

SUCCESS STORY

Griffin Hospital Empowers Patients and Meets Meaningful Use Criteria with Iatric Systems PtAccess®



- OBJECTIVE:** Griffin Hospital needed to meet Meaningful Use Objectives that require hospitals to provide patients with an electronic copy of their health information and discharge instructions. In addition to complying with Meaningful Use regulations, the hospital was determined to provide a solution with maximum benefits to the patient.
- SITUATION:** A 160-bed community hospital in Derby, Connecticut, Griffin Hospital is the flagship hospital for Planetree, an innovative healthcare model aimed at providing more compassionate and personal care. As a leader in patient-centered care, Griffin Hospital's approach to achieving compliance would have high visibility, and they wanted to do it right.
- SOLUTION:** Griffin Hospital is using PtAccess,® the Iatric Systems patient portal, to meet Meaningful Use Objectives while empowering patients to make decisions about their care. PtAccess pulls information from Griffin Hospital's EHR and presents it in an easy-to-understand format that patients can access anywhere. Patients can view, download, and email their personal health information, build out their profile, manage appointments, pay bills, and more.
- RESULTS:** Patients of all ages as well as authorized family members and caregivers are using PtAccess to make better decisions and achieve peace of mind. Griffin Hospital is meeting its Stage 1 Core Objectives and is also ready for Stage 2, which requires that hospitals give patients the opportunity to view, download, and transmit their medical records online.

"As the Planetree flagship hospital, we pride ourselves on our innovation, and the Iatric Systems patient portal is helping us keep that standard high."

– Iretta Moore, RN
Clinical Systems Analyst
Griffin Hospital

"This is a terrific example of what patient-centered care is all about," says Iretta Moore, RN, Clinical Systems Analyst at Griffin Hospital. "Now patients don't need to hear: *'We can't tell you that over the phone,'* because they have the access they need to make decisions about care."

Griffin Hospital is a 160-bed acute care community hospital serving more than 100,000 residents in south-central Connecticut. Griffin Hospital is also the flagship hospital for Planetree, an innovative model of healthcare that puts patients' needs first. The hospital is using the Iatric Systems patient portal, called PtAccess®, to provide patients and authorized loved ones with easy, secure access to their health information and empower them to participate in their care.

Patient-Centered Care in Action

PtAccess pulls information from Griffin Hospital's EHR and presents it in an easy-to-use web page format that patients can access anywhere. Patients can view, print, and email their health information, manage appointments, access discharge instructions, make online payments, and more. "For the patient, this information had been a black hole," Iretta adds. "PtAccess takes some of the mystery out of medicine because you can see your results and then discuss them further with your physician. This not only makes for good medical care, it's a lot less stressful for patients and their families."

Patients can share their information online with a relative, friend, or other physician, with the patient in full control of what information is shared. "If I want a second opinion, I can send a lab result or report to my sister in California, to another doctor, or to anyone," Iretta notes. "PtAccess gives patients confidence that they will receive the best possible care, even if it's outside our facility. Patients remember things like that."

Proactive Route to Compliance

PtAccess made it easy for Griffin Hospital to meet Meaningful Use Stage 1 Objectives that require a hospital to provide patients with an electronic copy of their health information and discharge instructions upon request. When patients are admitted, they are asked if they would like access to the portal. During their stay, a staff member from Medical Records visits the patient and obtains the required consent. Before patients leave the hospital, they have received their access code and instructions for accessing their information.

As an added bonus, PtAccess also prepares Griffin Hospital for Stage 2, where patients must be given the opportunity to view, download, and transmit their medical records online. "Hospitals that went with CD or flash drive solutions are now scrambling to get some type of patient portal," Iretta says. "Because we chose PtAccess, we will have no problem whatsoever meeting Stage 2."

Patient-Centered Innovation

Griffin Hospital already relies on other Iatric Systems products to meet a range of Meaningful Use requirements. Now the hospital is turning to Iatric Systems again to deliver something new and meaningful to its patients. "As the Planetree flagship hospital, we pride ourselves on our innovation, and the Iatric Systems patient portal is helping us keep that standard high."

Iretta is also very pleased with the competence and prompt response of Iatric Systems customer service. "I support most of the Iatric System applications here at Griffin, and I know I'm in good hands."

To learn more about **PtAccess** please contact us using the information below.

"This is a terrific example of what patient-centered care is all about."

– Iretta Moore, RN
Clinical Systems Analyst
Griffin Hospital