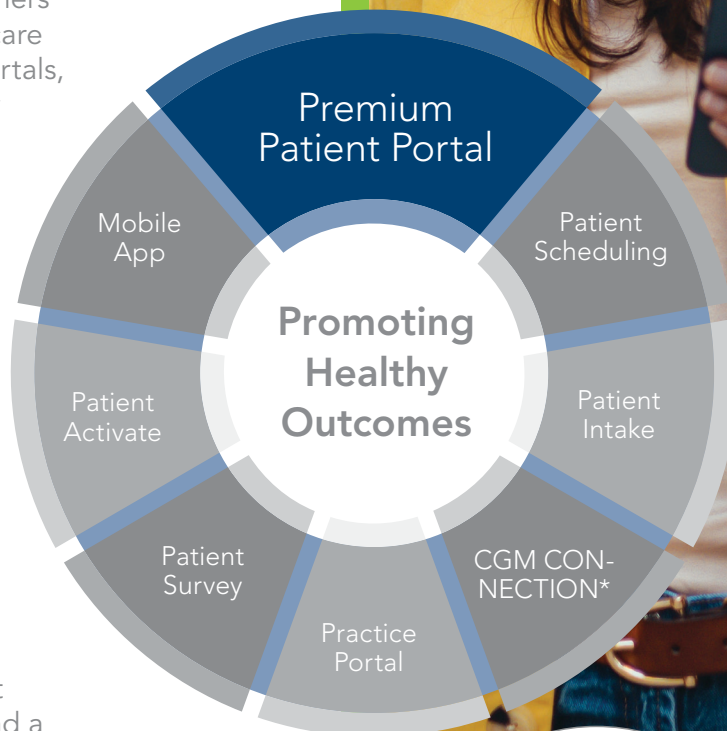# PREMIUM
PATIENT PORTAL

Open the door to exceptional engagement

Today's patients and healthcare consumers know what they want from their healthcare providers. When it comes to patient portals, they expect a modern and familiar user experience.

To meet these expectations, your portal should consolidate all healthcare activities into a single, user-friendly hub, making it easy for patients to manage both their own and their family's health.

Orchestrated engagement

The engagement options surrounding our Premium Patient Portal are tightly integrated with your EHR and PM workflows to orchestrate a holistic approach to engagement that results in a healthier, happier patient and a more efficient practice.

Premium Patient Portal

Mobile App

Patient Scheduling

Patient Activate

Patient Intake

Promoting Healthy Outcomes

Patient Survey

CGM CONNECTION*

Practice Portal

Synchronizing Healthcare

CGM
CompuGroup Medical

Why choose the Premium Patient Portal?

- **Modern Experience**

  Make the right impression. Powered by InteliChart, the Premium Patient Portal delivers an appealing, intuitive, and well-designed patient experience that's constantly updated to reflect today's consumer trends.

- **Healthcare Hub**

  Patients want a portal to streamline and organize their healthcare activity. Our Premium Patient Portal provides this by bringing together all intake forms, medical history and screening questionnaires, surveys, reminders, alerts, and their entire clinical record.

- **Patient Engagement Platform**

  Exceptional portals aren't standalone solutions—they effortlessly communicate with your other engagement solutions such as intake and check-in, reminders, patient surveys and patient-reported outcomes, online scheduling, and population health.

- **Sharing Across Provider Organizations**

  Patients can link their portal to other practices using the same technology, essentially creating their own personal health record, or PHR.
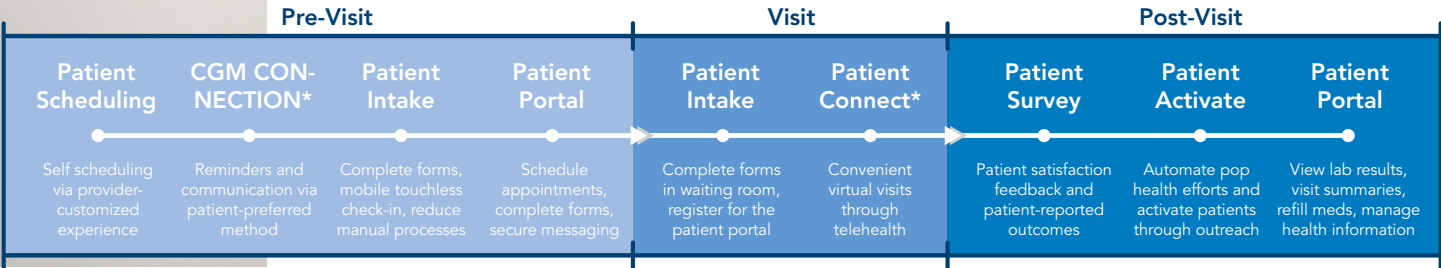
- **Improved Healthcare Brand**

  Your portal is a direct reflection of your brand. The aesthetics, usability, and overall experience define each patient's perception of your practice. Deliver a portal that complements your hard work and boosts your healthcare brand.

- **Easy Patient Enrollment**

  Simple processes make it easy for patients to be registered for the portal and to immediately have access to their health information.

The Patient Journey

Pre-Visit				Visit		Post-Visit		
Patient Scheduling	**CGM CON-NECTION***	**Patient Intake**	**Patient Portal**	**Patient Intake**	**Patient Connect***	**Patient Survey**	**Patient Activate**	**Patient Portal**
Self scheduling via provider-customized experience	Reminders and communication via patient-preferred method	Complete forms, mobile touchless check-in, reduce manual processes	Schedule appointments, complete forms, secure messaging	Complete forms in waiting room, register for the patient portal	Convenient virtual visits through telehealth	Patient satisfaction feedback and patient-reported outcomes	Automate pop health efforts and activate patients through outreach	View lab results, visit summaries, refill meds, manage health information

What patients and providers say

"

I like the flexibility of scheduling my own in-office or virtual appointment.

Life is easier when I can manage my family's accounts all in the same place.

Day or night, I can see lab results and request medication refills.

Now patients have all the information they need to better manage their health.

Automated workflows make our office more efficient. Manual efforts are a thing of the past.

Automating our portal enrollment has increased staff efficiency and portal adoption.

We've strengthened our brand by offering our patients a premium portal.

"
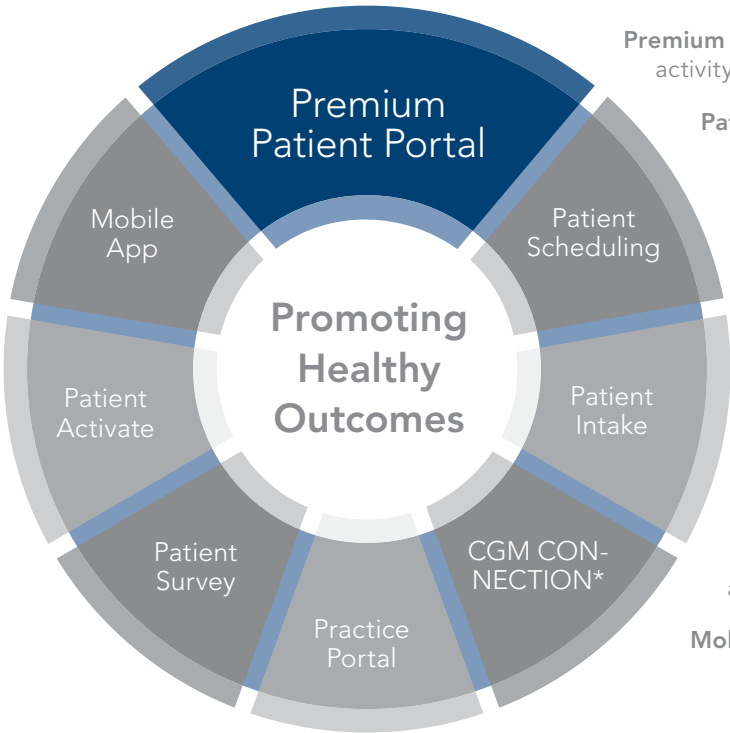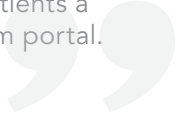
Premium Patient Portal - A healthcare hub that organizes all engagement activity for patients and their families.

Patient Scheduling - Customizable options for patient self-scheduling.

Patient Intake - Digital patient registration and automated eligibility verification for a completely streamlined intake experience.

CGM CONNECTION* - Automated appointment reminders, confirmations, and organizational announcements via phone, text, or email.

Practice Portal - Clinic access to appointments and patient information. Many options for portal customization.

Patient Survey - Customizable surveys automated to send after completed appointments, or in batches based on other criteria such as patient demographics.

Patient Activate - Population management through interventions and outreach campaigns.

Mobile App - Intuitive iOS- and Android-compatible patient access.

* This engagement option is sold separately from the Premium Patient Portal suite of products.

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Accelerate patient intake and get paid faster

A smooth intake process leaves a great first impression on patients, lightens the load for your staff, and speeds up revenue collection for your practice.

Patient Intake helps you achieve this by automating each step—from insurance capture and eligibility checks to collecting digital forms, consents, and payments—simplifying your intake workflows while minimizing errors.

Why Patient Intake?

- **Simplified Workflows**

  Your patient forms are always ready. Set up automated intake forms based on specific appointment types, providers, timeframe, and service sites. Patients can complete intake forms prior to their visit or on a tablet in your waiting room, and their patient data is imported into CGM APRIMA.

- **Contactless Check-In**

  Helping to minimize the spread of contagious diseases and put patients more at ease, you can create a contactless check-in process.

- **Customized Forms**

  Digitize any of your current paper forms or create completely new ones. Your digital forms map back to discrete database fields in CGM APRIMA, eliminating the need for scanning documents and manual data entry.

- **Consent Management**

  Capture patient consent digitally for forms ranging from surgical consent to financial agreements and HIPAA forms. Determine triggering events to fully automate consent forms via email or portal.

- **Automated Eligibility Verification**

  Turn your eligibility verification into an automated component of your patient intake and registration process. Free staff from the burden of manually processing eligibility while increasing patient collections.

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Patient feedback, simplified

How your patients are feeling between visits—and how they're feeling about you—is vital information for keeping your patients healthy and building relationships with them.

Patient Survey makes it simple to gain insight into your patients' functional status and understand what their experience was like with you. Customize your surveys with one or two questions or gain in-depth understanding with patient-reported outcome surveys.

Why Patient Survey?

- **Satisfaction Surveys**

  Automate the delivery of satisfaction surveys to determine your patients' experience and to assist in your CAHPS® and HCAHPS® scores.

- **Patient-Reported Outcomes**

  Find out how your patients are feeling with automated outcome surveys and assessment forms such as PHQ-9, SDOH, HOOS, and KOOS. Send surveys following patient visits based on your unique patient populations.

- **Targeted Population Surveys**

  Send surveys based on populations you define. These could be based on demographics, diagnosis, procedure, medication, lab values, payer type, or any custom identifier.

- **Survey-Based Automation**

  Create automated events based on patients' survey responses. If a patient indicated they are in pain and have low functional status, another event can be triggered such as an automated call, email/text, or alert to a staff member.

- **Provider Reviews and NPS® Ratings**

  Send simple ratings surveys or find out how likely patients are to refer friends and family to you. Use positive reviews and ratings to promote providers on your website as well as Google, Yelp, and other rating sites.

A patient-focused approach to population health

Activate and reactivate patients based on numerous criteria. Keep your schedule full, your quality high, and your patients engaged and satisfied.

Patient Activate is an automated population health solution that helps you guide patients between visits, influencing them to take the necessary actions that lead to good health and well-being. Segmenting your patient population lets you leverage targeted campaigns to improve outcomes and generate revenue.

Why Patient Activate?

- **Reduce Care Management Stress**

  Tracking and managing patients in accordance with quality payment programs and value-based care initiatives is often a manual, inefficient workflow. Augment those efforts with automation and deliver positive outcomes for patients and staff.

- **Identify the Right Patients**

  Whether you're looking to manage a very specific group of patients or several large populations, we give you simple, powerful tools to define the parameters to precisely identify patients to manage, those to monitor, and those with whom you want to intervene. Our partners at InteliChart maintain secure, discrete data analytics for the full patient record, often with real-time data from many vendor systems.

- **Initiate Meaningful Engagement**

  Automate meaningful engagement to patients based on factors such as diagnoses, lab values, vitals, medications, visit information, or any other component of their clinical record. Provide guidance toward healthy decisions and behavior.

- **Patient Recall/Recare**

  Deliver communications to patients based on elements of their clinical chart via the real-time clinical data collection from CGM APRIMA.

- **Increase Patient Adherence**

  Automate communication with patients via in-portal messaging or reach them via text and email with the robust CGM CONNECTION option. Increase adherence with medications, referrals, self-care, and discharge instructions.

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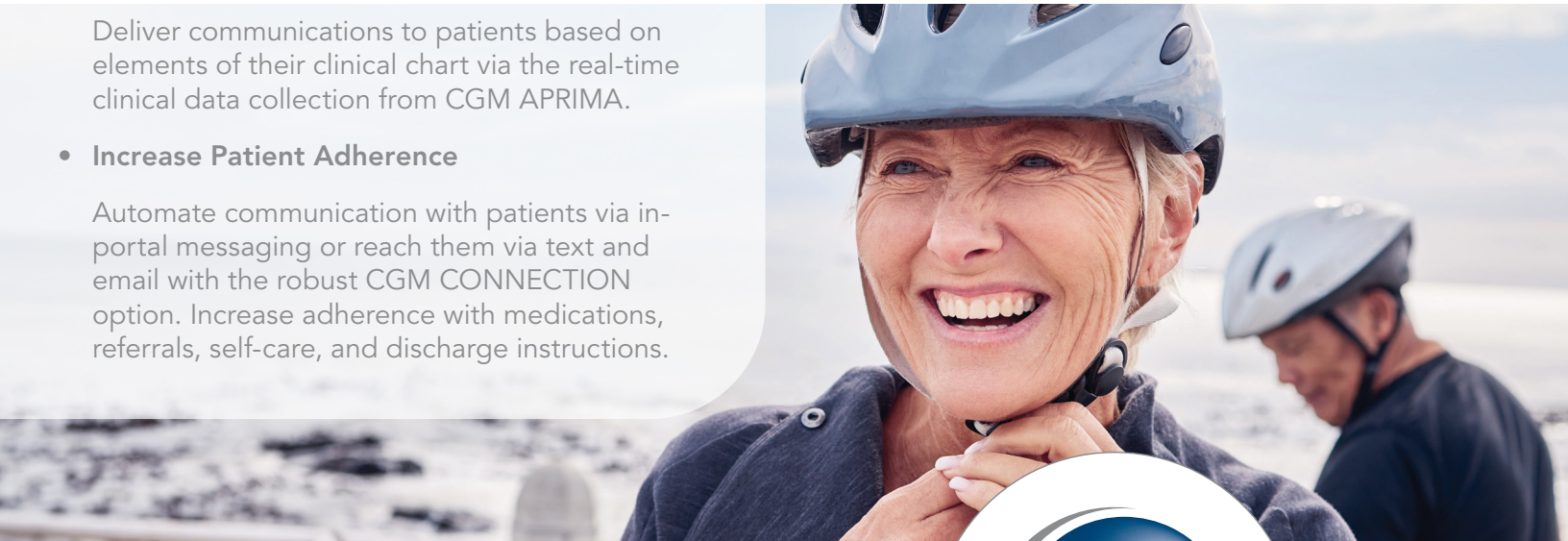
Why do practices choose the Premium Patient Portal?

When selecting your patient portal option for CGM APRIMA, consider the functionality of each, and choose the Premium Patient Portal when your practice is ready to fully prioritize patient engagement and automation.

	Premium Patient Portal	Standard Portal
Mobile Patient App (iOS, Android)	✔	–
Self-Registration	✔	–
Patient Intake Form Integration	✔	–
Upload ID & Insurance Cards	✔	–
Patient Growth Charts	✔	–
Records Requests	✔	–
Surveys	✔	–
Population Health Management	✔	–
Printable Charts	✔	–
Practice Portal	✔	–
Responsible Party/Proxy Accounts	✔	✔
Paperless Check-In	✔	✔
View Patient Records	✔	✔
Medication Refill Requests	✔	✔
Patient Messages	✔	✔
Audit Trail	✔	✔
Bill Pay**	✔	✔
Scheduling		
Live Scheduling	✔	–
Appointment Requests	✔	✔
Appointment Reminders		
Text	✔	–
Email	✔	✔

** Requires Easy Pay integration. Availability pending development for Premium Patient Portal.

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Engaging the patient throughout the healthcare journey enhances the patient experience, generates loyalty, and improves outcomes.

CGM APRIMA

EHR and Practice Management

**Contact us
to learn more**

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opt. 1

info.us@cgm.com
cgm.com/us

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