



CASE STUDY:

Worry-Free Epic MyChart Support

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Providing Patient Engagement & Support with MyChart Support Services

The Situation

For over 180 years, a prominent East Coast Health System, with facilities in seven states, has engaged the community to determine how they could offer additional services to improve patient experience and outcomes. The Epic MyChart patient portal was the next phase in their plan to engage the patient and become more involved with home health services. It was their goal to increase service and support for their patients while strengthening the relationship.

Shortly after implementing the MyChart patient portal, they realized interacting with patients wasn't a good fit for their existing technical Service Desk. It was essential to have a 24/7/365 support team that was familiar with MyChart as implemented by the provider, trained in end-user consumer communication and able to deliver a positive support experience for their patients.

The Health System learned other healthcare provider organizations were using PDS for their patient portal support services and came highly recommended. Based on recommendations from other providers, the Health System sought the assistance of PDS to implement a patient support system and learned they could expect up to 25% of their active MyChart users to contact them for help.

The Health System's MyChart Application Lead said "Working with PDS made sense. We needed 24/7/365 support, but we didn't have the infrastructure to manage it. Even though our facilities were decentralized, our key stakeholders wanted a single provider to support our patients. "Deciding to outsource to a company with a successful track record and could facilitate this job in an efficient manner was a no-brainer."

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Epic MyChart Application Lead

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PDS MyChart Patient Support Team

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Epic MyChart Application Lead

The Solution: Easy Implementation and Great Results

According to the Applications Lead, “Working with PDS was stress-free.” It was the first time both organizations had joined forces and worked together. Initially there was some apprehension with entrusting patient interaction to an outside organization but was dismissed once PDS began taking calls. “After just a couple months we knew that we made the right decision.”

To lead the workflow development, a PDS engagement specialist observed and documented the process at the client site to complete the setup quickly and efficiently. By suggesting workflows based on previous PDS MyChart best practice implementations, the client was able to avoid starting from scratch. In less than four weeks, MyChart support was ready and calls and emails were coming in. The client’s Application Lead confirmed that the PDS engagement specialist was “fabulous.” “She responded to all questions in a timely manner, had a great attitude, was easily accessible and willing to make changes on a dime.”

The Results: Carefree Support

In the first six months of support, MyChart patient usage grew steadily. With only a fraction of the entire Health System’s seven-state locations offering MyChart, over 10,000 patients were actively using it. In time, they expected 200,000 patients would be using the portal.

“It is extremely quiet here now and MyChart support is something we do not have to worry about,” explained the Applications Lead. “The patients are getting the support they need and my team can focus on growth and other matters of our business.”

PDS Patient Portal Support

PDS is an industry leader in Epic MyChart Support, and has provided Patient Portal Support services nationwide for more than 15 years to the nation’s leading healthcare organizations. Learn more about how PDS can help support your organizations patient population.

To learn more about Epic MyChart Support, please contact the PDS Healthcare team at 800-966-6090 or teamhealthcare@pdsit.net.

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