WoundExpert Checklist
5 Steps to Optimize Your WoundExpert Patient Portal

This checklist will assist in setting up your WoundExpert Patient Portal. WoundExpert's Patient Portal is a secure online website that gives patients convenient, 24-hour access to their wound care information from anywhere with an internet connection. The WoundExpert Patient Portal is key in providing an online communication platform for your WoundExpert patients and instrumental in meeting the telehealth and telemedicine regulations. Here are 5 steps to optimize your WoundExpert Patient Portal, along with links to the how-to document within the application for each step. *Be sure you are logged into WoundExpert in a browser tab before clicking the links below for easiest navigation.*

1. **Enable the WoundExpert Patient Portal + create the message + identify documents to share + enable "Log Communications to Patient Communication Log" under User's Profile.**
   - Verify if your Patient Portal is enabled, access your Facility Admin Setting>Facility Setup>Patient Portal Setup. If you do not have access to the Patient Portal Setup tab, contact Client Services, feedback@nethealth.com, 844-464-9348 option 2, to enable this setting.
   - **Workflow Patient Panel**
   - **Patient Portal Overview**
   - **Patient Portal Setup, Navigating to the Patient Portal Setup Page, Configuring the Portal Documentation View**
   - **Log Communications to Patient Communication Log**

2. **Identify who is responsible to provide the Patient Portal Enrollment Invitation + manage the portal process.**
   - **Patient Portal Enrollment for patients and authorized users**

3. **Navigate your WoundExpert Inbox + consider use of additional assigned users based on your hospital's policy.**
   - **User Inbox**
   - **User Inbox Settings**
   - **Compose New Message**
   - **Associate an Inbox message with a Patient Communication Log**

4. **Place the Patient Communication Log widget on the patient's dashboard**
   - **Patient Dashboard - Communications Log Widget**

5. **Consider adding the Patient Communication form to your workflow + medical record based on hospital and HIM policies**.
   - **Workflow Facility Admin**

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Your WoundExpert Patient Portal is the cornerstone to your patient's communication; allowing the patient access to key documentation from their visit as well as their clinical summary, use during telehealth and telemedicine visits, and much more. The key to successful Patient Portal use is to empower the patient with online presence. Please reference the WoundExpert Patient Portal Handout, attached along with this checklist.

Note: Rules are ever evolving. In light of the new regulations and impending changes to your workflow, it is important for you to review your policies with your Health Information Management (HIM) department as the new policy dispels information that maps to your documentation and billing processes. For example, your facility may direct you to include a statement that the service was provided through telehealth, including both the location of the patient and the provider and the names and roles of any other persons participating in the telehealth service. HIM may also direct you to have the patient verbally consent to receive virtual check-in services. Depending on how your HIM directs your documentation may dictate the set up your workflow. Once determined, these specific documentation requirements can be defined as a Provider's template within their Progress Note or as custom questions or defined within a custom form appending to the appropriate Progress Note section.

To learn more about Net Health 360 Professional Services, find their service offerings [here].