



myHealthPointe: Consumer Engagement Portal



myHealthPointe supports consumer-driven care by connecting individuals to their treatment through a user-friendly, secure portal. Seamlessly integrated with Netsmart CareRecords™, myHealthPointe provides consumers convenient access to their clinical and personal information using a browser and internet connection.

Consumer engagement forges a unique relationship between a provider and an individual where the person becomes more invested in their healthcare. Better communication between consumers and care providers supports better outcomes for everyone involved.

Key Features

- Access to personal health record (PHR)
- Meaningful use certification (Stages 1 & 2)
- Appointment scheduling
- Alerts, reminders and notifications
- Secure messaging
- Medication refill request
- Lab results
- Evidence-based practices integration
- Standardized consumer satisfaction surveys
- Consumer education resources
- Transitions of care documents

Benefits of the Portal

- Reduce face-to-face visits and phone calls by providing quick, convenient, secure messaging, driving improved responsiveness to an individual's needs
- Integrates directly with the Netsmart CareRecord to update consumer information, assessments and consents improving operational and clinical efficiencies
- Electronic appointment scheduling, reminders, alerts, medication refills and lab results leads to reduced call volumes, increased kept appointment rates and medication adherence
- Promotes collaboration between the consumer and the provider, allowing the individual to be an active participant in their health and recovery
- Illustrates consumer's health and behavior outcomes over time providing a longitudinal view into their health and wellness
- Provides the care team a comprehensive view into the consumer reported data, enabling proactive clinical decisions



Consumer Portal Marketing Kit

To help implement and grow adoption of the online consumer portal, Netsmart offers a FREE marketing kit to help jump start the process. The resources focus on creating organizational buy-in and consumer adoption of the overall consumer engagement strategy.

Benefits of the Kit

- Step-by-step instructions lead to quick, convenient consumer sign-up
- Customizable documents support agency branding for a more personalized marketing approach
- Posters, flyers, handouts and sample content help streamline implementation and agency adoption