

# Provide Patient Access

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The objective of this measure is to provide patients the ability to view online, download, and transmit their health information.

## Measure

At least one patient seen by the MIPS-eligible clinician during the EHR reporting period is provided timely (within four business days after the information is available to the eligible clinician) access to view online, download, and transmit to a third party their health information subject to the MIPS-eligible clinician's discretion to withhold certain information.

## Denominator

The number of unique patients seen by the MIPS-eligible clinician during the performance period.

## Numerator

The number of patients in the denominator (or patient authorized representative) who are provided timely access to health information to view online, download, and transmit to a third party.

## Threshold

The numerator must be one or more.

## Scoring

This measure is required for the PI base score of 50%. This measure also contributes up to 20% to the performance score.

### Bonus (up to 15%)

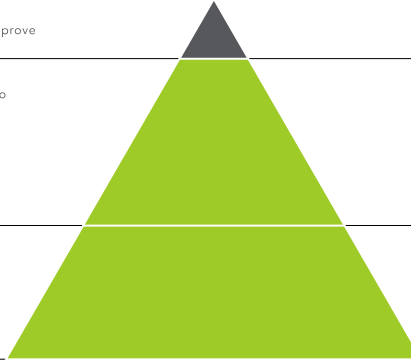
Complete bonus measures to improve your PI score.

### Performance (up to 90%)

Complete additional measures to improve your PI score.

### Base (50%)

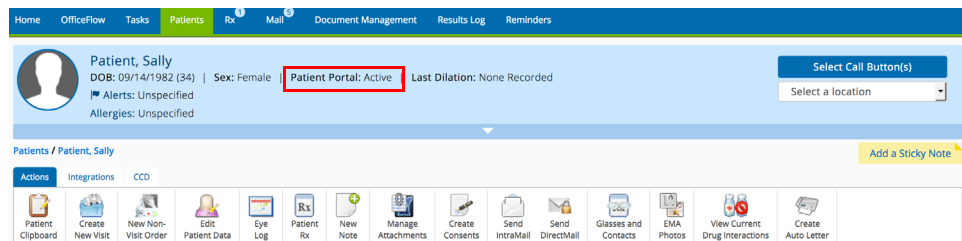
You must complete all required measures to meet the base score. You must achieve the base score to get credit in the PI category.



## Eyefinity EHR Instructions

The patient portal enables you to share health data and educational resources with your patients. Your patients will be able to view, download, and share their health information with their other healthcare providers. Patients can see educational resources that pertain to their conditions or specific procedures. They can also send you secure messages that appear in your IntraMail within Eyefinity EHR.

You can quickly see if a patient's portal is enabled on the Patient Clipboard.



- [Enabling the Portal for Individual Patients, 2](#)
- [Enabling the Portal for Patient's Representatives, 3](#)

## Enabling the Portal for Individual Patients

You must enable the patient portal for each individual patient.

1. In Eyefinity EHR on the web, search for the patient.
2. Click the **Edit Patient Data** action bar icon.
3. Click the **Portal Settings** tab.
4. Select **Yes** from the **Patient Portal Enabled** radio buttons.
5. Type a **Username** for the patient. The username must be unique to your practice.
6. Type and confirm a **Password** that the patient will use to access the portal.

7. Select **Yes** from the **Must Reset Password Upon Next Login**.

This selection increases security by forcing the patient to select his or her own password.

The screenshot shows the 'Patient Portal Settings' for a patient named Sally. The 'Patient Portal Enabled' section has two radio buttons: 'Yes' (selected) and 'No'. The 'Must Reset Password Upon Next Login' section also has two radio buttons: 'Yes' (selected) and 'No'. A red box highlights the 'Yes' radio button in the 'Patient Portal Enabled' section.

8. Click **Save**.
9. Give the patient a copy of the patient portal URL, their username, and password. Encourage the patient to log in, explore the portal, and send you a secure message.

**NOTE** The patient portal URL is the same as the URL that you use to access Eyefinity EHR. [Download an instructional flier to help your patients.](#)

## Enabling the Portal for Patient's Representatives

If the patient provides your office with a copy of a healthcare proxy, you may enable the portal for the patient's representative.

**NOTE** You must also enable the portal for the patient to count toward PI, even if the patient has designated a representative to act as their proxy.

1. In Eyefinity EHR on the web, search for the patient.
2. Click the **Edit Patient Data** action bar icon.
3. Click the **Patient Representative Portal** tab.
4. Type the patient representative's **Last Name**, **First Name**, and **Middle Name**.
5. Select **Yes** from the **Representative Account Enabled** radio buttons.
6. Type a **Username** for the patient. The username must be unique to your practice.

7. Type and confirm a **Password** that the patient will use to access the portal.

The screenshot shows a web application interface for managing patient information. At the top, there is a navigation bar with links: Home, OfficeFlow, Tasks, Patients (highlighted), Mail, Document Management, Results Log, and Reminders. Below the navigation bar, a patient profile for 'Patient, Sally' is displayed, including her DOB (09/14/1982), sex (Female), and status (Patient Portal: Active). A 'Select Call Button(s)' dropdown is also visible. The main content area is titled 'Patients / Patient, Sally' and features a sidebar with navigation options: Contact Information, Insurance, Pharmacy, Practice Data, Portal Settings, and Patient Representative Portal (selected). The 'Patient Representative Portal' section contains a 'Patient Account Updated' notification. Below this, the 'Patient Representative Portal Settings' form is shown. It includes a note: 'In order to qualify for meaningful use, the patient's portal must also be enabled, in addition to their representative.' The form has fields for 'Name' (Patient, Patient Representative Last Name, Patient Representative First Name, Patient Representative Middle Name), 'Representative Account Enabled' (radio buttons for Yes and No), 'Username (Login)' (jane.patient), and 'Password' (Patient Representative Password and Confirm Password). A 'Save' button is located at the bottom right of the form.

8. Click **Save**.
9. Give the patient's representative a copy of the patient portal URL, their username, and password.

**NOTE** The patient portal URL is the same as the URL that you use to access Eyefinity EHR.

Encourage your patients to log into the portal and view their records. [Download an instructional flier to help your patients.](#)

## Responsible Role

The following are suggested roles for completing this measure:

- Front desk
- Doctor
- Technician
- Scribe