



We Love Our Patient Portal

Dr. Joop Offerman & Mrs. Joyce Offerman, Office Manager
Pittsburgh, PA



Solo Family Medicine Practitioner



EHR Implementation and MU

- July 2009 MEDENT EHR System
- May 2011 achieved MU
- Met MU every year from 2011-2014

Pittsburgh Physician First in Western PA to Earn EHR Meaningful Use Incentive

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Hard work leads to many rewards—just ask Pittsburgh family practitioner Dr. Joop Offerman. In May 2011, Dr. Offerman became the first physician out of nearly 1,800 other western Pennsylvania providers working with the Pennsylvania Regional Extension and Assistance Center for HIT (PA REACH West) to demonstrate meaningful use of an electronic health record (EHR).

In official government language, the Pittsburgh family practitioner successfully completed "Medicare attestation" to show he was making the most of his EHR. In plain language, Dr. Offerman was rewarded for his efforts with an \$18,000 incentive payment from the Centers for Medicare & Medicaid Services (CMS). This payment was issued based on Stage 1 meaningful use requirements. The Medicare EHR Incentive Program extends through 2016, with eligible providers able to collect up to a total of \$44,000 in incentive dollars.

"We could not have done this without PA REACH West," said Dr. Offerman of the Pittsburgh-based Regional Extension Center, which guided his endeavor and offered him technical assistance along the way. "We felt like we needed outside expertise in preparing for meaningful use."

Besides allowing Dr. Offerman to recoup some of the cost of his EHR, the meaningful use clinical measures have also helped to improve patient care.

also knew of another office that had been using a MEDENT EHR system for a few years and was pleased with its performance.

The system Dr. Offerman chose generally takes about six months to fully implement, which includes ordering hardware and software and, once those are in place, customizing the standard templates. The office had its share of struggles as it made the transition to a paperless office. Laptop, server and Internet crashes left the practice feeling helpless when the system went down, costing time and money. In addition, the system required more of Dr. Offerman's time, since the physician is primarily responsible for entering patient data—something that largely fell to the staff members when the office used charts.

Practice Website

Joop Offerman, MD

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Joop Offerman, MD



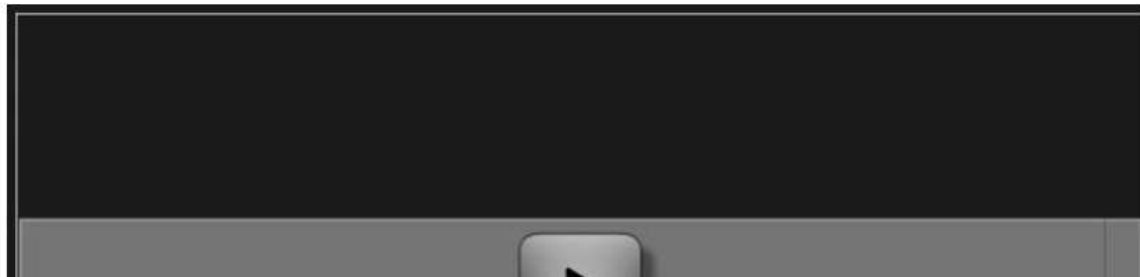
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Patient Portal

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Portal FAQs

Patient Portal FAQs

Q. What is the MEDENT Patient Portal?

A. The MEDENT Patient Portal provides you with secure, online access to portions of your medical records, as well as an easy and convenient way to communicate with the practice through a secure internet connection. Think of it as an online account for your doctor's office, similar to online banking or credit card accounts you may currently have. Once you are logged into your portal account, the information you view pulls from your own personal medical record. Only you will have access to your health records, including any messages or information sent to you from the practice.

With the patient portal you will be able to:

- Send and receive non-urgent messages and information from your doctor's office, including test results and educational material
- Easily notify the practice of changes to your personal information, including phone number, address, and insurance changes
- Request a refill for a medication prescribed by a provider at the practice
- View upcoming and previous appointments, including the doctor and location of those appointments
- View and/or print your current medications and allergies list

Q. How is the MEDENT Patient Portal secure?

A. We take great care to make sure your health information is kept private and secure. The MEDENT Patient Portal uses HTTPS to provide encrypted communication between you and your doctor's office. Access to your portal account is controlled through secure access codes, personal ID's, and passwords. Only you will have access to the login information needed to view your account.

Question & Answer Session

- If you have a question you'd like to ask Christine or Dr. & Mrs. Offerman, please type it into the Chat box located on the right side of your screen.



Patient Portal Demo



How We Can Help

- Quality Insights offers no cost quality improvement learning opportunities, technical assistance, and free resources across 5 states: Delaware, Louisiana, New Jersey, Pennsylvania, and West Virginia by:
 - Providing targeted technical assistance if you are challenged in meeting the requirements of the EHR Incentive Program
 - Focusing educational sessions on barriers that are preventing you from meeting Meaningful Use
 - Offering resources and a forum to collaborate with other physician offices
 - Showcasing successes from peers
 - Sharing examples of quality improvement strategies

Join Us

- If you are interested in signing up to participate in the ***Improving Outcomes by Optimizing Your EHR*** initiative with Quality Insights, please contact your state lead today:
 - **Delaware:** Kathy Rivard – krivard@wvmi.org
 - **Louisiana:** Chris Gatlin - christine.gatlin@hcqis.org
 - **New Jersey:** Carolyn Hoitela - carolyn.hoitela@hcqis.org
 - **Pennsylvania:** Lisa Sagwitz – lsagwitz@wvmi.org
 - **West Virginia:** Paula Clark – pclark@wvmi.org
- Visit the Quality Insights website
 - www.qualityinsights-qin.org

Thank you for joining us.



Please take a brief moment to complete the evaluation at the conclusion of this session.