

## IBM Software Demos

### WebSphere Portal: MyHealthcare Patient Portal

#### 1a

With heightened competition and more Web-savvy users, healthcare organizations must provide Web access to high demand services to better attract and retain patients. In this demonstration, we will see how the MyHealthcare portal developed with IBM WebSphere Portal provides a compelling Web experience that provides patients access to secure content, payment, prescription, and scheduling information – online, anytime.

#### 1b

Gardner Raynes, a patient, can easily access his secured, personalized data through MyHealthcare to make payments, schedule appointments, and talk to nurses.

#### 1c

As he views the site, he sees up to date news articles, and a link to a podcast, which he can download so he can listen to these health tips on the go. All of these articles and media are managed through IBM Lotus Web Content Management.

#### 2a

After logging in, Gardner has access to the full capabilities MyHealthcare provides. Secured news articles are provided to subscribers. In addition, patients can access a list of reminders which reduces the amount of time they spend looking for links.

#### 2b

Gardner can also view and update eForms managed by Lotus Web Content Management and provided by IBM Lotus Forms. Accessing and managing forms is now even easier through WebSphere Portal.

#### 2c

Secure messaging from doctor to patient enhances the communication, giving Gardner the personal attention he deserves. Here, he is reminded to schedule his semiannual physical.

#### 2d

Payment history is provided in a simple layout and can be customized by the patient. Through portlets built by IBM WebSphere Portlet Factory, increased user customization allows Gardner the opportunity to personalize his pages while reducing IT costs.

#### 2e

He can view details of payments due and even submit a payment. Secured transaction information is posted instantaneously, giving Gardner the peace of mind to know that his credit card information is safe.

#### 3a

Appointment History is again provided in an easy layout through WebSphere Portlet Factory. Live Text capabilities are easily integrated, giving Gardner in context menus. He can view Dr. Dray's contact information and even schedule his 6 month physical.

#### 3b

Web 2.0 capabilities built into WebSphere Portal provide Gardner instant access to Dr. Dray's calendar and allow him to interact with the scheduler in real time. He can easily see days when Dr. Dray is booked allowing him to choose the best time for his appointment. Inline edit and type-ahead deployment is simplified through the Web 2.0 Toolkit, giving Gardner that rich experience.

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#### 4a

Gardner can also view his prescription information. A list of clinical trials is tailored to his specific needs, allowing him to see and sign up for the latest treatments. Live Text capabilities allow him to access additional information from the internet while providing MyHealthcare the ability to show only qualified sources to their patients.

#### 4b

Web 2.0 capabilities provide instant access to external content within the portal. Gardner can tear away the content for easier viewing without having to navigate away from his prescription information. Here, he minimizes the window, taking him back to his prescription information, all without refreshing the page.

#### 5a

Using IBM Lotus Connections, Gardner can search for doctors in his area. He can review contact and biographic information through Profiles, current links the doctors are reviewing that they bookmarked through Dogear, and even current publications through Blogs.

#### 5b

Instant and personalized help is provided by MyHealthcare through the "Chat with a Nurse" services managed by IBM Lotus Sametime. Using this service, Gardner can find out if he really needs to see a doctor, helping him better manage his health and healthcare costs.

#### 6a

IBM WebSphere Portal helps healthcare organizations truly realize the value of the Web-connected patient. With WebSphere Portal, MyHealthcare provides an online presence that helps meet and exceed the needs of the online patient who is an educated consumer, while competing in a more effective and efficient manner.