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MAZZONI CENTER INTRODUCES ELECTRONIC PATIENT PORTAL TO IMPROVE SCHEDULING, COMMUNICATIONS, AND ACCESS FOR PATIENTS

Effective March 1, Mazzoni Center Family and Community Medicine will introduce an Electronic Medical Records (EMR) system, aimed at improving access and convenience for patients, and providing greater efficiency in the day to day operations of the health center. The EMR system has three main components: a web-based patient portal that improves communication between patients and providers; a clinical component that involves the switch from paper to electronic medical charts; and a billing and scheduling component that will support the administrative staff at Mazzoni Center Family and Community Medicine by expediting the appointment process, along with insurance verification and payment collection. The agency is among the first community-based health organizations in Philadelphia to adopt an EMR system.

Through the new, web-based “patient portal” feature, patients can create an online account that allows them to request appointments, referrals, and prescriptions, and to access test results and medical records 24 hours a day via a secure email connection. Additionally, the web portal allows patients to update insurance and demographic information, view educational health content, review financial statements, make secure credit card payments, and more. Beginning in March, existing and prospective patients can visit Mazzoni Center’s website

(www.mazzonicenter.org) to create an account.

“We are truly excited to be making this transition and improving the experience of our patients at Mazzoni Center Family and Community Medicine,” Mazzoni Center Medical Director Robert Winn, MD, said.

The new system is administered by AthenaHealth, a Massachusetts-based provider of internet-based business services for physician practices, and is fully compliant with HIPAA (Health Insurance Portability and Accountability Act of 1996) standards regarding the confidentiality of patient information.

“The electronic portal is an investment well worth making, not just from the standpoint of patient convenience,” Winn explained, “but because the added support it provides for our staff in the areas of billing and practice management will allow us to focus on the core function of the health center, which is providing direct medical care to our patients.”

The adoption of an electronic system for communication and records comes as Mazzoni Center Family and Community Medicine (MCFCM) plans a significant expansion this year, including the addition of six new exam rooms planned for later this year. MCFCM has an active roster of more than 5,000 patients - and with over 10% of visits being new clients, the roster continues to grow at a steady rate.

“Since we opened our health center at 809 Locust Street in 2008, we’ve seen a rapid and consistent growth in the number of patients accessing our services,” Mazzoni Center Executive Director Nurit L. Shein said, adding: “We anticipate that the rollout of the Affordable Care Act legislation will result in an even greater demand, as many previously uninsured individuals will be seeking a primary care practice that addresses their needs.”

About Mazzoni Center Family & Community Medicine

Mazzoni Center Family & Community Medicine (MCFCM), located at 809 Locust St., offers comprehensive primary health care in an LGBT-focused environment with a staff of dedicated and compassionate professionals that include family physicians, nurse practitioners, and medical assistants. Their services include routine health care, preventive health services, gynecology, sexual health services and chronic disease management, including comprehensive HIV care. All of Mazzoni Center’s HIV clinicians are AAHIVM (American Academy of HIV Medicine)-certified specialists. MCFCM is located next to the campus of Thomas Jefferson University Hospital, where it has admitting privileges, and often refers patients to specialists within the Jefferson Health System. Mazzoni Center accepts most insurance policies and offers sliding scale payment based on income for those who need it. Through its partnership with Walgreens Pharmacy, Mazzoni Center offers a full-service pharmacy with a special expertise in HIV/AIDS, located directly adjacent to its 809 Locust St. offices.

Established in 1979, **Mazzoni Center** provides quality comprehensive health and wellness service and is the only health care provider in the Philadelphia region specifically targeting the unique health care needs of the lesbian, gay, bisexual, and transgender (LGBT) communities. Mazzoni offers a full array of outreach, prevention, education, direct medical and care services, psychosocial services, legal services, and support groups, and is dedicated preserving the dignity and improving the quality of life of the individuals it serves. It is the oldest AIDS service organization in the Commonwealth of Pennsylvania, and the fourth-oldest in the U.S. With over 33,000 individuals benefiting annually from its services, Mazzoni Center is a leader among community-based organizations in the greater Philadelphia area, with a reputation for excellence and innovation in service delivery to its constituents. More information at: www.mazzonicenter.org