

Use E-Mail Reminders to Engage Patients and Improve Quality of Care

Practices should use EHR functionality such as automatic e-mail reminders to engage patients and improve quality of care in ways that are not possible with paper records.

Paper records provide limited options to efficiently engage patients and improve quality of care.

Implementation

Practices should use EHR functionality to engage patients and improve quality of care in ways that are not possible with paper records. For example, an EHR system would allow a practice to set up automated e-mail messages to patients in clinical practice areas that have priority for quality improvement. E-mail can be used to send patients reminders about needed upcoming preventive health care. E-mails also can be sent to patients who have missed scheduling of an appointment, reminding them it is time to be seen by a clinician. Using e-mail in conjunction with the EHR system can streamline provider-patient communication and improve patient compliance.

Things to Consider

Patient reminders are a Meaningful Use objective and messaging and e-mail must be generated and sent through an [Office of the National Coordinator Authorized Testing and Certifications Body \(http://www.healthit.gov/policy-researchers-implementers/authorized-testing-and-certifications-bodies\)](http://www.healthit.gov/policy-researchers-implementers/authorized-testing-and-certifications-bodies) (ONC-ATCB) certified EHR system.

References/Supporting Documentation

[ONC Certified Health IT Product List](#)