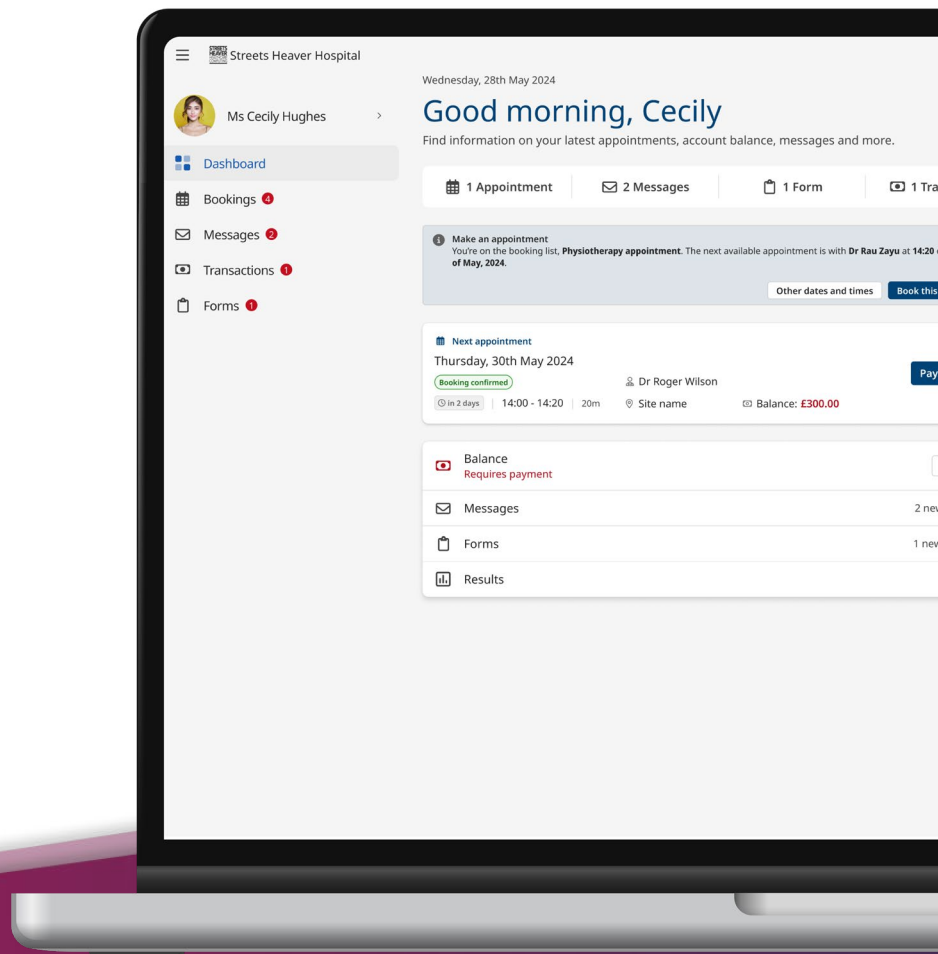


Compucare[®]

Patient Portal



Patient Portal

Compucare's Patient Portal enhances your patient engagement through a user-friendly web-based platform. Patients can make bookings, manage transactions and digitally submit forms, saving your staff valuable time and improving patient satisfaction.

Key Features:

- ✓ Branded to Suit Your Hospital
- ✓ Secure Patient Details
- ✓ View and Book Appointments
- ✓ Pay Deposits and Balances
- ✓ Digitally Submit Online Forms
- ✓ Easily Manage Correspondence

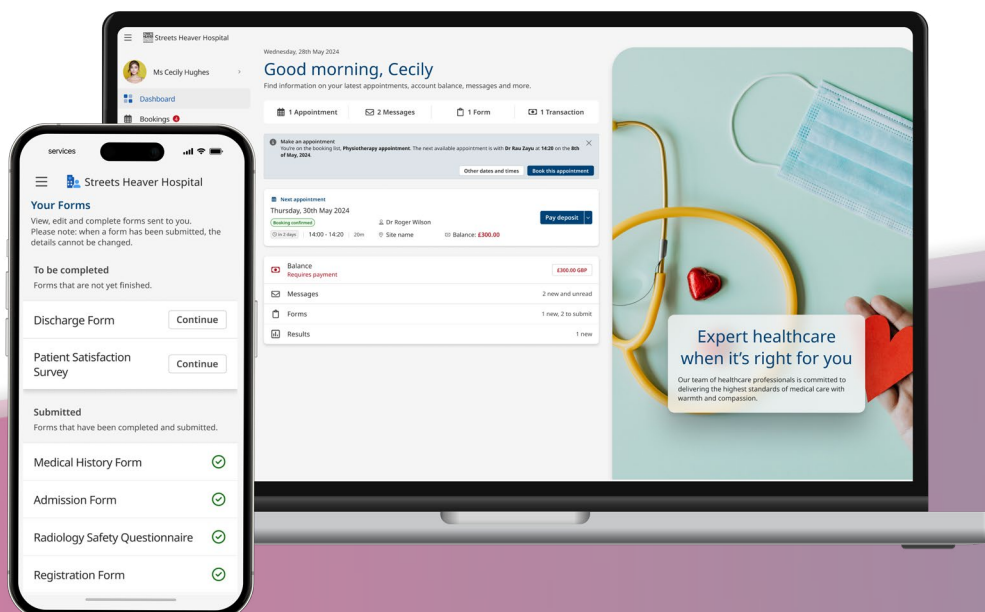
The Portal can be customised to reflect the look and feel of your hospital branding. Users can set up a stylish platform with chosen background images, brand colours and logo. The Patient Portal settings assists colour choices by providing web content accessibility guidelines to aid you in delivering a user-friendly experience.

Patients can sign up and access the portal via PC, tablet, smart phone and any other web enabled device. Once registered, it allows users to toggle between a light and dark theme to further optimise user experience.

Once registered, the home screen of the Portal shows next upcoming appointment, outstanding balances, unread messages and forms, all through a tiled, easy to view interface. The tiles can be clicked on directly to take you to the relevant pages within the portal, or you can access each page from along the top menu too.



Scan or click QR code to watch the Compucare Patient Portal Explainer video.



Amend Personal Details

Patients can view their personal details through the secure portal and quickly amend contact details such as next of kin or phone numbers. With data seamlessly linked to the CompuCare system, keeping records up to date remains simple and efficient.

Prerequisites for Patient Portal

- ✓ Credit Card Module with PXP AnyPay
- ✓ Billing & Invoicing
- ✓ Patient Ledger
- ✓ Streets Heaver's SMS Reminder Service

Book Appointments Online

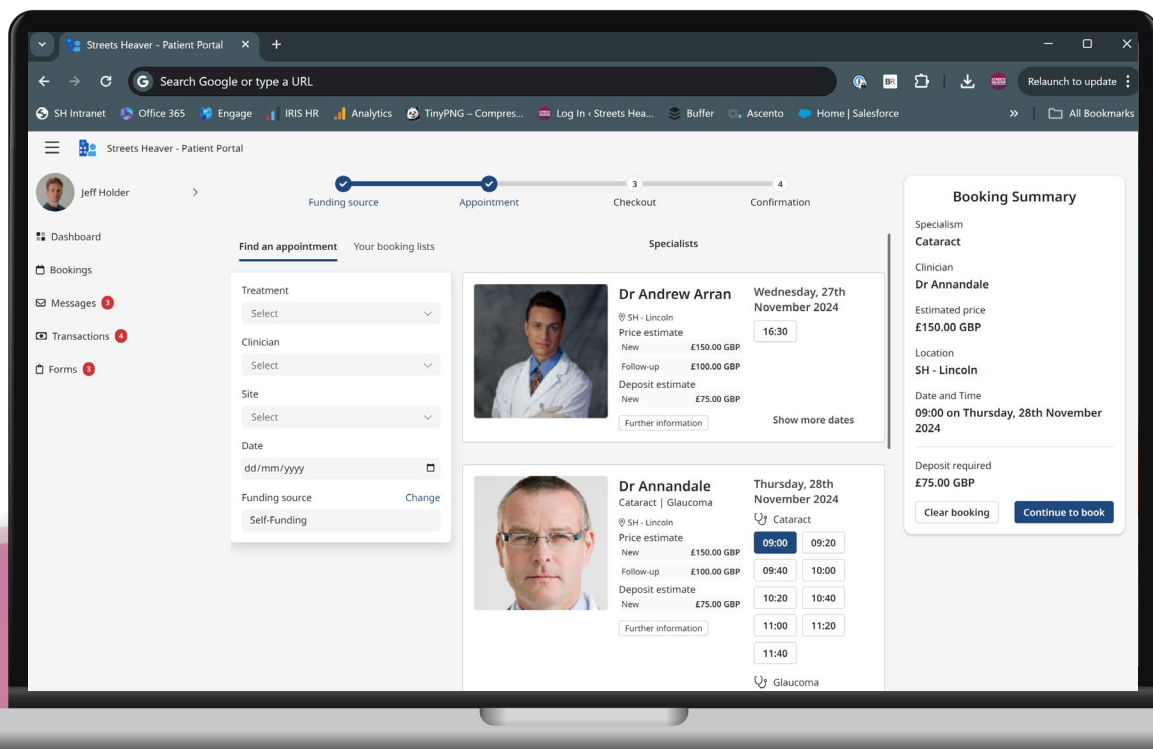
Freeing up your reception staff from timely telephone bookings, patients can book appointments directly within the Patient Portal. The patient can filter by time, date, clinician, treatment, and location to ensure an accurate booking process. Once completed, patients can receive a confirmation email or text using the SMS reminder Service.

Conveniently, booking functionality can be integrated with your hospital website, allowing patients to directly launch into specific clinician or speciality availability within the Patient Portal.

All future and existing bookings can easily be viewed within the portal from the 'bookings' tab. Future appointments can be downloaded to the users' calendar to help reduce costly missed appointments.

Alternatively, the system can be set up to allow bookings to be requested for approval via the hospital. The information will be emailed through to the hospital administration staff to contact the patient, according to the information they entered.

For **virtual consultations**, the Microsoft Teams integration with CompuCare provides an alternative to face-to-face appointments. Patients can book a virtual appointment in the Patient Portal and then launch from within the bookings page to open a web browser version of Teams. The patient doesn't need Microsoft Teams to access this.

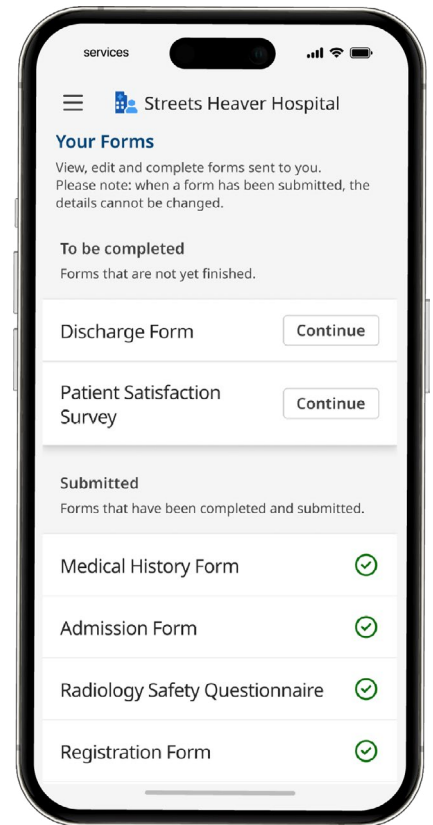


Digitally Submit Forms

Easily share digital forms with your patients securely via the Patient Portal. Patients can complete forms such as registration details, surveys or health questionnaires straight from their portal.

Additionally, a form can be sent for post-appointment follow ups such as satisfaction surveys to enhance work-flows, improve patient engagement, and allow patients the freedom to complete the form from the comfort of their own home. This can be supported by SMS functionality to automatically send notifications directly to the patient's phone number.

Once a form is completed, it links seamlessly back to the main CompuCare system either as an attached document or directly input into the patient details. Forms can also be digitally signed directly within the portal for further security benefits.



View & Download Correspondence

On the home screen view, the message tile shows how many unread communications between the hospital and the patient they have, by clicking 'view your messages' it will take you to the messages page. From here, patients can open and read any communication within the browser, patients can also print or download any message they may need.

Secure Billing and Transactions

Patients using the Portal can easily pay off any outstanding balance, either in part or in full, as well as pay deposits and view their transaction history (This functionality links in with CompuCare's Credit Card Module) using PXP AnyPay. Patients can also filter transaction history to make it easier to find a specific record. Patients can both view and print invoices and statements through the portal to retain for their personal records.

More information on CompuCare Patient Portal can be found on the [Knowledge Base](#) or by contacting our dedicated Account Management team on 01522 872 000.