



## CASE STUDY

# Patient Portal

## Eye Care & Surgery Hospital

Designing a patient access portal to improve patient experience for an internationally renowned eye care and surgery hospital in UK.

### OPPORTUNITY

It was a privilege to work for a purposeful and technologically inclined eye care hospital, which is widely recognized in the ophthalmic sector. It continues to focus on the right use of technology to advance patient experience and improve health outcomes in the process.

### SOLUTION

We used Claris Filemaker Pro, a low-code platform, to develop an always online and device-friendly patient portal, accessible on smartphones, tablets and computers.

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### OBJECTIVE

The objective was clear and to the point. We were asked to build a portal to facilitate private and secure patient - practitioner (GP) communication and provide access to patients to tethered PHR, personal health records, and other useful links to videos and scans.



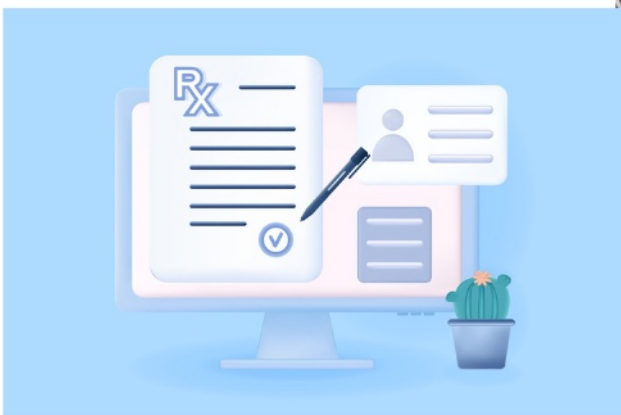
## REAPING BENEFITS

A few important plans our work helped put into practice:

01

### Getting Patients Registered

Patients receive an invitation to join the patient portal after booking an appointment. They need to submit and verify essential information to create a portal account.



02

### GDPR-Compliant Messaging

The portal features sending and receiving information securely to and from the patients as well as general practitioners (GPs). It also maintains correspondence history.

03

### Access To Letters and Forms

View GP/Optician details, appointment letters, surgery letters and test results. Fill and sign consent, pre-admission and feedback forms.

04

### Add-Ons: CRM and Reporting

Some health CRM and reporting features internal to the system were also built. This enabled patient-tracking from enquiry to surgery, discharge and so on. The medical procedures were also captured at different stages using visually-informative reports.



## IMPACT

### Faster Response

After creating the patient portal, it became easier for hospital's staff to review all incoming queries and respond to patients, consulting with practitioners, if/as required. The hospital was able to commit to answering all incoming questions within two business days of receipt, barring a few atypical ones.

### Direct Communication

The patient portal became a way for patients to establish easier direct line of communication with their general practitioner/optician and the hospital. Patients registered with the portal can avoid using phone calls and visits to get access to essential information.