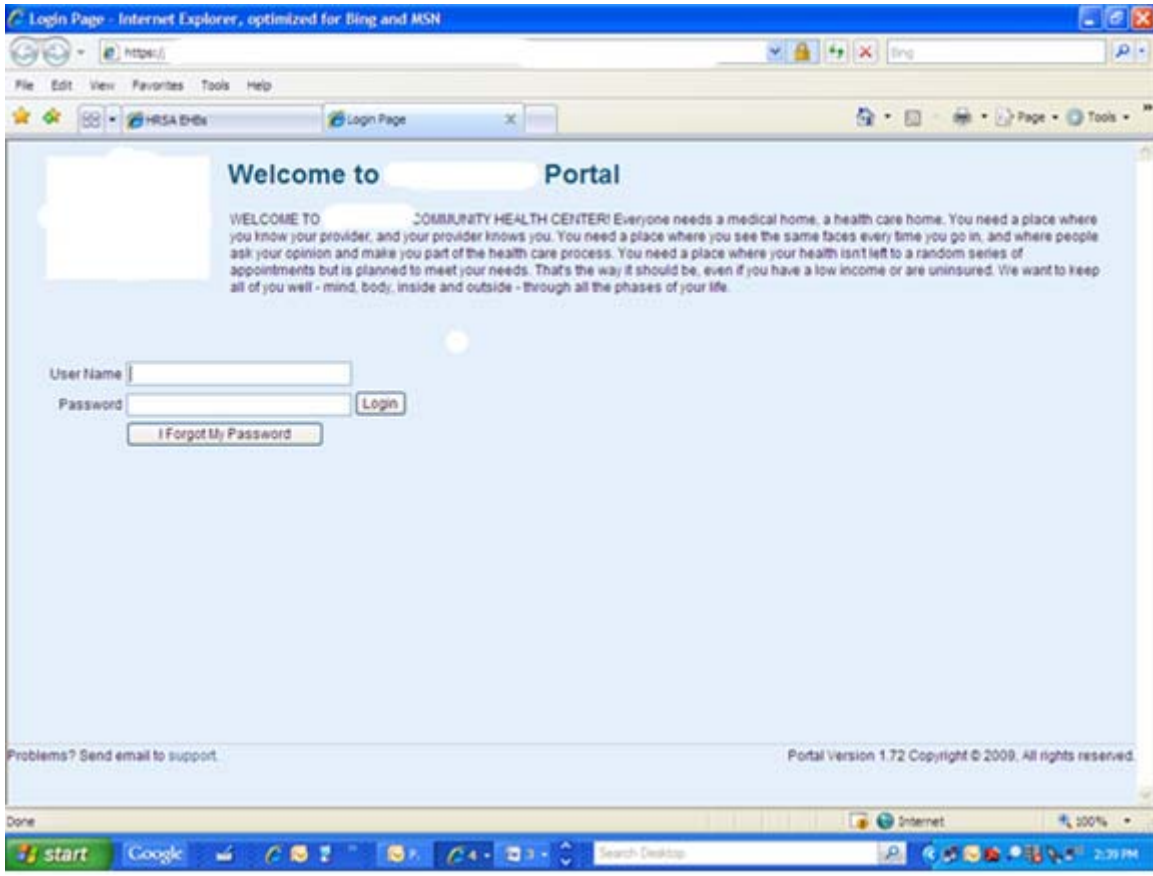# PPC 9: Advanced Electronic Communication
Element A: Availability of Interactive Web Site

CHC-B utilizes a Patient Portal within EHS to connect patients to their providers and other services electronically. We provide 5 of the 6 required access items via an interactive web site.

Item 1: Request appointments.

EHS allows patients to select a provider and preferred days/times for appointment requests.

This request will put the patient on the wait list for the provider requested. Staff review the waitlist and schedule appointments as requested. Additionally, as same day appointment blocks are lifted or if someone cancels, this request would pop up for scheduling in the open slot.

Item 2: Request referrals.

The "Ask A Question" page on the portal allows patients to free text the details of the referral that they need. This request would then populate into the organizer for follow-up.

How it shows up in EHS (Xxxx is the designated employee for follow-up):

Item 3: Request test results.

The "Ask A Question" page of the portal would allow a patient to inquire about test results. It would populate into EHS as above.

Item 4: Request prescription refills.

The "Ask A Question" page of the portal would allow a patient to request prescription refills. It would populate into EHS as above.

Item 5: See elements of the medical record.

Patients can view and correct demographic information for the patient and the guarantor.

Patients can view and correct emergency contact information.

Patients can view and correct insurance information.

Patients can opt-in or opt-out for receiving email for scheduled appointments and appointment reminders.

Patients can view appointment history.

Item 6: Import elements of their medical record into a personal health record.

EHS does not support this functionality at this time.