



MATHIA RALL

Patient Information Portal Creates Family Communication

If only you could call a family meeting and gather around the kitchen table the way you did as kids. Mom's new health care concerns and Dad's changing medical condition would be the topics, and everyone would have an equal chance to hear details and ask questions. That would work, if only you and your siblings didn't live in different towns in separate states.

Collaborative software developed by Dr. Annette Bosworth links families in these worrisome situations, enabling adult children to follow every step of an elderly parent's health care journey. And what a relief that can be!

Mathia Rall, executive director of Preventive Health Strategies, says, "Linking family members through online information takes the pressure off the primary family caregiver. The person who makes those doctor visits with an ailing parent also shoulders the burden of informing other family members and relaying their questions to the physician. Our Patient Portal allows more people to hear the story of

mom's care straight from Dr. Bosworth.

"What we call Family Accounts are a reframing of the typical process," Mathia continues. "A family member who has permission to use the account will see emails arrive 'You have a message from your father's doctor' and be able to access information at the Patient Portal. Family members can also contribute information—to fill in gaps in the patient's history, for instance."

A Family Account in the Patient Portal connects an adult child with a parent's care through:

- Reports of office visits.
- Lab reports.
- Prescription dosage and frequency.
- Appointment schedule and billing reminders.
- Allergy lists and patient history.
- And, most importantly, the ability to ask questions.

To learn more, email info@meaningfulmedicine.org.