



# The National Patient Portal *MN-CMS Pilot*



eHealthIreland.ie 

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## Delivering eHealth Ireland



### Office of the Chief Information Officer



# Patient Portal

## Overview:

eHealthIreland's National Patient Portal will facilitate patients in accessing personal health information instantly and securely.

## Goals:

- Implement a patient portal to facilitate the health service's strategic objective of improving the quality of patient care and strengthening preventive care services.
- Engage patients and their family members in their health and healthcare through the portal.

## Benefits:

- Increased access and visibility of health information should lower waiting times as people become more engaged with the service and manage their own appointments.
- Providing patients with education on relevant topics and current medical conditions, is a critical part of patient engagement and preventive care services.
- Streamline hospital visits thereby improving OPD appointments and waiting lists.
- Reduced call volume to/from providers as patients use the portal
- Convenient to patients
- Increase efficiency and productivity to both patients and healthcare providers

## Patient Portal – MN-CMS Pilot

### Scope:

- Focus on maternity services users gaining access to personal medical reports and keep track of upcoming appointments.
- Uses Cases 1 and 2 facilitate access to the Shared Care Record and Discharge summaries.
- Further enhancement will facilitate the integration with Lighthouse Projects (Epilepsy).

### In future phases the portal could be extended to allow users to:

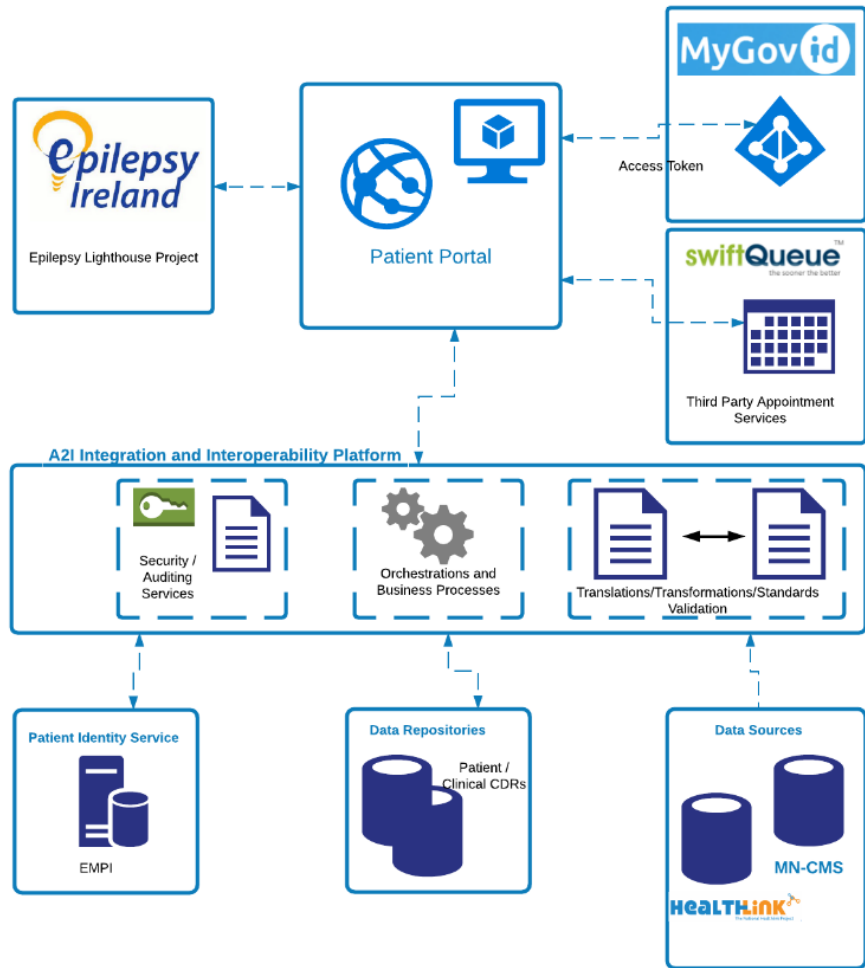
- View referral and corresponding response messages
- OPD appointments
- Laboratory & radiology results
- Discharge summaries
- Newsletters and educational material
- Manage appointments
- View medications, immunisations, allergies, etc.
- Update contact information
- Download and/or complete forms online
- Exchange secure emails with healthcare providers
- View audit trail which keeps track of when data was accessed and changes applied

### Consent :

- Patients on first access are required to give consent to receive personal medical records.
- Terms and conditions will be provided.
- In the absence of this consent personal medical information will not be shared between Healthlink and the Portal and access to the information will not be provided.

# Patient Portal

- MyGovId integration for government online identity service
- MN-CMS integration for Maternity Services, Discharge Summaries and Summary of Care Record.
- Integration with 3<sup>rd</sup> Party providers for appointment management services.
- Integration with Lighthouse Projects to leverage the Single Sign On.
- Implemented using modern innovative technologies and processes.
- Designed for extensibility – to add new features as they are identified.
- Integration with IHI for identity management.



# Patient Portal

## Requirements and Dependencies:

- Completion of MN-CMS – GP messaging integration via Healthlink.
- MN-CMS / Portal Governance put in place.
- Clinical Resource appointment from MN-CMS required for validation of Portal data.
- Establishment of Portal Project Board.

## Communication and Consultation with Stakeholders

### MN-CMS:

- Bi-Weekly status updates will be implemented on project inception.
- Sprint demos : Clinical team from MN-CMS will be invited to attend Agile sprint reviews. As part of this a demo takes place where the team demonstrates functionality implemented in the sprint.

### General Public:

- A joint advertising campaign with OGCIO and DSP may be undertaken to highlight the use of the public service identity mechanism to access the portal.
- Within the hospitals and GP practices, expectant mothers can be told of the new facility.

## What is MyGovId?

- MyGovId is an online identity service that enables clients to access Government provided online services in a safe and secure manner. MyGovId provides a secure, safe online identity that only you can use.

## MyGovId uses:

- Currently MyGovId is in use for Welfare.ie, Revenue.ie and JobsIreland.ie, however many Government sites are being made available via MyGovId, including the Patient Portal.

## How does it relate to the Patient Portal? :

- The demographic using the MN-CMS system will be motivated through the welfare system to get a PSC card.
- The PSC card enables the public easily gain a MyGovId.
- Having a MyGovId allows the users gain access to multiple sites, including the Patient Portal.
- The information in the MyGovId helps us link their information and ensure that the data accessed by them via the Portal belongs to them.



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

# MyGovId Explained



# MyGovId – Portal Integration

- Lucy Attends a Maternity Unit.
- She then signs up to MyGovId
- Lucy then registers for MyHealthPortal using MyGovId and gives consent for her information to be available there.
- Portal matches the person we know from MyGovId to the MN-CMS identity.
- MyHealthPortal migrates the information from MN-CMS (Healthlink) to MyHealthPortal
- Lucy logs in to MyHealthPortal and sees her Shared Care Record and Discharge Summary

