & History of Version 8

- The Surescripts SMPP Dev and QA team is 15 people strong!
- Most on the team has been working with these products between 5-12 years
- This build is a combination of 4 minor builds (7.1 - 8.0)
- It has been a year in the making!

WHAT'S NEW?

Technology Updates In Version 8

- Improved Performance
- Security has been hardened to help further protect PHI from cyber threats
- Support for latest OS, DB, and Web Browsers

Workflow Updates In Version 8

- Patient alerts
- My eForms
- eForms can now be saved
- eForms can PULL any OBS term
- Added a Register button to PM
- Improvements to appointments view, reschedule & cancel
- Support for patient scheduling and Appointment Reminder via Odoro
- Brand mobile with header and change the color scheme
- And much more.....