

Stage 1 Meaningful EHR Use via RevolutionEHR Menu 4 – Send Patient Reminders

Overview

Doctors are expected to utilize certified EHR technology to develop reminder processes that allow for delivery of preventive and follow-up care. The patient's preference for type of communication should be respected when sending reminders.

MU Objective and Calculation

The objective is to have more than 20 percent of all 65 years or older or 5 years old or younger to be sent an appropriate reminder during the reporting period.

Denominator for calculation: Number of unique patients 65 years old or older or 5 years old or younger

Numerator for calculation: Number of patients in the denominator who were sent the appropriate reminder

EXCLUSION: If a provider has no patients 65 or older or 5 or younger then the provider is excluded from this objective. Providers who exclude from this objective must select "NO" and click APPLY to attest to the exclusion.

Meaningful Use Discussion

This measure is challenging because the definition of the process of "sending the appropriate reminder" is not clearly defined. The software only has the capability to know if a patient reminder is sent as an emailed appointment reminder, or if a communications partner can report back that a reminder for an appointment was sent.

The spirit of this objective is to have patients with particular health needs in the 65+ and 5- age ranges to receive reminders for preventive care or follow-up even if they do not have an appointment in order to assure that those patients will schedule an encounter with the patient.

RevolutionEHR has one capability to automatically track reminders for patient reminders to these ages of patients who have appointments for preventive and follow-up care. To utilize this automated process, the user should use the "Email" confirm button (or associated envelope icon) for any appointment for these patients.

Integrated communications systems for email and text reminders do not provide automated counts for reminders. A manual count of reminders done with office process, the practice should develop and maintain a list of patients with upcoming appointments to aid in tabulating the results of the reminder process.

Conclusion

Meeting this objective is moderately difficult since the user must remember to institute the delivery of reminders.