

INTRODUCTION

- Woburn Pediatrics provides high quality care every day of the week. They provide well and sick care along with a wide variety of treatments.
- Woburn Pediatrics Psychological services is housed in the same office where well visits and sick visits take place.
- Woburn Pediatrics Psychological Services focuses on the behavioral health of the patients.
- Woburn pediatrics uses software called Epic to communicate with patients and other providers/coworkers.
- Epic has a way for patient/providers to communicate called MyChart.
- MyChart messages are a way for the providers to send results or questions to the patient, and the patients to send questions or concerns to the providers.

Objectives

- To communicate through MyChart messages to patients who are due and overdue for follow up appointments
- To determine whether these MyChart messages are effective or not.

Related Literature

"Patient portal secure messaging (asynchronous electronic communication between physicians and their established patients) allows patients to manage their care through asynchronous, direct communication with their providers. This type of engagement with health information technology could have important benefits for patients with chronic conditions, and a more thorough understanding of the use and barriers of secure messaging among this population is needed." (Hefner, 2019, p. 1)

"Patients want to receive outreach reminders far enough in advance so they can schedule an appointment by the time the item is due. In order to align reminders with provider availability, they feel the outreach and scheduling processes should be automated and integrated. They want to be able to schedule items directly from the reminders." (Izzo, 2023, p. 2)

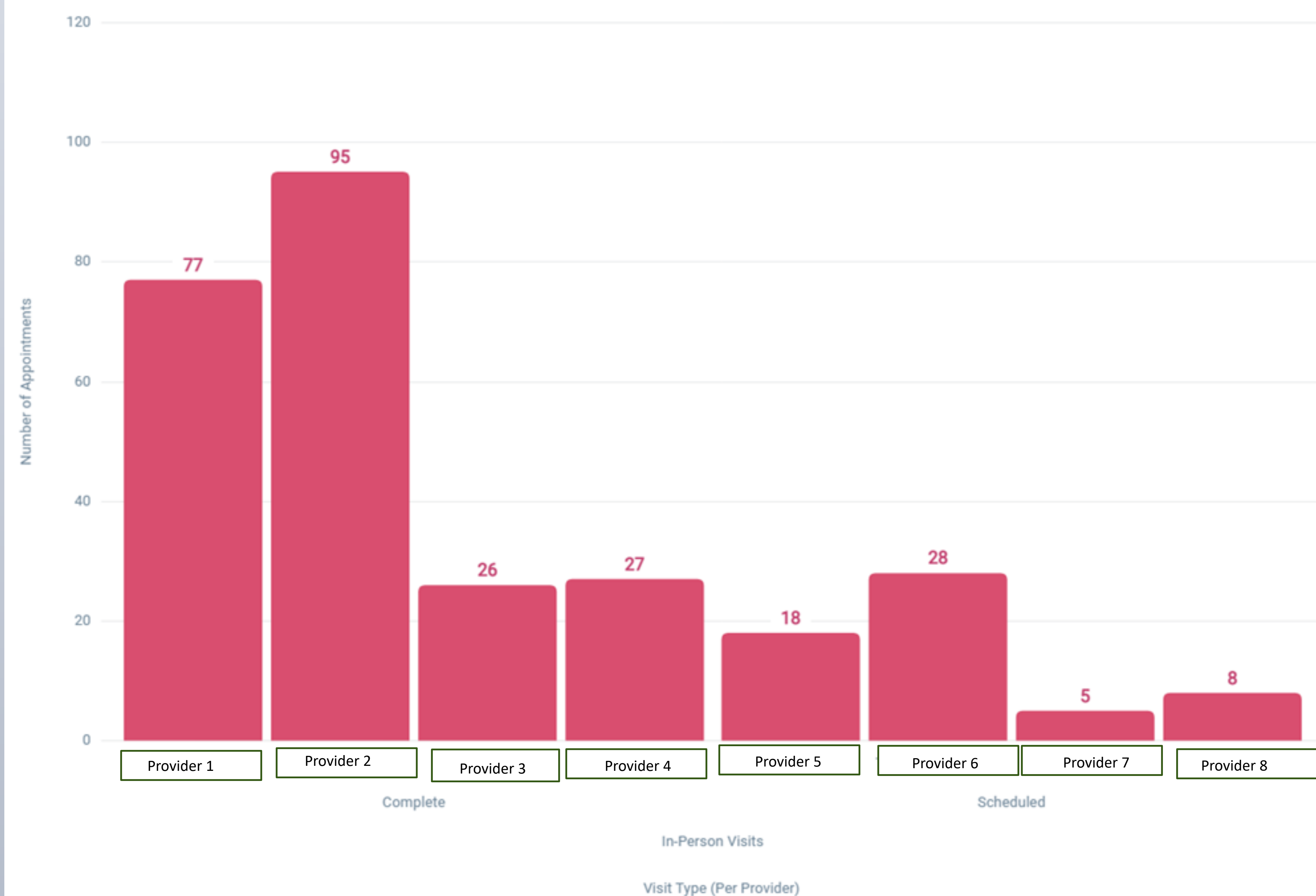
Materials and Methods

- Over the course of 8-12 weeks, MyChart messages sent for patient follow up appointments were tracked.
- Tracking included how many patients used MyChart messages and scheduled follow up appointments.
- Usefulness of MyChart messages was determined based on how many patients out of the total amount of messages sent, scheduled follow ups after reading the message.

Results

Appointments Scheduled During Internship

Between 9/1/2023 and 12/11/2023



Results Part 2

- The chart states how many patients scheduled appointments from the MyChart messages, for each provider.
- Out of 350 messages sent, 284 patients called to schedule appointments for follow ups.
- These MyChart messages are very effective for Woburn Pediatric Psychological Services.

Conclusions

- Based on the results of the research MyChart messages are very effective. But since some patients and guardians do not check their MyChart messages it is not 100% effective.
- Some people check their messages and just don't follow up to call and schedule.

References

Hefner, J. L., MacEwan, S. R., Biltz, A., & Sieck, C. J. (2019). Patient portal messaging for care coordination: a qualitative study of perspectives of experienced users with chronic conditions. BMC Family Practice, 20(1). <https://doi.org/10.1186/s12875-019-0948-1>

Izzo, E. (n.d.). Patient insights: MyChart messages, updates, and health maintenance. (n.d.). <https://accelerate.uofuhealth.utah.edu/improvement/patient-insights-mychart-messages-updates-and-health-maintenance>

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Acknowledgements

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