



news

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Patient Portals Drive Consumer Engagement Movement

AHIMA toolkit outlines trends, guidance for patient portals

CHICAGO – April 19, 2016 – The adoption of electronic health records (EHR) and an industry shift from a provider-centric to a patient-centered healthcare system have fueled a consumer engagement movement. A key driver – the expanded use of patient portals – gives patients more access to their health records and greater control over their healthcare decisions.

A new [American Health Information Management Association](#) (AHIMA) [Patient Portal Toolkit](#) for health information management (HIM) professionals highlights trends and provides guidance on the issues, latest regulatory requirements, opportunities and challenges of a patient portal.

“We’re witnessing a profound shift in the level of engagement patients have with their own healthcare,” said AHIMA CEO Lynne Thomas Gordon, MBA, RHIA, CAE, FACHE, FAHIMA. “When patients have more access to their health information, they can make more informed decisions. Patient portals are a critical component in connecting patients with their health data. With this toolkit, AHIMA provides guidance for the healthcare community on how to provide access while ensuring the information is accurate, private and secure.”

As technology continues to advance, patient portals must evolve to meet patient and provider expectations.

Major technology trends for patient portal solutions highlighted in the toolkit include:

- The capability to use portals to provide remote healthcare services for non-acute care conditions.
- The ability to personalize the patient portal experience for increased patient engagement.
- Patients’ ability to access their health information on mobile devices.
- Inclusion of patient-generated health data from wearable technology devices.

The toolkit also includes:

- Definitions of the different types of patient portals
- Recommended practices for selection and implementation
- Guidance on workforce and consumer education and training

- A sample registration/enrollment form
- A sample portal user agreement

The toolkit is free for AHIMA members and can be found online in AHIMA's [HIM Body of Knowledge](#) and on [AHIMA's web store](#).

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About AHIMA

The American Health Information Management Association (AHIMA) represents more than 103,000 health information professionals in the United States and around the world. AHIMA is committed to promoting and advocating for high quality research, best practices and effective standards in health information and to actively contributing to the development and advancement of health information professionals worldwide. AHIMA's enduring goal is quality healthcare through quality information. www.ahima.org