

Wolf Patient Portal



Get patients involved and engaged in their own healthcare

The Wolf Patient Portal is a web application that gives patients and caregivers convenient and secure access to patients' health information online so they can book appointments, communicate with the clinic, access information in their electronic medical chart and receive notifications and health information.



Clinic benefits

The Wolf Patient Portal increases staff satisfaction, streamlines the work associated with routine tasks and allows your staff to focus on more high-value tasks.

Decrease staff time spent booking appointments

Specify how many and which types of appointments are bookable online. Patients can access your schedule online and book when and where it's convenient for them.

Decrease the number of outbound calls for non-urgent recalls and screening reminders

Use EMR rules to send notifications to patients who match any rule criteria. Active rules may flag a patient for a routine screening, such as a mammogram. A notification can be sent to patients who fit particular criteria.

Increase clinic efficiency with patient messaging

Send messages to patients via the EMR, and choose if they can reply. This highly configurable feature allows you to specify who is allowed to message according to provider preferences. Message tracking ensures unread messages create follow-ups. Customize your communication policy to be more convenient for everyone.

The Wolf Patient Portal will help you:

- offer online appointment booking, fully integrated with your TELUS Health EMR
- increase efficiency
- improve patient care
- promote patient engagement and satisfaction





Improve patient care

Giving patients access to their medical information online means they can take a more active role in their own health care outside an office visit. Every clinic is different, so you can customize the Wolf Patient Portal to extend your practice your way.

Provide patients with supplementary health education to enhance patient care

Leverage EMR rules to target patient groups with health information appropriate to them. For example, target patients with asthma with information about optimal inhaler use. Information can be sent to patients who fit a particular diagnosis.

Relieve the pressure on patients caring for young or aging family members

The Wolf Patient Portal helps families look after the health of children, aging parents or other dependent family members from one central, secure place, making it easier for primary caregivers to stay informed about the health of their family members.

Reduce telephone tag and busy signals

Enable the optional patient messaging feature to help improve communication with your patients. Read receipts and automated message tracking makes communicating with caregivers simple and more efficient.



Keep personal information secure

Enrolment in the Wolf Patient Portal can only be done in person. Note that patients require a PIN and registration invitations are time-sensitive. The portal also uses SSL encryption, strong passwords, security questions, and email confirmation for password recovery. Multiple failed login attempts will result in account suspension.

Control access to your portal

You control what information patients can access, who can access it and what appointments can be booked. Each clinic can specify whether patients can:

- see upcoming appointments, recent activity, current conditions, current medications, allergies, vaccination history, or lab results
- choose 1-way or 2-way patient messaging. Limit and route messages on a per-provider or per-patient basis. It's patient messaging according to your clinic needs and policies
- book appointments online. You decide which appointment types and reasons are bookable online, what times of day are available and which providers will offer appointments that can be booked online.

Brand your portal, your way

The Wolf Patient Portal can easily be branded to your clinic. We also offer tools to help you promote patient engagement.

To find out more about how Wolf Patient Portal can work for you, your practice and your patients, contact us at:

practiceconsulting.telusemr@telus.com