

This document provides extra guidance around Measure 1.G.1 under the Patient-Centered Primary Care Home Program's 2020 Recognition Criteria. The full technical specifications for this measure are available in the [2020 PCPCH TA Guide](#).

1.G.1	PCPCH regularly communicates with patients through a patient portal.	5 points
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Intent of Standard 1.G.1

To meet this measure, practices must have a patient portal, where patient, family and caregiver have the ability to communicate with provider and care team day or night.

Benefits of patient portal¹

- Increased communication between patient, provider/care team
- Increased patient engagement
- Improved patient satisfaction with practice
- Improved clinical outcomes

Essential features for patient portal²³

- Secure messaging
- Patient after-visit summary
- Getting lab and text results
- List of current medication (s)
- Medication renewals request
- Immunization
- Allergies
- Appointment reminders
- Appointment requests

Features to consider for patient portal⁴⁵

- Ability to access new patient information and paperwork
- Ability to schedule an appointment
- Ability to update patient information/demographic
- Ability to pay bill
- Ability to request prescription
- Ability to access educational materials

¹ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4941855/>

² <https://www.healthit.gov/faq/what-patient-portal>

³ <https://www.aao.org/eyenet/article/patient-portals-part-2-what-features-do-you-need>

⁴ <https://www.aao.org/eyenet/article/patient-portals-part-2-what-features-do-you-need#>

⁵ <https://www.softwareadvice.com/resources/patient-portals-top-benefits-features/>