





Patient Portals & Primary Care

What Use of a Portal Could Mean for Your Patients

Did you know?

A recent study, "[Use of Patient Portals by People with Long-Term Health Problems](#)," by Mary Reed, DrPH found that patients who used the portal had more scheduled doctor's visits and less use of the emergency department.

Positive Impacts

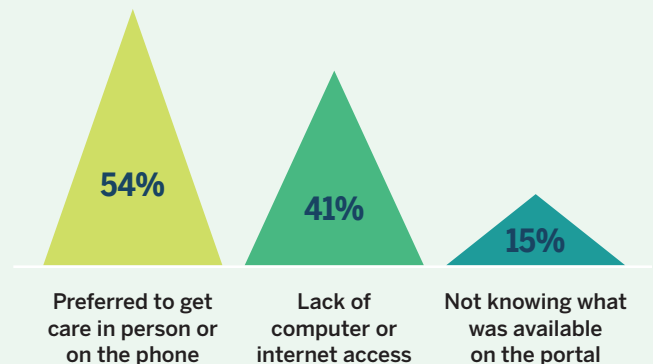
-  Increased use of primary care services
-  Decreased emergency department use and avoidable hospitalization
-  Better managed chronic health conditions
-  Improved communication between patients/families and their primary care provider

What Patients Who Used Portals Had to Say

BENEFITS



DETERRENTS



Considerations

Patients of lower socioeconomic status and lower educational attainment, as well as older adults were less likely to use the portal in this study. It may be worthwhile to spend extra time with these patients talking to them about the potential benefits of the portal and try to address any barriers they might have to accessing it to improve their health outcomes.

Actions

1. [Read the study](#)
2. Find out if your primary care office offers an electronic patient portal
3. If not, make the argument to your administration that it can improve care (using evidence!)
4. If so, encourage your patients to use the patient portal