

InterSystems Personal Community



KEY BENEFITS

- Improve patient engagement, satisfaction, and outcomes
- Provide convenient, trusted access to medical records
- Enable online communications, appointment scheduling, and payments
- Empower patients and authorized designees
- Assign tasks and capture patient data

KEY FEATURES

- Intuitive, browser based user interface and management console
- Comprehensive identity and access management controls
- Built-in ID proofing and user registration functionality
- Open APIs with InterSystems and third-party product integrations
- Compatible with InterSystems EHRs as well as specialty and third-party EHRs

A Digital Front Door Solution

Successful healthcare organizations (HCOs) understand that patient engagement is fundamental. Patients who are well-informed about their conditions and treatment options make better decisions. By empowering patients to take an active role in their healthcare, HCOs can improve patient outcomes, satisfaction, and loyalty.

In an era of shifting business models, industry consolidation, and constrained resources, patient-centered care is more important than ever. HCOs must ensure patients have secure, convenient, and up-to-date access to their medical data. And they must ensure care communities—patients, clinicians, authorized family members, and other designees—can efficiently communicate, collaborate, and coordinate care activities. That’s why we created InterSystems Personal Community.

Personal Community is a user-friendly digital front door solution that makes it easy for patients and their proxies to access healthcare records, communicate with providers, schedule appointments, pay invoices, and more. It supports self-care and dependent-care models, streamlining information flows across communities while protecting patient privacy. Users can access the Personal Community portal from any location, at any time, using any device for ultimate convenience. HCOs can customize workflows and brand the user interface for ultimate extensibility. The solution is simple to deploy, set up, and manage.

Personal Community displays aggregated data and connects patients and care teams within and across hospitals, provider networks, HIEs, government agencies, and other entities. The patient engagement solution is tightly integrated with InterSystems healthcare solutions and also works seamlessly with a variety of third-party EHR systems and other technology platforms.



Extensive Feature Set Empowers Patients and Proxies

On-Demand Medical Record Access

With Personal Community, users get fast, easy, up-to-date access to all their medical data such as medications, allergies, procedures, conditions, vaccinations, vital signs, documents, and diagnostic test results. They can download reports and documents and, with third-party PACs integration, view X-rays.

Efficient Electronic Communications

Patients and proxies can use Personal Community to communicate directly with providers or to ask general, medical, or billing questions. Messages are automatically routed to the appropriate individual or group based on administratively defined policies.

Patient Instructions and Questionnaires

Providers can manually or automatically instruct users to review educational materials, upload important documents, complete pre-visit or pre-op questionnaires or forms, or perform other tasks in advance of an encounter.

Unified Alerts and Notifications

With Personal Community, HCOs can send users important alerts and notifications from various trusted healthcare applications via REST API. The announcements can be delivered to the user's Personal Community inbox or sent directly to a patient or proxy via email or text message.

Online Appointment Scheduling and Payments

Personal Community makes it easy to schedule* and manage appointments. Users can also pre-pay for services and settle invoices through an online payment gateway.

Customized Learning Resources

Users can easily access educational materials through integrations with external health information services like MedlinePlus and UpToDate. HCOs can also use Personal Community to deliver tailored content, including local news, events, community resources, and personalized health information.

Intuitive, Device-Independent User Interface

Personal Community features a user-friendly, browser-based interface that runs on any desktop or mobile device. Its familiar look and feel streamlines adoption, ensuring a seamless user experience.

*With InterSystems EHRs

Versatile Platform Addresses Security, Interoperability, and Extensibility Requirements

Multilanguage Support

Personal Community provides out-of-the-box support for English (UK and US), Spanish (Spain and Chile), French, German, Italian, Arabic, and Portuguese. The solution also supports custom translations into most other languages.

EHR-Neutral Solution

Personal Community is compatible with InterSystems EHR solutions and a variety of specialty and third-party EHR systems.

Integral ID Validation and User Registration Functions

Flexible, positive identification during onboarding definitively validates the identities of patients and proxies. Enrollment may be handled at the point of care, initiated by a patient, or performed via an external application such as a registration system. Patients can assign family members or others as proxy designees when organizations choose to provide this option.

Inherent Data Security

Personal Community does not store data on the user's device unless a file is explicitly downloaded by the user.

Single Sign-On (SSO) Support

Personal Community can act as an identity provider (IdP), allowing users to leverage their Personal Community credentials to securely sign in to other applications. Personal Community also integrates with third-party IdPs and user authentication systems.

Published Application Programming Interfaces (APIs)

External applications can use Personal Community APIs to programmatically enroll patients, register proxies, manage accounts, and perform other functions.

Built-In Management Workbench

Personal Community includes an administrative workbench for tracking system usage and operation. It provides configurable dashboards, reporting tools, and alerting mechanisms for monitoring system performance and gathering operational insights such as page views and user activity.




Multiple Deployment Options and Integrations Enable Choice

Flexible Deployment Models

HCOs can deploy Personal Community on-premises, in the cloud, or as a fully managed service.


Third-Party Integrations



InterSystems offers Personal Community integrations for a variety of third-party applications and services including EHR systems, payment platforms, educational and clinical content repositories, telehealth appointment apps, patient-facing radiology viewers external credential providers.

Worldclass Customer Support and Educational Services Boost Success

Personal Community is backed by InterSystems acclaimed customer support and educational services. For more information visit [Support.Intersystems.com](https://support.intersystems.com) or [Learning.Intersystems.com](https://learning.intersystems.com).



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